

City of South Daytona

Department of Public Works

1770 Segrave Street • South Daytona, FL 32121 • 386/322-3080



MEMORANDUM

To: James L. Gillis, Jr., City Manager

From: Brian Peek, P.E., Public Works Director

Re: Consideration of Resolution 2021-19,
South Daytona Comprehensive Emergency Management Plan (CEP)

Date: July 9, 2021

AGENDA ITEM

Item # C10

Date: August 10, 2021

The purpose of the Comprehensive Emergency Management Plan (CEMP) is to develop a program that will provide a system to mitigate the effects of an emergency or disaster, preserve life, increase our response during emergencies, provide necessary assistance, and establish a recovery system, in order to return the community to its normal state of affairs.

This plan attempts to clearly define the roles and responsibilities of each department and function within the City organization by providing guidance in accomplishing its objectives with lists of guidelines, plans, assessments and resources.

Certain State and Federal disaster reimbursements as well as some grant programs require local jurisdictions to adopt a CEMP and train in accordance with its guidelines utilizing the National Incident Management System (NIMS) and Incident Command Systems (ICS).

The resolution adopts the presented Comprehensive Emergency Management Plan (CEMP) and authorizes the City Manager to update the Plan with appendices and compendiums as periodically necessary.

RESOLUTION NO. 2021-19

A RESOLUTION OF THE CITY OF SOUTH DAYTONA, VOLUSIA COUNTY, FLORIDA ADOPTING THE SOUTH DAYTONA CITY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN (CEMP); PROVIDING FOR CONFLICTING RESOLUTIONS; PROVIDING FOR SEVERABILITY AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the purpose of the CEMP is to develop a comprehensive emergency management program that will provide a system to mitigate the effects of an emergency or disaster, preserve life, increase response during emergencies, provide necessary assistance, and establish a recovery system, in order to return the community to its normal state of affairs; and

WHEREAS, this plan attempts to clearly define the roles and responsibilities of each department and function within the City organization by providing guidance in accomplishing the objectives of its guidelines, plans, assessments and resources; and

WHEREAS, certain State and Federal disaster reimbursements require local jurisdictions to adopt a CEMP and train in accordance with its guidelines utilizing the National Incident Management System (NIMS) and Incident Command Systems (ICS); and

WHEREAS, certain Federal grant programs now require an adopted CEMP; and

WHEREAS, the Public Works Director and City Manager recommend the City Council adopt the presented Comprehensive Emergency Management Plan; and

WHEREAS, the City Council deems it in the best interest of the City of South Daytona to formally adopt the Comprehensive Emergency Management Plan.

NOW, THEREFORE BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF SOUTH DAYTONA, FLORIDA:

SECTION 1. The Comprehensive Emergency Management Plan, dated May 2021 attached hereto, along with all appendices and compendiums as periodically amended by the City Manager, are hereby adopted, to replace any and all others previously adopted.

SECTION 2. EFFECTIVE DATE. This resolution shall take effect immediately upon its passage and adoption.

THIS RESOLUTION APPROVED ON FIRST AND ONLY READING this 10th day of August 2021 by the City Council of the City of South Daytona, Florida.

CITY OF SOUTH DAYTONA, FLORIDA

William C. Hall, Mayor

ATTEST: _____
James L. Gillis Jr, City Manager

APPROVED AS TO FORM AND LEGALITY:

Wade Vose, City Attorney



COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

City of South Daytona | May, 2021

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B. Foreword

The City of South Daytona acknowledges the responsibility to support those living within the city. The livelihood of those living and working within the city may be dependent on the continuation of government services, during and following a critical incident. The local government is the primary player whenever a critical incident occurs, and city staff must be able to react to these events.

One of the primary responsibilities of the South Daytona Emergency Management Division is to develop an emergency management plan which provides the framework for emergency response to critical incidents. Additionally, this division strives for a fluid program of community outreach to educate citizens on the importance of being prepared. The City of South Daytona encourages the preparedness efforts of all of those within the city such as citizens, private sector businesses, non-profit organizations, and visitors. This is in addition to the effort by the government for emergency preparedness, mitigation, response, and recovery. When critical incident strikes, there is a calling for an all-hands-on deck mentality. South Daytona adopts this mentality to successfully recover from critical incidents.

The South Daytona Comprehensive Emergency Management Plan (CEMP) is considered a living document in that it is subject to continuous review and revision based on an ever-changing environment. CEMP participants are encouraged to question the effectiveness of their sections as they strive to provide the most efficient, effective response and recovery procedures possible with the available resources at their command. The Basic Plan is the foundation of the emergency operations within the City of South Daytona and is enhanced with additional annexes that speak to specific aspects of emergency management within the city.

C. Promulgation Statement

William C. Hall
Mayor

James L. Gillis Jr.
City Manager

The primary role of the local government is to support the welfare of its citizens. The welfare and safety of citizens is never more threatened than during critical incidents. The goal of emergency management is to ensure that mitigation, preparedness, response, prevention, and recovery actions exist so that public welfare and safety are preserved.

This plan provides a comprehensive framework for South Daytona's emergency management. It addresses the roles and responsibilities of the local government and provides a link to County, State, Federal, and private organizations, and resources that may be activated to address critical incidents and emergencies in South Daytona.

The CEMP ensures consistency with current policy guidance and describes the interrelationship with other levels of government. The plan will continue to evolve, responding to lessons learned from actual critical incident and emergency experiences, ongoing planning efforts, training and exercise activities, and Federal guidance. The plan will take heed to guidance from the Volusia County CEMP, Florida State CEMP, and FEMA guidelines for emergency management.

Therefore, in recognition of the emergency management responsibilities of the City of South Daytona government and with the authority vested in me as the Chief Executive Officer of the City, I hereby promulgate the CEMP.

Date

James L. Gillis Jr., City Manager

D. Approval and Implementation

This plan supersedes all CEMPs dated prior to May 31, 2019.

The transfer of management authority for actions during an incident is done through the execution of a written delegation of authority from an agency to the incident commander. This procedure facilitates the transition between incident management levels. The delegation of authority is a part of the briefing package provided to an incoming incident management team. It should contain both the delegation of authority and specific limitations to that authority.

The City of South Daytona's Comprehensive Emergency Management Plan names an Incident Commander while delegating the City Manager's authority to specific individuals if he or she is unavailable. The chain of succession in a major emergency or critical incident is as follows:

City Manager

Fire Chief

Police Chief

Public Works Director

Date

James L. Gillis Jr., City Manager

E. Signature Page

Becky Witte, Deputy City Clerk
City Manager's Office

Trudy O'Dell, Director
Human Resources Department

Jason Oliva, Director
Finance Department

Laureen Kornel, Director
Community Development

James D. Giles, Chief
Fire Department

Mark Cheatham, Chief
Police Department

Amy Zengotita, Director
Parks and Recreation

Wendy Mahoney, Public Works Specialist
Public Works Department

Brian Peek, Director
Public Works Department

Nick Ventura, Chief Building Official
Community Development

F. Record of Change

Revision Number	Change Description	Date	Initial

G. Record of Distribution

Plan #	Office/Department	Representative	Signature
1	City Manager		
2	City Attorney		
3	Deputy City Clerk		
4	Human Resources		
5	Community Development		
6	Finance Department		
7	Fire and Rescue		
8	Parks and Recreation Department		
9	Police Department		
10	Public Works Department		
11			
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H. Introduction

1. Purpose

The purpose of the South Daytona Comprehensive Emergency Management Plan (CEMP) is to establish a comprehensive and coordinated all-hazards approach, and a plan for effective response to and recovery from emergencies and critical incidents occurring in South Daytona.

The CEMP, utilizing guidance from the National Incident Management System (NIMS), establishes a framework for an effective system of comprehensive emergency management.

It is the purpose of this plan to define the actions and roles necessary to provide a coordinated response within the City of South Daytona.

2. Scope of Preparedness and Applicability

This plan applies to all participating departments and agencies of the jurisdictions contained within the geographical boundary of the City of South Daytona.

The CEMP covers the full range of complex and constantly changing requirements in anticipation of or in response to threats or acts of terrorism, major critical incidents, and other emergencies. The CEMP also provides the basis to initiate long-term community recovery and mitigation activities. The CEMP:

- Outlines that the primary response and recovery responsibilities belong to the local government and are supported by state and federal resources
- Establishes fundamental policies, program strategies, and assumptions for a countywide comprehensive emergency management program
- Establishes a method of operations that spans the direction and control of an emergency from initial monitoring through post-critical incident response, recovery, and prevention
- Defines the mechanisms to facilitate delivery of immediate assistance through requests to Volusia County as well as with an MOU and MOA.
- Assigns specific functions to appropriate staff, as well as outlines methods to coordinate with the private sector and voluntary organizations
- Addresses the various types of emergencies that are likely to occur, from local emergencies, to minor, major, or catastrophic critical incidents
- Identifies the actions that South Daytona will initiate.

3. Authorities

Various statutory authorities, regulations and policies provide the basis for actions and activities in the context of domestic incident management. Nothing in the CEMP alters the existing authorities of individual departments and agencies. The CEMP establishes the coordinating structures, processes, and protocols required to integrate the specific statutory and policy authorities of various state departments and agencies in a collective framework for action to include prevention, preparedness, response, and recovery activities.

I. Situation

1. Characteristics of South Daytona, Florida

a. Location:

The City of South Daytona is located on the east coast of Volusia County, Florida. With a population of 13,080 within 4 square miles, it is located just south of the city of Daytona Beach, north of the city of Port Orange and west of the Halifax River. The western border of our city contains pockets of unincorporated areas of Volusia County and areas of Daytona Beach and Port Orange.

b. Population

The population within the city has shown growth throughout its recent history. As of July 2019, the city had an estimated population of 13,080. The population is 82.8% White, 12.6% Black, 7.4% Hispanic, and 1.1% Asian.

c. Tourist Population:

While most tourism is not centered within South Daytona, the city provides a main thoroughfare to Ponce Inlet, Daytona Beach and Daytona Beach Shores from major roadways via South Ridgewood Avenue and Nova Road. The city's ability to disperse public information is impacted by this population. Lack of familiarity with local roadways, place names, and travel directions, as well as language difficulties, could become issues with management of this population.

d. Housing:

The average household income in 2019 was \$40,632 with a 16.7% poverty rate. The median home value is \$146,800. As of 2019, the Census Bureau estimated 5,430 households.

e. Culture Details:

There is one public elementary school and one private school in the City. The City is also the site of VOTRAN, a countywide public transportation hub that houses a repair facility, offices and terminal for 60 buses and 40 smaller vans. There are also four (4) nursing/assisted living homes in the city.

f. Economic Base and Infrastructure:

The economy is based on a multitude of sectors to include education, health/medical services, professional, finance, retail trade, public administration, and entertainment/restaurant services. Minor employment sectors include manufacturing, construction, personal services, wholesale trade and communications. Some regional major employers include:

- Halifax Hospital
- Cities of Port Orange and Daytona Beach
- Florida Power and Light
- Volusia County School Board
- Votran
- U.S. Foods
- South Daytona Post Office.

g. Services:

The city provides the following services:

- Water Utility
- Sewer Utility
- Stormwater Control
- Law Enforcement
- EMS and Fire

h. Special Events:

The Daytona International Speedway, which is less than 10 miles from City Hall, is home to the Daytona 500 NASCAR race each February which brings an estimated quarter million people to Volusia County. A smaller race occurs each July as well as many smaller automobile and motorcycle events throughout the year. Spring Break has diminished from its past magnitude and today has little impact on the city. Racing special events in general create additional traffic for the city but have little impact otherwise. Bike week, in March, and Biketoberfest, in October, create additional traffic and have a mild impact on the city's roadways and economy. All special events bring an increase of traffic and population to the city.

i. Hub Locations:

All Hub Locations can be found in the quick reference section of this plan. The city hall complex contains the fire department, police department, and city hall itself. City Hall contains several departments critical to the operation of our city; finance, human resources, utility billing, community development and the city manager's office. Also located within the city is the parks and recreation department's main offices in the community Piggotte Center. This facility is also listed in our city's Continuity of Operations Plan (COOP) as a backup location for emergency operations in place of the City Hall Complex. This building is also designated as a Point of Distribution (P.O.D.) for our city during disaster operations. Another key location is the Public Works Compound. This location houses many key pieces of machinery potentially required after an emergency event.

j. Pump Stations:

Through the City of South Daytona are sewer pumping stations and stormwater pumping stations. A list of these lift stations, their locations and FPL account information can be found in the quick reference section of this plan.

k. Critical Roads:

A map of critical roads in the City is contained in the Quick Reference section of this document. These roads are main thoroughfares through the City and are as follows:

- Anastasia Drive
- Beville Road
- Big Tree Road
- Golfview Boulevard
- Magnolia Avenue
- Nova Road
- Palmetto Avenue
- Reed Canal Road
- Ridge Boulevard
- South Ridgewood Avenue

I. Critical Private Roads:

A map of critical private roads in the City is contained in the Quick Reference section of this document. These roads are crucial to residents moving in and out of their immediate community and are as follows:

- Alexander Avenue
- Banana Cay Drive
- Candle Light Manor (Mobile Home Park, All Roads)
- Davey Road
- Jemecy Oaks Drive
- Joy Road
- Lakeview Drive (and all roads within Lakeview Estates)
- Oak Meadow Circle
- Ramar (Mobile Home Park, All Roads)
- Rooster Road
- Twin Oaks (Mobile Home Park, All Roads)
- Valley Street

m. Major Waterways and Ponds:

A map of major waterways and ponds in the City is contained in the Quick Reference section of this document. These waterways are crucial to the City's and HOA's resistance to flooding and are listed as follows:

- Aspen Pond
- Big Tree Shores Ponds (Private)
- Blaine O'Neal Park Pond
- Bristol Bay Pond (Private)
- Bryan Cave Pond (Private)
- Clyde Rogers Pond (Private)
- Duck Pond
- Halifax River
- Hammock Estates Pond (Private)
- Harborside Ponds (Private)
- Lake View Estates Ponds (Private)
- Lantern Park Pond
- Magnolia Park Pond
- Nova Canal
- Oak Lea Pond (Private)
- Orchard I and II Ponds (Private)

- Reed Canal
- Reed Canal Park Pond
- Reed Canal Stormwater Pond (Blue Villa)
- Silver Pond
- South Daytona Business Park Ponds (Private)
- Stevens Canal
- Windle Lane Pond

n. Palmetto Avenue:

Palmetto Avenue is prone to flooding during heavy rain and/or heavy tide events. This is due largely in part to direct outfall of stormwaters to the Halifax River. Elevated tide levels can greatly hinder stormwater flow in this area. Markings were made on road signposts to signal water depths over the road. “Water over Roadway” signs are available and will be placed out as needed along with possible closure of the road.

2. Hazard Profile of South Daytona

The City of South Daytona is subjected to the effects of many critical incidents, varying widely in type and magnitude from local communities to statewide in scope.

Critical incident conditions could be a result of many natural phenomena such as hurricanes, floods, severe thunderstorms, lightning, high water, drought, severe winter weather, fires, epidemics, severe heat, or high winds.

Manmade hazards are diversified. Train tracks run through the city introducing the potential for a train derailment. A daily train route carries a single hazardous load daily through the city which could be a potential emergency event. Additionally, I-95 presents significant vulnerabilities due to the amount of traffic carried on it. This roadway brings traffic accidents as well as significant accessibility to the City of South Daytona.

South Daytona is subject to a multitude of other manmade incidents such as transportation accidents involving chemicals and other hazardous materials, plant explosions, cyber-attack, electronic hacking, chemical, oil and other hazardous material spills, leaks or pollution problems, dumping of hazardous wastes, building or bridge collapses, utility service interruptions, energy shortages, civil disturbances, riots, active shooter incidents, terrorism, warfare, applicable criminal acts, or a combination of any of these.

a. Weather-Natural Hazards

i. *Drought:*

A drought is a prolonged period of less than normal precipitation such that the lack of water causes a serious hydrologic imbalance. Common effects of drought include crop failure, water supply shortages, and fish and wildlife mortality. High temperatures, high winds, and low humidity can worsen drought conditions and make areas more susceptible to wildfire. Human demands and actions can hasten or mitigate drought-related impacts on local communities.

ii. *Thunderstorms:*

Thunderstorms are caused by air masses of varying temperatures meeting in the atmosphere. Rapidly rising warm moist air fuels the formation of thunderstorms. Thunderstorms may occur singularly, in lines, or in clusters. They can move through an area very quickly or linger for several hours.

iii. *Tornadoes:*

A tornado is a violently rotating column of air that has contact with the ground and is often visible as a funnel cloud. Its vortex rotates cyclonically with wind speeds ranging from as low as 40 mph to as high as 300 mph. Tornadoes are most often generated by thunderstorm activity when cool, dry air intersects and overrides a layer of warm, moist air forcing the warm air to rise rapidly. The destruction caused by tornadoes ranges from light to catastrophic depending on the intensity, size, and duration of the storm.

iv. *Floods:*

The accumulation of water within a water body which results in the overflow of excess water onto adjacent lands, usually floodplains. The floodplain is the land adjoining the channel of a river, stream, ocean, lake or other watercourse or water body that is susceptible to flooding. Most floods fall into the following three categories: riverine, coastal, or shallow flooding.

v. *Fires:*

An uncontrolled fire burning in an area of vegetative fuels such as grasslands, brush, or woodlands. Heavier fuels with high continuity, steep slopes, high temperatures, low humidity, low rainfall, and high winds all work to increase risk for people and property located within wildfire hazard areas or along the urban/wildland interface. Wildfires are part of the natural management of forest ecosystems, but most are caused by human factors. Over 80 percent of forest fires are started by negligent human behavior such as smoking in wooded areas or improperly extinguishing campfires. The second most common cause for wildfire is lightning.

vi. *Hurricanes:*

Hurricanes and tropical storms are classified as cyclones and defined as any closed circulation developing around a low-pressure center in which the winds rotate counterclockwise in the Northern Hemisphere (or clockwise in the Southern Hemisphere) and with a diameter averaging 10 to 30 miles across. When maximum sustained winds reach or exceed 39 miles per hour, the system is designated a tropical storm, given a name, and is closely monitored by the National Hurricane Center. When sustained winds reach or exceed 74 miles per hour the storm is deemed a hurricane. The primary damaging forces associated with these storms are high-level sustained winds, heavy precipitation, and tornadoes. Coastal areas are also vulnerable to the additional forces of storm surge, wind-driven waves and tidal flooding which can be more destructive than cyclone wind. Most hurricanes and tropical storms form in the Atlantic Ocean, Caribbean Sea and Gulf of Mexico during the official Atlantic hurricane season, which extends from June through November.

b. Hazardous Materials

A catastrophic incident has the potential to cause significant damages and deaths. Hazardous materials in the food chain or water supplies can lead to long-term health problems. If uncontrolled releases of hazardous materials are not reported or cleaned up, the contamination can go unnoticed for many years. Any uncontrolled release of a hazardous material can pose a risk to health, safety, and property.

Although there have been no reported radiological incidents in South Daytona, the possibility of a radiological incident could occur through transportation of materials through Interstate 95.

The covert usage of radiological materials by terrorist groups as a weapon of mass destruction (WMD) is a concern namely because of the proximity to Orlando, the Atlantic Ocean, and Interstate 95. The weapon could be detonated using conventional means and spread radioactivity over a large area.

It is anticipated that one pound of radioactive material could affect an area greater than one mile depending on atmospheric conditions. Inhalation hazards and general contamination of persons, buildings and equipment are the primary concern.

Methamphetamine is a synthetic amphetamine or stimulant that is produced and sold illegally in pill form, capsules, powder, or chunks and produced in illegal, clandestine drug laboratories that are commonly found in motels, rural areas away from the public,

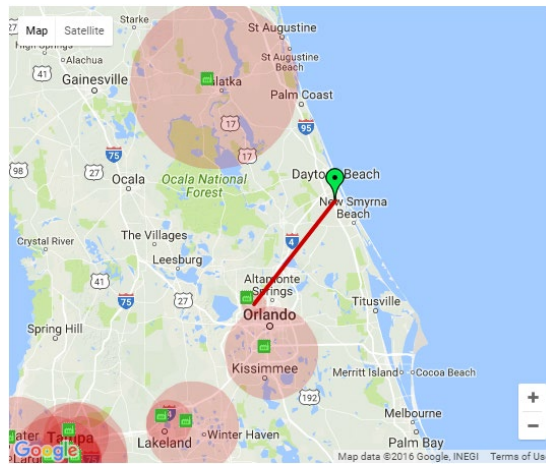
and residential areas including houses, apartments, and garages. Mobile labs have also been found in vehicles and discarded along roadsides or parking lots.

Methamphetamine is produced from 19 chemicals regulated under the Chemical Control Act with specific reported requirements from chemical industry manufacturers and retailers. Anhydrous ammonia is one of the primary chemicals of concern because of its commonality and can affect persons living near ammonia storage facilities. Explosions from chemical mixes and chemical vapors from the mixing are also of concern for persons near illegal laboratories.

c. EPA Risk Management Program

In the United States, 4.6 million children at nearly 10,000 schools across the country are within a mile of a facility that reports to the EPA Risk Management Program (RMP). Factories, refineries, and facilities that are mandated to report to the EPA's RMP are those that produce, store, and use large amounts of dangerous chemicals, which would put children at risk if there was a release.

The closest facility that is enrolled in the RMP is 43 miles from South Daytona and has a small vulnerability zone. The City of South Daytona is not in a vulnerability zone.



5 Closest RMP program facilities (by distance)

Tanner Industries (Apopka, FL)
Georgia Pacific Corporation (Palatka, FL)
Brenntag U.S.A. (Orlando, FL)
KIK International Inc. (Auburndale, FL)
McIntosh Power Plant (Lakeland, FL)

J. Roles and Responsibilities

The City of South Daytona recognizes that each municipality has the duty and obligation to provide for public safety including the management of critical incidents/emergencies.

The City conducts emergency operations according to established plans and procedures to include:

- Maintaining an emergency management program at the city level involving all stakeholders which have responsibilities in the comprehensive emergency management system within the city
- Implement a broad-based public awareness, education and information program designed to reach all citizens of the city, including those needing special media formats, who are non-English speaking, and those with hearing impairment or loss
- Execute mutual aid agreements within the county for reciprocal emergency aid and assistance in the event a situation is beyond the city's capability
- Maintain an emergency management program that is designed to avoid, reduce, and mitigate the effects of hazards through the enforcement of policies, standards, and regulations
- Maintain cost and expenditure reports associated with critical incidents, including resources mobilized because of mutual aid agreements
- Coordinate a high caliber public information program during an emergency
- Develop and maintain procedures to receive and shelter individuals at city shelters
- Ensure the county's ability to maintain and operate an Emergency Operations Center

1. Preparedness During Non-Emergency Operations

Staff organization during normal operating hours is quite different than the responsibilities that are expected during an EOC activation. Training is instituted with personnel to fill the necessary gaps. Staff will use times of normalcy to become educated about their EOC duties and complete any training that are necessary.

The City's ESF Coordinator (Public Works Director) will manage implementation of the City's overall emergency preparedness planning and programming at this time. All department heads will ensure that their personnel are given designated training time for emergency operations material, NIMS training, and EOC familiarity.

2. Operational Organizational

The City of South Daytona operates through the incident command structure combined with emergency support function priorities. An example of the organizational structure is:



3. Coordination, Direction, and Control

a. City Level

In case of an emergency/critical incident situation, the impacted municipalities within Volusia County will coordinate the emergency response effort within their political jurisdictions while coordinating and communicating with the county throughout the extent of the event.

The Incident Command System (ICS) and National Incident Management System (NIMS) will be used to coordinate emergency response and recovery operations at the critical incident scene(s). The ICS/NIMS organization will maintain open communications and close coordination with the EOC.

To the extent possible, all tactical and operational decisions will be made in the field within an ICS/NIMS structure, while policy and coordination functions will be accomplished from the EOC.

The ICS/NIMS provides a framework designed to standardize incident management for all types of hazards and across all levels of government. If used effectively, it should improve coordination between different agencies, levels of government and the private sector.

b. Public Safety Communications

Communications is provided through Volusia County Central Dispatch to all emergency responders.

4. Emergency Support Functions (ESF)

The City of South Daytona has established a hybrid response system which is the Incident Command Structure with critical incident response resources being organized into ***emergency support functions (ESF)***. Each ESF is comprised of department personnel that manage and coordinate specific categories of assistance common to all critical incidents and emergency events. A primary department has been designated for each ESF to ensure the coordination and delivery of goods and services to the impacted area.

The ESF's provide the structure for coordinating support for both man-made and naturally occurring critical incidents and emergencies. The following is a summary of the purpose of each ESF broken into each department:

a. City Hall Administrative Staff

i. Public Information: (ESF #14)

- Emergency public information
- Ongoing public education program
- Coordination of the Crisis Communication Team
- Media and community relations
- Communicate direction to animal owners regarding pet care

ii. Emergency Management: (ESF #5)

- Facilitation of Emergency Operations Center (EOC) activation

- Advisement of emergency decision making and declaration process
- Analysis and dissemination of information
- Issuing situation reports, bulletins, and advisories
- Communication with liaison at Volusia County EOC

b. Community Development Department

i. Damage Assessment: (ESF #19)

- Preliminary damage assessment activities within city jurisdiction
- Submission of data to Volusia County
- Facilitation of public facility damage assessment

c. Community Redevelopment Department

i. Business and Industry: (ESF #18)

- Coordination between local government and business and industry.

d. Finance Department

i. Resource Management: (ESF #7)

- Resource coordination and support
- Resource procurement
- Personnel augmentation
- Financial management

e. Fire Department

i. Firefighting: (ESF #4)

- Fire prevention and suppression activities
- Fire mutual aid and resource augmentation
- Fire command and control structure
- Emergency road and debris clearance of public roads

ii. Public Health and Medical Services: (ESF #8)

- Assessment of public health and medical needs
- Public health surveillance
- Medical care personnel
- Medical equipment and supplies
- Facilitation of pre-hospital emergency medical services

iii. Search and Rescue: (ESF #9)

- Resources needed to conduct research and rescue activities
- Outside resources available to augment local search and rescue efforts

- Ground and water search resources
- Responsible for conducting urban search-and-rescue operations
- iv. *Oil and Hazardous Materials: (ESF #10)*
 - Coordinated response to oil and hazardous materials incidents
- v. *Volunteers and Donated Goods Management: (ESF #15)*
 - Facilitation of volunteers and donated goods
 - Liaison between county, state, and federal agencies, and 3rd parties
- vi. *Special Needs: (ESF #20)*
 - Liaison to Volusia County, communicating needs of the population

f. Information Technology Department

- i. *Communications: (ESF #2)*
 - Provide means of communications to support incident management
 - Facilitate the restoration of the communications infrastructure
 - Coordination of communication resources and equipment in the city
 - Maintenance of communication equipment in the EOC

g. Parks and Recreation

- i. *Mass Care: (ESF #6)*
 - Shelter operations
 - Emergency debris clearance of public roads
- ii. *Consumables: (ESF #11)*
 - Coordination of transportation of consumable supplies to all staff

h. Police Department

- i. *Transportation: (ESF #1)*
 - Coordinate and process evacuation resources
 - Report damage to transportation infrastructure
 - Emergency road and debris clearance of public roads
- ii. *Military Support: (ESF #13)*
 - Coordination with county, state, and federal law enforcement agencies
- iii. *Law Enforcement: (ESF #16)*
 - Law enforcement activities
 - Ingress and egress to the critical incident scene(s)

- Coordination with county, state, and federal law enforcement agencies

iv. *Animal Services: (ESF #17)*

- Coordination of code enforcement regarding animals
- Communicate directions to animal owners regarding their responsibility to care for their pets.

i. **Public Works Department**

i. *Public Works and Parks Restoration: (ESF #3)*

- Infrastructure protection and emergency restoration
- Emergency road and debris clearance for support to public safety
- Engineering and construction services
- Liaison with county, state, and federal resources
- Debris management
- Facility Management
- Facilitation of 3rd party contractors

ii. *Utilities: (ESF #12)*

- Water, Wastewater, and Stormwater services
- Private utilities industry coordination
- Energy forecasting

5. ESF Coordinator, Primary, and Support Agencies

The City of South Daytona designates the primary agencies for each ESF to coordinate the activities of that function. In some cases, an ESF Coordinator may be assigned in addition to the primary and support agencies. An internal assignment within departments will be made for each ESF Coordinator during blue sky operations. The following describes the roles of the ESF Coordinator, Primary Agency, and Support Agencies.

The **ESF Coordinator (Public Works Director)** has ongoing responsibility through the prevention, preparedness, response, recovery, and mitigation phases of incident management. The role of the ESF coordinator is carried out through a unified command approach as agreed upon collectively by the designated primary agencies. The responsibilities of the ESF coordinator include:

- Pre-incident planning and coordination
- Maintain ongoing contract with ESF primary and support agencies
- Conduct periodic ESF meetings
- Coordinate efforts with corresponding organization
- Coordinate ESF activities relating incident planning and critical infrastructure preparedness

An agency designated as an **ESF Primary Agency** will:

- Provide staff for the operations functions
- Notify and request assistance from support agencies
- Manage assignments and coordinate with support agencies
- Work with appropriate private-sector organizations to maximize use of all available resources Support and keep other ESFs informed of operational priorities and activities
- Execute contracts and procuring goods and services as needed
- Ensure financial and property accountability for ESF activities
- Plan for short-term and long-term incident management and recovery operations
- Establish and maintain procedures for agency personnel to be available on a 24-hour basis for EOC staffing and emergency assignment and provide this information to the City Emergency Management Office
- Maintain a current inventory of key agency personnel, facilities, and equipment, and establish procedures to ensure this information can be accessed from the EOC
- Establish procedures for assessing damage to department facilities and injury to personnel
- Maintain trained personnel to support interagency emergency response and support teams

Agencies designated as **ESF Support Agencies** will:

- Conduct operations, when requested using their own authorities, subject-matter experts, capabilities, or resources
- Participate in planning for short-term and long-term incident management and recovery operations
- Assist in the conduct of situational assessments
- Provide staff, equipment, or other resource support as requested
- Provide input to periodic readiness assessments
- Participate in training and exercises
- Identify new equipment or capabilities required to prevent or respond to new or emerging threats and hazards
- Provide information or intelligence regarding their agency's area of expertise

6. Non-Governmental and Volunteer Organizations

Non-governmental (NGOs) collaborate with first responders, governments at all levels, and other agencies and organizations providing relief services to sustain life, reduce physical and emotional distress, and promote recovery of critical incident victims when assistance is not available from other sources. These organizations primarily coordinate with Volusia County and have a representative at the county EOC.

For example, the American Red Cross is an NGO that provides relief at the local level and coordinates the Mass Care element of ESF #6 at both the state and federal level. Community-based organizations receive government funding to provide essential public health services.

7. County Government

The county government is responsible for the umbrella of emergency management which covers the municipalities within its boundaries. County officials initiate a local declaration and coordinate with the state for the purpose of resources and aid. The county establishes support for municipalities during times of emergency and critical incident.

8. State Government

As a State's chief executive, the Governor is responsible for the public safety and welfare of the people of Florida. The Governor:

- Is responsible for coordinating State resources to address the full spectrum of actions to prevent, prepare for, respond to, and recover from incidents in an all-hazards context to include terrorism, natural critical incidents, accidents, and other contingencies
- Under a Governor's declaration the government has powers to make, amend, and rescind orders and regulations
- Provides leadership and plays a key role in communicating to the public and in helping people, businesses, and organizations cope with the consequences of any type of declared emergency within State jurisdiction
- Encourages participation in mutual aid and implements authorities for the State to enter into mutual aid agreements with other States, tribes, and territories to facilitate resource-sharing
- Is the Commander-in-Chief of State military forces
- Requests Federal assistance when it becomes clear that State or tribal capabilities will be insufficient or have been exceeded or exhausted

9. Federal Government

The federal government is responsible to:

- Provide emergency response on federally owned or controlled property, such as military installations and federal prisons
- Provide federal assistance as directed by the President of the United States under the coordination of the DHS, FEMA and in accordance with federal emergency plans
- Identify and coordinate provision of assistance under other federal statutory authorities
- Aid the state and local governments for response to and recovery from a commercial radiological incident consistent with guidelines as established in the current Federal Radiological Emergency Response Plan and the National Response Plan (NRP)
- Manage and resolve all issues pertaining to a mass influx of illegal aliens
- Provide repatriation assistance to U.S. citizens evacuated from overseas areas

10. Private Sector

Primary and support agencies coordinate with the private sector to effectively share information, form courses of action, and incorporate available resources to prevent, prepare for, respond to, and recover from critical incidents and emergencies.

The roles, responsibilities, and participation of the private sector during an emergency vary based on the nature of the organization and the type and impact of the incident.

Certain organizations are required by existing law and regulation to bear the cost of planning and response to incidents, regardless of cause.

Unless the response role is inherently governmental (e.g., law enforcement, etc.), private-sector organizations are encouraged to develop and maintain capabilities to respond to and manage a complete spectrum of incidents and emergencies.

11. Citizen Involvement

Strong partnerships with citizen groups and organizations provide support for incident management prevention, preparedness, response, recovery, and mitigation. The City of South Daytona recognizes the strength of citizen involvement in emergency operations and continually works to facilitate this relationship. These citizen groups include ***South Daytona Citizens Alert and South Daytona CERT (Community Emergency Response Team)***.

K. Planning Assumptions and Considerations

1. Assumptions

To establish the South Daytona Comprehensive Emergency Management Plan (CEMP), the City of South Daytona recognizes the following assumptions:

- A critical incident can occur with little or no warning, causing significant loss of life, environmental and economic damage.
- Local resources, available through public, volunteer, and commercial means will be utilized first. State and federal support will augment ongoing critical incident operations. Local jurisdictions will enter into mutual aid agreements with each other as necessary to use most effectively their resources in response to emergencies and critical incidents.
- Incident management activities will be initiated and conducted using the principles contained in the NIMS.
- Unconventional hazards require unprecedented response measures. Such threats call for the development of more specific operational plans, which will complement the policies established in this plan.
- Many resources needed are available locally; however, shortfalls may dictate the coordination of outside resources through the Volusia County Emergency Management office. The principles and policies of the NIMS will be adopted in local and state emergency plans, and demonstrated through plan exercise activities

2. Classification of Critical incidents and Levels of Activation

The State of Florida and Volusia County have established methods for classifying critical incidents, levels of emergency response, and EOC activation. This is in accordance with Florida Statute 252.25(a). The City of South Daytona will utilize the same method.

a. Minor Critical incident:

Any critical incident that is likely to be within the response capabilities of local government and results in only minimal need for State or Federal assistance.

b. Major Declaration:

Any critical incident that will likely exceed local capabilities and require a broad range of State and Federal assistance. The Federal Emergency Management Agency will be notified, and potential Federal assistance will be predominantly recover-oriented.

c. Catastrophic Critical incident:

Any critical incident that will require massive State and Federal assistance, including immediate military involvement. Federal assistance will involve response as well as recovery needs.

3. Levels of Activation

The City's Comprehensive Emergency Management Plan (CEMP) and the City's Emergency Operation Center (EOC) levels of activation will be as follows:

- a. Level 3, Monitoring Activation:** This is the monitoring of the community and hazard events that typically occur; this monitoring is done to ensure readiness on the part of the City's Emergency Organization to activate the City EOC and/or specific components of the City's Emergency Organization, if indicated. This includes the activation of the ESF Coordinator (Public Works Director) and communication with key personnel, based on event type.
- b. Level 2, Partial Activation:** Represents a partial activation of the City' EOC with concurrent activation of selected components of the City's Emergency Organization to provide assistance and resources. A selection of Emergency Support Functions (ESFs) will be activated during this level by the incident commander.
- c. Level 1, Full Activation:** Represents the full activation of the City's EOC and, in most cases, the activation of all components of the City's Emergency Organization.

4. Emergency Operations Center (EOC)

The South Daytona Emergency Operations Center is located at City Hall, 1672 South Ridgewood Avenue which is the City complex. The EOC will be the point-of-contact for all coordination and communication during activation in accordance with incident command system principals. The EOC will coordinate communication with Volusia County EOC (3825 Tiger Bay Road, Daytona Beach, FL 32124).

- a. The EOC Operations room **is not** a dedicated full-time facility. The EOC can be activated at a moment's notice.
- b. Standard room and table configuration can be set up based on functional requirements of EOC ICS organization.
- c. No furniture is fixed. Tables, workstations, chairs can be reconfigured as needed.
- d. Situational awareness and resources status display boards:
 - Dry erase boards throughout
 - Landlines
 - Mobile projectors
 - Televisions
- e. Building and EOC **are not** built to withstand the impacts of expected significant hazards of concern.
- f. Building **is lacking** any access control security systems.
- g. Technology:
 - City network access with intranet and internet access
 - Majority computers are desktops
 - Multiple telephones throughout the station
 - Mobile projector and televisions to view situational information

Staff may park in lot behind city hall or the lot in front of city hall facing South Ridgewood Avenue. Individuals are required to bring all sleeping necessities and any specialized food for the duration of their stay. Some cots may be provided to staff and an emergency food contract could be sought by the Incident Commander (City Manager). Staff should be prepared for living under emergency conditions that may not equate comfort. If for any reason the city hall complex is deemed unusable, The Piggotte Center located at 504 Big Tree Road is considered a critical building for disaster operations for the City. Not only does this building serve as a backup EOC location, but it is also identified in all City department's COOP (Continuity of Operations Plan) backup location. The recreation building located at 1700 James Street can also be used as an EOC.

The following are the building specifics:

City Hall

Elevation: 10.48'

Notes: Generator equipped – runs various components in complex

Fire Department

Elevation: 9.43'

Notes: Uses same generator as City Hall

Police Department

Elevation: 9.43'

Notes: Uses same generator as City Hall

Piggotte Center

Elevation: 9.76'

Notes: No integrated generator

James Park Recreation Building

Elevation: 10.81'

Notes: No integrated generator

5. Employee and Family Sheltering

Designated personnel that are assigned to the South Daytona EOC can stay at the City Hall Complex. Families of employees are encouraged to make living arrangements before employees are activated to the EOC. No employee families are authorized to stay at any city building due to space limitations and possible lack of infrastructure or necessities.

6. Hazard Control and Assessment Procedure

a. Perceive:

Analysis of historical data for the state, county, and city to assist with the visualization of what may threaten the community based on past experiences. Input from Volusia County, the Central Florida Intelligence Exchange, Federal, State and County law enforcement as well as forecasting from the National Weather Service office in Melbourne, and the National Hurricane Center in Miami provide valuable insight.

b. Assess:

Hazards are assessed based on the probability of occurrence and the potential for infrastructure damage, economic loss, revenue disruption to government and the psychological impact on the public are measurements that can be used to assess each hazard.

c. Control Strategy:

This is to be done by the subject-matter experts within the department or community partners with the most knowledge of the issue.

d. Control:

What actions can be taken to control the hazard?

e. Monitor:

Monitoring is utilized to assure that the hazards do not become re-energized after controlled.

7. Protective Action Selection

The response activities listed below normally take place at the EOC. In some cases, information from the scene must be communicated to the EOC for these tasks to be completed properly. Ordered steps for protective actions selection are as follows.

1. Analyze the threat
2. Determine protective action
3. Determine public warning
4. Determine protective implementation plan

The Incident Commander and officials selected by the incident commander will incorporate the protective action selection process to enable the emergency operations to respond to each incident. The analysis of the threat on South Daytona will be a continuous action throughout activation.

8. Communication

a. Public Information Officer

A Public Information Officer oversees all communication with the public from the Emergency Operations Center. This role will be designated by the Incident Commander (City Manager) and will be in constant communication with the Volusia County PIO to obtain accurate and up-to-date information regarding county communication.

- The Public Communication section will be expanded during Level 1 and Level 2 activations if necessary and will be done through the Crisis Communication Team.
- All communication by the PIO will be professional and courteous despite the emotions created by critical incidents.
- The Public Information Officer will delegate and assign a designated individual(s) within the Public Communication section to manage social media.

b. Crisis Communication Plan

The City of South Daytona has established a Crisis Communication Plan which outlines the procedures for communicating with the public and external agencies. This plan may be activated with or without an EOC activation depending on the situation. It will be included as an attachment to this CEMP. The dissemination of information to the public is essential during incidents. This mitigates the fear factor vulnerability and ensures that stakeholders throughout the community are keyed into possible threats.

i. *Procedure for Communication*

- Creation of clear, concise message content
- Selection of appropriate public warning system(s)
- Approval of outgoing message by Incident Commander (City Manager)
- Disseminate public warning
- Notification of all necessary personnel, prior to the message being dispersed to keep everyone informed.

ii. *Means of External Communication*

- The City of South Daytona provides both fire and police services. Prior to and during emergencies, personnel from both the fire and police departments will assist with warnings/evacuations, providing traffic management, and recovery and identification of victims. In the event of an evacuation order, both departments will be available to travel through

manufactured/mobile home parks with a predetermined message utilizing a public-address system to announce the evacuation, if initiated by the Incident Commander. If time permits, such notification will take place throughout the city.

- The City of South Daytona has established a website which communicates daily with community members that will be utilized in the event of an emergency to communicate warnings/evacuations.
- The City of South Daytona has highly functional sources of social media communication which will be used to disperse information during an emergency. This will be done primarily through the City Hall social media sites with support through additional departments by way of page/post sharing.
- The City of South Daytona utilizes an external emergency notification system (South Daytona Connect) and internal notification system (South Daytona Employee Connect) as part of the State Everbridge System which may be utilized to disperse information to residents who are registered with the system.
- The City of South Daytona has collated contact information for designees of Homeowner Associations throughout the city. This material can be found in the quick reference section of this document.

iii. Internal Information Collection and Dissemination

- During activations, information is collected by EOC personnel from the field through communication with personnel and/or residents. This information is shared through the EOC and documented electronically.
- Situation Reports (SITREPs) are created by Public Works (Emergency Support Function #5) through the EOC to establish progress being made on issues. These SITREPs may be housed internally or pushed out to the Volusia County EOC depending on what is needed.
- For a county-wide or state-wide incident, the City of South Daytona will send a representative to the County EOC to exchange situational awareness information and facilitate mutual aid requests.

iv. South Daytona Call Center

- The South Daytona Call Center will be activated during an EOC activation and will be in the Utility Billing and/or Community Development sections of City Hall.
- The call center may be activated independently based on the situation.
- The designated Public Information Officer will coordinate a schedule for call center staff.

- Staff in the call center will be supplied with all known information and will be continually updated by the Public Information Officer.
- The South Daytona Call Center phone number will be advertised when call center is activated.
- Whenever the call center is not activated a detailed message will be left by the Information Technology Division with an explanation of phone numbers to call in place of the call center.

9. Mutual Aid

The City of South Daytona recognizes that assistance from other jurisdictions and groups may be necessary during emergencies. Emergency Operations staff should foster and maintain these types of relationships. The Emergency Management Office shall be notified of new agreements.

- In accordance with county procedures, the City is subject to “automatic mutual aid” with jurisdictions within the county. The City of South Daytona will also be required and should be prepared to reciprocate this aid. During periods when the Emergency Support Functions and/or County EOC are not activated, intra-county mutual aid is requested through the county in accordance with established procedures.
- The City is also enveloped in a statewide mutual aid agreement through Volusia County.
- Explanation of Memorandum of Agreement (MOA) and Memorandum of Understanding (MOU).

a. Agreements:

Agreements with private relief organizations provide immediate aid to critical incident victims and provide some types of aid that the government is unable to render.

b. Understandings:

Understandings with adjoining counties or local governments recognize that certain situations require effective coordination and cooperation between jurisdictions to achieve effective response and provide for the general safety and health of residents. These documents formalize and focus attention on commitments and help avoid misunderstandings.

c. Considerations Prior to Entering Mutual Aid

Many elements should be considered whenever entering a Memorandum of Agreement (MOA) and Memorandum of Understanding (MOU) including but not limited to the following:

- Emergency use of resources and capabilities of organizations that are not part of a government structure will be pre-arranged through agreements to the maximum extent feasible. Duly authorized officials will enter agreements, which will be formalized in writing whenever possible.
- Agreements between elements of the same government will be included in their respective plans. Details of such agreements, which are inappropriate for inclusion in these plans, will be set forth in a standard operating procedure, instructions, or other directives of the units of government concerned.
- Unless otherwise provided, agreements remain in effect until rescinded or modified. Annual or other periodic updates will prevent them from becoming outdated.
- A clear statement of agreement regarding payment reimbursement for personnel services rendered, equipment costs, and expenditures of material is mandatory.

d. Assistance Stipulations

If a state or county declared emergency occurs, the use of volunteers or accepting donated goods and services shall be coordinated through the County EOC. Elements that must be considered when utilizing volunteers or donated goods are:

- Administration of insurance claims
- Consumer protection
- Duplication of benefits
- Non-discrimination
- Relief assistance
- Preservation of environment and historic properties

When the resources within the city become exhausted, a needs request will be submitted to Volusia County. When these needs exceed the capabilities of the counties, the state will be called on to assist. If this becomes exhausted the Federal Government will be notified.

The Public Information Officer should provide periodic situation reports that must be sent to Volusia County during activation. This will be done through the county liaison stationed at the county EOC through their standard form that will be accessible to the representative. The situation report schedule will be clearly communicated by the county liaison at the time of the activation.

Prior to entering a MOA, MOU, or other agreement there should be due diligence done by those personnel with consultation from the legal department if needed.

All mutual aid assistance that is received should be accounted for as it may be a Public Assistance Category B project eligible for reimbursement.

e. Protective Actions

- Monitor progress of protective action implementation
- Control access and isolate danger area
- Evacuation support - Mutual aid support is available through the County EOC and agreements with local law enforcement.
- Decontamination support - Mutual aid assistance through city and county Hazardous Material Teams.
- Medical treatment - EVAC ambulance and hospitals in Volusia County have surge capability plans.
- Special population support - Support is available through Emergency Support Function 6 and 8 in the County EOC.
- Search and rescue - Mutual aid support through the neighboring fire departments, Volusia County Fire Rescue Technical Rescue Team, Florida Urban Area Search and Rescue Task Force 4, and the Volusia County Sheriff's K-9 team.

f. Available Staging Areas

- Sunshine Park Mall (2400 S Ridgewood Avenue)
- Piggotte Center (504 Big Tree Road)
- Big Tree Shopping Center (2034 S Ridgewood Avenue)
- City Yards (1770 Segrave Street)
- City Parks

g. Primary City Facility Locations

- City Hall: 1672 South Ridgewood Avenue
- Parks and Recreation (Piggotte Center): 504 Big Tree Road
- Public Works: 1770 Segrave Street
- Police Department: 1672 South Ridgewood Avenue
- Fire Station 98: 1672 South Ridgewood Avenue
- Fire Station 99: 2107 Brian Avenue
- James Park Recreation Center: 1700 James Street

h. Employee Staging

- EOC Personnel: Staff are currently required to bring all sleeping necessities. Some cots will be made available to staff by the Logistics Section. Staff will be able to sleep in offices or any available rooms at the City Hall complex.
- Fire Department: Staff will be housed at Fire Station 98.
- Police Department: Staff will be housed in the police department.
- Public Works: Areas may be used in the City Hall building.
- Public Utilities: Staff may be staged inside of the City Hall building.
- Parks and Recreation: Staff may be staged at the Piggotte Center.

South Daytona has an active Interlocal Agreement with the City of Port Orange to use a few rooms at the Port Orange YMCA. This agreement is to enable South Daytona to continue city operations in the event of an inhabitable city hall.

10. Short-Term Needs

a. Shelter operations:

For a localized incident, it is the responsibility of Volusia County, to utilize community centers and churches or other available sites. The American Red Cross chapter aids in these cases. For a declared incident, the County of Volusia working with the Volusia County District Schools will open schools as shelters. In most cases, the need for shelters will only be necessary whenever the county EOC is activated. Shelter operations fall under the Parks Department. This will be solely focused on any shelters that are opened. County personnel will staff county shelters during their activation.

b. Unite families:

This is a traditional function of the American Red Cross, which maintains an office in Daytona Beach (341 White St., Daytona Beach, FL 32114).

c. Continued medical treatment:

Accomplished by expanding out and above to the local and state level.

d. Increase security:

Accomplished through automatic mutual aid plans within the county. The South Daytona Police Department has robust contact information with the county in addition to being able to reach out via dispatch.

e. Stabilize the affected area:

Accomplished through automatic mutual aid plans within the county.

11. Long-Term Needs

a. Re-entry to Area:

Initial re-entry to the affected area will be conducted through a coordinated effort between the South Daytona Police Department and South Daytona Fire and Rescue Department with PD taking the lead for this. Volusia County will have a hand in re-entry and communication of re-entry to this area as well. After re-entry to the area has been surveyed, the authorization will be confirmed by the Police Chief to the Incident Commander. Following this, the re-entry order will be dispersed through ESF #14/PIO. Mutual aid is available from police departments within Volusia County, Volusia County Sheriff's Office, Volusia County Correctional Facility, the Volusia County K-9 Bloodhound Unit, and Florida Highway Patrol.

b. Recovery of Area:

Volusia County maintains a Recovery Annex to its Comprehensive Emergency Management Plan. Long term recovery assistance is available from the State of Florida and FEMA through such activities as:

i. *Point of Distribution (POD)*

- If there is a need for resources throughout the county, Volusia County will staff and supply a PODs. This will be a distribution point for information, water, ice, tarps, etc. The city does not need to staff POD locations but will dictate where the preference for POD location is through the liaison at the County EOC. The State of Florida is evolving away from the operation of PODs, so their establishment will be likely be reserved for catastrophic incidents.
- If there is a need for additional PODs the city, through the Logistics Section, may be able to operate several satellite POD locations. These will be situation-based.

12. Potential POD Locations

1. Piggotte Center: 504 Big Tree Road
2. Sunshine Park Mall: 2400 South Ridgewood Avenue
3. James Park Recreation Center: 1700 James Street

13. Disaster Recovery Centers (DRC)

Disaster Recovery Centers (DRC) are in place to provide financial aid and social services. They are located based on need following an incident or critical incident. These are coordinated by FEMA and Volusia County. The locations of these will be announced following a critical incident and may take up to 2-3 weeks to be established. The establishment of DRCs will be situation based and there is not a guarantee of these following events.

c. Prospective DRC locations in South Daytona:

1. Piggotte Center: 504 Big Tree Road
2. Sunshine Park Mall: 2400 South Ridgewood Avenue

d. Federal Damage Assessment Teams:

Following preliminary damage assessment by the state and county, FEMA teams will be sent in to verify these findings. Potential time to arrive: 6-10 days.

Federal/State Community Relations Teams to provide door to door information in the affected area. They customarily arrive 3-5 days post impact and are assigned based on need.

Federal/State Housing Teams to locate long term housing units. They customarily arrive 3-5 days post impact and are assigned based on need.

The Florida Department of Health activates teams as necessary to ascertain the extent of Behavior / Mental Health issues created by the incident or critical incident. Federal Behavioral Health Teams can be requested if the need is sufficient.

14. Consumables Policy

The purpose of this policy is to establish guidelines for employees to use for purchase of food/beverages and/or related supplies with City funds prior to and during extreme weather or other emergency conditions as determined by the City Manager or his/her designee. This policy does not apply to food purchases made during periods of travel or training that takes place from City premises. Please refer to the City's Travel Policy for information regarding food purchases made while travelling and/or training from City premises.

Through direction of the Incident Commander (City Manager), Department Heads may authorize food/beverage purchases during or prior to such emergency/disaster. A "Force Account Labor, Equipment, and Material Use Summary" form must be completed (form can be found on the City's intranet site), signed by the Department Head and forwarded to the City's Finance Department prior to any such purchase being made. Failure to submit the form timely may result in disciplinary action by the Department Head and/or the City Manager.

L. Incident Management Actions

This section describes incident management actions ranging from initial threat notification to early coordination efforts to assess and disrupt the threat, to preparatory activation of the ESF structure, to deployment of state resources in support of incident response and recovery operations. These actions do not necessarily occur in sequential order; many may be undertaken concurrently in response to single or multiple threats or incidents.

1. Notification and Assessment

South Daytona reports threats, incidents, and potential incidents using established communications and reporting channels. Initial notification of incidents at the local level are accomplished in a variety of ways including public safety radio, television, radio, fax, etc. The responsibility for notification to public safety is accomplished through Central Dispatch. Other agencies with responsibilities for notification include the National Weather Service, Florida Law Enforcement, Florida Division of Emergency Management, Volusia County, the National Hurricane Center, the Storm Prediction Center, and the Corps of Engineers.

2. Preparedness

Preparedness activities include:

- Plan development and maintenance
- Public information
- Training and exercises

3. Response

The City must be prepared to respond quickly and effectively on a 24-hour basis to developing events. When an event or potential event is first detected, the EOC is activated to a level appropriate to the magnitude of the threat.

The South Daytona City Attorney will provide legal services to support the jurisdiction during emergency situations.

All local agencies and volunteer organizations are grouped into ESF priorities to carry out assigned missions. Each ESF is comprised of one or more primary agency(ies) serving as lead and several other agencies and organizations providing support.

4. Local Critical Incident Declaration

Based on the complexity, severity, duration or resource needs of the event, the South Daytona City Council may find it necessary to declare a local emergency.

If at any point during a developing emergency, officials determine the situation requires resources beyond local capabilities (including those obtained through mutual aid), assistance may be requested through Volusia County Emergency Management.

Regardless of the level of assistance provided by outside entities, overall direction and control remains the responsibility of the City.

5. Emergency Operations Center (EOC)

The EOC is located at the South Daytona City Hall. The EOC is the primary location from which emergency operations will be conducted.

6. County Critical Incident Declaration

Based on the complexity, severity, duration or resource needs of the event, the Volusia County Board of County Commissioners, or designee, may find it necessary to declare an emergency. If at any point during a developing emergency, officials determine the situation requires resources beyond local capabilities, assistance may be requested through the FDEM.

The Volusia County Board of County Commissioners or designee will serve as a liaison with FDEM and DHS/FEMA for coordinating state and federal assistance.

7. State Critical Incident Declaration

When an emergency or critical incident has occurred or is imminent, the Governor may issue an Emergency Critical incident Declaration proclaiming the existence of a State of Emergency or activate the emergency response, recovery and prevention aspects of state, local and inter-jurisdictional critical incident plans.

State assistance will be provided if it is available and deemed appropriate. If state resources are inadequate, the Governor may request federal assistance through the Department of Homeland Security/Federal Emergency Management Agency (DHS/FEMA).

8. City Level Short-Term Recovery Operations

As the immediate emergency response operations near completion, the Incident Commander will initiate the transition of the City's emergency operations to short-term recovery operations. These actions will vary depending on critical incident conditions, but are likely to include all or some of the following:

- The Incident Commander, through the Liaison Officer (Police Department Representative), would establish from the Volusia County EOC, the anticipated plans for County, State or Federal short-term recovery operations and define the City's role in such operations; The City's EOC staff would be advised accordingly.
- Community Development and City Hall Administrative Staff (Planning Section) will, through ESF #5 and ESF #19, develop for approval and distribution, a plan for the short-term recovery operations to be conducted by the City, including operations for coordination of recovery operations with Volusia County, the State of Florida, and Federal departments, if indicated.
- Police Department (Operations Section), through ESF #16, would direct and coordinate operations for public security, health and safety, as well as the restoration and maintenance of civil order. If the Florida National Guard has been activated to South Daytona, City ESF #13 would assume responsibility for coordination of City and Guard operations.
- As indicated, Fire Department (Operations Section), through ESF #8, would coordinate with Volusia County, the State of Florida and/or Federal departments for any post-impact public health and safety operations to be conducted by them within the City.
- If evacuation or sheltering-in-place of portions of the City occurred, the Police Department through ESF #1 would advise the Incident Commander when such directives could be lifted. When directed by the Incident Commander, the Public Information Officer would issue public announcements accordingly, while the Police Department (Operations Section) would direct actions to open the affected area(s), to manage evacuation re-entry traffic and/or to instruct individual's sheltered-in-place to exit and ventilate structures.
- If a major evacuation of other jurisdictions within Volusia County occurred, the Police Department (Operations Section), through the Liaison Officer (Police

Department Representative), would obtain information regarding the plans and timing for evacuation reentry; as indicated, action would be taken to provide traffic management support for evacuation reentry traffic on Dunlawton Avenue to I-95. The Liaison Officer (Police Department Representative) would also determine if other aspects of a countywide evacuation reentry plan required actions by South Daytona, and if so, would advise the Incident Commander accordingly.

- If the event resulted in property damage, the Community Development Department (Planning Section), through ESF #19, would initiate the detailed damage assessment process and provide coordination and resource support until finalized. Final damage assessment information would be forwarded to the City's Planning Section, as well as the Volusia County EOC and/or the Emergency Management Division.
- If indicated, Police Department (Operations Section), through ESF #16, would direct actions to provide security to damaged or affected areas and to coordinate with the City's Community Development Department to condemn and secure unsafe structures.
- The Public Works Department (Operations Section), through the City's ESF #3, would coordinate the completion of the debris removal process from public roadways and property. ESF #3 would also schedule and coordinate debris removal and disposal by private companies and ensure required documentation is maintained.
- The Public Works Department (Operations Section) would coordinate any County or State operations for debris removal within the City and/or with implementation of a countywide debris management plan, if available.
- The Public Works Department (Operations Section), through City ESF #12, would coordinate the City's role in and support to the restoration of water and sewer services, traffic management functions, and restoration of electric power and telephone service.
- The Fire Department (Operations Section), through ESF #15, would monitor the functioning of volunteers in the jurisdiction to ensure the services provided are safe and effective, and for the overall benefit of the City's critical incident victims; if necessary, they would direct corrective actions, in cooperation with Volusia County.

- The Public Information Officer, through ESF #14 and the South Daytona Citizens Information Center, would obtain and distribute information regarding assistance available to the City's critical incident victims, including:
 - If a Point of Distribution has been established, the location, materials available, and hours of operation will be conveyed through social media and conventional means.
 - Contact information and telephone numbers for City, County, State or Volunteer departments providing other types of assistance to critical incident victims.
 - The locations and driving directions for the nearest Critical incident Recovery Center, if established by the State of Florida or the Federal government.
 - State or Federal critical incident assistance programs anticipated to be implemented and for which City departments, City businesses, and/or its citizenry would be eligible.
- Community Development and City Hall Administrative Staff (Planning Section) will finalize documentation regarding the response and recovery operations, including the City's assessed damages, operations conducted, communications logs, resource utilization information, personnel time, City expenditures, and similar documents. (If a Finance/Administration Section were established by the Incident Commander, the personnel time and City expenditures during response would be finalized by this group.)

9. Long Term Recovery Operations

Long-term recovery operations for the City will vary with the characteristics of the event, the extent of the damage, the sectors of the community damaged, and the availability of state and/or Federal critical incident relief programs. For the City, these operations would be managed and coordinated from the normally utilized offices of city personnel, or if required by the scope of the needed operations, from a facility specifically designated for the city's long-term recovery and redevelopment efforts.

a. Non-Gubernatorial or Presidential Critical Incident Declaration

Long-term recovery operations for events which did not receive a gubernatorial or presidential critical incident declaration would be supported only by funding and resources made available locally, e.g., from Volusia County or volunteered donations. Under this circumstance, long-term recovery operations would be anticipated to be limited, and coordination by city personnel could include actions such as the following:

- Communication of the identity of the individuals, facilities, or sectors of the community impacted by the event and definition of their unmet needs.
- Communication of the availability of donated goods, services, and funds to address the defined unmet needs.
- Ensuring that appropriate mitigation opportunities are identified and acted upon during the recovery process.

b. Gubernatorial or Presidential Critical Incident Declaration

If the event warranted a gubernatorial or presidential declaration of critical incident, it can be anticipated that a range of critical incident relief programs to support long-term recovery would be available. These programs could include but not be limited to:

- Programs available pursuant to the Stafford Act, including Public and Individual Assistance, as well as the Hazard Mitigation Grant Program.
- Programs available through other Federal sources, such as Small Business Loans, programs of the Department of Housing and Urban Development, the Department of Agriculture and similar.
- Special state or congressional appropriations specifically for recovery from the critical incident.

c. Long Term Recovery Coordinator

In the event long-term recovery operations are to be implemented by South Daytona, the City Manager will designate a staff member to serve as the city's long-term recovery coordinator.

The Community Development department will be a major aspect of long-term recovery operations. In the role, the coordinator would be responsible for actions including, but not necessarily limited to, the following:

- Serving as the city's liaison to the above-noted State and Federal programs.
- Coordinating city agency participation in the Federal Public Assistance and Hazard Mitigation Program.
- Implementing or supporting efforts in public information and community relations to advertise the availability of and requirements for participation in state and Federal relief programs.
- Identifying unmet needs to county, state and federal departments and actively pursuing funding to address these needs.
- Facilitating interaction between county, state and federal officials and the city's critical incident victims.
- Serving as the city's representative for implementation of Volusia County's long-term recovery and redevelopment program.
- Coordinating the development and approval of the city's own long-term recovery and redevelopment plan.
- Advising the City Manager on the need for city approvals for actions such as:
 - Imposing a temporary building moratorium to allow for planning of the long-term recovery process.
 - Seeking financial support for development and implementation of the long-term recovery plan.
 - Securing additional local agency staff for increased functions such as issuance, inspection, and enforcement of building permits.
 - Establishing mechanisms to seek and utilize community input to the development and implementation of the long-term recovery plan.

- Cooperating with inter-jurisdictional coordination of long-term recovery and redevelopment efforts to avoid conflicting or inconsistent efforts.
- Promoting redevelopment of less vulnerable structures by requiring incorporation of mitigation techniques into the land planning and reconstruction components of the long-term recovery plan.
- Addressing the economic and social implications of the recovery and redevelopment process, striving to create redevelopment patterns that will have increased value for the economic vitality of the community and the quality of life of its citizens.

10. Continuing Response Actions

The EOC staff will continue to provide direction and support to field operations as needed for the duration of the response and long-term recovery phase.

Flexibility is intended in the continuing response operations, with adjustments being made on a continuous basis to respond to the resource needs, the intensity of operations, the availability of state and Federal resources, and similar factors. Continuing operations remain under the leadership and oversight of the Incident Commander, with actions implemented by the appropriate component of the Emergency Organization.

Continuing response actions by the City EOC are likely to include the following:

- The Incident Commander would direct implementation of the EOC shift schedule established, if necessary.
- The Incident Commander would continue to direct operations of the City's Emergency Organization through approval of Incident Action Plans (IAP), policy making and coordination of the actions of the EOC staff.
- The Incident Commander would, if indicated, direct expansion or modification of the City's EOC Emergency Organization through new or continued activation of ESF and other branches.
- The Incident Commander, with the support of the Liaison Officer (Police Department Representative), would maintain communication and coordination with the leadership of the Volusia County EOC and as indicated, the leadership of EOC's of surrounding jurisdictions.

- Based on incoming information and/or upon request of the Volusia County EOC, the Incident Commander would evaluate and implement, if indicated, actions to promulgate temporary emergency ordinances, e.g., curfews, prohibition on liquor sales, etc. The Operations Section would implement necessary enforcement actions, while the Public Information Officer would ensure public awareness of such temporary ordinances.
- The Planning and Operations Sections would continue to gather and process information regarding critical incident conditions and the needs of critical incident victims.
- The Logistics Section would continue to support operations of the city's Emergency Organization through procurement, delivery, monitoring and retrieval of additional personnel and resources.
- Activated City ESF's would continue operations in accord with the corresponding ESF annex and the approved Incident Action Plan (IAP), and consistent with the requirements of the situation.
- On the schedule directed by the Incident Commander, the City Hall Administrative Staff (Planning Section) and/or ESF #5 would prepare an updated Incident Action Plan (IAP) for approval and distribute the approved plan.
- The City Hall Administrative Staff (Planning Section) and/or ESF #5 would continue to prepare SITREPS for the City and provide them to the City EOC staff and to the Volusia County EOC if activated, or to the Volusia County Emergency Management Division.
- The Operations Section would continue to direct and coordinate field operations, in a manner consistent with the approved Incident Action Plan (IAP).
- If an evacuation of some or the entire city occurred, the Police Department (Operations Section) through ESF #16 would take action to maintain security for and within the evacuated area (post event). If a shelter-in-place instruction was given for public protection, the Police Department (Operations Section) through ESF #16 will secure the perimeter of the affected area to prevent unauthorized or inadvertent public entry. If necessary, additional law enforcement personnel for this operation would be requested from mutual aid sources or from Volusia County.

- If indicated, the Public Works Department (Operations Section) would coordinate with the City's ESF #3 and #12 to ensure that:
 - i. Priority roadways are opened for movement of emergency vehicles, evacuation traffic and similar vital transportation needs.
 - ii. Water pressure is available or restored for fire suppression.
 - iii. Generators are secured and installed for critical facilities and other vital functions. (A list of critical facilities is located in the quick reference section of this document)
- As requested by field staff, additional resources and materials will be obtained by the Operations Section and/or Logistics Section, through the County EOC, if activated, mutual aid agreements with other jurisdictions, pre-event contracts with private sector, or similar actions; If resources become limited, the Public Works Director would prioritize the allocation of resources in a manner consistent with the approved Incident Action Plan (IAP).
- The Parks and Recreation Director and Public Works Director would track and document the availability of City's personnel, equipment, and supplies for deployment through continued coordination with the City's Logistical Staging Area(s) staff.
- The Police Chief would continue to assess and advise on conditions that may pose a threat to the health and safety of the City's emergency responders and/or the general public; The Fire Chief would also obtain additional information from Volusia County Emergency Management Division and/or the County Health Department, through County ESF #8, if activated, regarding hazardous conditions and the appropriate actions.
- The Liaison Officer (Police Department Representative) would continue to maintain information exchange and coordination of operations with the Volusia County EOC, if activated, as well as with the operations of adjacent jurisdictions and/or other organizations or important facilities within the City.
- The Public Information Officer would continue to issue media releases regarding the City's situation and operations, including emergency instructions for the public, e.g., boil water advisories. As necessary, the Public Information Officer would coordinate public information and emergency instructions with the JIS operated by Volusia County, the State of Florida and/or Federal departments.

- The Finance/Administration Section would document the City's personnel time and the expenses incurred for response operations, as well as establish accountability measures for reimbursement from the Federal Emergency Management Agency, whenever applicable.

11. Presidential Critical incident Declaration

Requests for federal critical incident assistance will be predicated on the requirements outlined in the Robert T. Stafford Critical incident Relief and Emergency Assistance Act (Public Law 93-288). After city government conducts a preliminary critical incident assessment and reports to Volusia County, FDEM teams will deploy and conduct a joint local/state comprehensive critical incident assessment on homes and businesses. Based on the FDEM data, a preliminary damage assessment (PDA) may be scheduled that includes the Federal Emergency Management Agency (FEMA) and the Small Business Administration (SBA). The Public Assistance (PA) Program may deploy teams to inspect those areas affected that meet the PA Program criteria.

12. Joint Field Office (JFO)

The Joint Field Office (JFO) is the primary field location for the coordination of federal and state recovery operations. Recovery and mitigation operations, logistics, information and planning, financial management and general administration are coordinated at the JFO.

13. Recovery Field Operations

Following a critical incident, with or without a Presidential Declaration, the county/state may deploy several specialized recovery teams (personnel) and centers (facilities) into a critical incident area.

14. Public Assistance (PA) Activities

A Presidential Critical Incident Declaration initiates a process that begins with applicants filing a Request for Public Assistance at an applicant's briefing. These briefings are publicized through the media and notifications to county emergency management directors in accordance with 44 CFR-206 Subpart G & H.

- Project worksheets are prepared for eligible emergency costs and eligible costs for restoration of damaged facilities.
- The federal share for reimbursement under most federal declarations is 75 percent. The 25 percent nonfederal share is normally provided from a

combination of State and local sources in accordance with policies established by the Executive Office of the Governor and the Florida Legislature

- In addition, the federal government does provide for an administrative cost allowance for each eligible project that is 100 percent federally funded.
- The State serves as the Grantee and eligible applicants are Sub-grantees under the federal critical incident assistance program.
- Contractual agreements with the FDEM are executed with applicants with all reimbursements coming through the Division.
- Documentation, record keeping, inspections, and final closeouts are overseen and approved by the FDEM.

15. Individual Assistance (IA) Activities

Once a Presidential Declaration has been issued that authorizes IA, the State IA Officer will coordinate with a federal counterpart on all related individual assistance programs, as defined and prescribed in 44 CFR, Part 206, Subparts D, E, and F.

- The primary means of applying for IA will be made through a National Tele-registration toll-free number.
- Critical incidents that do not support the criteria for requesting IA as part of a Presidential Critical incident Declaration may meet the criteria for other federal assistance.

16. Mitigation

South Daytona is a participant in “Volusia Prepares,” which is a countywide, multi-jurisdictional effort to reduce the vulnerabilities of the communities of the county to future hazards of all types. Volusia Prepares is active before and after critical incident events. Before critical incidents, South Daytona participates in technical analyses identifying potential hazards threatening the jurisdiction, defining vulnerabilities to those hazards, and formulating mitigation initiatives to eliminate or reduce those vulnerabilities. The mitigation initiatives are included in the City’s portion of the countywide mitigation plan and are scheduled for implementation when the resources to do so become available.

Following a major critical incident, several operations will be taken by the City in support of this existing hazard mitigation planning effort. These include, but are not necessarily limited to, the following:

- Assessment of the impacts of the event to identify previously unknown vulnerabilities.
- Documentation of the effectiveness of previously implemented mitigation initiatives in terms of lives saved, injuries prevented, and/or the value of property protected.
- Expansion and improvement of the City’s hazard mitigation plan by formulating additional initiatives based on the experience with the event (if funding is available).
- Participating in the Federal Hazard Mitigation Grant Program, if available, or other state and Federal programs, to initiate implementation of appropriate mitigation initiatives already incorporated into the plan.

Overall, it is the intention of South Daytona to incorporate mitigation planning and programming throughout all aspects of the preparedness, response and recovery operations defined in the CEMP.

a. State Mitigation programs (Pre-Critical incident)

The National Flood Insurance Program (NFIP) – The Department of Agriculture, Division of Water Resources (DWR), provides technical assistance to the public and communities on the NFIP. The NFIP provides flood insurance to communities that agree to implement land use planning and construction requirements to reduce flood damage in their jurisdiction. These land use and construction requirements apply to all new construction and substantial improvements to existing structures in the community's Special Flood Hazard Areas (SFHAs).

Additionally, DWR provides technical assistance to local communities on the Community Rating System (CRS). The CRS is an integral part of the NFIP. Through reduced flood insurance premiums, the CRS provides incentives to communities that go beyond the minimum flood plain management requirements established through the NFIP.

The Flood Mitigation Assistance Program (FMAP) – FDEM administers the FMAP. This program makes federal funds available pre-critical incident to fund mitigation projects in communities participating in the NFIP. These funds have a 25 percent non-federal match requirement. The overall goal of the FMAP is to fund cost effective measures that reduce or eliminate the long-term risk of flood damage to NFIP insurable structures. This is accomplished through the reduction of the number of repetitively or substantially damaged structures.

State Hazard Mitigation Planning - The State Hazard Mitigation Plan is updated annually or in the aftermath of a critical incident at the direction of the State Hazard Mitigation Officer (SHMO) as necessary. Additionally, the mitigation staff continues to provide technical assistance to communities on the development, implementation, and maintenance of local mitigation strategies.

b. State Mitigation activities (Post-Critical incident)

Post-critical incident mitigation activities at the Joint Field Office (JFO) require a well-orchestrated and coordinated effort among the various levels of governments.

This PA Program assures that the mitigation opportunities provided under Section 404 of the Stafford Act are realized. Also, Section 406 of the Stafford Act provides for direct federal assistance for repairs and improvements to eligible damaged public facilities. Mitigation measures (improvements) must be identified in the Project Worksheets (PW's). The award of Section 406 hazard mitigation projects is at the discretion of the FEMA Regional Director.

M. Continuity of Government

1. Succession of Authority

The ultimate responsibility for all emergency management policy directives belongs to the City Council.

The City of South Daytona's line of successive authority for policy directives are as follows:

- 1) Mayor
- 2) Vice-Mayor
- 3) Member of the Council
- 4) City Manager
- 5) Position Designated by the City Manager

2. Delegation of Emergency Authority

Although these officials are legally responsible for all policy level decisions, the City Council empowers the direction and control of all emergency management activities in South Daytona, Florida to the City Manager of South Daytona.

3. Emergency Actions

Emergency actions are those actions that are essential to protect lives and property from immediate threat. Such actions may include:

- Evacuation
- Sheltering in place actions

These actions will be undertaken based upon the type of threat and at the request or recommendation of the Incident Commander.

4. Preservation of Records

It is the responsibility of tasked agency officials to ensure that important documents are safeguarded in accordance with agency SOP's and county records management policies.

5. Protection of Government Resources

The business of the government at all levels must continue to provide security, protection, and assistance for recovery. Efforts to accomplish this task include:

- Plans and procedures
- Backup of computer data
- Offsite storage of computer or hard files
- Backup generators
- Memorandums of Understanding

N. Administration and Support

1. Support

Requests for county, state, or federal assistance will be made through the Florida Division of Emergency Management. Exceptions to this are detailed in federal, hazard-specific contingency plans and procedures.

2. Agreements and Understandings

All agreements and understandings entered for the purchase, lease, or otherwise use of equipment and services will be in accordance with the provision of state law and procedures. The declaration of a local emergency, issued by the City Council, may suspend selected rules and regulations that impede emergency response and recovery operations.

3. Reports and Records

Upon determination of need, the City Manager may authorize and impose additional emergency recording and reporting requirements applicable to local governments and state agencies.

4. Expenditures and Recordkeeping

Deliberate financial tracking is required to help ensure state and federal reimbursement in the event of a Presidential critical incident declaration. During critical incident operations, all agencies will:

- Maintain records of all expenditures to provide clear and reasonable justification for budget requests or reimbursement
- Develop procedures to ensure financial records clear and unambiguously identify critical incident-related expenditures
- Use available resources and personnel as reasonable to cope with the emergency
- Maintain sight of the mission identified in this CEMP when taking actions and incurring costs

5. After Action Review

Following all emergency operation activations, the ESF Coordinator (Public Works Director) will facilitate the establishment of a report detailing the strengths and lessons learned from each event.

The critique conducted will entail both written and verbal input from all appropriate participants, including field personnel.

6. Plan Development, Maintenance and Execution

All tasked agencies will be responsible for the development and maintenance of their respective responsibilities of the plan. Tasked agencies are responsible for maintaining internal plans, standard operating procedures, and resource data to ensure prompt and effective response to an incident of significance.

The ESF Coordinator (Public Works Director) will facilitate annual reviews for all emergency plans with direction and input from all levels of staff.

O. Authorities and References

Two categories of authorities are described in this section: those requiring preparation of the CEMP and those authorizing its implementation when needed. Listed first are those promulgated by the State of Florida and the Federal Government.

The principal requirements related to the preparation of the city's CEMP are F.S. Chapter 252 at the state level. Under Chapter 252.38(2), the city is authorized to prepare a CEMP that is consistent with that of Volusia County and the State of Florida's CEMP's. These, in turn are to be consistent with the National Response Plan (NRP).

At the Federal level, NIMS requires each jurisdiction to have an emergency operations plan if they are to be eligible for Federal preparedness grants. Emergency preparedness programming and planning requirements for local governments are also expressed in NIMCAST. These were developed from the mandate contained in Homeland Security Presidential Directive No. 5 and Homeland Security Presidential Directive No. 8. In addition, the US Department of Homeland Security's "Homeland Security Exercise and Evaluation Program," represents a Federal requirement applicable to local emergency plan exercises receiving Federal funding.

The second authority is to implement the CEMP during time of need, and this stems directly from the approval of the plan by the City Council, which authorizes its activation when needed, and delegates the authority for implementation of its provisions when necessary.

1. Authorities

a. Federal

- i. The Robert T. Stafford Critical incident Relief and Emergency Assistance, Public Law 93-288 as amended.
- ii. National Response Framework and selected HS Presidential Directives: #5 and #8.
- iii. Other executive orders and acts pertaining to critical incidents enacted or to be enacted.
- iv. Public Employees Occupational Safety and Health Act (PEOSHA) regulations.

b. State

- i. Statewide Mutual Aid Agreement.
- ii. Florida State Statute Chapter 22, Emergency Continuity of Government.
- iii. Florida State Statute Chapter 23, Florida Mutual Aid Act.
- iv. Florida State Statute 252.38 Emergency Management Powers; Political Subdivisions.

c. Local

- i. Mutual Aid Agreement – Combined Operational Assistance and Voluntary Cooperation Agreement for Volusia County, Florida (Law Enforcement).
- ii. Inter-local Agreement Providing Fire-Rescue and Emergency Medical Services Automatic Aid and Closet Unit Response System.
- iii. Inter-local Agreement for Fire and/or Rescue Service Mutual Aid within Volusia County, Florida.
- iv. Volusia County CEMP, its 20 Emergency Support Function Annexes, Mitigation Annex, and Recovery Annex.
- v. Volusia County Multiple Casualty Plan, Volusia County Shelter Plan, Volusia County Evacuation Plans, Volusia County Logistics Plan, and Volusia Terrorist Incident Response Plan.
- vi. Volunteer, Quasi-Governmental
- vii. Act 58 4 1905, American National Red Cross Statement of Understanding, December 30, 1985.
- viii. Mennonite Critical incident Services – Agreement with FDAA, 1974.
- ix. Public Law 93 288

2. References

a. Federal

- i. Comprehensive Preparedness Guide (CPG) 101: Developing and Maintaining State, Territorial, Tribal, and Local Government Emergency Plans, March 2009.
- ii. Homeland Security Exercise and Evaluation Program (HSEEP), February 2007.
- iii. National Incident Management System (NIMS), December 2008.
- iv. National Response Framework, Federal Emergency Management Agency, January 2008.

b. State

- i. Florida Comprehensive Emergency Management Plan
- ii. State map with homeland security and emergency management regions

c. Local

- i. Florida Power and Light Emergency Plan
- ii. Inter-local agreement(s)

Appendix A

Quick Reference

1. Key City Locations

Hubs		
Facility	Location	FPL Account/Meter
City Hall	1672 S. Ridgewood Ave	
Public Works	1770 Segrave St.	28788-14561 AC98310
Parks and Recreation	504 Big Tree Rd	



Stormwater Facilities		
Facility	Location	FPL Account/Meter
Lake Aspen Stormwater Facility	922 Aspen Dr.	73105-09315 MNL8023
Sherwood Stormwater Pump	2165 Sherwood Dr	50805-07972 KJ36960
Pike Ct. Stormwater Pump	2507 Pike Ct.	78300-86430 KN48639
Windle Lane Stormwater Pump	2945 Windle Lane	71653-54510 KJ33612
Stormwater Pump	906 Reed Canal Rd	57607-69157 KN48637
Lantern Stormwater Pump	2898 Lantern Drive	64068-80259 KN48587
Blue Villa Stormwater Pumps	750 Reed Canal Rd	41250-05142 KN48585
Stormwater Pump	918 Reed Canal Rd	29371-01497 KNJ9496
Jones St Stormwater Pump	1700 Jones St	84187 KN38163
Stormwater Pump	120 Cherrywood Dr	30082-28151 KN51106

Sewer Lift Stations		
Facility	Location	FPL Account/Meter
LS #1	1690 S. Palmetto Ave.	55237 – 02925 KN51294
LS #2	501 Big Tree Rd.	90774 – 02908 KJ34619

LS #3	200 Ridge Blvd.	49750 – 05861 KJ36118
LS #4	2326 Anastasia Dr.	30377 – 00923 KJ33613
LS #5	635 Violet St.	58631 – 04864 KNL7134
LS #6	808 Valencia Rd.	78722 – 54032 KJ34620
LS #7	586 Brook Cir.	89785 – 00877 KJ33611
LS #8	2451 S Ridgewood Ave.	70499 – 03904 KJ57615
LS #9	29 Sandusky Cir.	50669 – 06917 KJ36116
LS #10 (Not City Property)	918 Reed Canal Rd.	47547 – 04981 KJ36411
LS #11	8 1/2 Spinnaker Cir.	19670 – 51242 KJ36909
LS #12	2025 Hickorywood Dr.	77097 – 00905 AC98317
LS #13	2938 Lantern Dr.	29896 – 09801 KJ33598
LS #14	794 Aspen Dr.	26812 – 05874 KJ34624
LS #15	2936 Foxcroft Lane	09736 – 01867 KJ33614
LS #16 (Not City Property)	407 Banana Cay Dr.	
LS #17	1610 Magnolia Ave.	25649 – 06895 KJ32017
LS #18	115 Bryan Cave Rd.	09389 – 00800 KJ33602
LS #19	765 Big Tree Rd.	49171-63323 KJ34622
LS #20	1017 Green Acres Cir.	51303-53104 KJ32358
LS #21	2302 S. Nova Rd.	61439-01442 KJ32400
LS #22	3198 S. Nova Rd.	85168-63035 KJ31695

*All locations are in the City of South Daytona, 32119

2. FPL Contact Information

FPL Advisor and Account Management Team			
Customer Advisor		Backup Customer Advisor	
 Tony Tucci	O: 386-254-2304	Todd Travis	O: 772-489-6254
	C: 386-566-8748		C: 772-200-1047
Tony.Tucci@FPL.com		Customer.advisor@FPL.com	
Account Specialist		Storm Contact	
 Larisa Gadson	O: (561) 640-2421	Mark Hillman	O: 321-726-4947
	800-995-5761 opt 7		C: 321-431-2742
larisa.gadson@fpl.com		Mark.Hillman@FPL.com	

**Power Outages call FPL's 24-Hour Phone Center:
1-800-4-OUTAGE (1.800.468.8243)**

In the event of an outage, contact me with the ticket number, I can further investigate

3. HOA Contact List

Subdivision	Contact Person & Address	Telephone
Big Tree Shores M.H. Park	Not an Active H.O.A.	
Bristol Bay Condo Assoc.		818-455-2052
	Pride Assoc. & Community Mngt. LLC	
	Deborah Woodson	
	3959 S. Nova Rd., Ste. 21	
	Port Orange, FL 32127	
Bryan Cave	Bryan Cave Estates Inc.	
	P.O. Box 290807	
	Port Orange, FL 32119-0807	
	Joseph Cassell, President	352-818-7320
	61 Bryan Cave Dr	
	South Daytona, FL 32119	
	63andbeyond@gmail.com	
Colonial Townhouse Phase I (2200 Palmetto)	Ken Wildman, President	Cell: 451-2004
	2200 S. Palmetto Ave. Unit D3	
	South Daytona, FL 32119	
Colonial Townhouse Phase II (2250 Palmetto)	Colonial Townhouse Phase II	
	P.O. Box 214373	
	South Daytona, FL 32121	
	(Paul Buco, President) 2250 S. Palmetto Unit I10	386-846-4949
Coventry Forest on the Hill	Julie Sands	386-423-7796
	Sentry Management	(ext. 54011)
	4188 S. Atlantic Ave	
	New Smyrna Beach, FL 32169	
Harborside Village	Fay Gallgher-president	386-756-8896
	3 Jib Drive	
	South Daytona, FL 32119	
Hammock Lakes Estates	Keith Trout	651-492-4575
	3316 Country Manor Dr	
	South Daytona, FL 32119	
	flipforfish55@gmail.com	
Intercoastal Condominiums (1610 Palmetto)		

Jemency Oaks Townhouses (910 Big Tree)		
Lantern Park Group (LPG)	Heidi Carhide	562-2277
Not an HOA	2946 Gaslight Drive	
	South Daytona, FL 32119	
Magnolia Woods	Dennis Roberts, President	334-2486
	23 Silk Moss Ct.	
	South Daytona, FL 32119	
Oak Meadow Townhouses	Sherry Clifton	767-0936
	2134 Pope Ave.	
	South Daytona FL 32119	
Orchards I	Sue Bernet-Treasurer	756-8936
	82 Old Sunbeam	
	South Daytona FL 32119	
	yosue5@yahoo.com	
Orchards II	Ed Harper, President	386-405-7728
	30 Old Sunbeam Dr.	
	South Daytona, FL 32119	
	eddie50@comcast.net	
Riverwood Condos (480 Reed Canal)		
River Club Condo (3131 S. Ridgewood)	Waverly Property Group - Ms. Ramara Garrett	322-3600
	3624 S. Atlantic Ave.	
	Daytona Beach Shores, FL 32118	
RiverGolf Town House Assoc. (1600 Palmetto)	Charles Yokubonus, Treasurer	386-673-7619
	22 Meadow Ridge View	
	Ormond Beach, FL 32174	
	Richard Hathaway-President	386-235-8469
	1600 S. Palmetto Ave., #124	
	South Daytona, FL 32119	
	Heather Finley Recker, Secretary	
	62 Circle Creek Way	
	Ormond Beach, FL 32174	

Sun Place Condo		
Attn: John Brown		
303 Ridge #108		
761-4468		
Westwinds Condo	Atlantic Shores Management Inc.	386-761-5733
(1750/1800 Palmetto)	Kelly Roskamp	x22
	3511 S. Peninsula Dr.	
	Port Orange, FL 32127-4623	
	Ruth Arick, President	417-459-8847
	1800 S. Palmetto Ave., #106	
	South Daytona, FL 32119	
	choicepursuits@yahoo.com	

7/9/2020

4. WastePro Contact Information

Division Location

Waste Pro of Daytona Beach
925 S. Clyde Morris Blvd
Daytona Beach, FL 32114

Division Contact Information

Phone 386-788-8890
Fax 386-236-4345

Management Team

Tim Dolan, RVP	321-832-1333 tdolan@wasteprousa.com
Ken DeForest, Division Mgr.	386-631-2109 kdeforest@wasteprousa.com
Steve Cameron, Ops. Mgr.	386-527-2148 scameron@wasteprousa.com
Troyce Hudnell, Rt. Sup.	386-589-6055 thudnell@wasteprousa.com
Stephanie Lyons, Office Mgr.	386-788-8890 slyons@wasteprousa.com
Terry Conklin, Maint. Mgr.	321-231-9806 esheridan@wasteprousa.com

Primary Local Contacts

Contract/Escalated Issues	Ken DeForest, Division Manager
Operations Issues/Concerns	Steve Cameron, Operations Manager
Billing/CSR Issues	Stephanie Lyons, Office Manager
Fleet Issues	Terry Conklin, Maintenance Manager

Office – Normal office hours are Monday through Friday from 7:30AM to 5:00PM. Outside of normal office hours, Ken DeForest, Division Manager will be the primary contact (386-631-2109). City Officials can contact any of the Management Staff for emergency or urgent issues, 24 hours a day and 7 days per week, year round

Maintenance – Normal Maintenance hours are Sunday 10:00PM through Friday 10:00PM, with Saturday hours from 6:00AM to 2:00PM. Maintenance is normally closed on Sundays. During storm events extended maintenance hours will be available.

5. Debris Hauling Contacts

Phillips and Jordan

Tommy Webster, Disaster Services Operations Manager
(828) 644-3222
twebster@pandj.com

Dudley Orr, Vice President
(828) 735-0947
dorr@pandj.com

Janet Crisp, Contract Administrator
(865) 392-3054
jcrisp@phillipsih.com

Valerie Holder, Contract Administrator
(865) 392-3043
vholder@pandj.com

Email distribution list to Disaster Services Team - disasterservices@pandj.com

Crowder Gulf

CALL FIRST - Disaster Administration Office - Ashley Ramsay-Naile
aramsay@crowdergulf.com
(800) 992-6207

John Ramsay, President
jramsay@crowdergulf.com

John Campbell, Regional Director
jcampbell@crowdergulf.com
(859) 963-8672

Don Madio, Regional Manager
dmadio@crowdergulf.com
(813) 285-8749

Ceres Environmental

Tia Laurie, Director of Administration

(813) 333-8254

Tia.laurie@ceresenv.com

Karl Dix, Director of Client Services

(813) 508-5839

Karl.dix@ceresenv.com

Kerry Kennedy, Senior Operations Manager

(757) 675-1367

Kerry.kennedy@ceresenv.com

6. Debris Monitoring Contacts

Rostan Solutions Inc.

Tetra Tech

Simon Carlyle | Senior Project Manager
Mobile (407) 803-2525 | simon.carlyle@tetrattech.com

Betty Kamara | Contracts Manager
Mobile (407) 803-2551 | betty.kamara@tetrattech.com

Ralph Natale | Director of Post Disaster Programs
Mobile (407) 580-8184 | ralph.natale@tetrattech.com

Thompson Consulting Services:

Nicole Lehman
cell: 407-756-7589
email: nlehman@thompsoncs.net

Eric Harrison
cell: 407-312-1670
email: eharrison@thompsoncs.net

7. Neighboring Public Works Contacts

PUBLIC WORKS DIRECTOR'S CONTACT LIST	
City of Daytona Beach	P.O. Box 2451, Daytona Beach, FL 32114
Jim Nelson, Jr., P.E. City Engineer nelsonj@codb.us	Office: 386-671-8613 Cell: 386-566-2688
David Waller Deputy Public Works Director wallerd@codb.us	Office: 386-671-8681
Andrew Holmes, P.E. Public Works Director HolmesAndrew@codb.us	Office: 386-671-8607
Brian Woodworth, P.E. Technical Services Project Director woodworthbrian@codb.us	Office: 386-671-8635
City of Daytona Beach Shores	2990 S. Atlantic Ave., DBS, FL 32118
Fred Hiatt Community Services Director fhiatt@cityofdbos.org	Office: 386-763-5365 Cell: 386-931-0357
Brian Edwards Public Works Deputy Director bedwards@cityofdbos.org	Office: 386-763-5351
City of DeBary	16 Colomba Rd., DeBary, FL 32713
Alan Williamson Public Works Director awilliamson@debary.org	Office: 386-601-0208
City of DeLand	120 S. Florida Ave., DeLand 32720
Demetris Pressley Public Works Director pressleyd@deland.org	Office: 386-626-7195
Mariellen Calabro Public Works Assistant Director calabrom@deland.org	Office: 386-626-7178
Kim Grebosz Public Works Project Coordinator greboszk@deland.org	Office: 386-626-7195
Keith Riger, PE Public Services Director rigerk@deland.org	Office: 386-626-7197
City of Deltona	2345 Providence Blvd, Deltona, FL 32725
Steven Danskine Acting Public Works Director/City Engineer sdanskine@deltonafl.gov	Office: 386-878-8998 Cell: 386-956-2689
City of Edgewater	409 Mango Tree Drive, Edgewater, FL 32132
Brenda Dewees Director of Environmental Services bdewees@cityofedgewater.org	Office: 386-424-2400, ext 4007 Cell: 386-547-3819
Randy Coslow Deputy Director of Enviro Services/City Engineer rcoslow@cityofedgewater.org	Office: 386-424-2400, ext 4007

City of Holly Hill	453 LPGA Blvd., Holly Hill, FL 32117
Antoine Khoury Public Works Director/ City Engineer akhoury@hollyhillfl.org	Office: 386-248-9463
Shawn Hebert Field Operation Superintendent shebert@hollyhillfl.org	Office: 386-248-9463
Steve Juengst Public Works Administration Manager sjuengst@hollyhillfl.org	Office: 386-248-9463
City of Lake Helen	P.O. Box 39, Lake Helen, FL 32744
Rick Mullen Public Works Superintendent rmullen@lakehelen.com	Office: 386-228-0963
City of New Smyrna Beach	210 Sams Ave., New Smyrna Beach, FL 32168
Faith Miller Maintenance Operations Director fmiller@cityofnsb.com	Office: 386-424-2202 Cell: 386-527-0227
Kyle Fegley City Engineer kfegley@cityofnsb.com	Office: 386-410-2800
City of Oak Hill	234 S. US Hwy 1, Oak Hill, FL 32759
Kohn Evans City Administrator evansk@oakhillfl.com	Office: 386-345-3522
City of Orange City	205 East Graves Ave., Orange City, FL 32763
Migdalia Hernandez Public Works Director mhernandez@ourorangecity.com	Office: 386-775-5446
Raul Palenzuela, P.E., PMP Deputy PW Director/City Engineer rpalenzuela@ourorangecity.com	Office: 386-851-7525
City of Ormond Beach	501 N. Orchard, Ormond Beach, FL 32174
Claire Whitley Assistant City Manager claire.whitley@ormondbeach.org	Office: 386-676-3202 Cell: 386-212-0639
Shawn Finley Public Works Director shawn.finley@ormondbeach.org	Office: 386-676-3292
Kevin Gray Deputy Public Works Director kevin.gray@ormondbeach.org	Office: 386-676-3577 Cell: 386-316-7725
City of Palm Coast	1 Wellfield Grade, Palm Coast, FL 32137
Matt Mancill Public Works Director mmancill@palmcoastgov.com	Office: 386-986-2333
Town of Pierson	106 N. Center St., Pierson, FL 32180
Carmen M. Spelozzi Town Clerk carmen@townofpierson.org	Office: 386-749-2661
Town of Ponce Inlet	4875 S. Peninsula Dr., Ponce Inlet, FL 32127
Jeff Miller Public Works General Manager jmill@ponce-inlet.org	Office: 386-322-6729

City of Port Orange	1000 City Center Cir., Port Orange, FL 32119
Lynn Stevens	Office: 386-506-5752
Public Works & Utilities Director	Direct Line: 386-506-5759
lstevens@port-orange.org	
Ronny Buttrum	Office: 386-506-5584
Public Works Deputy Director	
rbuttrum@port-orange.org	
City of South Daytona	P.O. Box 214960, South Daytona, FL 32121
Brian Peek	Office: 386-322-3080
Public Works Director	
bpeek@southdaytona.org	
FDOT	1650 N. Kepler Rd., DeLand, FL 32724
Mo Hassan	Office: 386-740-3400
DeLand Operations Manager	Cell: 321-634-2824
mo.hassan@dot.state.fl.us	
Rick Snow	Office: 386-740-3414
Maintenance Program Manager	Cell: 386-956-5351
rick.snow@dot.state.fl.us	
Rafael Rodriguez	Office: 386-740-3594
DeLand Operations Construction Engineer	Cell: 386-801-5571
rafael.rodriguez@dot.state.fl.us	
County of Volusia	123 W. Indiana Ave. Room 402, DeLand, FL
John Angiulli	Office: 386-736-5965
Public Works Director	Cell: 386-717-4399
jangiulli@volusia.org	
Tadd Kasbeer, P.E.	Office: 386-736-5967
County Engineer	Cell: 386-785-7183
tkasbeer@volusia.org	
Ben Bartlett	Office: 386-822-6422
Road & Bridge Director	
bbartlett@volusia.org	

8. Hospital and Health Care Information

Central Florida Regional Hospital

1401 W. Seminole Blvd.
Sanford, FL 32771
407-321-4500

Florida Hospital DeLand

701 W. Plymouth Ave.
DeLand, FL 32720
386-943-4522

Florida Hospital Fish Memorial

1055 Saxon Blvd.
Orange City, FL 32763
386-917-5000

Florida Hospital Memorial Medical Center

301 Memorial Medical Parkway
Daytona Beach, FL 32117
386-676-6000

Florida Hospital New Smyrna

401 Palmetto St.
New Smyrna Beach, FL 32168
386-424-5000

Halifax Medical Center

303 N. Clyde Morris Blvd.
Daytona Beach, FL 32114
386-254-4000

Halifax Medical Center of Port Orange

1041 Dunlawton Ave.
Port Orange, FL 32127
386-322-4700

Florida Health Care Plans

740 Dunlawton Ave.,
Port Orange, FL 32127
386-763-1000

9. Emergency Medical Providers

County Services:

Volusia County Beach Services

515 S. Atlantic Ave.
Daytona Beach, FL 32118
386-239-6414

Volusia County Emergency Medical Services (EVAC)

112 Carswell Ave.
Holly Hill, FL 32117
386-252-4900

Volusia County Fire Services

125 W. New York Ave.
Suite 220
DeLand, FL 32720
386-254-4657 (Daytona Beach area)
386-736-5940 (DeLand area)
386-423-3357 (New Smyrna Beach area)

Volusia County Sheriff's Office

951 Singleton Drive
DeLand, FL 32724
386-736-5333

Municipal services are also provided by the following:

Daytona Beach Fire Department

301 South Beach Street
Daytona Beach, FL 32114
386-671-4000

Daytona Beach Shores Department of Public Safety

2990 South Atlantic Avenue
Daytona Beach Shores, FL 32118
386-763-5353

DeLand Fire Department

201 West Howry Avenue.
DeLand, FL 32720
386-740-5837

Deltona Fire and Rescue Department

1685 Providence Boulevard.

Deltona, FL 32725
386-860-7177

Edgewater Fire Rescue

1605 South Ridgewood Avenue
Edgewater, Florida 32132
386-424-2445

Holly Hill Fire Department

1020 Daytona Ave.
Holly Hill, FL 32117
386-248-9473

New Smyrna Beach Fire and Rescue Department

103 Faulkner St.
New Smyrna Beach, FL 32168
386-424-2162

Ormond Beach Fire Department

22 S. Beach St.
Ormond Beach, FL 32174
386-676-3255

Ponce Inlet Fire Department

4680 S. Peninsula Drive
Ponce Inlet, FL 32127
386-322-6720

Port Orange Department of Fire and Rescue

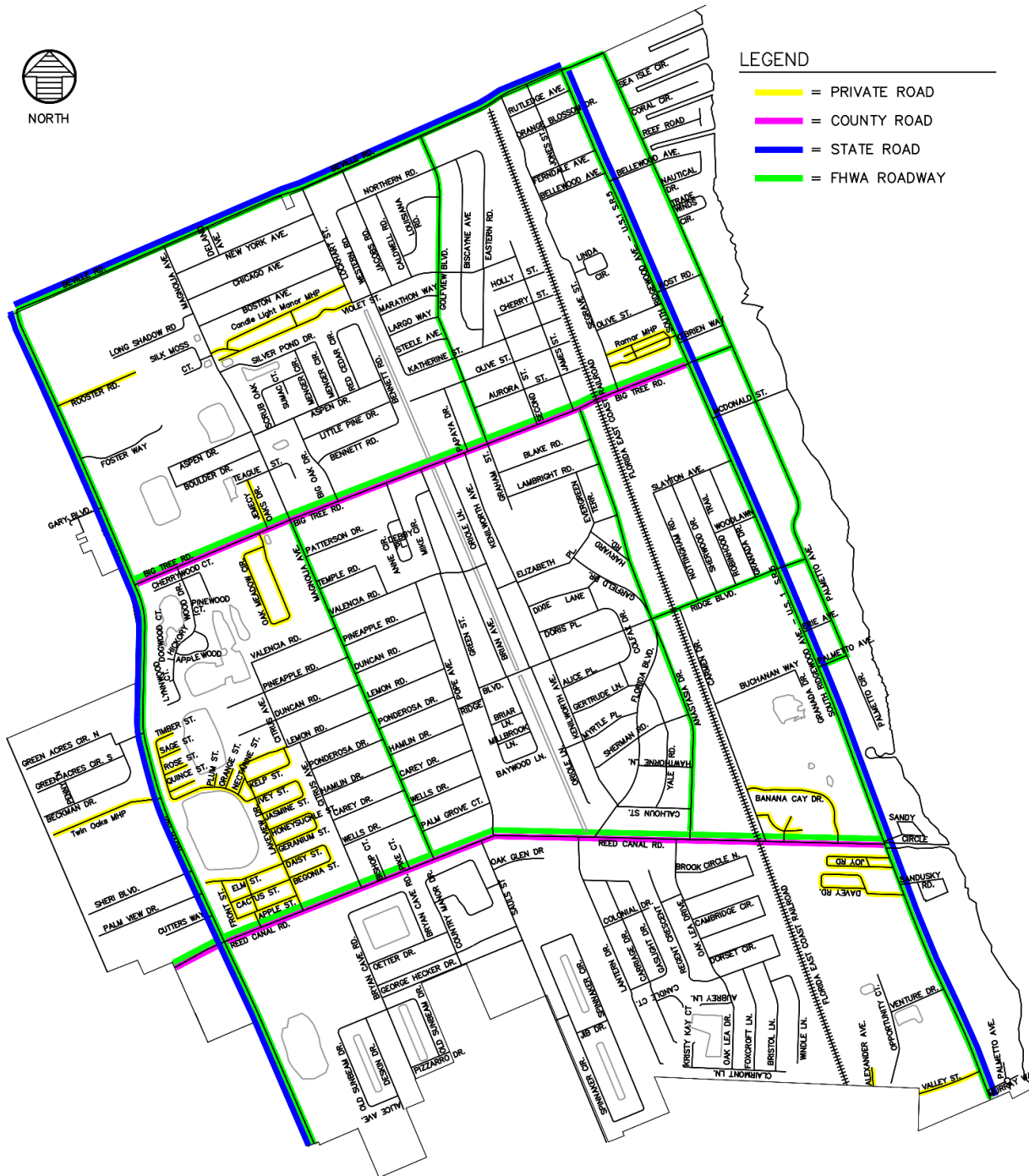
1090 City Center Boulevard
Port Orange, FL 32129
386-506-5900

South Daytona Fire Rescue

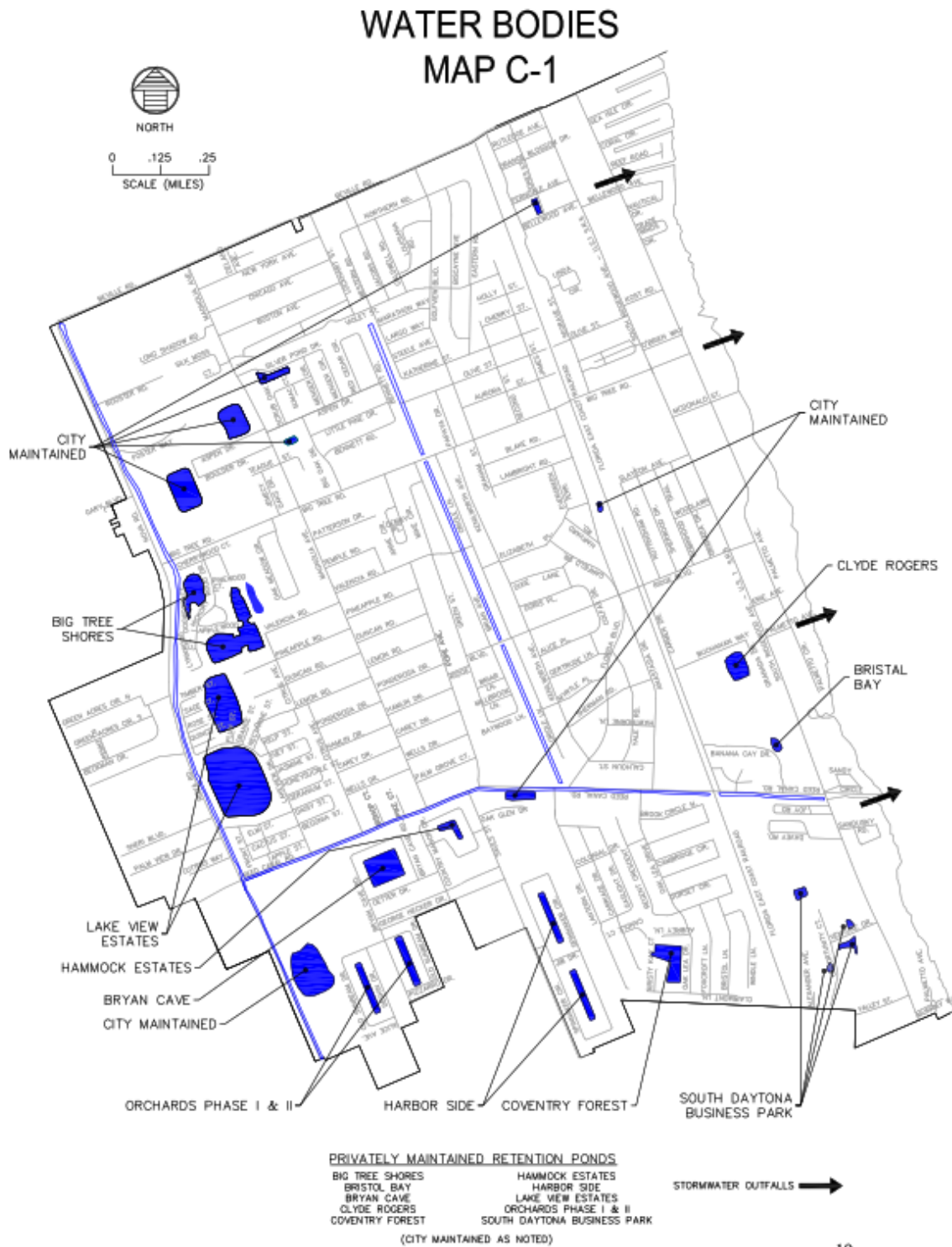
1672 S. Ridgewood Ave.
South Daytona, FL 32119
386-322-3033

10. Roadways

CITY OF SOUTH DAYTONA



11. Water Bodies



Conservation Element

19

12. City Contact List

EXECUTIVE DEPARTMENT

Les Gillis, City Manager 3014
 Cell Phone (not to be released to public) 386 566-3527
 Becky Witte, Deputy City Clerk 3011
 Cell Phone (not to be released to public) 386 301-2767
 Jay Robinson, Executive Assistant 3014
 Fax 3008

FINANCE DEPARTMENT

Jason Oliva, Deputy Finance Director 3063
 Dennis Carlson, Financial Services Coordinator 3023
 Kim Jersey, Accountant 3064
 Vera Parker, Senior Accounting Clerk 3062
 Fax 3099

UTILITY BILLING DEPARTMENT

Caitlin Weiss, Utility Billing Supervisor 3005
 Cell Phone (not to be released to public)
 Vivian Leo, Utility Billing Clerk 3001
 Demie Alvarez, Utility Billing Clerk 3002
 Vacant, Senior Utility Billing Clerk 3003
 Fax 3018
 Email: service@southdaytona.org

COMMUNITY DEVELOPMENT

Main Number 3020
 Laureen Kornel, Community Development Director 3022
 Cell Phone (not to be released to public) 386 569-9126
 Amber Kraft, Planning Technician 3021
 Fax 3029

BUILDING PERMITS AND INSPECTIONS

Nick Ventura, Chief Building Official 3024
 Cell Phone (not to be released to public) 386 290-5810
 Vacant, Deputy Building Official 3026
 Lauren Rizzo, Permit Technician 3017

CODE COMPLIANCE

Josh McEnany, Code Compliance Manager 3025
 Cell Phone (not to be released to public) 386 523-4273
 Beverly Abrahamson, Code Compliance Officer 3032
 Cell Phone (can be released to public) 386 316-9532
 Vacant, Housing Rehab Inspector 3019
 Bret Steele, Code Compliance Officer 3028

INFORMATION TECHNOLOGY (IT)

Mike Janiszewski, IT Director 3027

HUMAN RESOURCES

Trudy O'Dell, Human Resources Director 3069
 Cell Phone (not to be released to public) 386 451-8953
 Fax 3068

PARKS & RECREATION (504 BIG TREE ROAD)

Main Number (Pigotie Community Center) 322-3070
 Amy Zengotita, Parks & Recreation Director 322-3072
 Cell Phone (not to be released to public) 386 299-5544
 Suzanne Rhinesmith, Administrative Assistant 322-3073
 Tim Devine, Athletic Supervisor 322-3075
 Fax 322-3079

REDEVELOPMENT

Patty Rippey, Redevelopment Director 3016
 Cell Phone (not to be released to public) 386 299-7290

POLICE DEPARTMENT

DISPATCH - VCSO - for Police or Animal Control 386 323-3568
 Records/Main Number 3030
 Mark Cheatham, Police Chief 3045
 Cell Phone (not to be released to public) 386 547-3217
 Bryan Craig, Lt. Patrol Services 3058
 Cell Phone (not to be released to public) 386 405-1599
 Kevin Pedri, Lt. Special Services 3053
 Cell Phone (not to be released to public) 386-852-3697
 Steve Pignataro, Captain 3059
 Cell Phone (not to be released to public) 386 566-1523
 Stacy Lopez, Administrative Assistant 3042
 Dawn Wicklund, Staff Assistant 3057
 Kevin McCracken, Sergeant of Investigations 3041
 Cell Phone (not to be released to public) 386 536-2878
 Dion Willey, Investigator 3047
 Cell Phone (not to be released to public) 386 589-8719
 Gabrielle Lank, Investigator 3044
 Cell Phone (not to be released to public) 386 299-0248
 Dawn Ketelaar, Evidence Tech 3048
 Sergeant's Office 3046
 Squad Room 3052
 Booking 3054
 Officer Fax in Booking 3097
 Fax - Records/Administration 3055
 Community Service Officer (not to be released to public) 386 295-6377
 Shift Supervisor Cell Phone (not to be released to public) 386 295-6504

FIRE DEPARTMENT

Administration/Main Number 3033
 Duty Fire Officer in Charge 7 days a week 386 214-1228
 Watch Office 3034
 Duty Commander 3037
 Duty Lieutenant 3035
 Living Quarters 3036
 Fire Chief, Dave Giles (not to be released to public) 386 793-2250
 Commander Paul Nelson (not to be released to public) 386 527-0732
 Commander Ernie Jarvis (not to be released to public) 386 527-9283
 Commander Don Howard (not to be released to public) 386 295-4456
 Lt. Chad Kirby (not to be released to public) 386 679-4132
 Lt. Jason Taylor (not to be released to public) 386 299-8407
 Lt. Jacklyn Gonzalez (not to be released to public) 386 295-5442
 Fax 3038

PUBLIC WORKS (1770 SEGRAVE STREET)

Main Number 386 322-3080
 DISPATCH - VCSO - for After Hours Utility Emergency 386 323-3568
 Brian Peek, Public Works Director 386 322-3082
 Cell Phone (not to be released to public) 321 514-7749
 Wendy Mahoney, Public Works Specialist 386 322-3088
 Mark Smith, Superintendent of Operations 386 322-3083
 Cell Phone (not to be released to public) 386 233-5701
 Fred Waigand, Utility Maintenance Supervisor 386 322-3085
 Cell Phone (not to be released to public) 386 299-1647
 Jim Beach, Facilities & Grounds Maintenance Supervisor 386 322-3083
 Cell Phone (not to be released to public) 386 451-5095
 Taylor Macaulay, Fleet Maintenance Supervisor 386 322-3084

CITY HALL: 1672 SOUTH RIDGEWOOD AVENUE, SOUTH DAYTONA, FL 32119

PO BOX 214960, SOUTH DAYTONA, FL 32121-4960

Mayor William "Bill" Hall 386 295-6636

UPDATED 6/17/2021

13. Citizen Emergency Response Team (CERT) Contact List

Andrew Cotton
386-747-3151
Email: southdaytonacert1@gmail.com

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Email: bartbarn@aol.com

Jim Bernstein
813-610-9629
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Mary Danielski
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Carene Darcy
386-212-0871
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Rick Davis
386-290-0165
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Allene Dupont
386-295-9403
Email: adupont@cfl.rr.com

Hewitt Dupont
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Kimberly Flint
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Patrick Flint

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Gary Folsom
386-451-3477
Email: fxrfred@att.com

Melissa Gilbert
386-405-1856
Email: daytonagal@bellsouth.net

Bill Hall
386-295-6636
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Darlett Hall
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Anna Jemjemian
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Dolores Johnson
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Tabie Kelley
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Norma Klammer

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Jean Klune
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Email: redjk70@aol.com

Daniel Marco

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Email: danielmarco87@yahoo.com

Dave McGaha

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386-3167525

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Tommy Owens

386-689-1461

Email: banambajames76@gmail.com

Rick Pindell

386-316-7525

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Mike Poniatowski

386-231-3315

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Tim Quigley

386-589-2982

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386-307-3126

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Barbara Roy

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Email:

Gene Schlegel

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Email: spparky49@yahoo.com

Betty Schoenherr

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David Tapscott

386-233-5364

Email: tap7.25@gmail.com

Francis Thompson

386-761-2959

Email: sundials13@aol.com

Patty VanderHeyden

813-294-4635

Email: fireballp3@gmail.com

APPENDIX B

CRISIS COMMUNICATION PLAN STANDARD OPERATING PROCEDURE ANNEX

City of South Daytona

May 2021

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Definition of Communication Crisis:

Any situation or issue that threatens the integrity or reputation of our agency, typically brought on by either adverse or negative public attention but can include any problem that threatens the ability of the organization to conduct business as usual.

Purpose:

This plan is used in conjunction with the responsibilities outlined in the South Daytona Comprehensive Emergency Management Plan (CEMP).

The purpose of the Crisis Communication SOP is to establish a mechanism and procedures to effectively obtain, validate, assess, and disseminate information to the public in the event of an unexpected crisis or disaster.

Organization:

In the event of a natural or manmade disaster or major incident, all news releases, public update, media contacts and social media postings will be handled through the City Manager's designated representative such as the Public Information Officer (PIO) and/or the Police/Fire Department PIO, depending on circumstances. The PIO serves as the conduit for information to internal and external stakeholders, including the media, employees, and the public.

The lead PIO reports directly to the Incident Commander/City Manager and is the primary contact for anyone who wants information about the incident and the City's response to it. The PIO also coordinates communications to internal audiences.

Centralized command and control of information will ensure accurate and consistent information is released to the public.

Scope:

The scope of public information and the delivery systems include, but are not limited to:

- Website Alert
- Website Postings
- Media Releases
- Public Service Announcements
- News Conferences
- Social Media
- Flyers/Posters
- Radio Spots
- Dedicated phone lines

- South Daytona Connect/Everbridge city notification system.
- Reverse 911

Messaging:

Public information statements will be controlled and authorized by the Incident Commander/ City Manager or designee. Information released should consist of consistent messages regarding:

Lifesaving measures
 Evacuation routes
 Threat and alert system notices
 Other public safety information
 Updates on investigations
 Rumor containment
 Addressing public fears
 Getting the facts out

PIO Checklist:

In the event of an incident, the acting PIO should determine that the following has been addressed (as applicable):

- Decide on your primary positioning or main message at the onset of the event and develop talking points. Coordinate with elected officials. Who will be the primary spokesperson?
- Provide talking points.
- Emergency **EVERBRIDGE** message notification of department heads/public
- City Manager notified
- City Council notified
- Determine minimum time frame for media/public updates.
- Review whether pre-scheduled Facebook posts should be removed/delayed.
- Facebook/Website links should be included on all public information.
- Department Head/Employee email notification updates
- Coordinate Facebook message on other department's Facebook pages
- Disable the Facebook message function completely in the event of a disaster to prevent calls for service coming in through this venue.
- Steer media and public to your primary source of information, Deputy Clerk.
- PIO Team (Led by Deputy Clerk with support from Police and Fire):
 - Parks and Recreation Director to monitor Social Media.

- Executive Assistant assigned as scribe during announcements.
- Evaluate whether additional resources should be brought in to answer phones.
- If after hours, evaluate whether non-emergency call forwarding to Dispatch could be held and answered locally.
- Post media releases on website.

If warranted by the volume of media calls, send a media alert to direct news agencies to the website for updates. Change PIO phone messages and out of office email reply to include information as to how, when and where you will be updating media.

Evaluate whether the Volusia County Public Information Network should be activated. This will provide additional communication personnel support (under the local command system) if needed. See details below.

The Incident Commander/City Manager or designee will approve all information released. Approved communications can be disseminated through the following outlets:

- Activation of website alert
- **Everbridge** (PIO or IT)
- Media releases (PIO)
- Message Boards
- Radio
- Flyers with responders and **CERT**
- Media Advisory-not for publication (PIO)
- Media releases posted to web site (IT & PIO)
- Updates to Volusia County for posting on their website (PIO)
- Facebook - City of South Daytona (PIO through Parks and Recreation Director)
- If appropriate, create a FAQ page on web site and create a link.

In the event of power outages and loss of electronic communication (i.e., cyber-attacks) the following can be used to disseminate information:

- Posting signage on public buildings and street intersections
- Utilizing local businesses to help get info out.
- Solar-powered message signs (PD)
- Loudspeaker
- Local Radio station and official emergency stations listed below.

- Flyers to first responders and CERT
- Driving through City streets (Citizen's patrol/CERT Team/ golf carts/megaphone)
- Land-line phone including recorded messages.

Preparation:

- Prepare pre-written statements and messages.
- Update and post Social Media Policy on social media sites/website.
- Know how to activate Facebook auto reply and or disabling messages.
- Maintain and update internal contact information.
- Maintain and update passwords and sign-in info for all social media accounts.
- Streamline approval process for media releases and social media postings.

Social Media Specific:

- Be quick, be accurate, verified and be consistent.
- Understand /Citizens expect a higher level of engagement during times of negativity.
- Quickly acknowledge/something has happened, even if you do not have all the answers.
- Know when to take an issue off-line. Two public exchanges should be max.
- Offer email, phone number and private messaging to those who are publicly critical.
- Make sure you have an archiving system in place.
- Monitor social media for public sentiment, inaccurate information, and rumors.
- Be honest and transparent.
- Think damage control.
- Be empathetic.

The initial outreach should be public, to let community know that you are responding.

Volusia Flagler Public Information Network (PIN)

In the event of a localized disaster that overwhelms a municipalities' ability to handle public communications the PIN network can provide personnel including news release writers, field PIO's, a website manager and logistic support for a period of one day or greater. All personnel will be under the command system established by the local government. To activate PIN:

Contact Volusia County Sheriff's Office Pager (386) 691-2460.

Backup: Volusia County Information Pager: 386-691-0488

Level I 1-2 days, 1-5 agencies, Local news media
Initial PIO resources needed = 3-4 people
News release writer, website manager, field PIO, Logistics support

Level II 2-5 days, 5-10 agencies, local/regional news media
Initial PIO resources needed: 3-4 people x 2 shifts x days needed.
News release writer, website manager, field PIO's, Logistics, Spanish translator, photographer, videographer, cartographer, and PIN coordinator.

Level III Days into weeks, 10+ agencies. Local/Regional/National media. Extremely large incidents – commercial jet crash, terrorist incident, multiple major wildfires, school shooting, incident with large number of deaths and injuries.

REQUIRES JOINT INFORMATION CENTER ACTIVATION

FAPIO: PIO resources can be requested if needed.

VOLUSIA COUNTY INFORMATION:

Volusia County's official emergency management information stations are:

- 1) WNDB 1150AM radio
- 2) WDSC TV-15
- 3) WVEN TV-26
- 4) WHOG 95.7FM radio
- 5) WKRO 93.1
- 6) WVYB 103.3 FM
- 7) WNUE 98.1 FM

VOLUSIA COUNTY CITIZEN INFORMATION CENTER (CIC)

Can be published when activated (Activated only during a disaster) 866-345-0345

APPENDIX C

TROPICAL ACTIVITY ANNEX

City of South Daytona

May, 2021

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PURPOSE

The purpose of this annex is to supplement the South Daytona Comprehensive Emergency Management Plan by establishing procedures specific to response operations during a hurricane or tropical system. Special emphasis is placed on the use of the operational conditions and evacuations to increase the safety of the citizens of South Daytona.

ASSUMPTIONS

1. South Daytona will generally receive several days of early warning of an impending hurricane through the National Hurricane Center (NHC) the National Atmospheric Administration (NOAA) and the National Weather Service (NWS). There is potential for response to a storm with less than normal warning time as seen in 2004.
2. South Daytona will use this warning time to prepare using plans, protocols and procedures predefined and coordinated in this and other plans.
3. Mutual Aid Compacts and Agreements will enable assistance in shortfall areas of personnel, equipment and logistics; state to county, county to county and county to municipality.
4. The Incident Commander/City Manager shall declare a State of Emergency to temporarily suspend normal government functions.
5. The citizens of South Daytona will respond to an evacuation order or otherwise prepare themselves for an approaching hurricane.
6. A hurricane may trigger only a state and local response without a federal response.
7. Effective communications shall be a major concern due to the disruption of telephone service and the loss and or damage of radio antenna towers and related equipment.
8. A hurricane shall result in large numbers of casualties and or displace people that will very quickly overwhelm local and state capabilities.
9. If personnel is available, security will be increased in evacuated areas to prevent looting.
10. Both response and recovery operations may be hampered by blocked roads, damaged bridges or roads and downed trees and utility poles.

CONCEPT OF OPERATIONS

1. General

- A. This plan is used in conjunction with the responsibilities outlined in the Comprehensive Emergency Management Plan.
- B. Groups and individuals responding for hurricane operations will do so generally using procedures parallel to their normal day-to-day operations.

2. Operating Conditions Levels

- A. South Daytona shall use **Operating Conditions Levels (OPCONs)** as the overall tool for hurricane planning and response, thus facilitating the action for both emergency management and emergency response personnel. The OPCON levels for the city will trigger the activation level of the South Daytona Emergency Operations Center.
- B. Due to the nature of hurricane planning and the need to facilitate and secure a possible intercoastal evacuation, traditional Levels must be modified for this plan. This modification helps to implement a coastal evacuation and shelter activations well before the system makes landfall. Evacuation of appropriate areas called for by Volusia County must be complete prior to the arrival of tropical storm force winds. Therefore, the evacuation decision must be made in some instances days prior to landfall. Periodically, a tropical system will intensify rapidly, which will require flexibility in the transition between OPCONs.
- C. To ensure that all activated personnel in the city are coordinated with their counterparts in Volusia County, the OPCON levels will be directly reflected by the level of the Emergency Operations Center.

OPCON 5

June 1st is the first day of hurricane season. South Daytona will remain at OPCON 5, day to day operations, until the National Hurricane Center identifies a tropical system that places South Daytona within the five-day error cone. Review the CEMP and ESF responsibilities.

The EOC will be at LEVEL 3 at this stage.

Emergency Management Division

- Daily monitor the National Hurricane Center,(NHC) Atlantic Graphical Tropical Weather outlook site.
- Monitor further development of NHC identified areas of possible tropical cyclone formation.
- Communicate internally with South Daytona Senior Staff.

All Departments

- Update contact information for staff.
- Encourage personal preparedness of staff.

OPCON 4

Once the National Hurricane Center identifies a tropical system that places South Daytona within the five-day error cone, the operating condition will move to OPCON 4. The primary events that will take place at this level are the notification of key personnel of the possible threat and initiation of preparatory activities.

The EOC Will be at LEVEL 3 at this stage.

City Manager

- Update South Daytona Council on the actions being performed by county agencies and departments.
- Support staff as needed.

City Hall Administration

- Review the advisory package forecast data and Volusia County to determine projected timelines.
- Discuss and coordinate current situation and future actions with Senior Staff.
- Collect finalized emergency contact information from Department Heads.
- Discuss, coordinate and update on current situation and future actions with surrounding municipalities.
- Confirm with Parks and Recreation that any special events are subject to be rescheduled.
- Check scheduling and determine who is scheduled to use the EOC. Notify them that they are subject to be rescheduled.
- Take part in Volusia County Emergency Management conference briefings.
- Coordinate with the Human Resources Director regarding canceling leave for all essential personnel and closure of government functions and facilities.

Public Works

- Ensure that any generator and emergency equipment maintenance is completed and that gas tanks are full.
- Put contractors on notice. Ensure all critical vehicles and equipment are at a ready state.
- Place pumps and remove debris from drains and other infrastructure.
- Prepare for closure and securing of government buildings.

Police Department

- Review evacuation procedures with staff and confer with surrounding municipalities.

All Departments

- Review emergency policies with staff and ensure that they are aware of the impending storm.
- Identify any records that might have to be moved to a secure location.

OPCON 3

Once South Daytona is in the three-day error cone, South Daytona will move to OPCON 3. The EOC will be activated at this level, either at a partial or full status. The primary events that will occur will include the evacuation discussion, conducting pre-evacuation conferences, intelligence and information gathering, resource management and other preparatory activities.

The EOC will be at a LEVEL 2 at this stage

If a Tropical Storm is forecast OPCON 3 will be the maximum level achieved unless a higher level is determined to be necessary by the Incident Commander.

Advisory Team

- Discuss protective actions and potential events with the City Manager.
- City Attorney to coordinate with the City Council to prepare a draft “State of Emergency.”
- Preliminary discussion and evaluation of emergency ordinances.
- Verify cancellation of all leave for essential personnel and closure of government functions and facilities.
- Consider activation of outside contracts and evaluate the impact they will have.

City Hall Administration

- Recommend implementation of the CEMP and the Tropic Activity Attachment.
- Assist with determining if partial or full activation of the EOC is required.
- Review the advisory package forecast data from NWS/NOAA and Volusia County. Determine projected evacuation timelines.
- Discuss, coordinate and update on current situation and future actions with local municipalities.
- Utilize HurrEvac and NWS/NOAA intelligence to develop and provide timely and accurate actionable intelligence.
- Establish talking points and reference material for any press release.
- Meet with the PIO(s) and Parks and Recreation Director to discuss social media campaign and other needed outreach material.

Information Technology (IT)

- Check all equipment in EOC for potential activation.
- Activate the EOC Call center if needed.

Public Works

- Check the evacuation routes and verify that they are prepared for maximum traffic volume.
Report any problems that could affect an evacuation to Police Department
- Ensure all critical vehicles and equipment are at a ready state.
- Place pumps and remove debris from drains and other infrastructure.
- Prepare for closure and securing of government buildings.
- Discuss hurricane protocol measures with staff.

Fire Department

- Notify all fire personnel that upon notification, you must report to work within 1 hour.
- A “hurricane log” separate from the daily log will be started and maintained.
- A modified work schedule will be developed. This schedule will not disturb the normal 24hr on but will require personnel to “overlap” each shift by 12 hours. This will ensure adequate crews assigned to each apparatus.

Parks and Recreation

- Coordinate the potential opening of hurricane shelter.
- Coordinate with Incident Commander to post up to date information via social media

Finance Department

- Maintain that all contracts are up to date.

Police Department

- Discuss security measures pre and post storm with staff.
- Develop a security plan for evacuation zones.
- Coordinate with neighboring municipalities about potential evacuation and bridge closing.

OPCON 2

Once the shelter opening is initiated, an evacuation order is issued, or Volusia County is in a 24-hour cone of error the OPCON level will automatically move to OPCON2. The EOC will be under full activation. At this level the hurricane evacuation shelter will be prepared for opening and local resources deployed to support the operation. Public notifications and press conferences will be coordinated.

The EOC will be at a LEVEL 2 at this stage and staff will be issued a report and/or callback time.

Advisory Team

- Prepare and issue “State of Emergency” and executive orders.
- Finalized decision on closure of government functions and facilities.
- Discuss current and future EOC operations.
- Discuss implementation of debris management contract.
- Establish shift change schedule.

City Hall Administration

- Discuss and coordinate current situation and future actions with Volusia County.
- Discuss, coordinate and updated on current situation and future actions with local municipalities.
- Coordinate all press conferences.
- Continue all public notifications.
- Meet with PIO(s) and Parks and Recreation Director to discuss social media releases and other needed outreach material.

Information Technologies (IT)

- Prepare for telecommunication and other means of outreach

Public Works

- Take appropriate actions to protect critical South Daytona facilities and infrastructure.
- Stage all necessary resources to manage emergency response.

Fire Department

- Coordinate the movement and/or protection of fire equipment and personnel during the storm’s impact.
- Monitor the evacuations

Parks and Recreation

- Keep informed of any Volusia County shelter openings.
- Coordinate with the PIO for communication once the evacuation decision is announced.
- Conduct a review of food and water supplies.

Finance Department

- Monitor the status of resources within the City.
- Establish a procedure to track resource needs.

Police Department

- Position resources to manage the evacuation traffic. Resources must be in place prior to the start of the evacuation order.
- Begin monitoring traffic patterns and prepare to adjust resources, as appropriate.
- Implement evacuation procedures

OPCON 1

The reporting time established by the Incident Commander will automatically advance South Daytona to OPCON 1. The focus areas leading up to the storm will be: continuing to support the evacuation, finalization of shelter activation, closure of facilities, and safeguarding of infrastructure.

The EOC will be at a Level 1 at this stage

Advisory Team

- Implement closure of county facilities, as appropriate.
- Keep all city vehicles off roadways when winds reach 45mph sustained.
- Ensure all staff is aware of report times.
- Confirm that all ESFs have deployed and/or staged appropriate resources

City Hall Administration

- Discuss and coordinate current situation and future actions with Volusia County.
- Discuss, coordinate and update on current situation and future actions with local municipalities.
- Coordinate all press conferences.
- Continue all public notifications.
- Meet with the PIO(s) and Parks and Recreation Director to discuss social media releases and other needed outreach materials.

Information Technology (IT)

- Monitor the status of all communication systems. Coordinate for immediate repair or replacement following landfall.

Public Works

- Complete actions to protect critical city facilities and infrastructure.
- Move and disperse equipment to safe areas, as required.
- Begin planning for debris management following impact.
- Monitor the evacuation and ensure traffic moves as rapidly as possible.
- Begin preparations for an immediate assessment for the road network following the storm's impact.
- Review the priority for assessing and clearing the roads.

Parks and Recreation

- Be aware of the status of the evacuation shelters.

Finance Department

- Maintain resource levels of ESFs and determine potential resource requests.

Police Department

- Monitor the evacuation routes and maintain maximum traffic flow.
- Review and plan to implement re-entry.
- Plan for post-impact security requirements.

Community Development Department

- Establish a plan for post-storm damage assessment

Fire Department

- Move equipment to safe areas, as required.
- Establish a line of communication with area hospitals
- Develop a plan for post impact search and rescue of the impacted areas.
- Review the following response modes:

Modified Response

- Respond to emergencies while sustained winds are less than 45 mph.
- Remain in quarters while sustained winds are greater than 45 mph.
- After winds fall below 45 mph, dispatch priorities will be set by Local Fire Operations Chief.
- Request only additional units necessary to mitigate emergencies.
- Return units to service as quickly as possible.

Priority Dispatch Mode

- Alarm calls will be prioritized.
- Only alarms involving life safety will be handled during this response phase.
- Crews may deny the call based on the local weather conditions and other hazards impacting their ability to handle the call.

Retreat to Quarters Mode

- Initiated by Incident Commander/City Manager.
- Crews need to be alert to the travel time required to retreat to the station or shelter. Rescue crews may have to shelter in place at a safe location if unable to retreat to the station.
- If crews are trapped and cannot retreat to appropriate shelter, advise FOC, call for help as necessary, stay in the vehicle and/or seek appropriate shelter.
- If crews who have retreated to the station are requested to respond to a true, life threatening emergency, the company officer will decide if a response is capable and advise dispatch of their actions.

ATTACHMENT A

South Daytona Tropical Activity Timeline

OPCON 5

Normal day-to-day operations. City staff should keep abreast of changes to the County and City's emergency Preparedness Plans.

OPCON 4

City Staff monitors the developing tropical disturbances and reviews the DRP.

OPCON 3

The South Daytona Emergency Operation Center (SDEOC) will be established in the South Daytona City Hall Complex. City Council members shall be notified of the potential threat and any organizational meeting called by the Department of Emergency Management (DEM) or the likes. All applicable personnel shall be advised of storm's progress and be prepared for call out. All vehicles, pumps, and equipment to be fueled and readied, and City property secured. All Department Heads shall provide the DEM with an up-to-date roster of personnel. See Departmental chapters for more detailed information.

OPCON 2

All applicable personnel shall be placed on alert and keep the Incident Commander/City Manager or his designee notified of their whereabouts. Department Heads and key personnel will report to the City Hall complex. All City personnel should arrange for the safety and security of their family members. All designated records should be secured. See Departmental chapter for more detailed information.

OPCON 1

All preparations should be completed and instructions given as to the evacuation of remaining personnel. See Departmental chapters for more details.

VOLUSIA/FLAGLER COUNTY 2020 MEDIA DIRECTORY





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Print circulation in Volusia is 34,000 on Sundays.

The N-J also has 2,200 digital subscriptions. News-journalonline.com averages 5.58 million page views and 839,936 visitors each month. Print and digital products combined reach 61% of adults in the two-county region.

Send releases to:

Features, GO/Calendar: features@news-jrnl.com
Business: mybusinessnews@news-jrnl.com
Community: mycommunitynews@news-jrnl.com

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Hometown News is distributed free to subscribers on Thursdays.

Five editions in Volusia County:

- Daytona Beach/Ormond Beach/Holly Hill (20,600)
- South Daytona/Port Orange/Ponce Inlet/Daytona Beach Shores (14,650)
- New Smyrna Beach/Edgewater/Oak Hill (13,650)
- Deltona/Orange City/DeBary (7,650)
- DeLand, DeLeon/Lake Helen/Pierson (7,650)

Send news releases to:

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OBSERVER MEDIA GROUP

These weekly newspapers are delivered free to select homes and condominiums and are available in racks at commercial locations. Online editions and a free online calendar are also available.

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DAYTONA WEST OBSERVER

Circulation: 2,500

PALM COAST OBSERVER

www.palmcoastobserver.com

386-447-9723

Circulation: 20,000?

Send releases to:

info@palmcoastobserver.com

ORLANDO BUSINESS JOURNAL

www.bizjournals.com/orlando

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This online and print weekly newspaper publishes Central Florida business news.

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ORLANDO SENTINEL

www.orlandosentinel.com

633 N. Orange Ave., Orlando FL 32801

407-420-5000

Regional edition in Volusia County:

- **Volusia section:** Publishes Thursday and Sunday. In 2019, circulation was 5,530 Thursday and 6,212 Sunday. About 60 percent of the Volusia circulation is on the west side.

Send news releases to:

volusia@orlandosentinel.com

Send breaking news to:

citydesk@orlandosentinel.com

Send event news to:

communityevents@orlandosentinel.com and type "Volusia What's Happening" in the subject line

SENIORS TODAY

724 Big Tree Road, South Daytona, FL 32119

386-677-7060

Editor: Bonnie Schillinger, seniorst@bellsouth.net

This print newspaper publishes every other Friday. Copies are distributed free at locations in Volusia and Flagler counties. Circulation is 25,000.

Send news releases to:

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The Beacon publishes Mondays and Thursdays in West Volusia with 5,000 paid subscriptions. Beacon Extra publishes Wednesdays, mostly through free circulation to 20,000 households. Both papers are also sold or available for free pickup at approximately 100 locations.

Send West Volusia news releases to:

info@beacononlinenews.com



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WVYB 103.3 FM (*Contemporary hits*)
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WHOG 95.7 FM (*Classic rock*)
386-238-9605

WHOT 94.1 FM (*Hip hop and R&B*)
386-226-9892

WKRO 93.1 FM (*Country*)
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Community, action, talk
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MAGAZINES

BACKSTAGE PASS

www.backpassmag.com

P.O. Box 291476, Port Orange, FL 32129
386-299-4147

This biweekly magazine is distributed free at hotels, colleges, art museums, city and county buildings, chambers and libraries in Volusia and Flagler counties.

Send event releases to:

info@backpassmag.com

EAST COAST CURRENT

www.eccmagazine.blog

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EVOLVE

www.evolvedaytona.com/publication

386-283-5985

This monthly print and digital magazine is published by the Daytona Regional Chamber of Commerce.

Managing editor:

John Guthrie

Send business releases to:

editor@evolvedaytona.com

GAGE PUBLISHING

P.O. Box 353035, Palm Coast, FL 32136

386-299-9568

www.gagepub.com

The Flagler, Halifax, Ormond, New Smyrna and DeLand magazines are published every two months. 50,000 magazines are printed (10,000 for each edition). Half are mailed to paid subscribers and half are distributed throughout the community. The magazines are available in print and digital formats.

Send event releases to: jang@gagepub.com

NATURAL AWAKENINGS

www.VOFLNatural.com

P.O. Box 731466, Ormond Beach, FL 32713

386-736-3838

This monthly franchise magazine includes information on natural health, fitness, personal growth and green living. Between 15,000 and 20,000 free copies are distributed in Volusia and Flagler counties.

Send news releases regarding natural health to:

Rebecca Young, Publisher

Publisher@VoFLNatural.com

VOLUSIA, FLAGLER and ST. JOHNS PARENT MAGAZINES

www.bradymediainc.com

800 Belle Terre Parkway, Palm Coast, FL 32164

386-437-0300

This free magazine is delivered to all public and private schools in Volusia, Flagler and St. Johns counties.

Charlene "Charlie" Michaux, owner, 386-547-0161

Charlie@bradymediainc.com

Send calendar items to:

editor@bradymediainc.com

ONLINE MEDIA

HEADLINE SURFER

www.headlinesurfer.com

386-689-2830

Send news releases to:

Henry Frederick, henryfrederickonline@gmail.com

NEWS RELEASE TIPS



GENERAL TIPS

Don't flood the media with news releases. Make sure your releases are truly newsworthy in the eyes of the media and the public. If you earn a reputation for sending unnecessary releases, the media won't even bother to open your email.

Make sure your releases are written in Associated Press style. This will earn you the respect of reporters, make their job easier, and increase the chances that your release will be used.

Answer the five W's (who, what, when, where and why) in the first paragraph, if not the first sentence.

Be concise. Use short words, short sentences and short paragraphs. Avoid excessive use of adjectives.

Avoid redundant terms such as "is currently," "successfully completed" and "in order to."

If you make an editorial comment, you must provide attribution.

Wrong: *It will be a great seminar.*

Right: *"It will be a great seminar," said Debi McNabb.*

Make sure your releases are timely. When notifying the news media of an upcoming event, give them at least a three-week notice. Monthly publications may need six to eight weeks.

Don't send every release to every reporter you know. Send releases only to appropriate reporters. For instance, don't send a New Smyrna Beach release to an Ormond Beach reporter.

Don't send a news release twice. If they didn't run it the first time, there's a reason.

Provide contact information for more information.

AP STYLE TIPS

Excerpted and adapted from The Associated Press Stylebook and Briefing on Media Law.

911

Not 9-1-1

ABCs

Don't use an apostrophe for multiple letters, such as ABCs and CEUs. However, *do* use an apostrophe when using a single letter. Example: *She received all A's and B's on her report card.*

abbreviated years

When abbreviating years, Make it '90-'91. (Apostrophes indicate omitted numerals.)

academic degrees

1. When used after a name, an academic abbreviation is set off – front and back – with commas. Examples: *Alvin Smith, M.D., spoke at the conference. Cindi Lane, APR, will be the speaker.*
2. The proper usage within a sentence is: *associate degree, bachelor's degree and master's degree.*

addresses

1. Use the abbreviations Ave., Blvd. and St. only with a numbered address. Examples: *The meeting is at 123 W. Indiana Ave. The building is on West Indiana Avenue.*
2. Lowercase and spell out when used alone or with more than one street name. Example: *It is at the intersection of Maple and Oak streets.*
3. *Alley, Drive and Road* are always spelled out.

adviser

Not advisor

affect/effect

1. *Affect*, as a verb, means to influence. Example: *The game will affect the standings.*
2. *Affect*, as a noun, is only used to describe a psychological state. It's rarely used.
3. *Effect*, as a verb, means to cause. Example: *We will effect changes in the department.*
4. *Effect*, as a noun, means, result. Example: *The effect was overwhelming.*

NEW! African American

AP no longer hyphenates African American. The term is acceptable for an American black person of African descent. Black is also acceptable. The terms are not necessarily interchangeable. People from Caribbean nations, for example, generally refer to themselves as Caribbean-American. Follow a person's preference.

afterward

Not afterwards

ages

1. Always use figures. Example: *He is 5 years old.*
2. Use hyphens when the age is used as an adjective. Example: *He is a 5-year-old boy.*
3. Don't use apostrophes. Example: *She is in her 30s.*

all/half

It's not necessary to use "of" after "all" and "half."

Example: *All the men went home. She ate half the pie.*

all right

Never *alright*

among/between

Between introduces two items. *Among* introduces three or more items. Examples: *The assets were divided between Sharon and Lori. The assets were distributed among Sharon, Lori and Greg.*

ampersand (&)

Use the ampersand only when it is part of a company's formal name: *Brown & Brown Insurance, Procter & Gamble*. It should not be used in place of *and*, except for some accepted abbreviations: *B&B, R&B*.

NEW! apostrophe (')

AP updated one section in the possessives entry: SINGULAR COMMON NOUNS ENDING IN SS: Add 's: *the hostess's invitation, the hostess's seat, the witness's answer, the witness's story.*

assure/ensure/insure

To *assure* a person of something is to make him or her confident of it. Use *ensure* to mean guarantee. Use *insure* for references to insurance. Examples: *I assure you that you will get the job. Hard work will ensure success. He insured his house for \$1 million.*

NEW! bestseller, bestselling

AP no longer uses a hyphen.

biweekly

Biweekly means every other week. Semiweekly means twice a week.

Black/white

AP capitalizes Black as a noun and adjective. It does not capitalize white.

book titles

Capitalize and enclose in quotes the names of books, poems, plays, films and songs. Capitalize without quotes books that are primarily references, such as dictionaries, encyclopedias and almanacs.

cancel, canceled, canceling, cancellation

capitalization

In general, avoid unnecessary capitals.

CARES Act

Avoid using this term unless in a direct quotation in reference to the Coronavirus Aid, Relief and Economic Security Act. Instead, use phrasing such as the *coronavirus relief bill, the coronavirus aid bill, the coronavirus rescue package*, etc., for the U.S. government's \$2.2 trillion package to help businesses, workers and a health care system staggered by the coronavirus. Do not refer to it as a stimulus, a stimulus package, etc. The measure was passed to replace money lost in the collapse of the economy, rather than to stimulate demand.

Centers for Disease Control and Prevention

CDC is acceptable on second reference.

check up/checkup

Check up is a verb. *Checkup* is a noun.

commas

Use commas to separate elements in a series, but don't put a comma before the conjunction in a simple series. Example: *The flag is red, white and blue.*

The trend today is to eliminate commas before short introductory phrases, but there is no definition of "short."

compose/comprise

Compose means to create or put together. *Comprise* means to contain, include or embrace. Examples: *The United States is composed of 50 states. Fifty states comprise the United States.*

contractions

Contractions can make writing sound less stilted, but don't overdo them.

NEW! coronaviruses

A family of viruses, some of which cause disease in people and animals, named for crownlike spikes on their surfaces.

The viruses can cause the common cold or more severe diseases such as *SARS* (severe acute respiratory syndrome), *MERS* (Middle East respiratory syndrome) and COVID-19, the latter of which first appeared in late 2019 in Wuhan, China.

Referring to simply *the coronavirus* is acceptable on first reference in stories about COVID-19. While the phrasing incorrectly implies there is only one coronavirus, it is clear in this context. Also acceptable on first reference: *the new coronavirus* or *the new virus* for the virus; *COVID-19* for the disease caused by the virus.

Passages and stories focusing on the science of the disease require sharper distinctions.

COVID-19, which stands for *coronavirus disease 2019*, is caused by a virus named SARS-CoV-2. When referring specifically to the virus, *the COVID-19 virus* and *the virus that causes COVID-19* are acceptable.

But, because *COVID-19* is the name of the disease, not the virus, it is not accurate to write *a new virus called COVID-19*. Also incorrect are usages such as *COVID-19 spreads through the air; scientists are investigating how long COVID-19 may remain on surfaces; she worries about catching COVID-19*. In each of those, it should be *the coronavirus*, not *COVID-19*.

Do not shorten to *COVID*, even in headlines, unless part of a quotation or proper name.

In stories, do not refer simply to *coronavirus* without the article *the*. Not: *She is concerned about coronavirus*. Omitting *the* is acceptable in headlines and in uses such as: *He said coronavirus concerns are increasing*.

Common symptoms of COVID-19 include fever, cough, breathing trouble, sore throat, muscle pain, and loss of taste or smell. Most people develop only mild symptoms. But some people, usually those with other medical complications, develop more severe symptoms, including pneumonia.

SARS is acceptable on first reference for the disease first identified in Asia in 2003. Spell out *severe acute respiratory syndrome* later in the story.

MERS is acceptable on first reference for the disease first identified in 2012. Spell out *Middle East respiratory syndrome* later in the story.

courtesy titles

Do not use courtesy titles except in direct quotations. When it is necessary to distinguish between two people who use the same last name, as in married couples or brothers and sisters, use the first and last name.

dash (–)

ABRUPT CHANGE: Use dashes to denote an abrupt change in thought in a sentence or an emphatic pause: *Through her long reign, the queen and her family have adapted – usually skillfully – to the changing taste of the time*. But avoid overuse of dashes to set off phrases when commas would suffice.

SERIES WITHIN A PHRASE: When a phrase that otherwise would be set off by commas contains a series of words that must be separated by commas, use dashes to set off the full phrase: *He listed the qualities – intelligence, humor and independence – he preferred*.

WITH SPACES: Put a space on both sides of a dash in all uses except the start of a paragraph and sports agate summaries.

daylight saving time

Don't capitalize it. Don't put an "s" on the end.

days of the week

Capitalize them. Don't abbreviate them.

death, die

Don't use euphemisms like *passed on* or *passed away* except in a direct quote.

diseases

1. In general, don't capitalize diseases.
2. If a disease is known by the name of the person, capitalize only the name. Examples: *Alzheimer's disease*, *Hodgkin's disease*, *Parkinson's disease* and *Wilson's disease*.
3. *AIDS* is acceptable in referring to acquired immune deficiency syndrome on first reference.
4. Use *Down syndrome*, not *Down's syndrome*.
5. Capitalize countries and continents. Examples: *German measles* and *Asian flu*.

distances, time periods

Use numerals for distances: *Social distancing includes staying 6 feet away from other people*.

Spell out numbers under 10 when referring to days, weeks, months, years: *six months*.

doctor (new)

Use *Dr.* in first reference as a formal title before the name of an individual who holds a doctor of dental surgery, doctor of medicine, doctor of optometry, doctor of osteopathic medicine, doctor of podiatric medicine, or doctor of veterinary medicine: *Dr. Anthony Fauci*.

do's and don'ts

AP style is do's and don'ts.

NEW! Drive-thru

driver's license

email

AP no longer hyphenates email. But it does hyphenate e-book and e-reader.

entitled, titled

1. Use *entitled* to mean a right to do or have something. Example: *You are entitled to respect*.
2. Books are *titled*. Example: *The book was titled "Lonesome Dove."*

farther, further

1. Farther refers to physical distance. Example: *He walked farther into the woods*.
2. Further refers to time or degree. Example: *She will look further into the mystery*.

fewer/less

Use *fewer* for individual items, *less* for bulk or quantity. Example: *We have fewer employees and less money*.

NEW! flier/flyer

In 2019, AP changed its directive on this issue. A *flier* is an aviator. A *flyer* is a handbill.

full time/part time

Hyphenate when used as a compound modifier.

Examples: *He works full time. She has a full-time job.*

governor

Capitalize and abbreviate it when it precedes the name.

Example: *Gov. Rick Scott thanked them.*

health care

AP uses *health care* as two words in all cases.

holidays

Mother's Day, Father's Day, New Year's Day, New Year's Eve, Presidents Day, Veterans Day.

home schooling (n.) home-schooler (n.) home-school (v.) home-schooled (adj.)

human-made, human-caused, artificial, synthetic Not *man-made*.

hurricane categories

Hurricanes are ranked 1 to 5 according to the Saffir-Simpson Hurricane Wind Scale.

Category 1 — Hurricane has winds of 74 to 95 mph. Some damage will occur.

Category 2 — Winds from 96 to 110 mph. Extensive damage will occur.

Category 3 — Winds from 111 to 129 mph. Devastating damage will occur.

Category 4 — Winds from 130 to 156 mph. Catastrophic damage will occur.

Category 5 — Winds of 157 mph or higher. Catastrophic damage will occur.

incorporated

Abbreviate and capitalize it as *Inc.* when used as part of a corporate name. Do not set it off with commas.

Example: *Time Warner Inc.*

hyphen (-)

Hyphens are joiners. Use them to avoid ambiguity or to form a single idea from two or more words. It is optional in most cases, a matter of taste, judgment and style. But the fewer hyphens the better; use them only when not using them causes confusion. (*Small-business owner*, but *health care center*.)

Use a hyphen when ambiguity would result if it were omitted: *The president will speak to small-business owners. He recovered his health. He re-covered the leaky roof. The story is a re-creation. The park is for recreation.*

Hyphenate *well-* combinations before a noun, but not after: *a well-known judge*, but *the judge is well known*. Generally, also use a hyphen in modifiers of three or more words: *a know-it-all attitude, black-and-white photography, a sink-or-swim moment, a win-at-all-costs approach*.

No hyphen is needed to link a two-word phrase that includes the adverb *very* and all adverbs ending in *-ly*: *a very good time, an easily remembered rule*.

internet

AP no longer capitalizes this word. The internet is a decentralized, worldwide network of computers and other devices that can communicate with each other. The web, like email, is a subset of the internet. They are not synonymous and should not be used interchangeably.

junior, senior

Abbreviate as *Jr.* and *Sr.* only with full names of persons. Do not precede by a comma.

Example: *Joseph Kennedy Jr.*

Kmart

lectern, podium, pulpit, rostrum

A speaker stands behind the *lectern*, on a *podium* or *rostrum*, or in the *pulpit*. A podium is a raised platform.

long term, long-term

Hyphenate when used as a compound modifier.

Examples: *He will win in the long term. He has a long-term assignment.*

long time, longtime

There is no hyphen when it's an adjective.

They have known each other a long time. They are longtime friends.

months

1. When a month is used with a specific date, abbreviate only *Jan.*, *Feb.*, *Aug.*, *Sept.*, *Oct.*, *Nov.* and *Dec.* Spell out when using alone, or with a year alone. Examples: *The meetings will be on Jan. 15 and March 20. My next vacation will be in September 2015.*
2. When stating a month and year, do not separate with a comma. Examples: *She was hired in January 2006. She was hired on Jan. 10, 2006.*

numbers

Spell out *one* through *nine*. Use numerals for 10 and above. Example: *We have three mice and 13 rats.*

NEW! Older adult, older person

Preferred over senior citizens, seniors or elderly

NEW! over/more than

Both terms are acceptable in all uses to indicate greater numerical value. *Salaries went up more than \$20 a week. Salaries went up over \$20 a week.*

NEW! percent

In 2019, AP changed its ruling on this. Use %. Do not spell it out.

NEW! pre- (revised)

Follow Webster's New World College Dictionary. Hyphenate if not listed there. In recognition of common usage and dictionary preferences, do not hyphenate double-e combinations with pre- and re-. Examples: *preeclampsia, preelection, preeminent, preempt, preestablished, preexisting* and those listed in re-.

presently

It does not mean "now." It means "in a short while."

preventive

Not *preventative*

prior to

Before is less stilted for most uses. Prior to is appropriate when a notion of requirement is involved: The fee must be paid prior to the examination.

quotations

1. Commas and periods always fall inside the end quote. Example: *She said, "We are done."*
2. Semicolons are placed outside quotation marks.
3. Dashes, question marks and exclamation points fall inside the quotation marks when they apply to the quoted matter only. They go outside when they apply to the whole sentence. Examples: *"Hurry up!" she said. What did she mean when she said, "Be careful!"?*

Introducing direct quotes

1. Use a comma to introduce a quote of one sentence. Example: *Dave said, "Be on time."*
2. Use a colon to introduce a quote of two or more sentences. Example: *Dave said: "Be on time. If you're late, you're fired!"*

slash

Acceptable in descriptive phrases such as 24/7 or 9/11, but otherwise confine its use to special situations, as with fractions or denoting the ends of a line in quoted poetry.

Wrong: Editors/reporters should read their notes.

Correct: Editors and reporters should read their notes.

split infinitives

In general, avoid awkward constructions that split infinitive forms of a verb (*to leave, to help*, etc.) or compound forms (*had left, are found out*, etc.)

Awkward: She was ordered to immediately leave on an assignment.

Preferred: She was ordered to leave immediately on an assignment.

Awkward: There stood the wagon that we had early last autumn left by the barn.

Preferred: There stood the wagon that we had left by the barn early last autumn.

Occasionally, however, a split is not awkward and is necessary to convey the meaning:

He wanted to really help his mother.

Those who lie are often found out.

How has your health been?

The budget was tentatively approved.

State names

NEW! AP no longer abbreviates states' names.

1. Use the two-letter Postal Service abbreviations only with full addresses including ZIP code.
2. Place one comma between the city and state name, and another comma after the state name, unless ending a sentence: He was traveling from Daytona Beach, Florida, to Austin, Texas.
3. Use New York state when necessary to distinguish the state from New York City.
4. Use state of Washington or Washington state when necessary to distinguish the state from the District of Columbia.

telephone numbers

AP does not use parentheses for area codes. Do not place a 1 in front of a long-distance number. The form for toll-free numbers is 800-xxx-xxxx. Example: *Call 386-822-5062 or 800-555-1111 for reservations.*

NEW! they/them/their

In most cases, a plural pronoun should agree in number with the antecedent: *The children love the books their uncle gave them. They/them/their* is acceptable in limited cases as a singular and/or gender-neutral pronoun, when alternative wording is awkward. However, rewording is usually possible and is always preferable. Clarity is a top priority; gender-neutral use of a singular *they* is unfamiliar to many readers.

Usage example: A singular they might be used when an anonymous source's gender must be shielded and other wording is overly awkward: *The person feared for their own safety and spoke on condition of anonymity.*

Arguments for using *they/them* as a singular sometimes arise with an indefinite pronoun (*anyone, everyone, someone*) or unspecified/unknown gender (*a person, the victim, the winner*). Examples of rewording: *All the class members raised their hands* (instead of *everyone raised their hands*).

The foundation gave grants to anyone who lost a job this year (instead of *anyone who lost their job*).

Police said the victim would be identified after relatives are notified (instead of *after their relatives are notified* or *after his or her relatives are notified*).

Lottery officials said the winner could claim the prize Tuesday (instead of *their* or *his* or *her* prize).

In stories about people who identify as neither male nor female or ask not to be referred to as *he/she/him/her*.

Use the person's name in place of a pronoun, or otherwise reword the sentence, whenever possible. If *they/them/their* use is essential, explain in the text that the person prefers a gender-neutral pronoun. Be sure that the phrasing does not imply more than one person. Examples of rewording:

Jones said the new job is a thrill (instead of *Jones said Jones is thrilled about the new job* or *Jones said they are thrilled about the new job*).

time elements

1. Times should be written as *a.m.* and *p.m.*
2. Times on the whole hour should not include :00. Examples: *8 a.m.* and *8:30 a.m.*
3. There is no such thing as “12 p.m.” or “12 a.m.” Refer to them as *noon* and *midnight*.
4. List, in order, time, day and date. Example: *The meeting will begin at 10 a.m. Monday, June 26.* There is no need for a comma between the time and date. Do not list the year if it is the current year.
5. When a date and year fall in the middle of a sentence, place a comma before and after the year. Example: *On July 4, 1776, the colonies declared their independence.*
6. Don't add “th” or “st” to dates. Right: *Jan. 31*

titles

Titles are capitalized only when they precede the name.

Examples: *County Manager George Recktenwald* or *George Recktenwald, county manager*.

toward

Not towards

NEW! underway

One word in all uses

United States

Abbreviate when using as an adjective. Examples:

The U.S. Department of Justice is headquartered in Washington, D.C. We live in the United States.

vice chairman and vice president

Don't hyphenate them. Capitalize them only when they precede a name.

Walmart

The world's largest retailer changed its legal name from Wal-Mart Stores Inc. in 2018.

web

Short form of World Wide Web, which is a service, or set of standards, that enables the publishing of multimedia documents on the internet. The web is not the same as the internet, but is a subset; other applications, such as email, exist on the internet. Also, *website*, *webcam*, *webcast*, *webfeed*, *webmaster*, *webpage*. But *web address*, *web browser*.

website

Website is one word with a lowercase “w.”

Wi-Fi

years

When a phrase includes the month, day and year, *set it off with a comma*: *Dec. 6, 2019*, is the target date. Use an s without an apostrophe to indicate spans of time: *the 1960s*, *the 1900s*. Years are the lone exception to the rule that a figure is not used to start a sentence: *1955 was a great year*.

ZIP code

Use all capitals for *ZIP*, which stands for “Zoning Improvement Plan,” but lowercase *code*.

We recommend that you purchase an AP Stylebook and an online subscription. The online version offers a helpful “Ask the Editor” service. Visit www.apstylebook.com.