

2009 Snow Emergency Report

Report to Annapolis City Council – January 11, 2009
Doug Smith, Chief Administrative Officer

Detail report - Office of Emergency Management
Will be available on-line from City's web site

Snow Emergency Report

- Office of Emergency Management Report
- Responding Departments
 - Department of Public Works
 - Mayor's Office
 - Office of Emergency Management
 - Annapolis Fire Department
 - Annapolis Police Department
 - Management Information Technology (MIT)
 - Central Services
 - Transportation
- Next Steps

Snow Emergency: Dec 18 through Dec 25, 2009

- ❑ Forecast: 4-8", Escalated to 12", then to 21-24"
- ❑ 12/18-Friday-DPW initiated Emergency Snow plan
- ❑ 12/19 – Maryland, Anne Arundel County and Annapolis declare state of emergency
- ❑ 12/18-19-20: Two DPW Crews, 12 hour shifts
- ❑ 12/21 (Monday): 3rd Crew in place
- ❑ 12/22 (Tuesday) State of emergency cancelled
- ❑ 12/22- 12/25 – Clean up continues

Department Responsibilities

□ Department of Public Works

- Level III Snow Plan activated
- Salt and deicing compounds on main arteries prior to snowfall
- Priority clearing for Main St. and City Dock
- Utilized DPW & contractor equipment (bob cats, backhoes, dump trucks to remove snow piles
- Resident issues recorded and will be addressed in plan update

□ DPW Issues

- Emergency routes were cleared, however unable to keep Maryland Avenue, and other downtown and Eastport business, streets cleared
- Residential streets continued to be a problem through Dec 25
- Re-visit street priorities: Emergency, Connector, Business, Residential streets
- Parked cars hampered plowing on narrow streets

Department Responsibilities

□ Department of Public Works (Continued)

□ DPW Issues (Continued)

- Call Volume: Water Works plant: 300+ calls overwhelmed the one staff person on weekend duty.
- County residents were given the Annapolis city emergency number
- Compacted snow on residential streets – smaller plows unable to reach pavement
- Kingsport – not yet part of City's street responsibility – snow crews were diverted to plow streets.
- Ability to provide street-specific status, posting to web site

Department Responsibilities

□ **Mayor's office (PIO, Admin. Officer)**

- Coordination across departments
- External Communication (web, e-mail, TV, radio)
- Resolve issues/ reset priorities between departments

□ **Issues:**

- Emergency contact list out of date
- Integrated Emergency response plan needed
- Inadequate response to resident issues – accurate feedback needed
- Expand use of all communication channels – community groups, Twitter, Facebook, etc.
- Availability of standard legal release forms (permission to dump snow on private parking lots)

Department responsibilities

□ **Office of Emergency Management (OEM)**

- Department-level continuity of operations
- Provided situation reports internally and to press
- Updates on storm situation

□ **OEM issues**

- Need an integrated response plan
- Coordination with county/state agencies
- Contacts to social services, contractors,

Department responsibilities

□ **Annapolis Fire Department**

- Fully operational during the storm
- 162 calls for service
- 42 calls requiring Utility (4x4) Unit with plow
- Extra staff added to assist Paramedic with Transfers to hospital
- Utility unit (4x4) cleared Annapolis Neck path
- Utility unit needed to rescue Paramedic units

□ **AFD Issues**

- Plowing Contractor
- Evaluate traction devices for Paramedic Units

Department responsibilities

□ **Annapolis Police Department**

- Fully operational during the storm
- Police response was not affected
- All officers and communications workers reported for duty
- 81 calls for service

□ **APD Issues**

- Difficulties clearing police dept. parking lot
- Depth of snow - problems for police units, utilized 4x4 vehicles including 3 HV's from MD National Guard
- Better use of social networks to distribute information

Department responsibilities

□ Management Information Services

- Broadcast messages via employee distribution – (office closings, delayed openings)

□ MIT Issues

- Emergency contact list out of date
- Contact list needs external contacts (county, state, federal)
- Earlier notification of office hour decisions
- Better use of COA TV channel
- Better internet access by staff – office or remote
- Training of new staff members and EOC on message posting procedures
- Evaluate citizen's "Request Service" link to provide acknowledgement, notification and action.

Department responsibilities

□ **Transportation**

- Shut down operations beginning Saturday Dec 19
- Web and PIO announcements to communicate service status
- Restored all services Monday Dec 21

□ **Central Services**

- Employees moved from Hillman to Knighton & Gott's
- Contractor services for Police and Fire parking lots

□ **Central Services Issues**

- Spotty compliance for city garage parking for residents
- Responsibility and contract terms for APD, AFD parking lots
- Communications systems breakdowns
- Consider using emergency 311 system

Revisions to Emergency Plan

□ Updated Snow Plan

- Integrated cross-department plan
- Emergency contacts: county, City, state
- Review street clearing priorities/ all resident/ business calls
- Establish priority for Police/ Fire parking lots
- Test drive all emergency drills

□ During the event

- Street-specific status on plowing
- Additional capacity to handle phone volume
- Announce schedule for street clearing/ enforce 'no parking' on emergency and connector routes (garages available)
- Cars parked on emergency routes

□ Jurisdiction issues

- Kingsport
- County streets adjacent to City (Forest Drive)