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# EOC-AP

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Emergency Operations Center Action  
Plan

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Polk County Emergency Management  
Commission

1907 Carpenter Avenue  
Des Moines, Iowa 50314

Ph. 515.286.2107  
[www.polkcountyiowa.gov](http://www.polkcountyiowa.gov)

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## Summer 2018 Flooding

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**Operational Period: 7**

Starting: 2018-07-05\_1200 hours

Ending: 2018-07-06\_1200 hours



### Situation Summary

Excessive rainfall occurred on the evening of 30 JUN causing extensive flash flooding countywide. Widespread rainfall of 3 to 8 inches. Flooding resulted in widespread property damage and dangerous conditions causing dozens of rescues from vehicles and homes.

An additional threat from excessive inflow from the Des Moines River into Saylorville Reservoir creates the potential of longer-term river flooding below the reservoir. **Saylorville Reservoir is expected to crest at 886.2' on 09 JUL.**

### 3-Day Weather Forecast

|                       |   |
|-----------------------|---|
| <b>Thursday</b>       | A 30 percent chance of showers and thunderstorms, mainly before 8am. Partly sunny, with a high near 86. Light northwest wind becoming north 5 to 9 mph in the morning. New rainfall amounts of less than a tenth of an inch, except higher amounts possible in thunderstorms. |
| <b>Thursday Night</b> | Partly cloudy, with a low around 65. North northeast wind 5 to 8 mph.   |
| <b>Friday</b>         | Sunny, with a high near 84. East wind 5 to 7 mph.   |
| <b>Friday Night</b>   | Mostly clear, with a low around 63. East wind 3 to 6 mph.   |
| <b>Saturday</b>       | <b>Sunny, with a high near 83.</b>  |
| <b>Saturday Night</b> | <b>Clear, with a low around 63.</b>   |

### Safety Messages

1. As flash flooding water continues to recede, responders, support organization personnel and the public should stay vigilant. Stay out of floodwater or wear appropriate personal protective equipment when in or near floodwater.
2. Many injuries reported during or after a community disaster occur during clean-up and repairs. Use caution when cleaning or making repairs.
3. Anyone encountering floodwater should be appropriately vaccinated or immunized.
4. Heat and humidity will enhance the health risks associated with outdoor activities and laborious tasks.
5. Be cautious around public right of ways cluttered with debris piles and pedestrian traffic.

## EOC Priorities

Difficult resource allocation decisions are almost certain during execution of this plan. The following priorities should guide the allocation of resources when scarce. (Resources defined as equipment, supplies, materials, time and effort.)

|            |   |
|------------|---|
| <b>I</b>   | <b>Protecting lives and safeguarding safety efforts.</b>            |
| <b>II</b>  | <b>Coordinating stabilization of the incident.</b>                  |
| <b>III</b> | <b>Enabling property protection and environmental conservation.</b> |
| <b>IV</b>  | <b>Facilitating the recovery process.</b>                           |

## Operational Period Emphasis

- Implement Dynamic Damage Assessment Application for real time reporting
- Establish volunteer needs notification process
- Integrate Iowa Incident Management Team (IMT) into operational processes

## EOC Objectives Overview – WHAT the EOC will do

- Monitor evolving conditions and continuously reassess actions
- Provide validated information to the public, responders and the policy group
- Provide ongoing care to displaced survivors
- Construct a donations and volunteer management strategy
- Protect responders and the public from secondary hazards
- Execute a uniform damage assessment process
- Implement comprehensive debris management plan
- Account for damages and costs to the extent possible

**EOC Strategies – HOW the EOC will do it****I. Protecting lives and safeguarding safety efforts.****A. Provide ongoing care to displaced survivors – *Leadership Assignment: Polk County Community, Family and Youth Services***

1. Coordinate a case management system for shelter residents - ongoing.
2. Enhance a Local Disaster Recovery Center (LDRC) at the Polk County River Place for all affected residents
  - a. Offer services from the following:

|                            |                                     |
|----------------------------|-------------------------------------|
| 1) Polk Co Health Dept.    | 9) Impact Community Action Center   |
| 2) Polk Co Health Services | 10) General Assistance              |
| 3) City DM re-occupancy    | 11) Iowa Legal Aid                  |
| 4) Public Works            | 12) Salvation Army                  |
| 5) United Way              | 13) Eyerly Ball                     |
| 6) American Red Cross      | 14) Insurance Commissioner's Office |
| 7) MidAmerican Energy      | 15) Home, Inc                       |
| 8) Section 8 housing       | 16) Food Bank                       |
  - b. Number served: Mon (7/2) – 289; Tue (7/3) – 352; Wed (7/4) – closed;
  - c. Hours of operation 05 Jul 0800-1400
  - d. Establish and publish documents for distribution across the community
  - e. Maintain In-Processing form to establish documentation and efficiency
  - f. Establish Liaison position between the EOC, DRC and Shelter Ops
3. Continue to support the operation of a community managed shelter supported by the American Red Cross consistent with PC CEP ESF#6
  - a. Maintain clear leadership and staffing pattern for shelter management
  - b. Maintain a daily routine to identify needs and improvement items in the conduct of the shelter
  - c. Communicate with the EOC on a routine basis for status updates, daily shelter census, and equipment and supply needs (See I.A.2.e.)
  - d. Shelter census: Sun (7/1) – 39; Mon (7/2) – 31; Tue (7/3) – 14; Wed (7/4) – 14
  - e. Transition to temporary and permanent housing (on-going)
  - f. Identify estimated shelter closing date and develop a shelter demobilization plan by 06 JUL
  - g. Monitor and maintain ancillary support to the Johnston quasi-shelter operation

**B. Protect responders and the public from secondary hazards – Leadership Assignment:**  
***Polk County Health Department***

1. Continue distribution of information regarding floodwater related hazards for distribution to the public and responders
2. Maintain a vaccination and/or immunization program for delivery to those at risk
3. Distribute hazard, risk and prevention information to responders via Polk County EMA and to the public via the Joint Information Center

**II. Coordinating stabilization of the incident.**

**A. Implement comprehensive debris management plan – Leadership Assignment: Polk County Emergency Management**

1. Convene debris management group meetings daily with jurisdictions and the Metro Waste Authority (virtual after 04 JUL)
2. Execute the selected debris management strategy (on-going)
  - a. Alleman -
  - b. Altoona –Drop off at aquatic center
  - c. Ankeny – Curbside/Dropoff
  - d. Bondurant – Curbside (Citywide)
  - e. Clive – Curbside (Select Areas)
  - f. Des Moines – Dropoff Sites and curbside pick up
  - g. Elkhart -
  - h. Grimes – Dropoff Sites
  - i. Johnston – Dropoff Sites/Routine Collection
  - j. Mitchellville – Dropoff Site
  - k. Pleasant Hill – Routine Collection
  - l. Polk City – Routine Collection
  - m. Polk County – Dropoff/Routine Collection
  - n. Runnells -
  - o. Urbandale – Curbside (Call to Schedule)
  - p. West Des Moines –Curbside pick-up with sticker, appliances call for pickup
  - q. Windsor Heights - Curbside
3. Share countywide strategy summary and share through the Joint Information Center and the Metro Waste Authority website (on-going)
4. Operate the Volunteers Assistance Program in a way consistent with the debris management strategy selected for each community.

### III. Enabling property protection and environmental conservation.

#### A. Execute a uniform damage assessment process – *Leadership Assignment: Polk County Emergency Management*

1. Convene damage assessment group meetings daily with jurisdictions
2. Utilize countywide strategy summary
  - a. 211, DRC and Jurisdictions provide addresses of known locations impacted via Damage Assessment App
  - b. EOC will QC into single dataset and upload into system for completion of damage assessment and placarding as necessary
  - c. Jurisdictions complete damage assessment via the Damage Assessment App
3. Jurisdictions were emailed damage assessment, plan, field guide, placards, rapid assessment survey form and spreadsheet of known addresses as of 1349 hours 02 JUL
4. Preliminary FEMA Public Assistance (PA) Briefing from Iowa HSEMD on 05 July
5. Submit initial damage assessment information to HSEMD on 08 JUL
6. Prepare for Joint Preliminary Damage Assessment to occur on or near 09 JUL

### IV. Facilitating the recovery process.

#### A. Construct a volunteer management strategy – *Leadership Assignment: United Way of Central Iowa and Polk County Emergency Management*

1. Convene volunteer management group meetings daily with stakeholders (virtual after 04 JUL)
2. Volunteer management strategy for execution after 1200 hours 05 JUL
  - a. United Way will launch a website for the public to register if they wish to volunteer
  - b. Website will provide 5 examples of work to illustrate what volunteers may be asked to do
  - c. Notification of Volunteer Assistance Program will be distributed to the media as well through a flyer to be distributed to all the addresses in the database indicating a disaster impact. Flyer will suggest that if that address needs assistance in removing debris from their home that they can contact the Volunteer Assistance Program Coordination Center (embedded in EOC) to begin the process to receive help.

- d. Volunteer Assistance Program is coordinated through the EOC and is made up of Team Rubicon, Southern Baptist Disaster Relief, LDS Church, and volunteers registered through the United Way volunteer portal.
- e. Logistical requirements include food and lodging. Lodging at Camp Dodge and food provided by Southern Baptist Disaster Relief and possibly through licensed food vendors.

**B. Construct a donations management strategy – *Leadership Assignment: Polk County Community Family and Youth Services***

- 1. Convene donations management group meeting with stakeholders daily
- 2. Craft a donations management strategy for execution NLT 1800 hours 05 JUL
  - a. The Polk Co. Board of Supervisors have created a recovery fund. Monetary donations can be made to “Polk County Flood Help”. Mail donations to Polk Co. Juvenile Detention, 1548 Hull Ave, Des Moines, IA 50316
- 3. Publish countywide strategy summary and share through the Joint Information Center (JIC) NLT 1200 hours 06 JUL

**C. Public entities and certain private-non-profit are encouraged to account for damages related eligible costs to the extent possible – *Leadership Assignment: All Public Entities***

- 1. Tabbed by Category
  - a. Category A- Debris Removal
  - b. Category B- Emergency Protective Measures
  - c. Category C- Roads and Bridges
  - d. Category D- Water Control Facilities
  - e. Category E- Buildings and Equipment
  - f. Category F- Utilities
  - g. Category G- Parks, Rec Areas and Other Facilities
- 2. Period began on 14 JUN and attempts should be made to associate damages/actions with a date & location
- 3. Equipment Costs should be associated with a unit number & description
- 4. Personnel Costs
  - a. Must contain the time(s) worked on emergency work
  - b. Claims for labor must be documented project individually
  - c. Labor & Fringe
- 5. Submit to [emergency.management@polkcountyiowa.gov](mailto:emergency.management@polkcountyiowa.gov)

## V. Establish and maintain situational awareness and create a common operating picture

### A. Monitor evolving conditions and continuously reassess actions – Leadership

*Assignment: Polk County Emergency Management*

1. Monitor river and reservoir conditions
  - a. Utilize Rivergates.com for ongoing monitoring
  - b. Receive National Weather Service web briefings on severe weather threats and rainfall forecasts
  - c. Integrate National Weather Service personnel into briefings and conferences when possible
2. Capitalize on incident action planning processes to monitor and act on observed or forecast conditions
  - a. Fully utilize the collaborative planning methods and the meetings and briefings associated with the process
  - b. Encourage a transparent and sincere information sharing process through trusted relationships both formally and informally

### B. Provide validated information to the public, responders and the policy group -

*Leadership Assignment: Polk County Emergency Management*

1. Develop messaging and Joint Information Center strategy for media conference to be held at 1130 on **05 JUL**
  - a. Ensure physical comfort and mental care and of those affected
  - b. Provide for the safe and effective clean-up of personal property and public areas
  - c. Maintain and maintain a convenient location for survivors to access services needed
2. Maintain a process for rumor control and correction of inaccurate information by
  - a. Each partner agency monitor information and provide rumor info to Joint Information Center at the EOC
  - b. All parties work in cooperation to determine truthfulness
  - c. Joint Information Center will correct information determined to be false in nature through social media, flash reports and direct reports
  - d. “Truth Board” to be used in the shelter, DRC and EOC to assist in rumor control (all three maintained by JIC/PIO)
  - e. Brief DRC, shelter and EOC personnel on new rumors for awareness during EOC Operations Briefings



## EOC Operational Hours and Staffing Pattern

*Expected hours and staffing are subject to change and based on conditions, actions and needs.*

| Thursday  | Friday    | Saturday  | Sunday    | Monday    | Tuesday   |
|-----------|-----------|-----------|-----------|-----------|-----------|
| 5-Jul     | 6-Jul     | 7-Jul     | 8-Jul     | 9-Jul     | 10-Jul    |
| 0600-1600 | 0600-1600 | 0600-1600 | 0800-1600 | 0600-1600 | 0600-1600 |
| Shift 1   | Shift 1   | Shift 1   | Shift 1   | Shift 1   | Shift 1   |
| Mumm      | Mumm      | Mumm      | Mumm      | Mumm      | Mumm      |
|           |           |           |           |           |           |
| 1000-2000 | 1000-2000 | 1000-2000 | 1000-1800 | 1000-2000 | 1000-2000 |
| Shift 2   | Shift 2   | Shift 2   | Shift 2   | Shift 2   | Shift 2   |
| Davis     | Davis     | Davis     | Davis     | Davis     | Davis     |

### EOC Resource requests for staffing:

Iowa Incident Management Team (IMT) x3-5 (04 JUL?-?)

### Battle Rhythm: Scheduled Meetings, Briefings and Timeline

| Time | Type                         | Location | Outcome   |
|------|------------------------------|----------|---|
| 1200 | New Operations Period Begins | EOC      | Begin implementation of EOC-AP  |
| 1400 | Sit-Rep Published            | EOC      | Distribution of situational report describing information and events that have occurred in the incident   |
| 1500 | Objectives Meeting           | EOC      | Updated current operational period objectives, draft objectives for the next operational period, procedures defined and tasks assigned for strategies meeting |
| 1800 | Strategy Meeting             | EOC      | List of final objectives and supporting strategies to accomplish for the next operational period, fill in gaps for the planning meeting                       |
| 0700 | Planning Meeting             | EOC      | Written EOC-AP presented for approval and publication for EOC Ops Briefing  |
| 1030 | EOC Operations Briefing      | EOC      | Change of operational period, transfer of information and duties, initiate execution of EOC-AP  |
| 1130 | Media Conference             | EOC      | Transfer of information to media partners for public release  |

