

**County of
Cumberland**
Emergency
Management
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Public Safety, Emergency Management and allied organizations are invited to submit articles, events, training opportunities and news.
David B. Feeney, CCEMA
feeney@cumberlandcounty.org

News From Down Under

Volume VI, Issue I

January 2015

USGS Pedestrian Evacuation Tool

Submitted by: D.B. Feeney, CCEMA Planner

The U.S. Geological Survey (USGS) released a new tool that can be of great use to emergency managers looking to get an idea of what a mass evacuation might look like in their city or jurisdiction; in the event of a fast-moving flood, tsunami, and volcanic lava flow.

What is it?

The Pedestrian Evacuation Analyst is an ArcGIS extension that estimates how long it would take for someone to travel on foot out of a hazardous area that was threatened by a sudden event such as a tsunami, flash flood, or volcanic lahar. It takes into account the elevation changes and the different types of land cover that a person would encounter along the way.

What is new with the tool?

A new version (10/14/14) of the tool, EvacAnalystInstaller_20141023, is available to download at:

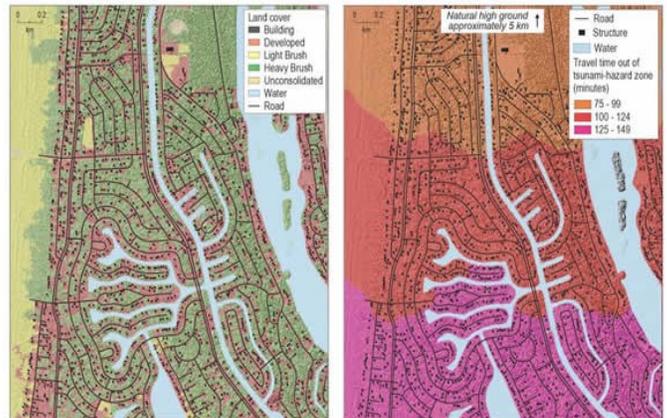
<http://geography.wr.usgs.gov/science/vulnerability/tools.html>

An alert user reported that error messages were not easy to find, so improvements were made in error reporting. Geoprocessing errors such as incorrect projections now appear in their own tool window. Please uninstall the old version before installing the new version.

What does it do?

The Pedestrian Evacuation Analyst produces maps of pedestrian travel times to high ground for every location in the threatened area (hazard zone). If provided information about where people are located in the hazard zone, the tool will also calculate counts of people at different travel time intervals and generate graphs and tables of the results. The tool can also be used to examine the potential benefits of vertical evacuation structures, which are buildings or berms designed to

provide a local high ground in low-lying areas of the hazard zone.

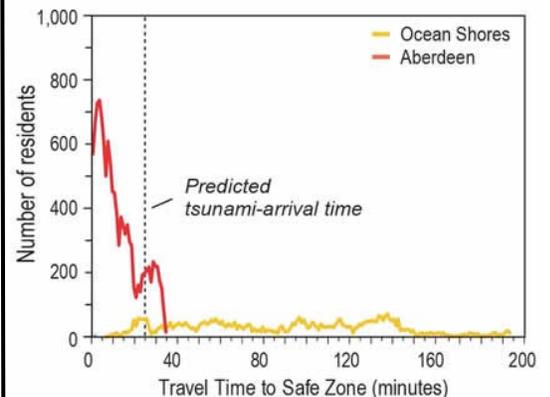


Landcover map (left) and pedestrian evacuation time estimate map (right) Ocean Shores, WA.

How do I use it?

Download the user's guide for details on the steps necessary to run the modeling. The workflow chart shown identifies the basic steps in the modeling process. The tool was used to generate the maps on the Tsunami and In the News tabs of the website.

<http://geography.wr.usgs.gov/science/vulnerability/tools.html>



A graph comparing pedestrian evacuation time estimate for Ocean Shores and Aberdeen, WA.

Continued on Page 3

Local Emergency Operations Plans

How Prepared and Up-To-Date Are You?

CCEMA Staff: Diane Eastwood, Planner

Local Emergency Operation Plans (EOP) describe and outline the management and coordination of personnel and equipment during periods of emergency, emerging emergency, or disaster. The plan is a result of the collaborative effort between local emergency management agencies; and the many local departments and agencies that have assigned emergency roles and responsibilities.

Planning Principles:

- Planning must be community-based, representing the whole population and its needs.
- Planning must include participation from all stakeholders in the community.
- Planning uses logical and analytical problem-solving process to help address the complexity and uncertainty inherent in potential hazards and threats.
- Planning considers all hazards and threats.
- Planning should be flexible enough to address both traditional and catastrophic incidents.
- Plans must clearly identify the mission and supporting goals (with desired results).
- Planning includes senior officials throughout the process to ensure both understanding and approval.
- Time, uncertainty, risk, and experience influence planning.

The plan:

- Fulfills Maine's requirement for each municipality to prepare and keep current an EOP to respond to disasters or large-scale emergencies/incidents. It also incorporates the National Incident Management System (NIMS) as the county standard for emergency response operations.
- Establishes the overall roles and responsibilities for emergency operations and establishes operational procedures and protocols.
- Address response to both natural and manmade disasters, and addresses mitigation of hazards, preparedness, response, and recovery. The EOP identifies personnel, organizations, and property available for use or activation during incident response and recovery.
- Training should be conducted to develop operational competence and promote confidence in the plan.

- Exercises should be conducted in compliance with CPG 101 (on file at County EMA) and to aid in refinement of the plan.

The EOP is a living document, and should be reviewed annually due to the unique nature of emergencies and the evolution of emergency planning. Any updates made are both authorized and encouraged in order to prepare for various hazards and to ensure public safety. The EOP addresses most emergency situations; and a details activity related to mitigation, preparedness, response, and recovery operations; and consists of a Basic Plan, Functional annexes, and Hazard-Specific annexes.

AGENCY-/DEPARTMENT-FOCUSED EOP FORMAT

<p>1 Basic Plan</p> <ul style="list-style-type: none"> a) Introductory Material <ul style="list-style-type: none"> (i) Promulgation Document/Signatures (ii) Approval and Implementation (iii) Record of Changes (iv) Record of Distribution (v) Table of Contents b) Purpose, Scope, Situation Overview, and Assumptions <ul style="list-style-type: none"> (i) Purpose (ii) Scope (iii) Situation Overview <ul style="list-style-type: none"> (a) Hazard Analysis Summary (b) Capability Assessment (c) Mitigation Overview (iv) Planning Assumptions c) Concept of Operations d) Organization and Assignment of Responsibilities e) Direction, Control, and Coordination f) Information Collection, Analysis, and Dissemination g) Communications h) Administration, Finance, and Logistics i) Plan Development and Maintenance j) Authorities and References 	<p>2 Lead Agencies</p> <ul style="list-style-type: none"> a) Fire b) Law Enforcement c) Emergency Medical d) Emergency Management e) Hospital f) Public Health g) Others as Needed <p>3 Support Agencies</p> <p>Identify those agencies that have a support role during an emergency and describe/address the strategies they are responsible for implementing.</p> <p>4 Hazard-Specific Procedures</p> <p>For any response or support agency, describe/address its hazard-specific strategies.</p>
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Format suggested by FEMA and CCEMA for Emergency Operations Plan

If you have updated or made any changes to your municipal plan, please email a copy to Diane Eastwood, CCEMA at eastwood@cumberlandcounty.org or call her at 207-892-6785.

Exercise Schedule

Spring 2015

Cumberland County Sheltering Functional Exercise

Location: Regional Shelter—TBD

Contact: David B. Feeney, CCEMA (207) 892-6785
feeney@cumberlandcounty.org

Spring 2015

Portland International JetPort Functional Exercise

Location: TBD

ADA Webinars

Best Practices for Hiring Sign-Language Interpreters

MEMA—December 2, 2014

There are two webinars coming up in January and February of the new year which will be useful for many of you and good to know for others.

There are 141 licensed and active sign language interpreters in Maine, and the State contracts through 6 referral agencies. We are in the process of building a Disaster Response Interpreter database of licensed Maine sign language interpreters that have completed a special 8-hour training on interpreting at Red Cross shelters and for media conferences. We graduated 14 interpreters from the first course and have credentialed 2 so far.

Please share these announcements with others who might benefit from them.

Ensuring Effective Communication Through the Provision of Qualified Interpreters

Wednesday, January 7, 2015 2:00 - 3:30 PM Eastern

Presenter:

Julie Anne Schafer, Esq.

Director of Public Policy and Advocacy
Registry of Interpreters for the Deaf

Many of the individuals responsible for hiring interpreters are not fluent in sign language and have limited ability to access an interpreter's skill level and qualifications. Meanwhile, there is growing concern among Deaf individuals regarding the quality of interpreting in a variety of settings, as well as a need to identify measures that can be implemented to ensure access to qualified interpreters. This webinar will focus on what a Certified Deaf Interpreter is and their role in providing effective communication.

For more information and to register visit:

<http://adainfo.org/node/930>

Understanding the 2010 ADA Standards for Accessible Signage

Wednesday, February 4, 2015 2:00 - 3:30 PM Eastern

Presenter:

Sharon Toji

ADA Communications Consultant
Access Communications Consulting Services

Almost buried in the new signage standards in the 2010 ADA Standards for Accessible Design is language that allows visual and raised information on the same or two different signs. This vague statement can be the basis for

an explosion in design opportunities for accessible signs that -- without compromise -- serve two distinct groups of persons with vision impairments. Coupled with other improvements in the standard, such as new mounting standards and more specific and improved standards for type styles and sizes, if we understand and use the new standard, we have a wonderful opportunity for attractive, harmonious, and accessible wayfinding. This session will focus on how the 2010 Standards for Accessible Design can form the basis for unique and highly usable sign systems.

For more information and to register visit:

<http://adainfo.org/node/931>

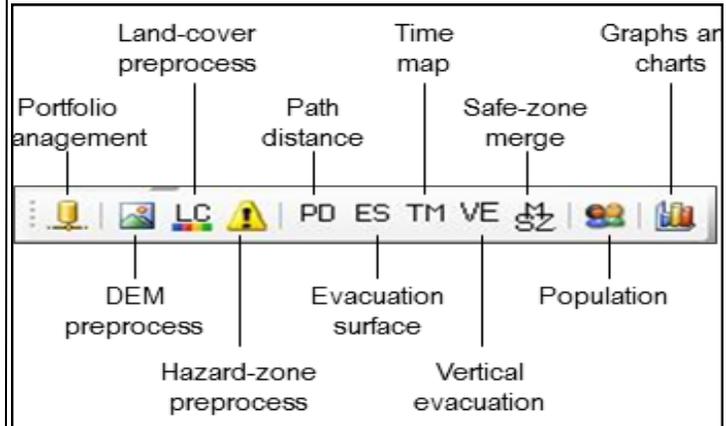
Richard Higgins, CVA
Individual Assistance Officer and
State Voluntary Agency Liaison
Maine Emergency Management Agency
Richard.Higgins@maine.gov (207) 624-4425

USGS Pedestrian Evacuation Tool

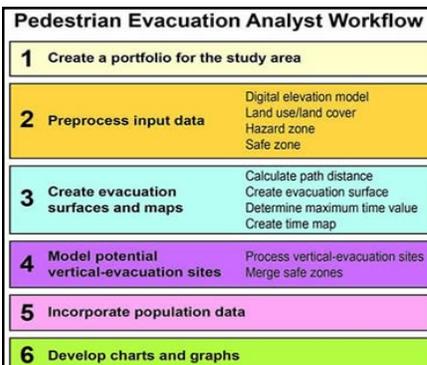
Continued from Page 1

How was the tool developed?

The tool is an ArcGIS extension that combines a Python geoprocessing toolbox with a C#.NET 4.0 user interface and is designed for ArcGIS 10.1 SP1, Advanced version. The tool also runs on versions 9.3 and 10.2.



The Pedestrian Evacuation Analyst toolbar.



Pedestrian Evacuation Analyst workflow. .

*Credit/Source: USGS
<http://www.usgs.gov>*



Pre-Emergency Planning for HazMat Incidents

Mike Shutts, CCEMA/LEPC Liaison

First responders can help the businesses that use, produce or store hazardous substances meet their community safety responsibilities by collaborating with them as they review and exercise their emergency plans.



Figure 1: Chemical Hazmat Table Top Exercise. The Long Branch, NJ Police Department studies the scenario.

Ask for a copy of their Integrated Contingency Plan (ICP), or emergency plan. If the company files a Tier II report, and has an Extremely Hazardous Substance (EHS) on-site, they are required to provide the local fire department with a copy. In addition, the plan must be reviewed and exercised at least annually.

There are a few small businesses that are in the process of developing an emergency plan. In most cases, I direct the business to contact the local fire department for assistance with plan development. Building a partnership early in the process is important to establishing a working relationship. There are model plans available that can guide a business toward a complete hazmat plan. I caution the planners that the model plan is only a guide, and not a fill-in-the-blank easy way to build a document.

Here is a checklist of key points that I look for in a facility emergency plan:

- A: Designation of the Facility Emergency Coordinator, and the alternate. The Facility Emergency Coordinator is the person assigned to work with local responders on emergency planning.
- B: Description of the facility warning systems
- C: List of nearby emergency and health personnel
- D: Description of employee training and testing programs

as they apply to hazardous materials. Examples of training: hazmat awareness; HAZWOPER, etc.

- E: List of available onsite response equipment and protective garments
- F: Describe the emergency health treatment procedures for exposure victims
- G: Include notification, facility and community evacuation and shelter-in-place procedures
- H: Identify transportation means and routes for extremely hazardous substances to the facility
- I: List the names of all companies providing sudden and non-sudden accidental coverage to the facility
- J: List all mutual aid agreements between the facility and emergency responders of public safety agencies
- K: Pre-emergency planning and coordination with outside parties
- L: Personnel roles, lines of authority, training and communication
- M: Emergency recognition and prevention
- N: Safe distances and places of refuge
- O: Site security and control
- P: Evacuation routes and procedures
- Q: Decontamination
- R: Emergency medical treatment and first aid
- S: Emergency alerting and response procedures
- T: Critique of response and follow-up
- U: Personal protective equipment and emergency equipment



This is just a baseline list of requirements for an emergency plan, but an excellent place to get all parties started towards meeting the regulations, and keeping everyone safe.

Topics and Presenters Sought for Preparedness Conference

MEMA—November 21, 2014

The 7th Annual Maine Partners in Emergency Preparedness Conference will be held Tuesday and Wednesday, April 21 and 22, 2015 at the Augusta Civic Center, Augusta, Maine.

Conference organizers are seeking suggestions for workshop proposals from those interested in conducting workshops at the conference.

Workshops are presented at breakout sessions throughout the two days of the conference. The sessions are 60 to 90 minutes long, and include subjects affecting the many audiences at the Conference.

Topics may be presented in a variety of ways. In previous conferences, presentation styles have ranged from "Lessons Learned" from exercises and events, to traditional classroom presentation, to panel discussions with experts in a particular subject. Based on your evaluations from previous conferences, *the most popular workshops have been those that draw on real-world experiences.*

The Conference is part of the "Maine Prepares" initiative, which focuses on emergency preparedness for a range of audiences.

- Technological Hazards
- Schools, from preschool to university
- Business / Non-Profit Organizations
- Communities, encompassing public officials and administrators and leaders of libraries and cultural institutions
- Emergency Management
- Healthcare

Some guidelines for topic proposals:

- Topics should address the interests of one or more of the categories referenced above
- Submitters are free to propose more than one topic
- The Conference Committee will review all proposals and may contact submitters for more information. The Committee also reserves the right to solicit presentations through other avenues.
- Presentations must not feature **any** promotional content for any commercial enterprise
- No materials promoting the presenter or a particular commercial interest may be distributed or displayed.

The annual Maine Partners in Emergency Preparedness

Conference grew out of the State Emergency Response Commission (SERC) popular annual Hazardous Materials (Hazmat) Conference. In the spirit of "all hazard preparedness", in 2009, MEMA expanded this platform to address the full spectrum of hazards in Maine, as well as to involve an even wider circle of public, private and non-profit partners. At the same time the emphasis on Hazardous Materials was maintained for this important segment of our response community. Session materials from previous conferences can be reviewed at the Conference website. (www.maine.gov/mema/prepare)

The annual conference has consistently provided a unique educational and networking opportunity. Please let us know if you would like to present.

Help make the 7th Annual the best Maine Partners in Emergency Preparedness Conference to date.

Contact:
Conference Planning Team
800-452-8735 (in-state) / 207-624-4400
maine.prepares@maine.gov

SAVE the DATE!
MARK Your Calendars Now

The 7th Annual Maine Partners in Emergency Preparedness Conference, Tuesday and Wednesday, April 21st and 22nd, 2015, at the Augusta Civic Center.

- Online Exhibitor Registration will open December 5, 2014
- Online Participant Registration will open January 23, 2015

Don't miss this annual two day learning and networking experience with preparedness partners and exhibitors.

Wind (Kt)	40	35	30	25	20	15	10	5	0	-5	-10	-15	-20	-25	-30
5	36	30	24	18	12	6	0	-6	-12	-17	-23	-29	-35	-41	-47
10	33	27	21	14	8	2	-5	-11	-17	-23	-30	-36	-42	-48	-55
15	31	25	18	12	5	-1	-8	-14	-21	-27	-34	-40	-47	-53	-60
20	30	23	17	10	3	-3	-10	-17	-23	-30	-37	-43	-50	-56	-63
25	29	22	15	8	2	-5	-12	-19	-25	-32	-39	-46	-53	-59	-66
30	28	21	14	7	0	-7	-14	-20	-27	-34	-41	-48	-55	-62	-68
35	27	20	13	6	-1	-8	-15	-22	-29	-36	-43	-50	-57	-64	-71
40	26	19	12	5	-2	-9	-16	-23	-30	-37	-44	-51	-58	-65	-73

If you dial 9-1-1 accidentally
DO NOT HANG UP
Please stay on the line and speak with the emergency communications officer.

USFA Offers Series on Bakken Crude Oil

USFA is publishing a series of Coffee Break Training bulletins focusing on response, planning, management, and risk assessment concerning transportation of crude oil across the United State via trains. Shipping of crude has increased sizably over the past few years; some trains have over 100 cars each containing 30,000 gallons of crude oil.

After several accidents in the past two years involving trains carrying oil from the Bakken fields, agencies scrambled to address the issues concerning safe transportation of volatile sweet crude from the North Dakota region. Local fire departments and emergency management agencies also hurried to identify the potential risk to their communities and create response plans.

Among the guidance conveyed:

- How to find out if crude oil is being transported through your community;
- Safety around rail terminals, cars, tracks, and related equipment;
- Understanding that most community fire departments will not have enough resources to handle a large derailment or fire on their own;
- The importance of knowing the local railroad 24-hour emergency number.

For the full bulletins, see the Coffee Break Training Hazardous Materials Series on the USFA website.

www.usfa.fema.gov/training/coffee_break/hazmat_index.html

Interested parties can sign up to receive Coffee Break Trainings through their email.

www.usfa.fema.gov/email_subscriptions.html

(Source: USFA)(InfoGram 12.4.14)

FEMA Independent Study Distant Learning

The Emergency Management Institute (EMI) offers self-paced courses designed for people who have emergency management responsibilities and the general public. All are offered free-of-charge to those who qualify for enrollment. To get a complete listing of courses, go to:

<http://training.fema.gov/IS>

Meetings

State Emergency Response Commission Meeting

Date: January 13, 2015, 9:00 a.m.
Location: Augusta, Maine MEMA
Contact: Faith Mayer, MEMA (207) 624-4411
faith.e.mayer@maine.gov

Cumberland County Local EMA Directors Meeting

Date: January 14, 2015, 8:30 a.m.
Location: CCEMA, Windham, Maine

Cumberland County Incident Management Assistance Team (IMAT)

Date: January 14, 2015, 10:00 a.m.
Location: CCEMA, Windham, Maine
Contact: Ron Jones, CCEMA
jones@cumberlandcounty.org

Cumberland County Shelter Functional Exercise Planning Meeting

Date: January 14, 2015, 10:00 a.m.
Location: CCEMA, Windham, Maine
Contact: David B. Feeney, CCEMA
feeney@cumberlandcounty.org

Cumberland County ARES

Date: January 20, 2015, 6:30 p.m.
Location: CCEMA, Windham, Maine
Contact: Bryce Rumery, K1GAX
(207) 415-0498 k1gax@juno.com

Maine MSCOMM Net Workshop

Date: January 20, 2015, 1:00 p.m.
Location: Augusta, ME—MEMA Classroom
Contact: Steve Mallory, MEMA (207) 624-4400
steven.h.mallory@maine.gov

Mid-Coast ARES/CERT

Date: January 22, 2015
Location: Topsham, Maine
Mid-Coast Chapter ARC, Community Way
Contact: John Goran, K1JJS
arsk1jjs@gmail.com (207) 865-0554

Maine—New Hampshire Traffic Incident Management

Date: January 30, 2015, 12:00 p.m.
Location: York Village Fire Station
Contact: Tom Reinauer, Transportation Director
Southern Maine PDC and Kittery Area MPO
(207) 324-2952, x 18, treinauer@smpdc.org

Greater Portland Area Traffic Incident Management

Date: February 25, 2015, 8:00 a.m.
Location: Portland, ME—GPCOG
Contact: Maddy Adams, GPCOG,
madams@gpcog.org

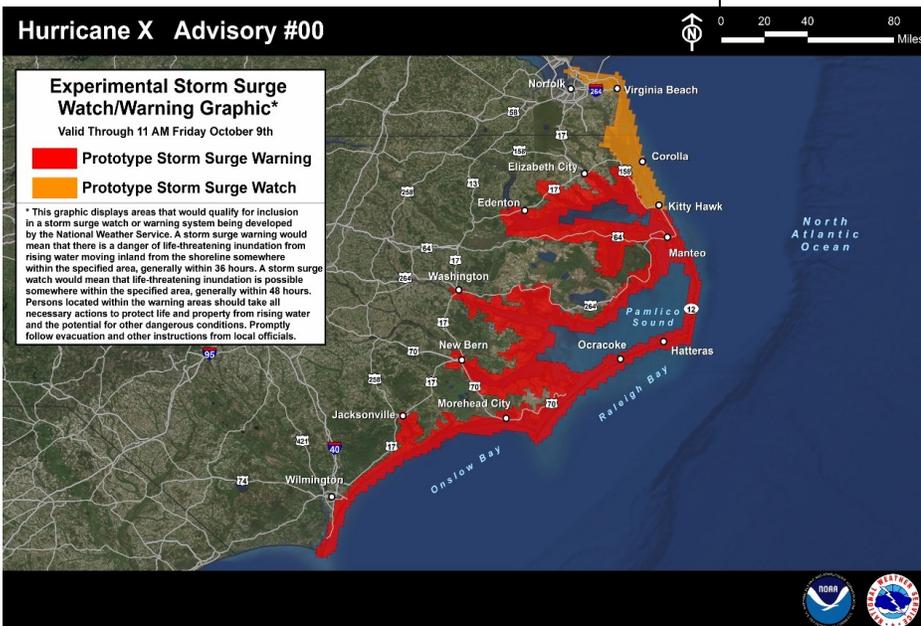
National Hurricane Center to issue storm surge watch and warning graphics

December 11, 2014

Beginning with the 2015 hurricane season, NOAA's National Hurricane Center (NHC) will offer an experimental storm surge watch/warning graphic to highlight those areas along the Gulf and Atlantic coasts of the United States that have a significant risk of life-threatening inundation by storm surge from a tropical cyclone.

The new graphic is designed to introduce the concept of a watch or warning specific to the storm surge hazard. Storm surge is often the greatest threat to life and property from a tropical cyclone, and it can occur at different times and at different locations from a storm's hazardous winds. In addition, while most coastal residents can remain in their homes and be safe from a tropical cyclone's winds, evacuations are generally needed to keep people safe from storm surge. Having separate warnings for these two hazards should provide emergency managers, the media, and the general public better guidance on the hazards they face when tropical cyclones threaten.

Below is an example of the new graphic, which will be available on the NHC website (www.hurricanes.gov):



NHC and NOAA National Weather Service (NWS) Forecast Offices will determine the area most at risk from life-threatening surge through a collaborative process. In addition to the graphic, the highlighted areas will be mentioned in Hurricane Local Statements issued by NWS Forecast Offices in the affected areas and in the Hazards section of the NHC Public Advisory.

Here is a sample surge statement from the Hazards section of a Public Advisory:

HAZARDS AFFECTING LAND

STORM SURGE... *The combination of a dangerous storm surge and the tide will cause normally dry areas near the coast to be flooded by rising waters moving inland from the shoreline. There is a danger of life-threatening inundation during the next 36-hours along the North Carolina coast from Cape Fear to Duck...including the Outer Banks; the Pamlico and Albemarle Sounds, and along adjacent rivers and estuaries. For a depiction of areas at risk, see the new National Weather Service experimental Storm Surge Watch/Warning Graphic. This is a life-threatening situation, and all persons located within the warning areas should take all necessary actions to protect life and property from rising water and the potential for other dangerous conditions. Promptly follow evacuation and other instructions from local officials.*

The graphic will be experimental for at least two years, during which time comments from users will be solicited and considered. Only the graphic itself will be available during the experimental period; the underlying raw data, including Shapefiles, will not be disseminated.

The new watch/warning graphic complements the experimental Potential Storm Surge Flooding Map, which debuted during 2014's Hurricane Arthur. The Potential Storm Surge Flooding Map shows the geographical areas where inundation from storm surge could occur and how high above ground the water could potentially reach in those areas, based on the latest official NHC forecast and its likely errors.

As part of a phased implementation, NHC plans to consolidate the dissemination of wind and surge watches and warnings in 2016. This new process will merge inland and coastal warning information for both threats into a single message. After incorporating both user and partner input, the new storm surge warning system is expected to become fully operational in 2017.

Additional information:
NHC Storm Surge resources website

<http://www.nhc.noaa.gov/surge/resources.php>

Contact: NHC Public Affairs: nhc.public.affairs@noaa.gov

Article Source: NOAA NHC

Provided by: Paul A. Morey, FEMA Region I

Hurricane & Earthquake Program Manager—Boston, MA

FEMA Releases Search and Rescue Resource Typing Definitions

Today (12/15/14), FEMA releases for final publication and distribution, eight Search and Rescue resource typing definitions. The guidance contained in these definitions provides a consistent set of minimum criteria for use by the whole community when building, sustaining, inventorying, and delivering capabilities in support of the National Preparedness System (NPS). The Search and Rescue resource typing definitions are:

1. Structural Collapse Search Team
2. Structural Collapse Search Technician
3. Structural Collapse Search Team Leader
4. Structural Collapse Rescue Team
5. Structural Collapse Rescue Technician
6. Structural Collapse Rescue Team Leader
7. Urban Search and Rescue Task Force
8. Urban Search and Rescue Task Force Leader

FEMA developed these resource typing definitions in collaboration with search and rescue, emergency management and public safety practitioners. These stakeholders suggested guidance for specific overall functions, components, capabilities, and ordering specifications for these resources.

These resource types align with the National Incident Management System (NIMS) by providing a common and standard understanding of the tools and resources needed to sustain, build, and deliver the core capabilities necessary to achieve the National Preparedness Goal. Further, this guidance addresses standardized criteria for requests that are made under a variety of mutual aid scenarios from automatic aid to mutual aid provided through the Emergency Management Assistance Compact (EMAC) during declared disasters.

Resource typing definitions and job title/position qualifications can be accessed using the Resource Typing Library Tool (RTLTL). The RTLTL is an online catalogue of NIMS resource typing definitions and job titles/position qualifications. The RTLTL is publically accessible here:

<http://www.fema.gov/national-incident-management-system/resource-management-mutual-aid>.

For more information on NIMS and its implementation, visit [FEMA's NIMS website](#).

<http://www.fema.gov/national-incident-management-system>

Questions can be submitted to the National Integration Center through e-mail at: FEMA-NIMS@fema.dhs.gov.

Article Source: FEMA.gov

Training Opportunities

Emergency Planning Community Right-to-Know Act EPCRA Reporting Workshops

January 7, 2015, 8:30—11:30 a.m. — Lewiston

January 14, 2015, 8:30—11:30 a.m.— Brewer

January 22, 2015, 8:30—11:30 a.m.— Saco

January 28, 2015, 1:00—4:30 p.m.— Ellsworth

Contact: Maine Emergency Management Agency
1-800-452-8735 or e-mail maine.serc@maine.gov.

Incident Command System ICS 300

January 23, 2015, 1800 hrs—2100 hrs

January 24 & 25, 2015, 0800—1600 hrs

Location: Town of Falmouth Fire-EMS, Central Station

Contact: D.B. Feeney, CCEMA (207) 892-6785
feeney@cumberlandcounty.org

Incident Command System ICS 300

February 10—13, 2015 (4-days)

Training offered through USCG Sector Northern New England. Seats are limited

Location: South Portland, ME, USCG Sector NNE

Contact: Arn M. Hegggers, Preparedness Specialist
arn.m.heggers@uscg.mil

ICS Division/Group Supervisor Training (ICS 339)

April 7—8, 2015 (2-days)

Training offered through USCG Sector Northern New England. Seats are limited

Location: South Portland, ME, USCG Sector NNE

Contact: Arn M. Hegggers, Preparedness Specialist
arn.m.heggers@uscg.mil

Incident Command System ICS 400

April 9-10, 2015 (2-days)

Training offered through USCG Sector Northern New England. Seats are limited

Contact: Arn M. Hegggers, Preparedness Specialist
arn.m.heggers@uscg.mil

**7th Annual
Maine Partners in
Emergency Preparedness Conference
April 21—22, 2015 Augusta Civic Center**



FEMA Announces Launch of Interim Office of the Flood Insurance Advocate

WASHINGTON – The U.S. Department of Homeland Security's Federal Emergency Management Agency (FEMA) Administrator Craig Fugate today (Dec 19, 2014) announced the launch of the Interim Office of the Flood Insurance Advocate, led by the Acting Flood Insurance Advocate, David Stearrett. The Interim Flood Insurance Advocate office will stand up effective December 22, 2014.

The Interim Office will begin work on specialized assistance to citizens and policyholders on National Flood Insurance Program (NFIP) issues; as well as regional mapping outreach and education support. The Interim Office will operate until a permanent Office of the Flood Insurance Advocate is established pursuant to Section 24 of the Homeowner Flood Insurance Affordability Act of 2014 (subject to budget resources). To best carry out its mission, duties and responsibilities, the Interim Office will be an independent office within FEMA with direct alignment to the Federal Insurance and Mitigation Administration (FIMA) Associate Administrator and the FEMA Administrator.

"Floods are the most common disaster affecting communities in America," said David Miller, Associate Administrator for the Federal Insurance and Mitigation Administration. "Through the National Flood Insurance Program, FEMA is working hard to ensure that families are able to protect themselves from flood damage and accelerate efforts to recover should something happen. As someone who has worked tirelessly on behalf of policyholders for many years, I know Mr. Stearrett will fight each day to ensure that policyholders have the information they need to navigate the flood insurance process and ensure any concerns are addressed."

Until funding is available to establish the permanent office, a number of FEMA employees will be detailed to the Interim Office. FEMA spent several months developing options to implement this new provision, and met with a number of Advocate and Ombudsman offices at other federal agencies and identified areas of greatest policyholder and property owner needs. These findings were leveraged to build the interim office.

FEMA is designating an Acting Flood Insurance Advocate and an interim Office of the Flood Insurance Advocate as part of its commitment to immediately begin providing assistance to homeowners and policyholders. At launch, the Acting Advocate and staff will focus on assisting the public as they navigate through the National Flood Insurance Program (NFIP) processes by leveraging FEMA resources to address specific public inquiries or concerns. The Acting

Advocate will also develop a long-term regional mapping outreach and education strategy to maximize support to the public. The Interim Flood Insurance Advocate office will operate with existing resources and further expansion is subject to future funding, as FEMA is operating under a Continuing Resolution.

The Flood Insurance Advocate will be an independent office within FEMA and have direct access on an advisory basis to the FEMA Administrator.

Initially, the public can reach the Acting Flood Insurance Advocate by email, at:

insurance-advocate@fema.dhs.gov.

In the next month, the Flood Insurance Advocate will establish a phone number to receive inquiries from the public. FEMA recommends that policyholders continue to also work with their insurance agents to resolve any questions or concerns that they have related to flood insurance, or contact Floodsmart at 1-888-379-9531.

The NFIP is a Federal program created by Congress to mitigate future flood losses nationwide through sound, community-enforced building and zoning ordinances and to provide access to affordable, federally backed flood insurance protection for property owners. The NFIP is designed to provide a way for Americans to address the escalating costs of repairing damage to buildings and their contents caused by floods. Article Source: FEMA.gov



Maine Prepares



Question:

What caused the most injuries and fatalities during and following the Ice Storm of 1998?

Answer:

While it is difficult to document all the auto accidents and all the ice related injuries, the National Weather Service does keep track of fatalities that are directly attributed to storms excluding auto accidents. During the ice storm and recovery period, 8 people died in Maine and New Hampshire as a result of the storm. Carbon monoxide poisoning was responsible for 3 deaths, hypothermia was responsible for 3 deaths, 1 person was killed while cleaning up fallen debris, and one person was killed from a roof collapse. In addition, a utility worker was seriously injured by a falling tree, and an estimated 300 to 400 people suffered some level of carbon monoxide poisoning.

This "Question and Answer" is courtesy of the National Weather Service Forecast Offices in Gray and Caribou, Maine

Maine Prepares—www.maine.gov/mema/prepare

Important Links

Cumberland County Emergency Management Agency
Home: www.cumberlandcounty.org/EMA

Cumberland County Local Emergency Planning Committee
Home: www.cumberlandcounty.org/EMA/lepc.htm

Maine Emergency Management Agency (MEMA)
Home: www.maine.gov/mema
Library: www.maine.gov/mema/mema_library.shtml

Maine Information and Analysis Center (MIAC)
Phone: (207) 624-7280
Email: miac@nespin.riss.net

Boston FBI
Phone: (617) 742-5533
Home: <http://boston.fbi.gov>



Maine Prepares
Home: www.maine.gov/mema/prepare

Federal Emergency Management Agency (FEMA)
Home: www.fema.gov
Training: <http://training.fema.gov>
Grants: www.fema.gov/government/grant/index.shtm
Assistance: www.DisasterAssistance.gov

Domestic Preparedness Support
U. S. Department of Homeland Security www.dhs.gov
NIMS Resource Center <http://www.fema.gov/emergency/nims>
Lessons Learned Information Sharing System www.llis.gov
Homeland Security Exercise and Evaluation Program (HSEEP)
<http://hseep.dhs.gov>

Center Disease Control
Maine CDC: <http://www.maine.gov/dhhs/boh>
U. S. CDC: <http://www.cdc.gov>
FLU.gov <http://www.pandemicflu.gov>

Southern Maine Regional Resource Center (SMRRC)
Home: www.smrrc.org

Ready America: www.ready.gov

National Weather Service—Gray, Maine Home Page:
www.erh.noaa.gov/gyx

Central Maine Power—Power Outages
www.cmpco.com/outages

Maine ARES <http://www.maineares.org>



2-1-1 Maine www.211maine.org

5-1-1 Maine (Maine DOT Travel Information)
Home: www.511maine.gov

American Red Cross of Southern Maine
Home: www.maineredcross.org

PROP
Home: www.wherepeoplecomefirst.org

Southern Maine COAD
P.O.Box 7192, Scarborough, ME (207) 228-4777
Home: www.southernmainecoad.org

Volunteer Maine
Home: www.volunteermaine.org



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