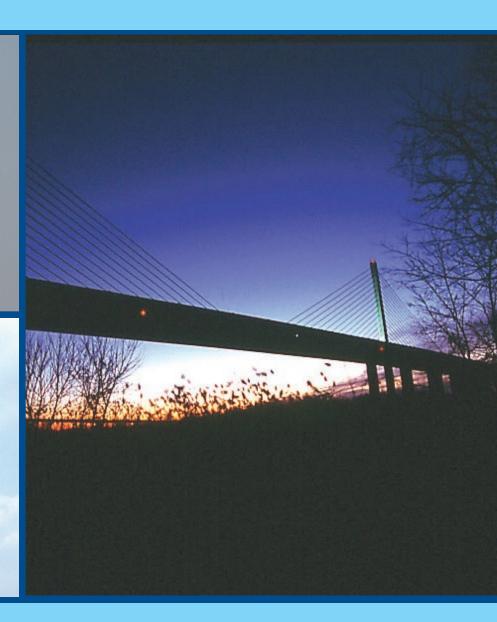
ALL HAZARDS EVACUATION ANNEX

TRANSPORTATION INCIDENT AND EVENT MANAGEMENT PLAN
NEW CASTLE COUNTY, DELAWARE









Edwards MCKelcey

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Foreword

The New Castle County Transportation Management Team (TMT) has reviewed this report for accuracy. All comments from TMT representatives have been incorporated into the report, and this final copy has been approved for official use.

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Acronyms

ARC American Red Cross

ASIS American Society of Industrial Safety

CAP Civil Air Patrol

CHART Coordinated Highways Action Response Team

CIWG Critical Incident Working Group

CP Command Posts

DelDOT
Delaware Department of Transportation
DEMA
Delaware Emergency Management Agency
DENS
Delaware Emergency Notification System
DEOP
Delaware Emergency Operations Plan
DETF
Delmarva Emergency Task Force
DGS
Delaware Geological Survey

DHSS/DSS Department of Health and Social Services/Division of Social Services

DMS Dynamic Message Sign
DNG Delaware National Guard

DNREC Department of Natural Resources and Environmental Control

DoEd Department of Education

DSHS Department of Safety and Homeland Security

DSP Delaware State Police

DSWA Delaware Solid Waste Authority
DTC Delaware Transit Corporation
EAS Emergency Alert System
EMS Emergency Medical Service
EOC Emergency Operations Center
EOP Emergency Operations Plan
EPZ Emergency Planning Zone

ERPA Emergency Response Planning Area
ESF Emergency Support Function
FAST Field Assessment Team

FEMA Federal Emergency Management Agency

FHWA Federal Highway Administration

HAZMAT Hazardous Material

HES Hurricane Evacuation Study
IDA Initial Damage Assessment
JIC Joint Information Center
MAP Motorist Assistance Patrol
MOA Memorandum of Agreement
MOU Memorandum of Unsterstanding

MUTCD Manual on Uniform Traffic Control Devices

NCCECC New Castle County Emergency Communications Center

NCCEOP New Castle County Emergency Operations Plan

NHS National Hurricane Center
NWS National Weather Service
PIO Public Information Officer

POC Point of Contact
SAR Search and Rescue
SITREPS Situation Reports

RACES Radio Amateurs Civil Emergency System

ROC Regional Operations Center

TRANSPORTATION INCIDENT AND EVENT MANAGEMENT PLAN

NEW CASTLE COUNTY AND CITY OF WILMINGTON ALL HAZARDS EVACUATION ANNEX

SERT State Emergency Response Team TAC Technical Assessment Center

TCC Traffic Control Center

TIEMP Transportation Incident and Event Management Plan

TMC Transportation Management Center TMT Transportation Management Team

TOC Traffic Operations Center

USACE United States Army Corps of Engineers

VMS Variable Message Sign
WMD Weapon of Mass Destruction

1. Introduction

This Annex primarily focuses on managing the transportation system during large planned or unplanned incidents or events that may affect the health and safety of people living within New Castle County (NCC). Such events include evacuation in case of a hurricane that threatens New Castle County, management of traffic exiting Kent and Sussex Counties in the case of a hurricane that threatens Kent or Sussex County's coast, management of traffic exiting Kent County after a NASCAR race in Dover, evacuation in case of an accident at a nearby chemical or nuclear facility, or evacuation in case of terrorist activities. The procedures outlined here are the minimum actions that will be required from the New Castle County Transportation Management Team (TMT) to manage the transportation system in the event of a planned or unplanned event or incident that threaten the residents of New Castle County. Many of these actions and responsibilities are broken into Emergency Support Functions (ESF), as designated by the Department of Homeland Security:

- ESF 1 Transportation
- ESF 2 Communications
- ESF 3 Public Works
- ESF 4 Firefighting
- ESF 5 Information and Planning
- ESF 6 Mass Care
- ESF 7 Resource Support
- ESF 8 Health and Medical
- ESF 9 Search and Rescue
- ESF 10 Hazardous Materials
- ESF 11 Food and Water
- ESF 12 Energy
- ESF 13 Military Support
- ESF 14 Public Information
- ESF 15 Volunteers and Donations
- ESF 16 Law Enforcement
- ESF 17 Animal Services

2. Purpose

It is the intent of this annex to demonstrate how the Transportation Management Center (TMC) and New Castle County TMT will work together to manage the transportation system and protect life and property during an incident or event that threatens New Castle County.

3. Transportation Management Team (TMT)

As defined in the Transportation Incident and Event Management Plan (TIEMP), the TMT is a dynamic group that will work together with the TMC – not only for planning purposes, but also for field operations – to support the management of incidents and events that impact the transportation system. The New Castle County TMT, along with the TMC, will have the responsibility of establishing communication, response, resource, and responsibility procedures and guidelines for New Castle County and will make joint decisions along with the TMC on responding to the incident or event. If necessary, the TMC will establish a remote TMC to facilitate working with the New Castle County TMT during an incident or event that impacts the transportation system.

4. Situation

New Castle County is located in northern Delaware with a population of approximately 500,265 people (188,935 households) based on the 2000 census. Wilmington is the largest municipality in the County. New Castle County is vulnerable to a number of hazards including floods, hurricanes, hazardous materials incidents, terrorism, chemical facility and nuclear facility incidents.

4.1. Floods/Hurricanes

The US Army Corps of Engineers (USACE) has determined that New Castle County is potentially vulnerable to some level of tidal inundation from a hurricane or storm. Based on work in progress by the USACE, it is estimated that five percent of all Delaware's non-hotel/motel housing units are located in areas that are potentially vulnerable to some level of tidal inundation from a Category 2 hurricane. Seventeen percent (17%) are subject to some level of tidal inundation from a Category 4 hurricane. In addition, three percent (3%) of housing units in New Castle County are mobile homes (5,071). These mobile homes are susceptible to severe wind damage and will need to be evacuated during hurricane threats. The 2005 Delaware Hurricane Evacuation Study (HES) estimated a range of 26,000 to 27,000 potential evacuating vehicles from New Castle County. Additionally, 46,000-69,000 vehicles will be evacuating from Sussex County and 18,000-19,000 from Kent County¹. Some of this traffic evacuating from Sussex and Kent Counties eventually will enter New Castle County. It is estimated that 8,508 housing units (4%), 82 mobile homes (2%), and 24 seasonal housing units (3%) in New Castle County are vulnerable to some level of inundation and/or wind damage from a Category 1 to Category 4 hurricane. The draft storm surge map for New Castle County is shown in Figure NCC-1.

4.2. Nuclear Facilities

The following fixed nuclear facilities are potential sources of radiological emergencies in New Castle County.

4.2.1. Salem-Hope Creek Nuclear Generating Stations

The Salem nuclear reactors are located on a 700-acre site near Salem, NJ, approximately 18 miles south of Wilmington, DE. Based on 2000 Census data, 24,976 Delawareans live within the 10-mile Emergency Planning Zone (EPZ) of the Salem-Hope Creek Nuclear Power Plant. Southern New Castle County is part of this EPZ. Four Emergency Response Planning Areas (ERPAs), which are geographic areas used to define the area affected by a nuclear emergency, are located in Southern New Castle County and displayed in Figure NCC-2. Information on the emergency procedures at the plant is described in the Radiological Emergency Plan and the Facility and Transportation Radiological Incident Response Plan. Also, a summary of the evacuation time estimates is available in the February 2004 Salem/Hope Creek Nuclear Generating Stations Evacuation Time Estimates Within the Plume Exposure Pathway report produced by the Delaware Emergency Management Agency (DEMA) and PSEG Nuclear, LLC.

4.2.2. Peach Bottom, PA

The Peach Bottom nuclear reactors are located on a 620-acre site in Peach Bottom Township, York County, PA. New Castle County is within the 50-mile Ingestion Exposure Pathway of the Peach Bottom Nuclear Generating Station.

¹ Delmarva Hurricane Evacuation Study (HES)

4.2.3. Calvert Cliffs, MD

The Calvert Cliffs nuclear reactors are located in Lusby, MD on the western shore of the Chesapeake Bay. Kent County is within the 50-mile Ingestion Exposure Pathway of the Calvert Cliffs Nuclear Power Plant.

4.2.4. Limerick, PA

The Calvert Cliffs nuclear reactors are located in Lusby, MD on the western shore of the Chesapeake Bay. Kent County is within the 50 Mile Ingestion Exposure Pathway of the Calvert Cliffs Nuclear Power Plant.

4.3. Transportation Accidents

According to the Delaware Transportation Facts 2005, there were 34,499 vehicles involved in fatal, personal injury, and property damage accidents on Delaware's roadways in 2003. Passenger vehicles accounted for 88% of these accidents, and trucks accounted for 9% of these accidents. Nationally, there were an estimated 6,181,000 police-reported motor vehicle traffic crashes. 42,636 people were killed, 2,788,000 people were injured, and 4,281,000 crashes involved property damage only. Accidents involving passenger vehicles and trucks remain a leading cause of injuries and deaths on the nation's roadway network. Therefore, the possibility of transportation accidents on New Castle County's 5,300.43 lane miles of roadway³ is ever present.

4.4. Delaware City Chemical Plant

Information on the Evacuation of the Delaware City chemical plants is available in the 2005 <u>Delaware City Community Awareness and Emergency Response Plan</u>, which is part of the New Castle County Comprehensive Emergency Management Plan (NCCEMP).

4.5. City of Wilmington

The City of Wilmington has developed a plan, the City of Wilmington Emergency Operations Plan, to manage an evacuation of the city. Of particular note, the city has several public notification methods in addition to the statewide Delaware Emergency Notification System (DENS). The City of Wilmington's Office of Emergency Management has developed a citywide emergency siren and verbal notification alert system. This system can be activated throughout the entire city or in specific areas of the city depending on the event. Upon activation, a siren will sound, followed by a verbal message instructing people how to respond to the emergency. In the event of an evacuation, this message will provide traffic instructions. Furthermore, Wilmington can broadcast evacuation information, including the evacuation maps, on Channel 22, the city's cable television channel and provide traffic and evacuation information through the city's new AM radio station, 1640.

4.6. Rail Transportation

Several key rail lines travel through New Castle County, including the high speed Amtrak, the Norfolk Southern, the CSX, and the SEPTA lines. Delaware provides a key link in rail transportation along the Northeast Corridor. Since this connection is so critical, Amtrak has developed emergency response procedures to manage an incident. Furthermore, the Norfolk Southern line provides essential freight transportation to principle manufacturing locations in Delaware, such as Claymont and Delaware City.

² Traffic Safety Facts 2004 Data. National Center for Statistics and Analysis.

³ Source: Delaware Transportation Facts 2005.

4.7. New Castle County Airport

The New Castle County Airport, which is run by the Delaware River and Bay Authority, is located at US 13 and SR 141. The 1,250 acre site has three runways, ten taxiways, and aircraft parking ramps to provide private and commercial flight service.⁴ The Plan designates staging areas around the airport to be used during an emergency.

4.8. University of Delaware

The University of Delaware is a public university with an enrollment of approximately 18,000 students, 7,000 of whom live on campus. The University has organized a Disaster Planning Group which is tasked with developing and updating the school's Emergency Operations Plan (EOP). The Transportation Services portion of the plan, which was updated in February 2003, provides information on maintenance of the transportation inventory, large-group transportation for students, and monitoring of other transportation services.⁵

4.9. Special Events

Various special events are held in New Castle County, and each of these events potentially could require transportation management activities. Several examples of these special events are:

- <u>Ice Cream Festival</u> The Ice Cream Festival is held annually at Rockwood on Washington Street Extension, just south of Shipley Road.
- <u>Point-to-Point</u> Winterthur, which is located six miles northwest of Wilmington on SR 52, hosts the annual Point-to-Point horse race.
- <u>Peach Festival</u> The Middletown Historical Society's Old Tyme Peach Festival draws approximately 12,000 people to West Green and South Cass Streets in Middletown.
- Sporting Events Various sporting events are held throughout New Castle County, including:
 - o University of Delaware events at the Bob Carpenter Center in Newark,
 - O Wilmington Blue Rocks professional baseball games at Frawley Stadium on the Riverfront in Wilmington, and
 - o Triathalons and biathalons in Delaware City, Bear, Middletown, and Wilmington.
- NASCAR Race Dover Downs International Speedway brings hundreds of thousands of fans to the state to attend two nationally prominent "MBNA Platinum" weekends of competition in June and September. Attendance and seating continue to grow, with a current seating capacity of 140,000. While this event occurs in Kent County, traffic associated with the event affects New Castle County roadways.

⁴ www.newcastleairportilg.com

⁵ UD's Emergency Response Plan

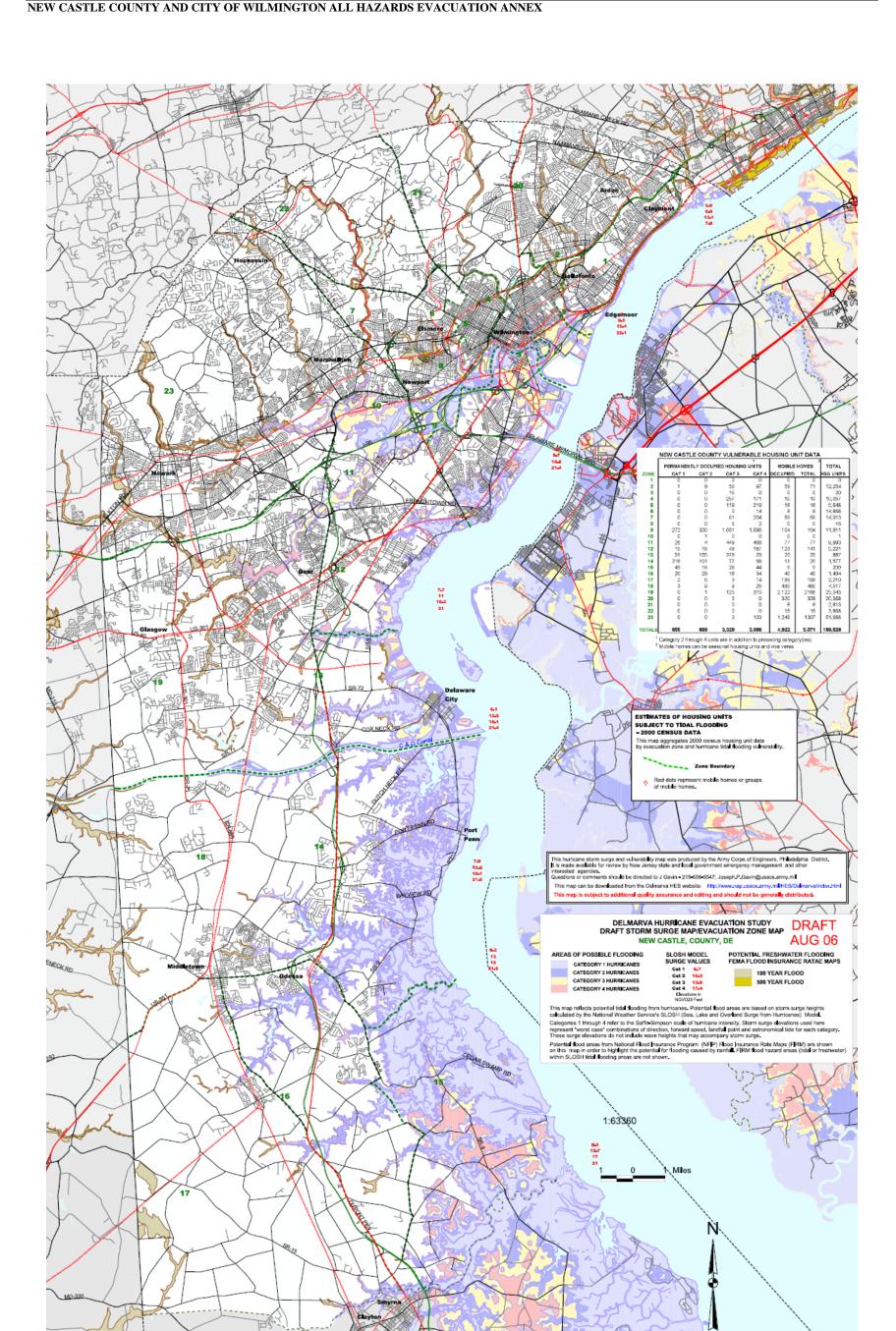


Figure NCC-1. New Castle County Draft Storm Surge Map

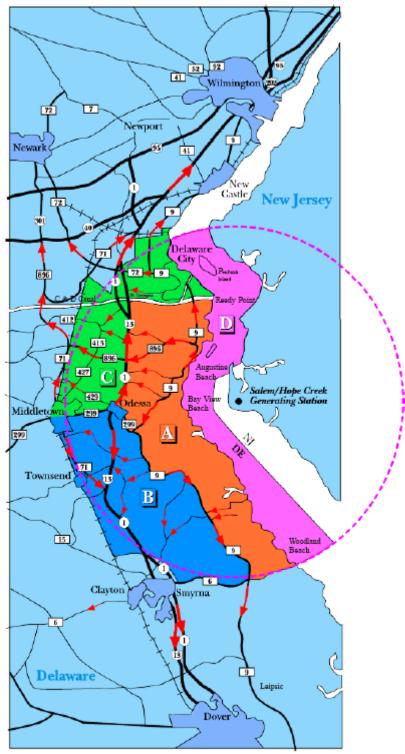


Figure NCC-2. ERPA Locations⁶

⁶ Delaware's New Emergency Response Planning Areas Brochure, DEMA.

5. Mitigation and Preparedness

In order to minimize the impact of an incident or event, people living in New Castle County should be provided with information on how they will be notified and the procedures to follow in the event of an incident or event. This planning will help the TMTs and the residents to be at the optimal readiness.

5.1. Pre-Event Planning

Actions to be taken before an incident or event, to minimize the impact of the incident or event, will include, but will not be limited to:

- 5.1.1. The first and most important planning activity is to establish a traffic management plan to manage residential, commercial, and emergency vehicular traffic. Have a back-up plan if bottlenecks occur and traffic ceases to flow. Traffic management plans should include satellite parking, free public transportation, and other initiatives to reduce traffic congestion.
- 5.1.2. Perform a traffic engineering analysis of the evacuation routes.
- 5.1.3. Review the signing, marking, and lighting along the designated evacuation routes.
- 5.1.4. Remove parked cars that block traffic immediately and do not allow double parking.
- 5.1.5. Set up temporary Dynamic Message Signs (DMS) alongside the road several days before planned events to alert drivers of road changes during the upcoming event.
- 5.1.6. Ensure that warning signals exist for drills, impending emergency, or threats of emergency.
- 5.1.7. Provide residents with information on evacuating during an event.⁷
- 5.1.8. Ensure the TMT has the ability to provide a continuous 24-hour operation during an incident or event.
- 5.1.9. Ensure that procedures exist for the TMT agencies to get reliable information during an incident or event.

5.2. System Improvements

The following is a list of short-term, mid-term, and long-term improvements that may be implemented by the TMC and the New Castle County TMT agencies to enhance the efficiency of the transportation network and provide support for more effective movement of people and traffic in New Castle County during an incident or event with the potential to damage life and/or property.

SHORT-TERM IMPROVEMENTS

- **❖** Improve Signing.
- Develop an Inventory and Supply Database.
- Provide Incident Training to First Responders.

MID-TERM IMPROVEMENTS

❖ Install Mile Markers every 1/10th of a mile along SR-1 based on the "Intermediate Reference Location Signs" report.

LONG-TERM IMPROVEMENTS

- Develop procedures for Planned Events described in section 4.9.
- Construct additional Crossovers along SR-1.
- ❖ Improve I-95/SR-1 interchange to alleviate congestion.
- US 301 Project

5.2.1. Short-Term Improvements

There are several short-term improvements that currently are being made to enhance the system including:

⁷ It is important to note that a study of DelMarVa residents found that 43 percent are likely to evacuate in a Category 1 storm. U.S. Army Corps of Engineers. 2003

5.2.1.1. Improve Signing

Currently, evacuation routes in New Castle County are only signed within the City of Wilmington. Since there are various potential evacuation scenarios, evacuation signage may not be the most effective solution to improving signing within the county. Instead, the county should investigate the installation of additional "To I-95" and "To I-495" signs to improve the navigability of roads. The following guidelines should be followed when installing additional signage:

- All signs should be compliant with the latest edition of the Manual on Uniform Traffic Control Devices (MUTCD).
- All major decision points should be signed.
- Shrubs and trees should be removed from the sign's sightline.

5.2.1.2. Develop an Inventory and Supply Database

Each Delaware Department of Transportation (DelDOT) maintenance district should develop an inventory of items required during an incident or event. There also should be a plan for obtaining additional supplies should the inventory run out during an emergency. This database is under development by DelDOT's Equipment and Materials Communications Working Group.

5.2.1.3. Provide Incident Training to First Responders

On-scene transportation management training is being conducted to improve emergency responder and motorist safety and reduce traffic delays. On-scene transportation management is the application of control measures and traffic monitoring in the field and includes transportation incident management, work zone transportation management, and special event transportation management. The training will help emergency responders understand the three types of on-scene transportation management and demonstrate how to conduct field operations safely.

5.2.2. Mid-Term Improvement

While the short-term improvements would help immediately, a mid-term improvement would help in the future. This improvement is not as quickly implemented as the short-term improvements:

5.2.2.1. Install Mile-Markers along SR-1

Using the guidance set forth in the report, "Intermediate Reference Location Signs", DelDOT should install additional Mile-Marker signs along SR-1 every $1/10^{th}$ of a mile. This additional signage will assist with incident management by allowing motorists and first responders to provide more specific location information.

5.2.3. Long-Term Improvements

Long-term improvements will assist the TMC in better evaluating and managing the conditions of the transportation system throughout New Castle County. However, these improvements will take a significant amount of time to implement.

5.2.3.1. Develop Procedures for Planned Events

By planning for events in advance, the TMC will be better prepared and able to manage the traffic at large events. An initial listing of such planned events in New Castle County is included in section 4.9.

5.2.3.2. Conduct Additional Crossovers along SR-1

In order to support the new monitoring and detection devices an improved communications system will be required.

5.2.3.3. Improve I-95/SR-1 Interchange

Traffic congestion surrounding the I-95/SR-1 interchange is of concern to the NCC TMT. DelDOT is planning an interchange expansion project which will help to alleviate congestion in the area.

5.2.3.4. US Route 301 Project⁸

The US Route 301 Project will evaluate improvements from US Route 301 at the Maryland/Delaware border to the recently constructed SR 1, south of the C&D Canal. The project is designed to increase capacity and improve safety on the west side of New Castle County.

6. Concept of Operations

During an incident or event that impacts the transportation system in New Castle County, the TMC coordinates internally with other DelDOT groups, such as DelDOT's Division of Public Relations, Delaware Transit Corporation (DTC), and other divisions from federal, state, and local agencies, including the Delaware State Police (DSP), Federal Highway Administration (FHWA), and the Delaware National Guard (DNG). If necessary, it may be requested that representatives from these organization come to the TMC. DelDOT's TMC will notify the Public Information Officer (PIO) and/or the DEMA Operations Center of the appropriate DelDOT contact person and phone number. Depending on the location and severity of the incident or event, a decision may be made to set up a remote TMC to manage the incident.

The TMC and New Castle County TMT will coordinate activities to manage the transportation system to assist the "at risk" population in New Castle County in accordance with this plan. The New Castle Emergency Operations Center (EOC) is the central facility from which all County emergency efforts may be coordinated and directed. It is the essential location for large-scale emergency response and recovery and should have the capability to direct and control all County emergency operations. As part of its preparedness activities, the County has designated an EOC and ensured that the EOC is prepared for activation.

New Castle County has established the New Castle County Emergency Communications Center (NCCECC). The NCCECC dispatches Wilmington fire and emergency medical services (EMS), all 21 volunteer fire companies in the County for fire, rescue, and EMS incidents, NCC police, all three municipal police departments, and NCC's Delaware State Police Troops (1, 2, 6, and 9). The NCCECC is the central coordinating station for incidents until the NCCEOC is activated.

In order to establish response effort, levels of response 1 thru 4 related to the "level" of impact an incident or event has on the transportation system has been developed and defined in the TIEMP for the purpose of guidance only. The use of "levels" allows the amount and assignment of resources (i.e., people, vehicles, equipment, and materials) to be more readily defined and can reduce the times associated with incident identification, response, and clearance. These levels should be used as guidance and best professional practices should always be incorporated in determining levels of response. Transportation management actions to be performed during an incident or event that would affect transportation in New Castle County are summarized in the following sections.

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⁸ http://www.deldot.gov/static/projects/us301/

6.1. Level 1

New Castle County TMT agencies will normally operate at Level 1, which includes the normal day-to-day activities that TMT members perform to respond to minor incidents and events that impact the transportation system. At Level 1, the area of impact is site or area specific and requires normal staffing and equipment. TIEMP Level 1 corresponds to NCC Level 1 activation in the New Castle County Emergency Operations Activation Matrix, during which the NCCEOC maintains normal operational monitoring.

6.2. Level 2

It is assumed that New Castle County TMT agencies at Level 1 will elevate to Level 2. It is assumed that the New Castle County EOC may be activated or partially activated and the state EOC is on notice. Typical Level 2 incidents/events include diversions to other roads (i.e. blockage on main road), major accidents, closing of a road, injuries, isolated road flooding, Hazardous Materials (HAZMAT) incident, power outage, bridge structural damage, and large planned events. TIEMP Level 2 corresponds to NCC Level 3 activation in the New Castle County Emergency Operations Activation Matrix. Transportation management actions to be performed will include, but will not be limited to:

6.2.1. Delaware Department of Transportation (DelDOT)

6.2.1.1. TMC/Traffic

- 6.2.1.1.1. Set up a conference call with the New Castle County TMT to discuss the possible areas that will be affected, the extent to which they will be affected, evacuation route selection, staging area, etc., and to review evacuation and traffic control procedures in the event the incident increases in severity.
- 6.2.1.1.2. Monitor and track the progress of the incident or event.
- 6.2.1.1.3. If necessary, coordinate with neighboring state TMCs: Maryland's Coordinated Highways Action Response Team (CHART), Pennsylvania's District 6-0 Traffic Control Center (TCC), and New Jersey's Traffic Operations Center (TOC) and neighboring counties: Kent and Sussex County, Delaware and Cecil and Kent County, Maryland.
- 6.2.1.1.4. The TMC staff will alert Supervisors and Operators.
- 6.2.1.1.5. Begin evacuation planning with the TMT agencies.
- 6.2.1.1.6. Together with the TMT agencies, consider site-selection and pre-positioning of deployable resources such as aircraft, marine vessels, debris removal equipment, generators, light carts, fuels, food, cots, blankets, etc. Consider reallocation and disbursement of previously positioned equipment and coordinate the availability of portable water tanks (water buffaloes) and review Public Health requirements prior to their use.
- 6.2.1.1.7. Request that all TMT agencies test equipment, e.g., FAX machines, telephones, and copiers. It is important that those agencies with generators test the generators under full load for a minimum of eight (8) hours. Ensure an adequate fuel supply is available to operate the emergency generators for a minimum of seventy-two (72) hours without re-supply.

6.2.1.2. DelDOT North and Canal Districts

- 6.2.1.2.1. Alert all DelDOT staff in New Castle County.
- 6.2.1.2.2. Ensure that evacuation signs reflect road closures or route changes along the evacuation routes.
- 6.2.1.2.3. Review Statewide Equipment and Materials Inventory List and availability of debris clearing equipment, four-wheel drive vehicles, emergency generators, fuel, chain saws, traffic control equipment, etc.

6.2.1.1. Delaware Transit Corporation (DTC)

6.2.1.3.1. DTC staff will alert Dispatchers and Drivers.

6.2.1.1. Public Relations

- 6.2.1.4.1. The TMC will participate in bridge calls and coordinate the information from the calls with Public Relations.
- 6.2.1.4.2. Ensure that DelDOT is prepared for the event by coordinating with the relevant PIOs, as necessary.

6.2.1.1. New Castle County TMT

6.2.1.5.1. New Castle County TMT will provide assistance to ESF 8 (Health and Medical Services) to advise all special facilities to be ready to evacuate their patients, staff, narcotics, and records in the event the incident increases in severity.

6.2.2. Delaware Emergency Management Agency (DEMA)

- 6.2.2.1. Consider partial activation of the State Emergency Operations Center (EOC) to coordinate assessment actions. The assessment information will be disseminated to state, county, and local jurisdiction emergency management agencies.
- 6.2.2.2. Reconfirm shelter resources with the American Red Cross to include availability of the shelter (facility) and shelter management personnel.
- 6.2.2.3. Use Delmarva Emergency Task Force (DETF) bridge call to coordinate lines of communication with adjoining states' (Maryland, Pennsylvania, Virginia, and New Jersey) and local jurisdictions' (Ocean City and Queen Anne's County) emergency management personnel.
- 6.2.2.4. If necessary, update the status of inland flooding potential with the Delaware Geological Survey (DGS) and the National Weather Service (NWS), and update the status of the coastal conditions with the Department of Natural Resources and Environmental Control (DNREC).
- 6.2.2.5. If necessary, DEMA Planners should review debris management plans and verify disposal sites with DelDOT, DNREC, and Delaware Solid Waste Authority (DSWA). DEMA may consider a bridge conference call with the Debris Management Task Force to update/review information.
- 6.2.2.6. DEMA, DelDOT, and DSP will update the status of evacuation routes and ensure that road closures are coordinated with local and county emergency officials and are considered in evacuation time-estimates when making evacuation decisions.
- 6.2.2.7. Coordinate with ESF 8 (Health and Medical Services) to advise all special facilities to be ready to evacuate their patients, staff, narcotics, and records.
- 6.2.2.8. DEMA Public Information Section will coordinate press releases and media response with DelDOT and DSP.
- 6.2.2.9. Confirm that primary and alternate points of contact are current and available for activation and 24-hour operation of the Emergency Operations Center (EOC) and associated ESF personnel is in effect. DEMA will establish contact with the Federal Emergency Management Agency (FEMA) Region III and obtain a liaison point of contact (POC).

6.2.3. New Castle County Emergency Operations Center (EOC)

- 6.2.3.1. Initiate utilization of event-based mobile command posts as required.
- 6.2.3.2. Conduct initial notification of first tier NCCEOC staff, Critical Incident Working Group (CIWG), County Executive, Council President, and all other county and municipal personnel.
- 6.2.3.3. Consider activation of NCCEOC staff as appropriate to the situation.

- 6.2.3.4. Activate liaison representatives as appropriate.
- 6.2.3.5. Review and update shelter availability. Ensure shelter management plans are up to date. Contact the shelter points of contact (POCs) to update notification procedures and memorandums of understanding and alert rosters for 24-hour notification.
- 6.2.3.6. Ensure that basic procedures are in place for rapid procurement of services, equipment, and supplies. Review Memorandums of Understanding (MOUs) and Memorandums of Agreement (MOAs), as required.
- 6.2.3.7. Through the County Emergency Communications Division, in conjunction with the State Division of Communications, test emergency communications systems, particularly the 800 MHz system, and generators under full load for a minimum of eight hours. Review procedures for procurement of additional emergency communications systems in the event of large-scale failures. Ensure preparatory equipment is installed (lines, connection boxes, compatible connection plugs, etc.) to facilitate communications and reduce turnaround time.
- 6.2.3.8. Update notification alert lists to include primary and alternate POCs to ensure 24-hour coverage. Include addresses, telephone numbers, fax lists, e-mail lists, etc.
- 6.2.3.9. Coordinate lines of communications with adjoining state EOCs (Maryland, Pennsylvania, Virginia, and New Jersey), adjoining counties (Kent and Sussex) emergency management personnel, DEMA, and the DETF.
- 6.2.3.10. NCCEOC could activate the DENS system to warn the public and provide evacuation information.

6.2.4. Delaware State Police (DSP) or Local Law Enforcement (based on jurisdictional authority)

- 6.2.4.1. Assist in the implementation of the Traffic Control Plan for New Castle County.
- 6.2.4.2. Provide traffic control along the designated evacuation routes to expedite the flow of traffic out of the affected areas, when necessary.
- 6.2.4.3. Control access to evacuation routes during the evacuation of the "at-risk" areas.
- 6.2.4.4. Maintain order and security on the designated evacuation routes.
- 6.2.4.5. Report any excessive traffic congestion to the TMC.
- 6.2.4.6. Patrol sections of the designated evacuation routes in order to immediately help clear any disabled vehicles, which may block the roadway or shoulders.
- 6.2.4.7. Assist in warning the public.
- 6.2.4.8. Control re-entry into the impacted area.
- 6.2.4.9. Provide enforcement of the Traffic Regulations and emergency transport of personnel, as requested by the State EOC.
- 6.2.4.10. Protect property in evacuated areas, and limit access to those areas.
- 6.2.4.11. DSP staff will alert Officers.

6.2.5. Department of Natural Resources & Environmental Control (DNREC)

6.2.5.1. Mobilize personnel to evaluate the affected areas, mitigate HAZMAT.

6.2.6. Fire/Fire Police Service

6.2.6.1. Alert the appropriate fire districts' preplanned equipment response according to existing dispatch procedures.

6.2.7. Local Emergency Management Agencies

- 6.2.7.1. Review and update shelter availability through coordination with the American Red Cross (ARC).
- 6.2.7.2. Review the list of city transportation resources.
- 6.2.7.3. Update notification alert lists to include primary and alternate POCs to ensure 24-hour coverage.

6.2.7.4. Update and identify hazard and vulnerability assessments to determine impacts to the transportation system and evacuation planning.

6.3. Level 3

It is assumed that affected TMT agencies at Levels 1 or 2 will elevate to Level 3. New Castle County and DEMA EOC's may be activated if human needs exist (i.e. shelter, mass care, etc.). Typical Level 3 incidents/events include coastal storms, high volumes of rain or snow, major HAZMAT incident, and limited evacuation. In the case of an incident or event that is slow moving, such as a winter storm, many of the actions under Level 3 may have been started at Level 1 or 2. TIEMP Level 3 corresponds to NCC Level 4 activation in the New Castle County Emergency Operation Activation Matrix. Transportation management actions to be performed will include, but will not be limited to:

6.3.1. Delaware Department of Transportation (DelDOT)

6.3.1.1. TMC

- 6.3.1.1.1. The TMC/Traffic and the New Castle County TMT will continue active communications to discuss strategies to assure public safety.
- 6.3.1.1.2. Coordinate public information announcements with the Division of Public Relations to insure that consistent, correct information is given out.
- 6.3.1.1.3. Keep neighboring TMCs (Maryland's CHART, Pennsylvania's TCC, and New Jersey's TOC) informed of Delaware's status and traffic control decisions.
- 6.3.1.1.4. The TMC/Traffic will keep neighboring jurisdictions informed of status and traffic control decisions.
- 6.3.1.1.5. The TMC will assist in making evacuation decisions and recommendations. Evacuation information will be passed to the media and radio station WTMC (1380 AM), the Delaware Emergency Notification System (DENS) may be used to disseminate information, and the citywide siren and verbal notification system may be activated within the City of Wilmington. DelDOT may consider waiving tolls and adjusting traffic lights to allow for increased evacuation flow.

6.3.1.2. DelDOT North and Canal Districts

- 6.3.1.2.1. Mobilize state evacuation traffic control active and passive resources. People will be positioned where they can take up their duties within an hour of being ordered to do so. Barriers will be positioned where they can be brought into operation with minimal delay.
- 6.3.1.2.2. Clear any maintenance activities and coordinate with the Division of Transportation Solutions to clear current road construction activities along designated and alternate evacuation routes.
- 6.3.1.2.3. If necessary, clear all drains and gutters to provide for maximum flow of storm water.
- 6.3.1.2.4. Ensure evacuation traffic control measures are in place to include prepositioning of equipment to tow stalled vehicles.
- 6.3.1.2.5. Ensure that employees and critical emergency response personnel are allowed and have time to take care of their families.

6.3.1.3. Delaware Transit Corporation

6.3.1.3.1. DTC will mobilize its resources to aid in the evacuation of people with special needs, when requested.

6.3.1.4. Public Relations

- 6.3.1.4.1. Coordinate with the DEMA PIO or designated PIO, as necessary.
- 6.3.1.4.2. Relevant PIOs, including DelDOT, DEMA, and DSP, will disseminate consistent evacuation information advising the public of evacuation actions to be taken, using a current list of radio stations, television stations, cable television companies, and newspapers.
- 6.3.1.4.3. In the event of an emergency at the Salem/Hope Creek Nuclear Generating Stations, residents within the plume exposure pathway, i.e., within a radius of approximately 10 miles around the plant site, should be advised to listen to the radio or television for safety information.
- 6.3.1.4.4. Coordinate with the DEMA PIO or designated PIO, as necessary.
- 6.3.1.4.5. Report to the State EOC and/or Joint Information Center (JIC), if necessary.
- 6.3.1.4.6. DelDOT TMC or designated back-up will issue transportation statements, as required.
- 6.3.1.4.7. DEMA will assist in establishing a rumor control center, if possible.
- 6.3.1.4.8. Coordinate with the media and radio station WTMC (1380AM), and consider activating DENS and the citywide siren and verbal notification system within the City of Wilmington.

6.3.2. Delaware Emergency Management Agency (DEMA)

- 6.3.2.1. Activate the State EOC, (known hereafter as EOC) if not previously activated, and identify the required Emergency Support Functions to report to the EOC. Implement appropriate plans and annexes.
- 6.3.2.2. DEMA PIO, in conjunction with other agency PIOs, will ensure the public is informed of the current situation and will recommended actions to ensure the safety of personnel and property. Also, DEMA will assist DelDOT Public Relations in establishing a rumor control center, if possible. The DEMA Director, in coordination with the Governor's Communications Director/PIO, will determine the need for a JIC. Disseminate information using radio, TV, newspaper, etc. to ensure maximum coverage. Encourage people to stay tuned to their local radio and TV stations for information, instructions, and local weather conditions.
- 6.3.2.3. Coordinate actions with county and local emergency management personnel and establish bridge call conference schedule.
- 6.3.2.4. Coordinate the necessary documentation to activate, or partially activate, the DNG when their support is necessary. Additionally, the EOC must prepare necessary documentation for the Governor to declare a State of Emergency and a request for Federal Assistance prior to the event if a disaster appears imminent.
- 6.3.2.5. Assess data from: the National Weather Service (NWS), the National Hurricane Center (NHC), coastal seasonal population information, and computer models, such as HURREVAC, to assist in making appropriate protective action recommendations and emergency decisions (e.g., when to start initial evacuation of coastal and low-lying areas, mobile home parks, waterfront properties, and campgrounds, when to open shelters, and when to secure marinas, small craft, and aircraft, etc.).
- 6.3.2.6. Coordinate evacuation decisions with adjoining states (Maryland, Pennsylvania, Virginia, and New Jersey) and neighboring counties (Kent and Sussex County, Delaware and Cecil and Kent County, Maryland) emergency management personnel via the DETF.
- 6.3.2.7. In coordination with DelDOT TMC and DSP, ensure pertinent information (existing weather conditions, traffic conditions, road closures, etc.) is properly distributed to local EMAs, law enforcement, appropriate emergency personnel and media.

- 6.3.2.8. Ensure the communication network is established to give/receive regular situation reports (SITREPS) on local conditions, shelter status, and evacuation status. Consider testing a backup plan in the event the primary method fails. Backup systems include systems operated by the Radio Amateurs Civil Services (RACES), the Civil Air Patrol (CAP), and the DNG, etc.
- 6.3.2.9. Coordinate for the early release of schools and non-essential employees (State and industry) to assist evacuation measures. Coordinate actions with the Governor's Chief of Staff, Department of Education (DoEd), and the American Society of Industrial Safety (ASIS).
- 6.3.2.10. Ensure that employees and critical emergency response personnel are allowed and have time to take care of their families.

6.3.3. New Castle County EOC

- 6.3.3.1. Activate liaison representatives as appropriate to ensure the communication network is established to give/receive regular SITREPS on local conditions, shelter status, and evacuation status. Consider testing a backup plan in the event the primary method fails. Backup systems include systems operated by the RACES, the CAP, and the DNG, etc. NCC currently has a partnership with the Radio Amateurs and will continue to keep utilize this relationship.
- 6.3.3.2. Ensure pertinent information (existing weather conditions, traffic conditions, road closures, etc.) is properly distributed to local Emergency Management Agencies (EMAs), local emergency services, and media.
- 6.3.3.3. Initiate utilization of incident command posts as required.
- 6.3.3.4. Ensure notification of the NCCEOC, all CIWG divisions, County Executive, Council President, and all other county and municipal personnel.
- 6.3.3.5. Monitor the status of the storm and consider opening the New Castle County EOC, when conditions merit, if not previously activated, and implement appropriate plans and annexes.
- 6.3.3.6. Activate the JIC.
- 6.3.3.7. Activate cost accounting and tracking measures.
- 6.3.3.8. Assess data from: the NHC, the NWS, coastal seasonal population information, and computer models, such as HURREVAC, to assist in making appropriate protective action recommendations and emergency decisions (e.g., when to start initial evacuation of coastal and low-lying areas, mobile home parks, waterfront properties, campgrounds, when to open shelters, and when to secure marinas, small craft, and aircraft, etc.).
- 6.3.3.9. Coordinate evacuation decisions with adjoining Delaware counties (Kent and Sussex) and local jurisdictions' emergency management personnel.
- 6.3.3.10. Ensure that employees and critical emergency response personnel are allowed and have time to take care of their families and/or establish a family support center.

6.3.4. Delaware State Police (DSP) or Local Law Enforcement (based on jurisdictional authority)

- 6.3.4.1. Assist in the implementation of the Traffic Control Plan for New Castle County.
- 6.3.4.2. Provide traffic control along the designated evacuation routes to expedite the flow of traffic out of the affected areas, when necessary.
- 6.3.4.3. Control access to evacuation routes during the evacuation of the "at-risk" areas.
- 6.3.4.4. Maintain order and security on the designated evacuation routes.
- 6.3.4.5. Report any excessive traffic congestion to the TMC.
- 6.3.4.6. Patrol sections of the designated evacuation routes in order to immediately help clear any disabled vehicles, which may block the roadway or shoulders.
- 6.3.4.7. Assist in warning the public.

- 6.3.4.8. Control re-entry into the impacted area.
- 6.3.4.9. Provide enforcement of the Traffic Regulations and emergency transport of personnel, as requested by the State EOC.
- 6.3.4.10. Protect property in evacuated areas, and limit access to those areas.
- 6.3.4.11. DSP staff will alert Officers.
- 6.3.4.12. Ensure that employees and critical emergency response personnel are allowed and have time to take care of their families.

6.3.5. Department of Natural Resources & Environmental Control (DNREC)

- 6.3.5.1. Work with Delaware Geological Service (DGS) to assess the coastal and inland flooding vulnerability and risk assessment.
- 6.3.5.2. Mobilize personnel to evaluate the affected areas, mitigate HAZMAT.
- 6.3.5.3. Coordinate safe and proper Debris Disposal with affected agencies.
- 6.3.5.4. Ensure that employees and critical response personnel are allowed and have time to take care of their families.

6.3.6. Fire/Fire Police Service

- 6.3.6.1. Establish a field command post (CP) and staging area(s).
- 6.3.6.2. Send a fire district representative to the EOC, if requested.
- 6.3.6.3. Maintain contact between field command and the EOC representative.
- 6.3.6.4. Assist in warning the public.
- 6.3.6.5. Assist in evacuating the aged, persons with disabilities, and other special needs groups.
- 6.3.6.6. Ensure that employees and critical emergency response personnel are allowed and have time to take care of their families.

6.3.7. Local Emergency Management Agencies

- 6.3.7.1. Determine availability of needed transportation resources within the jurisdiction, and coordinate the mobilization and distribution of these resources.
- 6.3.7.2. Support and coordinate special evacuation needs of the physically impaired and senior citizens in the jurisdiction with the available resources. If necessary, request a State of Emergency declaration from the Governor, specifically to allow DEMA to provide DelDOT/DTC transportation resources.
- 6.3.7.3. Ensure that employees and critical emergency response personnel are allowed and have time to take care of their families.

6.4. Level 4

At Level 4, the New Castle County and State EOCs will be activated. Event management activities will be coordinated directly between TMC/Traffic, DelDOT North and Canal Districts, scene(s) supervisor(s), the State EOC, and federal transportation agencies as illustrated in Figure NCC-3. Coordination with all activated local and county EOCs and FEMA will be through the state EOC. Typical incidents/events requiring a Level 4 designation include hurricanes, blizzards, terrorism, weapons of mass destruction (WMD) (biological, etc.). In the case of an incident or event that is slow moving, such as a hurricane, many of the actions under Level 4 should have been started at earlier levels. TIEMP Level 4 corresponds to NCC Level 5 activation in the New Castle County Emergency Operations Activation Matrix. Actions to be performed will include but will not be limited to:

6.4.1. Delaware Department of Transportation (DelDOT) **6.4.1.1.** TMC

- 6.4.1.1.1 The TMC and New Castle County TMT agencies will maintain 24-hour operations from the beginning of any evacuation through the implementation of any recovery plan.
- 6.4.1.1.2. Keep neighboring jurisdictions informed of status and traffic control decisions.
- 6.4.1.1.3. Work with Division of Public Relations to coordinate public information announcements with DEMA's PIO to insure that consistent, correct information is given to the public.
- 6.4.1.1.4. Continue to monitor traffic flow and choke points. Radio station WTMC (1380 AM) will broadcast regular road reports and updates statewide, and will coordinate the potential activation of DENS and the citywide emergency siren and verbal notification system within the City of Wilmington.
- 6.4.1.1.5. If a radiological emergency, the TMC/Traffic will set up a conference call with the New Castle County TMT to discuss the possible areas that will be affected based on the initial determination of the extent of radioactive contamination, evacuation route selection, staging area, etc., and to review evacuation and traffic control procedures. The TMC/Traffic and the New Castle County TMT will take all necessary precautions to assure public safety.

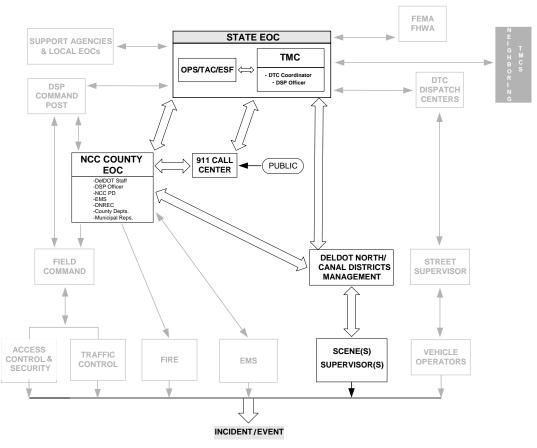


Figure NCC-3: State EOC/New Castle County EOC/DelDOT North and Canal District Communications (Level 4)

6.4.1.2. DelDOT North and Canal Districts

- 6.4.1.2.1. Activate traffic control plans and place resources (arrow boards, portable Variable Message Signs (VMS), detour signs, cones, and shelter arrows) into position at critical locations.
- 6.4.1.2.2. Clear any maintenance activities and coordinate with the Division of Transportation Solutions to clear current road construction activities along designated and alternate evacuation routes.
- 6.4.1.2.3. Activate the established evacuation traffic routes. Ensure traffic control measures are in place and activated to provide maximum evacuation traffic flow. Coordinate the traffic control measures with the DSP. Tow vehicles must be in position to remove stalled vehicles. Evaluate staffing requirements needed to occupy key intersections and evacuation choke points. Notify DETF and adjacent states of traffic plans and road status.
- 6.4.1.2.4. Coordinate the closure, including the blocking of bridge approaches, of the draw span on all drawbridges to all unauthorized traffic.
- 6.4.1.2.5. Place available wreckers, tow trucks, and Motorist Assistance Patrol (MAP) vehicles on-site at predetermined locations.
- 6.4.1.2.6. Impose mandatory traffic control to direct evacuating vehicles to designated evacuation routes.
- 6.4.1.2.7. Provide assistance for the evacuation and shelter of persons having mobility limitations per ESF 8 (Health and Medical Services).
- 6.4.1.2.8. The New Castle County TMT will maintain 24-hour operations from the beginning of any evacuation through the implementation of any recovery plan.
- 6.4.1.2.9. New Castle County TMT will provide assistance to ESF 8 (Health and Medical Services) to advise all special facilities to be ready to evacuate their patients, staff, narcotics, and records.
- 6.4.1.2.10. In the event of a hurricane, be prepared to coordinate with state and county EOCs to broadcast on WTMC the recommended shelters of last resort for those individuals whom did not evacuate and are now asking where they can go for safety. Recommend to those individuals to seek shelter in facilities that are structurally sound and located above surge heights, i.e. 2nd or 3rd floor. If individuals refuse to evacuate and remain at home, if time permits, attempt to obtain names and addresses of next-of-kin notification. PIOs should consider radio and TV releases to inform those individuals about last minute recommendations, i.e., "seek shelter in facilities which are structurally sound and above surge heights." This public information notice will come out of the JIC.

6.4.1.3. Delaware Transit Corporation (DTC)

6.4.1.3.1. Pick up persons desiring to be transported to shelters, if required.

6.4.2. Delaware Emergency Management Agency (DEMA)

6.4.2.1. Ensure notification is made to all emergency management agencies concerning the upgraded status. Determine what protective actions should be recommended to the Secretary/Governor. In the event of a hurricane, ensure evacuation decisions are based upon completion of evacuation prior to arrival of gale force winds (34 knots/39 mph). If possible, the evacuation should be accomplished during daylight hours. To ensure widest dissemination of all protective actions and evacuation decisions, initiate the use of the Emergency Alert System (EAS) and Delaware Emergency Notification System (DENS) messages. Emphasize the importance of the evacuation of all campers and mobile homes. Consider staffing requirements for last minute,

- door-to-door, evacuation recommendations for residents who refuse to leave coastal beach areas. Notify adjacent states of protective actions and evacuation decisions.
- 6.4.2.2. Consider and make arrangements for EOC relocation if incident conditions force the move (Reference EOC Relocation Procedures in the Basic Plan). The EOC and ESF agencies should review the EOC Relocation Procedures. If relocation is necessary, make arrangements to maintain operational continuity during the move.
- 6.4.2.3. The EOC and DSP should consider additional security and law enforcement requirements as areas are evacuated. DSP should consider a plan of action to prevent looting in evacuated areas. In the case of a hurricane, consider pre-positioning of security resources prior to arrival of gale force winds (34 knots/39 mph). DNG units can only perform certain law enforcement actions when/if they are federalized, upon declaration of a State of Emergency by the Governor.
- 6.4.2.4. The State EOC, local emergency managers, and emergency responders should review procedures for human needs assessment and damage assessment. This review should be done at least 24 hours in advance of the predicted occurrence of the storm event, before the potential for impaired communications.
- 6.4.2.5. The State EOC should provide periodic SITREPS to FEMA Region III Regional Operations Center (ROC). Based on these reports, attempt to keep the public informed of the current conditions and recommended actions.
- 6.4.2.6. The State EOC will provide tips and guidelines to the public on what to expect during the storm.

6.4.3. New Castle County EOC

- 6.4.3.1. Activate liaison representatives as appropriate to provide periodic SITREPS to the State EOC.
- 6.4.3.2. Initiate utilization of incident command posts as required.
- 6.4.3.3. Ensure notification and full activation of the NCCEOC, all CIWG divisions, County Executive, Council President, and all other county and municipal personnel.
- 6.4.3.4. Demobilize units not required for continuity of government.
- 6.4.3.5. Ensure full activation of the JIC.
- 6.4.3.6. Activate cost accounting and tracking measures.
- 6.4.3.7. In the event of a hurricane, ensure evacuation decisions are based upon completion of evacuation prior to arrival of gale force winds (34 knots/39 mph). If possible, the evacuation should be accomplished during daylight hours. To ensure widest dissemination of all protective actions and evacuation decisions initiate the use of the EAS messages. Emphasize the importance of the evacuation of all campers and mobile homes. Consider staffing requirements for last minute door-to-door evacuation recommendations for residents who refuse to leave coastal and low-lying areas. Notify adjacent jurisdictions of protective actions and evacuation decisions.
- 6.4.3.8. Red Cross shelter availability and requirements should be finalized. Shelters scheduled to be opened must be coordinated with DEMA and municipal emergency management agencies. Provide shelter availability information to DelDOT and DSP to assist public inquires.
- 6.4.3.9. Consider and make arrangements for EOC relocation if incident conditions force the move. If the relocation is necessary, make arrangements to maintain operational continuity during the move.

6.4.4. Delaware State Police (DSP) or Local Law Enforcement (based on jurisdictional authority)

- 6.4.4.1. Deploy law enforcement and traffic control personnel, (e.g. flagmen and police officers).
- 6.4.4.2. DSP will limit all incoming traffic on the evacuation routes to emergency personnel.

- 6.4.4.3. In the event of a hurricane, be prepared to coordinate with state and county EOCs to broadcast on WTMC the recommended shelters of last resort for those individuals that did not evacuate and are now asking where they can go for safety. Recommend to those individuals facilities that appear to be structurally sound and located above surge heights, i.e. 2nd or 3rd floor. If individuals refuse to evacuate and remain at home, if time permits, attempt to obtain names and addresses of next-of-kin notification. PIOs should consider radio and TV releases to inform those individuals about last minute recommendations, i.e., "seek shelter in facilities which are structurally sound and above surge heights." This public information notice will come out of the JIC.
- 6.4.4.4. When evacuation is complete, DSP and local police will block all access to evacuation routes and setup patrols to safeguard the property of evacuated residents.

6.4.5. Department of Natural Resources & Environmental Control (DNREC)

- 6.4.5.1. Maintain contact with DEMA Technical Assessment Center (TAC) and the State EOC
- 6.4.5.2. Department of Natural Resources and Environmental Control (DNREC), as the Primary Agency for ESF 10 (Hazardous Materials) will be responsible for providing guidance to an on-scene commander on accessing and prioritizing response actions following State Emergency Response Team (SERT) Plan directives. As a support agency for ESF 10 (Hazardous Materials), DelDOT will be responsible for providing equipment as necessary, coordinating with DSP and Fire on safe transportation management, and coordinating transportation requests.
- 6.4.5.3. Coordinate safe and proper Debris Disposal with affected agencies.
- 6.4.5.4. Perform functions in support of ESF 12 (Energy).
- 6.4.5.5. Support jurisdictional law enforcement.

6.4.6. Emergency Support Function (ESF) Agencies

6.4.6.1. ESF 8 (Health and Medical Services) will coordinate the evacuation and shelter of persons having mobility limitations.

6.4.7. Department of Health and Social Services/Division of Social Services (DHSS/DSS)

- 6.4.7.1. Work with the County to request DEMA to activate ESF 8 (Health and Medical Services).
- 6.4.7.2. Department of Health and Social Services/Division of Social Services (DHSS/DSS) and ARC of the Delmarva Peninsula, as the Primary Agencies for ESF 6 (Mass Care) will be responsible for establishing priorities for response activities and allocation of available resources and coordinating Mass Care activities with other ESFs and support agencies. As a support agency for ESF 6 (Mass Care), DelDOT will be responsible for transporting potable water and assuring shelter selection and routes are coordinated through the TMC/Traffic.
- 6.4.7.3. DHSS and Department of Safety and Homeland Security (DSHS), as the Primary Agency for ESF 8 (Health and Medical Services) will be responsible for Providing leadership in directing, coordinating, and integrating the overall state efforts to provide medical and public health assistance, crisis counseling, and mortuary/mass fatality incident management to the affected disaster area(s). As a support agency for ESF 8 (Health and Medical Services), DelDOT will be responsible for transporting patients, potable water and portable toilets, and assisting in medical personnel and patient evacuation request.

6.4.8. Public Utilities

6.4.8.1. Public utility agencies/companies should implement action plans to minimize damage due to the incident. Action should be taken to preclude contamination of potable water resources and to minimize damage to sewage disposal systems and electrical distribution grids. County and local EOCs can assist the public utility agencies to ensure the public is notified of systems that are/will be deactivated. This announcement may encourage undecided residents/tourists to evacuate.

6.4.9. Delaware National Guard (DNG)

- 6.4.9.1. If not previously accomplished, consider partial or full activation of the Delaware National Guard (DNG) and a State of Emergency declaration by the Governor. Consider FEMA Region III ERT and Field Assessment Team (FAsT) assistance. The Governor can request a Federal Emergency Declaration prior to the storm event if event is imminent. This declaration would make additional resources available, such as the Army Corps of Engineers Post Flood Assistance under Public Law 84-99.
- 6.4.9.2. Be prepared to recommend shelters of last resort for those individuals that did not evacuate and are now asking where they can go for safety. Recommend to those individuals facilities that appear to be structurally sound and located above surge heights, i.e. 2nd or 3rd floor. If individuals refuse to evacuate and remain at home, if time permits, attempt to obtain names and addresses of next-of-kin notification. PIOs should consider radio and TV releases to inform those individuals concerning last minute recommendations, i.e., "seek shelter in facilities which are structurally sound and above surge heights."

6.4.10. Fire/Fire Police Service

- 6.4.10.1. Direct task assignments and personnel relief in performing fire, rescue, fire police, and emergency medical efforts, and in alerting, warning, evacuating, and, if necessary, radiological monitoring activities.
- 6.4.10.2. Coordinate task assignments given to support agencies.
- 6.4.10.3. Request additional personnel and resources, as appropriate.
- 6.4.10.4. Prepare and forward fire reports to the State Fire Marshal's office.
- 6.4.10.5. Provide fire protection in evacuated areas.

6.4.11. Local Emergency Management Agencies

- 6.4.11.1. Communicate with DEMA, TMC, and DSP regarding information on local evacuation routes and road conditions.
- 6.4.11.2. Assist TMC and DSP in identifying major transportation arteries affected by the storm event and in developing alternate or by-pass routes.

6.5. Event (Level 4)

During the incident or event, New Castle County will operate at Level 4. This phase applies to a situation such as the arrival of a hurricane with gale force winds, a terrorist attack, or an accident at a chemical or nuclear facility. It is assumed that affected New Castle County TMT agencies at a lower level will elevate to a Level 4 during the incident or event. At Level 4, the County and State EOCs will be activated. Incident/event management activities will be coordinated directly between the TMC, DelDOT's District offices, scene(s) supervisor(s), the State EOC, and federal transportation agencies. Coordination with all activated local and county EOCs and FEMA will be through the state EOC. <u>During a hazardous incident or event, such as the arrival of gale force winds or the release of hazardous chemicals, all agencies (e.g., DelDOT Districts, DSP, DNREC,</u>

NCCECC and Local Fire Service, County and Local EMAs, and Local Law Enforcement) should recall emergency responders and all deployed personnel back to their operating locations. Ensure personnel do not take unnecessary risks during a hazardous event. Supervisors must continue to emphasize safety procedures. Other transportation management actions to be carried out will include, but will not be limited to the following:

6.5.1. Delaware Department of Transportation (DelDOT)

6.5.1.1. TMC

- 6.5.1.1.1. The TMC and New Castle County TMT will terminate all pre-event activities.
- 6.5.1.1.2. Continue to monitor the event and provide information to the New Castle County TMT agencies and the neighboring TMCs.

6.5.2. Delaware Emergency Management Agency (DEMA)

- 6.5.2.1. DEMA PIO should continue to coordinate with PIOs of relevant agencies, (e.g., DelDOT TMC, DSP, DNG), and using all and any means available, will notify the public and explain the calm conditions as the eye passes overhead. The public should be made aware that the improved weather conditions are temporary and that the storm conditions will return with winds coming from the opposite direction, sometimes in a period of just a few minutes. Should a JIC be established, the lead PIO will coordinate information and distribution.
- 6.5.2.2. EOC and ESF members should establish a plan of action concerning re-entry and recovery procedures. Finalize procedures for human needs assessment and damage assessment. If possible, continue to maintain communications with local EOC emergency management personnel to receive SITREPS. Consider alternate communication methods operated by the RACES, DNG, CAP, etc. Monitor local weather conditions to determine when it is safe to proceed outside.

6.5.3. New Castle County EOC

- 6.5.3.1. Ensure evacuation procedures are terminated. Residents who did not evacuate and are requesting assistance will be encouraged to seek shelter of last resort.
- 6.5.3.2. Together with DEMA and ESF members, establish a plan of action concerning reentry and recovery procedures. Finalize procedures for human needs assessment and damage assessment. If possible, continue to maintain communications with municipal emergency management personnel to receive SITREPS. Consider alternate communication methods operated by the RACES, DNG, CAP, etc. Monitor local weather conditions to determine when it is safe to proceed outside.
- 6.5.3.3. PIOs, using all and any means available, should notify the public concerning the calm conditions as the eye passes overhead. The public should be made aware that the improved weather conditions are temporary and that the storm conditions will return with winds coming from the opposite direction, sometimes in a period of just a few minutes.
- 6.5.3.4. Emergency Services and public utility response will be limited during high wind or other hazardous conditions. The public will be notified when conditions are met.

6.5.4. Delaware State Police (DSP) or Local Law Enforcement (based on jurisdictional authority)

6.5.4.1. Ensure evacuation procedures are terminated.

6.6. Re-entry/Recovery Phase

This phase will be implemented following the passage of the event. New Castle County TMT agencies may remain at Level 4 or downgrade to a lower Level. First responders shall accomplish initial assessments to determine hazardous and non-hazardous areas. If conditions allow for debris clearance and power restoration, then workers may re-enter the area. Areas that the EOC or first responders consider unsafe shall be restricted areas until they are made safe. Emergency Roadway Clearance procedures and guidelines shall be followed as specified in the Debris Management Annex of the Delaware Emergency Operations Plan (DEOP) (Under Development). The following minimum transportation management actions will be implemented:

6.6.1. Delaware Department of Transportation (DelDOT)

6.6.1.1. TMC

- 6.6.1.1.1. Reestablish communication with the New Castle County TMT agencies.
- 6.6.1.1.2. Set up a conference call with the New Castle County TMT agencies to determine the requirements for traffic control for the return of evacuees.
- 6.6.1.1.3. Continue to monitor the event and provide information to the New Castle County TMT agencies and the neighboring TMCs.
- 6.6.1.1.4. Participate in post-disaster critiques.
- 6.6.1.1.5. Make appropriate recommendations for procedural changes.

6.6.1.2. DelDOT North and Canal Districts

- 6.6.1.2.1. DelDOT, as the Primary Agency for ESF 3 (Public Works and Engineering), will be responsible for coordinating with appropriate ESF 3 (Public Works and Engineering) support agencies and companies to provide the public works and engineering assistance required to restore the evacuated area(s) to habitable conditions.
- 6.6.1.2.2. DelDOT and ESF 3 (Public Works and Engineering) support agencies will provide personnel to assess the affected areas to ensure that the following conditions prevail in the evacuated area before evacuees are authorized to return:
 - 6.6.1.2.2.1. The threat that caused the evacuation has been resolved.
 - 6.6.1.2.2.2. Sufficient debris has been removed to permit travel, and roads and bridges are safe to use.
 - 6.6.1.2.2.3. Downed power lines have been removed; ruptured gas, water and sewer lines have been repaired; and other significant safety hazards have been eliminated. However, utility services may not have been fully restored yet.
 - 6.6.1.2.2.4. Structures have been inspected and determined to be safe to reoccupy.
 - 6.6.1.2.2.5. There is adequate water available for firefighting.
- 6.6.1.2.3. Activate the traffic control plan and place resources into position.
- 6.6.1.2.4. Coordinate the closure of the draw span on all drawbridges to all unauthorized traffic.
- 6.6.1.2.5. Place available wreckers, tow trucks, and MAP vehicles on-site at predetermined locations.
- 6.6.1.2.6. Evaluate the structural integrity of transportation facilities after a transportation accident.
- 6.6.1.2.7. Participate in post-disaster critiques.
- 6.6.1.2.8. Make appropriate recommendations for procedural changes.

6.6.1.3. Division of Public Relations

- 6.6.1.3.1. Disseminate information, using a current list of radio stations, television stations, cable television companies, and newspapers, advising the public that they can return to their homes and businesses. Preferred travel routes will be indicated.
- 6.6.1.3.2. Coordinate with the DEMA PIO, as necessary.
- 6.6.1.3.3. Report to the State EOC and/or JIC, if necessary. During the re-entry/recovery phase, the JIC may stand down or may be operating on a skeleton staff. Alternatively, the EOC may take over the responsibility for disseminating information to the public.
- 6.6.1.3.4. Issue transportation statements, as required.
- 6.6.1.3.5. Assist rumor control, if possible.
- 6.6.1.3.6. Coordinate with the media and radio station WTMC (1380AM) and consider activating DENS and the citywide emergency siren and verbal notification system within the City of Wilmington.
- 6.6.1.3.7. Participate in post-disaster critiques.
- 6.6.1.3.8. Make appropriate recommendations for procedural changes.

6.6.2. Delaware Emergency Management Agency (DEMA)

- 6.6.2.1. EOC should assess and/or re-establish communications with all areas and emergency management or emergency response agencies.
- 6.6.2.2. PIOs should initiate aggressive public awareness measures to keep the public informed of the current situation. Emphasize outdoor hazards, including downed power lines, weakened bridges, washed out roads, weakened tree limbs, damaged overhanging structures, etc.
- 6.6.2.3. The EOC will provide tips and instructions to the public on re-entry.
- 6.6.2.4. Participate in post-disaster critiques.
- 6.6.2.5. Make appropriate recommendations for procedural changes.

6.6.3. New Castle County EOC

- 6.6.3.1. Assess and/or re-establish communications with all areas and emergency management or emergency response agencies.
- 6.6.3.2. Communicate with municipal and local officials, including local fire service organizations, to assess their conditions and potential hazards of reentry. Human needs requirements and initial damage information shall be passed to the county EOC to be forwarded to the State EOC. The State EOC shall be responsible for coordinating the Initial Damage Assessment (IDA). This assessment may include, but not be limited to CAP, DNG, and DSP aerial fly-over, windshield assessment, etc.
- 6.6.3.3. Initiate immediate search and rescue (SAR) procedures if there are missing individuals. Initial SAR can be conducted by NCC Special Operations Teams/Technical Rescue Task Force. Responsibility and protocol for coordinating SAR efforts are outlined in ESF 9 (Search and Rescue) of the DEOP and may include urban SAR by the fire service organizations, aerial SAR by DSP and the CAP, and marine SAR by the Delaware Marine Patrol. Requests for status of missing persons should be coordinated with the state and local law enforcement in Delaware.
- 6.6.3.4. Coordinate with DSP to establish security of those areas that have been impacted severely. Security and law enforcement resources and procedures are specified in ESF 14 (Public Information) of the DEOP.

- 6.6.3.5. Unattended children will be handled by childcare centers, as designated by ESF 6 (Mass Care).
- 6.6.3.6. Work with the Department of Special Services to assist DelDOT with debris clearance.
- 6.6.3.7. Participate in post-disaster critiques.
- 6.6.3.8. Make appropriate recommendations for procedural changes.

6.6.4. Delaware State Police (DSP) or Local Law Enforcement (based on jurisdictional authority)

- 6.6.4.1. Deploy law enforcement and traffic control personnel, and provide traffic control for the return of the evacuees.
- 6.6.4.2. Maintain access controls for areas that cannot be safely reoccupied.
- 6.6.4.3. Establish security of those areas that have been impacted severely. Security and law enforcement resources and procedures are specified in ESF 14 (Military Support).
- 6.6.4.4. Participate in post-disaster critiques.
- 6.6.4.5. Make appropriate recommendations for procedural changes.

6.6.5. Department of Natural Resources & Environmental Control (DNREC)

- 6.6.5.1. Coordinate and assess damage to beaches, parks, dams, and fish and wildlife areas.
- 6.6.5.2. DNREC, as the Primary Agency for ESF 10 (Hazardous Materials) will be responsible for coordinating clean up and disposal actions. As a support agency for ESF 10 (Hazardous Materials), DelDOT will be responsible for providing equipment as necessary, coordinating with DSP and Fire on safe transportation management, and coordinating transportation requests.

6.6.6. Emergency Support Function (ESF) Agencies

- 6.6.6.1. ESF 8 (Health and Medical Services) will coordinate the return of evacuees to special facilities.
- 6.6.6.2. Participate in post-disaster critiques.
- 6.6.6.3. Make appropriate recommendations for procedural changes.

6.6.7. Fire/Fire Police Service

- 6.6.7.1. Local officials and local fire service organizations shall assess their conditions and potential hazards of reentry.
- 6.6.7.2. Assess safety of damaged area(s)/structure(s) for public/private use.
- 6.6.7.3. Notify proper authorities to inspect damaged area(s)/structure(s) for public/private use, as appropriate.
- 6.6.7.4. Prepare and forward fire reports to the State Fire Marshal's office.
- 6.6.7.5. Perform decontamination functions.
- 6.6.7.6. Inspect and repair equipment.
- 6.6.7.7. Participate in post-disaster critiques.
- 6.6.7.8. Make appropriate recommendations for changes to ESF 4 (Firefighting) and ESF 9 (Search and Rescue).

6.6.8. Local Emergency Management Agencies

- 6.6.8.1. Assess and/or re-establish communications with all areas and emergency management or emergency response agencies.
- 6.6.8.2. Participate in post-disaster critiques.
- 6.6.8.3. Make appropriate recommendations for procedural changes.

7. Evacuation Routes

7.1. Primary Evacuation Routes

The primary evacuation routes for New Castle County are indicated in Table NCC-1A and 1B, and illustrated in Figure NCC-4. These evacuation routes are all unlimited access roadways with numerous entrances and exits. Therefore, it will not be possible to limit access to the designated primary evacuation routes during an emergency, and it is anticipated that traffic flow will continue normally along these routes. It is expected that evacuees will utilize the outbound lane(s) with emergency vehicles being directed to the inbound lane(s). All primary evacuation routes will be signed. TMC, with assistance from the DSP, will provide traffic management and control along the designated evacuation routes. See Appendix A for the intersection control diagrams which show traffic control setups based on the guidelines in Delaware's Traffic Controls for Streets and Highway Construction, Maintenance, Utility, and Emergency Operations (2001).

The New Castle County TMT has developed the following five different evacuation scenarios that could affect the county:

- A hurricane affecting the southern Delmarva peninsula
- A hurricane affecting New Castle County directly
- An emergency evacuation of Wilmington
- An emergency evacuation of Newark
- An emergency evacuation of Middletown

Each of these five scenarios has different evacuation routes associated with it, as shown in Tables NCC-1A through NCC-1E

Table NCC-1A. Primary Evacuation Routes: Hurricane Affecting Southern Delmarva Peninsula

| ROUTE | FROM | то |
|---------------|--------------------------|-------|
| SR 1 | New Castle/Kent Boundary | I-95 |
| US 13 | New Castle/Kent Boundary | I-295 |
| US 301/SR 896 | DE/MD Boundary | I-95 |

Table NCC-1B. Primary Evacuation Routes: Hurricane Affecting Southern New Castle County Directly

| ROUTE | FROM | то |
|---------------------------------|--------------------------|----------------|
| SR 72 | Delaware City | US 13 |
| SR 273 | City of New Castle | I-95 |
| SR 141 | City of New Castle | I-95 |
| Pennsylvania Ave. | Delaware Ave. | DE/PA Boundary |
| South Heald St./4 th | South Market St. | I-495 |
| St. | | |
| Concord Ave. | North Market St. | DE/PA Boundary |
| North East Blvd. | 11 th St. | US 13 |
| Maryland Ave. | Lancaster Ave./MLK Blvd. | SR 141 |
| South Market St. | 4 th St. | I-495 |
| North Market St. | 12 th St. | I-95 |
| Lancaster Ave. | Union St. | DE/PA Boundary |
| South Union St. | Pennsylvania Ave. | SR 141 |
| SR 141 | SR 2 | I-95 |

Table NCC-1C. Primary Evacuation Routes: Emergency Evacuation of Wilmington

| ROUTE | FROM | то |
|---------------------------------|--------------------------|----------------|
| Pennsylvania Ave. | Delaware Ave. | DE/PA Boundary |
| South Heald St./4 th | South Market St. | I-495 |
| St. | | |
| Concord Ave. | North Market St. | DE/PA Boundary |
| North East Blvd. | 11 th St. | US 13 |
| Maryland Ave. | Lancaster Ave./MLK Blvd. | SR 141 |
| South Market St. | 4 th St. | I-495 |
| North Market St. | 12 th St. | I-95 |
| Lancaster Ave. | Union St. | DE/PA Boundary |
| South Union St. | Pennsylvania Ave. | SR 141 |
| SR 141 | SR 2 | I-95 |

Table NCC-1D. Primary Evacuation Routes: Emergency Evacuation of Newark

| ROUTE | FROM | то |
|--------|--------|----------------|
| SR 896 | SR 273 | DE/MD Boundary |
| SR 896 | SR 4 | I-95 |
| SR 273 | SR 72 | DE/MD Boundary |
| SR 273 | SR 72 | I-95 |
| SR 2 | SR 273 | DE/MD Boundary |
| SR 2 | SR 273 | SR 141 |
| SR 141 | SR 2 | I-95 |
| SR 72 | SR 273 | US 13 |
| SR 4 | SR 2 | SR 273 |

Table NCC-1E. Primary Evacuation Routes: Emergency Evacuation of Middletown

| ROUTE | FROM | то |
|--------|---------------------|--------|
| US 301 | Middletown Boundary | SR 896 |
| SR 896 | US 301 | I-95 |
| SR 896 | US 301 | SR 1 |
| SR 71 | SR 299 | SR 1 |

7.2. Secondary Evacuation Routes

A network of secondary evacuation routes direct local residents to the primary evacuation routes and also can be utilized to reroute traffic during an evacuation in the event that the primary evacuation routes become impassible. The secondary evacuation routes are described in Tables NCC-2A and NCC-2B and shown in Figure NCC-2. All secondary evacuation routes are signed. TMC, with assistance from the DSP, will provide traffic management and control along the secondary evacuation routes. See Appendix A for the intersection control diagrams which show traffic control setups based on the guidelines in Delaware's Traffic Controls for Streets and Highway Construction, Maintenance, Utility, and Emergency Operations (2001). As discussed above, the New Castle County TMT has developed five different evacuation scenarios that could affect the county. Two of these scenarios involve the use of secondary evacuation rotes. The designated secondary evacuation routes are:

Table NCC-2A. Primary Evacuation Routes: Hurricane Affecting Southern Delmarva Peninsula

| ROUTE | FROM | то |
|--------|-------------------|--------|
| SR 9 | NCC/Kent Boundary | SR 299 |
| SR 299 | SR 9 | US 13 |

Table NCC-2A. Secondary Evacuation Routes: Emergency Evacuation of Middletown

| ROUTE | FROM | то |
|--------|-------|------|
| SR 299 | SR 71 | SR 1 |

7.3. Local Routes

Local municipalities will perform traffic management and control along local roads, i.e., roads not designated as primary or secondary evacuation routes.

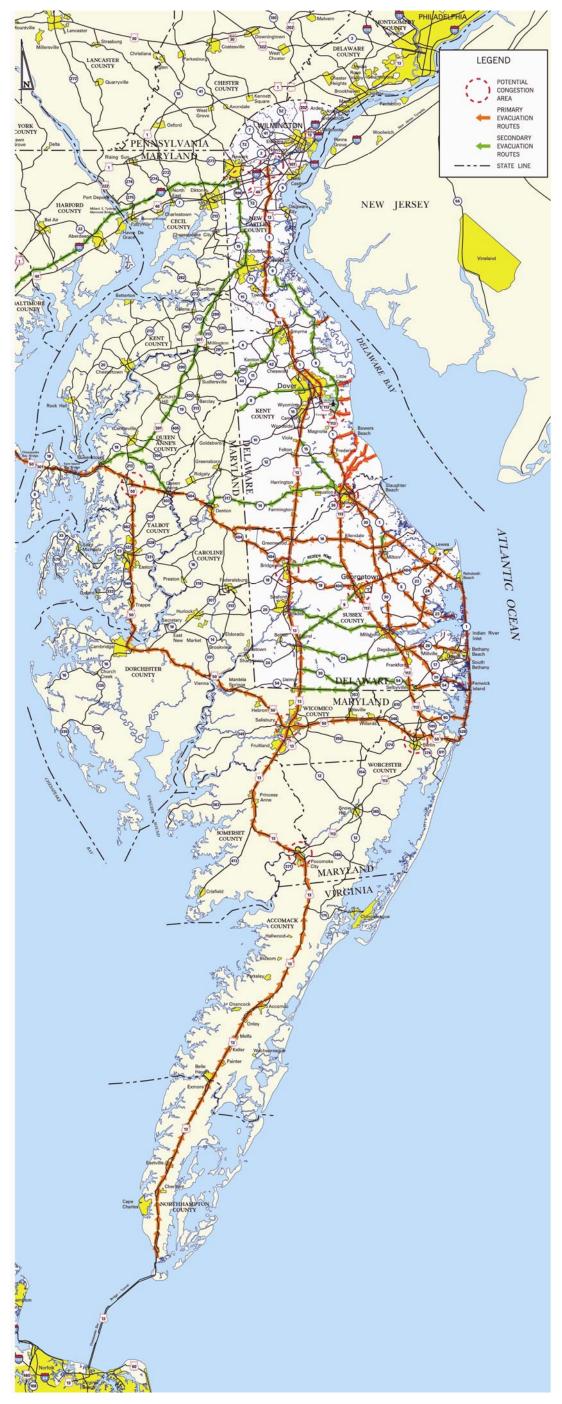


Figure NCC-3. Primary and Secondary Evacuation Routes

NEW CASTLE COUNTY AND CITY OF WILMINGTON ALL HAZARDS EVACUATION ANNEX

8. Travel Model

DelDOT's Division of Planning has developed an Evacuation Model to be used in conjunction with the Statewide Travel Demand Model. This Evacuation Model will allow DelDOT to evaluate different evacuation patterns, evacuation durations, impacts of road closures, impacts of changing roadway directions-of-travel, impacts of changes to intersection operations, impacts of varying evacuation start times and evacuation populations, and a wide range of additional "what if" scenarios. This model will aid in the planning process by determining the duration of congestion for corridors and intersections and applying this information to decisions regarding when and where to focus resources.

A subcommittee of DelDOT's travel demand model and evacuation planning specialists currently are refining the data and evaluating various scenarios to aid in this planning process. Updates on the progress of this modeling effort will be added to this Annex as they occur.

9. Resources

The TMC has determined the required resources for traffic control of each intersection. Please see Appendix A for resource details.

10. Shelters

The New Castle County TMT will coordinate the opening of shelters with the state and county emergency management agencies during the event per the established agreements with the ARC.

Appendix

List of Evacuation Maps

- 1. Evacuation Routes for a Hurricane affecting the Southern Peninsula
- 2. Evacuation Routes for a Hurricane affecting New Castle County
- 3. Middletown Evacuation Routes
- 4. Newark Evacuation Routes
- 5. Wilmington Evacuation Routes

List of Diagrams

- 1. Intersection of SR-1 & I-95
- 2. Intersection of US 13 & I-295
- 3. Intersection of US 13 & I-495
- 4. Intersection of DEL 896 & I-95
- 5. Intersection of DEL 896 & I-95
- 6. Intersection of DEL 141 & I-95
- 7. Intersection of DEL 273 & I-95
- 8. Intersection of DEL 273 & I-95

