



MEMA REPORTS

MEMA REPORTS is a monthly newsletter produced by the Massachusetts Emergency Management Agency (MEMA) to help keep the Public Safety Community of Massachusetts better informed about the day's Emergency Management issues. MEMA REPORTS also appears on the MEMA website: www.mass.gov/mema.

January 7, 2014

Volume 12 Issue 11

REVISED STATE EMERGENCY OPERATIONS CENTER ACTIVATION LEVELS

MEMA has revised the activation levels for the State Emergency Operations Center (SEOC). The new activation levels and definitions are as follows:

- **Level 1 (Steady State/Monitoring):** MEMA is at normal staffing levels and is maintaining general situational awareness on a 24/7 basis.
- **Level 2 (Partial Activation):** The SEOC is activated and staff is on duty. Some General and Command Staff positions are activated, as well as a limited number of Emergency Support Functions. Limited requests for assistance are anticipated, and/or enhanced operational planning is occurring with an expectation that the SEOC may go to a Level 3 (full) activation.
- **Level 3 (Full Activation):** The SEOC is fully operational. All needed General and Command Staff positions are filled, and most or all Emergency Support Functions are activated.

CHANGES TO HEALTH & HOMELAND ALERT NETWORK ALERTS

MEMA is taking a new approach to issuing alerts through the Health and Homeland Alert Network (HHAN). We have heard feedback from many HHAN users that they are being over-alerted for incidents that are not of a critical nature. To address the issue of over-notification, MEMA has reviewed the HHAN levels that have been used and decided to revise how the agency issues alerts. MEMA will now only issue HHAN alerts for incidents that may require action to be taken by response partners and reach either the moderate or severe HHAN level. For less critical incidents, where response partners may need situational awareness but action is not anticipated, MEMA will only disseminate information through MEMA email distribution lists for local emergency management directors, emergency support functions as well as public sector and private sector partners. The updated HHAN levels are defined as follows:

HHAN Level	Description	Incident Types
SEVERE	Immediate action may be required due to an imminent risk, threat or hazard and multiple deaths or serious injuries and/or widespread significant property damage is a reasonably foreseeable consequence; or Notice is being provided of a major incident or event that has occurred or	<ul style="list-style-type: none"> • Tornado warning • Hurricane warning • Tropical Storm Warning • Hurricane Warning • Blizzard Warning • Tsunami Warning • Flash Flood Emergency • Terrorist attack causing multiple deaths/injuries • Major infrastructure collapse causing multiple deaths/serious injuries

Deval L. Patrick, Governor

Andrea J. Cabral, Secretary of Public Safety & Security
Kurt N. Schwartz, MEMA Director

HHAN Level	Description	Incident Types
	is occurring, and multiple deaths or serious injuries and/or widespread property damage is a reasonably foreseeable consequence.	<ul style="list-style-type: none"> • Earthquake w/ multiple death/injuries or widespread property damage • Aircraft Crash-MassPort • Aircraft Crash-Major • Amber Alert
MODERATE	<p>Immediate action may be required due to an imminent risk, threat or hazard, but neither multiple deaths nor multiple serious injuries nor widespread significant property damage are reasonably foreseeable;</p> <p>or</p> <p>Action may be required due to, or in preparation for a non-imminent risk, threat or hazard;</p> <p>or</p> <p>Notice is being provided of a major incident or event that has occurred or is occurring, but neither multiple deaths, nor multiple serious injuries, nor widespread property damage are reasonably foreseeable.</p>	<ul style="list-style-type: none"> • Minor earthquake • Tropical storm watch • Hurricane watch • Tornado watch • Blizzard watch • Tsunami watch • Coastal flood warning • Excessive Heat Warning • Flash flood warning • Flood warning • High Wind Warning • Gale Warning • Heavy Snow/Sleet Warning • Ice storm warning • Landslide Warning • Red Flag Warning • Winter Storm Warning • Hospital Evacuation or Relocation • Power Outages (100,000+) • MA State of Emergency

With these changes, we strongly encourage all HHAN users to go to the HHAN system and update their user profiles. User profiles can be set to receive alerts in various manners (email and phone) based upon the alert level. Updating your profile will ensure you receive timely notifications of important incidents, and reduce potential for over-alerting.

SEOC ACTIVATES FOR NOR’EASTER

The State Emergency Operations Center was activated to Level 3 (Full) at 7 pm on Thursday January 2 to support local communities as they dealt with the statewide snowfall, frigid temperatures and coastal flooding issues that accompanied the year’s first Winter Storm. MEMA and members from Emergency Support Functions (ESFs) staffed the SEOC for 23 hours, until 6pm on Friday. The following ESFs composed of key state and federal agencies, private and volunteer organizations were present in the SEOC: MAESF 1 (Transportation), MAESF 2 (Communication), MAESF 3 (Public Works and Engineering), MAESF 4 (Firefighting), MAESF 6 (Mass Care, Emergency Housing, and Human Services), MAESF 8 (Public Health and Medical Services), MAESF 9 (Search and Rescue), MAESF 10 (Hazardous Materials and Environmental Protection), MAESF 13 (Public Safety), MAESF 15 (Public Information and External Affairs) and MAESF 16 (Military Support). The ESFs continually monitored the situation, providing situational awareness and fulfilling resource requests. The key issues that were faced included plowing of roads (over 3,500 pieces of equipment on the roads), below zero wind-chill, coastal flooding, pre-positioning high water rescue assets at state staging areas located in Newburyport, Hingham, Plymouth and Joint Base Cape Cod (MA National Guard, MA State Police and MA Environmental Police to assist with evacuations and high water rescue), local evacuations, local and regional shelters, warming centers and beach erosion. Governor Deval Patrick received briefings and addressed the media at the SEOC on both days, helping to keep the public informed and reassured. Once the storm subsided, Rapid Assessment Teams (MA Department of Public Safety structural engineers and MA National Guard) were dispatched to the impacted

communities to conduct 'windshield' assessments of damages. In addition, Coastal Storm Damage Assessment Teams (Coastal Zone Management) conducted assessments of coastal flooding and damage along beaches.

WINTER SAFETY SERIES

Over the past month, MEMA has pushed out a series of Winter Safety Tips via press releases, media interviews, the MEMA website, Twitter and Facebook to help keep people safe during these coldest of months. As the winter progresses and the need presents itself, review the information that remains posted on the MEMA website at www.mass.gov/mema. Information includes: Preparing for the Storm, Safe Winter Driving, Extreme Cold, Power Outages, Pet Safety, Ice Safety, After the Storm, Roof Collapse and Storm Drain Safety Information.

MEMA DISPATCHER CHRIS VREELAND PASSES AWAY

On December 21, 2013, MEMA was saddened by the loss of Communication Dispatcher Chris Vreeland who died unexpectedly. Chris has served as a dispatcher with the agency since June 2005. In addition to his devotion to the Agency, Chris served his community in many volunteer capacities with the American Red Cross, Meals on Wheels and on a Volunteer Fire Company.

MEMA STAFF UPDATE

Michael Cawley has joined MEMA as the Region I Nuclear Planner, under the Planning, Nuclear & Preparedness Section and Katherine McAuliffe joined the Agency as an Operations Coordinator under the Response & Field Services Section. Kristen Jerome now has a new position, having been selected to fill the role of Local Coordinator for Region III/IV.

CITIZEN CORPS PROGRAM GRANT APPLICATION

MEMA has posted its FFY 2013 State Homeland Security Program, Citizen Corps Program Application for Grant Funding (AGF): <http://www.mass.gov/eopss/agencies/mema/empg-and-ccp-and-hmep-grants.html>. Through this AGF, MEMA will be accepting applications from MA Community Emergency Response Teams (CERTs) for FFY 2013 SHSP funding. MEMA is making approximately \$150,000 available to eligible CERTs.

SERC REPORTING REQUIREMENTS AVAILABLE

The MA State Emergency Response Commission (SERC) has disseminated its Reporting Year 2013 Tier II reporting requirements memo to filers. The information can be found on MEMA's website at <http://www.mass.gov/eopss/agencies/mema/emergency-info/haz-mat/serc/>.

TRAINING UPDATE

During the past period, 481 individuals attended 25 different classes, receiving training through MEMA in the following subject areas: *Basic Public Information Officer, Emergency Operations Center Management & Operations, Resource Management Systems (RMS) Basic, RMS Systems Administration, ICS-100/NIMS-700, ICS-300, ICS-400, Community Emergency Response Team Train-the-Trainer, Situational Awareness & Common Operating Picture, Social Media for Natural Disaster Response & Recovery, and Emergency Management Director Orientation*. Throughout 2013, 1,352 students attended 106 training offerings. For additional information regarding MEMA Training and future classes, go to www.mass.gov/mema.

ISO NEW ENGLAND EXPECTS ADEQUATE ELECTRIC POWER FOR THE WINTER

ISO New England, the operator of the region's bulk power system and wholesale electricity markets, recently announced that the resources needed to meet customer demand for electricity are adequate for the 2013/2014 winter season in New England. However, New England's reliance on natural gas power plants to produce more than half of the electricity generated in the region, combined with the

'just-in-time' fuel delivery system to these plants can be a challenge. The reliability risks are especially acute during cold weather when demands for natural gas for heating and electricity generation are high. For more information, go to <http://www.iso-ne.com/nwsiss/pr/index.html>.

MUTUAL AID AGREEMENT

MEMA continues to encourage all communities and governmental entities to take advantage of the opportunity to opt into the Statewide Public Safety Mutual Aid Agreement and the Public Works Mutual Aid Agreement program. To date, 235 entities are on board with the Statewide Public Safety Mutual Aid Agreement and 167 have signed onto the Public Works Mutual Aid Agreement: <http://www.mass.gov/eopss/agencies/mema/mutual-aid.html>. Local officials with any questions regarding the Agreement should contact their MEMA Regional Office or Allen Phillips, Region I Local Coordinator, at 978.328.1500 or allen.phillips@state.ma.us.

DOWNLOAD PING4ALERTS! APP

MEMA continues to encourage citizens to download the FREE mobile app, *ping4alerts!*. This state-of-the-art tool significantly enhances MEMA's ability to communicate with the public during emergencies. In a matter of minutes, MEMA has the ability to highlight an area on a map and then push text messages, text files, image files and audio messages to Smartphones that have the app and are located within that area. National Weather Service severe weather alerts are also pushed to phones with the app in affected areas. The app is now available for iPhone and Android Smartphones. MEMA continues to encourage all Smartphone users to visit the following website: www.mass.gov/mema/mobileapp for additional information and to download this mobile app. This is a resource that MEMA will be sharing broadly with other state agencies, as well as local public safety, public health and emergency management officials in order to ensure that the public receives warnings about imminent or occurring emergencies and information that will help them take appropriate steps to mitigate their risk.

MEMA'S MISSION STATEMENT

MEMA is the state agency charged with ensuring the state is prepared to withstand, respond to, and recover from all types of emergencies and disasters, including natural hazards, accidents, deliberate attacks, and technological and infrastructure failures. MEMA's staff of professional planners, communications specialists and operations and support personnel is committed to an all hazards approach to emergency management. By building and sustaining effective partnerships with federal, state and local government agencies, and with the private sector - - individuals, families, non-profits and businesses - - MEMA ensures the Commonwealth's ability to rapidly recover from large and small disasters by assessing and mitigating threats and hazards, enhancing preparedness, ensuring effective response, and strengthening our capacity to rebuild and recover.

FOLLOW MEMA:

TWITTER - (www.twitter.com/MassEMA), **FACEBOOK** - (www.facebook.com/MassachusettsEMA), and **YouTube** - (www.youtube.com/MassachusettsEMA), **AS WELL AS ON THE MEMA WEBSITE** - www.mass.gov/mema. **AND READY MASSACHUSETTS** - www.mass.gov/mema/ready. And do not forget to download the '*ping4alerts!*' app.

