



OFFICE OF EMERGENCY MANAGEMENT

2018 End of Year Report



Gwinnett

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LETTER FROM THE DIRECTOR

It is my pleasure to share a year-end summary of activities and accomplishments of the Gwinnett County Office of Emergency Management for 2018. Our community began the year recovering from a major disaster declaration from Hurricane Irma. Our office devoted more than 400 staff hours to Hurricane Irma recovery and another 1100 staff hours to responding to new incidents. While attentive to response and recovery efforts, we also maintained a focus on preparedness. During 2018, we evaluated or revised 11 major plans, offered 32 training events, and conducted eight exercises.

Public and individual preparedness is vital to Gwinnett's resilience. Our staff and partners worked diligently this year to improve Gwinnett County's ability to respond to and recover from natural and man-made disasters. I encourage all Gwinnett County residents to improve their individual and family readiness. In our complex and diverse environment, whole-community engagement is critical. It is my honor to serve as the director of Emergency Management for Gwinnett County. The successes noted in this annual report are a product of the dedicated, highly professional staff of emergency managers we have in Gwinnett County.



Greg Swanson
Director, Office of Emergency Management
Gwinnett County Government

LEADERSHIP & STAFF



Greg Swanson
Director



Nancy Coltrin
*EM Specialist
Planning*



Giles Roberts
*EM Specialist
Operations*



Ron Brown
*EM Specialist
Communications*



Michael Shaw
*EM Specialist
Training & Exercise*



Kevin Hill
*EM Specialist
Hazard Mitigation*



Stephanie Swanson
ASA II



Deputy N. Woosley
GCSO Liaison

2018 GOALS & OBJECTIVES

- Obtain and document evidence of compliance with the Emergency Management Standard as published by the Emergency Management Accreditation Program by completing a self-assessment
- Initiate a mandated revision to the countywide Hazard Mitigation Plan
- Complete the annual review and revision to the countywide Emergency Operations Plan
- Execute the annual Performance Partnership Agreement with GEMA and complete quarterly reporting
- Replace, improve, or upgrade aging audio video equipment in the Emergency Operations Center
- Maintain and coordinate participation with the Atlanta Urban Area Security (UASI) working group
- Maintain a training program that includes assessment, development, and implementation of emergency management training for response personnel and the public
- Design, conduct, and evaluate a minimum of two exercises per year as defined in the Homeland Security Exercise and Evaluation Program

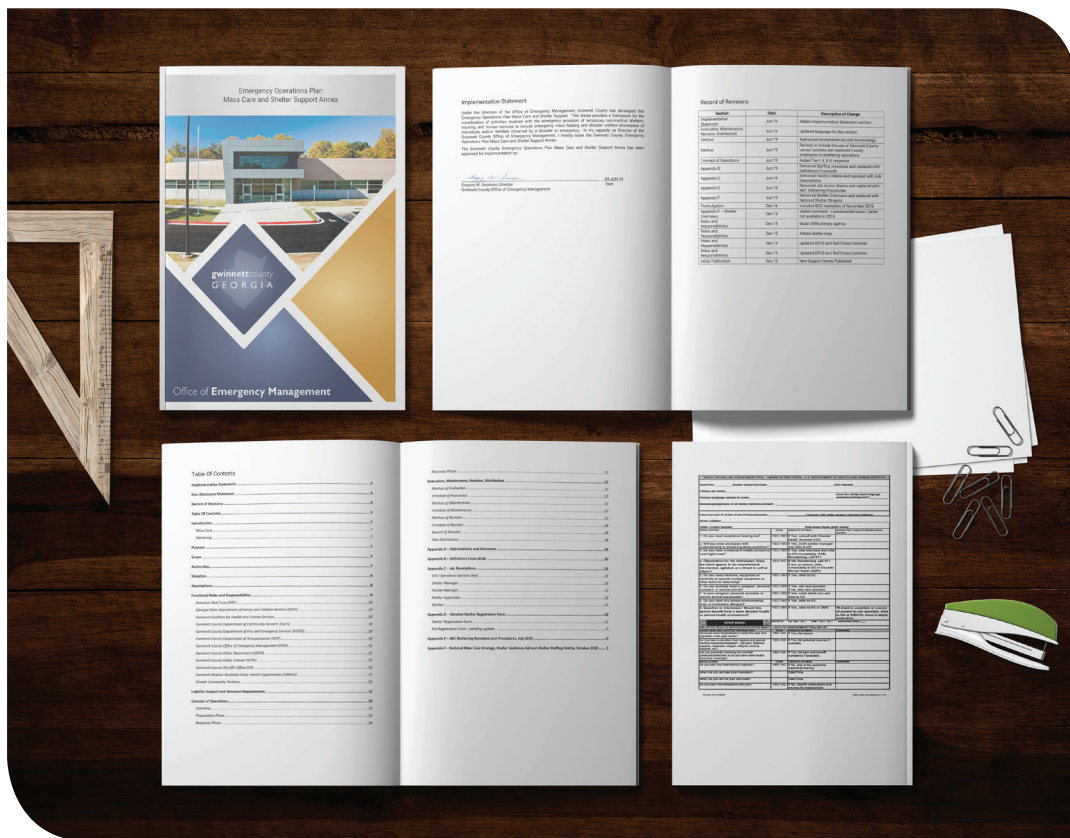
OEM PROGRAM STATISTICS

Planning

Accurate plans must be in place that describe emergency response, continuity of operations, continuity of government, and recovery from emergencies or disasters. All identified natural and human caused hazards must be addressed. Specific areas of responsibility must be assigned for performing functions in response to a disaster. Plan documents are developed, reviewed, and revised on a specific schedule. They are submitted to local elected officials for adoption and then to State and Federal authorities for final approval.

Plans addressed in 2018 were:

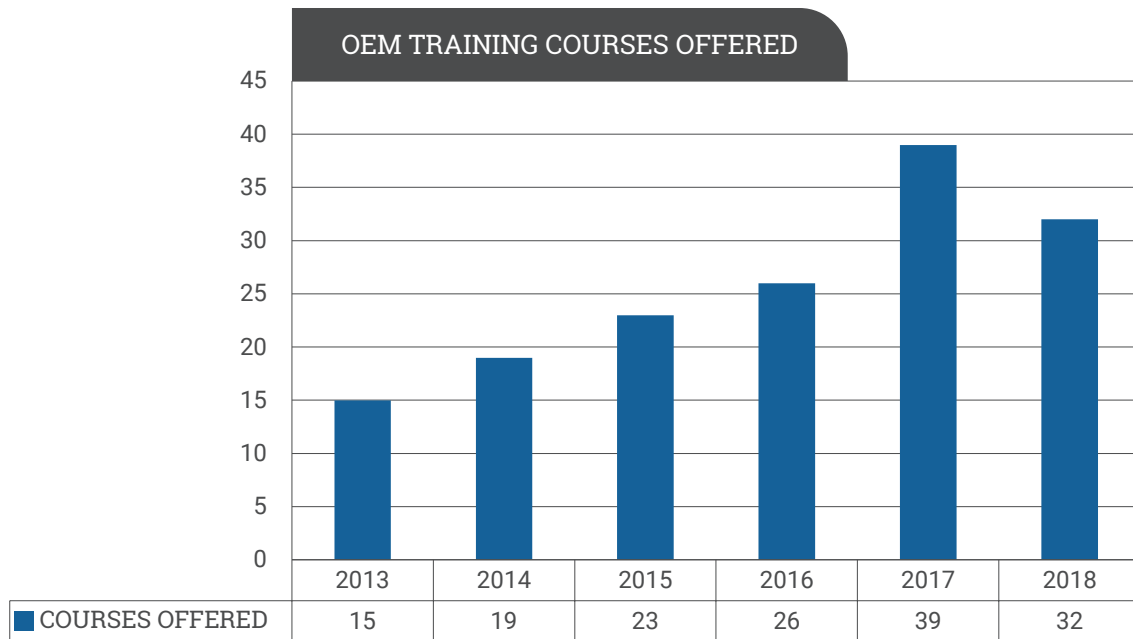
- Hazard Mitigation Plan
- Hazard Identification and Risk Assessment
- Multi-Year Strategic Plan
- Multi-Year Training and Exercise Plan
- Emergency Operations Plan, Base Plan
- Communications and Warning Support Annex
- Dam Failure Support Annex
- Debris Management Support Annex
- Emergency Support Function Annex
- Mass Care and Shelter Support Annex
- Standard Operating Guidelines Support Annex



Emergency Operational Plan

Training

The Office of Emergency Management directs a robust training program designed to strengthen the emergency prevention and response capabilities of Gwinnett County responders and public officials. OEM manages a formal documented training program that includes training needs assessments, curriculum, course evaluations, and records of training. Training is regularly scheduled and specialized to the threats and hazards of the county. Training included topics such as Continuity of Operations planning, Community Emergency Response Team training, Pipeline Awareness training, Red Cross Shelter Worker training, National Incident Management System training, Search and Rescue training, and Mobilizing Faith-based Community Organizations in Disaster training.

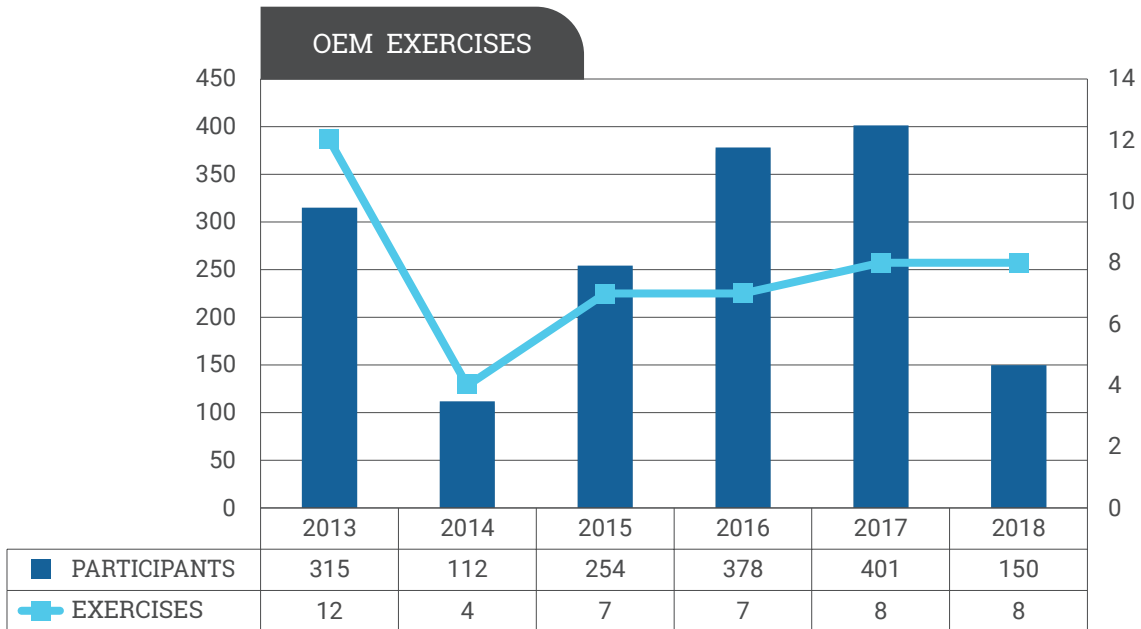


Three-day Basic Search Skills Training class

Exercises

Gwinnett County OEM manages a formal exercise program that tests the skills, abilities, and experience of emergency personnel as well as plans, policies, procedures, equipment, and facilities. All exercises must be conducted and documented in accordance with the Homeland Security Exercise and Evaluation Program.

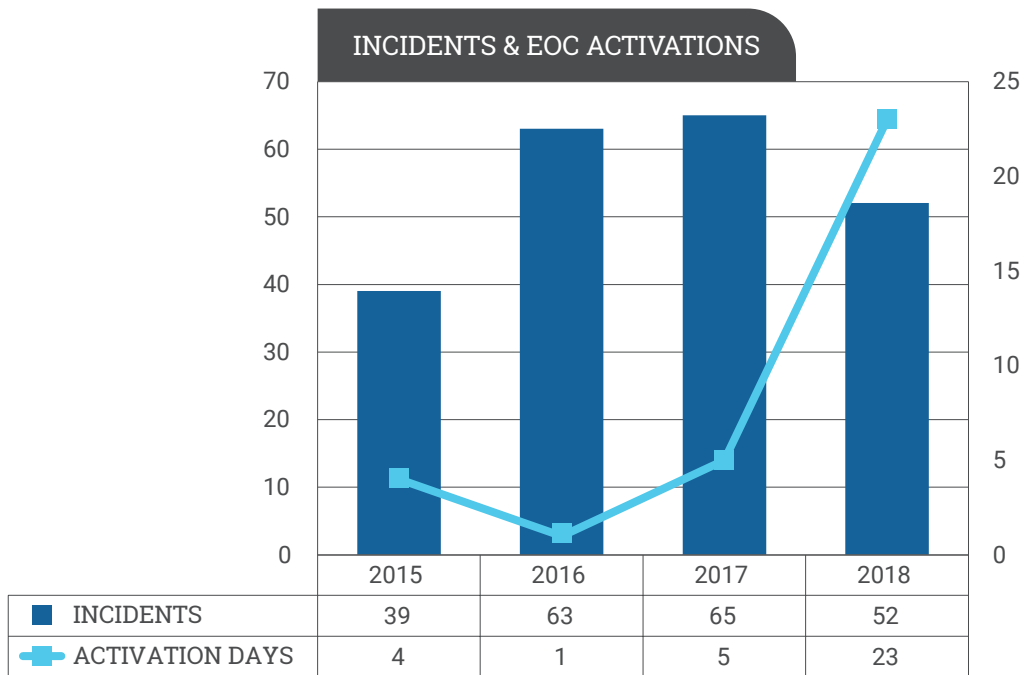
The State mandates that we hold two exercises per year; a number that OEM has at least doubled for the past six years.



CERT class final drill

Incident Response

The Georgia Emergency Management Act of 1981 (O.C.G.A. 38-3-27), requires the local director, or their designee, be available or on call at all times beyond normal working hours. The OEM Duty Officer serves as the primary emergency point-of-contact for the alert, notification, and initiation of a preliminary response to major emergencies and disaster events occurring in Gwinnett County. Consideration will be given to activating the Emergency Operations Center when OEM becomes aware of an incident and anticipates a need for coordination and/or resource support from the EOC. Typically, an Initial Situation Assessment is completed by the OEM duty officer and the final decision is made by the duty officer and/or director.

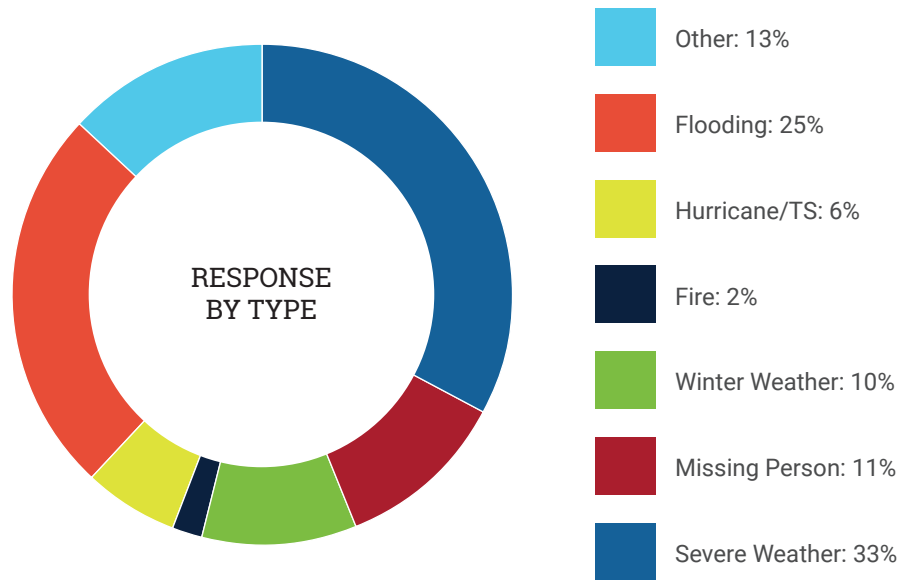


The marked increase in the days of EOC Activation between 2017 and 2018 was caused by OEM's revision of its Activation Level definition. This was in response to a change in the National Incident Management System guidance from FEMA. Prior to 2018, EOCs were considered either fully activated or not at all. It was recognized that this did not accurately describe the level of effort or complexity of certain incidents. Beginning in 2018 a Partial Activation level was added. If these different levels had been in place in past years, the days of EOC Activation recorded would have been higher.



January 17 winter weather event and December 28 flooding of Pew Creek in the Gyser Trace Subdivision

Response Types



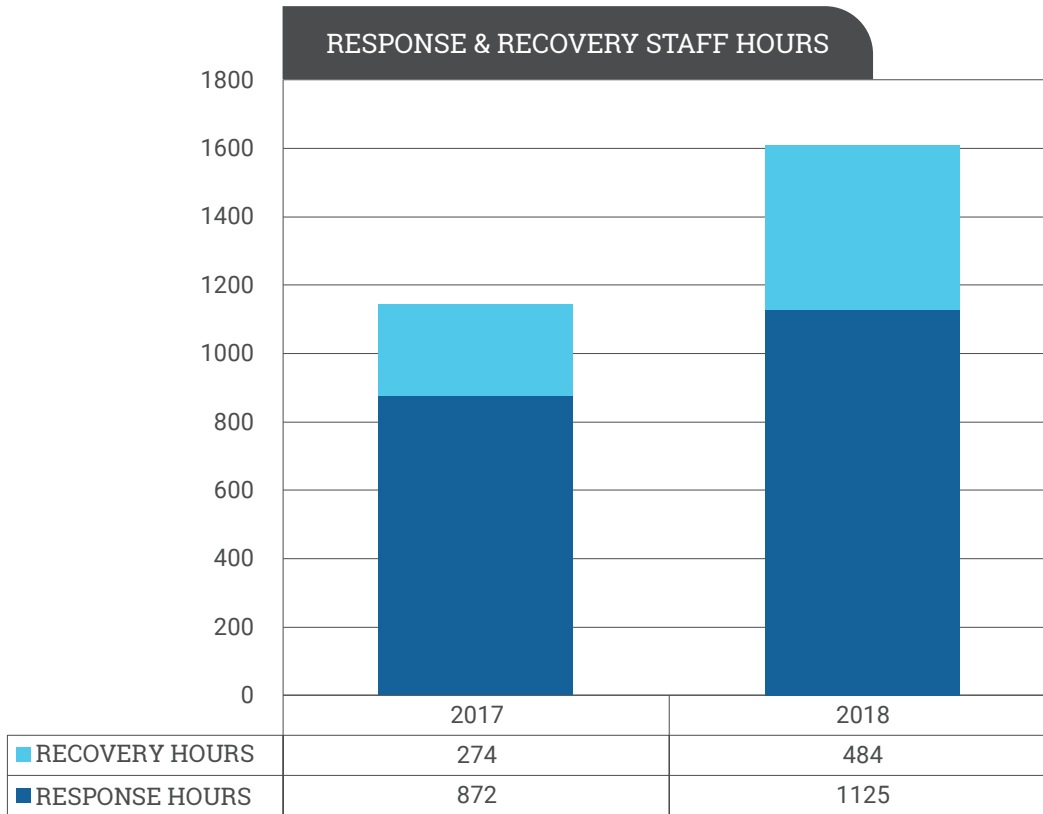
The OEM Duty Officer responds to a variety of incident types. This chart provides a breakdown from 2018.



June 1 downburst

Response Hours

In 2017, OEM began keeping a record of the number of actions taken for each incident per month. Response Actions/Hours denote efforts during an active incident while Recovery Actions/Hours are following the incident in an effort to return the community to normal. The graphs below illustrate these and highlight the number of staff hours dedicated to these unscheduled response activities.



EOC activation

SUMMARY OF ACCOMPLISHMENTS & HIGHLIGHTS

EOC Upgrade

The Emergency Operations Center received a much-needed upgrade in 2018. New audio visual equipment was installed, replacing aging equipment original to the building.



EOC AV update equipment install



EOC electrical work

Damage Assessment Process Improvements

Recovery from disaster is the process of returning a community to a state of normality after a disastrous incident. One of the first steps in that process is identifying where in the county that damage has occurred. The damage assessment function is the basis for determining the type and amount of state and/or federal financial assistance necessary for recovery and the disaster declaration process.

OEM continues to refine the damage assessment process, using the latest technology to identify the needs of people affected by the incident, establish disaster recovery priorities, and clear roads of debris. An upgraded damage assessment process was introduced in 2017 in the aftermath of Hurricane Irma. Additional improvements were introduced after a June 1, 2018, severe downburst caused extensive damage in the county.



June 1 downburst damage assessment by Quality of Life Unit



June 1 downburst damage viewed from AIR1

Road Closure Process Improvements

OEM worked with the Gwinnett County Department of Transportation, Gwinnett County Police Department, and Gwinnett County Fire and Emergency Services to develop a new road closure process that provides greater real-time information to the public and simplifies the information sharing process for responders.

As part of the new road closure improvement process, 100 new Retracta-Cade barricades were purchased and distributed to the police precincts.



New barricades used in the aftermath of the June 1 downburst



New barricades used to close off area for police activity

Community Outreach

Effective emergency management is all about collaboration. A disaster-resistant community is built on relationships, including providing training and information to the residents of that community. Outreach and collaboration is also about listening to residents to understand the needs and requirements across the population. Gwinnett County is very diverse, and OEM works hard to develop relationships among all sectors of the community. Some of the outreach activities in 2018 included:

- Visiting with the Ahmadiyya Muslim Women's Group to discuss preparedness
- Leading a tour of the Emergency Operations Center for the Korean Consulate
- Attending the Summit Hill Elementary School Career Day
- Presenting to the Duluth Rotary Club
- Participating in Snellville Public Safety Night
- Participating in Lilburn National Night Out
- Participating in Public Safety Fall Festival
- Participating in South Gwinnett High School's Mock Disaster Drill
- Participating in Gwinnett's Great Days of Service



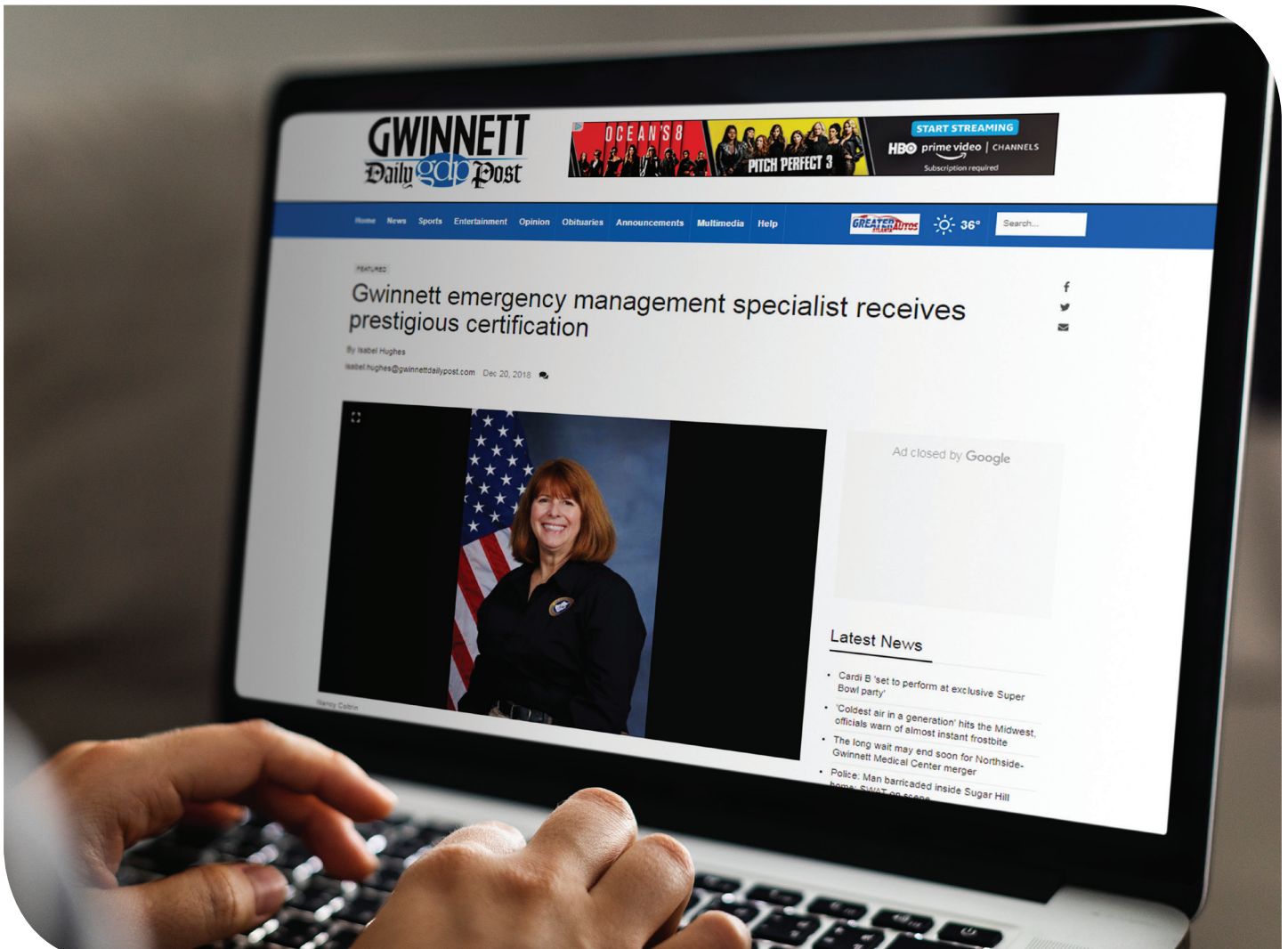
Ron Brown speaking to South Gwinnett High School students

Staffing

Staff Professional accomplishments:

- Nancy Coltrin completed her Master's Degree in Emergency Management
- Giles Roberts graduated FEMA's Advanced Academy
- Kevin Hill completed his state certification as an Emergency Manager
- Nancy Coltrin attended the County's LEAD Academy
- Entire unit was CPR Certified
- Nancy Coltrin obtained International Certification as an Emergency Manager

Emergency Management is a demanding profession that requires a high level of skill and competency and a thorough understanding of the lifecycle of disaster — preparedness, response, recovery, and mitigation. To maintain this high standard, the OEM staff is required to obtain the Georgia Certified Emergency Manager credential, and encouraged to obtain the Certified Emergency Manager credential from the International Association of Emergency Managers. The Ga-CEM requires 24 continuing education units of training annually. This dedication to professional development can be seen in this year's staff accomplishments.





Gwinnett
Emergency
Management

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