

WINTER EMERGENCY PLAN



Chester County Department of Emergency Services
601 Westtown Road, Suite 012
West Chester, PA 19380-0990

Certification of Annual Review

The Chester County Department of Emergency Services has reviewed this Winter Emergency Plan. The Director of Chester County Emergency Services hereby certifies the review.

Date	Signature

Plan Approval

THIS PLAN IS APPROVED AS THE CHESTER COUNTY WINTER EMERGENCY PLAN. THIS PLAN IS DESIGNED TO COMPLY WITH ALL APPLICABLE COMMONWEALTH AND COUNTY REGULATIONS AND PROVIDES THE POLICIES AND PROCEDURES TO BE FOLLOWED IN DEALING WITH WINTER EMERGENCY EVENTS.

THIS PLAN SUPERSEDES ALL PREVIOUS WINTER EMERGENCY PLANS.

SIGNED THIS _____ DAY OF _____, 2009

Edward J. Atkins, Director
Chester County
Department of Emergency Services

TABLE OF CONTENTS

I. Executive Summary.....	1
II. Overview.....	1
III. Planning Considerations.....	3
IV. Applicability and Scope.....	3
V. Authority and References.....	3
VI. Update and Maintenance.....	4
VII. Future Development Actions.....	4
VIII. Training and Exercises.....	4
IX. Concept of Operations.....	5
A. Weather Monitoring.....	6
B. EOC Operations.....	7
C. Health and Medical Operations.....	12

ANNEXES

ANNEX A-Heating Oil Access.....	19
ANNEX B-National Weather Service Weather Definitions.....	20
ANNEX C-Acronyms.....	22

I. EXECUTIVE SUMMARY

The Chester County Department of Emergency Services (DES) has prepared this *Winter Emergency Plan* to coordinate response to severe cold, ice, freezing rain, snowstorms and Nor'easters.

This plan:

- Describes winter weather conditions that affect delivery of essential services and could potentially threaten lives and damage critical infrastructure and property;
- Identifies winter weather-related actions that will be taken by DES;
- Identifies measures to protect those most at risk during winter weather, such as the elderly, the homeless, and persons who spend time outdoors.

II. OVERVIEW

Description

A winter weather emergency involves one or more of the following hazardous conditions:

- Ice
- Severe Cold
- Freezing Rain
- Snowstorms
- Nor'easters

Severe Cold

Frigid temperatures pose a hazard to public health and safety, especially for the elderly, the homeless, and persons who spend time outdoors.

Ice and/or Freezing Rain

Ice storms can have a greater impact on Chester County than heavy snowfall because these storms develop faster and are more likely to down overhead powerlines, telephone service, cable lines, and lead to structural collapses. Ice accumulations on roads can make them impassable, and can affect rail beds and switches of the mass transit system.

Snow

Heavy snow can disrupt road networks and mass transit, close airports, and produce dangerous conditions for pedestrians.

Nor'easters

Nor'easters are extra-tropical cyclones that can bring severe cold, ice, snow, and high winds, or (if conditions are right) torrential rain. While Nor'easters are usually associated with coastline flooding, Chester County may experience the affects of a large storm that could lead to stream and roadway flooding.

National Weather Service (NWS) Winter Weather Definitions

The NWS issues products characterizing impending weather conditions. A detailed list of NWS storm characterizations is included in Annex B.

At-risk Populations

People most at risk during winter weather conditions are laborers or individuals who spend time outdoors, the elderly, children, those persons in poor physical health, and those without adequate heat service. The ability to tolerate cold weather tends to decrease with age because older individuals cannot compensate for the sudden temperature change. Children lose body heat much faster than adults, and studies have shown that underweight individuals lose body heat at a faster rate than overweight individuals.

Factors influencing cold injuries:

- Moisture
- Wind chill
- Exposed skin
- Low temperatures
- Medical conditions
- Alcohol consumption
- Caffeine and/or nicotine consumption
- Prescription medications that make it difficult to regulate body temperature, such as anti-psychotics

Additionally, during large accumulation of snowfall that results in impassable roads, healthcare providers may not be able to deliver essential services to individuals requiring acute medical attention (i.e. dialysis patients and those needing emergency and ongoing medical services).

Personnel Health and Safety

Severe winter weather can be hazardous for responding personnel working in the field who are at risk of frostbite, hypothermia, and other cold weather related health issues. Minimizing exposure time, providing adequate equipment and gear, and encouraging people to take breaks indoors can help minimize risk.

III. PLANNING CONSIDERATIONS

1. A severe winter weather event may include any of the following: low temperatures, heavy snow or blizzard conditions, ice, damaging winds, and flooding.
2. A winter weather event may occur with little or no warning from the National Weather Service (NWS), and conversely, forecasted winter weather may not transpire as expected.
3. The Chester County Department of Emergency Services (DES) is the coordinating agency for winter weather emergency operations.
4. Agencies may implement winter weather related operations that do not require coordination by DES.
5. DES will coordinate the County's initial response to a winter weather event. If necessary.

IV. APPLICABILITY AND SCOPE

This plan is designed to effectively minimize system outages and down times while providing the highest level of service possible until normal operations fully resume. This plan also is intended to facilitate the response and recovery process.

This document applies to a full range of circumstances, from a short-term, localized event to a long-enduring regional emergency that may impact multiple operating facilities. The plan is designed to complement the Chester County Emergency Operations Plan.

V. AUTHORITIES AND REFERENCES

Authorities

The Winter Weather Plan complies with the following federal and state regulations and Executive Order(s):

- PA Code 4 § 6.53
- Executive Order 2006-1, January 10, 2006
- Robert T. Stafford Disaster Relief and Emergency Relief Act, PL 93-288, as amended Code of Federal Regulations, Title 44 Code of Federal Regulations
- Title 41, Part 101-20.103-4 Code of Federal Regulations, Title 36, Part 1236 Federal Preparedness Circular 65 National Response Plan

Relevant Departmental/Agency Plans

- Chester County Emergency Operations Plan

VI. UPDATE AND MAINTENANCE

The Chester County Winter Weather Emergency Plan will be reviewed each October. DES will be the lead agency for reviewing and updating the plan and will coordinate with other response partners as necessary.

In addition, the plan will be updated as appropriate when a winter weather emergency occurs that significantly affects the County. The update will be completed within 1 month following the date an emergency occurs.

VII. FUTURE DEVELOPMENT ACTIONS

At the completion of winter weather operations, DES will develop an After Action Report (AAR) that outlines the activities that occurred. Within the AAR, steps needed to improve operations will be identified. The complete AAR and action items for each agency will be distributed to all participants.

2009-2010 Planning Developments

1. Coordinate with heating oil providers on County contracts to develop a policy for emergency fuel deliveries.
2. Coordinate with dialysis corporations to develop emergency response procedures and continuity of operation plans.
3. Establish protocols for emergency communication between hospitals and DES, particularly during the time between incident onset and full activation of the EOC.
4. Coordinate with state agencies to review state and county roles and responsibilities particularly pertaining to Snow Emergency Declarations.

VIII. TRAINING AND EXERCISES

Training

Winter weather training and exercises will be conducted on an ongoing basis with major emphasis placed on the operational strategies defined in the plan. DES will hold an annual interagency training session in the EOC after the annual review of the plan.

Exercises

DES will develop appropriate Homeland Security Exercise Evaluation Program (HSEEP) compliant exercises to this plan, or components of it, as deemed necessary.

IX. CONCEPT OF OPERATIONS

Activation

Predicting winter weather is difficult given the uncertainty inherent in forecast models. The expected impact is often unclear until a short time before the winter weather arrives, and even then, the error range may be quite large. Given this, extensive consultation with the NWS is necessary, as is early and frequent communication with agencies to ensure information is shared and preparatory measures are implemented prior to the arrival of winter weather.

Potential winter weather impacts include:

- Forecast snow greater than 6 inches.
- Ice storms and/or freezing rain.
- River, stream, or roadway flooding causing significant traffic disruption or evacuations.
- Timing (e.g. rush hour, weekday vs. weekend, holiday, large special event)
- Based on forecast reports from the NWS, consideration of the factors above, and discussions with agencies, a decision may be made by DES to fully activate the EOC and agencies will be notified of this activation.

DES Roles and Responsibilities

1. Monitor weather as it pertains to ongoing operations and determine DES's response to inclement weather.
2. Monitor anticipated weather as it relates to special events
3. Maintain essential services and availability of resources.
4. Test operability of internal communication systems.
5. Prepare for potential power outages and associated tasks needed to implement power disruption contingency plans.
6. Participate in PEMA conference calls regarding predicted winter weather.
7. Participate in EOC activation if required.
8. Coordinate County-wide response.
9. Facilitate communication between participating agencies.
10. Provide situation reports to the County Chief Administrative Officer, emergency management liaisons, municipal officials, and other private and public sector agencies.
11. Manage the EOC.

A. WEATHER MONITORING

Purpose

The purpose of this strategy is to outline the roles and responsibilities of the participating agencies during the monitoring phases of a winter weather event.

Overview

The DES continually monitors weather conditions and will enhance monitoring efforts when weather forecasts indicate that severe winter weather conditions are likely to occur within 3 to 5 days. The monitoring of weather forecasts includes consulting with the National Weather Service (NWS), reviewing forecast data and examining forecasts from multiple local media outlets.

Monitoring Phases	
Winter Storm Outlook <i>(3-5 days in advance of a winter storm)</i>	
1	Monitor winter weather forecasts.
2	Review internal agency winter operations plan and communicate with personnel regarding conditions and potential operations.
3	Review agency notification tables.
4	Review status of scheduled outdoor events.
5	Participate in PEMA conference calls.
6	Determine the time of the initial conference call, and notify agencies of call
7	Ensure vehicles have snow tires, all-season tires or tire chains.
8	Disseminate winter weather preparedness and response information to municipalities and agencies

Winter Storm Watch <i>(Severe winter conditions are imminent within 48 hours)</i>	
1	Participate in the PEMA conference call and actively monitor weather conditions.
2	Review internal agency winter operations plan and communicate with personnel regarding conditions and potential operations
3	Assess scheduled outdoor events and determine if any events should be cancelled.
4	Ensure vehicles are fueled and have snow tires, all-season tires or tire chains.
5	Identify and prepare staff for possible deployment in the field and/or to the EOC.
6	Prepare EOC for possible activation.

Monitoring Phases	
Winter Storm Warning-Snow Alert <i>(Severe winter conditions are expected within 24 hours)</i>	
1	Participate in the PEMA conference call/activate the EOC and actively monitor weather conditions.
2	Review internal agency winter operations plan and communicate with personnel regarding conditions and operations
3	Assess scheduled outdoor events and determine if any events should be cancelled.
4	Forward the PEMA meeting minutes to the emergency management liaisons, municipalities and other agencies.
5	If necessary, determine the time for activation of the EOC, announce the activation time of the EOC, place 2 nd Shift EOC staff on crew rest, and manage EOC operations.

Winter Storm Warning-Snow Emergency <i>(Severe winter conditions are exceeding available resources)</i>	
1	Coordinate public announcement through media outlets.
2	Develop potential announcement to major private sector organizations regarding staggered/early release of employees.
3	Manage EOC operations.

B. EOC OPERATIONS

Purpose

This strategy outlines the EOC activation procedures for severe winter weather, agency roles and responsibilities, as well as expectations of agency representatives assigned to the EOC.

Activation Overview

1. DES will brief agency representatives regarding their responsibilities as liaisons, the layout of the facility, and the frequency of interagency meetings and situation reports.
2. DES will conduct regular interagency briefings.
3. Finance/Administration Division will provide guidance regarding the process for submission of invoices, expense reports, and establish a timeline for submission of all expenditure documentation.
4. Finance /Administration will assist in collecting expenditure reports and other operations related documentation.
5. Track and submit expenditure reports to the Fiscal Officer in a timely manner.

Agencies will develop comprehensive staffing plans to maintain operations until the EOC is returned to normal operations.

Deactivation Overview

1. DES will determine when the EOC will be returned to normal operations.
2. Information about deactivation will be disseminated to participating agencies.
3. An interagency briefing will be held to discuss the timeline for deactivation and ongoing operations.
4. An exit strategy will be developed by all participating agencies.
5. DES will lead agencies through a hot-wash.
6. DES will consolidate information for an After Action Report (AAR).
7. The 911 Center will assist with monitoring and concluding ongoing operations after the EOC has been returned to normal operations.
8. All agencies will follow exit strategy/deactivation procedures.
9. Participate in appropriate hot-wash and AAR activities.

<i>EOC Activation Procedures</i>	
1	Notify personnel of full EOC activation
2	Deploy staff to the EOC as requested
3	Call PEMA to notify them of full EOC activation
4	Develop an internal staffing plan for the EOC.
5	Provide an initial briefing and subsequent updates for situation reports at interagency briefings.
6	As agencies arrive, provide brief overview to equipment and set-up if needed.
7	Provide out-briefings to respective agencies on EOC operations.
8	Participate in final interagency briefing.
9	Notify participating agencies of the announcement to deactivate the EOC.
10	Prepare final documentation of personnel hours, resources utilized, and other expenditures
11	Conduct the EOC hot-wash.
12	Coordinate the development of an AAR.

EOC Standard Operating Procedures

Public Information	
1	Establishment of a Joint Information Center (JIC).
2	Development of a unified message from participating agencies regarding Snow Emergency regulations and Progress regarding snow and ice removal, Winter weather-related information and tips through established human services networks, Winter weather-related information and tips through established health and medical networks, and other important information as deemed necessary.
3	Ensure agencies are using DES-coordinated public information messages.
4	Schedule phone interviews, live interviews, or press conferences for the DES-designated spokesperson.
5	Assist with the distribution of official press releases and frequent weather updates on: <ol style="list-style-type: none"> 1. County website 2. Television, radio, and print media 3. Conduct daily press conference calls with PIOs from other agencies 4. Ensure Situation Reports are forwarded to the DES and EOC Directors for review.

Planning	
1	The Planning Section is assigned primary responsibility for information management and incident documentation. Countywide planning will be conducted at the EOC.
2	Develop GIS maps of Snow Emergency Routes and plowing operations, removal stages, and transportation issues.
3	Develop GIS maps detailing areas of the County most vulnerable to road and stream flooding. These maps include the following critical locations: <ol style="list-style-type: none"> 1. Healthcare Facilities 2. Assisted Living Facilities 3. Jails and Prisons 4. Schools 5. Fire/Emergency Medical Departments 6. Law Enforcement/Police Departments

Operations

1	DES works to ensure effective and efficient information gathering, decision making, and resource allocation. DES gathers and disseminates accurate information regarding inclement weather and response efforts.
2	EOC Situation Reports are a compilation of agency updates provided by agency representatives regarding their activities during each operational period as designated by DES. EOC Situation Reports are distributed to each participating agency as well as the Director for review by the County Chief Administrative Officer.
3	DES coordinates closely with participating agencies to identify issues, resource needs (human and material); and identifies and obtains additional resources and support as deemed necessary.
4	When the EOC is fully activated, all operations will be conducted through the EOC agency representatives.

Logistics

1	When the EOC is activated logistics support and resource requests are assigned to the DES Logistics Section.
2	Monitor and coordinate all logistics issues related to the winter weather emergency.
3	Determine methods to fulfill requests for supplies or equipment.
4	Determine methods to fulfill requests for human resources.
5	Determine available supply of items such as: <ol style="list-style-type: none"> 1. Light towers 2. Generators 3. Fuel 4. Four wheel-drive vehicles 5. Assist in executing emergency procurement for agencies in cooperation with the County Procurement Department.

Finance/Administration

1	During a winter weather emergency, agency representatives track expenditures for human and material resources utilized. DES determines the need for the establishment of a Finance/Administration Section.
2	Maintain accurate records regarding straight and overtime expenditures.
3	Monitor and maintain accurate records regarding the use of existing contractual services.

4	Maintain accurate records regarding any other expenditure related to the winter weather emergency response.
5	Maintain accurate records and written justification regarding any emergency procurement.

Health and Medical

1	During a winter weather emergency, agency representatives assigned to the EOC are responsible for monitoring and assessing the impact of the winter weather emergency on health and medical agencies/organizations.
2	Ensure the EOC Manager is aware of issues related to health and medical activities throughout the County.
3	Monitor and assess the operational readiness and capacities of health and medical agencies and organizations.
4	Compile information from healthcare facilities (e.g. hospitals, nursing homes, and dialysis centers) to include: operating status, any issue regarding staffing, utility interruptions, supplies, access, and any needs projected for next 8, 24, and 48 hours. It is suggested that this be collected via Knowledge Center or regularly scheduled conference calls.
5	Monitor and assess scheduled outdoor events.
6	Establish and maintain awareness of regional EMS demand, availability, and coordination from fire dispatch, as warranted.
7	Compile information from Chester County Health Department regarding winter weather-related deaths.
8	Coordinate with the DES PIO and agencies in the JIC to develop and disseminate winter weather-related health tips for the public and agency employees.
9	Compile information regarding the status of critical hospital infrastructure.
10	Coordinate the fulfillment of fuel requests in coordination with the DES Logistics Coordinator and County agencies.
11	Coordinate the delivery and escort of medical services and provisions in coordination with Public Safety agencies.
12	Monitor and assess the impact of utility outages and/or service disruptions.
13	Submit detailed Situation Reports in a timely manner.
14	Engage in the development of Incident Action Plans (IAP).
15	Engage in the development of an exit strategy.

C. HEALTH AND MEDICAL OPERATIONS

When road travel is restricted, challenges will arise in delivering essential healthcare services to the community. This section identifies those most critical challenges and describes the contingency plans and agency responsibilities that exist to address them.

The following services require enhanced coordination during a winter weather emergency:

- A. Emergency Medical Services
- B. Hospital-based Services
- C. Homecare (i.e. Home Healthcare) Services

A. Emergency Medical Services (EMS)

Purpose

This section describes how Chester County Emergency Medical providers will access individuals within the community needing emergency medical care when normal providers cannot access patients due to winter weather conditions.

Overview

Upon notification of impending severe winter weather, DES will alert first responders to anticipate dangerous road conditions.

DES Responsibilities

- 1. Alert first responder organizations of impending severe winter weather.
- 2. Cooperate in resolving issues with stranded EMS vehicles.

B. Hospital-based Services

Purpose

This section describes how the provision of essential staff, supplies, and patient transports will be coordinated when weather conditions limit accessibility to hospitals.

Overview

- 1. During severe winter weather, it is anticipated that hospitals will, based on actual as well as anticipated impact, implement appropriate emergency plans to prioritize services, make alternative staffing assignments, and initiate contingencies for the transportation and housing of staff.
- 2. Hospital personnel will be allowed to travel roadways during snow emergencies if it is safe to do so in accordance with state regulations.
- 3. Hospitals will ensure that their buildings and campuses remain accessible during severe winter weather.

4. If the County is experiencing severe winter weather and the EOC is fully activated, the EOC will identify critical hospital needs and coordinate the resources required and available to meet those needs.

Agency Responsibilities

Hospitals

1. Ensure hospital campuses remain accessible during winter storms.
2. Maintain essential services and availability of resources.
3. Appropriately identify essential personnel and attempt to minimize the number of staff traveling on roadways during snow emergencies.
4. Ensure that essential personnel traveling to hospitals have appropriate identification (i.e. employee identification) and are prepared to present this to law enforcement personnel upon request.
5. Communicate facility status and issues as requested by DES or EOC staff.

DES

1. Identify the critical unmet needs of healthcare providers during severe winter weather.
2. Coordinate and respond to hospital needs.

C. Homecare Services

Purpose

This section outlines how homecare providers will maintain and provide essential services to their clients during severe winter weather. In the event of a storm that prevents homecare providers from accessing their clients, municipal Emergency Medical Services (EMS) will be requested to assist as needed.

Overview

1. During severe winter weather, it is anticipated that all homecare agencies will have an emergency contact for each client.
2. Upon notification of a winter storm watch, homecare providers will:
 - a. Triage their current client census according to the acuity of care.
 - b. Alert clients and their emergency contacts that the homecare provider may be unable to reach them during a storm.
3. Homecare providers may be allowed to travel roadways during snow emergencies if it is safe to do so in accordance with state regulations.
4. During severe winter weather, homecare providers will make every reasonable and safe attempt to reach their critical clients.
5. Implement agency emergency plans.

6. Ensure employees have appropriate identification (i.e. employee identification badge) and are prepared to provide this to law enforcement personnel upon request.
7. If roads are deemed unsafe, homecare providers will monitor their clients' conditions by phone and possibly call emergency contacts to ensure clients' needs are met.
8. If a homecare client requires emergency medical services, the homecare client, their emergency contact, or the homecare provider should call 911.

Agency Responsibilities

Homecare Providers

1. Maintain an emergency contact for each client.
2. Triage the agency's client census based on acuity of care.
3. Alert clients and their emergency contacts that the homecare provider may be unable to reach them during a storm.
4. Make every reasonable attempt to visit critical clients, monitor clients by telephone, or have an emergency contact reach the client during the storm.
5. Ensure employees have appropriate identification and are prepared to provide it to law enforcement personnel.

Allow appropriately identified essential healthcare personnel on roadways during snow emergencies, if such roadways are considered safe and accessible.

Health and Medical Standard Operating Procedures

Human Services	
1	Ensure the EOC Manager is aware of issues related to human services activities throughout the County.
2	Monitor and assess the operational readiness of human services agencies.
3	Coordinate with the DES-PIO and agencies in the JIC to develop and disseminate winter weather-related health tips for the public and agency employees.
4	Coordinate the distribution of winter weather preparedness pamphlets and other publications with winter weather-related safety tips in coordination with social services agencies/organizations.
5	Monitor and coordinate the response to any disruptions in the provision of social services.
6	Monitor and assess scheduled outdoor events.
7	Compile situational updates from social services agencies/organizations not present in the EOC regarding the effect of the winter weather emergency on their operations.
8	Monitor and assess situations related to homeless populations outreach.

9	Monitor and assess the impact of utility outages and/or service disruptions.
10	Submit detailed Situation Reports in a timely manner.
11	Engage in the development of Incident Action Plans (IAP).
12	Engage in the development of an exit strategy.

Private Sector Coordination

1	During a winter weather emergency, agency representatives assigned to the EOC are responsible for monitoring and assessing the impact of the winter weather emergency on private sector entities.
2	Ensure the EOC Manager is aware of issues related to private sector activities throughout the County.
3	Monitor and assess the impact of the winter weather emergency on the private sector.
4	Coordinate with the DES PIO and agencies in the JIC to develop and disseminate winter weather-related health tips for the public and agency employees.
5	Monitor issues affecting the private sector.
6	Monitor and assess scheduled outdoor events.
7	Compile situational updates from private sector entities not present in the EOC regarding the effect of the winter weather emergency on their operations.
8	Monitor and assess situations causing any disruption in private activities.
9	Monitor and assess the impact of utility outages and/or service disruptions.
10	Submit detailed Situation Reports in a timely manner.
11	Engage in the development of Incident Action Plans (IAP).

Public Safety and Security

1	During a winter weather emergency, agency representatives assigned to the EOC are responsible for monitoring and assessing the impact of the winter weather emergency on health and medical agencies/organizations.
2	Ensure the EOC Manager is aware of issues related to public safety and security operations throughout the County.
3	Monitor and assess the operational readiness of public safety and security agencies.
4	Coordinate with the DES PIO and agencies in the JIC to develop and

	disseminate winter weather-related health tips for the public and agency employees.
5	Monitor and coordinate the response to any disruptions in public safety and security operations.
6	Monitor and assess scheduled outdoor events.
7	Monitor and assess situations related to homeless populations outreach.
8	Monitor and assess the effectiveness of the enforcement of Snow Emergency regulations.
9	Compile information from public safety and security agencies regarding the effectiveness of towing operations.
10	Compile information from first responder organizations to assess, request and coordinate additional resources, if deemed necessary.
11	Monitor and assess the impact of utility outages and/or service disruptions.
12	Submit detailed Situation Reports in a timely manner.
13	Engage in the development of Incident Action Plans (IAP).
14	Engage in the development of an exit strategy.

Regional Coordination

1	During a winter weather emergency, agency representatives assigned to the EOC are responsible for monitoring and assessing the impact of the winter weather emergency on regional agencies/organizations.
2	Ensure the EOC Manager is aware of issues affecting regional partners.
3	Ensure regional partners are aware of the activation of the EOC.
4	Maintain communication with regional partners.
5	Monitor and assess the impact of Chester County operations on the operations of regional partners.
6	Monitor and assess any disruptions of operations of regional partners.
7	Compile situational updates from regional partners regarding their operations and the impact of the winter weather emergency on their operations.

Transportation

1	During a winter weather emergency, agency representatives assigned to the EOC are responsible for monitoring and assessing the impact of the winter weather emergency on transportation agencies/organizations.
---	---

2	Ensure the EOC Manager is aware of issues related to transportation activities throughout the County.
3	Ensure transportation agencies are providing a coordinated interagency public message at facilities and on Variable Message Signs (VMS).
4	Assess winter weather forecasts and prepare for rush hour issues.
5	Prepare and make necessary adjustments to trip schedules in response to the early release of workers, students, etc.
6	Monitor and assess the operational readiness of transportation agencies.
7	Monitor and coordinate the response to any disruptions in transportation operations.
8	Compile, monitor and assess delays as reported by transportation agencies.
9	Monitor and assess scheduled outdoor events.
10	Compile situational updates from transportation agencies not present in the EOC regarding the effect of the winter weather emergency on their operations.
11	Monitor and assess situations related to homeless populations outreach.
12	Monitor and assess the impact of utility outages and/or service disruptions on transportation operations.
13	Submit detailed Situation Reports in a timely manner.
14	Engage in the development of Incident Action Plans (IAP).
15	Engage in the development of an exit strategy.

Infrastructure and Utilities

1	During a winter weather emergency, agency representatives assigned to the EOC are responsible for monitoring and assessing the impact of the winter weather emergency on infrastructure and utilities agencies/organizations.
2	Ensure the EOC Manager is aware of issues related to infrastructure and utilities activities throughout the County. Monitor and assess the operational readiness of infrastructure and utilities agencies.
3	Monitor and assess scheduled outdoor events.
4	Compile and assess operational reports from municipalities regarding the monitoring of storm drainage systems on major roadways and in poor drainage areas.
5	Compile and assess operational reports from infrastructure and utilities agencies to ensure 911, Municipal Radio and County Communications are fully functional.
6	Provide information regarding service disruptions and/or outages to the EOC for the development of maps indicating the boundaries of the affected areas.

7	Coordinate with the DES PIO and agencies in the JIC to develop and disseminate winter weather-related health tips for the public and agency employees.
8	Coordinate the distribution of winter weather preparedness pamphlets and other publications with winter weather-related safety tips in coordination with social services agencies/organizations.
9	Monitor and coordinate the response to any disruptions in infrastructure and/or utilities services.
10	Compile situational updates from infrastructure and utilities not present in the EOC regarding the effect of the winter weather emergency on their operations.
11	Compile information, monitor and assess the impact of utility outages and/or service disruptions as reported by infrastructure and utilities agencies.
12	Submit detailed Situation Reports in a timely manner.
13	Engage in the development of Incident Action Plans (IAP).
14	Engage in the development of an exit strategy.

ANNEX A – HEATING OIL ACCESS

Purpose

The purpose of this strategy is to identify the primary sources for the provision of heating oil in the Chester County and to identify where those providers are in comparison with primary, secondary, and tertiary snow plowing routes. Subsequent to this analysis, support may be provided to move heating oil during a winter weather emergency.

Overview

1. In the event that a heating oil provider is located on a secondary or tertiary route and is having difficulty making necessary deliveries, DES will coordinate with PennDOT and municipal public works crews about clearing snow and ice as needed.
2. The State Police will allow heating oil providers to travel on roadways during declared snow emergencies in accordance with PEMA Directive 2008-1.

DES Responsibilities

1. Create and maintain maps of heating oil providers and plow routes.
2. Assist in the interagency coordination to resolve heating oil issues.
3. Coordinate with municipalities and PennDOT regarding impassable roads.

ANNEX B – NATIONAL WEATHER SERVICE WEATHER DEFINITIONS

Winter Storm Outlook

Issued prior to a Winter Storm Watch when forecasters believe winter storm conditions are possible and usually issued 3 to 5 days in advance of a winter storm.

Winter Weather Advisory

Issued for accumulations of snow, freezing rain, freezing drizzle, and sleet, which will cause significant inconveniences and, if caution is not exercised, could lead to life-threatening exposure.

Winter Storm Watch

Alerts the public to the possibility of a blizzard, heavy snow, heavy freezing rain, or heavy sleet. Winter Storm Watched are usually issued 12 to 48 hours before the beginning of a Winter Storm.

Winter Storm Warning

Issued when hazardous winter weather in the form of heavy snow, heavy freezing rain, or heavy sleet is imminent or occurring. Winter Storm Warnings are usually issued 12 to 24 hours before the event is expected to begin.

Blowing Snow Advisory

Issued by the NWS for wind-driven snow that reduces visibility and causes significant drifting. Blowing snow may be snow that is falling and/or loose snow on the ground picked up by the wind.

Snow Advisory

Issued by the NWS when an average snowfall of 3 inches is expected (with amounts ranging from 2 to 5 inches) to occur.

This does not meet warning criteria but caution must be exercised to prevent life threatening situations.

Heavy Snow Warning

Issued by the NWS when an average snowfall of 6 inches in 12 hours or 8 inches in 24 hours is expected to occur.

Freezing Rain Advisory

Issued by the NWS when freezing rain or freezing drizzle is forecast but a significant accumulation ($\frac{1}{2}$ inch or more) is not expected. However, even small amounts of freezing rain or freezing drizzle may cause significant travel problems.

Ice Storm Warning

Issued by the NWS when freezing rain produces a significant (at least ½ inch or more) and possibly damaging accumulation of ice. This accumulation may down trees and power lines, resulting in significant and widespread power outages.

Wind Chill Advisory

Issued by the NWS when wind chill temperatures are expected to be a significant inconvenience to life with prolonged exposure, and, if caution is not exercised, could lead to hazardous exposure.

Wind Chill Warning

Issued by the NWS when wind chill temperatures are expected to be hazardous to life within several minutes of exposure.

Types of Snow Conditions:

Blizzard

Involves the following conditions:

- Sustained 35 mph winds
- Snowfall rates of two inches or more per hour
- Reduced visibility of less than a quarter of a mile
- Temperatures between 32° and 20° Fahrenheit
- The following conditions for a period of 3 hours or longer:
 - Sustained wind or frequent gusts to 35 miles per hour or more;
 - Considerable falling or blowing snow (i.e., reducing visibility frequently to less than ¼ mile).

Snow Squalls

A snow squall is an intense, but limited duration, period of moderate to heavy snowfall, accompanied by strong, gusty surface winds and possibly lightning (generally moderate to heavy snow showers). Snow accumulation may be significant.

Snow Showers

Snow that falls at varying intensities for brief periods, with accumulations of 1 inch or less.

Snow Flurries

An intermittent light snowfall of short duration (generally light snow showers) with no measurable accumulation (trace category).

ANNEX C – ACRONYMS

AAR	After Actions Review or After Action Report
ARC	American Red Cross
DES	Department of Emergency Services
EOC	Emergency Operations Center
ESF	Standard Operating Procedures
FEMA	Federal Emergency Management Agency
GIS	Geographic Information Systems
IAP	Incident Action Plan
JIC	Joint Information Center
NWS	National Weather Service
PEMA	Pennsylvania Emergency Management Agency
PennDOT	Pennsylvania Department of Transportation
PIO	Public Information Officer