STATE OF HAWAII
EMERGENCY OPERATIONS PLAN

- BASIC PLAN -

HAWAI'I EMERGENCY MANAGEMENT AGENCY
February 2022

AUTHORITY AND ADOPTION LETTERS

EXECUTIVE SIGNATORY PAGE

The most fundamental function of government is providing for the safety and welfare of the public. An effective emergency management program is essential to ensuring the state of Hawai'i fulfills this responsibility when our residents and visitors are threatened or impacted by emergencies or disasters.

The ***State of Hawai'i Emergency Operations Plan*** establishes the framework the state will use to organize and coordinate its emergency management activities when the state's assistance is required to save lives and to protect public safety, health, welfare, and property.

This plan establishes the emergency management responsibilities of state departments and agencies and identifies how they will work with the Hawai'i Emergency Management Agency (HI-EMA) to ensure the state is prepared to execute a well-coordinated, timely, and consistent disaster response. The plan also addresses how the state's activities will be integrated with county and federal government response efforts and incorporate partners from the private sector and non-governmental organizations.

The ***State of*** **Hawai'i** ***Emergency Operations Plan*** is intended to be a living document that evolves and improves as the outcomes of ongoing planning efforts, exercises and real-world incidents are incorporated.

The execution of this plan requires the collective efforts and ongoing commitment of all state entities, all levels of government and the community at large. I am confident this plan provides the structure that will facilitate the ongoing collaboration necessary to protect the people of Hawai'i.

I hereby promulgate the ***State of Hawai'i Emergency Operations Plan***.

David Y. Ige
Governor
State of Hawaii
May 9, 2017

LETTER OF ADOPTION

The ***State of Hawai'i Emergency Operations Plan (HI-EOP)***, commonly referred to as the 'Basic Plan,' has been rewritten and replaces the state's previous emergency plans contained in ***Volumes I, II and III, Operational Civil Defense.*** This plan establishes the policies, procedures and organization the Hawai'i Emergency Management Agency (HI-EMA) will use to activate the State Emergency Operations Center and coordinate the activities of state agencies in response to emergencies or disasters in Hawai'i that require support from the state government.

This plan is written in accordance with Hawai'i Revised Statutes (HRS) Chapter 127A, Emergency Management, and applies to all state departments including agencies, offices, institutions of higher education, commissions, boards, and councils. This plan does not direct the emergency operations of local governments, federal agencies, private sector, or non-governmental organizations. However, it does provide a reference for their emergency plans, procedures, and actions.

It is important to emphasize that responsibility for the initial response and management of an emergency rests with the local jurisdictions. The state's response supports local efforts when additional resources are required or not available within the county. The ***HI-EOP*** describes how those state resources will be activated, requested, and coordinated to complement local response efforts.

This document is maintained by the Hawai'i Emergency Management Agency with input from state departments and agencies as well as partners from the private sector and non-governmental organizations.

General Arthur J. Logan
Director of Emergency Management
Hawaii Department of Defense
May 9, 2017

Vern T. Miyagi
Administrator
Hawaii Emergency Management Agency
May 9, 2017

RECORD OF APPROVAL

The Administrator or Executive Officer of Emergency Management for the state of Hawai'i authorizes changes to the ***State of Hawai'i Emergency Operations Plan***. All updates and revisions to this plan will be tracked and recorded in the following table to ensure the most recent version is disseminated and implemented.

Approval #	Approval Date	Approval Authority	Type of Approval
1	May 7, 2019	Governor Ige / Emergency Management Director General Logan / Administrator Miyagi	Update
2	November 1, 2019	Administrator Travis / Executive Officer Meyers	Revision
3	February 28, 2022	Administrator Meyers	Update
4	April 18, 2022	Administrator Meyers	Update

RECORD OF CHANGES

The Administrator of Emergency Management for the state of Hawai'i authorizes changes to the ***State of Hawai'i Emergency Operations Plan***. All updates and revisions to this plan will be tracked and recorded in the following table to ensure the most recent version is disseminated and implemented.

Change #	Page or Section Changed	Summary of Change	Date
1	2.1.3 Hazard Analysis Summary	Hawai'i Hazard Profile information updated to reflect 2018 Hazard Mitigation Plan	Previous Document
2	2.1.4 Vulnerability Analysis	Statistics updated.	Previous Document
3	2.2 Assumptions	Changed personal readiness recommendation from 7 to 14 days.	Previous Document
4	3.4.1 Emergency Management Officers	Updated Emergency Management Officer (EMO) responsibilities to clarify relationship to the State Emergency Operations Center.	Previous Document
5	2.1.2.4 4.2.1 Monitoring and Detection by State Warning Point 5.9.2 Requests for Active Duty (Title 10) Support	United States Pacific Command (USPACOM) changed to U.S. Indo-Pacific Command (USINDOPACOM)	Previous Document
6	3.3.4.1 Hawai`iDepartment of Defense, Homeland Security Division	Homeland Security Division changed to Office of Homeland Security.	Previous Document
7	3.4.2 State Emergency Support Function Representatives	Removed the definition of a State Emergency Support Function (SESF) Coordinating Agency and consolidated Coordinating Agency responsibilities under SESF Primary Agencies.	Previous Document
8	4.2.2 Reporting Incidents to SWP	Updated types of incidents that should be reported to SWP.	Previous Document

9	4.3.2 SEOC Emergency Activation Levels	Changed the number of SEOC Activation Levels to 3.	Previous Document
10	5.2 State Emergency Operations Center Organization	Updated SEOC organizational charts.	Previous Document
11	5.4.2 SEOC Senior Liaisons	Removed reference to Geographical Operations Branch.	Previous Document
12	9.5 Training and Exercise of Plan	Corrective Action Program information updated.	Previous Document
13	11.3 Support Annexes	Deleted reference to the Ballistic Missile Annex and the Joint Mosquito Disease Outbreak Annex	Previous Document
14	5.1.4 HIEMA Administrator	Align roles with HRS 127A	10/7/19
15	5.2.1 Joint Information Center	Update information for SOG	10/7/19
16	5.3 Requests for Information & Assistance	Update the RFA process	10/7/19
17	5.4.2 Liaison Officers	Update the Liaison duties and responsibilities	10/7/19
18	6.2 WebEOC	Update manual information	10/7/19
19	6.3.1 Information Collection	Update Essential Elements of Information	10/7/19
20	7.2 Communications	Update information on the Communication Annex	10/7/19
21	2.1.3 Hazard Analysis Summary	Replaced 2018 Hazards Ranking Table with the State of Hawai'i All Hazard Identification, Vulnerability and Risk Assessment table	2/28/22

22	4.3 Activation of the State Emergency Operations Center	Added specific SEOC location and address	2/28/22
23	4.3.2 SEOC Emergency Activation Levels	Updated Activation Levels	2/28/22
24	4.6.2.1 Immediate Response/Life Safety	Added b. Evacuation and Shelter in Place Revised c. Search and Rescue (SAR) Operations	2/28/22
25	4.6.2.2 Life Sustaining Response	Added Damage Assessment Added Debris Management	2/28/22
26	5. Direction, Control, and Coordination	Added Private Sector Coordination	2/28/22
27	5. Direction, Control, and Coordination	Added SEOC Manager to Orgcharts and descriptions	2/28/22
28	5. Direction, Control, and Coordination	Added DLNR DOCARE to Figure 6: Federal and State Emergency Support Function Crosswalk	2/28/22
29	Table of Contents	Table of contents now only shows two levels instead of three	2/28/22
30	All	Grammar, spelling, other corrections, removed left/right footers, “event” changed to “incident”, removed blank pages	2/28/22
31	11. List of Attachments and Annexes	Updated attachment references	4/18/22
32	Attachment 1	Addition of Attachment 1 into the body of the plan	4/18/22

TABLE OF CONTENTS

Authority and Adoption Letters i

Executive Signatory Page i

Letter of Adoption ii

Record of Approval iii

Record of Changes iv

Table of Contents vii

1. Introduction 1-1

1.1 Purpose 1-1

1.2 Scope 1-1

2. Situation and Assumptions 2-1

2.1 Situation Overview 2-1

2.2 Assumptions 2-10

3. Roles and Responsibilities 3-1

3.1 Overview 3-1

3.2 County Governments 3-1

3.3 State Government 3-2

3.4 State Emergency Response Team (SERT) 3-8

3.5 Federal Government 3-13

3.6 Non-Governmental and Voluntary Organizations 3-13

3.7 Private Sector Partners and Non-Governmental Organizations 3-14

4. Concept of Operations 4-1

4.1 General 4-1

4.2 Monitoring, Detection and Notification 4-2

4.3 Activation of the State Emergency Operations Center 4-6

4.4 Incident Escalation and Emergency Declaration Process 4-9

4.5 Levels of Emergency Coordination 4-13

4.6 Response Actions 4-15

5. Direction, Control and Coordination 5-21

5.1 Direction and Control of State Emergency Operations 5-21

5.2 State Emergency Operations Center Organization 5-22

5.3 Requests for Assistance and Information 5-30

5.4 SEOC Coordination with Counties 5-31

5.5 SEOC Coordination with State Departments 5-32

5.6 Private Sector Coordination 5-32

5.7 Coordination of Public Information 5-32

5.8 Federal Direction, Control and Coordination 5-33

5.9 Coordination of Military Support 5-35

5.10 Coordination with Foreign Governments 5-36

6. Information Collection, Analysis and Dissemination 6-1

6.1 Information Handling 6-1

6.2 WebEOC 6-2

6.3 Information Collection Plan 6-2

7. Communications 7-1

7.1 Public Alert and Warning 7-1

7.2 State Communications Systems 7-2

8. Administration, Finance & Logistics 8-1

8.1 Finance 8-1

8.2 Mutual Aid 8-2

9. Plan Development and Maintenance 9-1

9.1 Responsibilities for Plan Development and Maintenance 9-1

9.2 Review Cycle 9-2

9.3 Plan Approving Authorities 9-2

9.4 Plan Distribution and Access 9-2

9.5 Training and Exercise of Plan 9-3

10. Authorities and References 10-1

10.1 State Laws, Regulations and Directives 10-1

10.2 Federal Laws, Regulations and Directives 10-1

10.3 References 10-1

11. List of Attachments and Annexes 11-1

11.1 Attachments to the Base Plan 11-1

11.2 State Emergency Support Function Annexes 11-1

11.3 Support Annexes 11-1

11.4 Incident Annexes 11-1

Attachment 1: Acronyms A1-1

1. INTRODUCTION

1.1 PURPOSE

1. The purpose of the ***State of Hawai'i Emergency Operations Plan (HI-EOP)*** is to establish a shared framework for the effective coordination of response and initial recovery operations during large-scale or complex emergencies and disasters that require the support of the state.

2. This plan defines roles and responsibilities for state emergency management functions, establishes the conditions under which state resources are mobilized and describes the organizational concepts and structures used to coordinate actions of state entities and other levels of government.

3. The ***HI-EOP*** reflects an all-hazards approach to planning, meaning a similar concept of operations can be applied to all types of emergency situations, regardless of the exact nature of the incident.

    a. An all-hazards approach allows for the fact that some hazards have unique planning and response considerations requiring special attention. **INCIDENT ANNEXES** to the ***HI-EOP*** base plan provide additional direction and guidance for specific types of emergencies.

4. The procedures outlined in this plan represent a flexible and scalable approach to emergency management. All or part of this plan may be implemented based on the needs of the situation.

1.2 SCOPE

1. The ***HI-EOP*** addresses a broad range of naturally occurring hazards and technological and human-caused incidents, both accidental and intentional, which could adversely impact Hawai'i's people, property, environment, or economy.

2. This plan may be implemented when state resources are required for any of the following:

    a. To assist local governments during a threatened or actual emergency or disaster.
    b. To prepare for, respond to or assist in a planned event.
    c. To respond to an emergency or unusual situation that requires a high degree of immediate, non-routine coordinated action by state departments or agencies.

3. Emergency management consists of mitigation, preparedness (including prevention and protection), response and recovery activities. The principle concern of the ***HI-EOP*** is the response phase, from the onset of threat or emergency conditions, through the transition to the initial recovery period. Though the other emergency management phases are referenced, these activities are outside the scope of this plan.

4. The ***HI-EOP*** is promulgated by the Governor through the Hawai'i Emergency Management Agency (HI-EMA) and applicable to all state departments including agencies, offices, institutions of higher education, commissions, boards and councils, as well as designated NGOs and private sector partners that may be requested to support the state's emergency operations.

1.2.1 DEFINITIONS

This section defines key terms used frequently throughout this document. A comprehensive list of terms, abbreviations and acronyms is provided in **Attachment 2.**

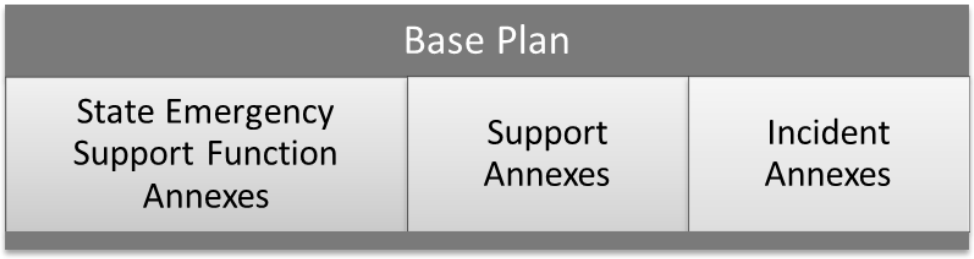
1. An **EMERGENCY** is any occurrence, or imminent threat thereof, which results, or is likely to result, in substantial injury or harm to the population, or substantial damage to or loss of property.

2. A **DISASTER** is a type of emergency, only larger. A disaster is defined as any emergency or imminent threat thereof, which results, or is likely to result, in loss of life, multiple injuries and/or property and requires, or may require, assistance from other counties, states or the federal government.

3. An **INCIDENT**, as used in this plan, refers any occurrence or event, natural or human-caused, which requires an emergency response to protect life or property. An incident may be an emergency or a disaster.

1.2.2 PLAN COMPONENTS

The ***HI-EOP*** consists of the following components:



1. **Basic Plan:** The Basic Plan serves as the fundamental framework for statewide emergency management. It outlines the state's hazard vulnerabilities and planning assumptions, and establishes the authorities, responsibilities, operational priorities, and general strategies for state emergency operations that apply regardless of the specific type of emergency or disaster.

2. **State Emergency Support Function (SESF) Annexes:** State agencies responsible for providing emergency assistance are organized into 16 functional groups called **STATE EMERGENCY SUPPORT FUNCTIONS (SESF)**. Each SESF has an Annex to the ***HI-EOP*** that defines the SESF purpose and scope, identifies agencies assigned to the SESF, establishes their roles and responsibilities, and describes how they will coordinate during an emergency.

3. **Support Annexes (SA):** Support Annexes address commonly required emergency functions that do not fall within the scope of the SESFs. These Annexes address the plans and coordination required from tasked agencies to support the functional area in an emergency. The Support Annexes are not incident-specific and are intended to be applicable to incidents of all types. Examples include annexes that address volunteer and donations management and visitor industry coordination.

4. **Incident Annexes (IA):** While the ***HI-EOP*** is an all-hazards plan, some incident types warrant additional attention based on the level of risk they present, unique planning requirements or regulations involved. Incident Annexes are provided for those hazards that require special consideration.

5. **Annex Attachments and Appendices:** Annexes are supplemented by related tactical planning documents such as Standard Operation Guides, Field Guides, and checklists, which outline specific procedures and actions that will be taken to implement the Annex.

1.2.3 RELATIONSHIP TO OTHER PLANS

1.2.3.1 RELATIONSHIP TO COUNTY EMERGENCY OPERATIONS PLANS

1. The ***HI-EOP*** addresses the provision of state resources and support for local emergency operations when requested by county officials.
2. Counties develop their own EOPs, which provide guidance on the utilization, direction, control, and coordination of local resources during emergency operations, and address mechanisms for requesting and integrating state support when local resources are not sufficient.
3. The development and maintenance of local emergency operations plans is a requirement for county governments under Hawai'i Revised Statutes (HRS) Chapter 127A-5.

1.2.3.2 STATE DEPARTMENT PLANS

1. **STATE DEPARTMENT EMERGENCY OPERATIONS PLANS (EOP)**
   a. To ensure the state's capability to implement the ***HI-EOP***, each state department is required to develop and maintain a plan for emergency operations that supports the ***HI-EOP*** *(pursuant to Administrative Directive No. 15-01).*
   b. The purpose of the departmental EOP is to address how the department will manage the impacts of the emergency on its operations and execute duties assigned by the ***HI-EOP***.
   c. The departmental EOP should contain the following:
      i. Assignment of emergency duties and authorities by division, branch, and position.
      ii. Identification of a physical or virtual **DEPARTMENT OPERATIONS CENTER (DOC)** from which those assigned emergency duties will coordinate.
      iii. Procedures for activation and notification of personnel.
      iv. Attachments that support plan implementation including internal policies, procedures, and tools such as checklists.

A **Department Emergency Operations Plan Template** *is available from HI-EMA that state agencies can use for plan development.*

2. **WORKSITE EMERGENCY ACTION PLANS (EAP)**

   a. Each of the department's worksites is required to maintain and exercise worksite Emergency Action Plans (EAPs). Whereas the department's EOP addresses the department's overall emergency response structure and policies, EAPs are specific to each worksite and focus only on safety and evacuation procedures for hazards such as fire, tsunami, bomb threats or active shooters.

   b. The goal of an EAP is to get personnel at the worksite to safety as quickly as possible and account for their welfare. EAPs are **NOT** intended to address the actual response presented by said hazards.

   c. EAPs should include the following information specific to each worksite:

      i. Emergency notification numbers for first responders;
      ii. Procedures and notification systems for alerting personnel to the emergency;
      iii. Evacuation plan and exit routes;
      iv. Location of emergency evacuation assembly areas and procedures to account for personnel;
      v. Inventory of emergency supplies at the worksite;
      vi. Worksite evacuation coordinator and floor wardens; and
      vii. Roster of personnel assigned to the worksite and office locations.

3. **CONTINUITY OF OPERATIONS PLANS (COOP)**

   a. State departments are required to maintain current all-hazards Continuity of Operations Plans *(pursuant to Administrative Directive No. 15-01)* that address the continuity of critical business functions during operational disruptions and plans for restoration of normal operations.

   b. The COOP shall contain the following elements to ensure continuity of essential government functions:

      i. Identification of essential functions;
      ii. Line of succession (minimum three deep) for essential positions;
      iii. Protection of personnel, equipment, vital records, and systems;
      iv. Provision for relocation to alternate operating facilities;
      v. Procedures for performing key electronic functions manually; and
      vi. Identification of redundant critical communications and Information Technology (IT) systems.

1.2.3.3 RELATIONSHIP TO OTHER STATE PLANS

1. The ***HI-EOP*** is supported by specialized state plans that address other aspects of the emergency management mission. While separate from the ***HI-EOP***, these plans are consistent with the policies and procedures it outlines and are incorporated into the ***HI-EOP*** by reference.
   a. ***State of Hawai'i Mitigation Plan***
   b. ***Hawai'i Emergency Management Agency Strategic Plan***
   c. ***State of Hawai'i Multi-Year Training and Exercise Plan***

1.2.3.4 RELATIONSHIP TO FEDERAL PLANS

1. The ***HI-EOP*** provides for integration of federal participation in state emergency operations when a federal agency is responding under its statutory authorities or when federal assistance is provided to the state following a presidentially declared disaster. This plan is intended to be compatible with the National Preparedness Framework (NPF), the National Response Framework (NRF), the National Disaster Recovery Framework (NDRF) and the National Incident Management System (NIMS).

2.SITUATION AND ASSUMPTIONS

2.1 SITUATION OVERVIEW

2.1.1 GEOGRAPHY

1. The Hawaiian Islands stretch over 1,523 miles of the Pacific Ocean, comprised of a total of 132 volcanic islands, atolls, reef, and shoals, with a total land area of 6,423.4 square miles. Except for Midway Atoll, which is an unincorporated territory of the United States, these islands and islets are administered as the State of Hawai'i.

2. There are eight main Hawaiian Islands located in the Central Pacific at the southeastern end of the archipelago, which are (from southeast to northwest) the Island of Hawai'i (commonly referred to as the 'Big Island'), Maui, Kahoʻolawe, Lanai, Molokai, Oahu, Kaua`i and Niʻihau.

    a. Seven of the main islands have permanent resident populations. Kahoʻolawe, the smallest, was a former military training ground and bombing range before reverting to state control in 1994. Today it is administered as the Kahoʻolawe Island Reserve and has no permanent residents.

3. Hawai'i is the most isolated population center in the world. It is located approximately 2,400 miles southwest of the Contiguous United States (CONUS).

    a. The islands are also geographically separated from one another and travel between islands is by air or sea. Commercial aircraft is the most common method of inter-island travel, with flight times between 30 minutes to an hour depending on origin and destination points. Commercial ocean cargo carriers sail between the islands and CONUS.

4. Hawai'i enjoys a year-round temperate climate with temperatures ranging from 75 to 85 degrees. The state experiences two main seasons, a summer season from May to October when temperatures are generally the warmest, and a winter or rainy season from November to April when temperatures are slightly cooler. Hurricane season is between June 1st and November 30th.

2.1.2 POLITICAL SUBDIVISIONS

1. The state is divided into the following five counties, which is the lowest level of political subdivision in the state: Hawai'i County; Maui County; Kalawao County; City and County of Honolulu; Kaua`i, County.

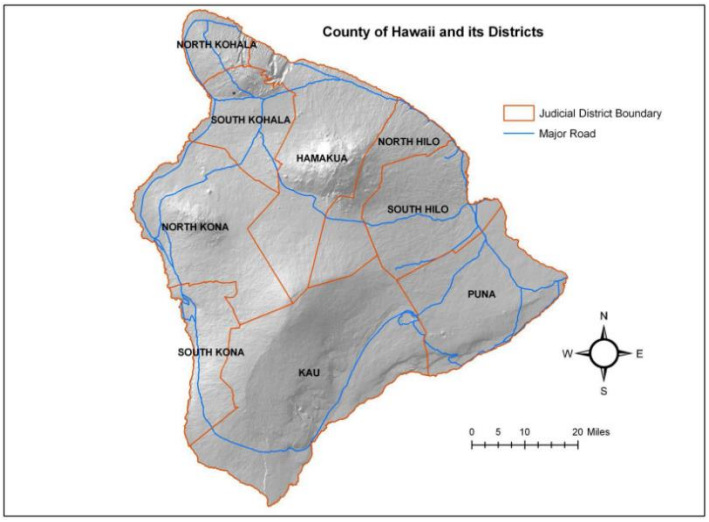
2. Except for Kalawao County (*see* **2.1.2.3 Kalawao County**), the Executive Branch of each county is headed by a mayor, who is the chief elected official and executive officer. Legislative authority rests with a County Council.

3. Unique to Hawai'i s that public education and public health responsibilities are solely functions of the state.

    a. There is a single statewide school district administered by the Hawai'i Department of Education (HIDOE). There are no local school districts or county Boards of Education.

    b. Similarly, there are no county health departments. The state's Department of Health (HDOH) has personnel, offices, and programs in each county.

2.1.2.1 HAWAI'I COUNTY



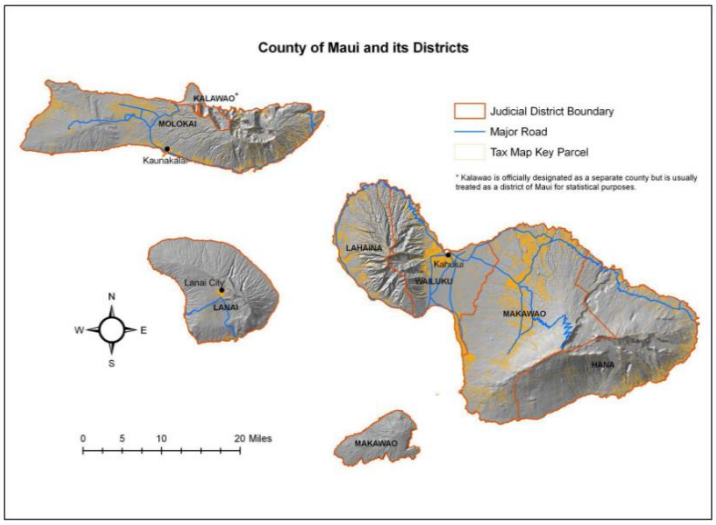
1. **HAWAI'I COUNTY** is comprised of the Island of Hawai'i, which is the youngest and largest in the island chain. With an area of 4038 square miles, it is larger than all the other main Hawaiian Islands combined.

2. The county seat is located in Hilo on the east side of the island. Kailua-Kona, on the west side of the island, is the other major population center.

3. There are two (2) commerical airports, Hilo International Airport (ITO) and Kona International Airport (KOA), and two (2) general aviation airports, Upolu Airport (UPP) and Waimea-Kohala Airport (MUE).

4. Hilo Harbor on the northeast coast and Kawaihae Harbor on the northwest coast are the commercial ports.

2.1.2.2 MAUI COUNTY



1. **MAUI COUNTY** includes the islands of Maui, Molokaʻi, Lānaʻi and Kahoolawe.

2. **ISLAND OF MAUI**

   a. The island of Maui is the second largest of the main Hawaiian Islands at 727.2 square miles.

   b. Wailuku is the county seat. Main population centers include Kahului (central Maui), Kihei (southwest Maui), Lahaina (west Maui) and Upcountry Maui, the volcano-slope region of Mt. Haleakalā.

   c. There are three commercial airports including Kahului Airport (OGG), which is the main airport, and two small commuter airports, Kapalua Airport (JHM) in West Maui and Hana Airport (HNM) in East Maui. Kahului Harbor is the only commercial port on the island of Maui.

3. **MOLOKAʻI**

   a. The island of Molokaʻi has a land area of 260 square miles. Kaunakakai, located on the southern coast, is the island's largest town. Kalaupapa, located on the island's northern peninsula, is separate jurisdiction. *See* **2.1.2.3 Kalawao County.**

   b. Two small airports service the island including Molokaʻi Airport (MKK) in Kaunakakai, the larger of the two, and Kalaupapa Airport (LUP). Kaunakakai Harbor on the southcentral shore is the port.

4. **LĀNAʻI**

   a. The island of Lānaʻi has a land area of 140.5 square miles. The island is 90% privately owned. The small town of Lānaʻi City, located in the central part of the island, is the only major population center.

   b. Lānaʻi Airport (LNY) is the island's only commercial airport. Lanai is also serviced by a ferry that runs between Lānaʻi's Manele Harbor and Maui's Lahaina Harbor. Kaumalapau Harbor on the southern shore is the only commercial port.

5. **KAHOʻOLAWE**

   a. The island of Kahoʻolawe has a land area 44.6 square miles and is 7 miles from the island of Maui. Kahoʻolawe is a former military training ground and has no permanent residents.

2.1.2.3 KALAWAO COUNTY

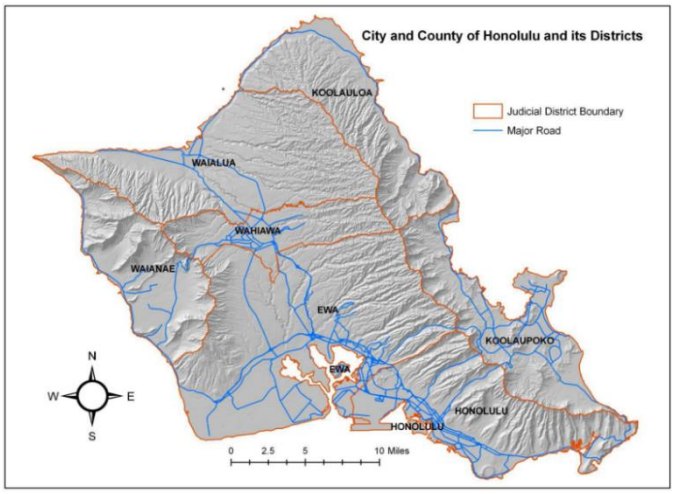
1. Kalawao County is an area in the remote Makanalua peninsula on the island of Molokai. This county consists of two Hansen's disease (leprosy) settlements, Kalawao and Kalaupapa.

2. Kalaupapa settlement remains home to a small population of patients, who are allowed to live there for the rest of their lives. Other residents of Kalaupapa include a small contingent of state employees and National Park Service staff.

3. The county is administered by the Hawai'i State Department of Health (HDOH) and has no elected officials. The Director of HDOH, who is appointed by the Governor, serves as the county mayor, and supports all aspects of allowing patient-residents to live out their remaining lives in Kalaupapa.

4. The Kalaupapa National Historical Park, which encompasses Kalawao County, was established in 1980. With support from Maui County, the National Park Service is the primary agency responsible for law enforcement, emergency management and wildland/structural fire response within the county.

2.1.2.4 CITY AND COUNTY OF HONOLULU



1. **CITY AND COUNTY OF HONOLULU** is comprised of the island of Oahu, the third largest of the main islands, with a land area of 599 square miles.

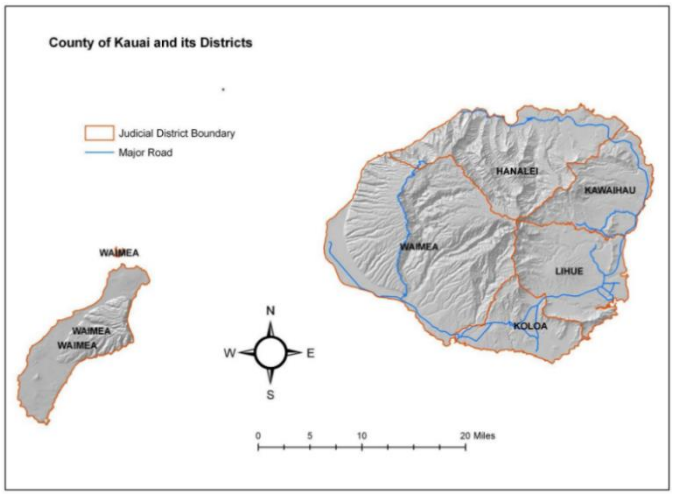
2. Oahu is the most populous island and home to roughly two-thirds of the state's population. Honolulu, located on the south shore, is the state capitol and county seat.

3. The island is home to several major military installations and the U.S. Indo-Pacific Command (USINDOPACOM).

4. Daniel K. Inouye International Airport (HNL) is the state's largest airport and hub. There are military airfields at Wheeler Army Airfield and Kaneohe Marine Corps Base and two (2) general aviation airports, Dillingham Airfield and Kalaeloa Airport (JRF).

5. Honolulu Harbor, located on the southern coast, is the primary commercial port for the island and the hub of the state's port system where containerized cargo and other commodities are received and then distributed inter-island. Kalaeloa Barbers Point Harbor, on the southwestern tip, is the second busiest port in the state and handles liquid-bulk (i.e. petroleum) and dry-bulk (i.e. coal, cement, scrap metal) cargo.

2.1.2.5 KAUA`I COUNTY



1. **KAUA`I COUNTY** includes the islands of Kauai and Ni‘ihau.

2. **ISLAND OF KAUA`I**

    a. The island of Kaua`i has a land area of 552.3 square miles and is the fourth largest of the main islands.

    b. Lihue, located on the east side, is the county seat and commercial center. Kapa’a, just north of Lihue, is the largest town on Kauai.

    c. Lihue Airport (LIH) is the only commercial airport on Kauai. There is a military airfield at Pacific Missile Range Facility (PMRF) Barking Sands and a general aviation airport, Port Allen (PAK). Nawiliwili Harbor, just outside Lihue, is the primary port. Port Allen, on the south coast, handles liquid-bulk cargo.

3. **NI‘IHAU**

    a. The island of Ni‘ihau, located 17.5 miles southwest of Kaua`i, is the smallest inhabited Hawaiian Island with a land area of 69.5 square miles. The island has been privately owned by the Robinson family since 1864. Ni‘ihaus generally off-limits to all but relatives of the island’s owner, U.S. Navy personnel, government officials and invited guests.

2.1.3 HAZARD ANALYSIS SUMMARY

1. A hazard represents an incident or physical condition that has the potential to cause fatalities, injuries, property or infrastructure damage, interruption of business, or other types of harm or loss. Hazards may be:

    a. **NATURAL HAZARDS:** Naturally occurring physical phenomena caused by either rapid or slow onset incidents; and

    b. **TECHNOLOGICAL OR HUMAN CAUSED HAZARDS:** Incidents caused by humans, which can be either accidental or intentional, fall into this category.

2. The primary goal of emergency management in the state of Hawai'i is to ensure readiness to respond to and recover from the wide-ranging impacts a hazard may have, whether its origins are natural, human-caused.

3. The ***State of Hawai'i Mitigation Plan*** contains a detailed profile of the various hazards that may impact Hawai'i and an assessment of the risk these incidents pose to the state. The assessment contained in the ***State of Hawai'i Mitigation Plan*** is considered the hazard assessment section of the ***HI-EOP*** and should be referenced for additional information.

4. In addition, the ***State of Hawai'i Threat Hazard Identification and Risk Assessment (THIRA)*** identifies the threats and hazards of greatest concern to the state. The THIRA analyzes the expected impacts of each of these hazards, assesses capabilities and resources needed to prepare and identifies actions that could be taken to avoid, lessen or eliminate identified impacts. The current THIRA can be obtained from the Hawai'i Emergency Management Agency.

Hazard	People		Property		The Environment		Emergency Management Program Operations	
	Risk	Vulnerability	Risk	Vulnerability	Risk	Vulnerability	Risk	Vulnerability
Tsunami	High	High	High	High	Medium	High	High	Medium
Hurricane	High	High	High	High	Medium	High	Medium	Medium
Volcanic Hazards (lava flow and /Vog)	Medium	Medium	Medium	Medium	Medium	Medium	Low	Low
Climate Change and Sea Level Rise	Low	Medium	Medium	Medium	Medium	Medium	Low	Low
Drought	Low	Medium	Low	Low	Low	Medium	Low	Low
Earthquake	High	Medium	Medium	Medium	Medium	Medium	Medium	Medium
Flood	High	High	High	High	High	High	Medium	Medium
High Wind Storm	Medium	Medium	High	High	Low	Medium	Low	Medium
Landslide and Rockfall	Medium	Medium	Medium	Low	Low	Medium	Medium	Medium
Wildfire	Low	Medium	Medium	Medium	Medium	Medium	Medium	Medium
Infrastructure Failure	Medium	High	Medium	Medium	Medium	Medium	Medium	Medium
Hazardous Materials	Medium	Low	Low	Low	High	Medium	Low	Low
Health Risks	High	High	Low	Low	Low	Medium	High	Medium
Terrorism	Medium	Medium	Low	Medium	Medium	Medium	Medium	Medium
Cyber Threat	High	High	High	High	High	High	Medium	Medium

Figure 1: State of Hawai'i All Hazard Identification, Vulnerability and Risk Assessment.

2.1.4 VULNERABILITY ANALYSIS

1. This section provides an overview of key geographic, demographic and infrastructure vulnerabilities that may have significant consequences for how the state is affected by, responds to, and recovers from a disaster.

2. As data sources referenced in this section are updated separately from the ***HI-EOP***, the information provided may not reflect the most current statistics, which can be obtained from the sources below:

    a. ***U.S. Census Data:*** An officially designated source of Census Bureau data for Hawai'i: http://census.hawaii.gov/ or https://www.census.gov/quickfacts;

    b. ***State of Hawai'i Data Book***: Published annually by the Department of Business, Economic Development and Tourism (DBEDT): http://dbedt.hawaii.gov/economic/databook/;

c. ***Monthly Visitor Statistics and Annual Reports:*** Published by the Hawai'i Tourism Authority: http://www.hawaiitourismauthority.org/research/; and

d. Other state reports on various topics such as housing, energy, employment and the economy are also available on the DBEDT website: http://dbedt.hawaii.gov/economic/reports_studies/.

2.1.4.1 VULNERABLE POPULATIONS

1. Emergencies and disasters pose a challenge for the whole community, but certain populations are particularly vulnerable to their impacts, including children, individuals with disabilities or access and functional needs, the elderly, and people with limited English proficiency.

    a. The elderly population in Hawai'i accounted for 18.4% of the statewide population in 2018. Hawai'i ranked 7th among the 50 states and the District of Columbia in terms of the percentage of the population aged 65 and over.[1]

    b. Individuals with disabilities and others with functional and access needs must be considered in emergency planning. Approximately 11% of Hawai'i's population has a disability. Nearly 50% of residents over the age of 75 are disabled.[2]

    c. Hawai'i's population is one of the most ethnically diverse in the world. Hawai'i's minority population comprised 78.2% of the total state population. In the U.S. as a whole, the minority population comprised 39.6% of the population. Approximately 26% of residents speak languages other than English at home and 18% of the population is foreign born. [3]

2. The economic vulnerabilities of Hawai'i's residents also have serious implications for the level of assistance that may be required to support the population during response and recovery efforts.

    a. When cost of living is considered, Hawai'i has one of the highest poverty rates in the nation, with 15% of residents living below the poverty level.[4]

    b. A lack of affordable housing has contributed to a growing homeless population in the state, which will have distinct needs following an incident and may have trouble accessing or qualifying for traditional assistance programs.

    c. The visitor industry is the state's largest employer and economic driver. A number of incidents can discourage travel and jeopardize the industry, such as disasters that result in widespread destruction, terrorism threats or incidents and communicable disease outbreaks. A downturn in tourism may result in severe financial and job losses following an incident, which will compound the long-term recovery process.

[1] American Community Survey (ACS), Estimates as of July 1, 2018, U.S. Census Bureau, https://www.census.gov/quickfacts
[2] 2017 Disability Status Report – Hawai'i, http://www.disabilitystatistics.org/
[3] American Community Survey (ACS), Estimates as of July 1, 2018, U.S. Census Bureau https://www.census.gov/quickfacts
[4] U Supplemental Poverty Measure: 2017, U.S. Census Bureau, https://www.census.gov/topics/income-poverty/supplemental-poverty-measure.html

3. On any given day, there are over 228,000 visitors in the state, which increases the state's population by 16%. Visitors are particularly vulnerable during emergencies or disasters as they will likely lack with sufficient supplies for self-sustainment and be unfamiliar with local hazards and plans. In addition, the diversity of the visitor population, with significant numbers coming from Asia and Oceania, requires consideration of language and culture when addressing visitor needs.

4. The state's resident population includes over 105,000 active duty military personnel and their family members, most of which are stationed on Oahu.[5] This population may also be unfamiliar with Hawai'i's hazards and may also lack a robust local support network to support them during their recovery from a disaster.

	State	Hawai'i County	Maui County	Oahu	Kaua`i County
[6]Resident Population	1,420,491	200,983	167,295*	980,080	72,133
[7]Daily Visitor Census	228,785	35,412	61,868	105,141	26,364

*Includes population of Kalawao County of 88 people

2.1.4.2 HOUSING

1. On a day-to-day basis, Hawai'i faces a shortage of available and affordable housing for moderate and low-income families. Limited inventory will make securing temporary and long-term housing a major challenge following an incident that displaces a significant number of people.

2. Hawai'i has a high number of multi-generational households, a product of both culture, limited housing inventory and the expense of housing. Nearly 8% of households are multi-generational, the highest percentage in the county.[8]

3. Due to the topography of the islands and the relatively small amount of land suitable for settlement, most of the population and tourist resorts are located near the shoreline, many of which are within tsunami, storm surge and flood zones. The demand for housing on some islands also encourages settlement on ridgelines and at the edge of mountains, increasing vulnerability to unstable ground conditions.

4. A significant percentage of homes in Hawai'i are older and built using outdated codes and design methods. Throughout the 1970s 'single-wall construction' and 'post and pier – tofu block' foundations were prevalent in conventional home construction. Homes built with this type of construction, approximately 25% to 30% of exiting single family homes in the state, are the most vulnerable because they lack any type of seismic or hurricane resistive requirements.

2.1.4.3 COMMODITIES AND PORT VULNERABILITY

[5] The State of Hawaii Data Book 2017, http://dbedt.hawaii.gov/economic/databook/
[6] Annual Estimates of Resident Population, July 1, 2018, U.S. Census Bureau, https://factfinder.census.gov
[7] Hawaii Tourism Authority, 2017 Annual Visitor Research Report, https://dbedt.hawaii.gov/visitor/visitor-research/
[8] 2017 American Community Survey 1-Year Estimates, U.S. Census Bureau, https://factfinder.census.gov

1. Ninety percent Hawai'i's food and 100% of fuel are imported into the state. Almost all commodities arrive by sea. Air cargo only accounts for less than 1% of imported goods.[9]

2. The sea port system operates as a hub and spoke. Commodities arrive at ports on Oahu and are then delivered by barge to neighbor islands. The supply chain is long and complex, taking up to 14 days from the time goods are shipped from the mainland until they arrive on store shelves.

3. In addition to the lack of local manufacturers, the state relies on a 'just-in-time' logistics system for commodities, meaning direct delivery from ship to store. There is no large warehousing system that can quickly meet surges in demand for emergency supplies and other necessities. It is estimated, for example, that there is only five (5) to seven (7) days of food supply in the state. A disruption to the supply chain would have an almost immediate impact on the population.

4. The state's sea ports and airports are extremely vulnerable to damage from Hawai'i's greatest natural threats – hurricanes and tsunamis. All seaports, and all but one major airport, are in inundation areas.

    a. The restoration of commercial seaports following a major disaster will be challenged by a lack of equipment within the state needed for port recovery. This equipment would take at least seven (7) days to arrive from the mainland. In the event of major damage, restoring partial operations at the Port of Honolulu will likely take at least three weeks. The timeline for full restoration is unknown.

    b. A reliable timeline for reopening damaged airports to commercial flights has not been established.

5. Of greatest concern is an extended closure of the Port of Honolulu, as there is not an alternative that can rapidly be implemented to bring in sufficient commodities. The entire state would be impacted, even if no other islands sustained damage.

    a. Neighbor island ports are not deep enough to handle large container ships. While goods can be shipped by barge from the mainland as an alternative, these ships are slower and carry less cargo.

    b. While more goods would be brought in by air following a major incident, the limited cargo capacity of the state's airports means they could not come close to replicating the sea port's throughput.

2.1.4.4 GEOGRAPHIC ISOLATION

1. Complicating the lack of in-state resources is the geographic isolation of the Hawaiian Islands. This time-distance relationship requires early identification, coordination, deployment and tracking of resources to ensure arrival when needed.

    a. Transit time by ocean from the West Coast of CONUS requires five to eight days by commercial cargo vessel and about five hours by commercial flight.

[9] *Air Cargo in Hawai'i's Economy: Developments in Hawai'i's Air Cargo Industry 1990 – 2016,* Department of Business, Economic Development and Tourism, November 2017

2.1.4.5 INFRASTRUCTURE VULNERABILITIES

1. Extended power, water and communications disruptions are possible following a major natural disaster, given the location of many critical infrastructure sites along coastlines and within inundations zones. In addition, the state lacks redundant infrastructure and points of failure exist at critical facilities.

2. Recovery of critical infrastructure may be challenged by lack of repair components and heavy equipment needed for debris removal and restoration. Repair components that would be required to restore infrastructure are not warehoused in the state and estimates for getting some components to the state post-incident is up to nine weeks.

3. Hawaii's medical infrastructure is not sufficient to handle an incident involving a high number of critical casualties or mass fatalities. Hospital bed space, which is normally at or near capacity, staffing and aero medical transport would all be insufficient to support a mass casualty incident. There is a statewide shortage of doctors, particularly specialists, which is especially pronounced on neighbor islands.

2.2 ASSUMPTIONS

The ***HI-EOP*** was developed with the following assumptions:

1. An emergency may occur at any time and may affect single or multiple jurisdictional areas. Some incidents will occur with enough warning to allow for activation and preparation prior to the onset of emergency conditions. Other incidents will be no-notice incidents that occur without warning;

2. All incidents begin and end locally, and county authorities maintain operational control and responsibility for emergency activities within their jurisdictions, unless otherwise superseded by statute or agreement;

3. Local jurisdictions may request resources from the state to support the response to an incident, but the state may be unable to satisfy all emergency resource requests during a major emergency or disaster;

4. If the resource needs of an incident exceed state and county capabilities, federal assistance may become available for disaster response and recovery operations under the provisions of the Stafford Act, Public Law 93-288, as amended;

5. Incidents in Hawai`i may occur simultaneously to incidents on the U.S. mainland, constraining resources available and slowing or reducing the amount of outside assistance available to support the state;

6. State departments will develop and maintain the necessary plans, standard operating procedures, contracts, and memorandums of understanding to execute emergency responsibilities assigned by the ***HI-EOP***;

7. State employees tasked with emergency duties that live and work within the affected area may be personally impacted by the incident and unable to report to work;

8. Closure or reduced operations at seaports will result in almost immediate shortages of critical commodities. Response resources coming from the West Coast of CONUS by ship will take five to eight days to just arrive at the Port of Honolulu;

9. All residents of the state are expected to be prepared with at least fourteen (14) days of resources needed to meet their basic needs following an emergency or disaster. Catastrophic disasters will require even greater personal preparation and the public is encouraged to be self-sufficient for a more extended period;

10. Individuals, community-based organizations, and businesses will offer services and support in time of disaster in the form of spontaneous volunteers, supplies and financial donations; and

11. In a major incident, local, national, and international media will be on-scene and social media will be used by those in and out of the affected community to identify needs, report damage and locate loved ones.

3.ROLES AND RESPONSIBILITIES

3.1 OVERVIEW

1. This section outlines general roles and responsibilities for emergency management in the state of Hawai`i. Though the primary focus is on roles and responsibilities related to emergency preparedness and response, duties in other phases of emergency management are referenced.

2. Hawai`i Revised Statutes (HRS) Chapter 127A establishes overarching responsibilities for emergency management activities at the state and county levels.

3. Roles and responsibilities for emergency management are also rooted in two important principles.

    a. Emergency management responsibilities across all phases belong to no one agency and are shared by all levels of government, the private sector, non-governmental organizations (NGOs) and the community as a whole. State and county emergency management agencies exist to provide overall coordination, but they rely on the expertise and participation of all stakeholders to support preparedness and mitigation actions, and to provide information, tools and resources required for response and recovery operations.

    b. Incidents are managed at the lowest jurisdictional level possible. Because most incidents can be managed solely with county resources, the state's role in emergency operations, broadly defined, is to coordinate and provide support requested by counties when their resources are exhausted, or when a needed capability does not exist at the local level.

3.2 COUNTY GOVERNMENTS

3.2.1 ROLE

1. Each county in Hawai`i has authority for emergency management within its jurisdiction under the overall direction and control of the mayor. The mayor's general emergency management powers are defined in HRS Chapter 127A-12.

2. Each county has a local emergency management agency and Emergency Operations Center (EOC), which are headed by a county-level Administrator. The county Administrator position is a non-appointed civil service position subject to HRS Chapter 76, Civil Service Law. *(HRS Chapter 127A-5)*

3.2.2 ONGOING DUTIES

On an ongoing basis, counties will:

1. Maintain a comprehensive emergency management program at the county level that addresses mitigation, preparedness (to include prevention and protection), response and recovery;

2. Develop and implement an emergency operations plan for the county that is consistent with the ***HI-EOP***;

3. Maintain a 24-hour county warning point with the capability of providing timely alert and notification to county government officials and the public, to include

operating the Outdoor Siren Warning System and coordinating the response to siren issues that occur after-hours, such as malfunctions, tampering and/or vandalism;

4. Institute training, preparedness, and public information programs to increase community readiness and resilience in coordination with the state, private-sector, and NGOs; and
5. Develop mutual aid agreements for emergency response with other counties and agencies.

3.2.3 DURING AN INCIDENT

As required during an emergency or disaster counties will:

1. Activate the county EOC to coordinate county emergency response efforts;
2. Advise the mayor of the need to declare a local emergency, which grants emergency authorities for committing county resources, expediting emergency operations, and requesting state support;
3. Maintain cost and expenditure reports associated with emergency operations;

   Implement protective measures, such as: Directing the evacuation of the civilian population of the county and Opening public emergency shelters for people and pets; and
4. Request state assistance when it is apparent county capabilities will be exceeded.

3.3 STATE GOVERNMENT

3.3.1 LEGISLATURE

1. The State Legislature, comprised of the House of Representatives and Senate, establishes in law the emergency authorities and state agencies and actors, and allocates resources to build and sustain a comprehensive emergency management program.

3.3.2 GOVERNOR

1. Overall authority for the state's emergency management system is vested in the Governor pursuant to HRS 127A.
2. In response to a threatened or actual emergency or disaster, the Governor is responsible for:
   a. Issuing an emergency proclamation to declare a state of emergency and exercising, as appropriate, emergency authorities conveyed by the declaration to order evacuations, commit state resources, or temporarily suspend regulations to expedite emergency operations;
   b. Providing strategic guidance for state response and recovery operations;

c. Reviewing and coordinating the public release of information related to the state's emergency activities; and

d. Requesting federal assistance, to include a Presidential declaration under the Stafford Act, when it is apparent state capabilities will be exceeded.

3.3.2.1 HAWAI`I ADVISORY COUNCIL ON EMERGENCY MANAGEMENT

1. The Hawai'i Advisory Council on Emergency Management (HACEM) is a seven (7) member panel that advises the Governor on emergency management issues. *(HRS Chapter 127A-4)*

2. Members are appointed by the Governor with the advice and consent of the Senate and may not be elected officials or state government employees.

3.3.3 HAWAI`I EMERGENCY MANAGEMENT AGENCY (HI-EMA)

3.3.3.1 ROLE

1. Situated within the Hawai`i Department of Defense (HIDOD), the Hawai`i Emergency Management Agency (HI-EMA) is established as the state emergency management agency by HRS 127A-3(a).

2. As such, it is charged with maintaining a comprehensive, coordinated, and cooperative emergency management program to prepare for, respond to, mitigate, and recover from emergencies and disasters that threaten or impact the state.

3. Across all phases of emergency management, HI-EMA coordinates its activities with the whole community, including county emergency management agencies, federal agencies involved in emergency management, state departments and agencies, other states, the private sector, and NGOs.

3.3.3.2 LEADERSHIP

1. The **ADJUTANT GENERAL** of the HIDOD is the **DIRECTOR OF EMERGENCY MANAGEMENT** for the state and oversees the agency, pursuant to the direction and control of the Governor.

2. The day-to-day operations of HI-EMA are led by a civilian **ADMINISTRATOR**, an appointed position that reports to the Director of Emergency Management

3.3.3.3 ONGOING DUTIES

On an ongoing basis HI-EMA will:

1. Maintain state plans for disaster preparedness, mitigation, response, and recovery, ensuring alignment with county plans as well and federal policies, plans, procedures, goals, or other guidelines for emergency management programs;

2. Provide technical guidance and support for the development of emergency operations plans by state departments and county emergency management agencies. Recommend revisions as needed to ensure consistency with the ***HI-EOP***, state and federal laws, rules, regulations, and executive orders;

3. Maintain a statewide system for detection, alert, and warning when emergency conditions exist, which includes operation of a 24-hour, seven days a week, State

Warning Point (SWP) and maintenance of the Statewide Outdoor Warning Siren System;

3. Institute statewide public awareness programs that focus on emergency preparedness issues, including, but not limited to, the personal responsibility of individuals to be self-sufficient for an extended period following an emergency or disaster;
4. Establish guidelines for emergency shelters and administer a state retrofit program to harden public facilities to serve as hurricane evacuation shelters;
5. Maintain a State Emergency Response Team (SERT) to support emergency preparedness and response efforts that includes HI-EMA staff, Emergency Management Officers (EMOs) and State Emergency Support Functions (SESFs) to include: Ensuring all departments have identified a primary, secondary and tertiary Emergency Management Officer (EMO) to serve as the liaison between their agency and HI-EMA and Assigning appropriate agencies to SESFs. Ensure tasked agencies appoint representatives to each SESF they are assigned;
6. Engage with county emergency management agencies and federal agencies with responsibilities for Federal Emergency Support Functions (FESFs) to develop and exercise integrated plans and processes that address emergency coordination across all levels of government;
7. Implement training and exercise programs to improve and evaluate the ability of the state and counties to implement plans and perform emergency duties. This shall include a continuous training program for agencies and officials with key roles in state response and recovery efforts to familiarize them with responsibilities, operational concepts, and procedures;
8. Maintain the operational readiness of the State Emergency Operations Center (SEOC); and
9. Anticipate resource requirements of the state and counties in the event of an emergency. Maintain emergency contracts or establish agreements that will ensure access to needed supplies, property, services, or other resources.

3.3.3.4 DURING AN INCIDENT

As required during a disaster or emergency HI-EMA will:

1. Provide overall coordination for the state's response and initial recovery activities, including activating the SEOC and SERT, provisioning resources requested by affected counties and, when applicable, utilizing federal support;
2. Advise the Governor on the need to declare a state emergency or request federal aid. At the direction of the Governor's office and in coordination with the Department of Attorney General, prepare state disaster proclamations and Presidential disaster requests for the Governor's signature. Post all proclamations on the HI-EMA website; and
3. Coordinate requests for out-of-state mutual aid through the Emergency Management Assistance Compact (EMAC).

3.3.4 AGENCIES WITH STATUTORY RESPONSIBILITIES RELATED TO EMERGENCY MANAGEMENT

This section briefly describes the duties of other state agencies with statutory responsibility for specific activities related to emergency management, and how these activities intersect with statewide emergency operations coordinated by HI-EMA.

3.3.4.1 HAWAI`IDEPARTMENT OF DEFENSE, HOMELAND SECURITY DIVISION

1. The Office of Homeland Security (OHS) under HIDOD, has statutory responsibilities under HRS Chapter 128A for activities related to the prevention of and protection from acts of terrorism, including:
    a. Providing programs, in coordination with county, state and federal agencies, including Hawai`i National Guard and Active Duty Title 10 forces, to provide preparedness training for law enforcement, emergency management, first responders and other personnel that would respond to terrorist threats or incidents;
    b. Preparing plans for homeland security in coordination with county, state, and federal agencies;
    c. Surveying vulnerabilities of critical infrastructure and key resources (CIKR) in the state, maintaining a list of identified sites and preparing plans for their protection; and
    d. Operating the State Fusion Center, which is responsible for disseminating the latest information regarding security threats and incidents facing the state of Hawai`i.
2. In the event of a homeland security emergency occurs in the state of Hawai`i, HI-EMA is responsible for coordinating the state government's response to the impacts of the incident in cooperation with other state, county and federal agencies responding to the incident.
3. During an emergency, OHS is part of the SERT and performs functions described in sections **3.4.3 State Emergency Support Functions – Scope and Agency Assignments** and **5.2.6 Intelligence Section.**

3.3.4.2 HAWAI`I STATE DEPARTMENT OF HEALTH

1. In addition to emergency duties assigned in the ***HI-EOP*** and SESF Annexes, the Hawai`i Department of Health (HDOH) has statutory and regulatory responsibilities related to the protection of the public health and the environment.

    a. During a public health emergency involving imminent danger of an epidemic or outbreak of communicable disease, the department has authorities to take precautionary measures related to quarantine, school closures and embargos.

    b. The Hazard Evaluation and Emergency Response (HEER) Office of HDOH addresses all aspects of releases of hazardous substances into the environment, including prevention, planning and response.

More detailed information on the Department of Health Role can be found in Incident Annexes related to public health emergencies and the Annexes for SESF #8 – Public Health and Medical and SESF #10 – Oil Spill and HAZMAT Response.

2. At the point a public health emergency or a hazardous materials (HAZMAT) incident requires the application of county resources to control the incident or manage secondary impacts, the county's emergency management agency takes the lead in coordinating county resources required for the response effort. HDOH continues to provide subject matter expertise and to execute its statutory responsibilities in cooperation with the county.

3. When a public health or HAZMAT emergency requires resources beyond the HDOH and affected county, HI-EMA coordinates support from other state agencies and, as appropriate, federal, private sector and NGO partners.

    a. HDOH continues to execute its statutory responsibilities and provide subject matter expertise as the Primary Agency for SESF #8 – Public Health and Medical and/or SESF #10 – Oil Spill and HAZMAT Response.

    b. Depending on the incident, HDOH may also be part of a Unified Coordination Group (UCG) overseeing the incident that includes HI-EMA and the lead federal agency, if applicable.

3.3.5 ALL STATE DEPARTMENTS AND AGENCIES

3.3.5.1 ONGOING DUTIES

On an ongoing basis, all state departments and agencies will:

1. Develop and maintain a Department Emergency Operations Plan consistent with the ***HI-EOP*** that addresses the performance of the department's emergency duties, including departmental notification and activation procedures and staff roles and responsibilities;
2. Develop and maintain a Continuity of Operations Plan (COOP) that addresses the continuation and restoration of critical business functions during an emergency;
3. Pre-identify resources, including staff, supplies and equipment, required to perform the department's emergency duties and support essential personnel;
4. Establish emergency contracts with vendors or cooperative agreements with other government or private agencies to address anticipated resource gaps;
5. Assign department personnel to the State Emergency Response Team (SERT).
    a. **EMERGENCY MANAGEMENT OFFICERS:** All state departments shall identify a primary liaison and two (2) alternates to the Hawai`i Emergency Management Agency (HI-EMA) to serve as the main conduit through which HI-EMA channels information and requests to the department on a day-to-day and operational basis.
    b. **STATE EMERGENCY SUPPORT FUNCTION (SESF) REPRESENTATIVES**: This plan assigns most state departments to one or more SESFs. The department must appoint a primary and alternate representative to each SESF it is assigned. SESF representatives help develop plans for SESF emergency functions and coordinate departmental support of SESF missions during a response.
    c. Departments may not assign personnel to serve as both a SESF representative and an EMO. Unique contacts are required for each position. Specific requirements for these positions are provided in the next section;
6. Ensure all SERT personnel complete training required by HI-EMA. Ensure all other personnel required to support emergency or continuing operations are identified equipped, trained, and prepared to perform assigned functions; and
7. Test and evaluate emergency plans, processes, systems and staff knowledge through departmental-level exercises and participation in state exercises. Capture and incorporate lessons learned from exercises and real-world incidents into departmental plans.

3.3.5.2 DURING AN INCIDENT

As required during an emergency or disaster all state departments and agencies will:

1. Implement the department's EOP and COOP;
2. Activate the Department Operations Center (DOC) to centralize coordination of the department's response to the emergency;
3. Assign department resources to support SESF missions or other SEOC requests;
4. Channel department requests for assistance, operational status, and situation updates to the SEOC;
5. Log emergency actions and expenses incurred, including personnel time, and report costs in a timely manner to the SEOC for possible reimbursement.;
6. Coordinate the release of departmental emergency public information through SESF #15 – External Affairs at the SEOC or the Joint Information Center (JIC) if one is established for the incident;
7. Assist in assessing damage to state owned facilities or properties under departmental control and provide reports to the SEOC; and
8. Make personnel not tasked with supporting the department's essential or emergency operations available for emergency assignment through the SEOC.

3.4 STATE EMERGENCY RESPONSE TEAM (SERT)

3.4.1 EMERGENCY MANAGEMENT OFFICERS

3.4.1.1 ROLE

1. Emergency Management Officers (EMOs) are part of the State Emergency Response Team (SERT). The EMO is the primary liaison between HI-EMA and their department for all emergency management issues during both normal and emergency operations.
2. State departments with attached agencies should determine if the attached agency needs their own EMO. Considerations for appointing a separate EMO include:
    a. The attached agency has a significant role in emergency plans;
    b. The attached agency is autonomous, and the department's EMO is unable to speak to the attached agency's available resources, staff, plans or operations; and
    c. During emergencies, the attached agency coordinates its emergency operations independently from the department (e.g. does not operate from the same DOC).
3. Key private sector and NGO partners shall be asked to identify an EMO and alternates.

3.4.1.2 ONGOING DUTIES

On an ongoing basis, EMOs will:

1. Support the development, maintenance, and review of state emergency plans by sharing department capabilities and plans, providing technical input or access to subject matter experts. This requirement may involve representing the department at formal workshops, planning meetings and on special committees;
2. Disseminate information from HI-EMA (e.g. advisories; updates; training offerings) to the department's leadership and staff;
3. Coordinate the department's participation in emergency management training and exercises;
4. Familiarize the department with state emergency plans and department responsibilities;
5. Ensure the department has a current departmental-level EOP, along with supporting policies and processes that addresses the performance of duties assigned by the ***HI-EOP***;
6. Ensure representatives are appointed to all State Emergency Support Functions (SESFs) the department is assigned; and
7. Notify HI-EMA of changes to EMO or SESF contacts.

3.4.1.3 DURING AN INCIDENT

As required during an emergency or disaster, EMOs will:

1. Provide situational awareness of the department's operational status and internal response activities to the SEOC.
2. Disseminate information received from the SEOC to appropriate department personnel. As needed, request information from the SEOC on emergency impacts and response actions that affect the department's operations and staff.
3. Ensure the department's SESF representatives are activated and, if requested by HI-EMA, physically present at the SEOC.
4. Help coordinate the department's internal emergency operations, including implementation of the department's EOP and activation of the DOC.
5. Assist the department's SESF representatives fulfill requests for assistance or information assigned by the SEOC. Directly coordinate the response to any other SEOC requests of the department that fall outside the scope of the SESFs.
6. As required, submit resource requests to the SEOC for emergency support required to sustain critical department functions.

3.4.1.4 EMO SELECTION

A primary EMO and two (2) alternates are appointed by the department head, who shall ensure the individuals selected have the following abilities, experience, and authorities:

1. Possesses a big picture understanding of their department's structure, resources, personnel, and other capabilities;
2. Has the authority to speak on behalf of the department;
3. Has sufficient time to support emergency management initiatives;
4. Demonstrates effective managerial, coordination and communication skills;
5. Accessible by phone after hours, able to respond on short notice and work extended hours during emergency activations; and
6. Able to work well in stressful and chaotic environments.

3.4.2 STATE EMERGENCY SUPPORT FUNCTION REPRESENTATIVES

3.4.2.1 ROLE

1. This plan tasks select state departments and agencies with duties to support one or more State Emergency Support Functions (SESFs).
2. SESFs are groupings of agencies into functional areas that are most frequently needed during disasters or emergencies. State agencies, as well as partners from the private sector and NGOs, are assigned to one or more SESFs.
3. The state of Hawai`i uses the SESFs organizational structure both operationally during emergencies, and on an ongoing basis during non-emergency periods.
    a. During an activation of the SEOC, the HI-EMA Operations Section Chief determines the specific SESFs to activate based on the nature and needs of the incident, with input from the HI-EMA Administrator.
    b. During non-emergency periods, SESFs develop plans to carry out SESF functions and participate in related training and exercises.
4. Each SESF includes one (1) or more Primary Agency and multiple Support Agencies.
    a. **PRIMARY AGENCIES:** Primary Agencies have significant authorities, roles, resources, or capabilities for functional areas the SESF oversees. Most SESFs have a single Primary Agency assigned. However, a few SESFs have very broad scopes and more than one Primary Agency is assigned to lead distinct activities that fall under the SESF. Primary Agencies serve as the principal contact for HI-EMA on issues related to the SESF and provide overall management of SESF preparedness activities to include convening regular planning meetings, organizing SESF participation in training and exercises and notifying HI-EMA when a SESF Support Agency has not have an assigned representative.
    b. **SUPPORT AGENCIES:** Support Agencies have specific capabilities, expertise or resources that can assist Primary Agencies in executing missions assigned to the SESF by the SEOC.

4. Each agency that is part of an SESF must assign a primary and alternate representative to participate in SESF planning and response activities.
    a. In some cases, providing the necessary subject matter expertise to SESF planning and response will require input from multiple divisions or branches within a department. In these cases, the department may assign additional representatives to the SESF.
5. SESF representatives are part of the State Emergency Response Team (SERT) along with EMOs and HI-EMA staff.

3.4.2.2 DURING AN INCIDENT

When requested by the SEOC during a disaster or emergency, SESF representatives have the following responsibilities:

1. Represent the SESF at the SEOC and other incident sites, if requested;
2. Coordinate with other SESF agencies to fulfill requests for assistance or information assigned to the SESF by the SEOC. As appropriate, activate, assign, and track department or agency resources to fulfill SESF mission assignments;
3. Ensure financial and property accountability for SESF activities; and
4. Coordinate actions with counties, other SESFs or federal ESFs as appropriate;

In addition, SESF Primary Agencies will:

1. Verify activation of SESF agencies and assign a SESF representative to the SEOC;
2. Prioritize requests for SESF assistance and work with Support Agencies to complete mission assignments;
3. Provide updates to the SEOC on the status of SESF mission assignments. Notify the SEOC Operations Section if the SESF is unable to fulfill assigned missions; and
4. Generate information to be used in SEOC briefings, situation reports and incident action plans.

3.4.2.3 SELECTION OF SESF REPS

1. The head of each agency assigned to a SESF appoints SESF representatives and ensure the individuals assigned have the following abilities, experience, and authorities:
    a. Knowledge of the department's structure, resources, and processes as they relate to the SESF;
    b. Technical or programmatic expertise in the SESF functional area that will inform plans and response strategies;
    c. Effective planning and coordination skills and the ability to work effectively across agencies/jurisdictions;
    d. Accessible by phone after hours, able to respond on short notice and work extended hours during emergency activations; and
    e. Ability to work well in stressful and chaotic environments.

3.4.3 STATE EMERGENCY SUPPORT FUNCTIONS – SCOPE AND AGENCY ASSIGNMENTS

SESF	Scope	
1 – Transportation	• Situational awareness for highway, aviation, and marine systems • Transportation safety	• Damage and impact assessment/ restoration/ recovery of state transportation infrastructure • Movement restrictions
2 – Communications	• Coordination with telecom and I.T. industries • Restoration/repair of telecom infrastructure • Statewide alert and warning mechanisms • Support of deployable communications	• Protection, restoration, and sustainment of state cyber systems and I.T. resources • Sustainment of emergency management operational voice and video telecom systems
3 – Public Works & Engineering	• Infrastructure assessment, protection, and emergency repair • Debris removal and disposal coordination	• Engineering services, construction management • Infrastructure restoration
4 – Firefighting	• Resource support to rural, urban and wildland firefighting operations	
5 –Planning & Information	• Incident action planning	• Maintaining situational awareness
6 – Mass Care, Emergency Assistance, Housing and Human Services	• MASS CARE: Sheltering; Feeding; Bulk distribution; Disaster welfare information • HUMAN SERVICES: Implementation of disaster assistance programs for non-housing losses • HOUSING: Short/intermediate-term housing	• EMERGENCY ASSISTANCE: Mass evacuation; Family reunification; Support for household pets and service animals; Support of functional and access needs; Voluntary agency, spontaneous volunteer, and unsolicited donations coordination
7 – Resources & Logistics Support	• Resource support (e.g. transportation, facilities, supplies, equipment)	• Coordination of out of state mutual aid • Procurement
8 – Public Health & Medical Services	• Disease prevention and containment • Healthcare and medical response support • Environmental health and safety response • Behavioral health services	• Healthcare infrastructure protection/assessment • Mass fatality management • Medical shelters • Mass patient movement
9 – Search & Rescue	• Search and rescue operations (air, land, urban, wilderness)	• Mass search and rescue • Life-saving assistance
10 – Oil and HAZMAT Response	• Oil and hazardous materials (chemical, biological, radiological, etc.) response	• Environmental short and long-term cleanup
11 – Agriculture and Natural Resources	• Animal and plant disease/pest response	• Natural and cultural resources and historic properties protection and restoration
12 – Energy	• Energy infrastructure and resource assessment, repair, and restoration • Energy industry utilities coordination	• Energy supply/demand forecast and monitoring • Energy shortage response measures
13 – Public Safety and Security	• Facility and resource security • Security planning and technical assistance	• Public safety/security support • Support to access, traffic, and crowd control
15 – External Affairs	• Emergency public information and protective action guidance	• Media and community relations • Congressional and international affairs
16 – Finance	• Tracking and accounting for emergency expenses	
20 – Military Support	• Support coordination with federal Department of Defense for military resources	• Resource tasking to Hawai`i National Guard

3.5 FEDERAL GOVERNMENT

1. The Federal government may become involved with a response under the following circumstances:

    a. When Federal interests are involved, such as when incidents occur on Federal property;

    b. A statute or regulation authorizes or requires a federal agency to respond; and

    c. State resources need to be augmented with federal capabilities, which are provided under the National Response Framework (NRF). This type of support requires the Governor to declare a state of emergency and make a formal request for federal assistance, which then must be approved by the President. *Refer to section* **4.4.4.1 Federal Declaration Process** *for additional information.* Federal assistance supplements, but does not supplant, state and local government response efforts.

2. Federal agencies with responsibilities under the NRF also support emergency management programs on a day-to-day basis to help the state and its local jurisdictions to reduce the impact of disasters, increase their response capabilities and plan for the integration of federal assistance during a major disaster. Ongoing support provided varies by federal agency but may include:

    a. Supporting efforts to develop coordinated response plans;

    b. Participating in state and local exercises to test federal, state and county collaboration and related response plans;

    c. Providing federally developed emergency management training; and

    d. Making preparedness and mitigation programs available for delivery by the state and counties that increase individual and community readiness and incentivize actions that reduce impacts of natural disasters on people and property.

3.6 NON-GOVERNMENTAL AND VOLUNTARY ORGANIZATIONS

1. Non-governmental organizations with disaster response missions and/or programs that support the state's emergency planning and response efforts are assigned to SESFs. The state looks to these organizations, and their networks of volunteers and relationships with other NGO partners, to provide the following types of support:

    a. Providing expertise and/or resources to state and local jurisdictions that will inform or assist mitigation, preparedness, response, and recovery efforts;

    b. Participating in state and local planning; and

    c. Identifying agency capabilities required to meet its response role and participate in training and exercise programs to develop those capabilities.

3.7 PRIVATE SECTOR PARTNERS AND NON-GOVERNMENTAL ORGANIZATIONS

1. Private sector partners and NGOs that have significant roles in disaster planning and response have been assigned to SESFs.

2. When activated, these organizations provide information, resources, or disaster relief services as defined in this plan and annexes, and/or as outlined in their respective charters, bylaws, or agreements with state agencies.

4. CONCEPT OF OPERATIONS

4.1 GENERAL

1. This section provides an overview of how the state of Hawai`i will coordinate the response to an actual or threatening emergency, including plan activation, incident notification protocols, the anticipated sequence of emergency incidents and priorities during each phase.

2. The foundational concept that underlies this plan is that counties are responsible for emergency operations within their jurisdictions.

3. The concern of the ***HI-EOP*** is escalating incidents that require state or federal assistance, and the coordination mechanisms that will be utilized to support the county government.

4. The extent to which the ***HI-EOP*** is activated will be based on the scope and scale of the emergency and the level of coordination and resources required to mount an effective response.

5. When an imminent or actual emergency threatens the state, the Hawai`i Emergency Management Agency (HI-EMA) coordinates the state's response through the activation of the State Emergency Operations Center (SEOC) and the State Emergency Response Team (SERT).

6. The STATE EMERGENCY OPERATIONS CENTER (SEOC) is the physical location from which state response activities are coordinated. It is activated and staffed with SERT members based on the needs of the incident. When activated, the SEOC is the state's strategic coordination and incident management facility for all state response activities. Affected counties and state agencies communicate response priorities, exchange information and request resources through the SEOC.

7. The STATE EMERGENCY RESPONSE TEAM (SERT) organizes and executes the state's response to an incident and consists of the following:

State Emergency Response Team		
Hawaii Emergency Management Agency (HI-EMA) Staff	Emergency Management Officers (EMOs)	State Emergency Support Function (SESF) Reps

   a. **HAWAI`I EMERGENCY MANAGEMENT AGENCY STAFF**

   b. **EMERGENCY MANAGEMENT OFFICERS (EMO):** Agency-appointed representatives from state departments, NGOs and private sector partners assigned as liaisons between their agencies and HI-EMA.

   c. **STATE EMERGENCY SUPPORT FUNCTION (SESF) REPRESENTATIVES:** Agency-appointed representatives from state departments, NGOs and private industry organized into sixteen (16) State Emergency Support Functions (SESFs) that coordinate support to counties and state departments.

8. If an incident exceeds the state's response capabilities, resources from other states and/or the federal government may be requested. These resources are requested and coordinated through the SEOC.

4.2 MONITORING, DETECTION AND NOTIFICATION

4.2.1 MONITORING AND DETECTION BY STATE WARNING POINT

1. Situational awareness is maintained by the State Warning Point (SWP) at HI-EMA, which is continually staffed twenty-four (24) hours a day, seven (7) days a week to monitor broadcast and online media, weather forecasts and other warning systems to identify emerging threats.

2. The SWP provides the state with a single point through which information and warnings can be disseminated to appropriate county, state, and federal officials when a hazardous situation threatens or occurs.

3. County Emergency Operations Centers (EOCs) or county warning points monitor local conditions and report incidents to the SWP that meet the notification criteria listed in the next section.

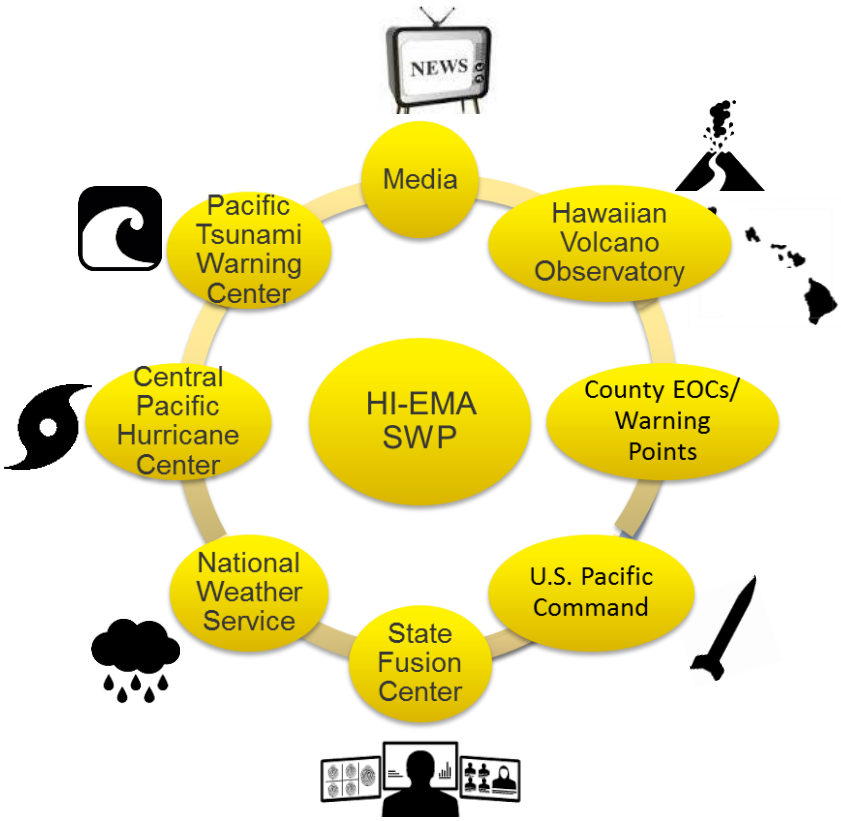


Figure2: Situational Awareness Diagram.

   a. Monitoring and detection is also done by the following emergency management partners, who provide information to the SWP: Weather/Flood Monitoring and Detection: NATIONAL WEATHER SERVICE; Hurricane Monitoring and Detection: CENTRAL PACIFIC HURRICANE CENTER; Seismological and Tsunami Monitoring and Detection: PACIFIC TSUNAMI WARNING CENTER; Volcanic Activity Monitoring and Detection: U.S. GEOLOGICAL SURVEY HAWAIIAN VOLCANO OBSERVATORY; and Terrorism Threat Monitoring and Detection: HAWAI`IDEPARTMENT OF DEFENSE HOMELAND SECURITY DIVISION - STATE FUSION CENTER; U.S. INDO-PACIFIC COMMAND (USINDOPACOM) JOINT OPERATIONS CENTER (JOC)

4.2.2 REPORTING INCIDENTS TO SWP

1. The SWP shall be notified at (808) 733-4300 ext. 101, 102 or 104 by any county emergency management agency, state entity, private sector or NGO partner that has primary jurisdiction and/or is a primary responding agency when any of the following occur:
    a. Activation or deactivation of county EOCs;
    b. Activation or deactivation of a state department's DOC;
    c. Activation or deactivation of a state agency's Department Operations Center (DOC);
    d. Mass violence or casualty threat or occurrence at a facility owned or operated by the state;
    e. Degradation and restoration of critical infrastructure capabilities and systems (power, water, transportation, supply chain, IT, and communications);
    f. Significant disruption of essential functions or operations, including worksite evacuations;
    g. Opening and closing of emergency shelters;
    h. Death, serious injury or hospitalization of any HI-EMA staff member, a county emergency management Administrator or SERT member;
    i. Loss of, or serious damage to, HI-EMA vehicles, equipment, or facilities; and
    j. Any incident, not captured above, that: Poses a significant and imminent threat to public health and safety, property or the environment and could result in the loss of public trust/confidence, degradation of credibility, and negative media coverage.
2. Life threatening situations should first be reported to emergency services. Notification to the SWP is in addition to, and does not replace, other notifications required by regulation or established agency SOPs.
3. Notifications to the SWP of an incident involving a state department should be made by the department's EMO or another individual designated in the department's emergency plan.
4. Notifications from an affected county to the SWP will come from the county emergency management agency or county warning point.

4.2.3 NOTIFICATION OF STATE RESPONSE PARTNERS

1. When a threat as described in this plan is detected or occurring, SWP provides an initial alert to counties and HI-EMA officials, who then make additional notifications and/or direct an emergency activation based on an evaluation of the situation.

4.2.3.1 COUNTY WARNING POINTS

1. Upon receipt that a watch or warning has been issued, the SWP contacts the county emergency management agencies to confirm receipt of the information.

    a. After business hours, county warning points are contacted. County warning points are responsible for following local protocols to notify the county's emergency management Administrator or designee.

4.2.3.2 HI-EMA OFFICIALS

1. The SWP makes immediate notifications to the HI-EMA Operations Chief, Administrator and Executive Officer when any of the following incidents occur:

    a. Situation occurs that requires notification of the Governor's Office;

    b. Weather-related warning issued;

    c. Tsunami watch, warning or advisory issued;

    d. Incident causing extended disruptions of the state's major ports or airports;

    e. Military or civilian plane or helicopter crash in the state, or an out-of-state commercial aircraft accident involving a flight to or from Hawai`i;

    f. An 'unusual' incident that occurs infrequently or involves a 'high profile' individual(s)and is likely to generate significant media attention or inquiries;

    g. Any incident, not captured above, that: Poses a significant and imminent threat to public health and safety, property, or the environment and Could result in the loss of public trust/confidence, degradation of credibility, and negative media coverage

2. Upon receipt of notification by SWP, HI-EMA leadership team consults and advises the SWP if additional notifications are required or if the SEOC will activate.

4.2.3.3 DIRECTOR OF EMERGENCY MANAGEMENT (ADJUTANT GENERAL)

1. The Director of Emergency Management shall be notified when:

    a. There is a change in the activation level of the SEOC; and/or

    b. The situation requires notification of the Governor's Office.

2. The primary contact with the Director is the HI-EMA Administrator, followed by the Executive Officer, and the Operations Chief.

4.2.3.4 GOVERNOR'S OFFICE

1. The Director of Emergency Management is the primary contact with the Governor's Office, followed by the HI-EMA Administrator, and the Executive Officer.
2. When notification of the Governor's Office is required, the following will be notified:
    a. Chief of Staff; and
    b. Communications Director.
3. The Governor's Office may be notified regarding emergencies that meet one or more of the following criteria:
    a. The incident is potentially life threatening or has resulted in multiple casualties;
    b. Multiple counties are impacted, and the incident is expected to continue for several hours;
    c. Evacuation of citizens is occurring or anticipated;
    d. A warning is issued for severe weather that is may result in widespread damage, deaths and/or serious injuries;
    e. Wildfire threatens homes or communities;
    f. Significant hazardous material spill or release has occurred;
    g. A detected earthquake causes damage;
    h. A tsunami watch, warning or advisory is issued;
    i. An attack on the state is imminent or has occurred, to include both terrorist activity and ballistic missile threats.;
    j. The incident is likely to require partial (Levels 3 or 2) or full (Level 1) activation of the SEOC; and
    k. The incident is likely to generate significant news coverage.
4. When notification of an incident is made to the Governor's Office, the following will be discussed:
    a. Nature of the incident;
    b. Current status and potential for escalation;
    c. Actions being taken including SEOC activation level;
    d. Actions recommended (e.g. emergency proclamation; closure of state offices);
    e. Recommended public information actions; and
    f. Anticipated/recommended schedule for briefing or update.

4.2.3.5 NOTIFICATION OF THE SERT

1. If an incident triggers a full or partial activation of the SEOC, the SWP will be directed to notify all or select SERT members, including HI-EMA staff, EMOs and SESFs.

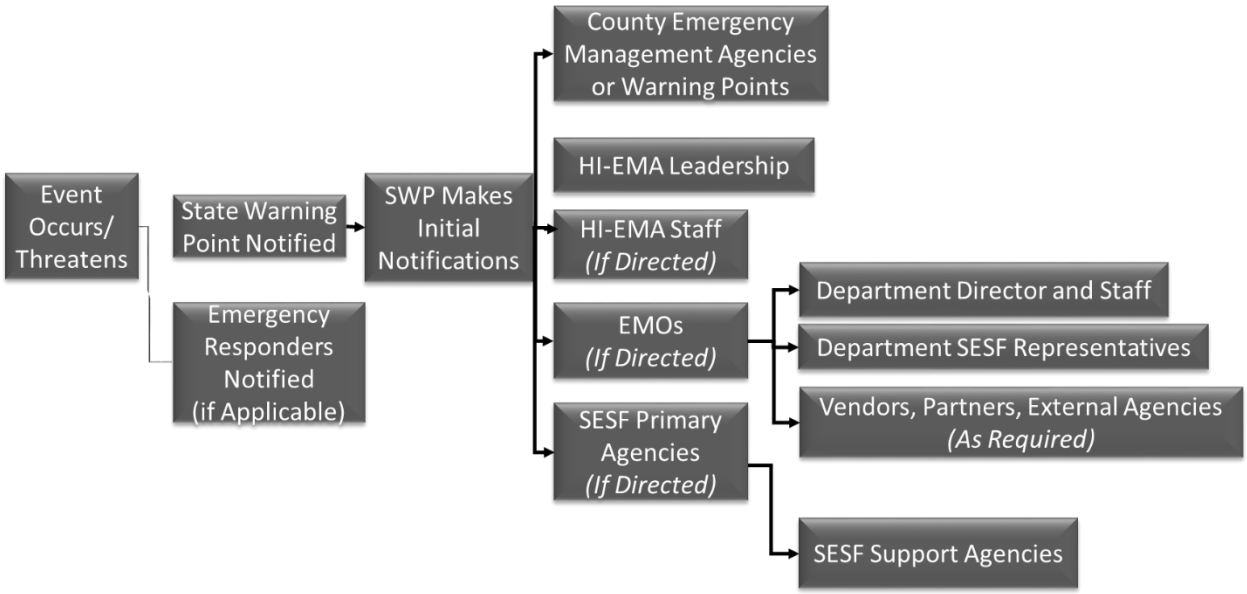
2. Notifications of SERT members may be done via an automated text or phone message using HI-EMA's mass notification system or individual phone calls.

4.2.3.6 ADDITIONAL NOTIFICATIONS MADE BY STATE DEPARTMENTS

1. During a large-scale emergency, it is up to each state department's EMO to ensure additional notifications are carried out to their Department Director and other employees as described in the department's EOP.

2. The EMO ensures their department's SESF representatives received the alert and are activating.

3. EMOs are also responsible for ensuring external notifications are made to any vendors, partners or agencies required to support the department's emergency operations.



4.3 ACTIVATION OF THE STATE EMERGENCY OPERATIONS CENTER

1. The State Emergency Operations Center (SEOC), HI-EMA's primary facility, is located in Battery Birkhimer and Building 303, at 4204 Diamond Head Road in Diamond Head Crater. It is a central physical location where designated SERT members report during emergencies to gather and disseminate incident information, respond to requests for assistance from counties and state departments, identify and coordinate priority actions and allocate resources.

4.3.1 AUTHORITY TO ACTIVATE THE SEOC

1. The following individuals have the authority to activate the ***HI-EOP*** and/or the SEOC, as well as the authority to transition or terminate emergency activities: Governor; Director of Emergency Management (The Adjutant General); HI-EMA Administrator; HI-EMA Executive Officer; or HI-EMA Operations Chief.
2. In most cases, the decision to activate will be made by the Director or Administrator.

4.3.2 SEOC EMERGENCY ACTIVATION LEVELS

1. The extent to which the SEOC is activated is based on the scope, scale, and complexity of a threatened or occurring emergency.
    a. While some incidents require the full participation of all agencies identified in this plan, other incidents may only require the participation of a few agencies to support specific functions.
2. The following are considerations for activating the SEOC:
    a. An incident has occurred that has the potential for rapid escalation;
    b. The emergency will be of a long duration and requires sustained coordination;
    c. Major policy decisions may be required;
    d. The volume of county Requests for Information (RFIs) or Requests for Assistance (RFAs) is increasing;
    e. Pre-deployment of state or federal assets is occurring in anticipation of the emergency;
    f. Managing the situation requires urgent, high-level, non-routine coordination among multiple jurisdictions, state departments or other external agencies; and
    g. Activation of the SEOC will be advantageous to the successful management of the incident.

3. Activation Levels

Level	Who is activated	Activation Reason Example	Situational Examples	Basic Activation Activities	Activation Authority	Discussion required	Activation Location
3	**Partial Activation:** SEOC Manager, Ops & Plans Section Chiefs, Sit Unit member *(1 - 6 SERT members plus SWP)* Functionally a Monitoring & Ops Cell or Monitoring, Ops & Planning Cell.	Monitoring potential extreme situation or a planned special event	Projected flooding, major scheduled event, when requested by a county, or when a County EOC is fully activated	Monitor situation, provide situational updates, document time & duties of activated personnel, keep Administrator & XO advised	Administrator, XO, Ops Branch Chief	No	State EOC or Virtual
2	**Partial Activation:** IC, SEOC Manager, All Section Chiefs, Sit Unit, Resource Unit, Logs support, Finance support *(8 - 10 SERT members, SESFs as required, & SWP)*	Single county has a significant incident requiring state assistance or multiple counties with minor impacts where RFAs are expected	Heavy localized flooding with infrastructure impacts or human needs or when more than one County EOC is fully activated	Support county, develop an IAP, provide situational updates, document time & duties of activated personnel, document expenses, support county recovery plan development	Administrator, XO, Ops Branch Chief	Yes (minimum 2/3). Exception: Immediate high impact emergency or life safety issue	State EOC, Virtual, or both
1	**Full Activation:** Full SERT to include SWP	Multiple counties significant incident or single county catastrophic incident	Statewide heavy flooding, terrorist event in urban area, pre-landfall of a tropical cyclone	Support state & counties using all available resources & partnerships, provide situational awareness, document process & actions, document expenses, support federal declaration process, develop recovery plan	Administrator, XO, Ops Branch Chief		State EOC, Remote Site, Virtual, or combination

a. The SWP is a 24/7/365 operational element. This is a normal condition. This status is not included in the Activation Levels table.

b. If multiple events/incidents with different activation levels are being worked at the same time, the State EOC is "cumulatively activated" at the level of the highest incident

4.4 INCIDENT ESCALATION AND EMERGENCY DECLARATION PROCESS

4.4.1 INCIDENT LEVEL

1. Most incidents are successfully resolved by county public safety responders and managed by an on-scene Incident Commander (IC) who is responsible for command and control of activities at the incident site.

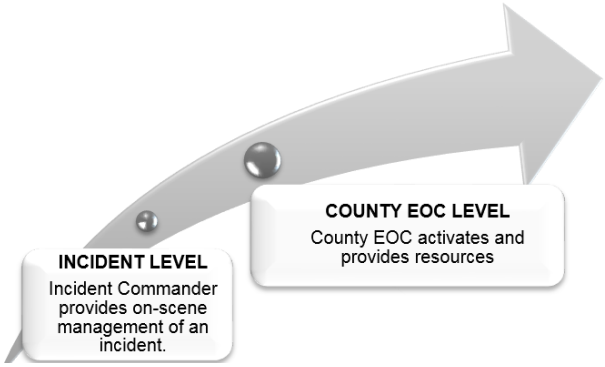


Figure 3: Incident Escalation.

4.4.2 COUNTY EOC LEVEL

1. When the size and complexity of an emergency escalates beyond what on-scene responders can manage with their resources, counties implement their local emergency operations plans and may direct a partial or full activation of the county EOC.
2. Responsibility for acquiring and assigning additional resources and disseminating incident information transfers to the county EOC so these functions can be more easily controlled and coordinated.

4.4.2.1 COUNTY EMERGENCY PROCLAMATION

1. The mayor may declare a local state of emergency by proclamation in response to an imminent or actual disaster or emergency affecting any part of the county. *(HRS Chapter 127A-14(b))*.
2. Declaring an emergency allows the mayor to exercise additional powers to facilitate emergency operations and order protective actions. *(HRS Chapter 127A-13)*
    a. The proclamation of a county emergency does not always mean the county will request state assistance.
    b. In addition, counties are not prevented from requesting state assistance before a local declaration has been issued. Requests for state assistance during undeclared incidents are usually limited to specific capabilities or resources and/or involve support of a large-scale planned event.
3. A local state of emergency terminates automatically sixty (60) days after the proclamation is issued, or earlier by a separate proclamation of the mayor.

4.4.3 STATE EOC LEVEL

1. Upon notification that an emergency or disaster has occurred or is threatening the state, the HI-EMA Administrator, or designee, determines an appropriate level of SEOC activation. The level of SEOC activation is based on the scale of the incident and degree of coordination required to support the affected jurisdiction(s). *Refer to section* **4.3 Activation of the State Emergency Operations Center** *for additional information on activation levels and authorities*.

2. The emergency management agency of the impacted jurisdiction requests assistance through the SEOC when local resources are exhausted or the county does not possess a required capability. Upon receipt and verification of county request for assistance, HI-EMA tasks the appropriate state agency to provide requested resources, services, or information. These assignments are generally coordinated through the SESF structure.

3. State agencies impacted by an incident may also request assistance through the SEOC. These requests are submitted to the SEOC by the department's Emergency Management Officer (EMO) via the WebEOC system.

4.4.3.1 STATE EMERGENCY DECLARATION

1. The Governor may declare a state of emergency by proclamation when the Governor determines an emergency or disaster has occurred or there is an imminent threat of an emergency or disaster in any portion of the state.

2. An emergency proclamation allows the Governor to exercise temporary emergency powers to order evacuations, access the state's Major Disaster Fund and suspend laws and take other actions to expedite the state's response, reduce suffering and protect and restore critical infrastructure. Legal authority to declare a state of emergency rests solely with the Governor. The Governor's emergency management authorities are identified in HRS Chapter 127A-12, 127A-13, and 127A-14.

3. The Governor's emergency declaration may apply to a specific county, specific geographic area, or to the entire state.

4. Though a Governor's declaration of a state of emergency is generally made in response to, or in conjunction with, a local emergency declaration by a county mayor, the Governor is not required to wait for county action before issuing a state proclamation.

5. The Governor must declare a state of emergency before federal assistance can be requested. It is also a condition for requesting interstate mutual aid via the Emergency Management Assistance Compact (EMAC).

6. An emergency proclamation is promulgated by an official announcement through traditional media channels, as well as by posting a copy of the proclamation on the HI-EMA website. The proclamation must remain posted on the agency's website until the proclamation is terminated.

7. Emergency proclamation automatically expire after (60) days unless extended by the Governor or terminated earlier by a subsequent proclamation.

8. The Director of Emergency Management or HI-EMA Administrator will advise the Governor on the need for a state emergency proclamation. A proclamation of a state of emergency may be recommended to the Governor when one or more of the following conditions exist:

    a. A threatened incident has the potential to overwhelm the capabilities and resources of local jurisdictions;

    b. One or more counties have proclaimed emergencies and the state is responding to assist them;

    c. The SEOC has been partially or fully activated for more than 24 hours;

    d. Support from the State Major Disaster Fund is required to support state emergency operations;

    e. The Governor, recognizing the seriousness of the situation, wishes to assure the public that the state is responding with all available resources to protect public health and safety;

    f. The state will pursue federal assistance for response and/or recovery: and

    g. Mutual aid support from another state is need through the EMAC.

9. The Department of the Attorney General will assist in the preparation of the proclamation to ensure all legal and other requirements are met.

4.4.4 FEDERAL LEVEL

1. If an incident threatens or occurs that is beyond the capability of the state and local government(s) to respond, federal assistance may be available to the state when the President makes a declaration under the Stafford Act at the request of the Governor.

2. Some federal actions, such as pre-staging resources or forward deploying personnel, may be taken when it is anticipated a threatening or escalating situation is likely to result in presidential declaration.

3. When federal assistance is provided during an emergency or disaster, federal agency actions are in support of state and local governments.

4.4.4.1 FEDERAL DECLARATION PROCESS

1. The Governor or Acting Governor can originate a request for an emergency or disaster declaration, which is addressed to the President and submitted through the FEMA Regional Administrator. *(Title 44, Code of Federal Regulations, Part206, Subpart B)*

    a. The FEMA Regional Administrator will evaluate the damage reports and other information and make a recommendation to the FEMA Administrator.

    b. The FEMA Administrator, acting through the Secretary of Homeland Security, will then recommend a course of action to the President.

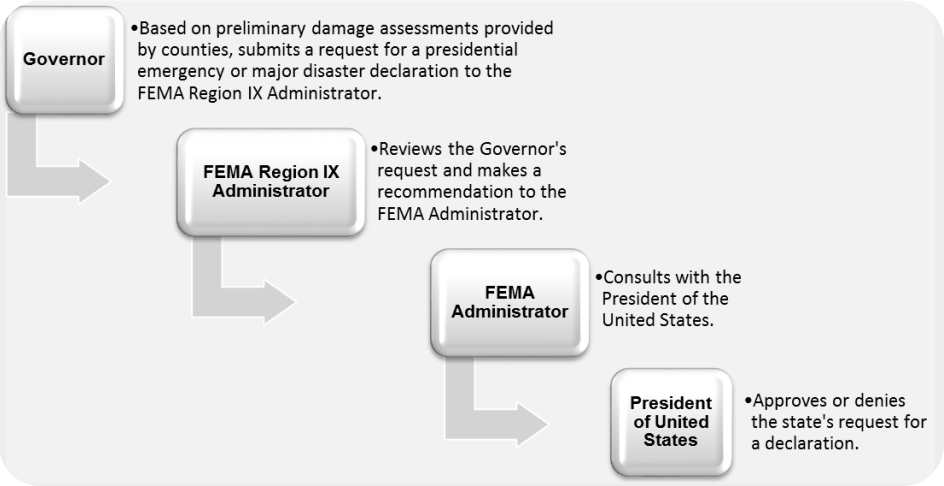


Figure 4: Federal Declaration Process.

2. In response to the Governor's request, the President may deny the request, or issue one of the following:

    a. **EMERGENCY DECLARATION:** Declared for any occasion that does not qualify as a major disaster, but the President determines federal assistance is needed to save lives and to protect property, public health and safety, or to lessen or avert the threat of a disaster. Provides the state and affected counties with up to $5 million in federal aid to support emergency services.

    b. **MAJOR DISASTER DECLARATION:** Declared by the Present for any natural incident that the President believes has caused damage of such severity it is beyond the combined capabilities of state and local governments to respond. This type of declaration makes FEMA grant programs available to the state, which may include one, or both, of the following, depending on the impact of the disaster:

        i. **PUBLIC ASSISTANCE (PA)**: Can fund the repair, restoration, reconstruction or replace of public facilities or infrastructure damaged or destroyed by a disaster. The facilities of certain NGOs may also be eligible;

        ii. **INDIVIDUAL ASSISTANCE (IA):** Assistance to individuals and families who have sustained losses due to the disaster; and/or

        iii. **HAZARD MITIGATION GRANT PROGRAM (HMGP):** Funding for eligible mitigation activities that reduce disaster losses and protect life and property from future disaster damages.

3. The Governor's request for a Major Disaster Declaration must also include the following:

    a. Confirmation that the Governor has proclaimed a state of emergency and taken all appropriate actions, including the activation of the ***HI-EOP.***

b. An estimate of the amount and severity of damages and losses stating the impact of the disaster on the private sector.

c. Information on the type and amount of state and local resources committed to response efforts.

d. Preliminary estimates of the types and amounts of federal disaster assistance needed under the Stafford Act.

e. Certification by the Governor that state and local government obligations and expenditures for the current disaster will comply with all applicable cost sharing requirements of the Stafford Act.

4. The Governor's request for an Emergency Declaration must include the following:

   a. Description of state and local efforts and resources used to alleviate the situation; and

   b. Description of the type and extent of federal aid required.

5. If the President declares an emergency or major disaster, the Governor and the FEMA Region IX Administrator will execute a FEMA-State Agreement which stipulates the understandings, commitments, and conditions of federal assistance, which includes the following:

   a. The incident and incident period for which assistance will be made available;

   b. The areas(s) eligible for federal assistance;

   c. The type and extent of federal assistance provided; and

   d. The commitment of the state and local government(s) with respect to the amount of funds to be expended in alleviating damage and suffering caused by the major disaster or emergency.

6. The Director of Emergency Management or HI-EMA Administrator will advise the Governor on the need to request a presidential declaration.

4.5 LEVELS OF EMERGENCY COORDINATION

4.5.1 POLICY GROUP

Jurisdiction: Statewide **Leader:** Governor	**Description:** The Governor may establish a Policy Group in the SEOC consisting of cabinet members and other senior elected or appointed officials to provide strategic guidance and support for incident activities.

4.5.2 EMERGENCY OPERATIONS CENTER (EOC)

Jurisdiction: State or County	**Description:** EOCs are physical locations established by state and county emergency management agencies. When activated, EOCs are staffed by government agencies from the jurisdictions, private sector and NGO partners and liaisons from other levels of government. The purpose of the EOC is to oversee the jurisdiction's response and provide: • **OPERATIONAL COORDINATION AND RESOURCE ALLOCATION:** Determines the response priorities, coordinates the activities of multiple agencies, and allocates resources. • **COLLECTION, ANALYSIS AND DISSEMINATION OF INCIDENT INFORMATION** • **DOCUMENTATION:** Maintains a record of the response, including information received, actions taken, and incident expenditures.
Leader: ▪ **SEOC:** HI-EMA Administrator ▪ **County EOC:** Emergency Management Agency Administrator	

4.5.3 DEPARTMENT OPERATIONS CENTER (DOC)

Jurisdiction: State Department or Agency **Leader:** Identified in each's department's Emergency Operations Plan	**Description:** A DOC is a shared physical or virtual location staffed by personnel from a single department who are supporting emergency activities tasked by the SEOC, or addressing department needs created by the emergency, such as restoring or sustaining essential services. The department's Emergency Management Officer (EMO) operates from the DOC and serves as the liaison to the SEOC.

4.5.4 JOINT FIELD OFFICE

Jurisdiction: Federal	**Description:** If the disaster is presidentially declared under the Stafford Act, FEMA establishes a Joint Field Office (JFO) to coordinate Federal response activities. The Joint Field Office (JFO) is a temporary federal field-operating facility that provides a central location for coordination of response efforts government agencies and response partners from the private sector and NGOs.
Leader: Unified Coordination Group (UCG)	

4.6 RESPONSE ACTIONS

This section provides an overview of the sequence of actions before, during and immediately after an emergency, and the priorities during each phase.

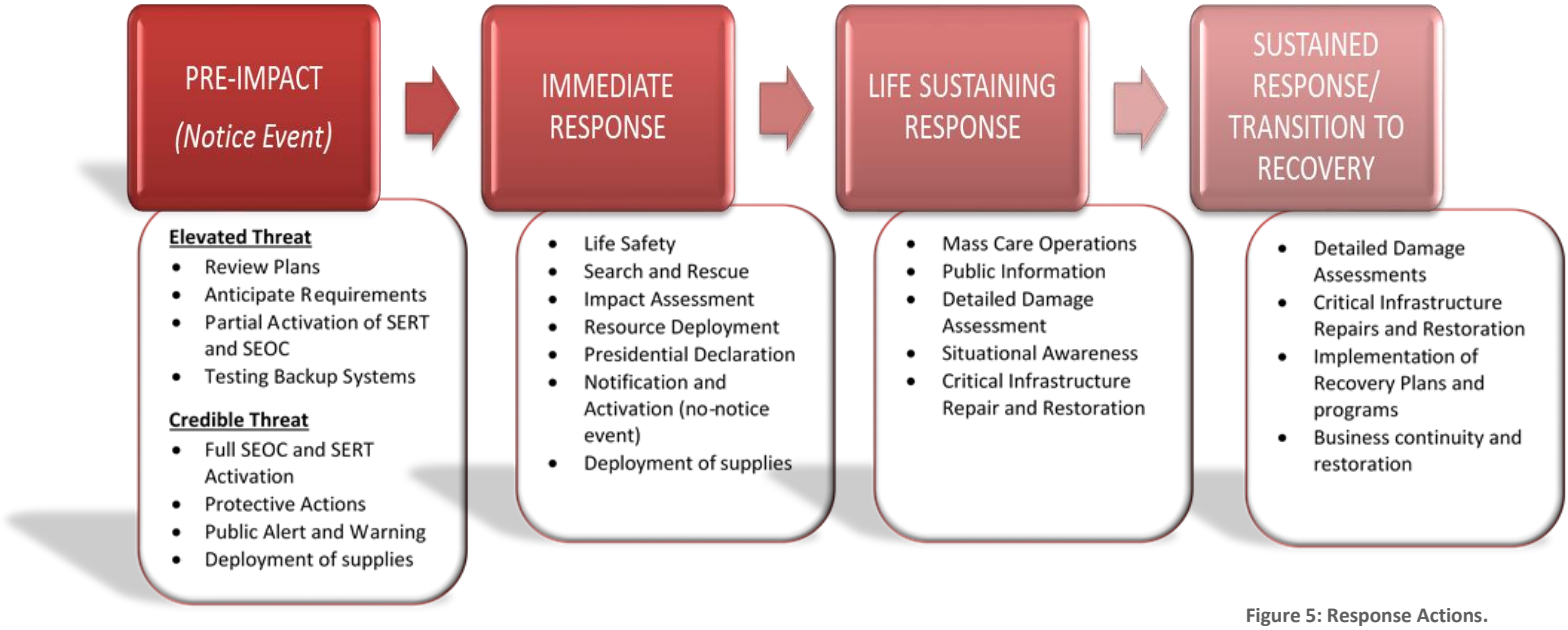


Figure 5: Response Actions.

4.6.1 PRE-IMPACT PHASE

1. Notice-events provide sufficient warning or build-up prior to the onset of emergency conditions to allow for evaluation of the threat and preparations to reduce the impact. A hurricane is an example of a notice-event. Other incidents may be preceded by some level of alert or warning, such as flooding or acts of terrorism.

4.6.1.1 ELEVATED THREAT PHASE

1. In instances where incidents develop slowly over time, such as a hurricane tracking towards the state, initial priorities focus on threat evaluation, situational awareness and readying resources for emergency use or deployment. Specific activities may include, but are not limited to:

    a. Review of plans and procedures;

    b. Anticipating requirements and validating available resources;

    c. Alerting the public to the threat and emphasizing preparedness measures;

    d. Partial activation of the SEOC and the SERT and commencement of briefings and situation updates; and

    e. Testing systems such as backup communications and generators.

4.6.1.2 CREDIBLE THREAT (IMPACT IS LIKELY)

1. The issuance of a watch, warning or other official advisory serves as notice that there is significant probability the threatened hazard will occur and triggers the 'Credible Threat' phase.
2. The Governor may issue an emergency declaration during this period depending on the anticipated impacts.
3. When an emergency is foreseen as highly likely, there is an escalation of readiness activities and protective actions which may include, but are not limited to:
    a. Public alert and warning;
    b. Public evacuations or sheltering openings;
    c. Evacuating or closing worksites, altering hours of operation, or suspending non-essential operations;
    d. Deploying supplies, equipment, or personnel;
    e. Arrival of pre-staged resources from out of state;
    f. Issuance of emergency proclamations by county mayors or the Governor; and
    g. Activation of the SERT, state and county EOCs and Department Operations Centers (DOCS).

4.6.2 RESPONSE PHASE

4.6.2.1 IMMEDIATE RESPONSE/LIFE SAFETY

1. While there is a buildup or warning period before some incidents, other emergencies can occur with little or no warning and response operations begin immediately. During the immediate response phase, the priorities are controlling and stabilizing the situation, protecting lives and property, and minimizing the effects of the emergency. Immediate response actions may include the following.
    a. **NOTIFICATION AND ACTIVATION:** For a no-notice incident, activation of the SERT and the SEOC will occur during the immediate response phase. As the scope of the incident becomes known, additional SERT members and SESFs may be activated.
    b. **EVACUATION AND SHELTER IN PLACE:** Should there be a need to evacuate or shelter in place (ex: a hurricane is approaching), HI-EMA will implement its Statewide Alert and Warning System (SAWS) Plan and work with SESF #15 to communicate evacuation and/or shelter-in-place instructions and information to the public.
        i. Shelter operations will be coordinated by the counties and SESF #6. More information on evacuation and sheltering can be found in the #6 Mass Care and Human Services State Emergency Support Function Annex.
    c. **SEARCH AND RESCUE (SAR) OPERATIONS:** The SESF #9 Primary Agency, the Department of Land and Natural Resources Division of Conservation and Resources Enforcement (DLNR DOCARE) will

coordinate SAR and Strike Team activities with HI-EMA and SESF #9 support agencies, the counties, and first responders. In an advance notice incident, such as a hurricane, the SAR and Strike Teams will be mobilized and activated prior to incident impact. During an incident, first responders will begin searching for people in distress or imminent danger and provide aid when it is determined the conditions are stabilized enough to allow for mission deployment. Post-incident or when the SAR resources are no longer needed, personnel and teams will be de-mobilized at the direction of the SEOC Manager, Operations Chief, or SESF #9. SAR capacities within the scope of SESF #9 include:

i. Urban SAR;

ii. Overland SAR;

iii. Waterborne SAR;

iv. Swift-Water Rescue; and

v. Mass Rescue Operations.

vi. More information on SAR can be found in the # 9 Search and Rescue Annex (under development).

d. **CONTINUATION OF PROTECTIVE MEASURES:** Actions to protect people and property may be necessary for some period once the immediate threat has passed. Examples may include preventing re-entry into evacuated areas due to debris and downed power lines, or street closures to keep non-emergency vehicles off roadways.

e. **IMPACT ASSESSMENTS:** Initial impact assessments are conducted to rapidly gather information on the scope and scale of the incident and immediate needs. Information collected may include the location and boundaries of the impacted area, injuries or deaths, damage to property and status of communications systems, transportation networks and critical infrastructure.

f. **RESOURCE MOBILIZATION OR REDEPLOYMENT:** As the impact of the event becomes known, resources may be redeployed from unaffected to affected parts of the state or county. Additional expertise, supplies, and support may be activated through vendor agreements and mutual aid.

g. **PRESIDENTIAL DECLARATION:** Depending on the scale of the incident, the Governor may request federal assistance. In response, the president may issue an emergency or major disaster declaration.

4.6.2.2 LIFE SUSTAINING RESPONSE

1. As an incident begins to stabilize, priorities shift to getting a detailed picture of the impacts and preventing an exacerbation of emergency conditions and secondary impacts. Activities during this period may include the following.

   a. **COMPREHENSIVE DAMAGE ASSESSMENTS:** Damage assessments begin at the county level and can escalate to the state and federal levels based on the extent of the damage. The damage assessment process follows the following steps:

i. Once it is safe to do so, Emergency Management/Civil Defense Agencies from affected counties will complete Initial Damage Assessments (IDAs).

ii. If the results of an IDA indicate that an affected county needs additional resources, the county may then request that HI-EMA validate the IDA and send state resources to assist in response.

iii. If HI-EMA determines that federal resources are required, HI-EMA will send a request to FEMA to conduct a joint Preliminary Damage Assessment (PDA).

iv. Based on the findings of the PDA, HI-EMA may recommend to the Governor to request a Presidential Disaster Declaration, which would make federal assistance available to the state and counties. More information on damage assessments can be found in the HI-EMA Damage Assessment Plan.

b. **PUBLIC INFORMATION:** Disseminating information on safety measures and available emergency services.

c. **MASS CARE OPERATIONS**: Distributing food, water and sanitary supplies to the population and opening post-impact shelters for individuals who cannot return home.

d. **SITUATIONAL AWARENESS**: Coordinating with government, non-governmental and private sector partners to maintain situational awareness, request resources, and share current capabilities.

e. **DEBRIS MANAGEMENT:** Debris management and removal during and after a disaster begins at the county level. The state maintains the State Debris Management Operational Support Plan (DMOSP), and the counties maintain County Debris Management Plans, which describe clearance, removal, reduction, and disposal plans. In general, the counties are responsible for county land, and the state is responsible for state land. Major players and their tasks at the state level include:

i. HI-EMA directs debris clearance activities of state departments and agencies and integrates and coordinates debris management activities with local and county governments, NGOs, and the private sector.

ii. Hawai'i State departments and agencies, notably DAGS and DOT, will coordinate debris management activities and priorities with HI-EMA for state land and assets.

iii. Counties are responsible for debris management activities affecting county land and assets, and for requesting aid if needed from the state. More information on debris management can be found in the *State Debris Management Operational Support Plan (DMOSP).*

f. **CRITICAL INFRASTRUCTURE REPAIRS AND RESTORATION**: Initiating steps to repair and restore critical systems, services and facilities needed for emergency operations or allow the population to return home or resume normal routines of daily living.

4.6.2.3 SUSTAINED RESPONSE AND TRANSITION TO RECOVERY

1. Activities during this period may include a continuation of activities initiated during the life sustaining response phase, such as detailed damage assessments and the restoration of critical infrastructure, systems, and services.

2. Recovery planning should start concurrently with response activities.
3. The time it takes to transition from response to recovery, and ultimately back to normal operations, will depend on the scale of the emergency.
    a. A small-scale emergency will likely permit a rapid return to normal.
    b. A major disaster may involve a protracted period of response activities and a slow transition to a long recovery period.
4. Government agencies and businesses execute CONTINUITY OF OPERATIONS PLANS and BUSINESS RECOVERY PLANS to direct the restoration of their regular operations.
5. Following a major disaster declaration, the state and FEMA will deliver programs and services as part of the DISASTER RECOVERY FRAMEWORK to support community and economic recovery.

4.6.2.4 DEACTIVATION OF EMERGENCY RESPONSE ORGANIZATIONAL STRUCTURES

1. When an incident no longer requires the support and coordination functions provided by the SEOC, or those functions can be effectively managed by individual agencies using regular coordination mechanisms, deactivation occurs.
2. As the recovery period begins, SEOC operations scale down or conclude.
    a. The SEOC structure is stood up to address the immediate effects of the incident and coordinate activities in the response phase. The SEOC is not intended to manage long term recovery operations.
    b. SEOC operations may initially continue in a reduced form to address short-term recovery actions. For example, SEOC operations may move to a partial activation level during which staff is scaled back, and/or operational hours are reduced.
    c. Resource demobilization and ongoing incident support responsibilities are completed or transferred.
3. After action review and improvement planning is arranged as part of deactivation planning.
4. The decision to demobilize state resources and deactivate the SEOC will be made by the Director of Emergency Management and HI-EMA Administrator, in consultation with affected counties, SERT members and federal response partners, if applicable. Considerations include the following.
    a. The incident has stabilized and is not expected to escalate or deteriorate.
    b. The volume of new Requests for Assistance (RFAs) and Requests for Information (RFIs) from counties and state departments is minimal.
    c. Essential infrastructure is fully or substantially restored, and county governments and citizens can return to normal service providers for basic needs.

4.6.3 LONG TERM RECOVERY AND POST INCIDENT ACTIVITIES

1. Following a major disaster, long term recovery efforts to fully restore the state socially and economically will be led by a State Recovery Council, led by a State Recovery Coordinator appointed by the Governor.
2. HI-EMA will support by coordinating participation from state departments, private sector agencies, and NGOs.

5. DIRECTION, CONTROL AND COORDINATION

This section provides additional detail on the temporary organizational structures the state will use to manage the response to a significant emergency.

5.1 DIRECTION AND CONTROL OF STATE EMERGENCY OPERATIONS

5.1.1 GOVERNOR

1. The Governor has primary direction, control and coordination of all state resources and is responsible for the safety and welfare of Hawai`i's residents and visitors, as well as the continuity of state government.

5.1.2 POLICY GROUP

1. In a large disaster that involves multiple agencies and complex issues, the Governor may convene a Policy Group that deliberates and advises on policy issues that arise during the incident, addresses legal issues, and resolves conflicting policies, procedures, and authorities among involved agencies. The Policy Group **does not** employ command authority or make tactical decisions regarding field level operations.
2. The Policy Group generally consists of the Governor, the Director of Emergency Management, HI-EMA Administrator, the Governor's Chief of Staff and select Cabinet members, and may, at the discretion of the Governor, also include senior elected officials or leaders from other involved agencies or jurisdictions.

5.1.3 DIRECTOR OF EMERGENCY MANAGEMENT

1. The Director of Emergency Management is the primary liaison between the SEOC and the Governor's Office and other senior state and federal officials. The Director provides executive oversight and direction of the disaster or emergency on behalf of the Governor.
2. When a disaster is declared under the Stafford Act, the Director of Emergency Management is generally appointed by the Governor as the **GOVERNOR'S AUTHORIZED REPRESENTATIVE (GAR)**. In addition to providing oversight and direction on behalf of the Governor, the GAR executes all necessary documents on behalf the state and establishes strategic response and recovery strategies. Additional GARs could include the Administrator, Executive Officer, or HI-EMA Branch Chiefs.

5.1.4 HI-EMA ADMINISTRATOR

1. The HI-EMA Administrator is responsible for implementing the strategic direction and priorities communicated by the Director and for providing operational oversight of the state's response to an incident.

2. Activities carried out by the HI-EMA Administrator may include the following.

    a. Overseeing SEOC support of the incident, including adjusting the activation level and determining organization and staffing requirements.

    b. Directing the emergency activities of state departments and agencies as they relate to response and recovery operations.

    c. Ensuring integration of information and coordination of emergency activities across all levels of government and with NGO and private sector partners responding to the incident.

    d. Coordinating with senior leadership to share incident updates and establish priorities.

3. When a disaster is declared under the Stafford Act, the HI-EMA Administrator is generally appointed by the Governor as the **STATE COORDINATING OFFICER (SCO).**

    a. The SCO is responsible for interfacing with FEMA's Federal Coordinating Officer (FCO) on behalf of state and local agencies to coordinate disaster assistance activities. The SCO reports to the Governor's Authorized Representative (GAR) and translates strategic guidance provided by the GAR into tactical plans. In some cases, the Administrator acts as the GAR for the State of Hawaii.

5.2 STATE EMERGENCY OPERATIONS CENTER ORGANIZATION

1. The organization of the SEOC is based on the principles of the Incident Command System (ICS) and includes the following components: Command Staff; SEOC Manager, Operations Section; Resource and Logistics Section; Planning and Information Section; and Finance/Administration Section.

2. The SEOC organization is flexible and scalable based on the nature and needs of the incident. Organizational elements and the number of staff assigned expand with the size and complexity of an incident to ensure effective coordination and span of control are maintained.

3. When an extended warning or build-up period precedes an incident, initial staffing of the SEOC may be limited to a small number of positions, which are generally filled by HI-EMA personnel.

4. As resource and coordination requirements grow, State Emergency Support Functions (SESFs) are activated to coordinate support in key functional areas.

    a. Each activated SESF provides one or more representatives to the SEOC, usually the SESF Primary Agency. The SESF representative in the SEOC coordinates with SESF Support Agencies to respond to requests for information, resources or other support tasked to the SESF.

b. With a couple of exceptions, most SESFs are part of the Operations Section.

5. SEOC positions and structures are further detailed in the ***SEOC Procedural Guide.*** SESF members, tasks and anticipated mission assignments are described in the SESF Annexes to this plan.

5.2.1 COMMAND STAFF

1. Command Staff positions support key activities for the state response and report directly to the HI-EMA Administrator.

2. Command Staff positions include the following:

   a. **SAFETY OFFICER:** Monitors health and safety conditions in the SEOC, ensures compliance with relevant safety codes, regulations, and guidelines, identifies, and communicates hazardous conditions and develops measures to ensure personnel safety.

   b. **EXTERNAL RELATIONS:** Ensures accurate and consistent incident information is provided to the media and the public. The HI-EMA Public Information Officer (PIO) coordinates these duties with agencies assigned to SESF #15 External Affairs. During large incidents, a JOINT INFORMATION CENTER (JIC) may be activated to serve as a central coordination point for SESF #15 agencies and PIOs from other involved organizations and jurisdictions. Joint Information System protocols are further detailed in the ***SESF #15 External Affairs Annex*** and the ***Joint Information Center Procedural Guide (in draft).***

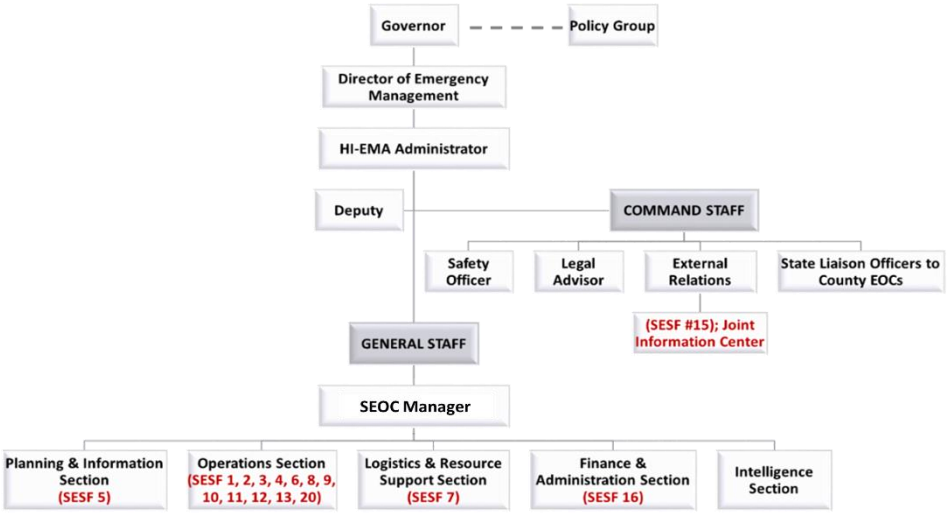


Figure 6: HI-EMA and SESF Organization

   c. **LEGAL ADVISOR:** Provides advice to the HI-EMA Administrator on issues related to the incident. This position is generally filled by the EMO for the Attorney General's Office.

5.2.2 OPERATIONS SECTION

3. The role of the Operations Section is to provide resource support for impacted counties and state departments, and to ensure coordination of response activities among federal, state, and local agencies.

a. All requests for assistance from local governments and state agencies go through the Operations Section, which mission assigns the requests to the appropriate SESF or agency to fulfill.

b. The Operations Section ensures missions are coordinated among involved parties and tracks the progress of all mission assignments until completion.

c. As required, the Operations Section assigns and directs liaison staff to represent the state and facilitate coordination at other incident sites or operations centers.

d. The Operations Section is also responsible for providing timely emergency alerts, warnings, and notifications to state agencies, local governments, and key federal partners through the State Warning Point (SWP).

4. The section is led by an Operations Section Chief who reports to the SEOC Manager and the HI-EMA Administrator.

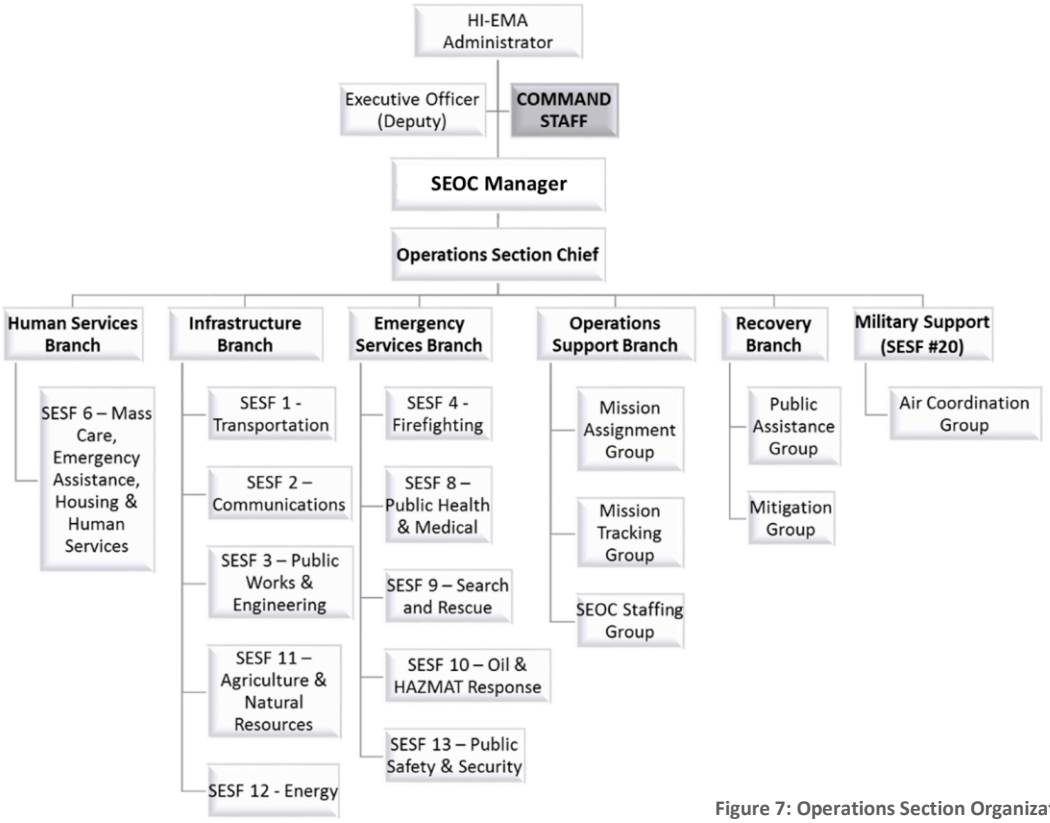


Figure 7: Operations Section Organization

5. The specific configuration of the Operations Section is flexible and is adjusted based on the support needed to manage the current incident. The Operations Section Chief may appoint a deputy and subdivide the section into branches and groups to maintain an effective span of control.

6. For smaller scale incidents, only a few SESFs may be activated and report directly to the Operations Section Chief.

7. During a full activation, the Operations Section consists of the following branches and groups, each headed by a Branch Director or Group Supervisor.

    a. INFRASTRUCTURE BRANCH: Monitors and supports state and county emergency operations related to the stabilization and restoration of key infrastructure. Includes the following SESFs: SESF #1 – Transportation; SESF #2 – Communications; SESF #3 – Public Works and Engineering; SESF #11 – Agriculture and Natural Resources; and SESF #12 – Energy

    b. EMERGENCY SERVICES BRANCH**:** Coordinates emergency response-oriented functions with the SEOC. Includes the following SESFs: SESF #4 - Firefighting; SESF #8 - Public Health and Medical; SESF #9 - Search and Rescue; SESF #10 - Oil ad Hazmat Response; and SESF #13 - Public Safety and Security.

    c. HUMAN SERVICES BRANCH: Coordinates emergency assistance to address or alleviate impacts to the health and general welfare of residents and visitors and ensure basic human needs are met. Includes the following SESF: SESF #6 – Mass Care, Emergency Assistance, Housing and Human Services.

    d. OPERATIONS SUPPORT BRANCH: This branch supports and helps coordinate the activities of other Operations Section branches. Responsibilities include assigning and tracking requests for information and assistance, as well as ensuring required positions are activated and staffed in the SEOC.

    e. GEOGRAPHICAL OPERATIONS BRANCH: This branch may be established during multi-county incidents to organize the efforts of state support personnel deployed to each affected county.

    f. EMERGENCY SUPPORT FUNCTION #20 – MILITARY SUPPORT: Support Coordination with federal Department of Defense for military resources.

    g. AIR COORDINATION GROUP: If an incident requires significant aviation resources, an Air Coordination Group (ACG) may be established to coordinate the activities of agencies executing air missions.

5.2.2.1 TASK FORCES

8. Joint task forces may be stood up under the Operations Section to address specific response issues that require a high level of coordination among agencies from multiple SESFs and/or levels of government.

    a. Task forces may be stood up on an ad hoc basis or may be pre-identified in Annexes to the ***HI-EOP***.

    b. Task forces may also be employed non-operationally during the preparedness phase to facilitate joint planning efforts.

5.2.3 PLANNING AND INFORMATION SECTION

1. The Planning and Information Section collects, evaluates, disseminates, and displays information to establish and maintain situational awareness. The section maintains documentation related to the incident, conducts

planning meetings, prepares the SEOC Incident Action Plan (IAP), daily situation reports (SitReps), and other products that support senior level decision making. Duties also include the collection and analysis of damage assessment information and the initial planning for the transition to the recovery phase.

2. The section is led by a Planning and Information Section Chief who reports to the SEOC Manager and the HI-EMA Administrator.

3. The Planning and Information Section Chief may appoint a deputy and subdivide the section units to maintain an effective span of control.

4. Smaller incidents may not require additional levels of organization, in which case management of all functions is retained by the Planning and Information Section Chief.

5. When fully activated, the Planning and Information Section consists of the following units, each headed by a Unit Leader.

   a. **SITUATIONAL AWARENESS UNIT:** Gathers, verifies, and disseminates situational awareness information via information displays, situation reports and WebEOC. This unit also helps maintain situational awareness of the activities of affected counties and state agencies though personnel assigned to State Agency/County Desks. EMOs report into SESF #5 through the State Agency/County Desks. The Unit may also provide mapping, modeling, and GIS support.

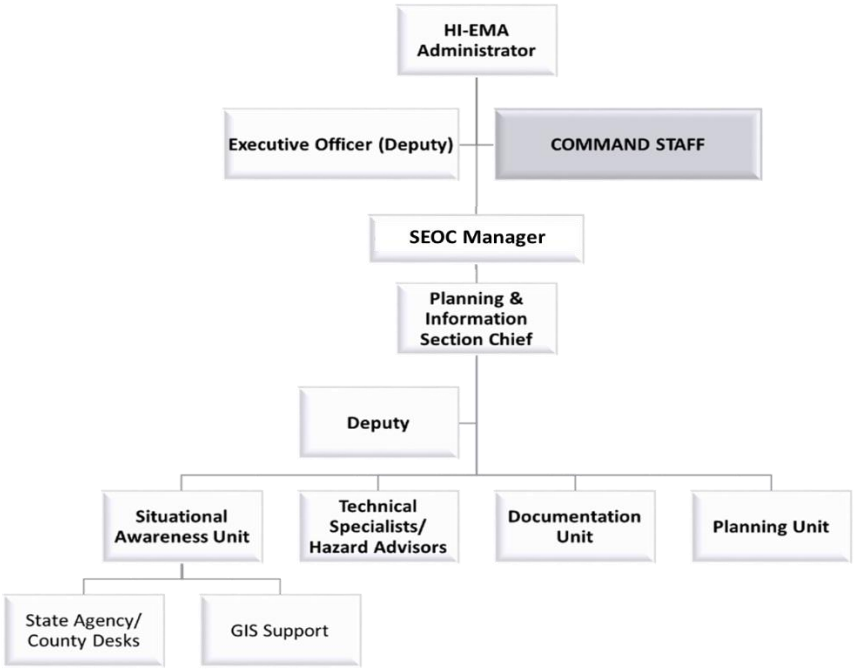


Figure 8: Planning and Information Section Organization During a Full Activation.

   b. **DOCUMENTATION UNIT:** Responsible for maintaining accurate and up-to-date incident files, data and records that may be needed for legal, analytical, or historical purposes. This unit also records issues that should be addressed in the after-action incident review.

   c. **TECHNICAL SPECIALISTS/HAZARD ADVISORS:** Technical specialists may also be assigned to the Planning Section depending on the needs of the incident to provide forecasting support and or other expertise that will help predict or understand incident impacts.

   d. **PLANNING UNIT:** Responsible for developing the Incident Action Plan.

5.2.4 RESOURCE AND LOGISTICS SECTION

1. The Resource and Logistics Section is responsible for providing services and support to the SEOC, including equipment, communications, services, and supplies required for effective SEOC operations. This section also processes resource requests that cannot be filled by the SESFs.

2. The section is led by a Resource and Logistics Section Chief, who reports to the SEOC Manager and the HI-EMA Administrator, and includes SESF #7.

3. The Resource and Logistics Section Chief may appoint a deputy and subdivide the section into branches and units as needed for effective coordination and span of control.

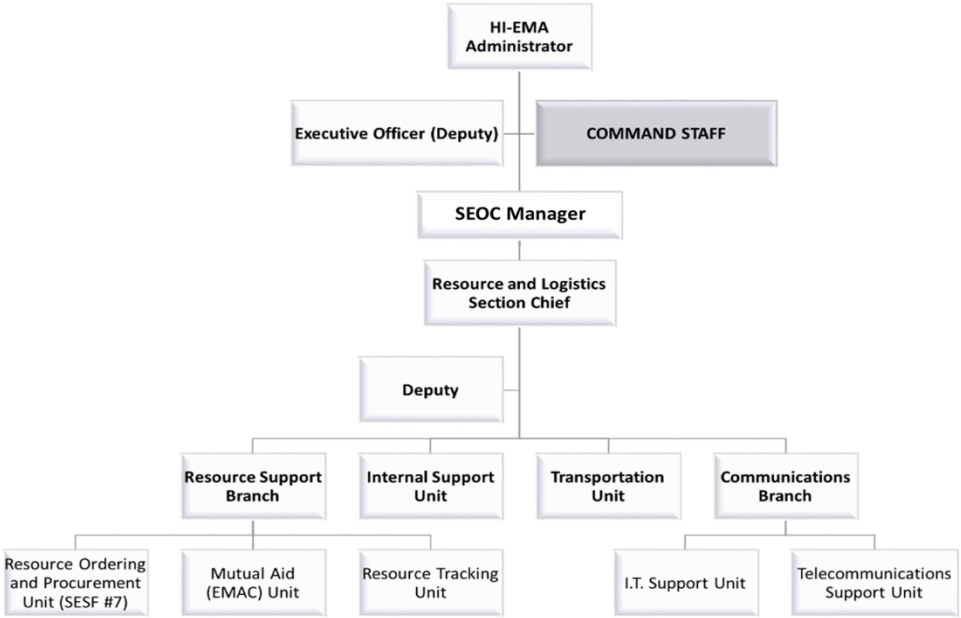


Figure 9: Resource and Logistics Section Organization During a Full Activation.

4. When fully activated, the Logistics Section includes the following units.

   a. **RESOURCE ORDERING AND PROCUREMENT UNIT:** Supplies, orders, and tracks incident-related resources. As necessary, works with the Finance/Administration Section to execute emergency contracts for goods and services for SEOC or incident activities the SEOC is supporting.

   b. **MUTUAL AID/EMAC UNIT:** During an emergency declared by the Governor, this unit may be established to coordinate mutual aid resources from other states via the EMAC. *Refer to section* **8.2 Mutual Aid** *for additional information on EMAC.*

   c. **INTERNAL SUPPORT UNIT:** Provides support to SEOC operations such as facility maintenance and sanitation, and provisioning food and water for SEOC workers during extended activations.

   d. **TRANSPORTATION UNIT:** Coordinates the transportation of resources and personnel supporting the incident via ground, air, and sea.

   e. **COMMUNICATIONS BRANCH:** Maintains and ensures operability of SEOC IT and communications equipment. As needed, distributes equipment, and provides technical support to SERT personnel at the SEOC.

5.2.5 FINANCE/ADMINISTRATION SECTION

1. The Finance/Administration Section is responsible for overseeing all financial and administrative support activities for SEOC operations, which includes the following.
    a. Ensuring SEOC emergency expenditures comply with applicable statutes, rules, and best practices.
    b. Tracking and documenting response related expenses, to include personnel hours, for potential disaster declaration or reimbursement requests.
    c. Coordinating completion and submission of reimbursement requests from the state's Major Disaster Fund or FEMA, as appropriate.
    d. Arranging and tracking travel accommodations of SERT personnel deployed to affected areas.
    e. Issuing guidance and collaborating with other state agency finance and administration offices on tracking the estimated cost of the incident for the management of state financial resources and for future reimbursement.
    f. Ensuring there is sufficient budget authority and federal funds to compensate for response costs. This includes any required state matching fund commitments to ensure proper reimbursement of funds to eligible county, state, and non-profit entities for reimbursable activities.
    g. Supporting the Resource and Logistics Section with the preparation of emergency contracts and funds for purchases.
    h. Maintaining, documenting, and tracking personnel overtime and compensatory time of SEOC staff.
    i. Providing other administrative support required for SEOC operations.
2. The section is led by a Finance/Administration Section Chief who directly reports the SEOC Manager and the HI-EMA Administrator and includes SESF #16 agencies and administrative staff.
3. The Finance/Administration Section chief may appoint a deputy and subdivide the section into units as needed for effective coordination and span of control.
4. During a full activation, the following Finance/Administration Section units may be established:
    a. **ADMINISTRATIVE SUPPORT UNIT:** Makes travel arrangements, manages calls into the SEOC, controls SEOC access and provides general administrative support to SEOC operations.

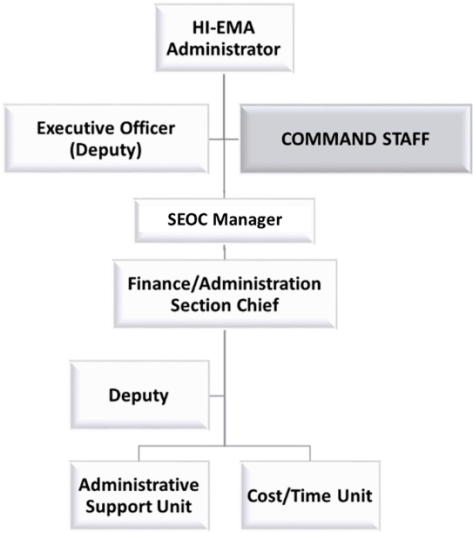


Figure 10: Finance/Administration Section Organization During a Full

b. **TIME/COST UNIT:** Tracks, analyzes, and forecasts incident costs and maintains records of all SEOC expenditures and commitments. Ensures daily records of personnel and equipment hours, including overtime hours, are maintained, and verified for accuracy. Provides guidance to other state agencies on costs that may be eligible for reimbursement and requirements for timekeeping and documentation.

5.2.6 INTELLIGENCE SECTION

1. If an incident involves a criminal or terrorist act, the HI-EMA Administrator may elect to establish an Intelligence Section as part of the General Staff.
2. When established during an incident, the role of the Intelligence Section is to coordinate with investigating authorities to ensure sensitive information about the investigation is only disclosed to those with an operational need to know per national information security protocols.
3. The Intelligence Section is headed by an Intelligence Section Chief, who supervises tactical activities related to incident intelligence. The Operations Section Chief oversees tactical incident activities and implementation of the Incident Action Plan (IAP).
4. When activated, the Intelligence Section Chief position is staffed by the Administrator of the Homeland Security Division of the Hawai`i Department of Defense, or designee.

Figure 11: Intelligence Section Organization During a Full Activation

5. When fully activated, the Intelligence Section consists of the following groups.

   a. **INTELLIGENCE GROUP:** Primary functions include intake and assessment of intelligence information related to the incident, information security and information and intelligence management. When established, the Intelligence Group is staffed by the Hawai`i State Fusion Center (HSFC) and supported by other SESF #13 agencies as required.

   b. **INVESTIGATIONS GROUP:** Coordinates state support to the incident investigation, including liaison with the lead law enforcement investigating agency and providing specialized staff and resources required for the investigation. When activated, this group is led by the Department of the Attorney General and supported by other SESF #13 agencies as required.

5.3 REQUESTS FOR ASSISTANCE AND INFORMATION

1. In most cases, the Incident Commander (IC) in the field requests assistance through the county EOC. If the county EOC cannot fulfill the request, the county EOC submits a Request for Assistance (RFA) to the SEOC via the online WebEOC system. Counties may also submit Requests for Information (RFIs) through WebEOC.

2. State departments that require support for their emergency operations may also submit RFAs and RFIs to the SEOC through WebEOC.

3. Once the request is received by the SEOC from a county or state department, it is processed by the Operations Section, who verifies the information and assigns the appropriate SESF to fulfill the request.

4. The Primary Agency of the assigned SESF will determine if any of the Support Agencies assigned to the SESF can fulfill the request.

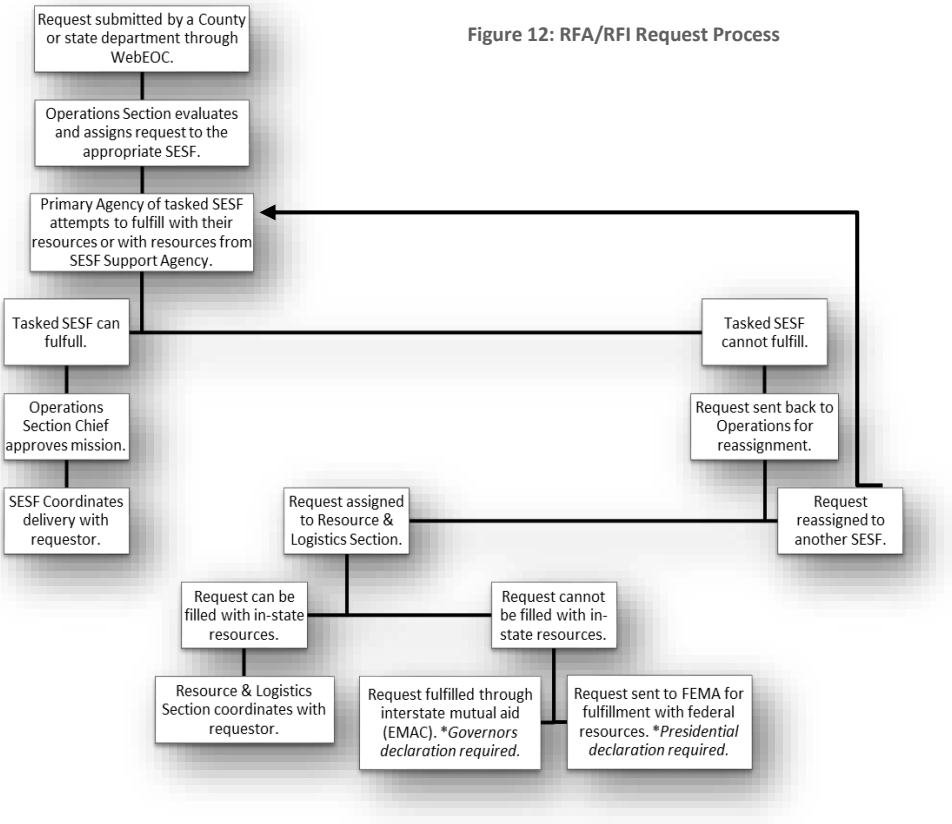


Figure 12: RFA/RFI Request Process

   a. If the tasked SESF can meet the provisions of the request, the mission is sent to the Operations Section Chief for approval. Approved missions are coordinated with the requestor by the SESF.

   b. If the SESF cannot provide the requested assistance, it is reassigned to another SESF or forwarded to the Resource and Logistics Section to fulfill.

   c. If the resource cannot be fulfilled with in-state resources, it may be secured through one of the following means.

      i. If the Governor has declared a state of emergency, the request may be fulfilled through mutual aid from another state via the EMAC. *Refer to* **8.2.2 Interstate Mutual Aid** *for additional information on EMAC*.

ii. If the disaster has been presidentially declared, the request may be forwarded to FEMA for fulfillment with federal resources. *Refer to* **4.4.4 Federal Declaration Process** *for additional information on federal assistance.*

5. RFAs and RFIs are submitted and tracked in WebEOC, from the initial request by a county or state department through fulfillment of the request.

    a. Resources dispatched in response to an RFA are tracked in WebEOC from deployment to demobilization and return to home base.

5.4 SEOC COORDINATION WITH COUNTIES

5.4.1 COORDINATION OF INFORMATION

1. The WebEOC Event Log is the primary information sharing tool utilized by the county and the state to share information and ensure situational awareness is maintained.

2. For each county impacted by the incident, a County Desk position is staffed in the SEOC as part of the Planning Section's Situation Unit. The primary function of this position is to maintain a direct line with the assigned county EOC's Planning Section to gather or clarify current situation information requested by other groups working in the SEOC.

5.4.2 SEOC SENIOR LIAISONS AND MISISON SUPPORT STAFF

1. The SEOC may deploy Senior Liaisons accompanied by mission support staff to affected county EOCs. This decision will be made at the time of the event in consultation with the county.

2. The role of the Senior Liaison is to serve as the Hawaii EMA Administrator of Emergency Management's liaison to a County Emergency Operating Center (EOC) to provide situational awareness and event specific updates as an event unfolds. Duties and responsibilities are further detailed in the Hawaii EMA Senior LNO Standard Operating Procedure.

3. The Senior Liaison maybe accompanied by mission support staff that include a WebEOC qualified individual and a telecommunications expert. The role of the mission support staff is to:

    a. Assist the Senior Liaison and Administrator of the county emergency management agency, as requested.

    b. Provide situation information to the SEOC via the County Desk position in the Situation Unit and/or other established information sharing channels.

    c. Clarify county requests for assistance for the SEOC and help anticipate future needs.

5.4.3 STATE OF HAWAI`I DEPARTMENT REPRESENTATION IN COUNTY EOCS

1. Some state departments with statutory or emergency duties that require close coordination with their county counterparts have established agreements with county emergency management agencies to embed a department liaison in the county EOC when activated.

5.5 SEOC COORDINATION WITH STATE DEPARTMENTS

1. State departments may have offices, facilities and personnel located throughout the state that are engaged in, or impacted by, emergency operations.

2. To ensure a cohesive departmental response, facilitate the flow of critical information and manage resources and decision-making to prevent gaps and duplications, each state agency should have a physical or virtual Department Operations Center (DOC) that serves as the hub for the department's response.

3. The department's EMO works in the DOC and channels information and support needs to the SEOC.

4. If the department has a staff member working in the SEOC as a SESF representative, the EMO is the link for the SESF representative to coordinate department support for mission assignments or answer questions about department capabilities or resources.

5.6 PRIVATE SECTOR COORDINATION

1. Local, county, state, and federal governments and private sector organizations often work together before, during, and after incidents. Partnerships between public and private entities increase incident management efficiency and reduce burdens placed on government entities.
2. HI-EMA maintains emergency management relationships with the private sector that cover a wide range of topics including supply chain management, food, water, and other commodities distribution, and the provision of response resources.
3. HI-EMA may invite private sector partners to participate in emergency management functions. HI-EMA will assign private sector partners to work with the SESF that most closely matches their function.

5.7 COORDINATION OF PUBLIC INFORMATION

1. SESF #15 – External Affairs – will be activated to coordinate public messaging and the activities department Public Information Officers (PIOs). State departments without a PIO still must identify a representative to SESF #15 to serve as the contact for public relations issues involving the department.

2. SESF #15 will also coordinate with PIOs from the affected jurisdiction and from federal, private sector or NGOs involved in the response to ensure conflicting information isn't distributed to the public.

3. During a large incident, a **JOINT INFORMATION CENTER (JIC)** may be established at or near the SEOC. When activated, the JIC is responsible for the following activities.

a. Facilitating coordination among agency PIOs.

b. Working with the HI-EMA Administrator and Governor's Office on the release of information.

c. Establishing an information release and press briefing schedule for the media.

d. Preparing news releases and fact sheets.

e. Coordinating news conferences.

f. Responding to media inquiries.

g. Monitoring print, broadcast, and social media to ensure the accuracy of information being reported and address rumors or misinformation.

5.8 FEDERAL DIRECTION, CONTROL AND COORDINATION

1. The Federal Emergency Management Agency (FEMA) is the lead federal agency when the President declares a major disaster or emergency under the Stafford Act.

2. If an impending incident is threatening the state that is likely to result in a Stafford Act declaration, FEMA Region IX may begin staging resources and pre-deploy an Incident Management Assistance Team (IMAT). The IMAT will work with the state to gauge immediate needs and impacts and conduct initial planning for a larger federal field response.

3. Following a Stafford Act declaration, federal activities and coordination with the state are directed by an **FCO.** This position is appointed by the President and works with the SCO.

4. FEMA establishes a Joint Field Office (JFO) to coordinate the efforts of agencies responding to the incidents.

5. The JFO is led by the **UNIFIED COORDINATION GROUP**, which typically consists of the FCO, SCO, and senior officials from other entities with primary statutory or jurisdictional responsibility and significant operational responsibility for an aspect of an incident.

6. Federal agency support to the state is coordinated though a federal Emergency Support Function structure that essentially mirrors the state of Hawai`i's SESF organization. State SESFs coordinate with their federal counterparts, either at the SEOC or the JFO.

7. Some federal agencies (U.S. Coast Guard, Environmental Protection Agency, etc.) have statutory responsibility for response that allow direct coordination and integration with the affected jurisdiction(s).

Figure 13: Federal and State Emergency Support Function Crosswalk

Emergency Support Function	State ESF Coordinator	Federal Lead(s)
1 Transportation	HDOT	US DOT
2 Communications	OETS	FEMA
3 Public Works and Engineering	DAGS	USACE
4 Firefighting	DLNR	US Forest Service
5 Information & Planning	HI-EMA	FEMA
6 Mass Care, Emergency Assistance, Housing & Human Services	HI-EMA	FEMA
7 Logistics Management & Resource Support	HI-EMA	FEMA
8 Public Health & Medical Services	HDOH	HHS

Emergency Support Function	State ESF Coordinator	Federal Lead(s)
9 Search & Rescue	DLNR DOCARE	FEMA
10 Oil & HAZMAT Response	DOH	USCG; EPA
11 Agriculture & Natural Resources	HDOA	USDA
12 Energy	DBEDT	US DOE
13 Public Safety & Security	AG	DOJ
15 External Affairs	HI-EMA	FEMA
16 Finance	HI-EMA	N/A
20 Military Support	HDOD	DCO

5.9 COORDINATION OF MILITARY SUPPORT

1. The state of Hawai`i is unique in that significant military support is available from active duty military forces (Title 10) and the state active duty forces (Title 32) from the Hawai`i National Guard (HING).
    a. The Headquarters of U.S. Pacific Command, a major Geographical Combatant Command, and its service components are all located on the island of Oahu. These components include the following: U.S. Army Pacific; Pacific Fleet; Pacific Air Forces; and Marine Forces Pacific Headquarters.
    b. The Hawai`i National Guard (HING) has both Army and Air capabilities resident within the state.

5.9.1 REQUESTS FOR HAWAI`II NATIONAL GUARD SUPPORT

1. The HIING is normally the first military responder during an emergency or disaster within the state.
2. **PRIOR TO A GOVERNOR'S EMERGENCY DECLARATION:**
    a. The HING may be deployed prior to an emergency declaration by the Governor, however, any related costs will be absorbed by the Hawai`i Department of Defense's operational funds.
3. **AFTER A GOVERNOR'S EMERGENCY DECLARATION:**
    a. The HING is normally deployed after the Governor's Emergency Declaration, allowing related costs to be covered by the state's Major Disaster Fund.
    b. HING forces will be deployed on state active duty (Title 32) status and will be under the control of the Governor. HING forces will normally be requested through SESF #20 – Military Support and deployed through the HING Director of Military Support (DOMS).

5.9.2 REQUESTS FOR ACTIVE DUTY (TITLE 10) SUPPORT

1. **PRIOR TO A PRESIDENTIAL DECLARATION**:
    a. Active duty resources are normally requested by HI-EMA through USINDOPACOM.
    b. Specific active duty support may also be obtained via existing Memoranda of Agreements (i.e. helicopter fire suppression and explosive ordnance disposal).
2. **AFTER A PRESIDENTIAL DISASTER DECLARATION:**
    a. Activity duty (Title 10) resources are requested by HI-EMA through FEMA, validated by the Defense Coordinating Officer (DCO) and approved by USINDOPACOM and/or the Office of the Secretary of Defense.
    b. When requested by an official civil authority, commanders may also invoke their Immediate Response Authority, which allows for the temporary use of active duty forces to provide an

immediate response to save lives, prevent human suffering or mitigate great property damage when imminently serious conditions exist and time does not permit approval from a higher authority.

5.9.3 ACTIVATION OF A DUAL STATUS JOINT TASK FORCE

1. After a presidential disaster declaration, a **DUAL STATUS JOINT TASK FORCE (JTF)** may be activated.
    a. This JTF has a dual status staff comprised of HING (Title 32) and active duty (Title 10) forces, and is commanded by a **DUAL STATUS COMMANDER,** who normally a HING flag officer.
    b. Activation of the JTF and appointment of a dual status commander requires a joint request from the Governor and the PACOM Commander to the President.
2. Requests for assistance (RFAs) that require military support will be processed through SESF #20 in the SEOC.
    a. Requests that require active duty/HING support will be passed to the Dual Status JTF. The DCO will approve all missions passed to active duty (Title 10) forces prior to execution.
    b. Requests for specific HING support will be passed to the HING DOMS.

5.9.4 CONSIDERATIONS AND LIMITATIONS FOR ACTIVE DUTY FORCES

1. When military support is requested following a presidential declaration, there are specific considerations that must be weighed by the DCO and the providing command prior to using active duty (Title 10) forces for Defense Support of Civil Authorities (DSCA) missions. These considerations include the following.
    a. Force requirements of on-going federal missions/concerns within the Pacific area of operations.
    b. Evaluation of cost, appropriateness, readiness, risk, legality, and lethality.
    c. Timeframe.
2. Title 10 active duty forces cannot enforce state/civilian laws due to the Posse Comitatus Act limitations. However, HING state active duty (Title 32) forces are not limited by Posse Comitatus.

5.10 COORDINATION WITH FOREIGN GOVERNMENTS

5.10.1 COORDINATION WITH FOREIGN CONSULATES

1. If the emergency threatens or impacts foreign nationals, the SEOC will notify the Department of State Office of Foreign Missions.
2. The Office of Foreign Missions will serve as the central coordination point with foreign consulates and consular officers looking for information or wanting to assist their foreign nationals in the state.

5.10.2 COORDINATION OF OFFERS OF FOREIGN ASSISTANCE

1. Offers of foreign assistance following a disaster will be coordinated using the International Assistance System (IAS), which is jointly managed by FEMA, U.S. Agency for International Development (USAID), and the Department of State.

    a. The Department of State will be the conduit through which offers of assistance are received from foreign governments and serve as the official communication channel for notifying foreign governments if their offers were accepted or declined.

    b. FEMA makes the decision as to whether the offer of assistance will be accepted or declined based on potential requirements of the disaster.

    c. The USAID Office of Foreign Disaster Assistance (OFDA) manages the operations of international assistance, facilitates discussions between Department of State and FEMA and ensures coordination with regulatory agencies.

6. INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

Developing a Common Operation Picture (COP) for emergency management partners is essential to ensuring effective and coordinated response and recovery operations. This section describes how essential incident information will be collected, evaluated, and disseminated to stakeholders to provide a COP.

6.1 INFORMATION HANDLING

1. Information may flow into the SEOC through various communication channels and may be from several sources including government agencies at all levels, NGOs, the private sector, and the general public.
2. Personnel in the SEOC process incoming information into the following five broad categories for handling.
    a. **REQUESTS FOR ASSISTANCE (RFA) OR INFORMATION (RFI) ABOUT RESOURCES:** Forwarded to or coordinated with the SEOC Operations Section to fulfill the request.
    b. **SITUATION INFORMATION:** Forwarded to the SEOC Planning and Information Section's Situation Unit for processing.
    c. **OFFERS OF ASSISTANCE:** Forwarded to the SEOC Operations Section for tracking and assignment to the appropriate branch.
    d. **INQUIRIES**
        i. MEDIA AND PUBLIC: Inquiries are generally forwarded to the SEOC Public Information Officer (PIO) to ensure an approved, validated, and consistent response is provided.
        ii. SENIOR STATE OFFICIALS, STATE OR COUNTY LEGISLATORS OR MEMBERS OF THE CONGRESSIONAL DELEGATION: Inquires can be forwarded to the SEOC PIO, but the response may require input or authorization from the HI-EMA Administrator or the Director of Emergency Management.
        iii. GOVERNOR'S OFFICE: Inquires may be forwarded to the HI-EMA Administrator, Director of Emergency Management, or the PIO. The PIO will coordinate with the Administrator or Director prior to responding.
    e. **NON-EMERGENCY:** Routed to the intended recipient (e.g. a caller is returning a phone message).

6.2 WEBEOC

1. The State of Hawai'i uses WebEOC as its primary tool for internal communications and situational awareness during disasters. WebEOC is an online information management and communication tool that allows authorized users to view and update current incident information and request assistance.

    a. The Planning and Information Section posts all Situation Reports and Incident Action Plans (IAPs) to WebEOC.

    b. All county EOCs and state Department Operations Centers (DOCs) submit Requests for Assistance (RFAs) or Requests for Information (RFIs) through the state's WebEOC platform, which are then assigned to the appropriate SESF. The status of RFAs/RFIs is updated in the system and viewable to the requestor.

2. User accounts are created by HI-EMA and required for county emergency management agencies and SERT members. Other response partners may be granted access to the system with the permission of the HI-EMA Operations Chief.

3. The WebEOC Event Log is a legal document for the incident. All users provide situational awareness by inputting updates into the Event Log such as:

    a. All incidents, activities, decisions, actions, requests, sources of information, etc. associated with the incident.

    b. Any incident related to the Director's Critical Information Requirements *(see next section).*

    c. Additional information that will assist in maintaining situational awareness of the incident for all who are responding to the disaster or emergency.

4. Refer to the ***Hawai'i WebEOC Manual*** for additional information.

6.3 INFORMATION COLLECTION PLAN

An information collection plan (ICP) consists of predetermined Critical Information Requirements (CIRs) and Essential Elements of Information (EEI) that can be expanded or contracted to meet the information needs of response efforts.

6.3.1 DIRECTOR'S CRITICAL INFORMATION REQUIREMENTS

1. The Director's Critical Information Requirements (DCIRs) are high priority details that have important impacts on operations and must be reported immediately when the information is known or when it has changed.

2. DCIRs must be reported immediately and verbally to the SEOC Operations Chief, who will immediately relay them to the HI-EMA Administrator and Director of Emergency Management.

3. Pre-established DCIRs that are applicable for any incident are listed below. This list may be expanded during an emergency by the Director or HI-EMA Administrator.

    a. Death, serious injury, hospitalization of any member of HI-EMA, county emergency management Administrators or SERT members.

    b. Any accident involving HI-EMA vehicles, equipment or facilities that results in the loss or serious damage to that equipment or property.

    c. Casualties (deaths, serious injuries, and hospitalization) of all residents/non-residents resulting from a disaster/emergency.

    d. Degradation and restoration of IT/communications systems critical to HI-EMA and statewide operations.

    e. Activation or deactivation of county EOCs.

    f. Opening or closing of airports, harbors or major highways and other major lines of communication.

    g. Degradation and restoration of critical infrastructure capabilities (power, water, transportation, supply chain, cyber and communications).

    h. Opening and closing of emergency shelters.

    i. Any major Request for Assistance (RFA) from the county or other agencies that the SEOC is unable to support or cannot support on a timely basis.

    j. Any incident, not captured above, that poses a significant and imminent threat to public health and safety, property, or the environment.

6.3.2 ESSENTIAL ELEMENTS OF INFORMATION (EEI)

1. EEIs are crucial information requirements related to an incident that are needed by the senior decision makers within a specified timeframe. EEIs allow for analysis of all available information together to assist decision makers in reaching logical decisions based on the latest details related to the incident.

7.COMMUNICATIONS

7.1 PUBLIC ALERT AND WARNING

As described in section **4.2 Monitoring, Detection and Notification** the state of Hawai'i depends on federal, state and county agencies to initiate and disseminate warnings of potential emergencies and disasters, depending on the nature and size of the emergency or disaster. Initial notification to the state come through the HI-EMA's State Warning Point (SWP).

When public alert and warning is necessary, the following emergency notification systems are available:

1. **EMERGENCY ALERT SYSTEM**

    a. The Emergency Alert System (EAS) provides public warning over broadcast radio, television, and cable TV. The EAS is a national public warning system that requires broadcasters, cable television systems, wireless cable systems, satellite digital audio radio service (SDARS) providers, and direct broadcast satellite (DBS) providers to provide the communications capability to the President to address the American public during a national emergency.

    b. The Federal Communications Commission (FCC), in conjunction with Federal Emergency Management Agency (FEMA) and the National Oceanic and Atmospheric Administration's National Weather Service (NOAA/NWS), implements the EAS at the federal level.

    c. The state of Hawai'i is also authorized by a FEMA Integrated Public Alert and Warning System (IPAWS) Memorandum of Agreement to issue alerts such as AMBER Alerts and imminent threat notifications.

    d. Sprint Relay's Emergency Notification System (ENS) augments the EAS by providing a text message to participating members of the deaf and hard of hearing community. The text messages can be entered by any state or county EOC or warning point.

2. **STATEWIDE OUTDOOR WARNING SIREN SYSTEM**

    a. In cooperation with county emergency management agencies, HI-EMA maintains the Statewide Outdoor Warning Siren System to provide public warning to persons who are outdoors in tsunami inundation zones, parks, schools, and other population centers.

    b. During an emergency, a steady three-minute siren tone is sounded as the alert signal to the public to turn on their radios or televisions to any local station and listen for emergency information and instructions. Siren soundings are following by EAS activations.

    c. Sirens are primarily activated by the county emergency management agency or the county warning point via a commercial based cellular control system with a redundant satellite backup.

i. In the event of a locally generated tsunami, the Pacific Tsunami Warning Center (PTWC) has the authority to direct the county warning points to activate the sirens.

ii. The state may also activate sirens at the request of a county and/or if directed by the Director of Emergency Management or HI-EMA Administrator.

3. **CIVIL AIR PATROL**

   a. Civil Air Patrol (CAP) aircraft mounted sirens augment the Statewide Outdoor Warning Siren System by flying over gap areas, such as beaches and camping areas, not covered by a siren. These aerial sirens serve the same purpose as the outdoor warning sirens.

4. **SUBSCRIBER BASED PUBLIC MASS NOTIFICATION SYSTEMS**

   a. Each county in the state has a Mass Notification System that the public can subscribe to for text notifications from the county emergency management agency.

7.2 STATE COMMUNICATIONS SYSTEMS

1. The SEOC is equipped with multiple redundant communication networks comprised of local, state, and federal emergency communication systems. *Refer to the **Emergency Communications Annex** for additional detail about these systems.*

2. The table below identifies the types of communication systems maintained by the local, state, and federal government.

TYPES OF EMERGENCY COMMUNICATION SYSTEMS
a. Direct Hotlines
b. Satellite Push to Talk Radio
c. Satellite Voice Over IP (VoIP)
d. Land Mobile Radio
e. Auxiliary Communications (Amateur Radio)
f. Video Teleconferencing

3. Utilizing a Direct Hotline with backup Satellite/Land Mobile Radio Systems, the State Emergency Operations Center (SEOC) ensures daily contact is maintained among the following emergency management partners.

   a. State Warning Point (State EOC)

   b. Oahu EOC, Department of Emergency Management

   c. Oahu Warning Point (County Police Dispatch Center)

d. Kaua`i County EOC, Kaua`i Emergency Management Agency

e. Kaua`i County Warning Point (County Police Dispatch Center)

f. Maui County EOC, Maui Emergency Management Agency

g. Maui County Warning Point (County Police Dispatch Center)

h. Hawai'i County EOC, Hawai'i Civil Defense Agency

i. Hawai'i County Warning Point (County Police Dispatch Center)

j. 169th Air Defense Squadron (ADS) – National Guard

k. FEMA Pacific Watch (located in U.S. Federal Building)

l. National Weather Service Forecast Office (NOAA)

m. Pacific Tsunami Warning Center (NOAA) and National Tsunami Warning Center (NTWC)

n. FEMA Region IX, Regional Response Coordination Center

8.ADMINISTRATION, FINANCE & LOGISTICS

1. This section provides a high-level overview of responsibilities for resource and financial management during a statewide emergency or disaster.

    a. State Emergency Support Function (SESF) #16 – Finance, supports the Finance and Administration Section of the SEOC as described in **5.2.5 Finance/Administration Section**. Specific administrative and financial activities are detailed in the ***SESF #16 Finance & Administration Annex (under development)***.

    b. SESF #7 – Logistics, supports the Logistics Section of the SEOC as described in **5.2.4 Resource and Logistics Section**. More detailed responsibilities and processes are provided in the ***SESF #7 Resource and Logistics Annex (under development).***

8.1 FINANCE

8.1.1 EMERGENCY PROCUREMENT

1. When a state of emergency is declared by the Governor, certain parameters of the state procurement rules may be temporarily suspended to speed the process of purchasing supplies, services and equipment required for the response. Laws and rules that are affected will be identified in the emergency proclamation.

8.1.2 EXPENDITURE TRACKING AND REIMBURSEMENT

1. For all declared and undeclared disasters and emergencies:

    a. All state and county departments and agencies are responsible for tracking and managing their own financial activities using their established processes and resources; and

    b. State and county departments are required to document and track personnel overtime and compensatory time related to the emergency.

2. For state declared emergencies or disasters that DO NOT RECEIVE a presidential disaster declaration:

    a. STATE DEPARTMENTS: Authorized and properly documented expenses incurred by state agencies performing response and recovery activities may be funded through the state's Major Disaster Fund; and

    b. COUNTY GOVERNMENTS: County governments are responsible for funding their disaster response and recovery activities using their operational or disaster funds. The cost of state resources requested by the county is normally the responsibility of the local government.

3. For disasters that DO RECEIVE a presidential disaster declaration:

    a. STATE DEPARTMENTS: State agencies are responsible for paying for their response and recovery activities using their department funds and providing expenditure logs and documentation to HI-EMA in a timely manner. HI-EMA will seek FEMA reimbursement for eligible activities; and

    b. COUNTY GOVERNMENTS: Counties may seek reimbursement of eligible costs by submitting expenditure records to HI-EMA through the county emergency management agency. HI-EMA will seek FEMA reimbursement.

8.2 MUTUAL AID

8.2.1 INTRASTATE MUTUAL AID

1. A statewide mutual aid network does not exist in Hawai'i. Mutual aid agreements and memoranda of agreement may be executed between individual counties.

8.2.2 INTERSTATE MUTUAL AID

1. The state has adopted the EMAC, which allows for mutual aid between states during any emergency or disaster when state resources, supplies or equipment are depleted.
2. The Governor of the requesting state must declare an emergency prior to activation of the compact and deployment of resources through EMAC.
3. Support available through EMAC includes personnel, equipment, supplies and National Guard support from other states. The requesting state is responsible to reimburse the assisting state(s) for personnel and equipment expenses.
4. EMAC provides a process through which resources can be requested and supplied as well as payment for associated costs and legal and liability stipulations for deployed responders operating under the auspices of the compact.
5. The management and coordination of EMAC resources is managed by the Logistics Section of the SEOC.

9.PLAN DEVELOPMENT AND MAINTENANCE

9.1 RESPONSIBILITIES FOR PLAN DEVELOPMENT AND MAINTENANCE

1. The ***HI-EOP*** is developed with input from state, non-governmental, and private sector agencies that comprise the State Emergency Response Team (SERT).

2. HI-EMA is responsible for coordinating all revisions to the ***HI-EOP***. Plan maintenance responsibilities include the following.

    a. Maintaining a plan review schedule as described in the next section.

    b. Reviewing all plan components and proposed changes for consistency.

    c. Obtaining approvals for changes from the appropriate approving authority as defined in section **9.3 Plan Approving Authorities.**

    d. Ensuring notifications of approved changes are made and maintaining a record of changes.

3. The following agencies have lead responsibilities for the development and maintenance of specific Annexes and coordinating proposed changes with HI-EMA. Format and content guidance are provided by HI-EMA to ensure consistency with the ***HI-EOP.***

    a. **SESF PRIMARY AGENCIES:** Agencies designated as SESF Primary Agencies are responsible for working with SESF Support Agencies on the maintenance of SESF Annexes and related Appendices. A SESF Annex review period and deadline will be established by HI-EMA, though SESF Primary Agencies may submit revisions outside the review period if more frequent updates are required.

    b. **HAWAI'I DEPARTMENT OF DEFENSE DIVISION OF HOMELAND SECURITY:** Under HRS Chapter 128A, the Division of Homeland Security is responsible for preparing comprehensive plans for homeland security and defense that ingrate with related plans at all levels of government. Working with federal, state and county officials, the office develops prevention and protection strategies for homeland security that are incorporated into applicable Incident Annexes to the ***HI-EOP***.

    c. **HAWAI'I STATE DEPARTMENT OF HEALTH:** The Department of Health is responsible for maintaining Incident Annexes to the ***HI-EOP*** that address the response to public health emergencies and hazardous materials (HAZMAT) incidents.

9.2 REVIEW CYCLE

1. HI-EMA will complete periodic updates of the ***HI-EOP*** no less than every two years. Updates may be initiated to address any of the following.
    a. Minor administrative revisions needed to update terminology, titles, or agency names.
    b. Ensure risk and vulnerability analysis, planning assumptions and situation reflect current realities.
    c. Address relevant changes in federal or state laws, policies, structures, capabilities or other changes to emergency management standards or best practices.
    d. Incorporate substantive lessons learned from exercises, incident analysis or program evaluations.

9.3 PLAN APPROVING AUTHORITIES

1. Plan updates that largely administrative in nature may be approved by the HI-EMA Administrator or Executive Officer.
2. Substantial revisions must be approved by the Administrator of Emergency Management or Executive Officer.

9.4 PLAN DISTRIBUTION AND ACCESS

1. The primary distribution method of the Basic Plan and Annexes will be electronic.
2. The ***HI-EOP*** Basic Plan, SESF Annexes and other Support and Incident Annexes deemed by the HI-EMA Administrator to be free of sensitive or confidential information will be publicly available online.
    a. Annexes and supporting materials with sensitive information will be treated as controlled documents and hosted on the state's WebEOC system, where they will be accessible to SERT members, county emergency management agencies and other state, local and federal partners with access to the system.
3. Notifications of plan updates or revisions will be sent to the following.
    a. County emergency management agencies.
    b. State Department Directors.
    c. SERT members, which includes HI-EMA staff, EMOs and SESF representatives.
    d. Federal response partners.

9.5 TRAINING AND EXERCISE OF PLAN

1. Training and exercise of the ***HI-EOP*** will be done as part of HI-EMA's training and exercise program, which is compliant with the requirements of the Homeland Security Exercise and Evaluation Program (HSEEP).

2. Training on key plan components will be incorporated into the orientation program for all SERT members.

    a. SERT members are responsible for conducting training for other members of their agencies to ensure the ***HI-EOP*** can be implemented in a timely manner.

3. HI-EMA conducts routine exercises to test all or parts of the ***HI-EOP,*** one of which will be a statewide exercise.

    a. Exercises may include state, county, and federal agencies as well as NGO and private sector organizations that have a role in coordinating emergency activities with the state.

    b. SERT members will participate in planning and coordination of the statewide exercise.

4. HI-EMA administers a Corrective Action Program to ensure continuous improvement of the ***HI-EOP*** and the state's response capabilities.

    a. After-action reviews will be conducted following exercise or real-world activations of the plan to capture successful outcomes that should be sustained and replicated in future incidents as well as deficiencies related to plans, resources, or processes. These findings will be documented in Improvement Plans that identify corrective measures and prioritize and assign responsibility for implementation. Refer to the **Hawai'i Emergency Management Agency Corrective Action Standard Operating Guide** for additional information.

    Through the Corrective Action Program, stakeholders convene to chart progress towards addressing observed deficiencies and evaluate the effectiveness of corrective measures implemented.

    b. All SEOC Command and General Staff sections, EMOs and SESF Primary Agencies are stakeholders in the Corrective Action Program.

    c. The Corrective Action Program may result in revisions and updates to the ***HI-EOP.***

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10. AUTHORITIES AND REFERENCES

This plan is developed, promulgated, and maintained pursuant to the following state and federal statues, regulations, and directives. Additional references are listed for further information and guidance.

10.1 STATE LAWS, REGULATIONS AND DIRECTIVES

1. Hawai'i Revised Statutes Chapter 127A – Emergency Management
2. Hawai'i Revised Statutes Chapter 128A – Homeland Security
3. Hawai'i Revised Statutes Chapter 325 – Infectious and Communicable Diseases
4. Hawai'i Revised Statutes Chapter 125C – Procurement, Control, Distribution and Sale of Petroleum Products
5. Administrative Directive No. 15-01, Emergency Management Preparedness Policies for Departments

10.2 FEDERAL LAWS, REGULATIONS AND DIRECTIVES

1. Disaster Recovery Reform Act of 2018
2. Public Law 93-288 and 100-707, *The Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1974*, as amended by the *Disaster Mitigation Act of 2000,* (Public Law 106-390), and *Sandy Improvement Act of 2013,* Public Law (113-2)
3. Public Law 109-295, *Title VI - Post-Katrina Emergency Management Reform Act (PKEMR*A), 2006
4. Public Law 104-321, *Emergency Management Assistance Compact (EMAC)*
5. Public Law 109-308, *Pets Evacuation and Transportation Standards (PETS) Act,* 2006
6. Title 2, Code of Federal Regulations (CFR), Part 200, *Grants & Agreements*
7. Title 44, Code of Federal Regulations (CFR), Part 206, *Federal Disaster Assistance*
8. Homeland Security Presidential Directive – 5, *Management of Domestic Incidents*
9. Presidential Policy Directive – 8, *National Preparedness*

10.3 REFERENCES

1. National Preparedness Framework
2. National Response Framework
3. National Recovery Framework
4. National Incident Management System
5. Hawai'i Emergency Management Agency Corrective Action Program Standard Operating Guide

11. LIST OF ATTACHMENTS AND ANNEXES

11.1 ATTACHMENTS TO THE BASE PLAN

Attachment 1 Acronyms

11.2 STATE EMERGENCY SUPPORT FUNCTION ANNEXES

SESF #1 Transportation Annex
SESF #2 Communications Annex
SESF #3 Public Works and Engineering Annex
SESF #4 Firefighting
SESF #5 Emergency Management Annex
SESF #6 Mass Care, Emergency Assistance, Housing and Human Services Annex
SESF #7 Logistics Annex
SESF #8 Public Health and Medical Annex
SESF #9 Search & Rescue Annex
SESF #10 HAZMAT Annex
SESF #11 Agriculture and Natural Resources Annex
SESF #12 Energy Annex
SESF #13 Public Safety and Security Annex
SESF #15 External Affairs Annex
SESF #16 Finance Annex
SESF #20 Military Support Annex

11.3 SUPPORT ANNEXES

Air Coordination Group Annex
Emergency Communications Annex

11.4 INCIDENT ANNEXES

State of Hawai'i Catastrophic Hurricane Plan
Tsunami Incident Annex
Cyber Disruption Response Plan

ATTACHMENT 1: ACRONYMS

ACG	Air Coordination Group
ACS	American Community Survey
ADS	Air Defense Squadron
AG	Attorney General
CAP	Civil Air Patrol
CFR	Code of Federal Regulations
CIKR	Critical Infrastructure and Key Resources
CONUS	Contiguous United States
COOP	Continuity of Operations
COP	Common Operating Picture
DAGS	Hawai'i Department of Accounting and General Services
DBEDT	Hawai'i Department of Business, Economic Development, and Tourism
DBS	Direct Broadcast Satellite
DCO	Defense Coordinating Officer
DLNR	Hawai'i Department of Land and Natural Resources
DMOSP	State Debris Management Operational Support Plan
DOC	Department Operations Center
DOCARE	Hawai'i Department of Land and Natural Resources, Division of Conservation and Resources Enforcement
HIDOD	Hawai'i Department of Defense
HIDOE	Hawai'i Department of Education
DOJ	US Department of Justice
DOMS	Director of Military Support
DOT/HIDOT	Hawai'i Department of Transportation
DSCA	Defense Support of Civil Authorities
EAP	Emergency Action Plan
EAS	Emergency Alert System
EEI	Essential Elements of Information
EMAC	Emergency Management Assistance Compact
EMO	Emergency Management Officer
ENS	Emergency Notification System
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPA	US Environmental Protection Agency
FCC	Federal Communications Commission
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
GAR	Governor's Authorized Representative
GIS	Geographical Information Systems
HACEM	Hawai'i Advisory Council on Emergency Management
HAZMAT	Hazardous Materials

HDOA	Hawai'i Department of Agriculture
HDOH	Hawai'i Department of Health
HEER	Hazard Evaluation and Emergency Response
HHS	US Department of Health and Human Services
HI-EMA	Hawai'i Emergency Management Agency
HI-EOP	State of Hawai'i Emergency Operations Plan
HING	Hawai'i National Guard
HNL	Daniel K. Inouye International Airport
HNM	Hana Airport
HRS	Hawai'i Revised Statutes
HSEEP	Homeland Security Exercise and Evaluation Program
HSFC	Hawai'i State Fusion Center
IA	Incident Annexes
IAP	Incident Action Plan
IAS	International Assistance System
IC	Incident Commander
ICP	Information Collection Plan
IDA	Initial Damage Assessment
IMAT	Incident Management Assistance Team
IPAWS	Integrated Public Alert and Warning System
IT	Information Technology
ITO	Hilo International Airport
JFO	Joint Field Office
JHM	Kapalua Airport
JIC	Joint Information Center
JOC	Joint Operations Center
JRF	Kalaeloa Airport
JTF	Joint Task Force
KOA	Kona International Airport
LIH	Lihue Airport
LNO	Liaison Officer
LNY	Lanai Airport
LUP	Kalaupapa Airport
MKK	Molokai Airport
MUE	Waimea-Kohala Airport
NDRF	National Disaster Recovery Framework
NGO	Non-Governmental Organization
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NPF	National Preparedness Framework
NRF	National Response Framework
NTWC	National Tsunami Warning Center
NWS	National Weather Service
OETS	Office of Enterprise Technology Services

OFDA	USAID Office of Foreign Disaster Assistance
OGG	Kahului Airport
OHS	Office of Homeland Security
Ops	Operations
PACOM	Pacific Command
PAK	Port Allen
PDA	Preliminary Damage Assessment
PETS	Pets Evacuation and Transportation Standards
PIO	Public Information Officer
PKEMRA	Post-Katrina Emergency Management Reform Act
PMRF	Pacific Missile Range Facility
PTWC	Pacific Tsunami Warning Center
RFA	Request for Assistance
RFI	Request for Information
SAR	Search and Rescue
SAWS	Statewide Alert and Warning System Plan
SCO	State Coordinating Officer
SDARS	Satellite Digital Audio Radio Service
SEOC	State Emergency Operations Center
SERT	State Emergency Response Team
SESF	State Emergency Support Function
SWP	State Warning Point
THIRA	State of Hawai'i Threat Hazard Identification and Risk Assessment
TV	Television
UCG	Unified Coordination Group
UPP	Upolu Airport
US DOE	US Department of Education
US DOT	US Department of Transportation
USACE	US Army Corps of Engineers
USAID	US Agency for International Development
USCG	US Coast Guard
USDA	US Department of Agriculture
USINDOPACOM	United States Indo-Pacific Command
USPACOM	United States Pacific Command
VoIP	Voice Over Internet Protocol
XO	Executive Officer