

# Evacuation, Sheltering, and Mass Care Plan

Washoe County Emergency Management and Homeland Security Program

July 2022





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## **APPROVAL AND IMPLEMENTATION**

### **Washoe County Evacuation, Sheltering, and Mass Care Plan**

#### **Process**

The Washoe County Evacuation, Sheltering, and Mass Care Planning Team recommended that the Board of County Commissioners adopt the Washoe County Evacuation, Sheltering, and Mass Care Plan during a regularly scheduled Board of County Commissioners Meeting and that a resolution be prepared to document its adoption.

#### **Resolution**

The official resolution was adopted on March 25, 2008 and is included below.

## RESOLUTION

WHEREAS, Washoe County's Emergency Management and Homeland Security Office led a statewide evacuation, mass care, and sheltering initiative and the efforts of this initiative have resulted in the County's all-hazards evacuation Plan; and

WHEREAS, Washoe County conducted a capabilities gap analysis and integrated local first responder and non-governmental agency input as part of this process, to consider strategies for evacuating and sheltering the population against the natural, technological, and human caused risks to which the County is vulnerable; and

WHEREAS, Recent events have shown that the County must remain ever vigilant to eliminate or reduce the risk to human life, property and the environment posed by hazards; and

WHEREAS, The Evacuation Plan's purpose is to provide for the orderly and coordinated evacuation of all or any part of the population of Washoe County if it is determined that such action is the most effective means available for protecting the population from the effects of an emergency situation; and

WHEREAS, The Evacuation Plan is a living document: now, therefore, be it

RESOLVED, That the Washoe County Board of Commissioners, on behalf of the residents of Washoe County, adopt the Washoe County Evacuation Plan, and further direct that the County Emergency Manager assist in informing the public and community of the evacuation and mass care strategies recommended by the plan, as well as periodically updating the plan to ensure that it remains timely and relevant.

ADOPTED this 25<sup>th</sup> day of March, 2008.

  
Robert M. Larkin, Chairman

ATTEST:

  
Washoe County Clerk

## 1. Introduction

### 1.1. Authorities

Authorities for this plan are referenced in the Washoe County Regional Emergency Operations Plan (REOP) in the Authorities and References section. The cited authorities cover all emergency operations. In addition to the authorities in the Washoe County REOP, Washoe County Code (WCC) 65.330 provides specific evacuation authority.

### 1.2. Purpose

The purpose of this plan is to provide for the orderly and coordinated evacuation, sheltering, and mass care of all or any part of the population of Washoe County if it is determined that such action is the most effective means available for protecting the population from the effects of an emergency situation.

It is recognized that the community in Washoe County takes care of its own and many emergency actions are performed as a matter of course. This plan serves to provide a formal framework within which the County can execute evacuation/sheltering operations in extraordinary circumstances where defined guidance is necessary for effective and efficient service provision.

It is recognized that during a major event the capacity of the County to respond will be limited or overwhelmed. Regional assistance in the form of intercounty agreements, mutual aid, or state-requested resources will support existing County capabilities. Please refer to the State Evacuation, Sheltering, and Mass Care Plan for information related to state and interstate coordination.

### 1.3. Definitions

**Catastrophic incident.** Any natural or human-caused incident, including terrorism that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions. A catastrophic incident could result in sustained national impacts over a prolonged period of time; almost immediately exceeds resources normally available to state, local, tribal, and private-sector authorities in the impacted area; and significantly interrupts governmental operations and emergency services to such an extent that national security could be threatened.

**Congregate sheltering.** Temporary housing where large numbers of people share sleeping, eating, and bathroom arrangements in a large facility.

**Evacuation.** The National Incident Management System defines evacuation as an organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

**Functional needs populations.** Also referred to as special needs populations, this describes members of the community who have needs before, during, and after an emergency incident in functional areas. These needs include, but are not limited to, maintaining independence, communication, transportation, supervision, and medical care. Individuals in the community with physical, mental, or medical care needs may require assistance after exhausting their usual resources and support networks.



**Large-scale emergency.** The existence of conditions of disaster or of extreme peril to the safety of persons or property within the territorial limits of Washoe County, which conditions are, or are likely to be, beyond the control of the services, personnel, equipment, and facilities of the County and which requires the combined efforts of other political entities.

**Local (small-scale) emergency.** An event which requires response of emergency forces over and above normal working functions, but which is manageable within local capability.

**Major disaster.** Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought) or, regardless of cause, any fire, flood, or explosion in any part of the United States that, in the determination of the president, causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Stafford Act to supplement the efforts and available resources of states, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

**Non-congregate sheltering.** Individual temporary housing such as hotel rooms or other similar accommodations.

**Persons with disabilities.** Individuals with disabilities are defined as persons who have physical or mental impairment that limit major life activities, have an ongoing or chronic condition, or even if they don't have such a condition, are regarded by the community as being disabled. Individuals with disabilities include people who use wheelchairs, people who are blind or visually impaired, people who are deaf or severely hard of hearing, people with severe emotional impairments, people with severe intellectual impairments, people with medically related needs such as diabetics, people with seizure disorders, and many others that require unique assistance.

**Pet-care facility.** A facility used by the County to house pets and animals that require shelter during an emergency. Pet-care facilities may be co-located with other shelters housing the human population.

**Shelter in place.** Shelter in place is the action of seeking immediate shelter indoors and awaiting further instructions. People may need to shelter in place following a release of hazardous materials to the outside air or in anticipation of extreme weather conditions or other emergency that would require such action. The hazardous materials may be chemical, biological, byproducts of a fire (smoke, ash, etc.), or other harmful contaminants. During extreme circumstances, sheltering in place could also include additional precautions, such as turning off fans, air conditioning, and forced air heating systems or HVAC systems to reduce any potential for air contamination in the event of a chemical or biological release.

**Special facilities.** Certain facilities that house or serve functional needs or vulnerable/at-risk populations that cannot care for themselves during emergencies and/or require unique support services. Such facilities include:

- Schools and day care centers, where students require supervision to ensure their safety.
- Hospitals, skilled nursing facilities, clinics, dialysis centers, and other freestanding health care delivery agencies where patients need specialized health care personnel and equipment to maintain their health.
- Correctional facilities, where offenders require security to keep them in custody.

**Visitor/non-resident population.** Individuals visiting or staying in a place outside their usual place of residence. Visitor population includes business and leisure travelers present in the jurisdiction, whether for single day or overnight stays.

**Vulnerable or at-risk population.** Individuals in the community who cannot comfortably or safely access and use standard resources offered in disaster preparedness, relief, and recovery. Vulnerable or at-risk populations include small children, senior citizens, sex offenders, substance abusers, inmates, the homeless community, pregnant women, poverty-stricken individuals, those with cultural/ethnicity differences, and those who refuse to communicate.

## 1.4. Acronyms and Abbreviations

ADA	Americans with Disabilities Act
ARC	American Red Cross
BCC	Board of County Commissioners
CERT	Community Emergency Response Team
EAS	Emergency Alert System
ECPI	Emergency Communications and Public Information
EMS	Emergency Medical Services
EOC	Emergency Operations Center (jurisdiction level)
ESC	Emergency Shelter Council
ESF	Emergency Support Function
ESL	English as a second language
FEMA	Federal Emergency Management Agency
IC	Incident Commander
ICS	Incident Command System
IHCC	Inter-Hospital Coordinating Council
IMAC	Interstate Mutual Aid Compact
JHCC	Joint Hospital Coordinating Council
JIC	Joint Information Center
MOU	Memorandum of Understanding
NDEM	Nevada Division of Emergency Management and Homeland Security
NDF	Nevada Division of Forestry
NDOT	Nevada Department of Transportation
NIMS	National Incident Management System
NEMAC	Nevada Emergency Management Assistance Compact
NRS	Nevada Revised Statutes
PIO	Public Information Officer
PPE	Personal protective equipment
REMSA	Regional Emergency Medical Services Authority
REOC	Regional Emergency Operations Center
REOP	Regional Emergency Operations Plan
RTC	Regional Transportation Commission
RTT	Real-Time Text
SCT	Shelter Command Team
SIP	Shelter in Place
SNF	Skilled Nursing Facility
STATA	South Tahoe Area Transit Agency
UC	Unified Command
VOAD	Volunteer Organizations Active in Disasters
WCEM	Washoe County Emergency Management and Homeland Security Program
WCHD	Washoe County Health District
WCHSA	Washoe County Human Services Agency
WCRAS	Washoe County Regional Animal Services

## **1.5. Evacuation, Sheltering, and Mass Care Planning**

### **A. Planning Overview**

1. General Evacuation, Sheltering, and Mass Care Planning: Efforts to address sheltering and mass care continue to present challenges statewide. Agencies from state, county, and local agencies must continue to review, revise, and evaluate the efficacies of such efforts.
2. The Washoe County Regional Evacuation, Sheltering, and Mass Care Plan was created and released in 2008, with general plan updates occurring on a regular basis through 2022.

In 2021, Washoe County Emergency Management and Homeland Security (WCEM) contracted a review of the Regional Evacuation, Sheltering, and Mass Care Plan to update the standardized plan format, to address recent technology advances and regional practices, to include pandemic protocols, non-congregate sheltering, and planning for feeding operations, and to incorporate guidance for neighborhood evacuations.

### **B. Hazard-Specific Evacuation, Sheltering, and Mass Care Planning**

1. Information is developed for certain hazards that could potentially trigger evacuations, sheltering, and mass care within and outside of the County. This information is included and describes the potential impact areas for the identified hazards, the number of people in the threatened area, and any functional needs or vulnerable/at-risk populations and special facilities affected.
2. The Evacuation and Traffic Management section of this plan may be used to identify potential evacuation routes and, where appropriate, transportation pick-up points or assembly areas. Likely major evacuation areas (other than hazardous materials risk areas) and the potential evacuation routes for those areas are also described and depicted.

## **1.6. Situation and Assumptions**

### **A. Situation**

#### **1. Community Profile**

- a. The 2020 American Community Survey production of population, demographic, and housing unit data by the U.S. Census Bureau estimated the population of Washoe County at 486,492.
- b. Emergency messaging and warning communication needs may arise from about 20% of the population that speaks a language other than English. The predominant non-English languages spoken in Washoe County are Spanish, followed by Asian (e.g., Chinese, Japanese, Telugu, and Hawaiian), then Other Indo European (e.g., French, German, Hindi, and Persian).
- c. Major population density concentrations within the County are located in the cities of Reno, Sparks, and Sun Valley.
- d. Interstate I-80 and State Highways 580, 395, 431, and 659 transverse the County.

2. Hazards and Threats

- a. There are a wide variety of emergencies that might require an evacuation and/or SIP of portions of the local area or the region. Table 1 documents emergency situations that could require evacuation and/or SIP. Shelter-in-place protocols are provided in Section 3.8 – Shelter-in-Place Procedures.
- b. In the event of an emergency where the County is a receiving jurisdiction of non-County residents seeking refuge, portions of this plan may be enacted to provide sheltering and transportation assistance.

**Table 1: Washoe County Regional Hazards**

Hazard	Hazard Ranking	Probability of Occurrence	
		Limited	Large Scale
Wildland fire	4.03	X	X
Flooding	3.50	X	
Earthquake	3.45	X	X
Energy emergency	3.43	X	
Criminal acts and terrorism	3.33	X	
Severe storms (winter storm)	3.27	X	
Severe storms (windstorm)	3.16	X	
Hazardous materials incident	3.01	X	
Drought	2.68	X	
Infectious disease	2.68	X	X
Avalanche and landslide (landslide)	2.59	X	
Avalanche and landslide (avalanche)	3.00	X	
Transportation incident (aircraft crash)	3.75	X	
Radiological waste transport		X	
Volcano			X

Note: Table 1 is from the Regional Hazard Mitigation Plan and the ranking of hazards is explained in that plan.

B. Assumptions

- 1. Most people at risk will evacuate when local officials recommend that they do so. A general estimate is 80% of those at risk will comply when local officials issue an evacuation order<sup>1</sup>. The proportion of the population that will evacuate typically increases as a threat becomes more obvious to the public or increases in severity.
- 2. Some individuals will refuse to evacuate, regardless of the threat.
- 3. When there is sufficient warning of a significant threat, many individuals who are not at risk will evacuate.
- 4. Evacuation planning for known hazard areas can and should be done in advance.

<sup>1</sup> Dombroski, M., Fischhoff, B., & Fischbeck, P. (2006). Predicting emergency evacuation and sheltering behavior: A Structured Analytical Approach. *Risk Analysis*, 26(6), 1675–1688.

5. While some emergencies are slow to develop, others occur without warning. Hence, there may be time for deliberate evacuation planning, or an evacuation may have to be conducted with minimal preparation time. In the case of short-notice evacuations, there may be little time to obtain personnel and equipment from external sources to support evacuation operations.
6. The need to evacuate may become evident during the day or at night and there could be little control over the evacuation start time.
7. In most emergencies, about 98% of evacuees will seek shelter with relatives or friends or in commercial accommodations rather than in public shelter facilities.
8. Most evacuees will use their personal vehicles to evacuate; however, transportation may need to be provided for evacuees without personal vehicles.
9. Some functional needs individuals may require evacuation assistance, transportation, accessible shelter facilities, and medical care during major emergencies and disasters.
10. When confronting a major disaster or catastrophic incident, it may be necessary to employ all modes of transportation to include state and/or federal assistance to effectively evacuate the population.
11. Decontamination of evacuees will require additional resources and triage areas before citizens can be sheltered; therefore, Fire/Emergency Medical Services (EMS), hospitals, and hazardous materials response teams will be required to decontaminate evacuees.
12. Public anxiety and stress will result from evacuations, sheltering, and mass care, requiring mental health services, appropriate risk communications, and public education/instruction.
13. Shelters will require a minimum time for set up and activation and populations will still require services immediately upon evacuation, especially functional needs and vulnerable/at-risk populations.
14. Through Memorandum of Understanding (MOU) agreements and planning, adjacent counties will be prepared to handle significant numbers of evacuees from affected areas. These host counties will also identify resources, personnel, and equipment to shelter evacuees.
15. Local jurisdictional resources may become overwhelmed and will require mutual aid from other jurisdictions and support from regional, state and federal agencies.
16. In a major disaster or catastrophe all resources may become severely limited or exhausted, including local, regional, state, and federal resources.
17. A major disaster or catastrophe will cause some degree of chaos regardless of the comprehensive plans that were developed.
18. There will be a delay in state and/or federal assistance once it is requested.
19. Residents will be reluctant to abandon their pets and service animals during a disaster. This human/animal bond can have a deleterious effect on human safety and life.

## 2. Concept of Operations: Evacuations

### 2.1. Evacuation

- A. Evacuation is one action for protecting the public from the effects of a hazard. There are two categories of evacuation:
1. **Physical evacuation:** The population is protected by moving away from a hazard.
  2. **Sheltering in place:** The population is protected by remaining inside a building, home, or enclosed vehicle. Additional SIP procedures are provided in Section 3.8 – Shelter-in-Place Procedures.
- B. In planning for evacuation, the characteristics of the hazard and its magnitude, intensity, speed of onset/progress, and anticipated duration are all significant factors that determine the scale of evacuation. Evacuation size can vary by the number of people to be evacuated, the distance people must be moved to ensure their safety, the need for shelter facilities, and the extent of traffic control and security required.
- C. The County must be prepared to conduct both small-scale (e.g., single facility or limited local) and large-scale (e.g., extensive local, regional, statewide) evacuations at all times of the day both from known hazard areas and from unexpected incident locations. A General Evacuation Checklist, provided in Appendix A, has been developed to guide the execution of evacuation operations.
- D. There are two types of evacuations:
1. **Voluntary:** Persons perceive the hazard and leave the area of their own volition. No official assistance is required.
  2. **Ordered:** For ordered evacuations emergency shelter and feeding are supplied. There may be two instances of ordered evacuations:
    - a. Recommended  

Upon decision of the Incident Commander (IC) or declaration of a local emergency, endangered persons are advised to evacuate to a safe area. Citizens have the right to stay in their homes and/or on their property and may not evacuate so long as they are not interfering with response operations or endangering their well-being. In the event that house-to-house notification is undertaken, evacuation support personnel should attempt to note the names and addresses of people contacted, addresses of homes where contact was not made, which individuals evacuated, and those who refused to leave. The information will be documented and forwarded to the Incident Command Post and/or the Regional Emergency Operations Center (REOC).
    - b. Mandatory (Involuntary)  

While the authority for mandatory evacuations rests with the governor under NRS 414.060, under the International Fire Code, Fire Command has the authority to physically remove persons from their homes and/or property should those individuals pose a threat to themselves

or others, due to the fire conditions. Mandatory evacuation will be undertaken only during existence of state of emergency or declaration of disaster and according to NRS 414.060 allows the governor “To provide for and compel the evacuation of all or part of the population from any stricken or threatened area or areas within the State and to take such steps as are necessary for the receipt and care of those persons.” If Fire Command gives such an order, the fire services agency with jurisdiction may be assigned to assist in involuntary evacuations.

E. The following sections in this plan provide additional evacuation information:

- Section 8: Evacuation and Traffic Management
- Appendix A: General Evacuation Procedures and Checklist
- Appendix D: Evacuation Resources

## **2.2. Evacuation Decisions**

- A. Ultimate authority for direction and control for County Emergency Management and operations, including evacuation, resides with the Washoe County Board of County Commissioners (BCC). The REOP gives incident-specific authority for response decisions to the IC or, if one is established, to the Unified Command (UC). In addition, the Fire Chief has specific evacuation authority conferred by the Uniform Fire Code. In Nevada, the governor may order an evacuation during a state of emergency or declaration of disaster. If the governor is unable to communicate with a stricken area, a local government may have authority under an emergency plan to order an evacuation. (See Nevada Revised Statutes 414.040 through 414.070.)
- B. The decision to recommend an evacuation of the populace in and around the area of an incident site rests with the IC or UC managing the incident. For larger scale or multiple location emergencies, the County Manager or Washoe BCC (CC 65.330) will declare an emergency allowing the IC or designee to issue the recommendation for evacuation. In the event a state of emergency or declaration of disaster has been issued by the governor, the governor may order the mandatory evacuation in accordance with NRS 414.070.

### **1. Execution of decision – Small scale**

Evacuation recommendation issued verbally by the IC on scene. The IC and incident command post staff will implement the decision. As support is required or the incident expands, WCEM staff may assist in implementing the evacuation decision. Regional procedures for issuing evacuation recommendations and opening shelters are included on the next page.

### **2. Execution of decision – Large scale**

During large-scale evacuations, the regional procedures for issuing evacuation recommendations and opening shelters will be used. The IC/UC will issue the evacuation recommendation and WCEM will send the accompanying alert.

### **3. Execution of decision – Fast moving**

In the case of a fast-moving disaster the County Emergency Manager or designee may make the evacuation decision within a compressed timeline. Evacuees may be directed to gather at pre-



identified rally points activated based on the geography and response to the incident.

- C. The IC or, for large-scale evacuations, the UC shall assess the need for evacuation, plan evacuations, and coordinate support for the evacuation effort. Mechanisms to mitigate problems associated with evacuation traffic, and procedures for personnel and equipment assigned for emergency operations is described in Section 8 – Evacuation and Traffic Management.

Evacuation decisions should resolve the following issues:

1. what areas or facilities are at risk and should be evacuated;
2. how the public will be advised of what to do;
3. what evacuees will need/be allowed to take with them;
4. what travel routes should be used by evacuees;
5. what transportation support is needed;
6. what assistance functional needs or vulnerable/at-risk populations will require;
7. what traffic control is needed;
8. whether the anticipated duration of the evacuation will make it necessary to activate shelter and mass care facilities;
9. how evacuated areas will be secured;
10. what resources will be needed to conduct the evacuation;
11. what resources will be contracted; and
12. what accommodations will be made for evacuation of pets and service animals.

- D. Evacuations due to emergencies that occur without warning may have to be planned quickly and carried out with only those resources that can be mobilized rapidly. Pre-incident planning is critical to identifying probable evacuation areas, routes, resources, and tactical operations. Probable evacuation areas and routes are shown in Section 8 – Evacuation and Traffic Management.

- E. Subject matter experts, working with the Planning Section, will be consulted where appropriate to provide input in determining the area, distance, and duration of evacuation and consult on public health and safety issues.

## 2.3. Transportation

### A. Individuals.

It is anticipated that most individuals will evacuate via the use of personal vehicles. People who do not own or have access to vehicles may need assistance in evacuating. Provisions must be made to furnish public transportation during an emergency evacuation for these individuals as well as those who are visiting the area.

### B. Functional Needs or Vulnerable/At-Risk Populations

Functional needs and vulnerable/at-risk individuals may need evacuation assistance and transportation. Although functional needs facilities are required to have evacuation plans and provide transportation for residents, available resources may not be adequate, and assistance may be needed from the County. Requests for assistance will be made through the REOC to the Emergency Shelter Council (ESC).

### C. Special Facilities

Public schools will be evacuated by the Washoe County School District. Private schools and day care centers have limited transportation resources available for evacuation. Many other special facilities rely on commercial or contract transportation companies for their specialized transportation needs. Local government may receive requests to provide additional transport. Requests for assistance will be made through the REOC to the ESC for medical facilities. These requests will be handled as resources are available.

### D. Public Transportation Information

Public information messages will be released that emphasize the need for citizens to help their neighbors who lack transportation or otherwise need assistance. The Regional Transportation Commission may have additional information to provide to individuals requiring assistance with evacuation and/or transport to shelter facilities. These messages can significantly reduce requirements for public transportation during an evacuation.

### E. Transportation Resources.

#### 1. Backup Support

Emergency mass transportation may be provided with consent by Washoe County School District (school buses), Regional Transportation Commission (RTC) of Northern Nevada (buses), Regional Emergency Medical Services Authority (REMSA), and local fire agencies (ambulances), Nevada National Guard, and other appropriate vehicles. In the case of large-scale evacuations with advance warning, pick-up points may be designated, or a telephone bank established to receive and process requests for transportation.

#### 2. Equipment and Supplies

A regional resource list is contained in the Washoe County WebEOC Resource Module. In addition, inventories of transportation resources are maintained by each County agency.

3. If the County's transportation resources are overwhelmed, it may rely on other jurisdictions to provide assistance. Partner agencies might include Placer County's Tahoe Area Rapid Transit (TART), RTC Intercity, and the South Tahoe Area Transit Agency (STATA).

#### F. Refueling Stations

When warranted by the situation, the County may activate refueling stations at key locations along major evacuation routes to provide fuel for vehicles used by evacuees. The County may also activate refueling stations for first responder vehicles.

#### G. Transportation of Animals and Livestock

In the event of an emergency requiring evacuation of all or part of the population, resources to transport pets and livestock will be limited. Washoe County Regional Animal Services will coordinate with the public and private sector to prioritize this function.

### **2.4. Traffic Control**

- A. Actual evacuation movement will be controlled by the Washoe County Sheriff's Office in conjunction with Reno/Sparks Police Departments, County and City Public Works, Nevada Highway Patrol, and the Nevada Department of Transportation. Evacuation routes are outlined in Section 8.7.
- B. When possible, two-way traffic will be maintained on all evacuation routes to allow continued access for emergency vehicles. While contraflow may eventually be established along some routes, two-way traffic should be maintained prudently.
- C. Traffic control devices, such as signs and barricades, will be provided by the Washoe County Community Services Department (roads), Nevada Department of Transportation, Nevada Highway Patrol, city police and fire departments when time permits.
- D. First responder agencies will request wrecker and towing services through Washoe County Dispatch when needed to clear disabled vehicles from evacuation routes.
- E. The County may enhance traffic management during evacuations by requesting additional messaging be posted on the Nevada Department of Transportation electronic highway signs. Nevada Department of Transportation Public Information Officer: (775) 888-7777.

### **2.5. Warning and Public Information**

- A. The IC will decide if an evacuation warning should be issued in and around an emergency site. The REOC is responsible for implementing the evacuation warnings.
- B. Advance Notice of Possible Evacuation
  1. For slow developing emergencies, advance warning will be given to affected residents as soon as it is apparent an evacuation may be required. Advance notice may be disseminated through the media and the use of the CodeRed Notification System. Advance warning will address suitable preparedness actions, such as securing property, assembling disaster supplies, fueling vehicles, identifying evacuation routes, and establishing shelters.

2. Advance warning will be made to special facilities in a threatened evacuation area as early as possible. Such facilities will be requested to review and be prepared to implement their evacuation plans. Facility staff may report any requirements for assistance to first responders or to the REOC.
3. The functional needs and vulnerable/at-risk populations will also be given advance notice. Notifying and preparing this segment of the population for evacuation will likely require additional time and resources and the County will use all available means to notify these populations regarding evacuation, sheltering, and mass care information.
4. Any special circumstances or requests for assistance should be reported to on-scene authorities or the REOC. Agencies that have information and registries on special populations within the County should report this information to the ESC to assist with providing proper advance notice.

### C. Evacuation Warning

1. Evacuation warning should be disseminated through all available warning systems. Systems to provide alert or warning used by Washoe County include, but are not limited to:
  - a. television, radio, and cable news broadcasts;
  - b. Emergency Alert System (EAS) broadcast on television, radio, and cable;
  - c. CodeRED;
  - d. limited use of standard warning systems such as sirens, electronically operated horns, and public address loudspeakers systems;
  - e. house-to-house notification by law enforcement, Community Emergency Response Teams, search and rescue, fire, or other emergency response personnel;
  - f. neighborhood watch/assistance programs; and
  - g. Washoe County School District ConnectEd internet and telephone notification system.
2. Warning messages alert the public to a threat and provide basic instructions. They are necessarily short and to the point. Such messages will be critical for individuals with cognitive disabilities who require simple message delivery, explanation, and instruction. The public will often require amplifying information on what to do during an evacuation. The Public Information Officer (PIO), through the Joint Information Center, will ensure that such information is provided to the media in a timely and consistent manner for further dissemination to the public. Provisions will be made, using available resources, to disseminate information to individuals with functional communication needs, including the blind, hearing impaired, and non-English speakers.
  - a. Hearing/Speech Impaired

Additional warning systems to be used for disabled populations include open-captioned television, telecommunication devices for hearing/speech impaired (Real-Time Text or RTT) and use of American Sign Language to deliver emergency messages.
  - b. English as a Second Language/Non-English Speakers

English as a second language equipment is able to relay emergency messages in any language

used by the participant, including Spanish. Washoe County also works closely with the University of Nevada–Reno (UNR) Language Bank to accurately translate messages. Washoe County will relay multilingual messages, if necessary.

3. Amplifying instructions for an evacuation may include information on the location of shelter and mass care facilities, specific evacuation routes, guidance on securing evacuees' homes, and the need for evacuees to take certain items with them during an evacuation. When schoolchildren are evacuated, parents/guardians need timely information regarding when and where to reunite with their students.
4. In the case of immediate evacuation, route siren and speaker-equipped vehicles through the affected area(s). When possible, use two or more vehicles, the first to get the attention of the people and a second to deliver the evacuation message. Door-to-door notification should be considered for large buildings and in rural areas where residences may be some distance from the road.
5. Special facilities may be notified directly by on-scene authorities or by the REOC staff. However, if both the incident command staff and the REOC are making notifications, a specific division of responsibilities for notification should be made so that no facilities are inadvertently overlooked.
6. Law enforcement personnel will sweep the evacuation area to ensure all those at risk have been advised of the need to evacuate and have responded. Persons who refuse to evacuate will be left until all others have been warned and then, time permitting, further efforts may be made to persuade these individuals to leave. Those persons refusing to evacuate during a "mandatory" evacuation shall be noted and their information and information on their next of kin will be provided to the Incident Command Post or the REOC.
7. When the need for evacuation is resolved, evacuees will be advised when it is safe to return to their homes and businesses. This is usually conducted by the media in coordination with messaging provided by the Joint Information Center (JIC).

#### D. Joint Information Center

The Joint Information Center is located at the REOC and is activated by the Washoe County, Reno, Sparks, and partner agency PIOs during events that require large-scale or regional evacuation and mass care operations. Public Information Officers from local, state, and federal jurisdictions as well as other private sector and nongovernmental organizations coordinate and disseminate information from the Joint Information Center.

## **2.6. Communications Systems**

Interoperable communication systems among response agencies are critical in the coordination of evacuation and SIP operations. All response agencies in Washoe County are members of the 800 MHz Joint Operating Committee, an interoperable radio system that allows all users the ability to coordinate evacuation and SIP operations. Redundant communication systems are available through the use of amateur radio operators at the REOC.

## 2.7. Tribal Nations

A. The tribal areas within Washoe County are the Reno-Sparks Indian Colony and the Pyramid Lake Paiute Tribe.

### 1. Reno-Sparks Indian Colony

The current land base of the colony is 2,056 acres and includes tribally owned properties within Reno and Hungry Valley (located approximately 17 miles north of Sparks). Fire and EMS services are provided by the Hungry Valley Volunteer Fire Department or through mutual aid agreements with Truckee Meadows Fire Protection District and Reno Fire Department. Law enforcement on the colony is the responsibility of the Reno-Sparks Tribal Police Department. The Emergency Services Manager oversees all emergency planning functions for the tribe and serves as program manager for the volunteer fire department.

### 2. Pyramid Lake Paiute Tribe

The reservation is located 35 miles northeast of Reno and consists of 475,000 acres. Fire and basic EMS services are provided by the Pyramid Lake Fire Rescue/EMS Department. There are tribal fire stations located in Nixon and Wadsworth. The tribe may have agreements in place with the Reno Fire, Lyon County Fire Department, and the Truckee Meadows Fire Protection District for services on the reservation. Law enforcement on the reservation is the responsibility of the Pyramid Lake Tribal Police Department. Emergency management for Pyramid Lake is ran by the Emergency Response Coordinator who also oversees the fire and EMS department. Additional members from the tribal offices also assist in the planning, operations, and logistics for the emergency management section. In the event of an emergency or community-wide disaster, the following locations will be opened and used as shelters: Sutcliffe Community Building, Nixon Old Gym, and/or Wadsworth Brown Building.

B. For small incidents affecting a few residents, tribal emergency management along with the fire and law enforcement departments will conduct evacuation and sheltering operations for tribal members.

C. For large or regional incidents affecting many tribal members, the tribe may request assistance from Washoe County REOC or Nevada Division of Emergency Management (NDEM) directly. The tribe may become part of the UC.

## 2.8. Non-Resident/Tourist Evacuation and Sheltering

A. Due to the location of Washoe County—on a major interstate corridor, near major recreational areas, and adjacent to other counties within Nevada and California that have a high likelihood for evacuation—consideration for evacuation management, along with shelter and mass care operations, is essential.

B. Non-resident and tourist populations will be considered when planning, conducting, and recovering from disasters or emergencies requiring evacuation, sheltering, and mass care. The planning effort must incorporate the expected increase in population due to tourism to anticipate the increase in transportation, shelter, and medical resource needs.

C. In the event evacuees from neighboring jurisdictions require shelter, Washoe County will determine the shelter option for management and support. WCEM will report back to the neighboring jurisdiction as appropriate.

## **2.9. Animal Evacuation**

### **A. House Pet Evacuation**

House pets are to be evacuated with the pet owners. Pet owners are responsible for the continued care of their animals including food, water, exercise, and sheltering. The goal for all Washoe County shelters is to be pet friendly with pets allowed to shelter next to or near their owners in an on-site holding and care area, if possible. If not possible, animals will be sheltered at the closest off-site location available.

### **B. Livestock Evacuation**

Although the significant loss of livestock may not adversely affect the economy of the County, negative public perception will be an issue. The University of Nevada at Reno Experiment Station operates the Main Station ranch and the Valley Road Field Laboratory in Reno. Livestock losses at these facilities would be a significant issue for the university. In addition, freed livestock remaining in an evacuated area may create a safety concern for emergency responders and the public. Residents should be prepared to evacuate their livestock themselves. Washoe County Regional Animal Services is potentially available to assist in livestock evacuation. Golden Valley Park, Bartley Ranch, Hidden Valley Regional Parks, and the Reno-Sparks Livestock Events Center are potential livestock shelters within the County.

Agriculture and natural resources related responsibilities may include the following:

#### **1. Lead Agency – Washoe County Regional Animal Services**

- Coordinate with local, state, and federal authorities to rescue/shelter animals.
- Serve as the lead agency to provide animal resources with regional partners and the private sector.
- Coordinate with the PIO for the release of public information regarding issues related to animals in disasters.

#### **2. Support Agencies**

- Washoe County Emergency Management and Homeland Security will alert the region when activation for agricultural and natural resources is necessary.
- University of Nevada, Reno, will provide advice, assistance, and resources to address agricultural and natural resources issues.
- Nevada National Guard, upon approval of the governor, will assist with aviation and ground transportation of feed and water for livestock.
- Code 3 Associates, American Society for the Prevention of Cruelty to Animals, International Fund for Animal Welfare, and Humane Society of the United States are national groups that can deploy to support our County upon request in a disaster for evacuation and sheltering.
- All Washoe County employees may assist in the transportation of food and water to

distribution sites as directed through the REOC.

- Washoe County Parks and Open Spaces will assist the region with natural resources expertise and serve as a lead department for natural resources issues.
- Washoe County Health District will provide food safety/food borne disease prevention consultation and regulatory oversight regarding agricultural-related food sources, storage, preparation, and/or distribution facilities.

## **2.10. Evacuation Area Access Control and Security**

- A. Security in evacuated areas is extremely important. Those who have evacuated may not do so in the future if their property has been damaged or stolen during their absence.
- B. Law enforcement will establish a perimeter with access control points to limit entry into evacuated areas and, where possible, conduct periodic patrols within such areas to deter theft by those on foot. To the extent possible, fire departments will take measures to ensure continued fire protection within evacuated areas.
- C. If an evacuated area has sustained damage and cannot be reoccupied for an extended period of time, it may be desirable to implement a permit system to limit access to emergency workers, homeowners, business owners, utility workers, and contractors restoring damaged structures and removing debris.

## **2.11. Washoe County as a Host to Evacuees**

- A. In the event that Washoe County receives evacuees from other locations, resources associated with evacuation and sheltering operations could be taxed even though Washoe County is not directly impacted by the disaster.
- B. Requests for Washoe County to host evacuees, whether from another county or from outside the state, will be made to the REOC through the State Emergency Operations Center using the Incident Command System (ICS). Although County resources will be used to support evacuees from other jurisdictions, Washoe County will retain responsibility for directing how those resources are identified, distributed, and managed.
- C. It should be noted that transportation and sheltering resources that have been designated for Washoe County could also be employed for hosting situations. This Evacuation, Sheltering, and Mass Care Plan will be activated to govern response and recovery efforts.
- D. If the situation arises where a large-scale evacuation in a neighboring jurisdiction requires Washoe County to host a significant number of evacuees, the County may activate the REOC or become part of the UC managing the emergency. In this situation, Washoe County will coordinate with neighboring jurisdictions to track hosted evacuees.

## **2.12. Demobilization and Reentry**

- A. Operations to return evacuees to their homes or businesses require the same consideration, coordination, and control as the original evacuation. For all incidents, the IC will make the recommendation to allow the return of evacuees and the message will be coordinated by the REOC/JIC and disseminated through the media.



B. The following conditions should prevail in the evacuated area before evacuees are authorized to return:

1. The threat prompting the evacuation has been resolved or subsided.
2. Sufficient debris has been removed to permit safe travel on roads and bridges.
3. Downed power lines have been removed; ruptured gas, water, and sewer lines have been repaired; and any other significant safety hazards have been eliminated. However, utility services may not be fully restored.
4. Adequate water is available for firefighting, drinking, and sewer systems.

C. For return and reentry, it may be necessary to provide transportation for those who lack vehicles. Information on transportation options should be provided to all shelters. Traffic control along return routes may also be required.

D. Public information intended for returnees should address such issues as:

1. documenting damage for insurance purposes;
2. caution in reactivating utilities and damaged appliances;
3. cleanup instructions; and
4. removal and disposal of debris.

### 2.13. Actions by Planning Phases of Emergency Management

Table 2 provides general guidelines on actions to be taken during each phase of emergency management.

**Table 2: Actions by Phase of Regional Emergency Management**

Phase	Actions
Mitigate/ Prevent	<ul style="list-style-type: none"> <li>• Where possible, undertake mitigation for known hazards that have led to evacuation, sheltering, and mass care in the past.</li> <li>• Discourage development, particularly residential construction, in potential risk areas. These areas include flood plains, areas downstream from suspect dams and dikes, and areas adjacent to facilities that make, use, or store hazardous materials.</li> <li>• Seek improvement to preplanned evacuation routes, if needed.</li> <li>• Enhance warning systems to increase warning times and reduce the need for rushed evacuations, sheltering, and mass care.</li> <li>• Develop comprehensive sheltering study to establish maximum capacity and capability for County including traditional sheltering, nontraditional sheltering, and migration sheltering and services.</li> <li>• Enhance individual, family, and functional needs and vulnerable/at-risk population preparedness.</li> </ul>
Prepare	<ul style="list-style-type: none"> <li>• Identify areas where previous major evacuations have occurred and additional areas that may require large-scale evacuation in the future due to known hazards. Determine the population of risk areas and identify facilities that may require special assistance during evacuation (hospitals, nursing homes, schools, etc.) to determine potential transportation requirements.</li> <li>• To the extent possible, identify individuals with functional needs who would require assistance in evacuating and maintain contact information for those individuals.</li> <li>• Identify primary and alternate evacuation routes, taking into account road capacities.</li> <li>• Work with the Inter-Hospital Coordinating Council (IHCC) to review the disaster preparedness plans of special facilities and work with facility operators to align evacuation and sheltering planning.</li> <li>• Develop regular dedicated evacuation, sheltering, and mass care training and exercise programs. Additionally, include evacuations, sheltering, and mass care scenarios into the County’s periodic emergency drills and exercise programs.</li> <li>• Conduct public information programs to increase citizen situational awareness and preparedness planning for potential evacuation, sheltering, and mass care operations including preplanned evacuation routes; availability of transportation; need for appropriate food, clothing, and other disaster supplies during an evacuation, sheltering, and mass care incident; and identifying help for neighbors who may need assistance during an evacuation, sheltering, and mass care incident.</li> <li>• Work with adjacent California, Oregon, Nevada, and Utah states and counties to develop evacuation, migration, and sheltering scenarios and planning to ensure alignment. Establish a regular exercise program to confirm operational and procedural coordination. Program to be developed in conjunction with comprehensive shelter capacity and capability study.</li> <li>• Promulgate procedures for protecting government resources from known hazards by relocating and securing them.</li> </ul>
Respond	<ul style="list-style-type: none"> <li>• See the General Evacuation Checklist in Appendix A.</li> </ul>

Washoe County Evacuation, Sheltering, and Mass Care Plan

<b>Phase</b>	<b>Actions</b>
Recover	<ul style="list-style-type: none"><li>• Initiate return of evacuees when it is safe to do so.</li><li>• Coordinate transportation for those who do not have transportation.</li><li>• Coordinate temporary housing for those who cannot return to their homes.</li><li>• Provide traffic control for return.</li><li>• Initiate recovery activities for evacuees who have suffered loss of or damage to their homes or businesses.</li><li>• Carry out appropriate public information activities.</li><li>• Return medical infrastructure to pre-disaster level.</li><li>• Plan for continuing social and human resource needs.</li></ul>

### 3. Concept of Operations: Mass Care and Sheltering

#### 3.1. Shelter Organizational Structure

- A. When a shelter is required in response to an evacuation or emergency, the Washoe County Emergency Manager will identify and confirm the need for a shelter to be activated. No other agency has the authority or responsibility to activate a shelter in Washoe County.

According to Nevada Revised Statute 414.090, “each political subdivision in which any emergency or disaster described in NRS 414.020 occurs may enter into contracts and incur obligations necessary to combat such an emergency or disaster, protect the health and safety of persons and property and provide emergency assistance to the victims of such an emergency or disaster.” This authority allows Washoe County Emergency Management and Homeland Security (WCEM) to provide for sheltering operations along with many other emergency response capabilities.

- B. Once it is determined that a shelter is required, the Washoe County Emergency Manager will contact the Emergency Shelter Council (ESC) to coordinate shelter locations, operations, and supporting agencies and staffing required.
- C. A shelter, small or large, requires specific operational teams to achieve a safe and fully operational facility for the shelter residents. These operational teams are the participating agencies necessary for shelter operations and who have roles and responsibilities at a shelter activated by Washoe County, as follows:

1. Shelter Command Team

- a. Washoe County Emergency Management and Homeland Security
- b. Washoe County Human Services Agency, Shelter Command
- c. Washoe County Communications

2. Shelter Safety Team

- a. Washoe County Security
- b. Washoe County Regional Police as required including Reno Police Department, Sparks Police Department, Washoe County Sheriff’s Office, and Washoe County School District Police
- c. Community Emergency Response Team
- d. Nevada National Guard
- e. Nevada Highway Patrol

3. Shelter Site Services Team

- a. Washoe County Community Services Department
- b. Washoe County Technology Services

4. Shelter Government Services Team

- a. Washoe County Health District
- b. Washoe County Regional Animal Services

5. Federal agencies supporting Emergency Support Function (ESF) #6

- a. Federal Emergency Management Agency (FEMA)
- b. U.S. Department of Housing and Urban Development
- c. Other federal agencies as required

6. Nongovernmental organizations

- a. American Red Cross, Northern Nevada Chapter – Utah/Nevada Region
- b. Northern Nevada Volunteer Organizations Active in Disasters

See Section 3.4 for the Shelter Operations Teams and their roles and responsibilities supporting shelter operations.

### **3.2. Shelter Activation, Model, and Agreements**

- A. Once shelter activation is determined, a shelter location, its model, and shelter agreements are to be agreed on and actioned, unless an agreement is already in place.
- B. Depending on the anticipated shelter population and expected duration, the model for shelter operations needs to be determined prior to activating any Washoe County supporting agencies or selecting the shelter location. These model types include:

#### **Shelter Model 1: Washoe County Shelter**

The Shelter Command Team (WCEM, WCHSA, and Washoe County Communications) will be established to provide administrative control of the shelter facility and oversee the Shelter Safety Team, Shelter Site Services Team, Shelter Government Services Team, and the nongovernmental organizations. This model provides that Washoe County accepts liability and fiduciary responsibility, while community partners including the American Red Cross may serve as the major supporting agencies providing dormitory, feeding, and distribution of donated goods operations, logistics, materials and technical support, and staffing.

#### **Shelter Model 2: Red Cross Shelter**

These shelters are organized by the American Red Cross (ARC) with administrative control of the shelter facility and the services provided including planning, shelter operations management, and every aspect of the services and staffing provided at the shelter. This includes liability and fiduciary responsibility. Washoe County and its agencies do not provide support or services to this shelter model.

#### **Shelter Model 3: Red Cross/Partner Shelter**

These shelters are similar to Model 2, with a primary difference being the majority of the volunteer staffing is to be provided by the partner agency. The partner agency's staff will be trained by the ARC in advance. They will volunteer as a group under the administrative control and as a part of the ARC disaster relief operation. Partner agency personnel will be expected to operate the shelter as ARC volunteers. The ARC will plan, organize, direct, and control the services provided at the shelter. The shelter will be, therefore, under the administrative control of the ARC. Washoe County and its agencies do not provide support or services to this shelter model.

**Shelter Model 4: Independent Shelter**

These shelters are organized by community agencies or organizations not activated by Washoe County or the ARC. The community agency or organization has determined to retain administrative control and does not require or request the support of Washoe County or the ARC. The community agency or organization is responsible for all liability and fiduciary responsibilities for their operations. Washoe County and its agencies do not provide support or services to this shelter model.

C. Roles and responsibilities for the above shelter models are outlined in formal agreements with MOUs, with updates required every 36 months. Table 3 provides a summary of the general roles and responsibilities and status of agreements.

**Table 3: Shelter Model Roles and Responsibilities Summary**

Responsibilities	Model 1	Model 2	Model 3	Model 4
	Washoe County Shelter	Red Cross Shelter	Red Cross/ Partner Shelter	Independent Shelters
Administrative management & control	Washoe County	Red Cross	Red Cross	Community agency or organization
Dormitory, feeding, and distribution of goods management and staffing	Red Cross	Red Cross	Red Cross	Community agency or organization
Shelter operations expenses	Washoe County	Red Cross	Red Cross	Community agency or organization
Liability	Washoe County	Red Cross	Red Cross	Community agency or organization
Reporting and Communication	Washoe County	Red Cross	Red Cross	Community agency or organization
<b>Agreement Status</b>				
	MOU as needed	Standard shelter agreement	Standard shelter agreement	None

### 3.3. Shelter Locations

- A. Pre-identification and cataloging of mass care facilities including temporary shelters and special facilities, short-term housing, and long-term housing is critical for quick allocation and operational readiness when mass care services are required. Facilities need to be vetted to ensure they are optimal for use as a mass care site, whether for sheltering or supporting operations.
- B. Each venue and/or site will require use agreements between the venue/site owner and the County. These agreements establish roles and responsibilities, available use areas, extent of use, availability, venue/site management, maintenance and service management, use and service fees, security, damage assessment, insurance, concessionaire and union requirements that will impact operations, and other items that are required by either party entering into the agreement.
- C. Shelter operations are only successful if a location is able to support the 24-hour operational schedule that is required for mass care. Understanding a site's infrastructure and its capabilities is critical and needs to be assessed as part of the allocation process. A building or a site's infrastructure requires constant maintenance and servicing to ensure safe operations. The County, as part of the use agreement process, needs to understand how a site is being maintained and serviced. If not part of the use agreement, the County and its agencies or a third-party service agreement will be required to support or provide these services, including:
- heating, ventilation, and air conditioning maintenance and servicing;
  - water and waste maintenance and servicing;
  - general interior build, maintenance, and servicing;
  - housekeeping;
  - trash (including all required waste streams) staging and removal; and
  - vector control.

Each of these services during shelter operations is a 24/7 requirement to ensure all systems are fully functional during the mass care operational period. These services (if not included as part of the use agreement for the site) will need to be updated yearly with the County agencies or the third-party service providers.

- D. Depending on the type of disaster or incident, shelter sites or supporting facilities may have been impacted by the disaster or incident and require the following additional operational assessments and activities prior to shelter allocation and operations commencing:
1. Safety inspection – a structural, infrastructure, or service connection and capabilities safety review.
  2. Disease mitigation – special construction or assembly for disease spread mitigation and separation. Additionally, sites may be considered best used for quarantine operations from general sheltering operations. These sites may require special connections to services and/or the implementation of temporary infrastructure and services to provide the necessary measures to contain contagion or to support and/or centralize health care operations.
  3. Recovery use – consider if the facility is best suited for use in supporting community recovering operations that could be hindered if used as an ongoing shelter site or supporting operations site.

4. Temporary infrastructure – consider if a facility can be used as a shelter site that may not be currently vetted for use as it does not meet shelter capabilities with the use of temporary infrastructure. Additionally, a site can increase the overall shelter capacity with the addition of temporary infrastructure or services.
5. Nontraditional sites – what nontraditional sites can be considered (with the use of temporary infrastructure) to supplement shelter capacity requirements including RV, tent or open-air sheltering, non-resident sheltering, and services only locations.
6. Migration operations – if County maximum capacities are met, implementation of migration operations and services should be considered. It is recommended that these services are activated once 75% shelter capacity is reached for the County.

E. When relocating to a shelter is not feasible or recommended, sheltering in place may be necessary (see Section 3.8 – Shelter-in-Place Procedures).

### **3.4. Shelter Operations Teams Roles and Responsibilities**

Washoe County may be required to establish and maintain a shelter as identified in Section 3.2.B as Model 1. The following can be used to provide guidance on the roles and responsibilities for the various departments that will be involved in the shelter operation.

#### **A. Shelter Command Team (SCT)**

##### **1. Washoe County Emergency Management and Homeland Security (WCEM)**

WCEM is the agency responsible for authorizing and activating mass care operations in Washoe County.

When mass care operations are required, WCEM will notify the Emergency Shelter Council (ESC) to assess needs and activate operations including assigning a Shelter Command Team (SCT) for each facility that meets Model 1: Washoe County Shelter designation.

During mass care operations, WCEM supports the SCT via the WebEOC/REOC and the ICS on-site command, control, and coordination structure active at each mass care site. The REOC team structure and operations should be consistent with National Incident Management System (NIMS) guidance to ensure alignment across all operations.

WCEM, in coordination with community partners, ensures all functional needs and vulnerable or at-risk populations plans are current and aligned with the County and this plan as noted in Section 3.7 – Functional Needs and Vulnerable or At-Risk Populations.

##### **2. Washoe County Human Services Agency (WCHSA)**

WCHSA is the primary agency managing all mass care operations with support from contributing agencies within the County.

WCHSA can provide personnel to fill roles within the SCT on-site at a shelter facility.



### 3. Washoe County Communications

The Washoe County Public Information Officer (PIO) is responsible for coordinating and disseminating information about mass care operations during a disaster or incident. The PIO will work within the established communications systems that the department has coordinated within the County and its agencies. This system has been developed to function through the Washoe County's service center portal, Washoe 311.

The objective of Washoe 311 during an emergency is to identify how to most efficiently and effectively communicate through the PIO/Incident Command and partnering agencies to ensure communication with the public is accurate and timely.

See the Emergency Communications and Public Information Plan (ECPI) for further information on the communications plans for the County.

### 4. Washoe County District Attorney's Office

In the event a large sheltering operation is activated within the boundaries of Washoe County, the Washoe County District Attorney's Office would provide legal counsel and support to the REOC.

The District Attorney's Office would advise on a variety of relevant issues that are codified and may need interpretation, as well as advise on issues that may arise at shelters that are neither covered by law nor County policy. Urgent policy matters may need to be addressed as disaster survivors present to shelters en masse; therefore, adequate legal staffing must be available. Elements of certain intergovernmental, interagency, and vendor agreements may be triggered as shelter operation commences, which may need review.

## B. Shelter Safety Team

### 1. Washoe County Security (WCS)

a. Shelter and mass care operations require on-site security and ability for enforcement of local jurisdictional laws and ordinance along with Washoe County shelter rules, policies, and procedures. The following model outlines the development strategy of WCS:

i. Initial Security Operations. During the first 72 hours, the local jurisdictional law enforcement will provide protective services and enforcement at mass care and shelter sites. This allows for the activation and mobilization of contract security. Local law enforcement may include:

- (a) Reno Police Department
- (b) Sparks Police Department
- (c) Washoe County Sheriff's Department
- (d) Washoe County School District Police Department
- (e) Nevada Highway Patrol (migration mass care operations)

- ii. General Security Operations. Contract security should be provided for general security operations at all mass care and sheltering sites supported by the local jurisdictional law enforcement agencies.
- iii. Special Security Operations. When mass care and sheltering operations increase in scale and capacity and require multiple locations, further security and enforcement capabilities may be required to ensure the safety of the displaced populations and the operations personnel and allow the local law enforcement agencies to focus on response and recovery operations. In this case, the Nevada National Guard may be requested to support security operations.

### C. Shelter Site Services Team

#### 1. Washoe County Community Services Department

The Washoe County Community Services Department is a key agency in the planning and activation of shelter and mass care sites including Parks and Open Space and Code Enforcement.

Parks and Open Space is critical in the site location and verification process of mass care venues and site under the management of the parks and open spaces within Washoe County. Parks and Open Space to confirm site capabilities, services and connections, maintenance, and availability for use of identified shelter, mass care, and migration locations as outlined in Section 3.3 – Shelter Locations.

Code Enforcement is required to ensure safe operations when activating shelter and mass care sites, and to inspect structures or sites to confirm they're safe for use. The Code Enforcement team will work closely with the SCT when activating sites to confirm safe use and to provide monitoring during the operational period.

#### 2. Washoe County Technology Services

Shelter and mass care operations require equipment and the ability to communicate via connection to, or access to, reliable internet service. This requirement is essential in the planning, activation, and ongoing maintenance during shelter and mass care operations.

Washoe County Technology Services will coordinate equipment considerations to include laptops, printers, mobile phones, radios, audio, and visual for operations and audio and visual equipment for shelter recreational spaces.

### D. Shelter Government Services Team

#### 1. Washoe County Health District (WCHD)

The WCHD is tasked with providing medical care for shelters and mass care operations, shelter health and disease control monitoring, and providing medical needs or special operations shelters (if needed) and managing activities that support functional needs populations.

The WCHD will assess the requirements for mass care and shelter operations along with any concurrent health district operations to determine coverage strategy. This may include support for

shelter medical operations through the State Division of Health, activation of an MOU with a contractor or Volunteer Organizations Active in Disasters, and the potential of support through the Nevada National Guard.

These agencies would provide resources and/or personnel for medical services and/or health and disease monitoring and reporting at shelter sites, or full coverage of operations for medical needs or special operations shelters.

Consideration for providing dedicated medical spaces or shelters is determined to minimize the impacts to the existing health care capabilities and to not overwhelm the system. This includes medical functional shelters and special conditions shelters, where WCHD is the lead agency in the coordination and operations of these facilities.

If a medical functional needs shelter or a special conditions shelter is required, the WCHD should provide guidance to the ESC to determine a location best suited for the incident, operations, and requirements to meet the population's needs. Such needs may include medical (inclusive of isolation and contagion facilities, see Section 3.5 – Non-Congregate Shelters/Special Operations Shelters and Sites), mental health, mobility, and so forth (see Appendix B: Functional Needs Populations).

## 2. Washoe County Regional Animal Services (WCRAS)

At Washoe County shelters the goal is to accommodate evacuees who need to shelter their pets. Evacuees arriving at shelters with pets will be given information on the designated area for the pet-care facilities at the shelter site or off-site. Pet owners are supported by the WCRAS team for the continued care of their animals (food, water, exercise, etc.) at all shelter sites.

Washoe County Regional Animal Services is tasked with coordinating the planning, operations, and provisions for animal evacuation, sheltering, and care. Washoe County Regional Animal Services is responsible for the establishment of pet-care facilities for both large and small animals. This is a massive coordination effort and includes many support agencies and volunteers.

A large percentage of the displaced populations will have pets. The American Veterinary Medical Association (AVMA) standardized pet calculations approximate that there are 103,000 animals owned in the region (69,639 dogs, 46,063 cats, and 1,269 horses).

Understanding this regional need, the WCRAS should also work to identify overflow veterinary facilities as well as large and small animal facilities, possibly in other counties not impacted.

Animals that are rescued in the course of an emergency are to be held and cared for at a pet-care facility. These facilities will be determined based on the incident, and facility information will be provided for communication to the public. This includes large and/or farm animals that need to be evacuated.

Washoe County Regional Animal Services supporting agencies and organizations may include:

- a. Nevada Humane Society

- b. Society for the Prevention of Cruelty to Animals of Northern Nevada
  - c. Pet Network Humane Society
3. Federal agencies supporting ESF #6

Coordination of long-term housing efforts will be done in conjunction with FEMA, Housing and Urban Development, and other federal agencies as described in ESF #6 of the National Response Framework.

#### E. Nongovernmental Organizations

##### 1. American Red Cross, Northern Nevada Chapter – Utah/Nevada Region

The ARC has a key supporting role during shelter operations including dormitory, feeding, and distribution of goods management and staffing working under the overall WCEM and ICS structure. An MOU between WCEM and the ARC is currently not in place.

The Northern Nevada Chapter of the ARC has available commodities and volunteers ready to support approximately 100 evacuees at any given time in Northern Nevada. The ARC has trailers placed strategically along transportation corridors within Northern Nevada.

Other services provided by the ARC include first aid and health services, mental health, and on-site client case work. Additionally, visual language translation services can be provided that can be used to overcome some language, hearing, and speaking barriers experienced by individuals with functional communication needs.

For translator service, the ARC has partnered with the American Translators Association. The association offers services in 86 languages. Additionally, the National ARC operates a National Call Center to provide disaster welfare information and also provides individual case workers that can provide some crisis counseling to evacuees.

##### 2. Northern Nevada Volunteer Organizations Active in Disasters

The Northern Nevada Volunteer Organizations Active in Disasters (VOADs) are critical in supporting all facets of a shelter and mass care operation. Support can include feeding services and distribution of goods management under the direction of the ARC, or through volunteers for other support required by the County under the direction of the SCT. Additional information on volunteer and donations management can be found in the Washoe County Volunteer and Donations Management Plan.

### **3.5. Non-Congregate Shelters/Special Operations Shelters and Sites**

- A. Non-congregate shelters and sites may be required during a pandemic, outbreak, or other incident that requires isolation or special build out requirements provided to minimize the spread or to provide for dedicated medical services. These shelters may be required during a specific event or concurrent with a disaster. It may be ideal to coordinate and manage private hotel/motel rooms rather than a large, fixed facility. The ESC and WCEM will be responsible for coordinating such non-congregate shelters. Contracts for non-congregate shelters should be in place pre-disaster if possible.

- B. The WCHD is tasked with identifying the need for special operations shelters and sites to align with the requirements for public health and safety. The WCHD is to coordinate with WCEM and ESC to confirm requirements and special provisions necessary to meet public health and safety protocols.
- C. If it is required that a fixed-facility shelter be established, the same procedures for a Model 1 shelter shall be used. This may require additional safety considerations as defined by the WCHD. However, the following may be used as guidelines when a non-congregate shelter must be established in a fixed facility:
  - 1. Health screenings prior to entry for all staff and evacuees
  - 2. Separate ingress and egress for potentially infected individuals
  - 3. Separate restrooms for potentially infected individuals
  - 4. Separate feeding areas for potentially infected individuals
  - 5. Separate medical treatment areas for potentially infected individuals
  - 6. Additional ventilation considerations for isolated areas for potentially infected individuals
  - 7. Additional personal protective equipment (PPE) supplies including N95 masks, gloves, body isolation gowns, face shields, surgical masks
  - 8. Additional space requirements for sleeping areas including 6 ft of separation between individual sleeping surfaces
  - 9. Additional partition walls to separate individual areas
- D. Special conditions shelters or mass care sites will need to consider mass care along with emergency assistance as follows:
  - 1. Mass care isolation or special provisions provided for sheltering, feeding, distributions of emergency supplies, and reunification operations.
  - 2. Isolation or special provisions provided for assistance for people with access and functional needs, including those with disabilities, household pets, service and support animals, and mass evacuee support.

### **3.6. Special Function Facilities**

- A. Special function facilities are responsible for the welfare and safety of their students, clients, patients, and inmates. All of these facilities are required to maintain an emergency plan that includes provisions for an emergency evacuation; however, in order to effectively implement those plans, they must be warned of emergencies.
  - 1. Skilled Nursing Facilities (SNFs)
    - a. Skilled Nursing Facilities may house both elderly and disabled patients who require

continuous skilled nursing and related care. The facility operator is responsible for making arrangements for suitable transportation and coordinating use of appropriate host facilities. In the case of short-notice or no-notice emergencies, facilities may be unable to make the required arrangements for transportation and shelter and may need assistance from Washoe County, the City of Reno, and/or the City of Sparks.

- b. In addition, SNFs may require specialized sheltering facilities if all other licensed SNFs in the region are unable to absorb them. Patients should be transported to a comparable facility (e.g., SNFs and rehabilitation facilities in unaffected areas). It should be noted that the evacuation of SNFs to hospitals could create medical surge conditions that may adversely affect the health care delivery system of a facility.
- c. Skilled Nursing Facilities should develop facility evacuation plans that ensure the safe transport and care of clients, staff, and other caregivers. An SNF may contract with another SNF as part of their internal controlled discharge plan or policy.

## 2. Schools, Day Care Centers, and Foster Care

- a. If evacuation of public schools is required, students will normally be transported on school buses to other venues outside of the risk area, where they can be reunited with their parents/guardians. It is essential that the public be provided timely information on these arrangements. In the case of a large-scale emergency with advance warning, schools will generally be closed and students returned to their homes so they can evacuate with their families.
- b. Private schools and day care centers, including adult day care facilities, typically maintain limited transportation resources and may require local government assistance in evacuating.
- c. Washoe County ensures that children in the legal care of the County are safely evacuated. Although the Washoe County Human Services Agency oversees the foster care program, individual foster care facilities are responsible for the evacuation and shelter children in their care.

## 3. Hospitals, Health Clinics, and Drug Treatment Centers (including mental health)

- a. Hospital evacuations are conducted in accordance with the Mutual Aid Evacuation Annex to the Washoe County District Board of Health Multi-Casualty Incident Plan. Information on patient evacuation and distribution are contained within the Mutual Aid Evacuation Annex.
- b. If evacuation of these facilities is required, patients should be transported with appropriate medical support to a comparable facility. The facility operator will work with the field ICS Medical Branch Unit to make arrangements for suitable transportation and coordinating use of appropriate host facilities.
- c. Accredited health care facilities with specialized information and requirements. Such facilities are responsible for continuity of medical care, evacuation, and patient tracking. Such a facility may request assistance with evacuation and/or shelter considerations.

- d. Evacuated patients will not be housed in shelter and mass care facilities with the general public. A medical needs shelter may be established to accommodate the requirements of other special facilities if necessary and feasible.

#### 4. Jails and Juvenile Detention Centers

- a. If evacuation of these facilities is required, inmates should be transported with appropriate security support to a comparable facility. The facility operator is responsible for making arrangements for suitable transportation and coordinating use of appropriate host facilities. In the case of short-notice or no-notice emergencies, facilities may be unable to make the required arrangements for transportation and may need assistance from local government with transportation and in identifying suitable reception facilities.
- b. Inmates will not be housed in shelter and mass care facilities with the general public.
- c. If necessary, Washoe County Sheriff's Office will evacuate and provide shelter for inmates at the Washoe County Detention Facility. Evacuations will follow Washoe County Sheriff's Office Standard Operating Procedures. Sheltering locations for inmates in the Washoe County Detention Facility include the state prisons in Carson City and Ely and the Livestock Event Center. The Washoe County Sheriff's Office may need additional transportation resources to relocate inmates.
- d. If necessary, Washoe County Department of Juvenile Services will evacuate and provide shelter for juvenile detainees in their custody. The Department of Juvenile Services may relocate detainees to a comparable County-owned facility or temporarily release the detainee to the custody of their parent(s) or guardian(s) under administrative order. The department maintains a fleet of passenger buses that would be used to transport evacuated detainees.

### 3.7. Functional Needs and Vulnerable or At-Risk Populations

When learning about how to be prepared and what to do during an emergency, functional needs populations can find additional information on the internet and by contacting the WCEM office directly. Local emergency management offices have brochures and informative materials for what citizens can do to be better prepared for emergency events.

Special procedures for addressing populations with functional needs can be found in Appendix B: Functional Needs Populations. The following is a detailed description of the types of support individuals within each functional need category may require:

- **Maintaining Independence.** Individuals requiring support to be independent in daily activities may lose this support during an emergency or a disaster. Supplying needed support to these individuals will enable them to maintain their pre-disaster level of independence.
- **Communication.** Individuals who have limitations that interfere with the receipt of and response to information will need that information provided in methods they can understand and use. They may not be able to hear verbal announcements, see directional signs, or understand how to get assistance due to hearing, vision, speech, cognitive, or intellectual limitations, and/or limited English proficiency.

- **Transportation.** Individuals who cannot drive or who do not have a vehicle may require transportation support for successful evacuation.
- **Supervision.** Before, during, and after an emergency, individuals may lose the support of caregivers, family, or friends or may be unable to cope in a new environment (particularly if they have dementia, Alzheimer's, or psychiatric conditions such as schizophrenia or intense anxiety). If separated from their caregivers, young children may be unable to identify themselves; and when in danger, they may lack the cognitive ability to assess the situation and react appropriately.
- **Medical Care.** Individuals who are not self-sufficient or who do not have adequate support from caregivers, family, or friends may need assistance with sustain the medical needs of their chronic or acute conditions. These individuals require support of trained medical professionals

A. Some functional needs citizens will require special evacuation assistance, transportation, shelter facilities, and medical care during major evacuations. Emphasis for providing support may be needed for the following functional need groups:

1. Medication Required

Some evacuees may not have access to their prescribed medications or oxygen. Medical treatment at a shelter may be provided by the ARC or other nongovernmental organizations. If not, the WCHD may provide additional support requests as coordinated through the REOC.

2. Homebound Elderly

Homebound elderly may need transportation assistance. Transportation for individuals requiring assistance—as identified by first responders or personnel coordinating the evacuation—will be coordinated through the REOC.

3. Economically Isolated

Persons of limited financial means may need transportation assistance during evacuations. Pick-up points should be identified during evacuation warnings. Once it is safe for reentry, the County should provide transportation back to the evacuated area.

4. Public Transportation Dependent

Persons dependent on public transportation may also need transportation assistance.

5. English as a Second Language, Non-English Speakers, Culturally Isolated

In addition to warning and emergency public information, signage at transportation pick-up points and shelter facilities should also be bilingual. If warranted by the situation, a translator may be stationed at shelters with a significant ESL or non-English speaking population. The ARC may establish a bank of translators for large-scale incidents, and all callers needing language assistance should be directed to this bank.



### **3.8. Shelter-in-Place Procedures**

A. The decision to shelter in place will be made by the County Emergency Manager in conjunction with the ESC or communicated by the County PIO. Once the decision has been made, the Emergency Manager will instruct the community to shelter in place. This notification will be made using all means of communication available.

#### **Example Instances of Shelter-in-Place Procedures**

##### ***Hazardous Incident Recommendations***

In the event of a critical incident where hazardous (including chemical, biological, or radiological) materials may have been released into the atmosphere either accidentally or intentionally, a decision to shelter in place may be the preferred method of safely waiting out the release. The following recommendations should be considered:

- Designate a safe room with no windows that can open or are opened. Rooms that have little or no ventilation are preferred.
- Close any open windows and doors if you cannot move.
- Duct tape or cover any cracks or gaps in doors, vents, windows, outlets, and drains.
- Close the fireplace.
- Only come out when you are told that it is safe by authorities.

Please note: The heating and ventilation system of your home should be shut down or changed to re-circulate air to prevent drawing in outside air.

##### ***Weather Recommendations***

A severe weather event such as a tornado or wind event may necessitate you shelter in place until the threat of bad weather has passed. Relocating from within your home or normal work area to a space that has no windows or to a lower floor may increase your chances of survival. It is recommended that you:

- Designate a safe room:
  - Move to the basement of the building (they usually provide the best protection).
  - Move to an interior room with no windows, or a hallway on the lowest floor possible.
  - Move to an interior stairwell if all rooms have windows.
- Stay in the center of the room away from doors and windows.
- Stay in place until the danger has passed.

#### **Prepare for the Unexpected**

Individuals and families within the community should be made aware of basic precautionary measures to take to increase their level of preparedness by having the following:

- shelter-in-place/disaster supply kit, for up to 72 hours
- knowledge of evacuation routes
- communication and pet-care plans, if necessary
- understanding of shelter-in-place procedures

### **Shelter-in-Place Kit**

- plastic sheeting for windows
- duct tape, scissors and covering materials
- wet towels and rags for vents and under doors
- drinking water in jugs (~2 gallons/per person)
- battery-powered radio with emergency station numbers taped on the side and extra batteries
- hard-wired telephone to report life-threatening conditions
- working flashlight and extra batteries
- nonperishable food and snacks

### **3.9. Initiation of Shelter in Place**

The Emergency Manager, after consultation with Incident Command shall make the determination when a situation requires the shelter-in-place procedures to be initiated.

The Emergency Manager, or his/her designee will

1. direct the protocol of shelter-in-place procedures,
2. trigger warning and alert networks,
3. notify the community of the situation and the message to be sent on reverse 9-1-1, and
4. notify the media of the situation and develop a message for television and radio broadcasts.

*Voice message:* A situation has occurred within the vicinity that requires you to stay inside until the emergency authorities tell you it is safe. Please remain in your home or work location. Stay tuned to [insert emergency radio broadcast channel] for all emergency information, please be prepared to evacuate to a shelter site and mass-care facility if instructed to do so by governmental authorities.

## **4. Roles and Responsibilities**

### **4.1. General**

The following defines the roles and responsibilities for key individuals and departments involved in both evacuations and/or sheltering considerations. The following is not all inclusive and there may be additional agencies/departments called upon to support both evacuation and/or shelter operations.

### **4.2. Elected Officials**

There are no direct roles and responsibilities specific to evacuation, shelter, and mass care operations for the chief elected officials of Washoe County and its multiple jurisdictions outside their designated roles and responsibilities established under the REOP, COOP, or other plans developed for their specific operations during an emergency.

Shelter and mass care sites are safe havens for those who have been displaced. It's the responsibility of all elected officials to support shelter and mass care operations by not hindering operations with unnecessary media attention that would compromise these safe havens and put the displaced in their communities in uncomfortable or exposed circumstances.

### **4.3. City/County Manager(s)**

Similar to elected officials, there is no specific or dedicated role and responsibilities for the County Manager(s) and the multiple jurisdictional City Manager(s) for evacuation, shelter, and mass care operations outside their designated roles and responsibilities established under the REOP, COOP, or other plans developed for their specific operations during an emergency.

As WCEM reports directly to the County Manager in an emergency, support when necessary is essential from the County Managers Office for the WCEM team who lead the ESC and the Shelter Command Team (SCT) and its operations.

### **4.4. Emergency Manager**

In addition to the responsibilities required of WCEM in the REOP, COOP, and other emergency plans, WCEM leads the ESC and the SCT and its operations. Evacuation, shelter, and mass care activation, alerts and warnings, resource management, and demobilization operations are as outlined in the REOP and as provided by the REOC Sections, which is also under the direct responsibilities of WCEM.

### **Evacuation**

WCEM direct command and control functions include coordination of efforts with regional emergency management offices, police departments, NDEM, NDOT, NHP, fire departments, and management of the emergency alerts and warnings via the Code Red system. The WCEM and the IC determine major evacuation routes, and requests to control and support evacuation efforts.

## **Shelter and Mass Care**

WCEM requires direct and daily coordination and operational support by the SCT to ensure all shelter and mass care needs are met. A shelter and mass care operations guide is recommended to clearly outline operations, reporting, communication, and specific operational roles and responsibilities for all agencies in Washoe County that are necessary to support shelter and mass care operations. As of 2022 the County still lacks such a guide. For general agency roles and responsibilities, see section 3.4 Shelter Operations Teams Roles and Responsibilities.

Additionally, WCEM is responsible to confirm Washoe County maximum capacities for sheltering and mass care operations and activate plans for migration operations when maximum capacities are imminent.

## **4.5. Incident Commander**

### **Evacuation**

The Incident Commander (IC) determines the need for evacuation based on incident considerations. The IC orders evacuations based on incident considerations. In addition, the IC can request resources to manage evacuations. They coordinate with WCEM in overall response to the incident including evacuation notifications to be sent by WCEM.

### **Shelter and Mass Care**

The IC coordinates with the ESC and confirms shelter and mass care needs. The Incident Commander may also be responsible for requesting that shelter and mass care operations be established, and the WCEM will be responsible for standing up and managing operations of all shelters and mass care sites through the REOC.

All shelter and mass care sites are to operate using the ICS structure with the SCT leading the management section. This allows for direct and seamless integration and communications with the REOP. See Section 3.4 Shelter Operations Teams Roles and Responsibilities, for further general roles and responsibilities.

## **4.6. Volunteer Organizations**

### **Evacuation**

Volunteer organizations may be called upon by local agencies or WCEM to provide logistical support during evacuations. Volunteers may be used in a variety of ways. The Logistics Section Chief and the Volunteer and Donations Management Plan can address how volunteers may be made available as required during evacuations.

### **Shelter and Mass Care**

There are currently no MOUs (Memorandum of Understanding), Service Contracts, or Venue/Site Use Agreements in place for sheltering and mass care operations. Such contracts may be put in place in a “just in time” manner based on the need of the incident.

#### 4.7. Responsibilities by Agency

The Evacuation, Sheltering, and Mass Care Plan assigns specific operational teams with primary and supporting responsibilities for services and operations at shelter and mass care sites as follows:

**Table 4: Evacuation Operations**

Partner	Primary Departments	Support Departments
Washoe County	Emergency Management	Sheriff’s Office
Washoe County School District	Emergency Management	Student Health Services; Transportation
City of Reno	Fire	Public Works and Fire
City of Sparks	Fire	Public Works and Fire
Reno-Sparks Indian Colony	Tribal Chairman; Emergency Management	Hungry Valley Fire; Tribal Police; Public Works
Pyramid Lake Paiute Tribe	PLPT Tribal Council; Emergency Management	Fire Rescue/EMS
University of Reno	Organizational Resiliency	Police Services
Outside Agencies	NDEM, California Office of Emergency Services, Nevada Department of Transportation (NDOT), Nevada Highway Patrol, American Red Cross	

#### Shelter and Mass Care Operations

Mass care and sheltering responsibilities include the following:

- Maintain and implement procedures for care and shelter of displaced citizens.
- Maintain and implement procedures for the care and shelter of animals in an emergency.
- Coordinate support with other Regional Partners, departments, relief agencies, and volunteer groups.
- Designate a coordinator/liaison to participate in all phases of the Region’s emergency management program when necessary or as requested.
- Provide emergency counseling for disaster victims and emergency response staff suffering from behavioral and emotional disturbances.
- Coordinate with faith-based organizations and other volunteer agencies.
- Work with organized disaster relief agencies, such as the American Red Cross and Salvation Army to identify emergency feeding locations, identify sources of clothing for disaster victims, and secure sources of emergency food supplies.
- Coordinate operation of shelter facilities operated by the Regional Partners, local volunteers, or organized disaster relief agencies.
- Coordinate special care requirements for sheltered groups, such as unaccompanied children and the elderly.

Washoe County Human Services Agency (WCHSA) is the lead agency responsible for the standing up, operations, and post operational reinstatement of shelter and mass care sites. As the shelter and mass care sites are managed using ICS, WCHSA is the Incident Commander at the one or multiple sites as established.

**Table 5: Shelter and Mass Care Primary and Secondary Departments for Agencies**

Partner	Primary Departments	Support Departments
Washoe County	Washoe County Human Services Agency	Emergency Management
Washoe County School District	Facilities Management	Emergency Management
City of Reno	Emergency Management	American Red Cross
City of Sparks	Community Services	Emergency Management
Reno-Sparks Indian Colony	Human Services	Emergency Management; Education; Tribal Police; Public Works; Hungry Valley Fire
Pyramid Lake Paiute Tribe	Tribal Council	Emergency Management; Tribal Administrator
University of Reno	Student Services	Organizational Resiliency
Outside Agencies	NDEM, California Office of Emergency Services, Nevada Department of Transportation (NDOT), Nevada Highway Patrol	

**Shelter and Mass Care Support Agencies**

Roles and responsibilities for all support agencies listed below are outlined in Section 3.4 – Shelter Operations Teams Roles and Responsibilities. Additionally, WCEM may implement specific teams to coordinate and control shelter operations throughout the region. These teams are based on operational considerations at shelters and group like functions and departments for a tactical response. These teams include a Shelter Command Team, a Shelter Safety Team, a Shelter Site Services Team, a Shelter Government Services Team, and a Nongovernmental Organizations Support Team.

**Shelter Command Team Agencies Include:**

- (a) WCEM
- (b) Washoe County Communications
- (c) Washoe County District Attorney’s Office

**Table 6: Shelter Command Team Agencies Primary and Secondary Departments**

Primary Department	Secondary Department
WCEM	REOC
Washoe County Communications	REOC
Washoe County District Attorney’s Office	REOC

**Shelter Safety Team Support Agencies Include:**

- a) Reno Police Department
- b) Sparks Police Department
- c) Washoe County Sheriff’s Department
- d) Washoe County School District Police Department
- e) Nevada Highway Patrol

**Table 7: Shelter Safety Team Primary and Secondary Support Departments**

<b>Primary Departments</b>	<b>Support Departments</b>	<b>Special Operation Conditions</b>
Reno Police Department	WSC Contracted Security	Nevada National Guard
Sparks Police Department	WSC Contracted Security	Nevada National Guard
Washoe County Sheriff’s Department	WSC Contracted Security	Nevada National Guard
Washoe County School District Police Department	WSC Contracted Security	Nevada National Guard
Nevada Highway Patrol (migration mass care operations)	Washoe County Sheriff’s Department	Nevada National Guard

**Shelter Site Services Team Support Agencies Include:**

- (a) Washoe County Community Services Department
- (b) Washoe County Technology Services

**Table 8: Shelter Site Services Team Primary and Secondary Support Departments**

<b>Primary Department</b>	<b>Secondary Department</b>
Washoe County Community Services Department	REOC
Washoe County Technology Services	Washoe County Sheriff’s Office

**Shelter Government Services Team Support Agencies Include:**

- a) Washoe County Health District
- b) Washoe County Regional Animal Services
- c) Federal agencies supporting ESF #6

**Table 9: Shelter Government Services Team Primary and Secondary Support Departments**

Primary Department	Secondary Department
Washoe County Health District	Nevada State Division of Health
Washoe County Regional Animal Services	Community Services Department (CSD) - Parks and Open Spaces
State of Nevada Division of Emergency Management Emergency Support Function 6: ESF #6	REOC
Federal Agencies Support ESF #6	REOC

**Nongovernmental Organizations Support Team Agencies Include:**

- a) American Red Cross, Northern Nevada Chapter – Utah/Nevada Region
- b) Northern Nevada Volunteer Organizations Active in Disasters

**Table 10: Nongovernmental Organizations Team Primary and Secondary Support Departments**

Primary Department	Secondary Department
American Red Cross, Northern Nevada Chapter	SCT
Northern Nevada Volunteer Organizations Active in Disaster	SCT



## **5. Direction and Control**

### **5.1. General**

- A. The IC has the general responsibility for recommending an evacuation, when deemed the most suitable means of protecting the public from a hazard. Per NRS 414.070, only the governor has the authority to issue a “Mandatory” evacuation order during a declared emergency. As such all other evacuations are considered voluntary. The difference being that individuals remaining in a mandatory evacuation can be arrested.
- B. The on-scene IC may recommend evacuation of people at risk in and around an emergency scene in situations where rapid evacuation is critical to the continued health and safety of the population. The IC will direct and control the required evacuation and guide evacuees to the appropriate shelters.
- C. The REOC will coordinate and direct large-scale evacuations and evacuations.

### **5.2. Coordination Mechanisms**

Coordination mechanisms between Washoe County and neighboring jurisdictions and agencies are outlined in individual mutual aid agreements, the Regional Emergency Operations Plan, and other supporting plans. Refer to Section 9 – References for the details of existing mutual aid agreements in place.

### **5.3. Evacuation Area Definition**

- A. Areas to be evacuated will be determined by those officials with the authority to direct an evacuation based on the counsel of those individuals and agencies with the necessary expertise, the use of specialized planning materials or decision aids, the recommendations of state and federal agencies, and, where appropriate, advice from other subject matter experts. Evacuation recommendations to the public should clearly describe the area to be evacuated with reference to known geographic features, such as roads and rivers.
- B. The hazard situation that gave rise to the need for evacuation should be continually monitored in case changing circumstances (e.g., an increase in rainfall or wind shift) affect the potential impact area and, thus, the area that must be evacuated.

## 6. Incident Complexity Levels and Increased Readiness

Incident complexity reflects the combination of factors affecting how severe, widespread and difficult to control an incident is. Many factors determine complexity level, including the following:

- Geographic area involved
- Level of threat to life and property
- Political sensitivity
- Organizational complexity
- Jurisdictional boundaries
- Values at risk
- Weather
- Strategy and tactics
- Agency policy
- How routine or unusual the incident is

Incident and emergency management personnel consider complexity level when making decisions about incident management training, staffing and safety. Various obscure factors or concurrent events may complicate incidents—such as isolation of location, social factors, resource availability and long-lasting complications. Planning for potential incident escalation applies to complexity level due to potential adverse impacts or unknown variables. Being ready for potential adverse effects and the length of time for resources arriving on scene are important factors in determining how to respond to an incident. The authority having jurisdiction has the freedom to determine how such factors affect incident complexity.

There are five levels of incident complexity:

1. Type 5 (least complex)
2. Type 4
3. Type 3
4. Type 2
5. Type 1 (most complex)

### 6.1. How to Select Incident Complexity Levels

As aligned with the NIMS Incident Complexity Levels<sup>2</sup> evacuation, mass care, and sheltering operations to select the appropriate complexity level as outlined in the steps below:

Review the Incident Effect Indicators for Type 5 (the least complex incident level). If the incident displays all or most of these Incident Indicators, move on to Type 4. But if the incident displays only a few of the Type 5 Incident Effect Indicators, the incident likely aligns with complexity level Type 5.

Review the Incident Effect Indicators for Type 4. If the incident displays all or most of these Incident Effect Indicators, move on to Type 3. But if the incident displays only a few of the Type 4 Incident Effect Indicators, the incident likely aligns with complexity level Type 4.

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<sup>2</sup> FEMA (2021, June). *National Incident Management System Incident Complexity Guide: Planning, Preparedness and Training*. [www.fema.gov/sites/default/files/documents/nims-incident-complexity-guide.pdf](http://www.fema.gov/sites/default/files/documents/nims-incident-complexity-guide.pdf)

Review the Incident Effect Indicators for Types 3, 2, and 1, if necessary. You will know you have found the most likely complexity level when the incident displays all or most of the Incident Effect Indicators for the previous level but not for the current complexity level. That is, once you reach the type at which the incident does not display all/most of the Incident Effect Indicators, you can assume you have found the right complexity level.

Once you determine the complexity level, use the Incident Management Indicators to guide and inform a scalable response to the incident within ICS.

If the incident displays all or most of the Incident Effect Indicators at all particular complexity level but none or few of the Incident Management Indicators, you can assume that you have found the correct complexity level but that the response has not yet scaled to address the needs indicated under the Incident Management Indicators.

A. Note the following:

1. Incidents differ in their rate and extent of escalation to more complex levels. It is the emergency management personnel's responsibility to determine the new complexity level in the instance of incident escalation.
2. Most indicators are common to all incidents, but some may be unique to a particular complexity level.

## **6.2. Incident Complexity Types**

The language in the Incident Complexity Levels is intentionally flexible, allowing Washoe County to apply this guide to their specific needs and situations.

### **Type 5**

#### ***Incident Effects Indicators***

- Incident shows no resistance to stabilization or mitigation.
- Resources typically meet incident objectives.
- Minimal effects to population immediately surrounding the incident.
- Few or no evacuations necessary during mitigation.
- No adverse impact on critical infrastructure and key resources.
- Elected/appointed governing officials and stakeholder groups require minimal or no coordination, and may not need notification.
- Conditions or actions that caused the incident do not persist; as a result, there is no probability of a cascading event or exacerbation of current incident.

#### ***Washoe County Type 5 Incident Evacuation and Sheltering Readiness***

Actions may include:

1. Sheltering and resource requirements to be evaluated for individual temporary accommodations provided via ARC through hotel vouchers.

2. Monitoring the situation for any increase in displaced populations, which would require activating a shelter site.
3. Monitoring the situation and providing evacuation support, if required, for functional needs and vulnerable or at-risk populations.

## **Type 4**

### ***Incident Effects Indicators***

- Incident shows low resistance to stabilization or mitigation.
- Resources typically meet incident objectives within several hours of arriving on scene.
- Incident may extend from several hours to 24 hours.
- Limited effects to population surrounding incident.
- Few or no evacuations necessary during mitigation.
- Incident threatens, damages, or destroys a minimal number of residential, commercial, or cultural properties.
- Critical infrastructure and key resources may suffer adverse impacts.
- Critical infrastructure and key resources mitigation measures are uncomplicated and can be implemented within an operational period.
- Elected/appointed governing officials and stakeholder groups require minimal or no coordination, but they may need to be notified.
- Conditions or actions that caused the original incident do not persist; as a result, there is low to no probability of a cascading event or exacerbation of the current incident.

### ***Washoe County Type 4 Incident Evacuation and Sheltering Readiness***

Actions may include:

1. Review the number of people displaced to confirm if shelter activation is required. If the number does not meet requirements for shelter activation, temporary accommodations to be provided via the ARC through hotel vouchers.
2. If shelter activation is required, Washoe County Emergency Manager to notify the ESC to identify shelter location(s) to meet the required shelter capacities and begin shelter activation and resources mobilization.
3. Monitor the incident for increasing numbers of displaced population. Displaced population numbers and requirements will change due to both incident escalation as well as current shelter site(s) capacities.
4. Monitor the situation and provide evacuation support, if required, for functional needs and vulnerable or at-risk populations.

### **Type 3**

#### ***Incident Effect Indicators***

- Incident shows moderate resistance to stabilization or mitigation.
- Resources typically do not meet incident objectives within the first 24 hours of resources arriving on scene.
- Incident may extend from several days to over 1 week.
- Population within and immediately surrounding incident area may require evacuation or shelter during mitigation.
- Incident threatens, damages, or destroys residential, commercial, or cultural properties.
- Critical infrastructure and key resources may suffer adverse impacts.
- Critical infrastructure and key resources mitigation actions may extend into multiple operational periods.
- Elected/appointed governing officials and stakeholder groups require some level of coordination.
- Conditions or actions that caused the incident may persist; as a result, there is medium probability of a cascading event or exacerbation of the current incident.

#### ***Washoe County Type 3 Incident Evacuation and Sheltering Readiness***

Actions may include:

1. Washoe County Emergency Manager to notify the ESC to identify shelter location(s) to meet the required shelter capacities and begin shelter activation and resources mobilization.
2. Monitor the situation closely for changes to displaced population numbers that would require activation of additional sites and resources.
3. Coordinate with the Nevada Division of Emergency Management and Homeland Security (NDEM), FEMA, and Housing and Urban Development for long-term housing efforts activation.
4. Provide information to the public on planned evacuation routes, securing their homes, and what items they need to take with them. Prepare to issue a public warning if it becomes necessary.
5. Advise the public to monitor the situation.
6. Monitor the situation and provide evacuation support, if required, for functional needs and vulnerable or at-risk populations.
7. Alert response personnel for possible evacuation, sheltering, and mass care operations duty.
8. Check the status of resources and enhance short-term readiness, if possible. Monitor the availability of transportation assets and drivers.

## **Type 2 and Type 1**

Note: Type 1 differences are in brackets.

### ***Incident Effect Indicators***

- Incident shows high resistance to stabilization or mitigation.
- Resources typically do not meet [or cannot meet] incident objectives within the first several days [or within numerous operations periods].
- Incident may extend from several days to 2 weeks [or over a month].
- Population within and surrounding the general incident area is affected [or within surrounding region or state where the incident occurred is significantly affected].
- Affected population may require evacuation, shelter, or housing during mitigation for several days to months.
- Incident threatens, damages, or destroys [many] significant residential, commercial, and cultural properties.
- Critical infrastructure and key resources may suffer adverse impacts, including destruction.
- Critical infrastructure and key resources mitigation actions may extend into multiple operational periods, requiring considerable coordination.
- Evacuated or relocated populations may require shelter or housing for several days to months.
- Elected/appointed governing officials, political organizations, and stakeholder groups require a moderate [or high] level of coordination.
- Incident has resulted in external influences, has widespread impact, and involves political and media sensitivities requiring comprehensive management.
- Conditions or actions that caused the original incident may persist [or still exist], so a cascading event or exacerbation of the current incident is highly probable.

### ***Washoe County Type 2 and 1 Incident Evacuation and Sheltering Readiness***

Actions may include:

1. Washoe County Emergency Manager to notify the ESC to identify shelter location(s) to meet the required shelter capacities and begin shelter activation and resources mobilization.
2. Monitor the situation closely for changes to displaced population numbers that would require activation of additional sites and resources or migration operations activation due to shelter requirement above Washoe County's maximum shelter capacity.
3. Coordinate with NDEM, FEMA, Housing and Urban Development, and other state and federal agencies for long-term housing full operations.
4. Provide information to the public on planned evacuation routes, securing their homes, and what items they need to take with them. Prepare to issue a public warning.
5. Advise the public to monitor the situation.
6. Monitor the situation and provide evacuation support, if required, for functional needs and vulnerable or at-risk populations.

7. Place first responders and transportation providers in an alert status; place off-duty personnel on standby.
8. Check the status of evacuation routes and pre-position traffic control devices.
9. Monitor and prepare for migration operations activation.

## 7. Administration and Support

### 7.1. Reporting

Large-scale evacuations, sheltering, and mass care should be aligned with state agencies and other jurisdictions that may be affected through Situation Reports prepared and disseminated during major emergency operations. The Situation Status Report form (ICS 209), in addition to other ICS forms, can be downloaded from WebEOC portal.

### 7.2. Records

#### A. Activity Logs

The IC and the REOC shall maintain accurate logs recording evacuation, sheltering, and mass care decisions; significant evacuation operations, sheltering, and mass care scale and activities; and the commitment of resources to support evacuation and sheltering and mass care operations. The log for the REOC is WebEOC or physical forms (ICS 214) if WebEOC is unavailable.

#### B. Documentation of Costs

Expenses incurred in carrying out evacuations, sheltering, and mass care may be recoverable from federal partners in an emergency declaration. All departments and agencies are to maintain records of personnel and equipment used and supplies consumed during large-scale evacuations, sheltering, and mass care operations and report to the Finance Unit as directed.

### 7.3. Resources

#### A. Coordination With Other Jurisdictions

Additional resources, currently not addressed in existing mutual aid agreements, may be available in other jurisdictions. The County will endeavor to identify resource shortfalls and develop mutual aid agreements to address these limitations. All 17 counties and all incorporated cities in Nevada have signed the Nevada Emergency Management Assistance Compact (NEMAC). This document allows local governments to use each other's resources during an emergency event and provides for financial and liability concerns. Nevada also participates in the Interstate Mutual Aid Compact (IMAC) that allows resources to be utilized across state lines in emergencies.

#### B. Public Coordination

##### 1. Colleges and universities

Sheltering and evacuation transportation resources may also be available from the University of Nevada, Reno and Truckee Meadows Community College.

#### C. Private Coordination

##### 1. Hospitals and Health Care

The majority of hospitals within Nevada have entered in the Inter-Hospital Master Mutual Aid Agreement. The agreement facilitates personnel and staff sharing, and equipment, supply, and



pharmaceutical sharing. Although resource requests are made between hospitals, the Medical/Health function at the REOC can also facilitate resource requests. Hospital evacuations are addressed in the agreement signed by the hospitals and the Washoe County District Board of Health.

## 2. Industry

County agencies may have various emergency contracts and purchase agreements for equipment, supplies, and personnel. This information is maintained by each individual agency.

## 3. Prepare Washoe

A public/private interface group developed to facilitate open communication and collaboration between businesses and local government in Washoe County, Nevada, and to provide preparedness training opportunities to ensure that every business is properly equipped to sustain an emergency and help the community recover.

Prepare Washoe assists the community in planning, training, responding, and recovering to community disasters as well as providing opportunities to share resources during a disaster, filling gaps in resources. Prepare Washoe is situated in the Logistics Section of the REOC.

## D. Donation Tracking and Volunteer Management

The Nevada VOAD tracks donations and manages independent volunteers not managed by volunteer organizations (e.g., the ARC and Salvation Army). During incidents where a significant number of independent volunteers and donations are expected, the regional PIOs publish telephone numbers where the public can contact the VOAD.

Community Emergency Response Team fields all calls for donations from the public, records the information on items being donated, and provides the list of available resources to the REOC as outlined in the Volunteer and Donations Management Plan. Individuals, organizations, and businesses making donations are requested to store the resources at their location until they are needed. When needed, CERT will coordinate the request for resources.

This is further outlined in the regional Volunteer and Donations Management Plan.

## E. Relocation Assistance

Relocation assistance for evacuees needing long-term housing to be coordinated with NDEM, FEMA, Housing and Urban Development, and other state and federal agencies. Attempt to include such relocation services within a shelter for ease of accessibility to the displaced populations.

#### **7.4. Post-Emergency Review**

For large-scale evacuations, sheltering, and mass care, WCEM shall organize and conduct a review of emergency operations by those tasked in this plan in accordance with the guidance provided in the REOP. The purpose of this review is to identify needed improvements in this plan, procedures, facilities, and equipment. In accordance with After-Action Review and Improvement Plan guidance established by FEMA, WCEM will create an After-Action Review document that includes an improvement plan with assigned responsibilities and timelines.

#### **7.5. Exercises**

Washoe County Emergency Management and Homeland Security is responsible for testing this plan through local drills, tabletop exercises, functional exercises, and full-scale exercises.

#### **7.6. Plan Development and Maintenance**

- A. Washoe County Emergency Management and Homeland Security is responsible for developing and maintaining this plan. Recommended changes to this plan should be forwarded as needs become apparent.
- B. This plan will be revised and updated as needed in accordance with the REOP.
- C. Departments and agencies assigned responsibilities in this plan are responsible for developing and maintaining standard operating procedures covering those responsibilities.

## **8. Evacuation and Traffic Management**

### **8.1. Introduction**

The Washoe County evacuation traffic management plan has been developed through a collaborative process designed to complement the State of Nevada Evacuation Traffic Management Plan and the County Evacuation, Sheltering, and Mass Care Plan.

### **8.2. Purpose**

The purpose of this section is to develop current situational information on which the County can base evacuation traffic management decisions. This information may include:

- availability of County traffic management resources;
- identification of current evacuation routes including maps;
- analysis of route capacity in the event of an evacuation scenario;
- providing a concept of operations for County traffic management operations;
- identifying traffic management roles and responsibilities for County organizations and agencies, and discussing how the County may be able to provide support in a larger scale evacuation scenario.

### **8.3. Scope**

This section covers the preparedness, response, and recovery activities for traffic management functions and County/local agencies with responsibilities for the coordination or support of evacuation traffic management as a result of a disaster or catastrophic event. Additional traffic management guidance and the roles of State of Nevada partners are provided in the State of Nevada Evacuation Traffic Management Plan. A prepared checklist regarding evacuations can be found in Appendix C.

### **8.4. Interjurisdictional Coordination**

#### **Local Municipalities**

To conduct efficient and effective traffic management operations, Washoe County will coordinate closely with its jurisdictional partners. Both the City of Reno Public Works Department and the City of Sparks Public Works Department have the ability to provide additional support for identified evacuation routes within their jurisdictions, including maintenance and control of traffic signals. Other municipalities in Washoe County will provide traffic management support as resource availability allows.

#### **Regional Transportation Commission**

The Regional Transportation Commission can provide support both for the assessment and evaluation of available evacuation routes, and also for public transportation assets including services for people with disabilities who cannot ride regular public transportation. The general roles and responsibilities by agency are listed in Table 11.

#### **State of Nevada**

Traffic management roles and responsibilities for state agencies are outlined in the State of Nevada Evacuation Traffic Management Plan.

**Table 11: Traffic Management Roles and Responsibilities by Function**

	Debris Clearance	Emergency Refueling	Evacuee Care	Provision of Signage	Traffic Control	Situational Awareness – Local Information Collection	Traffic Signals	Public Information	Buses and Transportation Services
<b>County</b>									
Emergency Management and Homeland Security	S	S	S	S	S	P		P	
Health District			S						
Human Services Agency			P						
Community Services Department	P	S		P	S	S	P		
School District		S	S						S
Sheriff’s Office		S			P	S	S	S	
<b>Cities</b>									
Local Law Enforcement		S			P	S		S	
Local Fire Services	S					S			
Local Public Works	P					S	P		
<b>Private Sector</b>									
American Red Cross			P						
Fire/Police Auxiliary				S	S				
Local Hospital			S						
EMS (Private ambulance)			S						
Fuel Providers		P							
<b>Regional</b>									
Regional Transportation Commission					S	S	S		P
<b>State of Nevada</b>									
Nevada Department of Transportation	S	S		S	S	S			
State Highway Patrol					S	S			
Regional Transportation Commission						S		S	P

Note: P = primary agency, S = supporting agency.

## 8.5. Situation and Assumptions

### Situation

Washoe County has a total population of 471,519 and multiple cities and towns with a population greater than 1,000. This section provides a broad overview on hazards, evacuation scenarios, and potential routes for the region.

### Hazard-Specific Evacuation Information

This section contains evacuation information including potential evacuation zones and routes specific to hazard type. Also included is the Regional Evacuation and Shelter Plan map (see Figure 1) that identifies evacuation zones and shelters.

**Table 12: Hazard-Specific Information – Earthquake**

<b>Hazard Type</b>	Earthquake
<b>Description of Hazard</b>	Earthquakes are rated as a high-risk hazard. Southern Washoe County is a seismically active area. It is also the most densely populated section of the County. Due to our past history, and earthquake predictions, earthquakes will always be a high risk for Washoe County.
<b>Potential Evacuation Zone(s)</b>	All Zones  There are several faults that run underneath southern Washoe County. Due to the unpredictable nature of the hazard, all evacuation zones may be susceptible.
<b>Evacuation Routes</b>	All major routes are susceptible to damage from earthquakes.

**Table 13: Hazard-Specific Information – Flood**

<b>Hazard Type</b>	Flood
<b>Description of Hazard</b>	<p>Flooding was considered a high risk for Washoe County by the Steering Committee. Washoe County has experienced “100 Year Floods” in 1986, 1990, and 1997. We consider floods to be a high-risk threat because our major population centers are built along a river with a history of flooding (the Truckee River). Damages from flooding cost the region billions of dollars in damages to structures and lost revenue to our tourism-based economy. The location of this threat is along the Truckee River Corridor.</p>
<b>Potential Evacuation Zone(s)</b>	<p>Zones 1, 1a, 2, 3, 4, and 7a</p> <p>Areas highly susceptible to flooding are located along the Truckee River that transverses the Reno/Sparks area from west to east. The maximum (100 year flood event) predicted impacted area in downtown Reno is from near 3rd Street on the north to Court and Mill Streets on the south. The Reno-Tahoe International Airport would be affected during severe flooding. The low lying industrial area in Sparks is particularly susceptible. Truckee Meadows would be flooded from Hwy 395 east to Hidden Valley. Flooding would extend from Glendale Ave and I-80 south to Mira Loma. Both I-80 and Hwy 395 would be closed from Reno in all directions.</p>
<b>Evacuation Routes</b>	<p>Highway 395 – North and South; Interstate 80 – East and West; North McCarran Blvd. – Northern perimeter; South McCarran Blvd. – Southern perimeter</p> <p>East McCarran Blvd; West McCarran Blvd; and Virginia Street</p>

**Table 14: Hazard-Specific Information – Hazardous Materials Releases**

<b>Hazard Type</b>	Hazardous Materials Releases
<b>Description of Hazard</b>	<p>Ground transportation provides the largest movement of hazardous materials and will generate the majority of hazardous materials incidents that could trigger evacuation. The three modes of ground transportation are rail, highway, and pipeline. Highway-related hazardous materials incidents account for the vast majority of situations faced by local responders. Highway incidents range from minor releases of diesel fuel to multiple vehicle accidents involving large quantities of multiple types of hazardous materials. A concern is the fact that these incidents can occur anyplace throughout the County.</p>
<b>Potential Evacuation Zone(s)</b>	<p>Zones 1, 1a, 2, 3, 4, 5, and 7a</p> <p>Areas near transportation corridors, pipelines, and fixed facilities may be at risk from a large-scale hazardous materials release. Fixed facilities within Washoe County are listed in Section 7 of the Washoe County Regional Hazardous Materials Emergency Plan.</p>
<b>Evacuation Routes</b>	<p>Highway 395 – North and South; Interstate 80 – East and West; North McCarran Blvd. – Northern perimeter; South McCarran Blvd. – Southern perimeter</p>

**Table 15: Hazard-Specific Information – Terrorism**

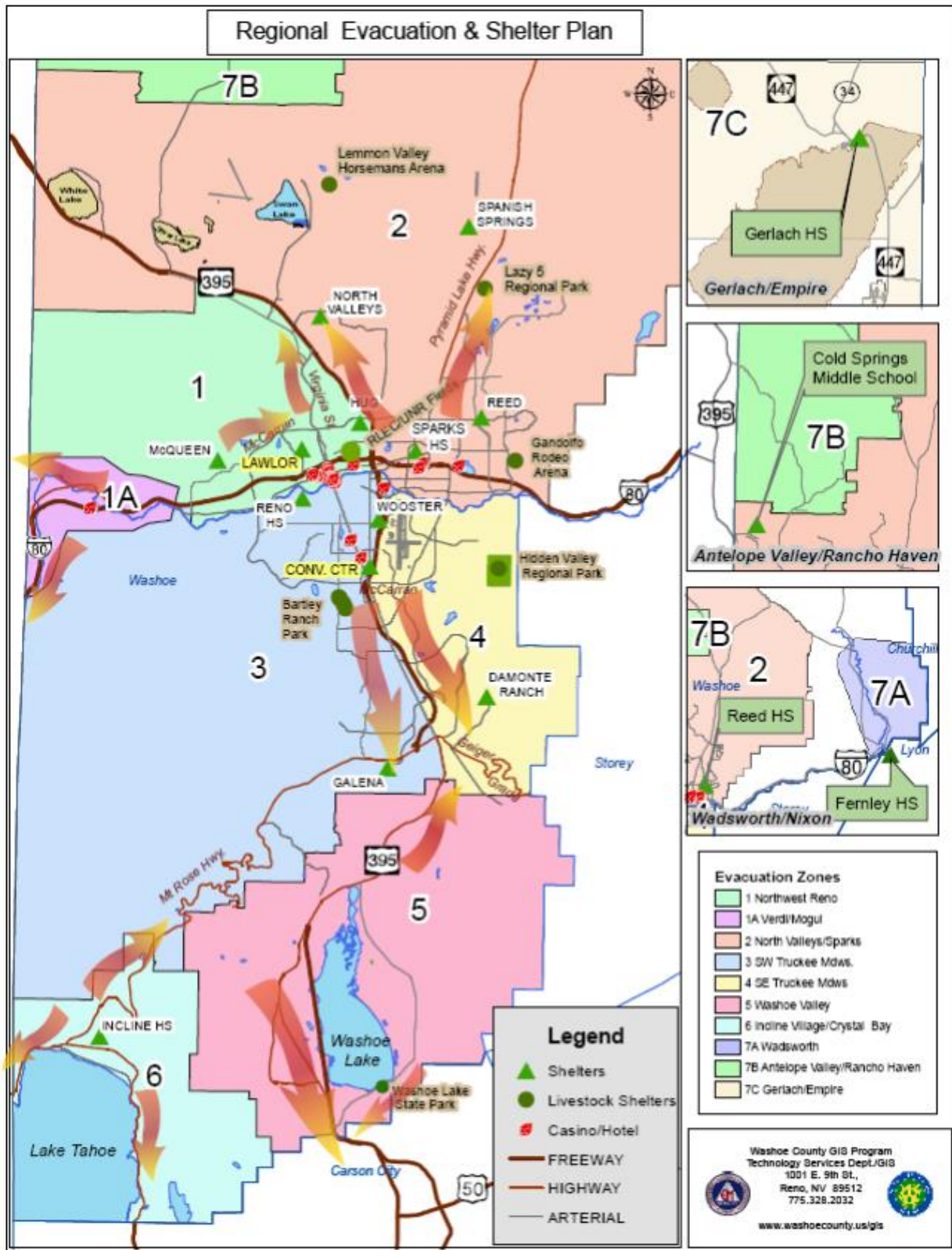
<b>Hazard Type</b>	Terrorism
<b>Description of Hazard</b>	Terrorism comprises several types of distinct events such as the use of biological or chemical weapons, nuclear/radiological devices, and conventional explosive devices. The location of this threat is the downtown corridors and special events venues.
<b>Potential Evacuation Zone(s)</b>	Zones 1, 2, 3, and 4  The following facilities have been identified as possible targets for terrorism in the Washoe County Hazard Mitigation Plan: The REOC, University of Nevada, Downtown Reno Casino Corridor, Chalk Bluff Water Treatment Plant, Reno-Sparks Convention Center, Reno-Sparks International Airport, Glendale Water Treatment Plant, Sparks Tank Farm, and Sparks Sewage Treatment Plant.
<b>Evacuation Routes</b>	Highway 395 – North and South; Interstate 80 – East and West; North McCarran Blvd. – Northern perimeter; South McCarran Blvd. – Southern perimeter  East McCarran Blvd; West McCarran Blvd; and Virginia Street

**Table 16: Hazard-Specific Information – Wildfire**

<b>Hazard Type</b>	Wildfire (wildland urban interface fires)
<b>Description of Hazard</b>	Wildland urban interface fire has been given a high-risk rating. Washoe County averages one or two wildland fires every year that burn thousands of acres. Fortunately, the fires affect only structures built in the urban/wildlands interface areas of the County. This means that damages average about 1 million dollars per year. The locations of these fires are the urban/wildland interfaces that occur primarily in southeastern Washoe Valley, Galena area, Verdi, and Incline Village.
<b>Potential Evacuation Zone(s)</b>	All Zones (outside urbanized areas)  Residential areas on the outskirts of Reno and Sparks are susceptible to wildland urban interface fires.
<b>Evacuation Routes</b>	Highway 395 – North and South; Interstate 80 – East and West; North McCarran Blvd. – Northern perimeter; South McCarran Blvd. – Southern perimeter  East McCarran Blvd; West McCarran Blvd; and Virginia Street



Figure 1: Regional Evacuation and Shelter Plan





## Assumptions

- While residents might evacuate to the County, an additional concern is the large number who may evacuate through the area, consuming fuel, food, water and sanitation resources as they travel to their destinations.
- Evacuees are assumed to exit the at-risk area by heading for the closest destination (in terms of distance and/or expected travel time).
- Evacuees will display some degree of dispersion in their selection of area exit points, depending on such factors as the location of friends and relatives and the speed of the hazard onset.
- Evacuees will head for pre-specified destinations according to an established evacuation plan.
- Evacuees will exit the area on the basis of traffic conditions on the network at the time they try to leave the area.

## 8.6. Concept of Operations

### General

- Actual evacuation movement will be controlled by the Washoe County Sheriff's Office in conjunction with Reno/Sparks Police Departments, County and City Public Works, Nevada Highway Patrol, and the Nevada Department of Transportation.
- When possible, two-way traffic will be maintained on all evacuation routes to allow continued access for emergency vehicles. While contraflow may eventually be established along some routes, two-way traffic should be maintained prudently.
- Traffic control devices, such as signs and barricades, will be provided by the Washoe County Public Works Department, City Police and Fire Departments, and the North Lake Tahoe Fire Protection District upon request when time permits.
- First responder agencies will request wrecker and towing services through Washoe County Dispatch when needed to clear disabled vehicles from evacuation routes.
- The County may enhance traffic management during evacuations by posting messages on the Nevada Department of Transportation electronic highway signs.
- Additional evacuation resources that may be available for use including RTC buses, school buses, ambulances, medical transport vans, and similar can be found in Appendix D: Evacuation Resources.

### Traffic Control

Traffic control is the primary responsibility of the County Sheriff's Office and local police departments. Law enforcement agencies will rely on mutual aid to provide additional personnel as available.

Additional traffic control resources may be provided by the Nevada State Highway Patrol Northern Command.

### Emergency Refueling

Fuel needs for smaller-scale evacuations will be handled by day-to-day operations of local fuel stations and suppliers.

In the event of a large-scale evacuation directing traffic through the County, the County will assist in coordination of emergency refueling.

- Public education regarding individual preparedness in maintaining a sufficient amount of fuel in personal/business vehicles.
- Pre-identification of emergency refueling sites along evacuation routes.
- Identification and coordination with County fuel stations/suppliers for supply and transportation of fuel.

Should fuel needs overwhelm local capacity, the County can access additional resources through the Nevada Office of Energy or through the State Emergency Operations Center (ESF #12 – Energy), when activated.

### **Evacuee Care and Respite**

For most evacuation scenarios, care and sheltering of evacuees in transit will be addressed by the procedures outlined in this plan.

In the event of a large-scale evacuation through the County the following actions will be taken:

- Pre-identification of evacuee shelters, evacuation points, care sites and rest areas along evacuation routes.
- Coordination with the ARC and local health agencies to provide mass care services to evacuees moving through the County.
- Local medical facilities should be notified about the evacuation and should be prepared to address issues of evacuees with medical needs.

## **8.7. Washoe County Evacuation Scenarios and Routes**

### **Analysis of Evacuation Demand**

Figure 2 shows the cities/unincorporated towns with populations greater than 1,000 that were considered for evacuation in Washoe County. Table 17 outlines the population and estimated vehicles to be evacuated from each location.

**Table 17: Evacuation Demand**

<b>Variable</b>	<b>Quantity</b>	<b>Units</b>
<b>Washoe County</b>		
Population	486,492	Individuals
Average household size (Washoe County) <sup>1</sup>	2.47	Individuals/household
Estimated vehicle occupancy <sup>2</sup>	2.07	Persons per vehicle
Estimated population without vehicles <sup>3</sup>	42,325	
Estimated population with vehicles <sup>4</sup>	444,167	
Estimated personal vehicles to be evacuated <sup>5</sup>	214,573	Personal Vehicles
Estimated buses needed <sup>6</sup>	962	Buses
Estimated total number of vehicles to be evacuated <sup>7</sup>	215,535	All Vehicles
<b>Reno/Sparks</b>		
Population <sup>2</sup>	360,635	Individuals
Estimated population without vehicles <sup>3</sup>	31,375	Individuals
Estimated population with vehicles <sup>4</sup>	329,260	Individuals
Estimated personal vehicles to be evacuated <sup>5</sup>	159,063	Personal vehicles
Estimated buses needed <sup>6</sup>	713	Buses
Estimated total number of vehicles to be evacuated <sup>7</sup>	159,776	All Vehicles
<b>Spanish Springs</b>		
Population	15,938	Individuals
Estimated population without vehicles	1,386	Individuals
Estimated population with vehicles	14,552	Individuals
Estimated personal vehicles to be evacuated	7,030	Personal vehicles
Estimated buses needed	32	Buses
Estimated total number of vehicles to be evacuated	7,062	All Vehicles
<b>Cold Springs</b>		
Population	9,633	Individuals
Estimated population without vehicles	838	Individuals
Estimated population with vehicles	8,795	Individuals
Estimated personal vehicles to be evacuated	4,249	Personal vehicles
Estimated buses needed	20	Buses
Estimated total number of vehicles to be evacuated	4,269	All Vehicles
<b>Golden/Lemmon/Sun Valley</b>		
Population	28,042	Individuals
Estimated population without vehicles	2,440	Individuals
Estimated population with vehicles	25,602	Individuals
Estimated personal vehicles to be evacuated	12,368	Personal vehicles
Estimated buses needed	56	Buses
Estimated total number of vehicles to be evacuated	12,424	All Vehicles
<b>Incline Village</b>		
Population	8,669	Individuals
Estimated population without vehicles	754	Individuals
Estimated population with vehicles	7,915	Individuals

Washoe County Evacuation, Sheltering, and Mass Care Plan

Variable	Quantity	Units
Estimated personal vehicles to be evacuated	3,824	Personal vehicles
Estimated buses needed	18	Buses
Estimated total number of vehicles to be evacuated	3,842	All Vehicles
<b>Verdi/Mogul</b>		
Population	2,617	Individuals
Estimated population without vehicles	227	Individuals
Estimated population with vehicles	2,390	Individuals
Estimated personal vehicles to be evacuated	1,155	Personal vehicles
Estimated buses needed	6	Buses
Estimated total number of vehicles to be evacuated	1,161	All Vehicles

Note: Population estimates of all areas obtained from: <https://data.census.gov/cedsci/> (July 2021).

<sup>1</sup> Estimated persons per household in Washoe County:

<https://www.census.gov/quickfacts/fact/table/washoecountynevada/HSD310219#HSD310219>

<sup>2</sup> Estimated vehicles per person = 0.84 (([https://nhts.ornl.gov/assets/2017\\_USTravelProfile.pdf](https://nhts.ornl.gov/assets/2017_USTravelProfile.pdf)). Estimated vehicle occupancy = Average household size × Estimated vehicles person (0.84).

<sup>3</sup> Estimated population without vehicles = Population × 8.7%.

<sup>4</sup> Estimated population with vehicles = Population – Population without vehicles.

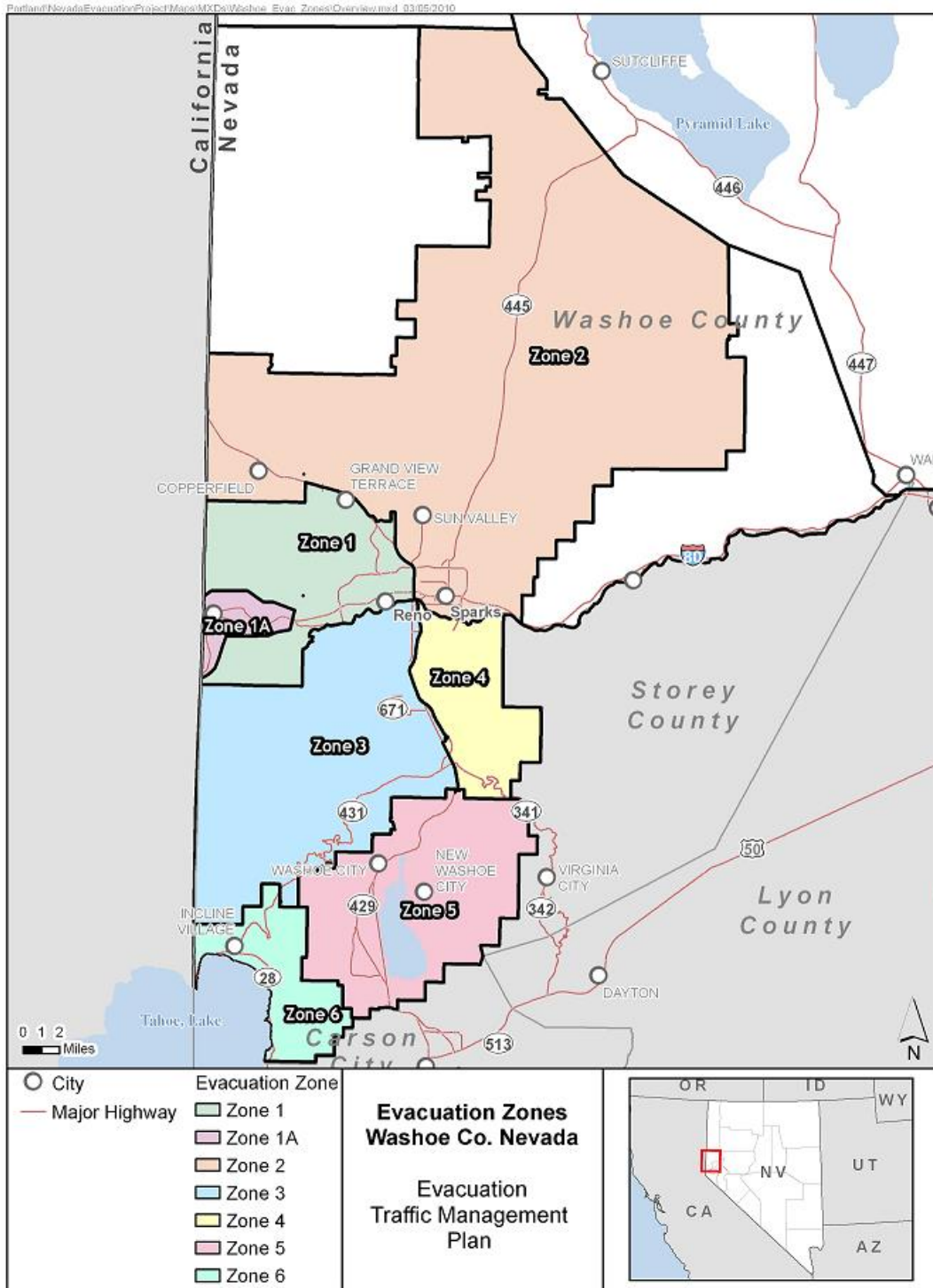
<sup>5</sup> Estimated personal vehicles to be evacuated = Population with vehicles ÷ Estimated vehicle occupancy.

<sup>6</sup> Estimated buses needed = Estimated population without vehicles ÷ 44 passengers per bus.

<sup>7</sup> Estimated total number of vehicles to be evacuated = Estimated buses + Estimated personal vehicles.

Evacuation Scenario for Washoe County

Figure 2: Cities/Unincorporated Towns to Evacuate – Washoe County



### **Available Evacuation Routes**

A timely evacuation of the cities/unincorporated towns within Washoe County is limited by the number of routes that can be used. It is assumed that all Interstates, U.S. Highways, and State Routes that provide egress capacity from cities/unincorporated towns to a reasonable destination area outside of Washoe County will be used as evacuation routes. Due to the mountainous roadway conditions (steep grades, low speed limits, curves, and potential winter conditions) routes along Highways 341 and 431 were not considered as probable high-volume evacuation routes. As such, the following routes are available for evacuation of cities/unincorporated towns in Washoe County:

- I-80 Eastbound
- I-80 Westbound
- US 395 Northbound
- US 395 Southbound
- I-580 Southbound
- SR 445 Northbound

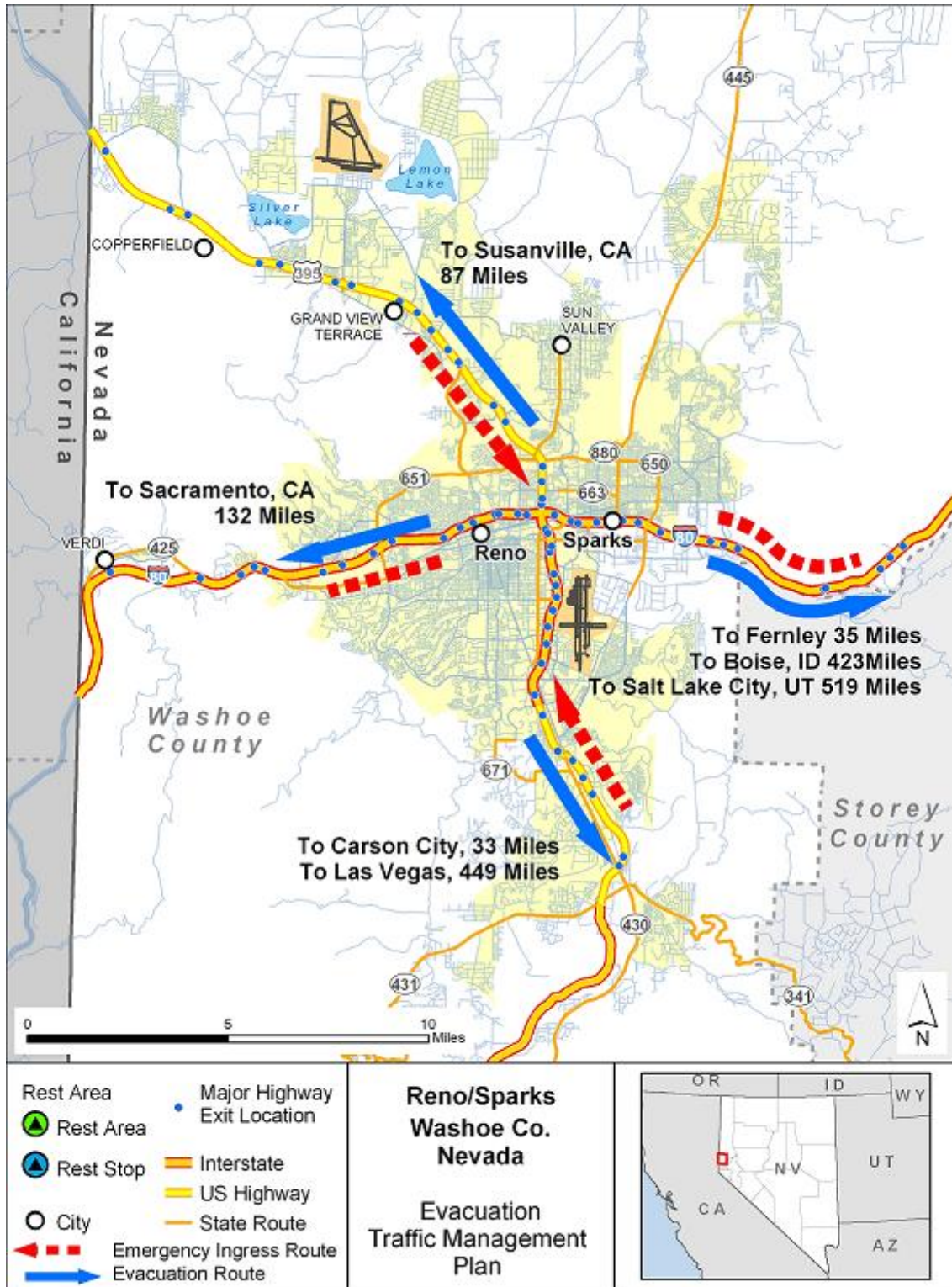
The major interchanges located throughout the County will play a significant role in controlling and routing traffic in the desired method. Each interchange can act as an access point for ingress or egress along evacuation routes.

Figure 3 shows the available evacuation routes for Reno/Sparks located within Washoe County.

### ***Emergency Vehicle Ingress Access***

Provision for emergency vehicle access into and out of the Reno/Sparks area as well as Washoe County is important. Emergency vehicle ingress is represented by inbound arrows in Figure 3.

Figure 3: Evacuation Routes – Reno/Sparks





**Minimum Evacuation Time**

This section presents a calculation of the minimum evacuation time. Though the lane capacities used in the calculations reflect lane capacities that have been measured during actual evacuation scenarios, these are simplified calculations that do not take into account several potentially complicating factors that would likely increase, or in some cases decrease, the minimum evacuation time required.

- In a no-notice evacuation scenario, confusion and hysteria are likely to reduce the efficiency of the transportation system.
- Vehicles will likely break down and contribute to bottleneck situations, reducing lane capacity.
- Not all individuals will choose to obey an evacuation order.
- 8.7% of Nevada households are without vehicles. These 27,379 individuals in Reno/Sparks will require evacuation by alternative mode. It would require 623 buses (assuming the buses can carry 44 per bus) to evacuate these individuals.
- Households may elect to drive more than one vehicle. (For purposes of this analysis, it is assumed that 20% of households will evacuate with two vehicles).
- The calculated time is that required for the “last vehicle to enter the Highway” en route to a shelter location. The experience and evacuation plans of hurricane-prone areas estimate that these trips, under congested evacuation conditions, could take anywhere from 6 to 10 times longer than normal.

Table 18 outlines the minimum evacuation time under the three different analysis scenarios.

**Table 18: Minimum Evacuation Time to Evacuate Cities/Towns**

City	Population	Vehicles to Evacuate	Scenario	Available Evacuation Lanes (Shoulder)	Total Evacuation Capacity (Veh/Hour)	Minimum Evacuation Time (Hours)
Washoe County	486,492	215,535	1	10	15,000	15
			2	10 (4)	16,200	14
			3	2	3,000	72
Reno/Sparks	360,635	159,776	1	10	15,000	11
			2	10 (4)	16,200	10
			3	2	3,000	54
Spanish Springs	15,938	7,062	1	1	1,000	7
			2	1 (1)	1,300	6
			3	1	1,000	7
Cold Springs	9,633	4,269	1	2	3,000	2
			2	2 (1)	3,300	2
			3	2	3,000	2
Golden/Lemmon/Sun Valley	28,042	12,424	1	2	3,000	5
			2	2 (1)	3,300	4
			3	2	3,000	5
Incline Village	8,669	3,842	1	1	750	6
			2	1 (0)	750	6
			3	1	750	6
Verdi/Mogul	2,621	1,161	1	2	3,000	1
			2	2 (1)	3,300	1
			3	2	3,000	1



**Minimum Evacuation Travel Time**

Scenarios are defined in Section 8.7 – Washoe County Evacuation Scenarios and Routes. The minimum evacuation travel time calculation is the minimum time required to evacuate the city or unincorporated town under Scenario 1 and travel to the closest city or unincorporated town outside of the County under analysis. This time assumes that all evacuation routes are open and available for travel (Scenario 1), and that all vehicles evenly disperse based on the capacities/saturation flow rates of the available routes.

**Summary of Zonal Evacuation Route Capacities**

The total evacuation capacity for each zone in the Reno/Sparks urbanized area is summarized in Table 19.

**Table 19: Summary of Zonal Evacuation Route Capacities**

<b>Zone</b>	<b>Total Evacuation Route Capacity (Vehicles Per Hour)</b>
1A – Verdi/Mogul	3,000
1 – Northwest	15,000
2 – Palomino Valley/Cold Springs/Spanish Springs	12,000
3 – Southwest Mount Rose	3,000
4 – Truckee Canyon Southeast	12,000
5 – Pleasant Valley	6,000
6 – Incline Village/Crystal Bay	750

**Zone to Zip Code Conversions**

A rough translation of how the defined zones translate to real life zip codes is shown in Table 20. This may be helpful for the Emergency Manager to provide emergency messaging to media and the public. There may also be some overlap of zip codes within each zone, which should provide some redundancy in the messaging given.

**Table 20: Zones to Zip Code Conversion**

<b>Zone</b>	<b>Zip Codes Within Zone</b>
1A	89439, 89511, 89523, 96111
1	89439, 89501, 89503, 89506, 89508, 89509, 89512, 89519, 89523
2	89431, 89433, 89434, 89436, 89441, 89501, 89506, 89508, 89512
3	89501, 89509, 89511, 89519, 89704
4	89501, 89502, 89511, 89521
5	89511, 89521, 89704
6	89402, 89450, 89451, 89703, 89704

Table 21 outlines the minimum evacuation travel time to the closest city or unincorporated town outside of Washoe County with a population greater than 1,000.

**Table 21: Minimum Evacuation Travel Time to Closest City/Town Outside of Washoe County**

<b>From City</b>	<b>To City</b>	<b>Distance (Miles)</b>	<b>Travel Time (Hours)*</b>	<b>Minimum Evacuation Time (Hours)**</b>	<b>Total Evacuation Time (Hours)</b>
Reno/Sparks	Boise, ID	423	9.4	10	19.4
	Carson City	33	0.7	10	10.7
	Fernley	35	0.8	10	10.8
	Las Vegas	449	10.0	10	20.0
	Sacramento, CA	132	2.9	10	12.9
	Salt Lake City, UT	519	11.5	10	21.5
	Susanville, CA	87	1.9	10	11.9

\*Assumes average evacuation speed of 45 miles per hour. \*\*Scenario 1 evacuation conditions.

***Zonal Evacuation Routes and Capacity***

A complete evacuation of the Reno/Sparks area is unlikely; however, it may be necessary to evacuate a zone within the Reno/Sparks urbanized area. The following section outlines evacuation routes and route capacities for zones established by the State of Nevada Department of Public Safety Division of Emergency Management. Minimum evacuation travel times are not calculated for these zones because specific population data is not available for the zones. Figures 4 through 10 show the major evacuation routes along with ingress routes and the access points to the major evacuation routes. Tables 10 through 16 show evacuation route capacity for each zone.

**Note on zonal figures:** Interchange numbers correspond to interchange points noted on the following figures, and exit numbers refer to exits as designated on the Interstate(s).

**Evacuation Scenarios by Zone**

***Zone 1A – Verdi/Mogul***

A. Zone Description

Verdi/Mogul area. Residents of this area will use Zone 1 shelters/routes. If passage to Zone 1 is blocked, options include movement to Truckee, California, or temporary refuge on high ground in the Dog Valley area.

B. Major Evacuation Routes

- I-80 Eastbound
- I-80 Westbound

C. Access to Major Evacuation Routes

- I-80 Eastbound and Westbound
  - Interchange #1 West Verdi Interchange (Exit #2)
  - Interchange #2 Verdi Half Interchange (Exit #3)
  - Interchange #3 Garson Road Interchange (Exit #4)
  - Interchange #4 East Verdi Interchange (Exit #5)
  - Interchange #5 Mogul Interchange (Exit #7)
  - Interchange #6 West Fourth Street Half Interchange (Exit #8)

**Table 22: Zone 1A Evacuation Route Capacity**

<b>Route</b>	<b>Lanes</b>	<b>Evacuation Capacity (Vehicles Per Hour)</b>
I-80 Eastbound	2	3,000
I-80 Westbound	2	3,000
Total	4	6,000



**Zone 1 – Northwest**

A. Zone Description

North of the Truckee River and west of US 395. The two primary shelters are McQueen and Hug High Schools. The primary large animal shelter areas are the University of Nevada, Reno, Fields and the Livestock Events Center. Lawlor Events Center is designated as a potential large-scale shelter.

B. Major Evacuation Routes

- I-80 Eastbound
- I-80 Westbound
- US 395 Northbound
- US 395 Southbound

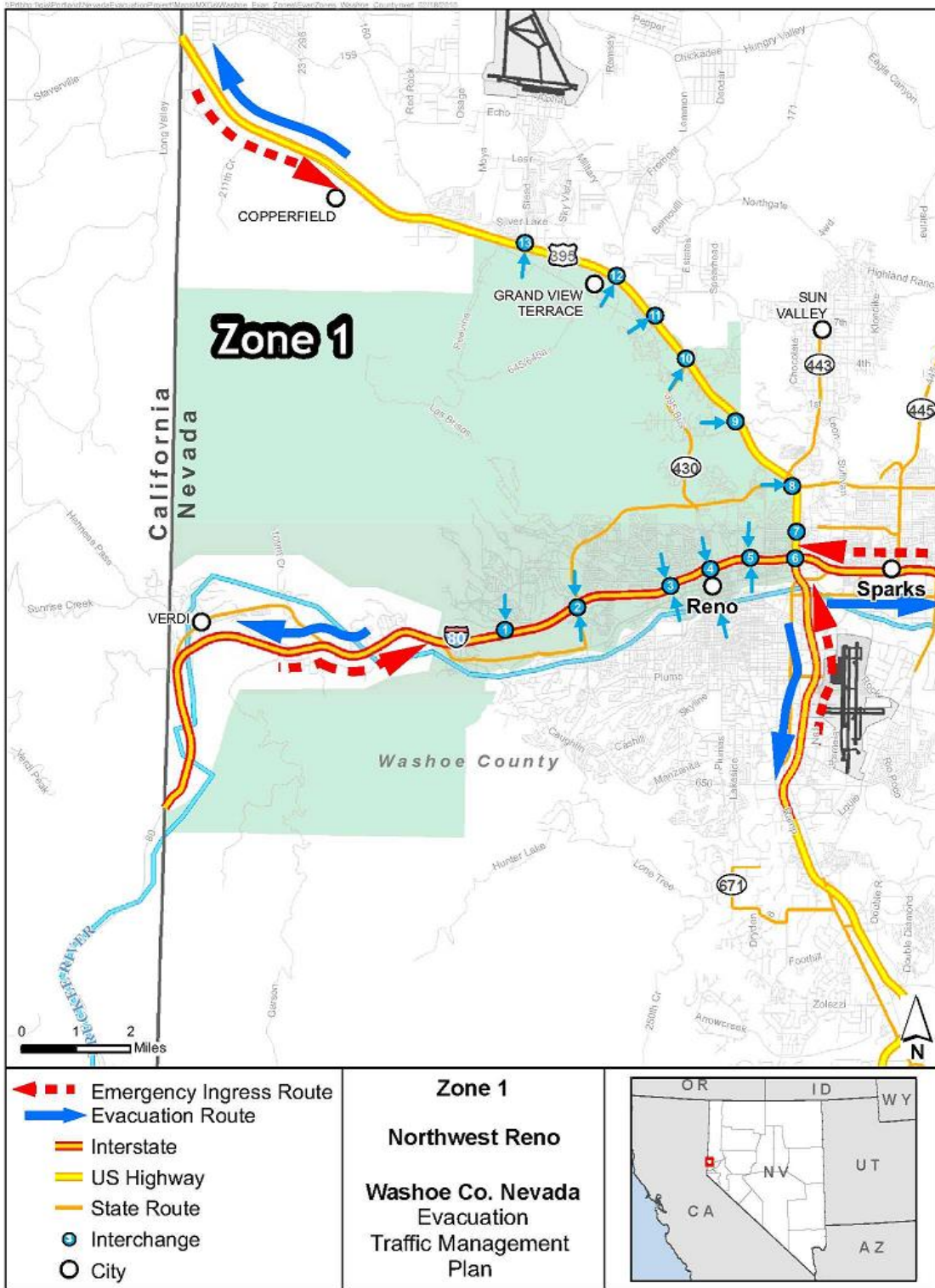
C. Access to Major Evacuation Routes

- I-80 Eastbound and Westbound
  - Interchange #1 Robb Drive Interchange (Exit #9)
  - Interchange #2 West McCarran Boulevard Interchange (Exit #10)
  - Interchange #3 Keystone Avenue Interchange (Exit #12)
  - Interchange #4 Virginia Street Interchange (Exit #13)
  - Interchange #5 Wells Avenue Interchange (Exit #14)
  - Interchange #6 I-80/US 395 Interchange (Exit #15)
- US 395 Northbound and Southbound
  - Interchange #6 I-80/US 395 Interchange (Exit #68)
  - Interchange #7 Oddie Boulevard Interchange (Exit #69)
  - Interchange #8 Clear Acre Lane-McCarran Boulevard Interchange (Exit #70)
  - Interchange #9 Parr Boulevard Interchange (Exit #72)
  - Interchange #10 North Virginia Street-Panther Interchange (Exit #72A)
  - Interchange #11 Golden Valley Road Interchange (Exit #73)
  - Interchange #12 Lemon Valley Interchange (Exit #74)
  - Interchange #13 Stead Boulevard Interchange (Exit #76)

**Table 23: Zone 1 Evacuation Route Capacity**

<b>Route</b>	<b>Lanes</b>	<b>Evacuation Capacity (Vehicles Per Hour)</b>
I-80 Eastbound	2	3,000
I-80 Westbound	2	3,000
US 395 Northbound	2	3,000
US 395 Southbound	2	3,000
<b>Total</b>	<b>8</b>	<b>12,000</b>

Figure 5: Zone 1 Evacuation Routes – Northwest



***Zone 2 – Palomino Valley/Cold Springs/Spanish Springs***

A. Zone Description

North of the Truckee River and east of US 395. The primary shelters are North Valleys, Spanish Springs, Reed, and Sparks High Schools. The primary large animal shelter areas are Lazy 5 Regional Park, Lemmon Valley Horseman’s Arena, and Gandolfo Arena.

B. Major Evacuation Routes

- I-80 Eastbound
- I-80 Westbound
- US 395 Northbound
- US 395 Southbound
- SR 445 Northbound

C. Access to Major Evacuation Routes

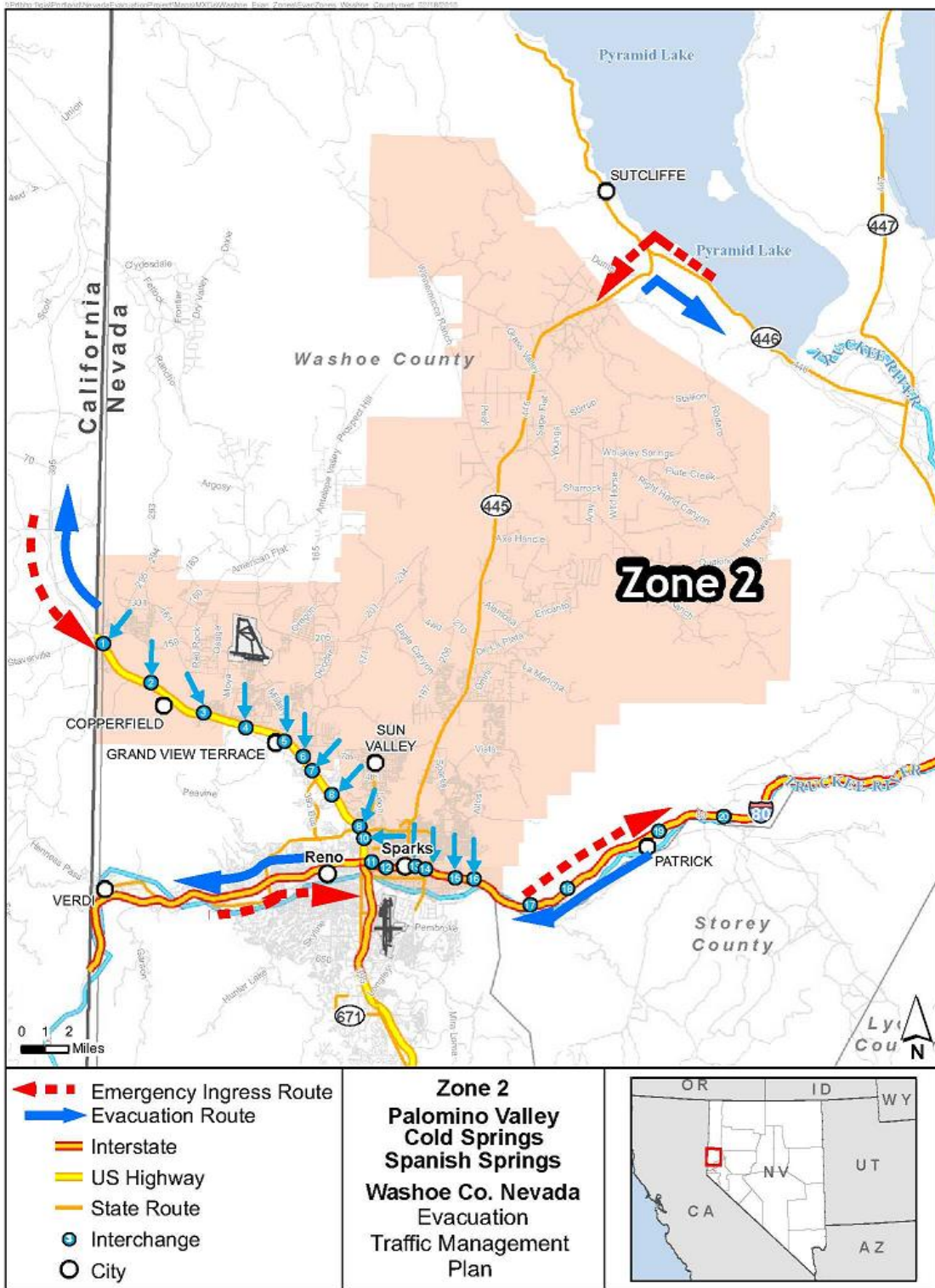
- US 395 Northbound and Southbound
  - Interchange #1 Border Town Interchange (#83)
  - Interchange #2 Cold Springs Valley Interchange (#80)
  - Interchange #3 Red Rock Road Interchange (#78)
  - Interchange #4 Stead Boulevard Interchange (#76)
  - Interchange #5 Lemon Valley Interchange (#74)
  - Interchange #6 Golden Valley Road Interchange (#73)
  - Interchange #7 North Virginia Street-Panther Interchange (#72A)
  - Interchange #8 Parr Boulevard Interchange (#72)
  - Interchange #9 Clear Acre Lane-McCarran Boulevard Interchange (#70)
  - Interchange #10 Oddie Boulevard Interchange (#69)
  - Interchange #11 I-80/US 395 Interchange (#68)
- I-80 Eastbound and Westbound
  - Interchange #11 I-80/US 395 Interchange (Exit #15)
  - Interchange #12 East Fourth Street Interchange (Exit #16)
  - Interchange #13 Rock Boulevard Interchange (Exit #17)
  - Interchange #14 Pyramid Way Interchange (Exit #18)
  - Interchange #15 East McCarran Boulevard Interchange (Exit #19)
  - Interchange #16 Sparks Boulevard Interchange (Exit #20)
  - Interchange #17 Vista Boulevard Interchange (Exit #21)

**Table 24: Zone 2 Evacuation Route Capacity**

<b>Route</b>	<b>Lanes</b>	<b>Evacuation Capacity (Vehicles Per Hour)</b>
I-80 Eastbound	2	3,000
I-80 Westbound	2	3,000
US 395 Northbound	2	3,000
US 395 Southbound	2	3,000
<b>Total</b>	<b>8</b>	<b>12,000</b>



Figure 6: Zone 2 Evacuation Routes – Palomino Valley/Cold Springs/Spanish Springs



**Zone 3 – Southwest/Mount Rose**

A. Zone Description

South of the Truckee River and west of US 395. The primary shelters are Reno and Wooster High Schools. The primary large animal shelter is Bartley Ranch Regional Park. The Convention Center is designated as a potential large-scale shelter.

B. Major Evacuation Routes

- US 395 Northbound
- US 395 Southbound

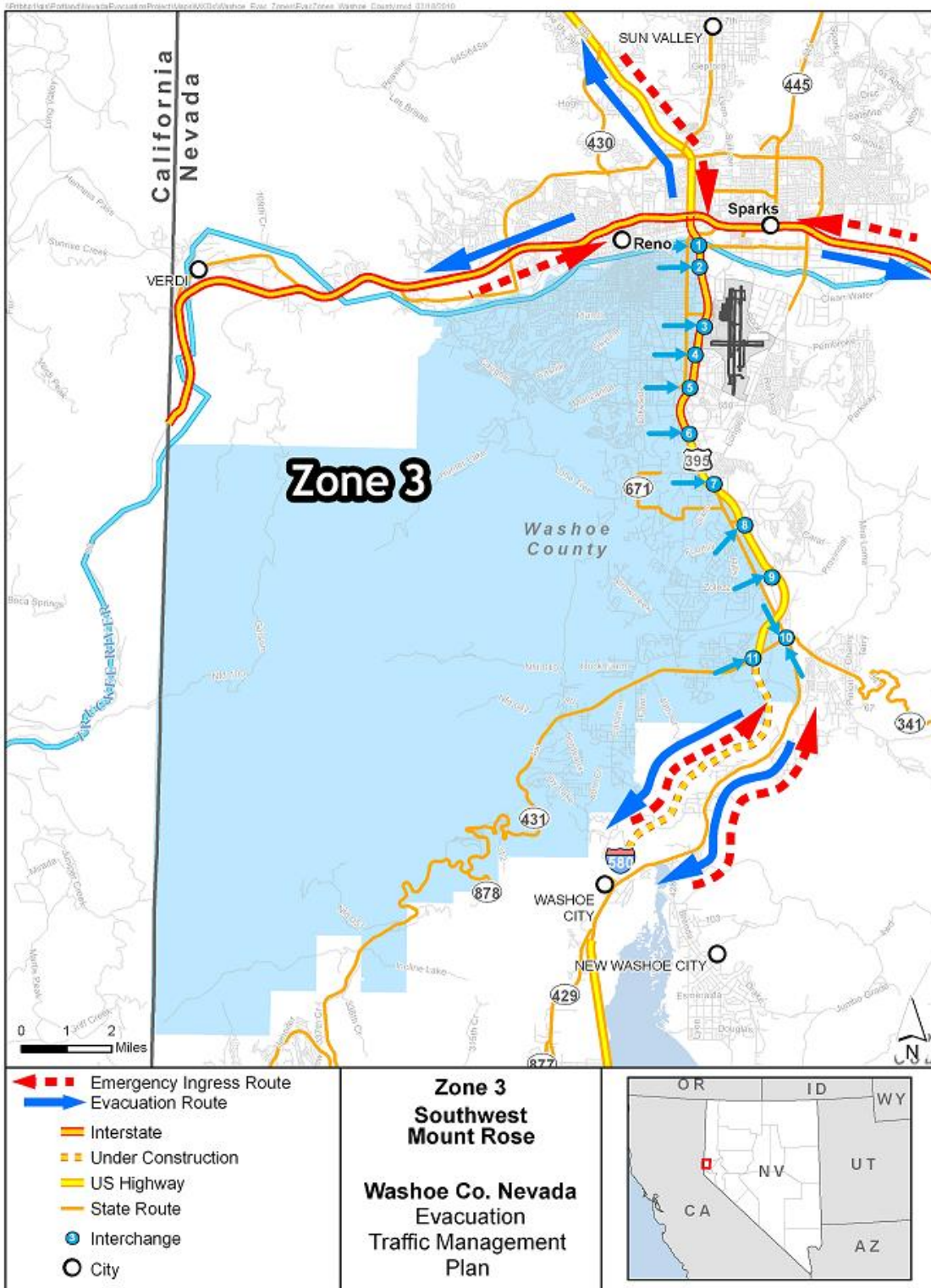
C. Access to Major Evacuation Routes

- US 395 Northbound and Southbound
  - Interchange #1 Mount Rose Parkway Interchange (Exit #56)
  - Interchange #2 South Virginia Street South Interchange (Exit #57)
  - Interchange #3 Damonte Ranch Parkway Interchange (Exit #59)
  - Interchange #4 South Meadows Parkway Interchange (Exit #60)
  - Interchange #5 South Virginia Street Interchange (Exit #61)
  - Interchange #6 Neil Road Interchange (Exit #62)
  - Interchange #7 Fire Creek Half Interchange (Exit #63)
  - Interchange #8 Moana Lane Interchange (Exit #64)
  - Interchange #9 Plumb Lane-Villanova Interchange (Exit #65)
  - Interchange #10 Mill Street Interchange (Exit #66)
  - Interchange #11 Glendale Interchange (Exit #67)

**Table 25: Zone 3 Evacuation Route Capacity**

<b>Route</b>	<b>Lanes</b>	<b>Evacuation Capacity (Vehicles Per Hour)</b>
US 395 Northbound	2	3,000
US 395 Southbound	2	3,000
Total	4	6,000

Figure 7: Zone 3 Evacuation Routes – Southwest/Mount Rose



**Zone 4 – Truckee Canyon/Southeast**

A. Zone Description

South of the Truckee River and east of US 395. The primary shelter is Damonte High School. The primary large animal shelter is Hidden Valley Regional Park.

B. Major Evacuation Routes

- US 395 Northbound
- US 395 Southbound
- Mount Rose Highway Westbound

C. Access to Major Evacuation Routes

- US 395 Northbound and Southbound

Interchange #1 Mount Rose Parkway Interchange (Exit #56)

Interchange #2 South Virginia Street South Interchange (Exit #57)

Interchange #3 Diamonte Ranch Parkway Interchange (Exit #59)

Interchange #4 South Meadows Parkway Interchange (Exit #60)

Interchange #5 South Virginia Street Interchange (Exit #61)

Interchange #6 Neil Road Interchange (Exit #62)

Interchange #7 Fire Creek Half Interchange (Exit #63)

Interchange #8 Moana Lane Interchange (Exit #64)

Interchange #9 Plumb Lane-Villanova Interchange (Exit #65)

Interchange #10 Mill Street Interchange (Exit #66)

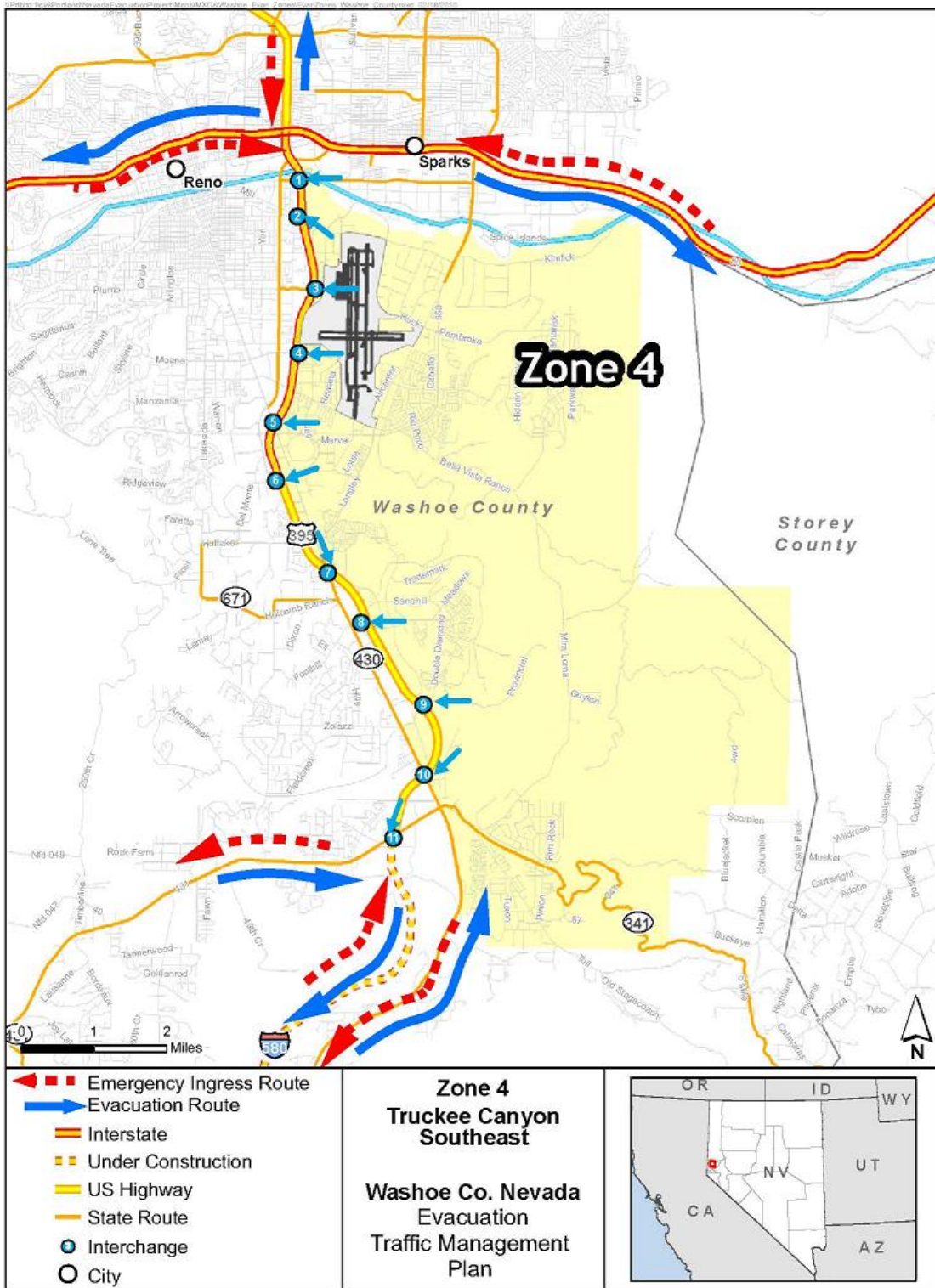
Interchange #11 Glendale Interchange (Exit #67)

**Table 26: Zone 4 Evacuation Route Capacity**

<b>Route</b>	<b>Lanes</b>	<b>Evacuation Capacity (Vehicles Per Hour)</b>
US 395 Northbound	2	3,000
US 395 Southbound	2	3,000
Mount Rose Highway Westbound	1	1,000
<b>Total</b>	<b>5</b>	<b>7,000</b>



Figure 8: Zone 4 Evacuation Routes – Truckee Canyon/Southeast



**Zone 5 – Pleasant Valley**

A. Zone Description

Washoe Lake area. Residents in this area will proceed either north into Zone 3 or Zone 4; or if that direction is unsafe, south toward Carson City. Potential shelters include Galena or Damonte Ranch High Schools, or Carson City High School. The primary large animal shelter is Washoe Lake State Park. Additionally, Fuji Park may be considered for large animals.

B. Major Evacuation Routes

- US 395 Northbound
- US 395 Southbound

C. Access to Major Evacuation Routes

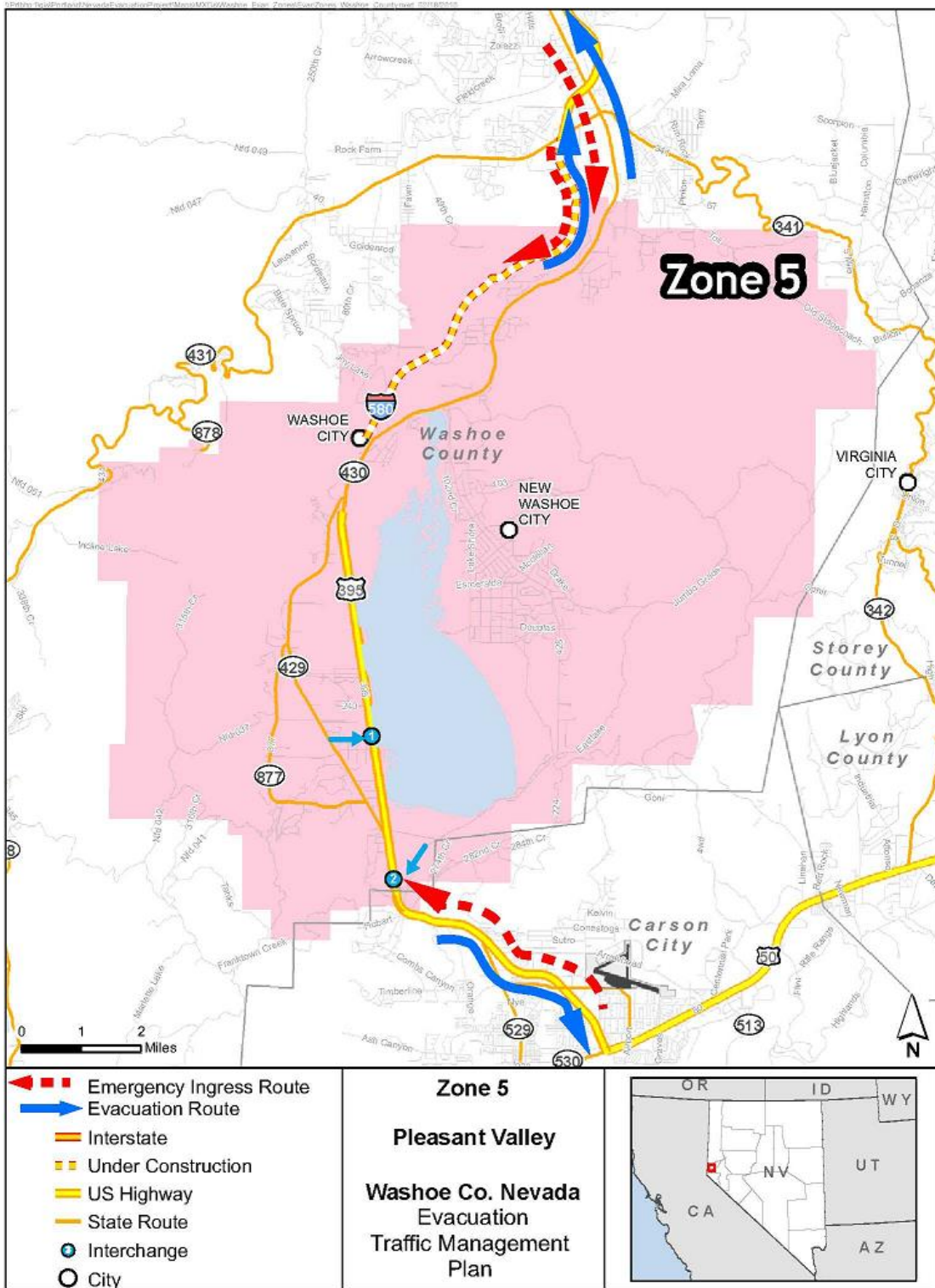
- US 395 Northbound and Southbound

All at-grade routes that intersect with US 395  
 Interchange #1 Bellevue Road Interchange (Exit #46)  
 Interchange #2 Lakeview Interchange (Exit #42)

**Table 27: Zone 5 Evacuation Route Capacity**

<b>Route</b>	<b>Lanes</b>	<b>Evacuation Capacity (Vehicles Per Hour)</b>
US 395 Northbound	2	3,000
US 395 Southbound	2	3,000
<b>Total</b>	<b>4</b>	<b>6,000</b>

Figure 9: Zone 5 Evacuation Routes – Pleasant Valley



**Zone 6 – Incline Village/Crystal Bay**

A. Zone Description

Incline Village/Crystal Bay. If residents have to leave this area, potential shelter sites include Reed High School in Sparks or Fernley High School in neighboring Lyon County.

B. Major Evacuation Routes

- SR 28 to US 50 Eastbound and Westbound
- SR 28 to California then I-80
- Mount Rose Highway (SR 431) to US 395 Northbound and Southbound

C. Access to Major Evacuation Routes

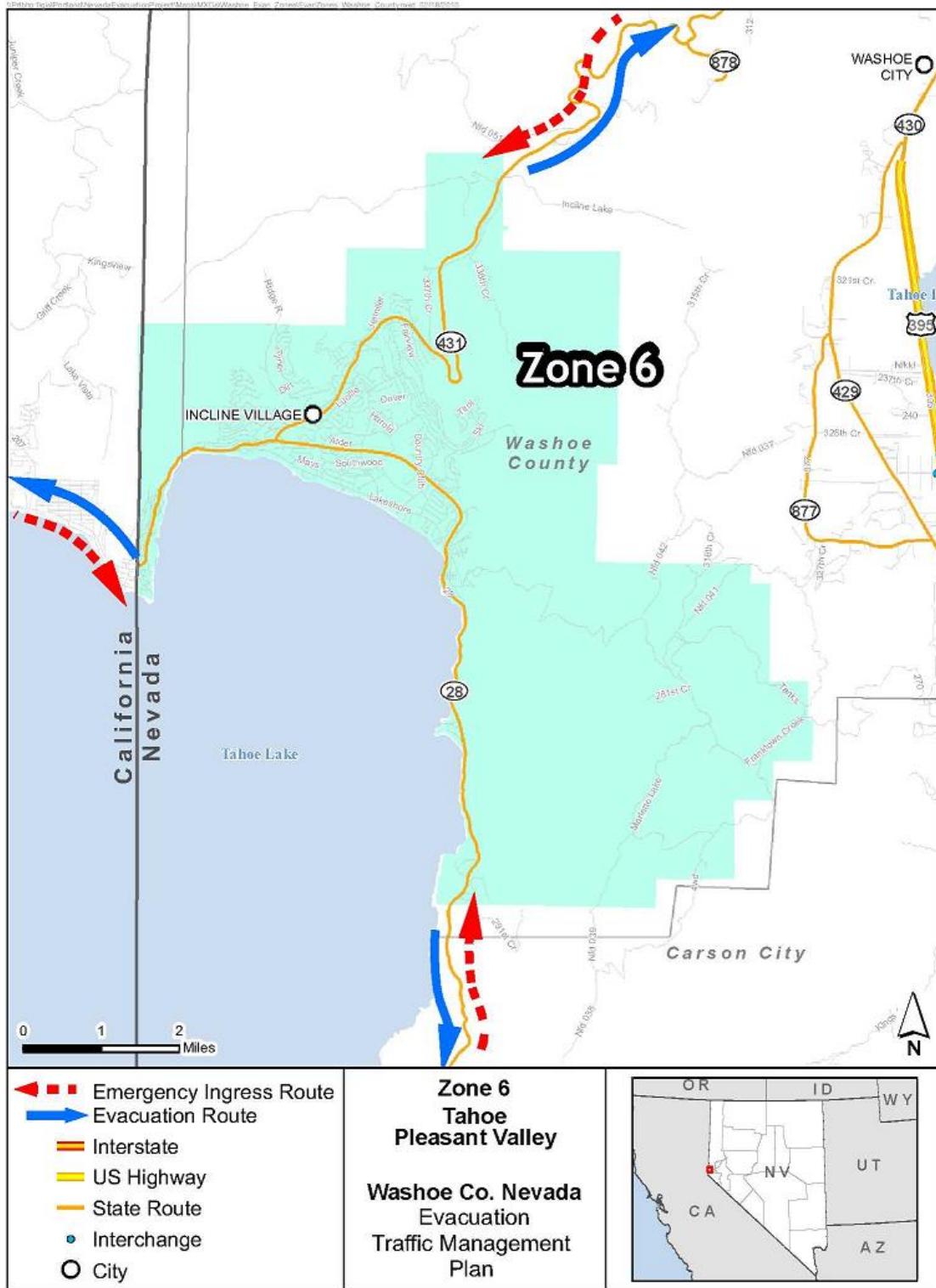
- All at-grade intersections with evacuation routes

**Table 28: Zone 6 Evacuation Route Capacity**

<b>Route</b>	<b>Lanes</b>	<b>Evacuation Capacity (vehicles per hour)</b>
SR 28	1	750
SR 28	1	750
Mount Rose Highway (SR 431)	1	750
<b>Total</b>	<b>3</b>	<b>2,250</b>



Figure 10: Zone 6 Evacuation Routes – Incline Village/Crystal Bay



**Evacuation Scenario Methodology**

The following sections outline the methodology used for the evacuation of cities within Washoe County.

***Analysis of Evacuation Demand***

All cities and unincorporated towns with populations greater than 1,000 were analyzed for evacuation demand. Additional rural communities have been evaluated based on input from plan stakeholders. Evacuation demand is calculated based on the following parameters:

- 2020 population estimates for Nevada counties, cities, and unincorporated towns obtained from the U.S. Census Bureau on or around July 2021.
- Average household size for each County provided by the U.S. Census Bureau (July 2021).
- Approximately 7% of Nevada households are without vehicles (see Table 24).
- Buses and/or other transportation will be required to evacuate the population without vehicles. For analysis purposes, it was assumed that buses would carry 44 passengers. It is important to note that a 65 passenger school bus is able to comfortably carry 44 evacuees assuming 2 people per seat.
- A city’s estimated vehicle occupancy is the average household size for its respective County multiplied by 0.8 to account for households who desire to evacuate with more than one vehicle. In hurricane situations, studies have shown that approximately 21%–25% of households take more than one vehicle when evacuating. For purposes of this analysis, 20% of Nevada households were assumed to take more than one vehicle. Most evacuations in Nevada do not have as long of a lead time to load and prepare two vehicles, as is the case with hurricane evacuations.

**Table 29: Vehicle Ownership Information for Nevada**

<b>Variable (Vehicle Ownership)</b>	<b>Quantity</b>	<b>Units</b>
No Vehicles	7.1	Percent of households
One Vehicle	34.4	Percent of households
Two Vehicles	36.8	Percent of households
Three or More	21.7	Percent of households

Source: U.S. Census Bureau (2021). *S2504: Physical housing characteristics for occupied housing units*. <https://data.census.gov/cedsci/table?q=vehicle%20ownership%20nevada&tid=ACSST1Y2019.S2504>

***Available Evacuation Routes***

The available evacuation routes for each city and unincorporated town are identified for all locations with populations greater than 1,000. In counties where there are no cities or unincorporated towns with populations larger than 1,000 (such as Esmeralda County and Eureka County), an evacuation route was determined for the largest community within the county. Evacuation routes have also been identified for several additional communities based on specific evacuation plan stakeholder requests.

***Emergency Vehicle Ingress Access***

Emergency vehicle ingress access is described for all cities and unincorporated towns with populations greater than 1,000. Emergency vehicle ingress routes have been identified for several additional communities based on information received from the plan stakeholders.

### ***Minimum Evacuation Time***

The minimum evacuation time calculation represents the minimum time required to evacuate a city or unincorporated town based on the required number of vehicles to be evacuated and the capacity of the evacuation routes servicing the city or unincorporated town. Three different scenarios are analyzed for each city or unincorporated town:

- **Scenario 1:** “Normal” road conditions.
- **Scenario 2:** Ability to drive on shoulders. This option is only considered to be available on interstate routes.
- **Scenario 3:** Restricted road conditions. This scenario assumes that only one evacuation route is available for use. This route is the one with the least capacity to provide a conservative minimum evacuation time analysis.

State evacuation routes through the following areas are not considered viable:

- State Route 50 past Fallon
- Lake Tahoe Region
- Routes north on the 445, 446, or 447

In addition, routes crossing the Sierra Nevada Mountain Range are not considered viable except for an evacuation of Reno/Sparks, which would require the use of I-80 into California.

### ***Minimum Evacuation Travel Time***

The minimum evacuation travel time calculation is the minimum time required to evacuate the city or unincorporated town under Scenario 1 and travel to the closest city or unincorporated town outside of the county under analysis. This time assumes that all evacuation routes are open and available for travel (Scenario 1) and that all vehicles evenly disperse based on the capacities/saturation flow rates of the available routes.

The following assumptions have been used to calculate the evacuation times for cities and unincorporated towns in Nevada:

1. The evacuation times calculated do not include ramp-up time. After an evacuation is ordered, a period of time will pass before the evacuation is fully underway. Evacuees will require time to pack, load, and reunite with family, relatives, or friends prior to evacuating.
2. Saturation flow rates (passenger car per hour per lane):
  - Freeway lane – 1,500 pcphpl
  - Freeway shoulder – 300 pcphpl
  - U.S. Highway lane – 1,500 pcphpl
  - State Highway lane – 1,000 pcphpl
3. The ability to drive on shoulders is only feasible for interstate evacuation routes.
4. Contraflow is not considered as an option.

5. Travel distances were obtained from Mapquest.com.
6. Average evacuation speed of 45 miles per hour (except for Virginia City, where an average evacuation travel speed of 25 miles per hour was considered to account for mountainous road conditions).
7. A 65-passenger school bus will comfortably hold 44 evacuees (this assumes 2 passengers per seat).

## 9. References

### 9.1. Regulations and Policies

#### City

- Reno Municipal Code § 8.34
- Sparks Municipal Code § 2.20

#### County

- Washoe County Code § 65.300 – 65.355 – Division of Emergency Management
- Washoe County Code § 60.020 – 60.440 – Adoption of the International Fire Code

#### State

- Nevada Revised Statutes (NRS) 239C – Homeland Security General Provisions
- NRS 248.092 – Responsibility of search and rescue operation resides with county Sheriff's Office.
- NRS 277.080 to 277.180 – Inter-Local Cooperation Act
- NRS 414 – Authorizing local emergency management programs within the State of Nevada
- NRS 439 – Administration of Public Health/Districts Boards of Health
- NRS 441A.160 – Communicable Diseases/Health Authorities
- Nevada BDR 36-176 – A state or local emergency management plan must address the needs of persons with pets, service animals or service animals in training during and after an emergency or disaster (effective October 2007)

#### Federal

- Civil Defense Act of 1950
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 100-707 (amended earlier Public Law 93-288)
- Superfund Amendments and Reauthorization Act of 1986
- 40 CFR Parts 300-355. Final Rule: Extremely Hazardous Substances List and Threshold Planning Notification Requirements (52FR13378, April 1987)
- Defense Against Weapons of Mass Destruction Act of 1996, Public Law 104-201
- Presidential Directive 3, Homeland Security Advisory System, September 11, 2002
- Homeland Security Presidential Directive (HSPD)-5
- Pets Evacuation and Transportation Standards Act of 2005 (H.R. 3858)

### 9.2. Supporting Plans, Procedures, and Agreements

#### County

- First Amended Interlocal Agreement for Fire Service and Consolidation.
- Inter-Hospital Master Mutual Aid Agreement. Nevada Hospital Association.
- General Order 520.050, Wildland Fire Response. Washoe County Sheriff's Office.

## Regional

- Multi-Casualty Incident Plan. Washoe County District Board of Health. Effective December 1, 2005.
- Mutual Aid Evacuation Annex. Multi-Casualty Incident Plan. Washoe County District Board of Health.
- Reno and Sparks Annexes of the Washoe County Regional Emergency Operations Plan.
- Reno-Tahoe Airport Authority Emergency Plan.
- Regional Hazardous Materials Emergency Plan. Reno, Sparks and Washoe County Local Emergency Planning Committee.

## State

- Nevada Intra-State Mutual Aid System (NIMAS) NRS 414A
- Nevada Fire Chiefs Association Fire Mutual Aid Plan
- Nevada Division of Forestry (NDF) Fire Mutual Aid Agreement
- Nevada Highway Patrol Interagency Agreement
- Nevada State Comprehensive Emergency Management Plan
- Nev. Rev. Stat. § 414.090. Retrieved from <https://www.leg.state.nv.us/nrs/nrs-414.html>

## Interstate

- Supplemental Interstate Compact for Emergency Mutual Assistance. Emergency Management Assistance Compact.

## Federal

- National Response Framework (NRF), 2008. U.S. Department of Homeland Security.
  - 2003 Homeland Security Exercise and Evaluation Program, Volume II: Exercise Evaluation and Improvement. Department of Homeland Security, Office for Domestic Preparedness.
  - 2004 National Incident Management System. US Department of Homeland Security.
  - 2005. Comprehensive Preparedness Guide, CPG 101: A Guide for All-Hazard Emergency Operations Planning, as amended March 2009.
  - 2007. Accommodating Individuals with Disabilities in the Provision of Disaster Mass Care, Housing, and Human Services Reference Guide. Washington, DC: Department of Homeland Security.
  - 2007. Emergency Management Planning Guide for Special Needs Populations. Washington, DC: Department of Homeland Security.
  - 2021. National Incident Management System: Incident Complexity Guide. FEMA, June 2021. <https://www.fema.gov/sites/default/files/documents/nims-incident-complexity-guide.pdf>
- Bureau of Land Management Fire Mutual Aid Agreement
- U.S. Forest Service Fire Mutual Aid Agreement
- Emergency Management Assistance Compact

## Appendix A: General Evacuation Procedures and Checklist

This appendix provides a general outline and checklist of action items to be completed by County emergency management personnel in response to an emergency requiring evacuation and sheltering.

### REGIONAL PROCEDURES FOR ISSUING EVACUATION ORDERS AND OPENING SHELTERS

**Step 1:** Incident Commander (IC), or designee, contacts the Washoe County Emergency Management and Homeland Security (WCEM) Staff Duty phone to advise an evacuation is necessary to create an exclusionary zone. Procedures for traffic management are provided in Appendix C.

Washoe County Regional Animal Services will make initial determinations about evacuation locations for animals and will act as a liaison to the IC and WCEM.

**Step 2:** The Washoe County Emergency Manager will handle evacuation support coordination (options for public notification are media release, “reverse 911/Code Red,” and/or Emergency Alert System [EAS]). If the IC is unable to contact the Staff Duty phone, they will contact the Emergency Manager directly.

**Step 3:** The Washoe County Emergency Manager notifies the Emergency Shelter Council (ESC).

- Washoe County Human Services Agency (Shelter Management Lead Agency)
- American Red Cross, Northern Nevada Chapter, Utah Nevada Region
- City of Reno and City of Sparks Emergency Managers, and other local jurisdictions and Tribal Nations as required
- Regional Transportation Commission
- Washoe County School District
- Washoe County Regional Animal Services
- Washoe County Health District
- Washoe County Media and Communications – Public Information Officer
- Washoe County Search and Rescue
- Washoe County Community Emergency Response Team (CERT)
- Washoe County Security

County Emergency Management or Human Services Shelter Command manages nongovernmental organizations.

**Step 4:** The ESC will determine and coordinate activation of the shelter locations and conduct a Pre-Shelter Activation Meeting/Conversation to coordinate appropriate details based on the specifics of the incident. This can occur in the ESC WhatsApp chat.

**Step 5:** If necessary, additional or alternate human and animal shelters are activated, the CERT public call takers are activated, and additional media releases are distributed.

**Step 6:** When the IC determines citizens may return to their homes because circumstances indicate shelters are no longer necessary, the Staff Duty phone and the IC are notified of the closures by the ESC. The ESC shares lessons learned to ensure continual improvement of the process.

✓	<i>Action Item</i>	<i>Assigned</i>
<b>PLANNING</b>		
	1. Determine area(s) at risk: <ul style="list-style-type: none"> <li>• Determine population of risk area(s)</li> <li>• Identify any special facilities and functional needs and vulnerable/at-risk populations in risk area(s)</li> </ul>	
	2. Determine evacuation routes for risk area(s) & check the status of these routes.	
	3. Determine traffic control requirements for evacuation routes.	
	4. Estimate public transportation requirements & determine pick-up points.	
	5. Determine temporary shelter requirements & select preferred shelter locations.	
<b>ADVANCE WARNING</b>		
	6. Provide advance warning to special facilities & advise them to activate evacuation, transportation & reception arrangements. Determine if requirements exist for additional support from local government.	
	7. Provide advance warning of possible need for evacuation to the public, clearly identifying areas at risk.	
	8. Develop traffic control plans & stage traffic control devices at required locations	
	9. Coordinate with special facilities regarding precautionary evacuation. Identify and alert functional needs and vulnerable/at-risk populations.	
	10. Ready temporary shelters selected for use.	
	11. Coordinate with transportation providers to ensure vehicles & drivers will be available when and where needed.	
	12. Coordinate with school districts regarding closure of schools.	
	13. Advise neighboring jurisdictions that may be affected of evacuation plans.	
<b>EVACUATION</b>		
	14. Advise neighboring jurisdictions & the local Disaster District that evacuation recommendation or order will be issued.	
	15. Disseminate evacuation recommendation or order to special facilities and functional needs populations. Provide assistance in evacuating, if needed.	
	16. Disseminate evacuation recommendation or order to the public through available warning systems, clearly identifying areas to be evacuated.	
	17. Provide amplifying information to the public through the media. Emergency public information should address: <ul style="list-style-type: none"> <li>• What should be done to secure buildings being evacuated</li> <li>• What evacuees should take with them</li> <li>• Where evacuees should go &amp; how should they get there</li> <li>• Provisions for functional needs and vulnerable/at risk population &amp; those without transportation</li> </ul>	



Washoe County Evacuation, Sheltering, and Mass Care Plan

✓	<i>Action Item</i>	<i>Assigned</i>
	18. Staff and open temporary shelters	
	19. Provide traffic control along evacuation routes & establish procedures for dealing with vehicle breakdowns on such routes.	
	20. Provide transportation assistance to those who require it.	
	21. Provide security in or control access to evacuated areas.	
	22. Provide Situation Reports on evacuation to the local Disaster District.	
<b>RETURN OF EVACUEES</b>		
	23. If evacuated areas have been damaged, reopen roads, eliminate significant health and safety hazards, & conduct damage assessments.	
	24. Determine requirements for traffic control for return of evacuees.	
	25. Determine requirements for & coordinate provision of transportation for return of evacuees.	
	26. Advise neighboring jurisdictions and local Disaster District that return of evacuees will begin.	
	27. Advise evacuees through the media that they can return to their homes and businesses; indicate preferred travel routes.	
	28. Provide traffic control for return of evacuees.	
	29. Coordinate temporary housing for evacuees that are unable to return to their residences.	
	30. Coordinate with special facilities regarding return of evacuees to those facilities.	
	31. If evacuated areas have sustained damage, provide the public information that addresses: <ul style="list-style-type: none"> <li>• Documenting damage and making expedient repairs</li> <li>• Caution in reactivating utilities &amp; damaged appliances</li> <li>• Cleanup and removal/disposal of debris</li> <li>• Recovery programs</li> <li>• Public health and safety issues</li> </ul>	
	32. Terminate temporary shelter and mass care operations.	
	33. Maintain access controls for areas that cannot be safely reoccupied.	

## Appendix B: Functional Needs Populations

This appendix contains information regarding the identification of functional needs and vulnerable/at-risk populations and procedures to address specific needs for evacuation and sheltering during emergencies.

The following list identifies the majority of functional needs and vulnerable/at-risk populations for Washoe County:

- Persons with physical disabilities
- Deaf and hearing impaired
- Blind and visually impaired
- Persons with cognitive (mentally impaired, psychiatric disorders, Alzheimer's, autism, dementia) or developmental disabilities
- Elderly: homebound or within facilities
- Medication/oxygen dependent
- Economically isolated including homeless
- Non-English speaking/English as a second language
- Public transportation dependent
- Individuals needing supervision

The means to identify and procedures for notifying, evacuating, and sheltering special populations are as follows.

### Persons With Functional Needs

The following considerations are to be addressed to integrate persons with disabilities into all planning and procedural activities.

#### A. Population Demographics and Identification

- Due to the variation of support required to manage the needs of individuals, it is necessary to obtain data regarding the demographics of individuals with functional needs within the County.
- Active participation by persons with disabilities and/or their service providers in the identification process is required to provide effective assistance.
- Persons with disabilities must take responsibility for registering with emergency response agencies, making their needs known, and preparing themselves for potential emergencies to the maximum extent possible within their means.

#### B. Meeting Functional Communication Needs: Warning and Notification

Systems to provide alert or warning include, but are not limited to:

- Open-captioned television.
- Commercial radio and television Emergency Alert System (EAS).
- Media alerts
- Telecommunication devices for hearing/speech impaired persons such as Real-Time Text (RTT).
- Internet or text messaging.

- Emails sent through reverse dialing systems.
- Posts to social media via Public Information Officers.
- Standard warning systems such as sirens, electrically operated horns, and public address loudspeaker systems.
- House-to-house notification by law enforcement, fire, or other emergency response personnel.
- Neighborhood watch/assistance programs.
- Sign language services providing emergency information for persons who are deaf or hearing impaired.
- Translation services for non-English speakers.
- Multiple communication methods to include handout cards, large print and graphical signs, and handwritten instructions with simple text and explanation.

The American Red Cross has communication resources like communication boards and volunteer communication and interpreter services to further meet functional communication needs.

#### C. Meeting Functional Independence and Supervision Needs

Individuals requiring support to be independent in daily activities may arrive to shelter facilities without this support during an emergency or disaster. Provisions of support for such individuals could include the following:

- consumable medical supplies (diapers, formula, bandages, ostomy supplies, etc.);
- durable medical equipment or mobility assistance (wheelchairs, walkers, scooters, etc.);
- service animals;
- supervision by personal attendants or caregivers; and
- crisis counseling, spiritual support, or crisis intervention services.

#### D. Meeting Functional Medical Care Needs

General population shelters should be able to provide basic first aid and some limited assistance to individuals with medical care needs depending on shelter personnel capabilities. It is generally accepted that there will be a percentage of functional medical needs individuals who will not be appropriate for residing in a general population shelter due to the extensive nature of their medical or cognitive conditions. However, these individuals may not have medical care needs that are appropriate for hospitalization or placement in a long-term care facility. Individuals with chronic illnesses, extensive equipment needs, or caretaker supervision provided in the home setting may become unstable during a disaster when removed from this normal environment.

Some basic functional medical care needs can be met in the shelter environment to include provisions of food for special dietary restrictions, assistance in the distribution of medication, and some transportation assistance to treatment facilities.

Medical surge during disasters should incorporate medical special needs shelters to sustain and support the functional medical needs of such individuals, which could include the following:

- management of unstable, terminal, or contagious conditions that require observation and ongoing treatment;

- management of intravenous therapy, tube feeding, and vital signs;
- receipt of dialysis, oxygen, and suction administration;
- management of wounds;
- bariatric support; and
- operating power dependent equipment to sustain life.

#### E. Meeting Functional Transportation Needs

For individuals without transportation or with mobility or cognitive impairments and medical equipment, transportation assistance to shelters may be necessary. This support may include the following:

- accessible vehicles (e.g., lift-equipped or vehicles suitable for transporting individuals who use oxygen);
- escort services to ensure mobility within the shelter environment; and
- information about how and where to access mass transportation during an evacuation.

#### F. Shelter Requirements

Reception and care centers for use by persons with disabilities and variations of functional needs must be identified. The unique requirements of such facilities include:

- Ramp entrances and exits
- Accessible rest rooms or restrooms with larger accessible stalls
- Refrigeration for medications
- Emergency electric generator for respiratory and other equipment
- Oxygen availability
- Facilities for accommodating guide dogs for visual and hearing-impaired persons
- Necessary additional signage within the facility that meet ADA requirements, including large legible font and at eye level for citizens
- Drop off areas, designated parking spots, and routes
- A private/quiet/low stimulation area (if there is space and ability within the shelter to set up)

Compliance with the Americans with Disabilities Act (ADA) is required for shelter facilities.

The type and level of assistance required to meet the needs of individuals with disabilities and functional needs include the integration of accessibility elements and resources in sheltering.

To meet the most common functional needs, the following list of equipment and criteria for “accessible cots” is provided as a best practice from California Department of Social Service, Mass Care, and Shelter Planning document.

##### 1. Specific Functional Needs Shelter Equipment and Device Supplies

- Wheelchairs (multiple types)
- Walking canes
- White canes for the blind

- Walkers
- Shower chairs
- Toilet chairs
- Raised toilet seats
- RTTs
- Wireless communication
- Interpreter boards
- Magnifiers

Any of this equipment that is set up in the shelter will be done to ADA standards and will be accessible to wheelchair users.

## 2. Special Needs/Accessible Cot Criteria

- Height – 17 in. to 19 in. (without the mattress)
- Width – minimum 27 in.
- Weight capacity – 350+ pounds
- Flexible head and feet positions
- Rails, if any, must be positioned or movable in such a way to allow for wheelchair access
- IV pole placement

## G. Evacuation and Sheltering Planning and Training Ongoing Coordination

### 1. Washoe County Emergency Management and Homeland Security

- a) Conduct or participate in seminars or workshops for agencies that serve persons with disabilities to provide information relating to emergency response alerts, warnings, sheltering, evacuation procedures, and other related matters.
- b) Develop defined plans for provisions of specific resources and service need of functional needs populations during a disaster.
- c) Gather and analyze demographic information on functional needs populations from agencies like centers for independent living; advocacy groups for individuals with disabilities; social service agencies; hospice and home care agencies; senior citizen groups; transportation and utility authorities; service, community and civic organizations; and state registries
- d) Install a telecommunications device for speech and hearing-impaired persons (RTT) in the Regional Emergency Operations Center and train staff in its use.
- e) Pre-program auto dialed RTT machine, text message, and/or email information to send emergency messages to pre-registered individuals who are deaf or hard of hearing.
- f) Coordinate communication activity between the shelter and the Regional Emergency Operations Center to ensure shelter resource requests for individuals with functional needs are met.

2. Washoe County Security

- a) Participate in emergency preparedness planning, as requested, for agencies representing or providing services to persons with disabilities.
- b) Ensure adequate security is provided for shelter locations, with emphasis on locations with individuals who may have supervision needs (e.g., psychiatric patients).

3. Washoe County Health District

- a) Provide management and coordination of Special Needs Shelters. Consider the segregation of shelter residents into three or more classes, including:
  - residents in need of medical care;
  - residents who are generally healthy without an immediate need beyond customary mass care resources; and
  - residents in need of supervision (like children) or special attendant/escort services.
- b) Identify appropriate locations in coordination with Washoe County Emergency Management and Homeland Security (WCEM) and the Emergency Shelter Council (ESC) to facilitate proper and timely activation of shelters.
- c) Request additional resources through the Regional Emergency Operations Center (REOC), as needed, to effectively operate the shelter.
- d) Provide medical care and resources such as professional medical staff for effective medical care, including counseling and nursing staff for triage, medical care, and monitoring.
- e) Identify the need for and request professional mental health assistance.
- f) Monitor and manage any health and safety issues that might arise during a shelter activation and handle as appropriate.

4. City or Community Agency providing reception and care services

- a) Identify and designate reception and care facilities capable of accommodating persons with disabilities. Locations of reception and care facilities will be guided by the location of the event.
- b) Coordinate registration, line management, priority access, and intake of person in need from the affected community.
- c) Workers requested to staff and manage the facility will monitor walkways and common areas for hazards and remove any barriers that may arise.
- d) Stakeholder coordination will be used to retain a coordinator on-site for access and functional needs citizens.
- e) Coordinate with Washoe County REOC to provide emergency vehicles and drivers to transport disabled evacuees to reception and care centers.

5. Persons with disabilities

- a) Be aware of individual warning, evacuation, and sheltering needs, as well as knowledge of

ability to or how to self-evacuate.

- b) Register with the local emergency services organization if special warning procedures, evacuation assistance, and/or special shelter facilities are needed.
- c) Maintain stocks of supplies, equipment, medications, etc. that may be required for a minimum of 3 days in a shelter.
- d) Be aware of County warning procedures, evacuation plans, and possible shelter locations.
- e) Consider alternative options besides entry into a shelter, including:
  - going to the home of a family member, relative, or qualified caregiver;
  - being transported to a hospital if acute or chronic condition requires specialized medical care; and
  - being transported to a skilled nursing facility, extended care facility, group home, day care facility, or similar facility with appropriate staff and management.

#### H. First Responder Training and Exercises

Training and exercises involving evacuation of persons with functional needs disabilities should emphasize:

- how to address and relate to persons with disabilities
- how to guide persons with visual impairments
- emergency sign language and finger spelling
- how to handle mentally impaired individuals in an emergency
- the use and handling of specialized mobility equipment
- moving individuals who use a breathing apparatus or other life-sustaining equipment
- how to move or transfer the bedridden and frail elderly
- safe handling procedures for wheelchair-bound individuals
- the importance of taking medications and other items along with the evacuee
- characteristics of an emergency call from persons with disabilities
- how to rescue persons with disabilities from paratransit vans and buses

**FUNCTIONAL NEEDS SHELTER OPERATION**

**Situational Report**

SEND TO LOCAL EMERGENCY OPERATIONS CENTER AND RETAIN COPY AT  
SHELTER

Reporting to: \_\_\_\_\_ From: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Location: \_\_\_\_\_

Population of Persons with Functional needs residing in shelter:  
\_\_\_\_\_

Contact Person: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Is number of Medical Staff sufficient at time of Report: YES NO

If "No" report your needs below.

**REPORT NEEDS IN THIS SECTION**

Food/Water/Nutritional Issues:

Immediate Staffing Needs/Issues/Supplies:

Immediate Request for Assistance/Resolution/Supplies:

Shelter Operations Issues:

Medical Issues: \_\_\_\_\_

Security Issues: \_\_\_\_\_

Other: \_\_\_\_\_



## **Appendix C: Evacuation Traffic Management Planning Checklist**

This table lists overarching planning concepts that should be addressed as part of a regional evacuation planning process. Many of the tasks involve collecting information that will support and improve response activities during an evacuation. These activities should include community input to ensure developing a complete picture of needs and resources. As a large-scale evacuation will impact multiple counties, County planners should work cooperatively with adjacent counties on information gathering and mutual aid agreements to support evacuation.

<b>Evacuation Traffic Management Planning Checklist</b>		
<b>Pre-Event Planning Considerations</b>		
	<b>Task</b>	<b>Notes</b>
<input type="checkbox"/>	Information on persons who may require evacuation assistance. Include: Names and contact information, Condition, Location, Type of equipment needed, possible support partnering relationships. Understand any assistance staffing or service animal needs for each person.	
<input type="checkbox"/>	Develop and support community use of a “Family Plan” process which includes evacuation information. Consider developing neighbor-based evacuation support program. Consider using a person tracking system to ensure safety of persons and ease post evacuation identification and reunification.	
<input type="checkbox"/>	Develop Community tracking system. Voluntary for all self-evacuating persons, mandatory for all publicly evacuated persons.	
<input type="checkbox"/>	Information on private involvement with transportation dependent persons (e.g., Assoc. for the Blind).	
<input type="checkbox"/>	Information on community transportation resources, including private, public and educational transportation providers, access-a-ride and paratransit services.	
<input type="checkbox"/>	Information on health care providers, including emergency response organizations, hospitals, doctor’s offices or clinics.	
<input type="checkbox"/>	Information on sheltering, including private businesses, non-profit and faith-based organizations, and government and educational facilities and any conflicting uses.	
<input type="checkbox"/>	Information on fuel services, including gas stations and garages, private companies with fuel storage, government, and educational facilities.	
<input type="checkbox"/>	Information on vehicle management, including towing and repair services, auto transport, parking lots.	
<input type="checkbox"/>	Information on commercial food establishments, specifically businesses with mobile food services.	

<b>Evacuation Traffic Management Planning Checklist</b>		
<input type="checkbox"/>	Information on transport and road maintenance vehicles, equipment, signage, tools, resources, to support evacuation, road repair, and traffic management (public and private). For all vehicles include capacity, handicap accessibility, location, and maintain a master list of owner/operator information. Include lists government staff or community persons who hold commercial or heavy equipment operator licenses.	
<input type="checkbox"/>	If relevant, consider collecting information on other transportation modes, including public and private buses, educational or business jitney services, private and commercial boat or ferry operations, public or private rail services, taxi or for-hire services,	
<input type="checkbox"/>	Ensure that the evacuation plan is well distributed to county staff, training is provided and copies are available in necessary offices and vehicles.	
<input type="checkbox"/>	Organize and conduct regular, periodic drills that include evacuation procedures, including emergency management, law enforcement, transportation, public works, medical, and others as defined by plan.	
<b>Post-Declaration – Pre-Evacuation Actions</b>		
<b>Task</b>		<b>Notes</b>
<input type="checkbox"/>	Activate the County Evacuation Traffic Management Plan.	
<input type="checkbox"/>	Provide notification to Plan partners and organizations	
<input type="checkbox"/>	Determine need to activate other local emergency plans or protocols.	
<input type="checkbox"/>	Notify all staff involved in evacuation management or vehicle operations.	
<input type="checkbox"/>	Request all staff activate their personal “Family Plan” to reduce staff concern about location and safety of family.	
<input type="checkbox"/>	Personnel and equipment are deployed to pre-assigned locations or staging areas and final evacuation areas, including designated law enforcement, traffic management, respite care, and staff providing evacuation services - supervisors, mechanics, and drivers.	
<input type="checkbox"/>	Ensure Coordination between Agencies with Primary responsibilities. Request initial status information is being collected for a Situation Report.	
<input type="checkbox"/>	Support County mutual aid agreements with informational and resource requests assistance.	

<b>Evacuation Traffic Management Planning Checklist</b>		
<input type="checkbox"/>	If needed, activate plans for evacuation of pre-determined transportation dependent groups such as older adults, persons living in group care, persons with functional needs (including persons with physical, visual, hearing, psychiatric, and cognitive disabilities), and individuals without access to personal transportation.	
<input type="checkbox"/>	If needed, support plans for evacuation of congregate living facilities, academic institutions, group homes, prisons, and jails.	
<input type="checkbox"/>	If early warning for evacuation is announced, communications to self-evacuating persons should be coordinated at the county level with media sources and posted on government news/web sources.	
<b>Immediate Actions (Hours 1-4)</b>		
<b>Task</b>		<b>Notes</b>
<input type="checkbox"/>	Ensure messages to community are accurate, timely, and repeated often. Ensure messaging for county matches with adjacent counties (and statewide if warranted)	
<input type="checkbox"/>	If in-county sheltering is needed, activate sheltering plans and participating agencies and organizations.	
<input type="checkbox"/>	For multi-county or statewide evacuation, emergency management staff should gather situational awareness, hold information sharing meeting and ensure coordination of response actions as soon as possible.	
<input type="checkbox"/>	When possible, have staff collect names, contact info and planned evacuation location from residents.	
<input type="checkbox"/>	Use situational awareness to determine usable evacuation routes and staging areas, and finalize evacuation locations to be used. Ensure access and parking to these sites by people with functional needs.	
<input type="checkbox"/>	Evacuation notifications are communicated to county and all partner organizations through established method.	
<input type="checkbox"/>	As incident unfolds engage additional Plan defined Support Agencies as needed to meet incident demands.	
<input type="checkbox"/>	Provide communications control point for Primary and Secondary Agencies. Support Logistics and other interagency requests for support.	
<input type="checkbox"/>	Make regular requests for status information to support Situation Report.	

<b>Evacuation Traffic Management Planning Checklist</b>		
<b>Intermediate Actions (Hours 5+)</b>		
	<b>Task</b>	<b>Notes</b>
<input type="checkbox"/>	Use situational awareness to review and evaluate evacuation routes and staging areas, adapt if safety concerns emerge or usage levels are too high.	
<input type="checkbox"/>	Use situational awareness to review and evaluate areas where evacuees have been sheltered for safety conditions. Adapt plan to address any safety concerns.	
<input type="checkbox"/>	Establish “Family Finder” program to link friends and family, support reunification and self-reliance of evacuees.	
<input type="checkbox"/>	Continue accurate and timely communications to community. Ensure messaging matches what adjacent counties are providing (and statewide if warranted)	
<input type="checkbox"/>	If EOC or other central response location must be evacuated, contact responsible agency to transport EOC personnel and essential equipment to pre-designated alternative EOC location.	
<input type="checkbox"/>	Ensure that mutual aid agreements are activated and being used. Check on traffic support, evacuee care: health, food, and shelter.	
<input type="checkbox"/>	Work with Agencies to review resource and vehicle use and coordinate within the county to gain efficiencies.	
<input type="checkbox"/>	Ensure staff safety, rotate staff in shifts, provide physical and mental health support.	
<b>Reentry, Recovery, and Demobilization Actions</b>		
	<b>Task</b>	<b>Notes</b>
<input type="checkbox"/>	Continue information gathering on regular basis for situational awareness.	
<input type="checkbox"/>	Ensure respite, food and fuel resources remain available as persons self-returning may be low on food, water, and fuel.	
<input type="checkbox"/>	At evacuation sites, provide transportation logistics support and “Family Finder” system to link friends and family to increase efficiency of returning evacuees. Some persons who were self-reliant when evacuated may have become stranded at their evacuation location.	
<input type="checkbox"/>	Work with persons and organizations assisting persons with functional needs to prioritize functional needs evacuees in returning to their homes.	

<b>Evacuation Traffic Management Planning Checklist</b>		
<input type="checkbox"/>	Encourage returning evacuees in carpooling if possible. Provide safe, temporary storage of disabled vehicles.	
<input type="checkbox"/>	If needed, request out of county assets or services to assist with returning evacuees back to their homes.	
<input type="checkbox"/>	Consider using Just in Time training of volunteers to support traffic management, and other support services in safe locations.	
<input type="checkbox"/>	Work with transportation or public works to ensure public transit operations are operational.	
<input type="checkbox"/>	Close traffic management, staging areas, and support services when no longer required. Ensure agencies collect and/or remove all signage and materials, provide temporary storage for, or coordinate with waste management services to remove. Ensure all paperwork and reporting requirements are complete	
<input type="checkbox"/>	All staff should complete paperwork and reporting obligations before being demobilized.	
<b>Mitigation and Post-Event Actions</b>		
<b>Task</b>		<b>Notes</b>
<input type="checkbox"/>	Participate in After-Action Review process at both county and if needed, state level.	
<input type="checkbox"/>	Work with county and neighboring county emergency management staff on After-Action Report to evaluate response actions. Work to complete any identified improvements.	
<input type="checkbox"/>	Review local evacuation process and identify ways of improving evacuation routes, signage, facilities, materials, and supplies. Consider additional mutual aid needs. Consider purchasing needed supplies. Encourage possible dual-use resources to reduce costs. Focus on efficiency and safety considerations, with special attention to functional needs persons. Add additional information to county evacuation plan materials.	

## Appendix D: Evacuation Resources

This appendix contains transportation resources that may be accessed by the County for the evacuation of the general public and functional needs and vulnerable/at-risk populations.

Resource	Emergency Contact(s)	Location of Resource	Description	Logistical Issues
<b>Buses in Washoe County</b>				
Washoe County School District	(775) 348-0285 (775) 348-0246	South Yard, Reno	36 buses with total capacity of 2930 passengers	
		Gerlach	3 buses with total capacity of 213 passengers	
		Incline Village	8 buses with total capacity of 535 passengers	
		Getto Yard, Sparks	148 buses with total capacity of 7437 passengers	Bus yard can be impacted by flooding.
		North Yard, Reno	70 buses with total capacity of 4348 passengers	
RTC ACCESS	(775) 348-7433	Reno	49 paratransit motor vans Transport capacity per van is: 10 ambulatory passengers or 4 wheelchair and 2 ambulatory passengers	
RTC RIDE	(775) 348-7433	Reno	83 motor coaches of varying seating capacity Total capacity of all coaches is 3280 passengers	
Airport Mini Bus	(775) 786-3700			
Greyhound	(800) 454-2487			
Sierra Nevada Bus Lines	(775) 331-2877			
Frontier Tours	800-648-0912			
<b>Buses Outside Washoe County</b>				
Carson City School District	Transportation (775) 283-1950			
Lyon County School District	Tel: (775) 463-6800	Yerington	150 buses with capacity between 60 to 80 individuals.	
<b>Ambulance Within Washoe County</b>				
Gerlach Volunteer Ambulance Service	(775) 557-2569	Gerlach	2 ILS ambulances	
American Medflight	(775) 856-2003	Washoe and Elko County	2 ALS fixed wing aircraft	

Washoe County Evacuation, Sheltering, and Mass Care Plan

<b>Resource</b>	<b>Emergency Contact(s)</b>	<b>Location of Resource</b>	<b>Description</b>	<b>Logistical Issues</b>
North Lake Tahoe Fire Protection District	(775) 831-0351	Incline Village	3 ALS ambulances	
REMSA ground ambulances	(775) 858-6000	Reno/Sparks	35 ALS ambulances	
REMSA/Care Flight rotary	(775) 858-6000	Reno/ Gardnerville/ Truckee	3 ALS helicopters	
REMSA/Med Express Transportation	(775) 858-6000	Reno/Sparks	10 Non-emergency wheelchair transport vans	
<b>Ambulance Outside Washoe County</b>				
Churchill Ambulance	(775) 423-3151 x262	Fallon	3 ALS ambulances	
Cal Star- Rotary	530-541-4035	South Lake Tahoe	1 ALS helicopter	
Mountain Life Flight – Rotary	Dispatch: (530) 257-2444 Business: 530-257-0249	Placer County, CA	1 fixed wing aircraft, 1 helicopter	
Fernley Ambulance	(775) 575-3377	Fernley	1 ALS and 1 BLS ambulance	
Carson City Fire Department	775-887-2007	Carson City	ALS	
Tahoe-Douglas Fire Protection District	(775) 588-3591	Douglas County		
Truckee Fire Department	(530) 582-7850	Truckee, CA		
<b>Mini-Buses</b>				
El Dorado	(775) 786-5700	Reno	3 buses with lifts Total capacity - 15 people	
Grand Sierra	(775) 789-2000	Reno		
Silver Legacy	(775) 329-4777	Reno		
Circus Circus	(775) 329-0711	Reno		
Boomtown	(775) 345-6000	Reno		
Cal Neva	(775) 323-1046	Reno		
Saint Mary's Regional Medical Center	(775) 770-3000	Reno	2 buses Total capacity – 14 people	
Harrah's	(775) 786-3232	Reno		
<b>Taxis/Vans</b>				
Whittlesea Checker Taxi	(775) 322-2222			
Reno-Sparks Cab Co.	(775) 333-3333			
Yellow Cab	(775) 331-2500			



Washoe County Evacuation, Sheltering, and Mass Care Plan

<b>Resource</b>	<b>Emergency Contact(s)</b>	<b>Location of Resource</b>	<b>Description</b>	<b>Logistical Issues</b>
<b>Moving Vans</b>				
Puliz Moving & Storage	(775) 322-7029			
Mayflower – Sierra Moving	(775) 329-2561			
O’Brien’s Moving	(775) 359-6683			
North American Van Lines	(775) 856-6146			
Colonial Van & Storage	(775) 352-8000			
<b>Extended Care Facility Vans</b>				
Life Care Center	(775) 851-0123			
Renown Progressive Care Center	(775) 982-5140			
Renown Rehab	(775) 982-4100			
Hearthstone Care Center	(775) 626-2224			
Westwood Retirement	(775) 359-7700			
Classic Residence Inn by Hyatt	(775) 825-1105			
Atria Inn at Summit Ridge	(775) 787-3000			

Note: ALS = advanced life support; BLS = basic life support; ILS = intermediate life support.

## Appendix E: Plan Compliance Crosswalk

The following table shows the relationship and correlation between the Washoe County Evacuation, Sheltering, and Mass Care Plan and the recommended emergency plan elements outlined in the FEMA Comprehensive Planning Guide CPG-101.

<b>FEMA CPG-101 Recommended Plan Element</b>	<b>Washoe County Evacuation, Sheltering, and Mass Care Plan</b>
<b>Introductory Material</b>	
Cover Page	Cover Page
Promulgation Document	Introductory Material
Approval and Implementation Page	Introductory Material
Record of Changes	Introductory Material
Record of Distribution	See Regional Emergency Operations Plan
Table of Contents	Introductory Material
<b>Purpose</b>	Section 1.2 – Purpose
<b>Scope</b>	Section 1.2 – Purpose
<b>Situation and Assumptions</b>	Section 1.6 – Situation and Assumptions
<b>Concept of Operations</b>	Section 2 – Concept of Operations: Evacuations Section 3 – Concept of Operations: Mass Care and Sheltering
<b>Organization and Assignment of Responsibilities</b>	Section 4 – Roles and Responsibilities
<b>Direction Control and Coordination</b>	Section 5 – Direction and Control
<b>Disaster Intelligence (Information Collection)</b>	See Regional Emergency Operations Plan
<b>Communications</b>	Section 2.6 – Communications Systems
<b>Administration, Finance, and Logistics</b>	Section 7 – Administration and Support
<b>Plan Development and Maintenance</b>	Section 7.6 – Plan Development and Maintenance
<b>Authorities and References</b>	Section 1.1 – Authorities Section 9 – References
<b>Supporting Annexes and Appendices</b>	Appendix A: General Evacuation Procedures and Checklist Appendix B: Functional Needs Populations Appendix C: Evacuation Traffic Management Planning Checklist Appendix D: Evacuation Resources Appendix E: Plan Compliance Crosswalk