1. **Concept of Operations**
   1. The Impact phase begins when jurisdictions start to see adverse impacts on operations. During this phase, for notice events, jurisdictions work to secure facilities, people, and equipment and clear and close public transit to minimize the impact of the hazard. Within the impact phase, the “zero hour” marks the time needed to ensure the safety of first responders as the hazard makes impact, and it is the designated point in time when it is no longer safe for responders to continue operations.
   2. *Key Elements*
      1. Impact Mitigation
         1. Secure Facilities
            1. Ensuring that facilities that may prove hazardous after damage is experienced are shutdown (e.g. refineries, natural gas transmission lines, chemical manufacturers, etc.).
         2. Secure People
            1. Ensuring that people are moved out of the impact areas (i.e. the general Public, continuity personnel, Response personnel not immediately needed to conclude this phase, special populations included in the Critical Considerations, etc.).
         3. Secure Equipment
            1. Ensuring that equipment needed for response (and recovery if possible) is moved out of the impact areas (e.g. Mass Care and EMS equipment and supplies, transportation assets, First Responder equipment not immediately needed to conclude this phase.
         4. Clear Public Transit
            1. Public transportation should offload passengers in safe and secure areas so that they can be evacuated (buses, trains, planes, ferries, etc.).
         5. Close Public Transit
            1. Public transportation assets should be used in the evacuation process. Regular routes or functions should be redirected as much as feasible. Routes in, and potentially near, the impact area should be suspended to control movement and limit the exposure to the Public of potential harm.
      2. “Zero Hour”
         1. This marks the time at which the evacuation operation must stop due to unsafe conditions from the impacts of a threat or hazard. Zero-hour actions end prior to the incident impact, when all evacuation operations have or should have ceased to ensure the safety of first responders.
      3. Operational Objectives, Priorities, and Critical Considerations
         1. Life-safety and Incident Stabilization
            1. Objectives will be influenced by issuing either evacuation or shelter-in-place orders. These objectives should consider all of the following Critical Considerations:

* Accessibility
* Children and Accompanied Minors
* Homeless Populations
* Individuals with Access and Functional Needs
* Household Pets and Service Animals
* Tourist Populations
* Mass Care and Sheltering Services
* Hospitals and Residential Medical Facilities
* Correctional Facilities
* Fuel Management
* Traffic Management
* Contraflow Lane Reversal
* Evacuation Clearance Time
* Zonal Approach
* Tracking/Evacuee Accountability
  1. *Community Lifelines*
     1. During the Impact phase a jurisdiction is likely to experience the beginning effects of the incident. The conclusion of this phase marks the occurrence of an incident. Status reports should continue to be requested and collected to maintain situational awareness. These reports should be reflected in the status of a lifeline. Lifelines will range from Stable (green), Stabilizing (yellow), Unstable (red), and Unknown (gray),



Figure - Community Lifelines example

* 1. *Core Capabilities*

| **Core Capabilities** | |
| --- | --- |
| **Planning** | Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives. |
| **Public Information and Warning** | Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate. |
| **Operational Coordination** | Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities. |
| **Infrastructure Systems** | Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community. |
| **Critical Transportation** | Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals, and the delivery of vital response personnel, equipment, and services into the affected areas. |
| **Environmental Response/Health and Safety** | Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities. |
| **Logistics & Supply Chain Management** | Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains. |
| **On-Scene Security, Protection, and Law Enforcement** | Ensure a safe and secure environment through law enforcement and related security and protection operations for people and communities located within affected areas and also for response personnel engaged in lifesaving and life-sustaining operations. |
| **Operational Communications** | Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces. |
| **Situational Assessment** | Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response. |

* 1. *Critical Tasks*

| **Planning** | |
| --- | --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Develop operational plans that adequately identify critical objectives based on the planning requirement, provide a complete and integrated picture of the sequence and scope of the tasks to achieve the objectives, and are implementable within the timeframe contemplated in the plan using available resources. |

| **Public Information and Warning** | |
| --- | --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Inform all affected segments of society of critical lifesaving and life-sustaining information by all means necessary, including accessible tools, to expedite the delivery of emergency services and aid the public to take protective actions. |

| **Operational Coordination** | |
| --- | --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Mobilize all critical resources and establish command, control, and coordination structures within the affected community, in other coordinating bodies in surrounding communities, and maintain as needed throughout the duration of an incident. |
| **2** | Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery. |

| **Infrastructure Systems** | |
| --- | --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Decrease and stabilize immediate infrastructure threats to the affected population, to include survivors in the heavily damaged zone, nearby communities that may be affected by cascading effects, and mass care support facilities and evacuation processing centers with a focus on life-sustainment and congregate care services. |

| **Critical Transportation** | |
| --- | --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors. |
| **3** | Clear debris from any route type (i.e., road, rail, airfield, port facility, waterway) to facilitate response operations. |

| **Environmental Response/Health and Safety** | |
| --- | --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers. |
| **2** | Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions. |

| **Logistics and Supply Chain Management** | |
| --- | --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Mobilize and deliver governmental, nongovernmental, and private sector resources to save lives, sustain lives, meet basic human needs, stabilize the incident, and transition to recovery, to include moving and delivering resources and services to meet the needs of disaster survivors. |

| **On-Scene Security, Protection, and Law Enforcement** | |
| --- | --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Establish a safe and secure environment in an affected area. |

| **Operational Communications** | |
| --- | --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice and data communications between Federal, tribal, state, and local first responders. |

| **Situational Assessment** | |
| --- | --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident. |

1. **Responsibilities**

| Response | Critical Task I.D. | Activity/Action | Organization(s) Involved |
| --- | --- | --- | --- |
| Planning | 1 | Secure Facilities |  |
| Infrastructure Systems | 1 |
| Environmental Response/Health and Safety | 1, 2 |
| Situational Assessment | 1 |
| *Infrastructure Systems* | *1* | *Example: Determine status of infrastructure (transportation, power, water, dams, sewer, communications, fuel, hospitals, government facilities, public safety facilities).* | *All Departments, Emergency Management* |
| *Situational Assessment* | *1* |
| *Planning* | *1* | *Example: Implement infrastructure facility continuity plans.* | *All Departments, Private Sector* |
| *Infrastructure Systems* | *1* |
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|  |  |  |  |
| Planning | 1 | Secure People |  |
| Public Information and Warning | 1 |
| Operational Coordination | 1, 2 |
| Critical Transportation | 1, 3 |
| Environmental Response/Health and Safety | 1, 2 |
| Logistics and Supply Chain Management | 1 |
| On-Scene Security, Protection, and Law Enforcement | 1 |
| Operational Communications | 1 |
| Situational Assessment | 1 |
| *Planning* | *1* | *Example: Ensure that all departments have completed accountability before “zero-hour,” and that accountability reports are sent to Emergency Management.* | *All Departments, Emergency Management, Safety Officers* |
| *Operational Coordination* | *2* |
| *Environmental Response/Health and Safety* | *1* |
| *Situational Assessment* | *1* |
| *Public Information and Warning* | *1* | *Example: Advise Public to seek refuge of last resort.* | *Emergency Management, PIO* |
| *Environmental Response/Health and Safety* | *2* |
| *Operational Coordination* | *2* | *Example: Evacuate continuity personnel and elected/appointed officials to ensure Continuity of Government.* | *Emergency Management, Law Enforcement, Elected/Appointed Officials* |
|  |  |  |  |
|  |  |  |  |
| Operational Coordination | 2 | Secure Equipment |  |
| Infrastructure Systems | 1 |
| Logistics and Supply Chain Management | 1 |
| Situational Assessment | 1 |
| *Operational Coordination* | *2* | *Example: Ensure the provision and tracking of all necessary response equipment.* | *Emergency Management* |
| *Logistics and Supply Chain Management* | *1* |
| *Situational Assessment* | *1* |
| *Infrastructure Systems* | *1* | *Example: Provide for or arrange alternative power sources for critical facilities (generators, fuel, mutual aid agreements, contracts, etc.).* | *Emergency Management, Infrastructure Owners and Operators, Private Sector* |
| *Logistics and Supply Chain Management* | *1* |
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| Planning | 1 | Clear Public Transit |  |
| Public Information and Warning | 1 |
| Operational Coordination | 2 |
| Critical Transportation | 1, 3 |
| Environmental Response/Health and Safety | 2 |
| Situational Assessment | 1 |
| *Environmental Response/Health and Safety* | *2* | *Example: Adjust traffic signal timing and implement other systems to expedite outbound traffic flow and public transit.* | *Public Works, Law Enforcement, Transportation Services* |
| *Situational Assessment* | *1* |
| *Critical Transportation* | *1, 3* | *Example: Establish access by clearing transportation routes to the extent that it provides at least minimal access.* | *Public Works, Law Enforcement* |
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| Planning | 1 | Close Public Transit |  |
| Public Information and Warning | 1 |
| Operational Coordination | 2 |
| Environmental Response/Health and Safety | 2 |
| Situational Assessment | 1 |
| *Environmental Response/Health and Safety* | *2* | *Example: Implement access controls to close public transportation infrastructure, entrances, and/or exits determined unsafe.* | *Public Works, Law Enforcement, Transportation Services* |
| *Situational Assessment* | *1* |
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