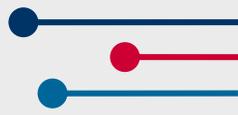


RESPONSE



Highlights

- Released in 2013, a revised *National Response Framework* identifies 14 Emergency Support Functions as primary coordinating structures for Federal response actions under the *Robert T. Stafford Disaster Relief and Emergency Assistance Act* (Public Law 100-707), as well as non-Stafford Act incidents. The Framework also emphasizes the role that individuals, families, and households have in disaster response as whole community partners. (Planning, p. 15; all Response core capabilities)
- State and local law enforcement are better trained to address active shooter incidents, and Federal law enforcement agencies strengthened their capacity to surge resources to support all-hazards disaster response. (On-scene Security and Protection, p. 55)
- States have significantly improved Enhanced 9-1-1 capabilities, but challenges are emerging with financing the transition to Next Generation 9-1-1. (Operational Communications, p. 56)
- In 2013, Federal partners established agreements to expedite resources to states and provide cost-savings to voluntary organizations. (Public and Private Services and Resources, p. 58)
- Medical countermeasure capabilities for public health threats have improved, and new public health and medical authorities grant HHS greater flexibility in managing incidents. (Public Health and Medical Services, p. 59)

Trends Response officials from government and the whole community learned lessons from Sandy and improved preparedness for large and complex disasters. For example, to address the challenges of moving utility repair fleets into affected areas, the U.S. Department of Transportation developed a [new website](#) to provide the private sector with real-time regulatory relief information. Similarly, a [coalition of private-sector companies](#) developed a new practice to coordinate the transport of utility fleets across state lines. Sandy left more than 8.5 million customers without power and caused severe coastal flooding along the East Coast. To better prepare for future impacts, New Jersey required electric distribution companies to improve communication with the public about service availability during disasters, and New York City updated its hurricane evacuation zones to include 600,000 additional residents.

Building on the success of crowdsourced information during Sandy, FEMA and the American Red Cross released mobile applications to empower survivors to [share disaster information](#) and [volunteer for relief efforts](#) in their communities. FEMA also purchased 175 disability communication accessibility kits so that survivors with access and functional needs are able to equally access information about emergency programs and services in alternative formats. These collective actions by government, the private sector, and non-governmental organizations improve the Nation's ability to respond to the next disaster.

In 2013, active shooter events prompted first-responder communities to focus on integrated response planning and training for active shooter and mass casualty incidents. The complexities of such incidents often challenge first responders to take non-traditional actions to stop threats and save lives. To address this challenge, the Federal Interagency Committee on Emergency Medical Services developed a [set of strategies to improve coordination](#) and implement national standards for public safety responses during mass casualty incidents. Additionally, in September 2013, FEMA released updated [guidelines for responding to active shooter and mass casualty incidents](#) targeted to the public safety community. More local law enforcement officers across the country are receiving training in active shooter response tactics once reserved for special weapons and tactics teams.

By the Numbers

The President issued **six major disaster declarations** for federally recognized Indian tribal governments in 2013.

The U.S. Forest Service and fire partners responded to **46,199 fires** that burned over four million acres.

The American Red Cross provided large-scale disaster relief in **39 states** and served **20 million meals and snacks**.

FEMA Corps teams provided **1.7 million hours** of disaster response assistance across 28 states.

Resilience Innovations

- The California Department of Forestry and Fire Protection developed an [online statewide fire map](#) to display the locations of major fires burning in the state.
- The DHS Science & Technology Directorate and NASA developed an [advanced technology to detect the heartbeats of survivors](#) trapped under rubble.
- The [Lessons Learned Information Sharing](#) program redesigned its online platform for first responders, emergency managers, and homeland security officials to share best practices and lessons learned, including resources to help communities build and sustain capabilities (e.g., [Mass Care Services](#)).

Preparedness in Action

The effective response by local, state, and Federal authorities to the Boston Marathon bombings demonstrated the benefits of advanced planning and exercises. In preparation for the marathon, regional officials designed response plans that defined operational communications requirements and procedures for the deployment of multi-agency resources in case of an explosive attack. The Boston region exercised these plans before the marathon, including a full-scale exercise in November 2012 that tested communication and coordination between Boston's police and fire departments. These preparedness activities bolstered the region's rapid response to the bombings. For example, within moments of the second blast, Boston's Medical Intelligence Center notified area hospitals to prepare them for a surge of victims. Medical and health department personnel immediately began treating more than 140 people and coordinated hospital transportation for 90 people within 30 minutes. The coordinated response by civilian spectators, on-site medical personnel, and law enforcement enabled rapid triage care and patient transportation to readied emergency rooms in nearby hospitals, saving dozens of critically injured survivors.

Advanced planning also played a role in Manitou Springs, Colorado's effective response to severe flooding in 2013. To address the lessons learned from the 2012 Waldo Canyon fire, Manitou Springs partnered with the American Red Cross to train volunteers and develop a flood response plan. This partnership helped the town effectively respond to a flash flood. The community anticipated the closure of the main highway into town and pre-staged trained volunteers to provide medical care until outside assistance could arrive. Local businesses and faith-based organizations helped tourists reach evacuation centers and assumed responsibility for the safety of residents. Manitou Springs' effective partnership with the American Red Cross and local leaders demonstrated that it takes all aspects of a community to prepare and respond to disasters.

Whole Community Accomplishments

San Francisco Bay Area, California: Over 3,000 local, state, Federal, international, and private-sector partners participated in Urban Shield 2013, a 48-hour, full-scale exercise that tested responder teams' capabilities to operate within a set of terrorism scenarios and hazardous environments.

West, Texas: Ten locally based Citizen Corps teams contributed over 120 hours of volunteer service in response to the April 2013 fertilizer plant explosion.

Ouray, Colorado: When responding to a mining accident, local responders used training they had completed the day before on the Mass Casualty Incident Command System to coordinate bed availability and rapidly transport nearly two-dozen patients from a mountainous environment to area hospitals for life-saving treatment.