



Quarterly Strategic Planning Agenda
Saturday, February 22, 2014, 8:00 a.m. – 4:00 p.m.
Riverdale Senior Center, Riverdale, UT

- Welcome – Mayor Norm Searle
- Session Objectives – Larry Hansen
- Fiscal Review – Lynn Fortie
 - FYTD 2014 Financial Review
 - Budget vs. Actual (thru Dec 31, 2013)
 - Yr. to Yr. Comparative (Dec 2013 vs. Dec 2012)
- Critical Issues
 - Emergency Preparedness Status Report – Ember Herrick
 - 2014 Citizen Survey – Larry Hansen
 - Strategic Plan and Action Plan Initiatives – Group
 - Civic Center Addition
 - Parks & Trails Land Acquisition
- Consensus Priorities for drafting FY 2015 Budget – Lynn Fortie
 - Capital Improvements Projects Plan (FY 2015 – FY 2019)
 - Capital Projects Fund
 - Enterprise Funds (Water, Sewer, Storm, Garbage)
 - Other Funds (General, Internal Service)
 - Mayor & Council Projects and Initiatives
 - Department Projects and Initiatives
- RDA Project Area and Program Review – Larry Hansen
- Discretionary
- Adjourn

**(Next Meeting – Saturday, May 31, 2014 – to review and amend
FY 2015 Tentative Budget).**



Riverdale City
 Summary of Revenues/Expenditures
 As of December 31, 2013

Percent of fiscal year that has elapsed

50%

General Fund Revenues

| | Budget | YTD Actual | Percent |
|-----------------------------------|--------------------|--------------------|---------------|
| <i>Tax Revenue</i> | \$6,248,629 | \$3,231,229 | 51.71% |
| <i>Licenses and Permits</i> | \$221,500 | \$42,616 | 19.24% |
| <i>Intergovernmental Revenues</i> | \$302,000 | \$171,825 | 56.90% |
| <i>Charges for Services</i> | \$380,000 | \$146,183 | 38.47% |
| <i>Fines and Forfeitures</i> | \$668,000 | \$246,248 | 36.86% |
| <i>Miscellaneous Revenue</i> | \$230,500 | \$49,836 | 21.62% |
| Totals | <u>\$8,050,629</u> | <u>\$3,887,936</u> | <u>48.29%</u> |

General Fund Expenditures

| | Budget | YTD Actual | Percent |
|--------------------------------|--------------------|--------------------|---------------|
| <i>Mayor/Council</i> | \$121,649 | \$67,836 | 55.76% |
| <i>Legal</i> | \$562,124 | \$272,935 | 48.55% |
| <i>City Administration</i> | \$371,444 | \$178,554 | 48.07% |
| <i>Business Administration</i> | \$574,584 | \$301,798 | 52.52% |
| <i>Non Departmental</i> | \$63,749 | \$12,000 | 18.82% |
| <i>Police</i> | \$2,742,945 | \$1,322,697 | 48.22% |
| <i>Fire</i> | \$1,385,652 | \$662,044 | 47.78% |
| <i>Community Development</i> | \$344,768 | \$164,980 | 47.85% |
| <i>Streets</i> | \$895,051 | \$183,086 | 20.46% |
| <i>Parks</i> | \$393,389 | \$172,527 | 43.86% |
| <i>Community Services</i> | \$595,274 | \$303,663 | 51.01% |
| Totals | <u>\$8,050,629</u> | <u>\$3,642,118</u> | <u>45.24%</u> |

| | |
|---------------------------|-----------|
| Net Income | \$245,817 |
| Class C Road Net | \$101,664 |
| Net without Class C Roads | \$144,154 |
| Budgeted Surplus | \$39,749 |
| Difference to be made up | \$0 |

Riverdale City
Year to Year Comparison
December 2013 vs December 2012 FYTD

| General Fund Revenues | Dec 2013 | Dec 2012 | Diference |
|-----------------------------------|--------------------|--------------------|-------------------|
| | YTD Actual | YTD Actual | |
| <i>Tax Revenue</i> | \$3,231,229 | \$3,127,946 | \$103,283 |
| <i>Licenses and Permits</i> | \$42,616 | \$122,101 | (\$79,486) |
| <i>Intergovernmental Revenues</i> | \$171,825 | \$161,419 | \$10,406 |
| <i>Charges for Services</i> | \$146,183 | \$192,462 | (\$46,279) |
| <i>Fines and Forfeitures</i> | \$246,248 | \$307,564 | (\$61,317) |
| <i>Miscellaneous Revenue</i> | \$49,836 | \$23,238 | \$26,599 |
| Totals | \$3,887,936 | \$3,934,730 | (\$46,794) |

| General Fund Expenditures | YTD Actual | YTD Actual | Diference |
|----------------------------------|--------------------|--------------------|------------------|
| | YTD Actual | YTD Actual | |
| <i>Mayor/Council</i> | \$67,836 | \$80,027 | (\$12,191) |
| <i>Legal</i> | \$272,935 | \$255,627 | \$17,308 |
| <i>City Administration</i> | \$178,554 | \$171,335 | \$7,219 |
| <i>Business Administration</i> | \$301,798 | \$303,240 | (\$1,442) |
| <i>Non Departmental</i> | \$12,000 | \$12,000 | \$0 |
| <i>Police</i> | \$1,322,697 | \$1,289,818 | \$32,878 |
| <i>Fire</i> | \$662,044 | \$593,218 | \$68,826 |
| <i>Community Development</i> | \$164,980 | \$186,929 | (\$21,949) |
| <i>Streets</i> | \$183,086 | \$226,708 | (\$43,622) |
| <i>Parks</i> | \$172,527 | \$154,704 | \$17,823 |
| <i>Community Services</i> | \$303,663 | \$271,202 | \$32,461 |
| Totals | \$3,642,118 | \$3,544,806 | \$97,312 |

Emergency Preparedness Status Report 2014

- Researched and priced items for city employee personal 72 hour kits
- Compiled staff proposed changes to Riverdale's Emergency Operations Plan
- Created maps of all CERT and HAM trained individuals in Riverdale
- Attended Recorders Training on NIMS certification hosted by West Bountiful City
- Presented with Amy Marks on city emergency preparedness at staff training
- Coordinated city emergency preparedness items March 2013 to present
- Attended water purification class and surveyed staff for interest in similar trainings
- Coordinated 72 hour kits for essential staff in emergencies with all departments
- Attended Emergency Preparation Conference in Sandy Saturday April 13, 2013
- Cleaned, organized and inventoried CERT shed at Fire Department with Amy Marks
- Short presentation on Emergency Prep Initiative at Quarterly Employee Training
- Updated Riverdale's Emergency Operations Plan with input from all city department heads
- Attended LEPC meeting to discuss airport and water security for Riverdale
- Created a Riverdale Emergency Management Plan incorporating in Riverdale's updated Emergency Operations Plan using South Jordan City's model assessing hazards specific to Riverdale City at the request of City Administrator
- Presented at staff quarterly training in September on staff 72 hour kits
- Attended seminar on flood prevention and sandbagging hosted by Weber County
- Attended Fall regional CERT training at ATC
- Met with South Jordan's Director of Emergency and Risk Management Dustin Lewis to review Riverdale's updated Emergency Management Plan and Emergency Prep Initiative
- Created draft of Public Official's Guide to Disasters for Mayor and Council
- Attended 2014 Utah CERT Leadership Conference in West Valley February 8, 2014 8 a.m. to 4 p.m. with Randy Koger at the request of Fire Captain Dave Ermer
- Attended Ham Radio Class training presented by Weber County in January 2014 and currently participating in staff Ham Radio Class organized by Riverdale's Emergency Manager Roger Bodily February 15 and March 1, 2014
- Circulated Riverdale Emergency Management Plan incorporating in Riverdale's updated Emergency Operations Plan for staff review

Upcoming Projects:

- Coordinate Riverdale's participation in The Great Utah Shake Out annual earthquake drill Thursday April 17, 2014 at 10:15 a.m.
- Continue working with experts to film emergency prep info and demos for city website to educate staff and public
- Supplement Riverdale's Emergency Management Plan with maps identifying flood hazards, geologic hazards, canal/dam failure/inundation, hazmat scenarios and how different departments will respond

Emergency Preparedness Status Report 2014

- Establish Riverdale CERT districts and work with Fire Captain Ermer to create a neighborhood networks similar to South Jordan's with district coordinators, area coordinators and block captains we could coordinate with at regular meetings and trainings including:
 - Community clean up of debris from canals/streams
 - Community fire hydrants dig out from winter snows
- Work with Chris Stone to update Riverdale City's CERT webpage
- Work with City Attorney Steve Brooks to identify cities or businesses Riverdale should establish emergency mutual aid agreements and interstate mutual aid
- Work with Riverdale Police Department to get EOC staff badges and all essential employees and elected officials credentialed
- Work with Riverdale Public Works Department to create maps of water lines, utility lines, fuel lines, natural gas lines
- Work with Riverdale Fire Department to create fire hydrant map
- If there is community interest, work with Riverdale Fire Department to create two hour trainings for the public including:
 - Get Ready Emergency Prep Intro
 - Fire Awareness
 - Home and Personal Safety
 - First Aid/CPR/AED
- If Riverdale Fire Department is remodeled work with Emergency Manager Bodily to ensure Emergency Operations Center needs are also addressed
- Establish Riverdale training and exercise/drill schedule
- Use Old Glory Days and other city events as staff training exercise for all departments
- Work with local Ham radio club to coordinate and test Riverdale's emergency communications plan
- Work with local Red Cross chapter and school officials/PTA to ensure Riverdale Community Center and Riverdale Elementary can be used as emergency shelters
- As part of annual survey, ask residents to report on their emergency resources, tractors, chain saws etc. that could be mobilized in an emergency situation
- Coordinate with Riverdale Fire Department Administrative Assistant Krystn Hinojosa to verify all elected officials have completed the required NIMS trainings IS-100 and IS-700 to assist at Riverdale's Emergency Operations Center
- Work on an after event action plan and specific disaster mitigation plans

EMERGENCY RESOURCES LIST

Compiled 05/08/13 and Updated 07/01/13

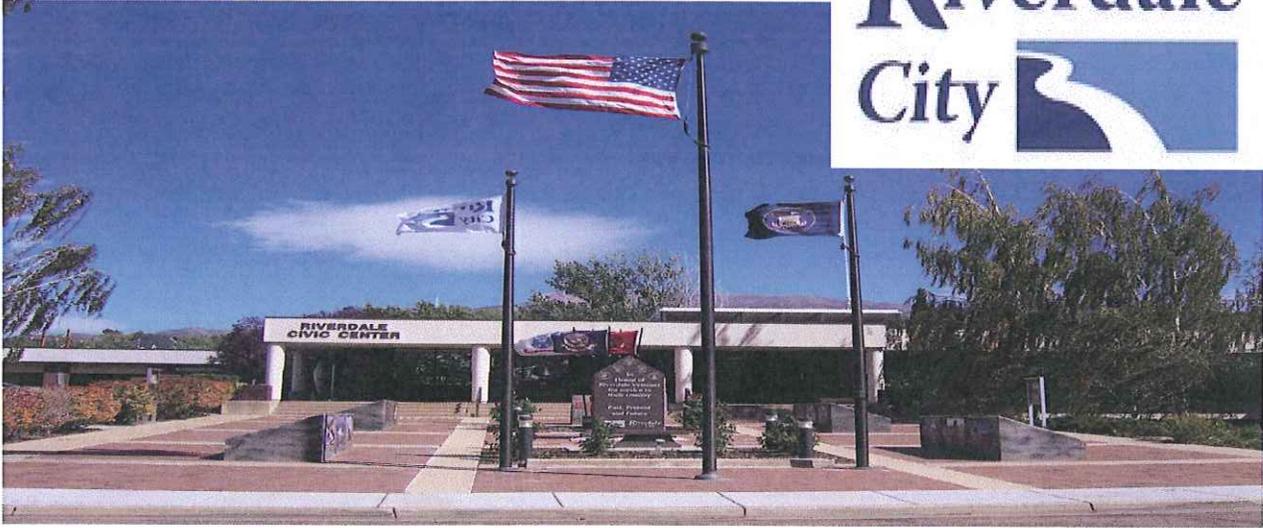
| LOCATION | WATER TANKS | FIRST AID KITS | 72 HOUR KITS FOR STAFF | WATER PURIFICATION | FOOD |
|------------------|-------------|------------------------------------|------------------------|---------------------|-----------------------------|
| CIVIC CENTER | 2 | 2 | IN PROGRESS HERRICK | 2 PUMPS 1 UV PEN | 9 PEOPLE 72 HOURS |
| POLICE | 2 | 21 | COMPLETE EBERT | 1 PUMP | 20 PEOPLE 72 HOURS |
| PUBLIC WORKS | 1 | 1 | IN PROGRESS FARRELL | 1 PUMP | 22 PEOPLE 72 HOURS |
| SENIOR CENTER | 2 | 1 | IN PROGRESS FORTIE | 1 PUMP | |
| COMMUNITY CENTER | 2 | 1 | IN PROGRESS FORTIE | 1 PUMP | |
| FIRE DEPARTMENT | 2 | 1 PLUS AMBULANCE SUPPLY ROOM | IN PROGRESS BODILY | 1 PUMP | 8 PEOPLE FOR 72 HOURS |

*PUBLIC WORKS HAS 2 GAS PUMPS 1 FOR DIESEL, 1 FOR REGULAR FUEL

| <u>Month</u> | <u>Emergency Prep Items</u> | <u>Newsletter Topics</u> |
|---------------------|--|--|
| February | Emergency backpacks/duffels | Family/work emergency plan/phone numbers/meeting place |
| March | Wool blanket/poncho/ emergency sleeping bag | Weather protection/clothing for all weather (sweats)/take laundry bag with dirty clothes |
| April | Water filtration straw/water bottle/ water storage containers | How to purify/store water |
| May | Emergency food for 72 hours | Emergency food storage/ foods that store well and won't dry out your mouth |
| June | First aid kit including scissors, masks, gloves, bandages | Storing emergency medications/infant needs |
| July | Fire starting kit/emergency stove & camp cup/water and wind proof matches/ | What to do when stranded, how to start a fire (save packaging to burn) store candles |
| August | Spark proof tool to turn off gas/water | How and when to shut off utilities following a disaster/ what authorities want us to do |
| September | Waste management bucket/toilet lid/ directions to go along with it | Waste management and storage info/include garbage bags/toilet paper w/kit/ laundry info too |
| October | Emergency Prep Car Kit includes: 30 Minute High-Intensity Light Stick Tow Rope/Jumper Cables Flashlight with Batteries/Emergency Survival Blanket Waterproof Poncho/Emergency Drinking | Emergency info if stranded in a car in bad weather /store bag sand or salt and magnetic key case |

Water (6oz Box)/Leather Gloves
 Whistle/Duct Tape/Utility Knife
 Emergency Instructions and Help Sign
 Wet Naps/Reflecting Triangle
 Safety Vest/Garbage Bags
 Utah Road Map/Folding Shovel

| | | |
|----------|---|---|
| November | Window breaker/seat belt cutter tool/ multi-tool/ pliers/vice grip/ 6 in 1 screwdriver/flat tire fixer adjustable wrench/ empty 2 gal gas can | How to change a flat tire and use a car jack, how to jump start a dead battery, how to check oil, maintain fluids |
| December | Hygiene kits | Luxury items including toiletries/dual use feminine products/ small bills emerg money fund/hard candy |
| January | Hand crank or solar radio/ Hand crank flashlight/emergency candles HAM radios | Communication in an emergency/how to get info HAM radio classes |
| February | Larger stove/sun oven Can opener/crkt eat n tool/camp cup | How to build a heating/cooking stove for emergency cooking/heating |
| March | Tent | Emergency shelter info |
| April | Sleeping bags | Emergency sleeping info |
| May | Solar cell phone chargers/generators Emergency Generators | Emergency power info |
| June | Plastic Sheeting & Duct Tape | Information about sheltering in place |
| July | Kid Kits paper/pencils/pens/pencil sharpener/colored pencils/cards/ games | Emergency entertainment supplies for kids |
| August | Inflatable emergency raft | Flood info |



City Council Guide to Disaster Operations

Riverdale City

Adopted _____ Resolution 2014-?



This guide is designed to provide the Riverdale City Council with information relating to their roles during disasters and to assist them in the decision-making process.

As an elected official, you have a significant role in the Riverdale emergency response organization and your response to disasters is an important part of the continuity of government. Your actions influence community members as well as employees and directly impact the City's ability to protect lives, property, and the environment.

Your primary role during a disaster is one of policymaker, communicator, liaison, and oversight. You know the needs of the community and you have already established effective channels of communication with your constituents.

The City's Emergency Operations Plan (EOP) clearly spells out how the City and various other agencies, individually and collectively, prepare for, respond to, and recover from disasters. This integrated emergency management system is based on an "all-hazards approach" to dealing with incidents which allow the City to manage disasters no matter the size or complexity.

As with all disaster service workers, your ability to support emergency response efforts will depend directly upon your preparedness at home and at work.

Please take the time to familiarize yourself with this guide.

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PHASES OF EMERGENCY MANAGEMENT

The phases of emergency management (mitigation & prevention, preparedness, response, and recovery) represent the various elements of a disaster. The phases are dynamic and interconnected. For example, tasks taken to recover from a disaster may have effects on mitigation, preparedness, and response to future occurrences and recovery efforts will begin almost immediately while the initial response efforts are still underway.



MITIGATION & PREVENTION

Mitigation refers to any sustained action taken to reduce or eliminate long-term risk to life and property from a hazard event. Mitigation, also known as prevention (when done before a disaster), encourages long-term reduction of hazard vulnerability. The goal of mitigation is to decrease the need for response as opposed to simply increasing the response capability. Mitigation can protect critical community facilities, reduce exposure to liability, and minimize community disruption.

PREPAREDNESS

Preparedness involves activities that are done before a disaster; such as training, planning, community education and exercises. As a civic leader you should encourage others to have plans and emergency supplies for both their home and workplace. Additionally, you should be encouraging them to get involved in their community and promote a neighborhood approach to emergency preparedness. Additionally, you have the opportunity to be a good example by developing a family disaster plan and creating emergency supply kits for both your home and your workplace.



Riverdale's Community Preparedness Programs

- *Riverdale Get Ready* – This two-hour course is designed to help the residents of Riverdale learn how to protect themselves and their families against all types of hazards. The focus of the course is on how to develop disaster supplies kits and how to develop, practice, and maintain emergency plans that reflect what must be done before, during, and after a disaster to protect people and their property.

- *Riverdale CERT* - The Community Emergency Response Team (CERT) Program is a twenty-four hour course that educates people about disaster preparedness for hazards that may impact their neighborhood. This course trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help.
- *Riverdale Fire Awareness* - This two-hour course teaches residents about the science of fire. They learn how to identify potential fire hazards, information about using smoke and carbon monoxide detectors in their home, how to conduct their own fire drills and some basic information about hazardous materials. Participants also receive hands on training in the use of fire extinguishers.
- *Riverdale Home & Personal Safety* – In this two-hour course participants learn how to make their home safer and more resistant to crime. The course teaches techniques and ideas on how they can deter burglars, vandals and how to establish a safer neighborhood by participating in a Neighborhood Watch group in their area. Participants also learn about how to reduce the risk of identity theft and what to do if their identity is stolen or compromised.
- *First Aid, CPR & AED Training*– These courses include information on how to manage minor injuries and illnesses in the first few minutes until trained emergency responders arrive. The classes include classroom discussions and practical exercises. The AED course teaches CPR and relief of choking in adults & children; Automatic External Defibrillator (AED) use and use of various types of barriers.

RESPONSE

Disasters and emergencies involve significant risks to life safety and welfare. Natural disasters, such as floods, involve contaminated flood water and debris that can produce a myriad of hazards. Major fires produce smoke, toxic gases, and the possibility of structural collapse. Hazardous materials events usually involve toxic materials that can cause numerous types of health hazards. Terrorism threats can involve chemical, biological, radiological, nuclear, or explosive devices. Major earthquakes can impact virtually every aspect of our society.

Riverdale's priorities for response:

1. Saving lives
2. Stabilizing the incident
3. Protecting & restoring critical facilities (systems)
4. Reducing property damage
5. Protecting the environment

Response Time - Residents may think that government is slow to respond. It typically takes the federal government at least 72 hours to respond to a local emergency. The response to Hurricane Katrina demonstrated that local, state, and federal governments can be overwhelmed and the community's expectations sometimes do not match the government's capabilities.

Public Information - Residents may report difficulty getting critical information about the disaster from the news media. Despite our efforts to communicate through the media by issuing regular news releases, local media often choose to edit the information significantly, which can make it inaccurate, or not use it at all in their reports. Our efforts to foster positive working relationships with all facets of the media include media briefings and polling media to see how they want to receive information, so they will use the information in their reports. These positive relationships are critical during times of disasters, as our staff works diligently to provide information to our residents.

RECOVERY

Recovery involves all of the cleanup and restoration activities that are necessary to be able to return the area to normal. This involves getting all of the damage repaired, utilities restored, and the debris cleaned up. Recovery is often the hardest phase of the disaster and may continue for an extended time. As soon as it is safe to do so, Riverdale Building Inspectors, Public Works Inspectors and Engineers will conduct preliminary damage assessments to determine the level of property damage and the parts of the critical infrastructure that may be damaged.

The City of Riverdale has the primary responsibility for protecting its residents from disasters, and for helping them to recover when disaster strikes. Government agencies at all levels are key partners in this process, offering resources and programs that will help the City of Riverdale, its residents, and business owners pick up the pieces and return the community back to normal as quickly as possible.

Disaster recovery is rarely an easy process. It is financially, physically, and emotionally exhausting for everyone involved. Confusion and misinformation about relief programs often becomes an enormous source of frustration for the community members who are impacted, and for the local officials who are involved in the response. The constant delivery of information to the public regarding recovery efforts will be necessary.

Residents have their own priorities which may be different than those of the City's. Residents are often unaware of the scope of a disaster and may have unrealistic expectations about what the City of Riverdale can do for them as everyone works to recover.

Disaster Recovery Considerations

- *Debris Removal* - Debris removal on private property is typically not covered by FEMA or Riverdale and is the property owner's responsibility. If you have a constituent who has a significant problem with debris removal, call the Emergency Manager who may have information about volunteer organizations able to assist private individuals.

During the recovery phase, Riverdale has taken steps to be able to provide:

- Drinking water
- Emergency shelter
- Emergency medical transport/treatment
- Assistance in seeking disaster relief

But we normally do not provide:

- Batteries
- Flashlights
- Ice
- Generators
- Food (except in shelters and mass feeding sites)
- Transportation

These items can typically be purchased or arranged through retail establishments. If you receive questions from your constituents about these issues, you may want to refer them to the phone book or Riverdale's Emergency Manager or **Emergency Preparedness Planner** who have compiled lists of vendors and supplies while coordinating staff 72 hour kits.

- *Rebuilding* - Residents may want to rebuild their house or business in the flood plain or hazard area. This brings up zoning and local ordinance issues that may need to be addressed by the City Council.
- *Generators and sandbags* – May be available from hardware stores, equipment supply companies, and equipment rental businesses but may run out during disasters. Encourage residents to have enough basic supplies on hand so that they can be on their own for at least 72 hours.

One of the most important contributions that City Council members can make is to point constituents in the right direction for the information they need. That might be to a FEMA Tele-registration number, a local assistance center, or there may be a need for volunteers to help with debris removal or other cleanup activities. If you have a constituent who has a special need for items or services, contact the EOC or the Emergency Manager.

Types of Federal Disaster Assistance

None of FEMA's programs are designed to replace individual losses 100% -- only to bring living conditions back to a "safe and habitable" condition. The majority of federal disaster assistance is conveyed in the form of U.S. Small Business Administration (SBA) Loans, not grants. Public and private entities will complete stacks of paperwork, undergo numerous inspections, and devote hundreds of staff-hours toward reimbursement for disaster-related losses. Despite these complexities, federal disaster relief is all that many individuals have to rely on to rebuild their lives. This is particularly true for those homeowners without flood insurance – and 30% of disaster related claims occur outside federally designated floodplain areas. Not all federal disaster relief programs are activated for every disaster. Presidential decisions about relief programs are based on the preliminary damage assessment and any subsequent information that may be discovered. Some disaster declarations will provide only Individual Assistance (private) or only Public Assistance (government). Hazard mitigation opportunities are available in most situations. Riverdale's efforts in the damage assessment process will help ensure that residents obtain as many benefits as possible under the law.

Federal disaster assistance available under a major disaster declaration falls into three general categories:

- *Individual Assistance* - aid to individuals, families and business owners.
- *Public Assistance* - aid to public (and certain private non-profit) entities for certain emergency services and the repair or replacement of disaster-damaged public facilities.
- *Hazard Mitigation Assistance* - funding for measures designed to reduce future losses to public and private property. In the event of a major disaster declaration, all counties within the declared State are eligible to apply for assistance under the Hazard Mitigation Grant Program.

A brief overview of each of these programs follows.

Individual Assistance

This assistance is directed towards residents, business owners, individuals, and families - In every case, the disaster victim must register for assistance to establish eligibility. FEMA (or the providing agency) will

verify eligibility and determine a need before assistance is offered. Individual Assistance includes the following programs.

- *Temporary Housing Assistance* - assures that people whose homes are damaged by disaster have a safe place to live until repairs can be completed. These programs are designed to provide funds for expenses that are not covered by insurance. They are available only to homeowners and renters who are legal residents of the United States and who were displaced by the disaster. Non-legal residents may be eligible for similar types of assistance through the American Red Cross or other non-governmental agencies.
- *Home Repair Assistance* - helps repair a home to a "habitable" condition. The amount of the check is based on structural damage, as determined by a FEMA inspection.
- *Rental Assistance* - provides for rent until affected structure becomes habitable.
- *Mortgage and Rental Assistance (MRA)* - provides a check to pay the rent or mortgage to prevent eviction or foreclosure.
- *Small Business Administration Disaster Loans* - The SBA can provide three types of disaster loans to qualified homeowners and businesses: Home Disaster Loans to homeowners and renters, Business Physical Disaster Loans to business owners to repair or replace disaster-damaged property, and Economic Injury Disaster Loans, which provide capital to small businesses and to small agricultural cooperatives to assist them through the disaster recovery period. For many individuals the SBA disaster loan program is the primary form of disaster assistance.
- *Individual and Family Grants (IFG)* - The IFG provides funds for the necessary expenses and serious needs of disaster victims that cannot be met through insurance or other forms of disaster assistance (including low interest loans from the Small Business Administration). Among the needs that can be met through the IFG Program are housing, personal property, medical, dental, funeral, transportation and required flood insurance premiums.

Other FEMA programs for individuals include Disaster Unemployment Assistance, Legal Services, Tax Relief Considerations and Crisis Counseling.

Public Assistance

FEMA Public Assistance funds the repair, restoration, reconstruction, or replacement of a public facility or portion of the infrastructure that is damaged or destroyed by a disaster. Certain private nonprofit (PNP) organizations may also receive public assistance. Eligible PNP's include educational, utility, emergency, medical, rehabilitation, and temporary or permanent custodial care facilities (including those for the aged and disabled), and other PNP facilities that provide essential services of a governmental nature to the general public.

As soon as practicable after the declaration, the State, assisted by FEMA, conducts briefings for State, local and PNP officials to inform them of the assistance available and how to apply for it. Intent to apply for assistance must be filed with the State within 30 days after the area is designated eligible for assistance.

Projects fall into the following categories: Debris removal, Emergency protective measures, Road systems and bridges, Water control facilities, Public buildings and contents, Public utilities, and Parks and

Recreation. FEMA reviews and approves the project applications and obligates the Federal share of the costs (75 percent) to the State. The State then disburses funds to local applicants. The State will cover 75% of the project costs that FEMA does not cover and may elect to cover the full share not covered by FEMA.

For small projects, payment of the Federal share of the estimate is made upon approval of the project and no further accounting to FEMA is required. For large projects, payment is made on the basis of actual costs determined after the project is completed; although interim payments may be made as necessary. Once FEMA obligates funds to the State, further management of the assistance, including disbursement to sub-grantees, is the responsibility of the Utah Department of Public Safety, Division of Homeland Security.

Hazard Mitigation Assistance - Hazard mitigation refers to sustained measures enacted to reduce or eliminate long-term risk to people and property from natural hazards and their effects. In the long term, mitigation measures reduce personal loss, save lives, and reduce the cost to the nation of responding to and recovering from disasters. Eligible mitigation projects include acquisition or relocation of properties located in high hazard areas; elevation of flood prone structures; seismic and wind retrofitting of existing structures; and protecting existing structures against wildfire.

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EMERGENCY MANAGEMENT SYSTEMS

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)



The National Incident Management System (NIMS) is a nationwide standardized approach to incident management and response. Developed by the Department of Homeland Security (DHS) and released March 2004, it establishes a uniform set of processes and procedures that emergency responders at all levels of government will use to conduct response operations. Elected and appointed officials should have a clear understanding of their roles and responsibilities for successful emergency management and incident response. These officials include administrative and political personnel as well as department/agency administrators who have leadership roles in a jurisdiction, including legislators and chief executives, whether elected (e.g., Governors, mayors, sheriffs, tribal leaders, and county executives) or appointed (e.g., county administrators and city managers). Although their roles may require providing direction and guidance to constituents during an incident, their day-to-day activities do not necessarily focus on emergency management and incident response.

To better serve their constituents, elected and appointed officials should do the following:

- Understand, commit to, and receive training on NIMS and participate in exercises.
- Maintain an understanding of basic emergency management, continuity of operations/continuity of government plans, jurisdictional response capabilities, and initiation of disaster declarations.
- Lead and encourage preparedness efforts within the community, agencies of the jurisdiction, nongovernmental organizations (NGOs), and the private sector, as appropriate.
- Help to establish relationships (including mutual aid agreements and assistance agreements) with other jurisdictions and, as appropriate, with NGOs and the private sector.
- Support and encourage participation in mitigation efforts within the jurisdiction and, as appropriate, with NGOs and the private sector.
- Provide guidance to their jurisdictions, departments, and/or agencies, with clearly stated policies for NIMS implementation.
- Understand laws and regulations in their jurisdictions that pertain to emergency management and incident response.
- Maintain awareness of critical infrastructure and key resources within their jurisdictions, potential incident impacts, and restoration priorities.

Elected and appointed officials may also be called upon to help shape and revise laws, policies, and budgets to aid in preparedness efforts and to improve emergency management and incident response activities.

An incident may have a mix of political, economic, social, environmental, public safety, public health, and financial implications with potentially serious long-term effects. Frequently, incidents require a coordinated response (across agencies, jurisdictions, and/or including NGOs and the private sector), during which elected and appointed officials must make difficult decisions under crisis conditions. Elected and appointed officials should be aware of how NIMS can work to ensure cooperative response efforts, thereby minimizing the potential implications of an incident.

Command and Management

The NIMS standard incident command structures are based on the following key organizational systems:

- The Incident Command System (ICS)
- Multi-Agency Coordination Systems (MACS)
- Public Information Systems

Other key NIMS components are:

- *Preparedness* - Effective incident management begins with prevention and preparedness activities conducted continually, well in advance of any potential incident. Preparedness involves an integrated combination of planning, training, exercises, personnel qualification & certification standards; and equipment acquisition/certification.
- *Resource Management* - NIMS defines standardized mechanisms and establishes requirements for processes to describe, inventory, mobilize, dispatch, track, and recover resources over the life cycle of an incident.
- *Communications and Information Management* - NIMS identifies the requirement for a standardized framework for communications, information management (collection, analysis, and dissemination) and information-sharing at all levels of incident management.
- *Supporting Technologies* - Technology systems provide supporting capabilities essential to implementing and refining NIMS. These include voice and data communications systems, information management systems (i.e., record keeping and resource tracking) and data display.

STATEWIDE MUTUAL-AID AGREEMENT

Riverdale recognizes Utah Administrative Code Rule R704-2 Statewide Mutual Aid Act Activation effective February 1, 2014 creating a process for jurisdictions that are acting as agents of the state to use in mobilizing or demobilizing available assets in response to an intrastate or interstate disaster as provided in Title 53, Chapter 2, Part 2, Emergency Management Assistance Compact amended 2011.

RIVERDALE CERT NEIGHBORHOOD NETWORK

Overview & Vision

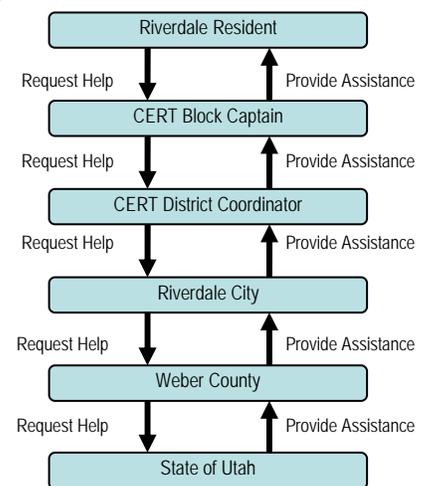
Riverdale City is committed to principles of effective emergency management to provide quality emergency response services to its citizens. However, despite the City's best efforts there is still the likelihood that a major disaster would overwhelm the City's and the neighboring community's professional emergency responders for up to several days. Therefore, as part of the emergency planning process, Riverdale City recognizes the need for citizens to be prepared, organized, and trained to effectively work together to quickly assess damages and respond to their own emergency needs. It is for such a situation that the CERT Neighborhood Network has been developed to promote order in the community and establish clear lines of communication during an emergency or disaster situation. Every citizen is encouraged to participate in neighborhood planning and organization efforts using a model that has been used throughout much of the Wasatch Front area.

CERT Neighborhood Network Organization

The City is currently divided into five districts. Each district is subdivided into neighborhoods or blocks. Riverdale City will rely on each district's designated CERT District Coordinator to serve as the official point of contact between and the CERT Block Captains who are responsible to report the needs and concerns of the residents in their area in the event of an emergency.

Requesting Help and Providing Assistance

The flow chart at the right shows the lines of communication to request help and provide assistance. In the event of a declared local emergency, Riverdale City will implement its Emergency Operations Plan and will activate the City's Emergency Operations Center to coordinate emergency operations for response and recovery efforts during and after the disaster event. The City will designate a single point of contact within the Emergency Operations Center for direct communications with all of the District Coordinators.



EMERGENCY PROCLAMATIONS

LOCAL DECLARATION OF EMERGENCY

Emergency declarations are normally made when there is an actual incident or threat of disaster or extreme peril to the safety of persons and property caused by natural or man-made situations. Upon the recommendation of the City Administrator and Emergency Manager, the Mayor may issue an executive order or proclamation that a state of disaster or severe emergency exists in the City. The executive order or proclamation shall indicate the nature of the disaster, the area threatened or affected and the conditions creating the disaster or emergency.

Local “State of Emergency” Defined

A local “State of Emergency” exists whenever the City or an area therein is suffering, or in imminent danger of suffering, an event that may cause injury or death to persons, or damage to or destruction of property to the extent that extraordinary measures must be taken to protect the public health, safety, and welfare. Such an event shall include but not be limited to the following: fire, explosion, flood, severe weather, drought, earthquake, volcanic activity, spills or releases of oil or hazardous material, contamination, utility or transportation emergencies, disease, blight, infestation, civil disturbance, riot, sabotage, terrorist attack and war.

Why declare a local “State of Emergency”?

The rationale for declaring an official local “State of Emergency” is threefold:

- To acknowledge that the local jurisdiction has experienced a disaster and has responded to the best of its ability. The local declaration is the first step toward a state and federal declaration, which would then activate eligible state and federal disaster relief programs to provide financial relief to both local government and the public. A local, state and/or federal declaration is likely to send a reassuring message to the public that officials intend to pursue every avenue available to assist the disaster victims.
- To alert the Weber County Emergency Services Director and State of Utah Division of Homeland Security that local resources are being fully utilized and that County and State assistance may be requested; and
- To empower the local officials to take extraordinary measures necessary for protecting life, property and the environment while affording some safeguards against legal liability.

Who issues the emergency declaration?

The Mayor, or Mayor Pro Tempore in the Mayor’s absence, is the only individual who may issue an official local “State of Emergency” declaration. This declaration must be issued before County, State and/or Federal assistance can be requested.

The declaration of a “State of Emergency” by the Mayor, or Mayor Pro Tempore, shall be valid for a period not to exceed 30 days. If the emergency exceeds thirty days, it must be declared by the City Council. (Utah Code 63-5a-6(b))

Purpose of Emergency Proclamation

- Authorize the undertaking of extraordinary police powers.
- Provide limited immunity for emergency actions of public employees and governing bodies.
- Authorize the issuance of orders and regulations to protect life and property (e.g., curfews).
- Activate pre-established local emergency provisions such as special purchasing and contracting.
- Require the emergency services of a local official or employee.
- Requisition necessary personnel and materials from any local agency or department.
- It is the prerequisite for requesting a Governor's Proclamation of a State of Emergency and/or a Presidential Declaration of an Emergency or Major Disaster.

STATE DECLARATION OF EMERGENCY

A “State of Emergency” may be proclaimed by the Governor when conditions of disaster or extreme peril exist which threaten the safety of person and property within the state. The Governor may also proclaim a “State of Emergency” when requested to do so by local authorities or when the local authority is inadequate to cope with the emergency.

When the Governor proclaims a “State of Emergency”:

- Mutual aid shall be rendered in accordance with approved emergency plans when the need arises in any city or county for outside assistance.
- The Governor shall, to the extent he/she deems necessary, have the right to exercise all police power vested in the state by the Constitution and the laws of the State of Utah within the designated area.
- Jurisdictions may command the aid of citizens as deemed necessary to cope with an emergency.
- The Governor may suspend the provisions of orders, rules or regulation of any state agency and any regulatory statute or statute prescribing the procedure for conducting state business.
- The Governor may commandeer or make use of any private property or personnel (other than the media) in carrying out the responsibilities of his office.
- The Governor may promulgate issue and enforce orders and regulations deemed necessary.

A State Declaration is needed to request a Presidential Declaration and access to federal disaster relief programs.

PRESIDENTIAL DECLARATIONS

The Governor of an impacted state may request a Presidential Declaration of Emergency or Disaster when the disaster is of such severity and magnitude that effective response is beyond the ability of the state and affected local jurisdictions.

Federal Declaration of Emergency

In some cases the President may make a Declaration of Emergency instead of a Disaster. An Emergency Declaration unleashes the support of any or all of the 27 federal agencies. It also authorizes reimbursement of emergency work, such as debris removal and emergency protective measures. It stops short, however, of providing certain types of recovery assistance.

Federal Declaration of Major Disaster

A Presidential Declaration of Disaster is made when the President determines that the situation warrants major federal disaster assistance. In addition to the assistance provided in an Emergency Declaration, a Disaster Declaration may make a broad range of assistance available to individual victims, including:

- Temporary housing;
- Disaster unemployment and job placement assistance;
- Individual and family grants;
- Legal services to low-income victims; and,
- Crisis counseling and referrals.

DECLARATION OF HEALTH EMERGENCY

Local health departments have the authority, subject to Utah State Code 26A-1-108 to enforce state laws, local ordinances, department rules, and local health department standards and regulations relating to public health and sanitation in all incorporated and unincorporated areas served by the local health department. As such they may at times establish, maintain, and enforce isolation and quarantine (with assistance from law enforcement officials), and exercise physical control over property and over individuals as the local health department finds necessary for the protection of the public health and establish and operate reasonable health programs or measures not in conflict with state law which are necessary or desirable for the promotion or protection of the public health and the control of disease or may be necessary to ameliorate the major risk factors associated with the major causes of injury, sickness, death, and disability in the state. They may also close theaters, schools, and other public places and prohibit gatherings of people when necessary to protect the public health. (See Utah Code 26A-1-114.)

EMERGENCY MANAGEMENT ORGANIZATION

It is the responsibility of the City to undertake comprehensive emergency management in order to protect life and property from the effects of hazardous events. Local government has the primary responsibility for emergency management activities. When the emergency exceeds the City's capability to respond, assistance will be requested from Weber County, then the State of Utah. The Federal government will be asked to provide assistance to the State when appropriate.

Day-to-day functions that do not contribute directly to the emergency operation may be suspended for the duration of the emergency. If needed, the efforts that would normally be required for those functions will be redirected to accomplish the emergency task by the department concerned.

Emergency responses may be implemented in stages, as needed using the National Incident Management System (NIMS). The NIMS provides for interoperability and compatibility among Federal, State and local capabilities and includes a core set of concepts, principles, terminology and technologies covering the incident command system, unified command, training, and management of resources and reporting.

The full-scale implementation of the City's emergency management organization involves the activation of the Emergency Operations Center, which serves as an Incident Command post at the highest level within the City. For the purposes of this document, activation of the emergency management organization of the City refers to the activation of the Emergency Operations Center.

Direction and Control

Direction and control of the emergency management organization, when activated, will be vested in the City Administrator who serves as chair of the policy group. Other members of the policy group, as well as the Mayor and City Council, may advise the City Administrator. The City Administrator may designate others to assume temporary control as required. The emergency management organization is designed to function 24 hours a day until the emergency is resolved or the City Administrator decides such extensive coverage is no longer necessary.

Continuity of Government

Riverdale Municipal Code provides direction for continuity in government by providing a procedure for succession in offices where elected officials or other key personnel are absent or unavailable during the course of any major natural disaster or occurrence. The code provides a clear line of authority and succession assuming the unavailability, temporarily or permanently, of elected and appointed officials in order to ensure a lawful continuity of government and a prompt response to an emergency situation.

EMERGENCY OPERATIONS PLAN

The City of Riverdale Emergency Operations Plan (EOP) addresses the planned response to extraordinary emergency situations associated with natural disasters, technological incidents, and national security emergencies in or affecting Riverdale City.

The EOP:

- Establishes the emergency management organization required to respond to and mitigate any significant emergency or disaster affecting the City.
- Identifies the policies, responsibilities, and procedures required to protect:
 - The health and safety of the community.
 - Public & private property.
 - The environmental effects of natural and technological emergencies and disasters.
- Establishes the operational concepts and procedures associated with field response to emergencies, the City's Emergency Operations Center (EOC) activities, and the recovery process.

The EOP establishes the framework for implementation of the National Incident Management System (NIMS) in Riverdale City. The Plan is intended to facilitate multi-agency and multi-jurisdictional coordination in emergency operations, particularly between City and other local governments, including special districts, Weber County, and State agencies.

The EOP is a concept of operations guide and planning reference. City departments and local agencies that have roles and responsibilities identified in the EOP are encouraged to develop emergency operations plans, detailed standard operating procedures (SOPs), and emergency response checklists based on the provisions of the EOP.

EMERGENCY OPERATIONS CENTER

An Emergency Operations Center (EOC) is a location from which centralized emergency management can be performed during a major emergency or disaster. This facilitates a coordinated response by the City Administrator, Emergency Manager, City Staff, and representatives from organizations that are assigned emergency management responsibilities. The level of EOC staffing will vary depending upon the specific emergency situation.

An EOC provides a central location of authority and information, and allows for face-to-face coordination among personnel who must make emergency decisions. The following functions are performed in the EOC:

- Managing and coordinating emergency operations.
- Receiving and disseminating warning information.
- Developing emergency policies, procedures, and action plans.
- Collecting intelligence from, and disseminating information to, the various EOC representatives and the City Council, and, as appropriate, to county, city, special district, non-profit and community based organizations, state agencies, military, and federal agencies.
- Preparing intelligence/information summaries, situation reports, operational reports, and other reports as required.

- Maintaining general and specific maps, information display boards, and other data pertaining to emergency operations.
- Continuing analysis and evaluation of all data pertaining to emergency operations.
- Controlling and coordinating the operational and logistical support of departmental resources committed to the emergency.
- Maintaining contact and coordination with support department operations centers (DOC), other non-governmental agencies and the County/Operational Area EOC.
- Providing emergency warnings, alerts, information, and instructions to the public, making official releases to the news media and scheduling press conferences as necessary.

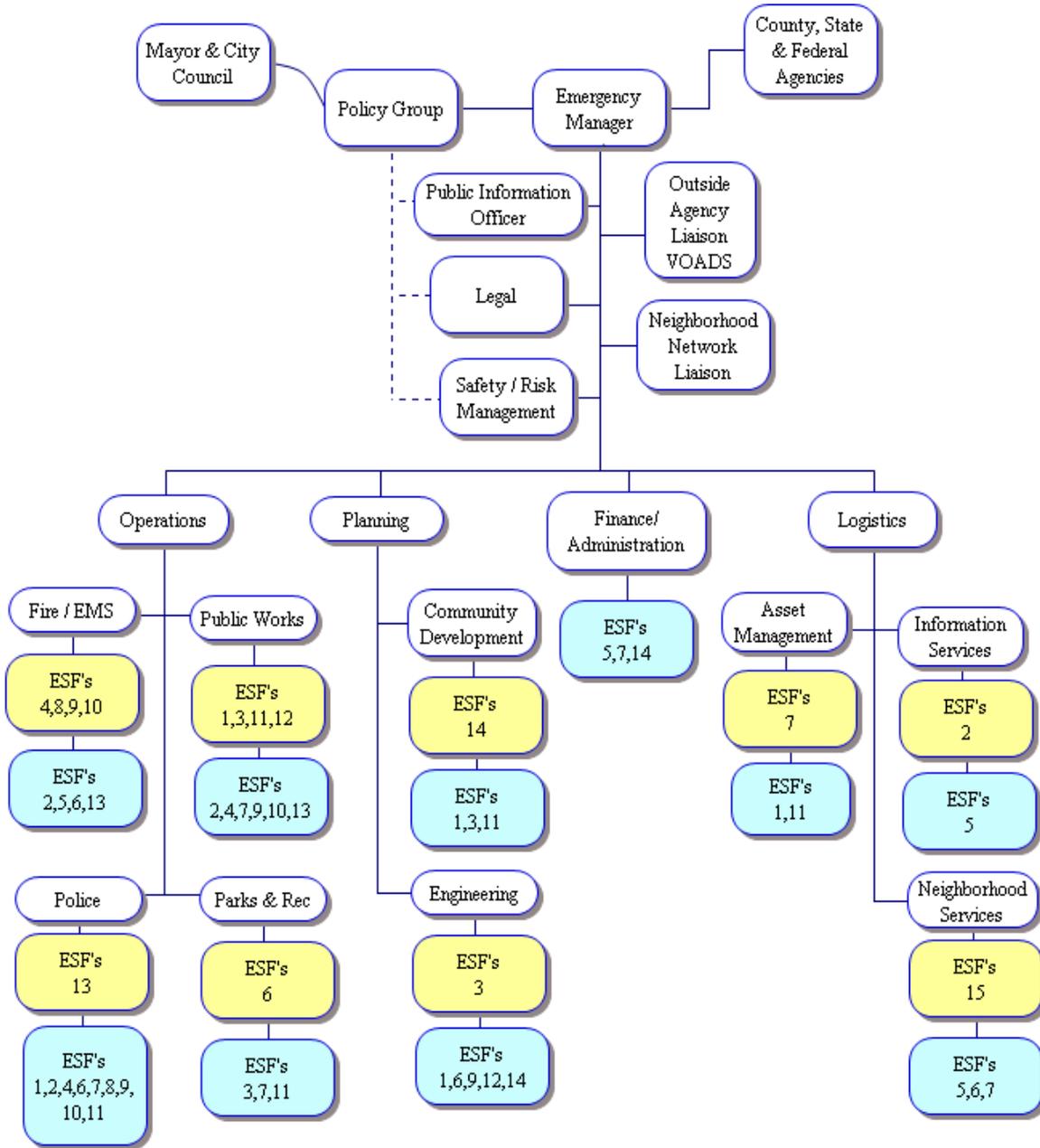
Management of the EOC and alternate EOC facilities is the responsibility of the Emergency Manager under the direction of the City Administrator. This responsibility includes all facility functions, support systems, and operational readiness issues. The City Administrator has the primary responsibility for ensuring that the City Council is kept apprised of the situation and will bring all major policy issues to the City Council for review and decision.

Activation of the Emergency Operations Center (EOC)

The nature and scope of the incident determine the type of coordination facility to be established or activated in cases where the emergency is citywide or extremely severe. This will be in addition to Incident Command Post(s) established to coordinate site response. The EOC is capable of operation on an intermittent or continuous basis for as long as the situation requires.

The primary Riverdale EOC is located at 4334 S. Parker Drive, Riverdale, Utah and serves as a protected site from which local government officials coordinate, monitor and direct emergency response activities during an emergency. In the event that it becomes impossible to use the primary location, the EOC will be moved to an alternate location. The EOC is activated by the request of City Administrator, in coordination with the Emergency Manager.

Organization of the Emergency Operations Center (EOC)



- ESF #1 - Transportation
- ESF #2 - Communications
- ESF #3 - Public Works & Engineering
- ESF #4 - Firefighting
- ESF #5 - Emergency Management
- ESF #6 - Mass Care, Housing & Human Services
- ESF #7 - Resource Support
- ESF #8 - Public Health & Medical Services

- ESF #9 - Urban Search & Rescue
- ESF #10 - Oil & Hazardous Materials Response
- ESF #11 - Agricultural & Natural Resources
- ESF #12 - Energy
- ESF #13 - Public Safety & Security
- ESF #14 - Long Term Community Recovery
- ESF #15 - External Affairs

Levels of Activation and Staffing

Staffing for the EOC will depend upon the scale of the emergency or disaster. Any time the EOC is activated, administrative support personnel are required. The level of staffing will be determined by the Emergency Manager, depending upon the situation. There are four classifications which assist in determining the level of staffing:

1. Level 1 - These are emergencies that are handled on a regular day-to-day basis by police, fire, EMS, public works, and other departments. These situations generally do not require additional resources or coordination and the EOC will not normally be activated.
2. Level 2 - These emergencies require a limited staff to direct EOC operations. Only those functions which are necessary to cope with the emergency are required.
3. Level 3 - A preparatory step when we receive warning of a potential disaster. The EOC could be activated with only administrative and communications staff. The EOC would be set up, prepared for operations, and communications equipment tested and made operational.
4. Level 4 - Complete mobilization and operation of the EOC with full staffing.

Staff at the EOC

The staff at the EOC involves five groups:

1. Policy Group. The policy group is responsible for developing policy, prioritizing actions, and coordinating the overall emergency response. Members of the policy group include: Cabinet Members, City Recorder, and Emergency Manager (Liaison). As needed, or required by the type and magnitude of the incident, Department Directors, Elected Officials, and/or other subject matter experts may be asked to participate with the Policy Group.
2. Operations Group. The operations group normally functions in coordination with operations in the field and will coordinate implementation of response actions among the participating organizations and ensure that the policies, activities and resources are implemented according to the decisions of the policy group. Members of the operations group may include: the Emergency Manager, Police Chief, Fire Chief, Public Works Director, City Engineer, Community Development Director, Business Administrator, and outside agencies (as needed or required by the incident).
3. Planning Group. The planning group is responsible for the collection, dissemination and use of the information about the development and status of resources. This will involve receiving status reports from all ICs in the field, analyzing the data received, thinking ahead, briefing and making suggestions to the policy group, and tracking the status of resources. Members of this group will be dependant on the type and magnitude of the event and may include: a risk manager, various Riverdale Departmental Staff, and outside agencies.

4. Logistics Group. The logistics group is responsible for providing facilities, services and materials for the incident. This includes health services, food and shelter, transportation, personnel, volunteers, supplies and equipment. Members of this group will be dependant on the type and magnitude of the event and may include: the Human Resources Manager or representative, Accounts Payable Clerk, Public Works Director or representative, Community Services Coordinator or representative.
5. Finance Group. The finance group is responsible for tracking and implementing procurement paperwork, keeping records of all incident costs, and evaluating the financial considerations of the incident. Members of this group include: the City Treasurer.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

City officials and staff share the responsibility for the planning necessary to minimize losses and provide relief from disasters. This shared responsibility includes activities to ensure mitigation, preparedness, response and recovery.

Planning activities should provide for ongoing programs that prevent loss of life and property damage, and establish response and recovery capabilities to restore normalcy in the disaster area within the shortest possible time. Operational plans will achieve specific objectives related to the goals of emergency planning. The designation of responsibilities is based on the unique capabilities of each City department.

The following is the assignment of emergency functions to positions and departments of the City of Riverdale in addition to their normal duties. The function applies to all parts of the EOP when a specific part is not designated. Each department is responsible for developing and maintaining its own Standard Operating Guidelines (SOGs), which must address the responsibilities outlined below. This Plan contains Emergency Support Function (ESF) annexes which further define the delegation of responsibilities and outline non-City agencies with a role in emergency response activities.

City Government

In General, the City of Riverdale should be prepared to:

- Direct and control local response to a wide variety of disasters.
- Provide immediate response through local resources and personnel. Establish readiness procedures that ensure proper training, notification of personnel and the availability of personnel material and equipment in an emergency.
- Establish and activate mutual aid agreements when specific aid is needed.
- Request assistance from state and federal government when 1) local resources are fully committed and found to be inadequate and/or 2) a particular capability is required but is not available locally.
- Participate in state and federal efforts to accomplish hazard mitigation plans and studies.

Mayor

The emergency powers of the Mayor include, but are not limited to:

- The authority to issue a declaration of a local emergency.
- Suspending the provision of any City Ordinance prescribing the procedures for conduct of City business if strict compliance with the provision prevents, hinders, or delays necessary actions in coping with the emergency.
- Issuance of orders for evacuation.
- Suspending or limiting the sale of some items.
- Invoking the provisions of any mutual aid agreement entered into by the City.

City Administrator

The emergency duties of the City Administrator include, but are not limited to:

- Activating the Riverdale Emergency Response & Operations Plan when needed.
- Coordination with the Mayor and City Council.
- Use all the available resources of the City as reasonably necessary to cope with the disaster.
- Transferring the direction, personnel, or functions of City Departments or Divisions for the purpose of performing or facilitating emergency operations.

Emergency Manager

The Emergency Manager acts as an advisor to the City Administrator for disaster mitigation, preparedness, response and recovery. The Emergency Manager shall be responsible to:

- Direct the efforts of all City Departments / Divisions with regard to the development and evolution of the Emergency Management Plan.
- Establish a system for reporting, analyzing, displaying and disseminating emergency preparedness information.
- Coordinate the activities of the departments / divisions and other agencies in preparing for, and operating in, disasters.
- Develop, coordinate and monitor mutual aid agreements and memoranda of understanding for emergency aid and assistance.
- Receive, review and approve departmental emergency operations plans.
- Establish and direct operation of the Riverdale Emergency Operations Center.

- Establish procedures to document the recovery efforts and expenses and act as the City's applicant agent in accordance with state and federal disaster assistance programs.
- Coordinate military assistance.
- Coordinate warning operations.
- Coordinate evacuation operations.

ROLE OF THE CITY COUNCIL

The City Council's actions during and following an emergency influence community members as well as employees, and directly impact the City's ability to protect lives and property. The City Council works closely with the City Administrator in a similar capacity as they work with the City Administrator during normal operations.

When a disaster strikes, the City Council often will serve as a primary conduit between the government and the public both during and after the event. It may hold public meetings to conduct the business relevant to response and recovery from the disaster (for example, the adoption of ordinances) and to hear from and communicate with the public. Additionally, the Council may review potential or threatened litigation and provide general direction to the City Administrator in such matters. Specific responsibilities of the City Council include:

- Receive regular updates and briefings from the City Administrator.
- Review and approve the declaration of a local "State of Emergency".
- Serve as a liaison with other City, County, State and/or Federal government representatives.
- Serve as the liaison with public or community organizations.
- Receive information and assistance from the Emergency Manager to assist with public information outreach.
- Conduct public meetings to determine public needs and identify current or future city actions related to the disaster.
- Review requirements for special legislation and development of policy.
- Establish executive-level policies and pass important resolutions for the management of the emergency.
- Consider and advise both short and long term recovery strategies.
- Support a multi agency disaster response.
- Survey problem sites in Riverdale and assist residents and the City in finding solutions to problems resulting from the disaster.
- Visit impacted areas, shelters, and other temporary facilities to spot problems and special issues.
- Host and accompany VIPs and government officials on tours of the emergency/disaster.
- Participate in required training as required by State & Federal law.

Notification

In the event of a disaster, the City Council will be notified by the City Administrator or designee.

Responding To a Disaster Area

Depending on the size and scope of the disaster, it is recommended that you do not respond to the immediate disaster area because of safety concerns for you as well as emergency responders working at the scene. However, if you do choose to respond to the scene, you are encouraged to respond to the Incident Command Post and to follow these guidelines:

- Bring your City of Riverdale issued identification. Not every police officer or firefighter will know you.
- The fire, law enforcement, or other emergency response agency may establish a "Hot Zone" into which only persons with the proper protective clothing and training are allowed to enter due to hazards to health and safety. Be prepared to follow their guidance and understand if you are denied access, it is for your safety.
- Park your car in a safe place away from the incident and in an area where your vehicle does not obstruct the road. Blocked roads may slow emergency vehicles from reaching their destination.
- Communicate with the City Administrator to advise him/her you are going to the scene.
- Check in with the Incident Commander as soon as you arrive at the scene. This person is responsible for directing all activities at the incident scene. The Incident Commander should be located at the Command Post.
- Watch for hazards and pay attention to your surroundings. Many responders are struck by cars every year because they are operating in the roadways where drivers are easily distracted by the disaster or incident.
- Watch where you step. The scene may contain hazardous materials that can wind up on your shoes, which in turn can contaminate your car, home or business. Do not walk into or touch spilled material. Avoid inhaling fumes, smoke, and vapors. Avoid flood water; it may be contaminated.

Training & Exercise

City Council Members are required to complete basic training regarding the NIMS. This training includes the following FEMA courses: "IS-700 - NIMS An Introduction" and "IS-100 An Introduction to ICS". Additionally Council Members are encouraged to complete the following FEMA courses: "IS-200 Basic ICS for Single Resources and Initial Action Incident" and "IS-800.A NRP An Introduction".

Council Members are also invited to participate in any of the exercises conducted by the Emergency Manager and Emergency Preparedness Planner. These exercises may include tabletop, functional, or full scale exercises and/or drills to test all or part of the City's Emergency Operations Plan.

WORKING WITH THE MEDIA

In the event of a significant incident, City Council members will be contacted and briefed by the City Administrator. In addition:

- Media briefings may be scheduled for Council members to attend.
- Public Information Officers or the Emergency Manager will confer with Council members to brief them on the situation and what response and recovery actions are underway.
- Council members will be provided copies of all news releases and information.

The City Administrator will designate who serves as the Public Information Officer (PIO) for the City and is supported by EOC staff during an event. The PIO is trained, skilled and experienced in dealing with the media, and has established working relationships with all media.

Cultivating a good relationship with the media prior to a disaster may provide better support from the media during the hectic hours of responding to an emergency. It is important to create a situation where the media feels it has a vital role during the response efforts. The media, when supportive, can convey important information to the public about issues such as evacuations and disaster assistance information.

While the PIO will work closely with the media, Council members will often be sought out by the news media for comments or information specific to the disaster. You serve an important role in helping to instill confidence in the City's ability to respond and recover from disaster situations.

Tips for responding to questions from the Media in a Disaster

- Answer all questions directly and to the point.
- If you don't know the answer to a question, say so. Don't risk a guess. Erroneous information can cause the public to take incorrect actions and can damage your credibility. Ask the reporter to leave his or her name and telephone number so that you can provide an answer.
- Do not exaggerate the facts. Give facts as you know them and cite your own sources. In an emergency or disaster, the information you reveal could threaten lives if it is incorrect.
- Tell the truth and avoid using "no comment". No comment gives the impression that you have something to hide.
- Never give "off the record" information. It could come back to haunt you.
- Never argue with reporters or lose your cool. Don't be rude even if the interviewer or reporter appears to doubt your credibility.
- If you are interrupted, wait for the interrupter to finish and then proceed with your answer. You may wish to repeat the original question to bring the reporter back on track.
- Challenge any efforts to put words in your mouth. If you don't you may end up appearing to agree with something you actually disagree with.
- Don't act evasive. Your evasiveness may be interpreted as an attempt to hide something.

- Be alert. Avoid answering speculative “what if” questions. Be prepared to lead the interview from problems and negatives to positive points you want to make.
- If you know you are going to be interviewed please contact the PIO or Emergency Manager for information to work with.

Delivering your message:

- Speak naturally and avoid using “jargon” or terminology that isn’t familiar to those working outside of emergency management.
- Say the most important thing first and then elaborate if necessary. Avoid long, rambling responses. Be succinct and clear in your responses.
- Make one point at a time. Speak in simple sentences rather than compound sentences. During times of high stress people are generally only able to remember short concise bits of information.
- If you must read a prepared statement, review the information before going “live”. Read in a relaxed manner. Avoid stilted, halting speeches.
- Be believable, personable and conversational. Credibility is vital to getting your message across.

Coordinating at a scene with the Incident Commander:

- Coordinate any requests to tour the scene with the Incident Commander before making any promises to the media.
- Let the PIO know if you talk to the media.

DRY

ACRONYMS & GLOSSARY

List of Frequently Used Acronyms & Abbreviations

| | |
|--------|--|
| AAR | After Action Report |
| CDC | Centers for Disease Control |
| CERT | Community Emergency Response Team |
| DHS | Department of Homeland Security |
| EAS | Emergency Alert System |
| EMAC | Emergency Mutual Aide Compact (State) |
| EOC | Emergency Operations Center |
| EOP | Emergency Operations Plan |
| ESF | Emergency Support Function |
| FEMA | Federal Emergency Management Agency |
| HAZMAT | Hazardous Materials |
| IC | Incident Commander |
| ICP | Incident Command Post |
| ICS | Incident Command System |
| JFO | Joint Field Office |
| JIC | Joint Information Center |
| LAC | Local Assistance Center |
| MACS | Multi-Agency Coordination System |
| MRC | Medical Reserve Corps |
| NIMS | National Incident Management System |
| NRP | National Response Plan |
| NWS | National Weather Service |
| PDA | Preliminary Damage Assessment |
| PHO | Public Health Officer |
| PIO | Public Information Officer |
| RACES | Radio Amateur Civil Emergency Services |
| RIMS | Resource Information Management System |
| SAR | Search and Rescue |
| USAR | Urban Search and Rescue |
| VOAD | Voluntary Organizations Active in Disaster |

Glossary of Terms

This Glossary contains definitions of terms commonly used by agencies and organizations in the emergency management field.

A

Action Plan: "Action Plan" means the plan prepared in the EOC containing the emergency response objectives, overall priorities, and supporting activities for a designated period. (See EOC Action Plan)

After Action Report: A report covering response actions, application of NIMS, modifications to plans and procedures, training need, and recovery activities. After action reports are required after any emergency which requires a declaration of an emergency.

American Red Cross: A nationwide volunteer agency providing disaster relief to individuals and families.

Auxiliary Communications Service (ACS): A communications reserve that provides tactical, logistical and administrative support and communications for all government communications systems.

B

Base Flood: A term used in the National Flood Insurance Program to indicate the minimum size flood to be used by a community as a basis for its floodplain management regulations; presently required by regulation to be that flood which has a one-percent chance of being equaled or exceeded in any given year. Also known as a 100-year flood.

Base Flood Elevation (BFE): The elevation for, which there is a one-percent chance in any given year that flood levels, will equal or exceed it. It is also known as the 100-Year Flood.

C

Care and Shelter: A phase of operations that meets the food, clothing, and shelter needs of people on a mass care basis.

Casualty Collection Points (CCP): See Field Treatment Sites

Catastrophic Disaster: An event or incident which produces severe and widespread damages of such a magnitude as to result in the requirement for significant resources from outside the affected area to provide the necessary response.

Civil Air Patrol: A civilian auxiliary of the United States Air Force which provides personnel, services, and equipment for specified missions in support of state and local emergency operations.

Command Post: (See Incident Command Post)

Comprehensive Emergency Management (CEM): An integrated approach to the management of emergency programs and activities for all four emergency phases (mitigation, preparedness, response, and recovery), for all types of emergencies and disaster and for all levels of government and the private sector.

Continuity of Government: All measures that may be taken to ensure the continuity of essential functions of governments in the event of emergency conditions, including line-of-succession for key decision makers.

D

Damage Assessment: The process utilized to determine the magnitude of damage and the unmet needs of individuals, businesses, the public sector, and the community caused by a disaster or emergency event.

Declaration: The formal action by the President to make a State eligible for major disaster or emergency assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 3-288, as amended (the Stafford Act).

Delegation of Authority: A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints and other considerations or guidelines as needed. Many agencies require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on larger incidents.

Department Operations Center (DOC): An EOC used by a distinct discipline, such as fire, law, or public works. Department operations centers may be used at levels above the field response level, depending upon the impact of the emergency.

Designated Area: Any emergency or major disaster-affected portion of a State that has been determined eligible for Federal assistance.

Disaster: A sudden calamitous emergency event bringing great damage loss or destruction.

Disaster Field Office: A central facility established by the Federal Coordinating Office within or immediately adjacent to disaster impacted areas to be utilized as a point of coordination and control for state and federal governmental efforts to support disaster relief and recovery operations.

Disaster Service Worker: Includes public employees and any unregistered person impressed into service during a State of emergency, or a Local Emergency by a person having authority to command the aid of citizens in the execution of his duties.

E

Emergency Alert System (EAS): A system that enables the President and federal, state, and local governments to communicate through commercial radio and television broadcast stations with the general public in the event of a disaster.

Emergency Management Director (Director of Emergency Services): The individual within each political subdivision that has overall responsibility for the jurisdiction's emergency management efforts. For the City of Riverdale, this is the Emergency Manager Position.

Emergency Operations: Those actions taken during the emergency period to protect life and property, care for the people affected, and temporarily restore essential community services.

Emergency Operations Center (EOC): A location from which centralized emergency management can be performed. EOC facilities are established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

Emergency Operations Plan (EOP): The plan that each jurisdiction has and maintains for responding to relevant hazards.

Emergency Period: A period which begins with the recognition of an existing, developing, or impending situation that poses a potential threat to a community. It includes the warning (where applicable) and impact phase and continues until immediate and ensuing effects of the disaster no longer constitute a hazard to life or threat to property.

Emergency Plans: Those official and approved documents which describe principles, policies, concepts of operations, methods and procedures to be applied in carrying out emergency operations or rendering mutual aid during emergencies. These plans include such elements as continuity of government, emergency functions of governmental agencies, mobilization and application of resources, mutual aid, and public information.

Emergency Public Information (EPI): Information disseminated to the public by official sources during an emergency, using broadcast and print media. EPI includes: (1) instructions on survival and health preservation actions to take (what to do, what not to do, evacuation procedures, etc.), (2) status information on the disaster situation (number of deaths, injuries, property damage, etc.), and (3) other useful information (state/federal assistance available).

EOC Action Plan: The plan developed at EOC levels which contains objectives, actions to be taken, assignments and supporting information for the next operational period. (See Action Plan)

Essential Facilities: Facilities that are essential for maintaining the health, safety, and overall well-being of the public following a disaster (e.g., EOCs, hospitals, police and fire department buildings, utility facilities, etc.). May also include buildings that have been designated for use as mass care facilities (e.g., schools, churches, etc.).

Evacuee: An individual who moves or is moved from a hazard area to a less hazardous area with anticipation of return when the hazard abates.

Exercise: Maneuver or simulated emergency condition involving planning, preparation, and execution; carried out for the purpose of testing, evaluating, planning, developing, training, and/or demonstrating emergency management systems and individual components and capabilities, to identify areas of strength and weakness for improvement of an emergency operations plan (EOP).

Expedient Shelter: Any shelter constructed in an emergency or crisis period on a "crash basis" by individuals, single families, or small groups of families.

F

Federal Coordinating Officer (FCO): The person appointed by the President to coordinate federal assistance following an emergency or major disaster declaration.

Federal Disaster Assistance: Provides in-kind and monetary assistance to disaster victims, state, or local government by federal agencies under the provision of the Federal Disaster Relief Act and other statutory authorities of federal agencies.

Federal Disaster Relief Act: Public Law 93-288, as amended, that gives the President broad powers to supplement the efforts and available resources of state and local governments in carrying out their responsibilities to alleviate suffering and damage resulting from major (peacetime) disasters.

Federal Emergency Management Agency (FEMA): This agency was created in 1979 to provide a single point of accountability for all Federal activities related to disaster mitigation and emergency preparedness, response, and recovery.

Field Treatment Site (FTS): A location within a jurisdiction that is used for the assembly, triage (sorting), medical stabilization, and subsequent evacuation of casualties. It may be used for the receipt of incoming medical resources (doctors, nurses, supplies, etc. Preferably the site should include or be adjacent to an open area suitable for use as a helicopter pad.

Flood Insurance: The insurance coverage provided under the National Flood Insurance Program (NFIP).

Flood Insurance Rate Map (FIRM): The official map of a community prepared by FEMA, which shows the base flood elevation, along with the special hazard areas and the risk premium zones. The study is funded by FEMA and is based on detailed surveys and analysis of the site-specific hydrologic characteristics.

H

Hazard: Any source of danger or element of risk to people or property.

Hazard Area: A geographically defined area in which a specific hazard presents a potential threat to life and property.

Hazardous Material: A substance or combination of substances which, because of quantity, concentration, physical, chemical, radiological, explosive, or infectious characteristics, poses a potential danger to humans or the environment. Generally, such materials are classed as explosives and blasting agents, flammable and nonflammable gases, combustible liquids, flammable liquids and solids, oxidizers, poisons, disease-causing agents, radioactive materials, corrosive materials, and other materials including hazardous wastes.

Hazardous Material Incident: Any uncontrolled release of material capable of posing a risk to health, safety, and property. Areas at risk include facilities that produce, process, or store hazardous materials as well as sites that treat, store, and dispose of hazardous material.

Hazard Mitigation: A measure that will reduce the potential for damage to a facility from a disaster event.

Hazard Mitigation Grant Program (HMGP): Authorized under Section 404 of the Stafford Act. Provided funding for hazard mitigation projects that are cost effective and complement existing post-disaster mitigation programs and activities for beneficial mitigation measures that are not funded through other programs.

Hazard Mitigation Plan: The plan resulting from a systematic evaluation of the nature and extent of vulnerability to the effects of natural hazards, including the actions needed to minimize future vulnerability to identified hazards.

Homeland Security Advisory System: National system used to communicate the nature and the degree of terrorist threats. Based on five possible threat levels, governments and other organizations will implement protective measures.

I

Incident: An occurrence or event, either human-caused or by natural phenomena, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources.

Incident Action Plan (IAP): The plan developed at the field response level that contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The plan may be oral or written.

Incident Commander (IC): The individual responsible for the command of all functions at the field response level.

Incident Command Post (ICP): The location at which the primary command functions are executed. The ICP may be co-located with the incident base or other incident facilities.

Incident Command System (ICS): The nationally used standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, with responsibility for the management of resources to effectively accomplish stated objectives pertinent to an incident.

Incident Objectives: Statements of guidance and direction necessary for the selection of appropriate strategy(s) and the tactical direction of resources. Incident objectives are based on realistic expectations of

what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

Individual Assistance (IA): Supplementary Federal assistance provided under the Stafford Act to individuals and families adversely affected by a major disaster or an emergency. Such assistance may be provided directly by the Federal Government or through State, local governments or disaster relief organizations.

Information Officer: Responsible for interfacing with the public and media or with other agencies requiring information directly from the incident. This position is also referred to as Public Affairs or Public Information Officer (PIO) in some disciplines.

L

Liaison Officer: Responsible for coordinating with representatives from cooperating and assisting agencies.

Local Assistance Center (LAC): A facility established by local government within or adjacent to an disaster impacted area to provide disaster victims a "one-stop" service in meeting their emergency representatives of local, state, and federal governmental agencies, private service organizations and certain representatives of the private sector.

Local Emergency: The duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, or earthquake or other conditions, other than conditions resulting from a labor controversy, which conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and required the combined forces of political subdivisions to combat.

M

Major Disaster: Any hurricane, tornado, storm, flood, high-water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, explosions, or other catastrophe in any part of the United States which, in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Federal Disaster Relief Act, above and beyond emergency services by the Federal Government, 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.

Management by Objectives: This is a top-down management activity that involves a three-step process to achieve the desired goal. The steps are: establishing the objectives, selection of appropriate strategy(s) to achieve the objectives; and the direction or assignments associated with the selected strategy.

Mass Care Facility: A location where temporary services are provided to disaster victims during an emergency which may include lodging, food, clothing, registration, welfare inquiry, first aid, and essential social services.

Mitigation: Pre-event planning and actions that aim to lessen the effects of potential disaster.

Multi-Agency Coordination: The functions and activities of representatives of involved agencies and/or jurisdictions who make decisions regarding the prioritizing of incidents and the allocation of critical resources.

Multi-Agency Coordination System (MACS): The combination of personnel, facilities, equipment, procedures and communications integrated into a common system. When activated, MACS has the responsibility for coordination of assisting agency resources and support in a multi-agency or multi-jurisdiction environment. A MAC Group functions within the MACS.

Multi-Agency Incident: An incident where one or more agencies assist a jurisdictional agency or agencies. The incident may be managed under single or unified command.

Multi-jurisdiction Incident: An incident requiring action from multiple agencies that have a statutory responsibility for incident mitigation. In ICS these incidents will be managed under Unified Command.

Mutual Aid Agreement: Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.

Mutual Aid Coordinator: An individual at local government, operational area, region or state level that is responsible to coordinate the process of requesting, obtaining, processing and using mutual aid resources. Mutual Aid Coordinator duties will vary depending upon the mutual aid system.

N

National Flood Insurance Program (NFIP): The Federal program, created by an act of Congress in 1968, that makes flood insurance available in communities that enact satisfactory floodplain management regulations.

National Incident Management System (NIMS): The federal standard for incident management. Based in ICS, provides core set of concepts, principles, and terminology.

National Response Plan (NRP): Supersedes Federal Response Plan. Provides framework for federal agencies involved with domestic incident management. DHS manages response for "Incidents of National Significance."

National Warning System (NWS): The federal portion of the civil defense warning system, used to disseminate warning and other emergency information from the warning centers or regions to warning points in each state.

O

One Hundred (100)-Year Flood: The flood elevation that has a one-percent chance of being equaled or exceeded in any given year. It is also known as the base flood elevation.

Operational Area: An intermediate level of the state emergency organization, consisting of a county and all political subdivisions within the county's geographic borders.

Operational Area Coordinator: The individual within the operational area responsible for a specific function such as law enforcement, coroner's services, or emergency medical services.

Operational Period: The period of time scheduled for execution of a given set of operation actions as specified in the Incident or EOC Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.

P

Public Assistance (PA): Federal assistance provided under the Stafford Act to State and local government agencies or certain private, nonprofit organizations.

Public Information Officer (PIO): The individual delegated the authority to prepare public information releases and to interact with the media. Duties will vary depending upon the agency and scope of the incident.

R

Radio Amateur Civil Emergency Services (RACES): An emergency services program designed to make efficient use of skilled radio amateur in accordance with approved emergency communications plans.

Recovery: Activities traditionally associated with providing Federal supplemental disaster recovery assistance under a Presidential major disaster declaration. These activities usually begin within days after the event and continue after the response activities cease. Recovery includes individual and public assistance programs that provide temporary housing assistance, grants and loans to eligible individuals and government entities to recovery from the effects of a disaster.

Recovery Operations Center (ROC): A facility established by the local government within or adjacent to an disaster impacted area to provide disaster relief agencies and organizations "one-stop" shop for the coordination of their efforts. Representatives from local, state, and federal governmental agencies, private service organizations and certain representatives of the private sector may be present.

S

Shelter Manager: An individual who provides for the internal organization, administration, and operation of a shelter facility.

Span of Control: The supervisory ratio maintained within an ICS or EOC organization. A span of control of five-positions reporting to one supervisor is considered optimum.

Stafford Act: Robert T. Stafford disaster Relief and Emergency Assistance Act, PL 100-707, signed into law November 23, 1988; amended the Disaster Relief Act of 1974, PL 93-288.

Staging Areas: Locations at an incident where resources can be placed while awaiting a tactical assignment.

Standard Operating Procedures (SOPs): A set of instructions having the force of a directive, covering those features of operations that lend themselves to a definite or standardized procedure. Standard operating procedures support an annex by indicating in detail how a particular task will be carried out.

State Coordinating Officer (SCO): The person appointed by the Governor to act for the State in cooperation with the Federal Coordinating Officer.

State of Emergency: The duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property that are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat.

T

Technical Specialists: Personnel with special skills that can be used anywhere within the ICS or EOC organization.

Technological Hazard: Includes a range of hazards emanating from the manufacture, transportation, and use of such substances as radioactive materials, chemicals, explosives, flammables, agricultural pesticides, herbicides and disease agents; and oil spills on land, coastal waters or inland water systems.

Triage: A process of rapidly classifying patients on the basis of the urgency of treatment that is needed. The prioritizing of medical care based on the nature and severity of illness or complaint, history, signs and symptoms, general appearance, vital signs and a brief physical assessment.

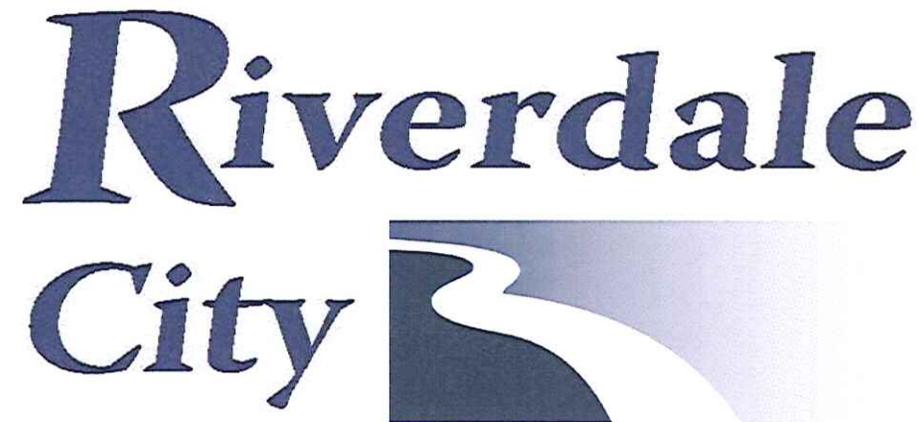
U

Unified Command: In ICS, Unified Command is a unified team effort which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility or accountability.

Urban Rescue: The complex process in which trained personnel use specialized equipment to locate and extricate victims trapped in collapsed buildings, and the mobilization and management of such personnel and equipment.

W

Weapon of Mass Destruction: Device using chemical, biological, radiological, or nuclear materials.



**2010 CITIZEN SURVEY
SUMMARY REPORT**

2010 RIVERDALE CITY CITIZEN SURVEY SUMMARY REPORT

Riverdale City strives to offer excellent municipal services, with continual improvement, and accountability to our citizens. To help us understand how we are meeting this objective the city periodically conducts a Citizen Survey. The Citizen Survey assesses citizen satisfaction with the results of our work, identifies areas where programs are performing above or below expectations, and demonstrates our receptiveness to our citizens needs.

The 2010 Riverdale City Citizen Survey was conducted in September—October 2010. This summary report includes the number of rated responses to each question and the corresponding percentage.

In the survey, citizens were asked to rate and provide comments on services provided by the city. The 2010 survey was patterned after previous surveys so that a comparative analysis can be made between years. The last mailed survey was in 2006. This summary report includes the 2006 survey results in a side-by-side layout for comparison.

The survey was mailed to all households of the city, a total of 3,292. A total of 672 surveys were returned to the city, a response rate of 20.4%. By comparison, the response rate for the 2006 survey was 15.5%

A complete survey report is being prepared which will include additional analysis and residents comments. It will be submitted to the City Council and posted on the city website by the end of December 2010.



2010 Citizen Survey Results

Customer Service

1. Over the past 12 months, please evaluate the level of service you have received: (Overall performance, courtesy of employees, timelines of service, ability to resolve the issue, ease of contacting correct personnel.)

| | Excellent | Good | Fair | Poor | No Contact | No Response |
|----------------------|-----------|-----------|---------|---------|------------|-------------|
| Police | 243 / 36% | 140 / 21% | 21 / 3% | 15 / 2% | 237 / 35% | 16 / 3% |
| Fire | 191 / 28% | 96 / 14% | 9 / 1% | 3 / 1% | 349 / 52% | 24 / 4% |
| Public Works | 147 / 22% | 173 / 26% | 31 / 5% | 16 / 2% | 271 / 40% | 34 / 5% |
| Recreation Programs | 153 / 23% | 148 / 22% | 28 / 4% | 13 / 2% | 300 / 45% | 30 / 4% |
| Garbage Collection | 359 / 53% | 196 / 30% | 11 / 2% | 5 / 1% | 86 / 12% | 15 / 2% |
| Building & Zoning | 84 / 13% | 100 / 15% | 33 / 5% | 19 / 3% | 397 / 58% | 39 / 6% |
| Court | 71 / 11% | 78 / 11% | 13 / 2% | 3 / 1% | 467 / 69% | 40 / 6% |
| Business Office | 169 / 25% | 148 / 22% | 22 / 3% | 13 / 2% | 290 / 43% | 30 / 5% |
| Mayor / City Council | 112 / 17% | 125 / 19% | 39 / 6% | 21 / 3% | 337 / 50% | 38 / 5% |

1. Listed below are the Customer Service numbers of only those who rated the service given ('No Contact' and 'No Response' columns have been factored out).

| | Excellent | Good | Fair | Poor | | |
|----------------------|-----------|-----------|----------|---------|--|--|
| Police | 243 / 58% | 140 / 33% | 21 / 5% | 15 / 4% | | |
| Fire | 191 / 64% | 96 / 32% | 9 / 3% | 3 / 1% | | |
| Public Works | 147 / 40% | 173 / 47% | 31 / 9% | 16 / 4% | | |
| Recreation Programs | 153 / 45% | 148 / 43% | 28 / 8% | 13 / 4% | | |
| Garbage Collection | 359 / 63% | 196 / 34% | 11 / 2% | 5 / 1% | | |
| Building & Zoning | 84 / 37% | 100 / 42% | 33 / 13% | 19 / 8% | | |
| Court | 71 / 43% | 78 / 47% | 13 / 8% | 3 / 2% | | |
| Business Office | 169 / 48% | 148 / 42% | 22 / 6% | 13 / 4% | | |
| Mayor / City Council | 112 / 38% | 125 / 42% | 39 / 13% | 21 / 7% | | |

2006 Citizen Survey Results

Customer Service

1. Over the past 12 months, please evaluate the level of service you have received: (Overall performance, courtesy of employees, timelines of service, ability to resolve the issue, ease of contacting correct personnel.)

| | Excellent | Good | Fair | Poor | No Contact | No Response |
|----------------------|-----------|-----------|---------|---------|------------|-------------|
| Police | 180 / 33% | 121 / 22% | 21 / 4% | 12 / 2% | 207 / 37% | 11 / 2% |
| Fire | 135 / 24% | 83 / 15% | 7 / 1% | 2 / 1% | 305 / 55% | 20 / 4% |
| Public Works | 131 / 24% | 126 / 23% | 41 / 7% | 10 / 2% | 221 / 40% | 23 / 4% |
| Not on 2006 Survey | | | | | | |
| Garbage Collection | 277 / 50% | 170 / 31% | 13 / 2% | 3 / 1% | 81 / 15% | 8 / 1% |
| Building & Zoning | 75 / 14% | 82 / 15% | 40 / 7% | 13 / 2% | 309 / 56% | 33 / 6% |
| Court | 42 / 8% | 65 / 12% | 14 / 2% | 7 / 1% | 393 / 71% | 31 / 6% |
| Business Office | 128 / 23% | 106 / 19% | 20 / 4% | 4 / 1% | 270 / 49% | 24 / 4% |
| Mayor / City Council | 86 / 16% | 96 / 18% | 24 / 4% | 7 / 1% | 300 / 54% | 39 / 7% |

1. Listed below are the Customer Service numbers of only those who rated the service given ('No Contact' and 'No Response' columns have been factored out).

| | Excellent | Good | Fair | Poor | | |
|----------------------|-----------|-----------|----------|---------|--|--|
| Police | 180 / 54% | 121 / 36% | 21 / 6% | 12 / 4% | | |
| Fire | 135 / 59% | 83 / 37% | 7 / 3% | 2 / 1% | | |
| Public Works | 131 / 43% | 126 / 41% | 41 / 13% | 10 / 3% | | |
| Not on 2006 Survey | | | | | | |
| Garbage Collection | 277 / 60% | 170 / 37% | 13 / 3% | 3 / 1% | | |
| Building & Zoning | 75 / 36% | 82 / 39% | 40 / 19% | 13 / 6% | | |
| Court | 42 / 33% | 65 / 51% | 14 / 11% | 7 / 5% | | |
| Business Office | 128 / 49% | 106 / 41% | 20 / 8% | 4 / 2% | | |
| Mayor / City Council | 86 / 41% | 96 / 45% | 24 / 11% | 7 / 3% | | |

2010 Citizen Survey Results

Communication with the Public 2010

2. Overall, how would you rate the city at keeping you informed of city matters affecting you and your neighborhood?

| | Excellent | Good | Fair | Poor | No Response |
|--|-----------|-----------|---------|---------|-------------|
| | 225 / 33% | 295 / 44% | 58 / 9% | 21 / 3% | 73 / 11% |

3. Please rate the following methods of communicating with the public:

| | Very useful | Somewhat useful | Not very useful | Never useful | No Response |
|------------------------------|-------------|-----------------|-----------------|--------------|-------------|
| City Survey | 235 / 35% | 297 / 44% | 45 / 7% | 27 / 4% | 68 / 10% |
| City website | 247 / 37% | 228 / 34% | 33 / 5% | 60 / 9% | 104 / 15% |
| City newsletter | 489 / 73% | 128 / 19% | 25 / 4% | 9 / 1% | 21 / 3% |
| Utility bill message | 282 / 42% | 246 / 36% | 44 / 7% | 29 / 4% | 71 / 11% |
| City Council Meetings | 150 / 22% | 244 / 36% | 94 / 15% | 48 / 7% | 136 / 20% |
| Planning Commission Meetings | 130 / 19% | 223 / 33% | 107 / 15% | 54 / 8% | 158 / 24% |
| Public Hearings | 146 / 22% | 239 / 36% | 81 / 12% | 56 / 8% | 150 / 22% |
| Town Meetings | 154 / 23% | 237 / 35% | 81 / 12% | 53 / 8% | 147 / 22% |

2006 Citizen Survey Results

Communication with the Public 2006

2. Overall, how would you rate the City at keeping you informed of City matters affecting you and your neighborhood?

| | Excellent | Good | Fair | Poor | No Response |
|--|-----------|-----------|---------|---------|-------------|
| | 208 / 38% | 252 / 46% | 47 / 8% | 11 / 2% | 34 / 6% |

3. Please rate the following methods of communicating with the public:

| | Very useful | Somewhat useful | Not very useful | Never useful | No Response |
|------------------------------|-------------|-----------------|-----------------|--------------|-------------|
| City Survey | 208 / 38% | 261 / 47% | 29 / 5% | 9 / 2% | 45 / 8% |
| City website | 127 / 23% | 195 / 35% | 36 / 7% | 69 / 12% | 125 / 23% |
| City newsletter | 396 / 72% | 127 / 23% | 10 / 2% | 1 / 0% | 18 / 3% |
| Utility bill message | 247 / 45% | 212 / 38% | 30 / 5% | 15 / 3% | 48 / 9% |
| City Council Meetings | 118 / 22% | 215 / 39% | 51 / 9% | 39 / 7% | 129 / 23% |
| Planning Commission Meetings | 104 / 19% | 204 / 37% | 64 / 11% | 47 / 8% | 136 / 25% |
| Public Hearings | 124 / 23% | 200 / 36% | 52 / 9% | 43 / 8% | 133 / 24% |
| Town Meetings | 130 / 24% | 199 / 36% | 46 / 8% | 39 / 7% | 138 / 25% |

2010 Citizen Survey Results

2006 Citizen Survey Results

City and Neighborhood Livability

4a. What would you like to see the city do in the following categories in regards to time, effort, manpower, and money?

| | More | Same | Less | No Response |
|---------------------------|-----------|-----------|---------|-------------|
| Not on 2010 Survey | | | | |
| City streets traffic flow | 136 / 20% | 454 / 68% | 21 / 3% | 61 / 9% |
| Not on 2010 Survey | | | | |
| Traffic speed enforcement | 161 / 24% | 423 / 63% | 36 / 5% | 52 / 8% |
| Condition of streets | 181 / 27% | 422 / 63% | 8 / 1% | 61 / 9% |
| Street lighting | 172 / 26% | 442 / 65% | 3 / 1% | 55 / 8% |
| Condition of sidewalks | 185 / 28% | 428 / 63% | 6 / 1% | 53 / 8% |
| Code enforcement | 183 / 27% | 394 / 59% | 31 / 5% | 64 / 9% |
| Property maintenance | 228 / 34% | 378 / 56% | 11 / 2% | 55 / 8% |
| Weeds, litter, trash | 296 / 44% | 318 / 47% | 6 / 1% | 52 / 8% |
| Animal Control | 145 / 22% | 450 / 67% | 23 / 3% | 54 / 8% |
| Inoperable vehicles | 221 / 33% | 370 / 55% | 20 / 3% | 61 / 9% |
| Graffiti removal | 116 / 17% | 483 / 72% | 5 / 1% | 68 / 10% |
| Christmas decorations | 184 / 28% | 397 / 59% | 31 / 4% | 60 / 9% |

City and Neighborhood Livability

4. What would you like to see happen in the following categories?

| | Time, Effort, and Manpower | | | | Allocation of Resources and Money | | | |
|---------------------------------|----------------------------|-----------|---------|-------------|-----------------------------------|-----------|---------|-------------|
| | More | Same | Less | No Response | More | Same | Less | No Response |
| Riverdale Rd. traffic flow | 314 / 57% | 137 / 25% | 52 / 9% | 49 / 9% | 206 / 38% | 168 / 30% | 10 / 2% | 168 / 30% |
| City streets traffic flow | 141 / 26% | 315 / 57% | 38 / 7% | 58 / 10% | 91 / 16% | 274 / 50% | 14 / 3% | 173 / 31% |
| Riverdale Rd. speed enforcement | 143 / 26% | 344 / 62% | 23 / 4% | 42 / 8% | 74 / 13% | 290 / 53% | 20 / 4% | 168 / 30% |
| City streets speed enforcement | 166 / 30% | 326 / 59% | 22 / 4% | 38 / 7% | 87 / 16% | 276 / 50% | 19 / 3% | 170 / 31% |
| Condition of streets | 134 / 24% | 370 / 67% | 5 / 1% | 43 / 8% | 89 / 16% | 289 / 52% | 7 / 1% | 167 / 30% |
| Street lighting | 153 / 28% | 357 / 65% | 8 / 1% | 34 / 6% | 104 / 19% | 269 / 49% | 13 / 2% | 166 / 30% |
| Condition of sidewalks | 144 / 26% | 369 / 67% | 6 / 1% | 33 / 6% | 93 / 17% | 288 / 52% | 9 / 2% | 162 / 29% |
| Code enforcement | 136 / 25% | 342 / 62% | 17 / 3% | 57 / 10% | 76 / 14% | 288 / 52% | 14 / 3% | 174 / 31% |
| Property maintenance | 211 / 38% | 291 / 53% | 8 / 1% | 42 / 8% | 122 / 22% | 254 / 46% | 9 / 2% | 167 / 30% |
| Weeds, litter, trash | 259 / 47% | 250 / 45% | 8 / 1% | 35 / 7% | 137 / 25% | 243 / 44% | 5 / 1% | 167 / 30% |
| Animal Control | 122 / 22% | 380 / 69% | 12 / 2% | 38 / 7% | 62 / 11% | 303 / 55% | 19 / 4% | 168 / 30% |
| Inoperable vehicles | 182 / 33% | 297 / 54% | 29 / 5% | 44 / 8% | 91 / 16% | 263 / 48% | 22 / 4% | 176 / 32% |
| Graffiti | 72 / 13% | 394 / 72% | 21 / 4% | 62 / 11% | 48 / 9% | 312 / 56% | 15 / 3% | 177 / 32% |
| Christmas decorations | 143 / 26% | 325 / 59% | 24 / 4% | 60 / 11% | 90 / 16% | 254 / 46% | 28 / 5% | 180 / 33% |

| | Yes | No | No Response |
|--|-----------|-----------|-------------|
| 4b. Would you like the city to provide a garbage recycling service? | 390 / 58% | 224 / 33% | 58 / 9% |
| 4c. Would you be willing to pay up to a \$4 monthly fee for recycling? | 301 / 45% | 314 / 47% | 57 / 8% |

Note: These responses are the 2004 Survey, these questions were not asked in 2006.

| | Yes | No | No Response |
|--|-----------|-----------|-------------|
| 3a. Would you like to see the city provide garbage recycling service? | 353 / 56% | 220 / 35% | 61 / 9% |
| 3b. Are you be willing to pay an additional monthly fee for recycling? | 205 / 32% | 366 / 58% | 63 / 10% |

2010 Citizen Survey Results

Parks and Recreation

5. How would you rate Riverdale City:

| | Excellent | Good | Fair | Poor | No Response |
|---|-----------|-----------|---------|---------|-------------|
| Old Glory Days | 307 / 46% | 246 / 37% | 37 / 5% | 9 / 1% | 73 / 11% |
| Public parks | 388 / 58% | 217 / 32% | 19 / 3% | 4 / 1% | 44 / 6% |
| Trails | 392 / 58% | 193 / 29% | 25 / 4% | 2 / 0% | 60 / 9% |
| Recreation facilities | 277 / 41% | 252 / 37% | 38 / 6% | 11 / 2% | 94 / 14% |
| Recreation programs | 235 / 35% | 258 / 38% | 46 / 7% | 16 / 2% | 117 / 18% |
| Roy Recreation Complex discount program | 247 / 37% | 228 / 34% | 46 / 7% | 9 / 1% | 142 / 21% |
| Free Riverdale nights at the Roy Aquatic Center | 304 / 45% | 192 / 29% | 29 / 4% | 10 / 2% | 137 / 20% |

6. How often did you or your household use each of the following during the past 12 months?

| | Never | Once or Twice | 3 to 5 times | 6 to 10 times | More than 10 times | No Response |
|---------------------------|-----------|---------------|--------------|---------------|--------------------|-------------|
| Community Center | 321 / 48% | 188 / 28% | 44 / 7% | 19 / 3% | 65 / 9% | 35 / 5% |
| Riverdale Park | 111 / 17% | 197 / 29% | 125 / 19% | 95 / 14% | 122 / 18% | 22 / 3% |
| Riverdale Park Splash Pad | 348 / 52% | 129 / 19% | 96 / 14% | 46 / 7% | 25 / 4% | 28 / 4% |
| Golden Spike Park | 372 / 55% | 151 / 22% | 52 / 8% | 25 / 4% | 40 / 6% | 32 / 5% |
| River Parkway Trail | 133 / 20% | 106 / 16% | 90 / 13% | 77 / 12% | 244 / 36% | 22 / 3% |
| Recreation Programs | 423 / 63% | 128 / 19% | 40 / 6% | 17 / 2% | 32 / 5% | 32 / 5% |
| Roy Aquatic Center | 389 / 58% | 123 / 18% | 65 / 10% | 35 / 5% | 27 / 4% | 33 / 5% |

2006 Citizen Survey Results

Parks and Recreation

8. How would you rate Riverdale City:

| | Excellent | Good | Fair | Poor | No Response |
|-----------------------|-----------|-----------|---------|---------|-------------|
| Old Glory Days | 196 / 35% | 202 / 37% | 50 / 9% | 20 / 4% | 84 / 15% |
| Public parks | 298 / 54% | 210 / 38% | 14 / 3% | 2 / 0% | 28 / 5% |
| Trails | 239 / 43% | 247 / 45% | 22 / 4% | 2 / 0% | 42 / 8% |
| Recreation facilities | 182 / 33% | 265 / 48% | 46 / 8% | 11 / 2% | 48 / 9% |
| Not on 2006 Survey | | | | | |
| Not on 2006 Survey | | | | | |
| Not on 2006 Survey | | | | | |

9. How often did you or your household use each of the following during the past 12 months?

| | Never | Once or Twice | 3 to 5 times | 6 to 10 times | More than 10 times | No Response |
|---------------------|-----------|---------------|--------------|---------------|--------------------|-------------|
| Community Center | 241 / 44% | 144 / 26% | 57 / 10% | 34 / 6% | 50 / 9% | 26 / 5% |
| Riverdale Park | 74 / 13% | 169 / 31% | 115 / 21% | 69 / 12% | 105 / 19% | 20 / 4% |
| Not on 2006 Survey | | | | | | |
| Golden Spike Park | 268 / 48% | 119 / 22% | 59 / 11% | 26 / 5% | 46 / 8% | 34 / 6% |
| River Parkway Trail | 111 / 20% | 97 / 18% | 58 / 10% | 61 / 11% | 187 / 34% | 38 / 7% |
| Not on 2006 Survey | | | | | | |
| Not on 2006 Survey | | | | | | |

2010 Citizen Survey Results

Capital Projects and Improvements

7. How would you allocate city resources to acquire, develop, construct or maintain the following:

| <i>Building Improvements</i> | More | Same | Less | No Response |
|-------------------------------|-----------|-----------|---------|-------------|
| City Hall | 10 / 2% | 520 / 77% | 46 / 7% | 96 / 14% |
| Community Center | 58 / 9% | 495 / 73% | 25 / 4% | 94 / 14% |
| Senior Center | 55 / 8% | 493 / 73% | 37 / 6% | 87 / 13% |
| <i>Riverdale Park</i> | | | | |
| Group pavilions | 68 / 10% | 473 / 70% | 21 / 3% | 110 / 17% |
| Picnic pavilions | 90 / 13% | 460 / 68% | 17 / 3% | 105 / 16% |
| Splash pad | 60 / 9% | 439 / 65% | 60 / 9% | 113 / 17% |
| Restrooms | 109 / 16% | 448 / 67% | 10 / 2% | 105 / 15% |
| Amphitheater | 58 / 9% | 433 / 64% | 50 / 7% | 131 / 20% |
| <i>Trails</i> | | | | |
| River trail | 207 / 31% | 366 / 54% | 8 / 1% | 91 / 14% |
| Intercity trails | 151 / 22% | 382 / 57% | 20 / 3% | 119 / 18% |
| Trail restrooms | 193 / 29% | 366 / 55% | 9 / 1% | 104 / 15% |
| Trail benches / picnic tables | 207 / 31% | 343 / 51% | 17 / 2% | 105 / 16% |
| <i>Land Acquisition</i> | | | | |
| Land for open space | 154 / 23% | 335 / 50% | 48 / 7% | 135 / 20% |
| Land for parks | 190 / 28% | 313 / 47% | 38 / 6% | 131 / 19% |

2006 Citizen Survey Results

Capital Projects and Improvements

7. How would you allocate City resources to acquire, develop, construct or maintain the following:

| <i>Building improvements</i> | More | Same | Less | No Response |
|------------------------------|-----------|-----------|---------|-------------|
| City Hall | 11 / 2% | 444 / 81% | 46 / 8% | 51 / 9% |
| Community Center | 59 / 11% | 417 / 75% | 28 / 5% | 48 / 9% |
| Senior Center | 40 / 7% | 426 / 77% | 32 / 6% | 54 / 10% |
| <i>Riverdale Park</i> | | | | |
| Group Pavilions | 63 / 11% | 422 / 76% | 5 / 1% | 62 / 11% |
| Picnic Pavilions | 77 / 14% | 407 / 73% | 4 / 1% | 64 / 12% |
| Not on 2006 Survey | | | | |
| Restrooms | 134 / 24% | 344 / 62% | 4 / 1% | 70 / 13% |
| Not on 2006 Survey | | | | |
| <i>Trails</i> | | | | |
| River trail | 182 / 33% | 294 / 53% | 15 / 3% | 61 / 11% |
| Intercity trails | 141 / 26% | 314 / 57% | 19 / 3% | 78 / 14% |
| Trail restrooms | 199 / 36% | 257 / 46% | 15 / 3% | 81 / 15% |
| Not on 2006 Survey | | | | |
| <i>Land Acquisition</i> | | | | |
| Land for open space | 174 / 32% | 234 / 42% | 23 / 4% | 121 / 22% |
| Land for parks | 183 / 33% | 227 / 41% | 21 / 4% | 121 / 22% |

2010 Citizen Survey Results

Capital Projects and Improvements

7. How would you allocate city resources to acquire, develop, construct or maintain the following:

| <i>Streets and Sidewalks</i> | More | Same | Less | No Response |
|---------------------------------|-----------|-----------|-----------|-------------|
| Resurfacing streets | 141 / 21% | 410 / 61% | 23 / 3% | 98 / 15% |
| Additional / improved sidewalks | 213 / 32% | 357 / 53% | 8 / 1% | 94 / 14% |
| Street bicycle lanes | 200 / 30% | 322 / 48% | 50 / 7% | 100 / 15% |
| Golden Spike Park | | | | |
| Group pavilions | 48 / 7% | 455 / 68% | 19 / 3% | 150 / 22% |
| Picnic pavilions | 59 / 9% | 444 / 66% | 20 / 3% | 149 / 22% |
| Restrooms | 75 / 11% | 432 / 64% | 14 / 2% | 151 / 23% |
| New Construction | | | | |
| Parks | 163 / 24% | 334 / 50% | 45 / 7% | 130 / 19% |
| Ball fields | 104 / 16% | 371 / 55% | 61 / 9% | 136 / 20% |
| Soccer fields | 115 / 17% | 358 / 53% | 64 / 10% | 135 / 20% |
| Splash pads | 102 / 15% | 333 / 50% | 102 / 15% | 135 / 20% |
| Skate park | 130 / 19% | 285 / 42% | 124 / 19% | 133 / 20% |

2006 Citizen Survey Results

Capital Projects and Improvements

7. How would you allocate City resources to acquire, develop, construct or maintain the following:

| <i>Streets and Sidewalks</i> | More | Same | Less | No Response |
|---------------------------------|-----------|-----------|-----------|-------------|
| Resurfacing streets | 130 / 24% | 342 / 62% | 7 / 1% | 73 / 13% |
| Additional / improved sidewalks | 185 / 33% | 301 / 55% | 5 / 1% | 61 / 11% |
| Street bicycle lanes | 177 / 32% | 261 / 47% | 45 / 8% | 69 / 13% |
| Golden Spike Park | | | | |
| Group Pavilions | 36 / 6% | 397 / 72% | 9 / 2% | 110 / 20% |
| Picnic Pavilions | 49 / 9% | 382 / 69% | 7 / 1% | 114 / 21% |
| Restrooms | 65 / 12% | 373 / 67% | 6 / 1% | 108 / 20% |
| New Construction | | | | |
| Parks | 156 / 28% | 267 / 48% | 32 / 6% | 97 / 18% |
| Ball fields | 93 / 17% | 290 / 52% | 59 / 11% | 110 / 20% |
| Soccer fields | 58 / 11% | 273 / 49% | 116 / 21% | 105 / 19% |
| Not on 2006 Survey | | | | |
| Not on 2006 Survey | | | | |

2010 Citizen Survey Results

Land Use and Development of the City

8. How do you rate the **commercial** land use development (shopping, offices) in the city?

| | Excellent | Good | Fair | Poor | No Response |
|---------------------------------------|-----------|-----------|---------|---------|-------------|
| Quality of appearance | 230 / 34% | 349 / 52% | 43 / 6% | 12 / 2% | 38 / 6% |
| Improving access to services/shopping | 189 / 28% | 369 / 55% | 52 / 8% | 10 / 1% | 52 / 8% |

9. How do you rate the **residential** land use development in the city?

| | Excellent | Good | Fair | Poor | No Response |
|-------------------------------------|-----------|-----------|-----------|---------|-------------|
| Quality of appearance | 134 / 20% | 394 / 59% | 75 / 11% | 14 / 2% | 55 / 8% |
| Improving your neighborhood's image | 122 / 18% | 350 / 52% | 106 / 16% | 34 / 5% | 60 / 9% |

General Quality of Life

13. Overall, how do you rate Riverdale City services?

| | Excellent | Good | Fair | Poor | No Response |
|--|-----------|-----------|---------|--------|-------------|
| | 315 / 47% | 311 / 46% | 16 / 3% | 1 / 0% | 29 / 4% |

2006 Citizen Survey Results

Land Use and Development of the City

5. How do you rate the commercial land use development (shopping, offices) in the City in the past 12 months?

| | Excellent | Good | Fair | Poor | No Response |
|---------------------------------------|-----------|-----------|----------|---------|-------------|
| Quality of appearance | 185 / 33% | 303 / 55% | 31 / 6% | 4 / 1% | 29 / 5% |
| Improving access to services/shopping | 120 / 22% | 302 / 55% | 73 / 13% | 18 / 3% | 39 / 7% |

6. How do you rate the residential land use development in the City in the past 12 months?

| | Excellent | Good | Fair | Poor | No Response |
|-------------------------------------|-----------|-----------|----------|---------|-------------|
| Quality of appearance | 112 / 20% | 311 / 57% | 68 / 12% | 11 / 2% | 50 / 9% |
| Improving your neighborhood's image | 93 / 17% | 281 / 51% | 98 / 18% | 30 / 5% | 50 / 9% |

General Quality of Life

11. Overall, how do you rate Riverdale City services?

| | Excellent | Good | Fair | Poor | No Response |
|--|-----------|-----------|---------|--------|-------------|
| | 257 / 46% | 253 / 46% | 12 / 2% | 3 / 1% | 27 / 5% |

2010 Citizen Survey Results

Demographic Information

17. Please tell us age group and gender:

| Age group | | Male | Female |
|--------------------------------|-----------|-----------|-----------|
| 24 & under | 28 / 4% | 8 / 26% | 23 / 74% |
| 25-34 | 95 / 14% | 30 / 30% | 70 / 70% |
| 35-44 | 96 / 14% | 30 / 30% | 71 / 70% |
| 45-59 | 188 / 27% | 109 / 49% | 112 / 51% |
| 60 & over | 293 / 41% | 177 / 48% | 191 / 52% |
| Gender Totals (all age groups) | | 354 / 43% | 447 / 57% |

18. Please tell us the geographical area in which you live:

| East of Weber River | West of Weber River, South of Riverdale Road | West of Weber River, North of Riverdale Road | No Response |
|---------------------|--|--|-------------|
| 69 / 10% | 172 / 26% | 419 / 62% | 12 / 2% |

19. Do you have children in your household under 18?

| Yes | No | No Response |
|-----------|-----------|-------------|
| 221 / 33% | 429 / 64% | 22 / 3% |

20. How long have you been living in Riverdale City?

| Less than 1 year | 1 to 5 years | 5 to 10 years | 10 to 15 years | 15 + years | No Response |
|------------------|--------------|---------------|----------------|------------|-------------|
| 35 / 5% | 127 / 19% | 119 / 18% | 109 / 16% | 270 / 40% | 12 / 2% |

21. Are you a:

| Renter | Home Owner | No Response |
|---------|------------|-------------|
| 56 / 8% | 600 / 89% | 16 / 3% |

2006 Citizen Survey Results

Demographic Information

15. Please tell us how many in your household participated in filling out this survey, list the number in each age group and their corresponding gender:

| Age Group | | Male | Female |
|---------------------------------|-----------|-----------|-----------|
| 24 & Under | 33 / 5% | 15 / 38% | 25 / 62% |
| 25-34 | 125 / 19% | 55 / 41% | 78 / 59% |
| 35-44 | 86 / 13% | 40 / 43% | 52 / 57% |
| 45-59 | 176 / 27% | 82 / 47% | 94 / 53% |
| 60 & Over | 241 / 36% | 111 / 46% | 131 / 54% |
| Gender Totals (all age groups): | | 303 / 44% | 380 / 56% |

16. Please tell us the geographical area in which you live:

| East of Weber River | West of Weber River, South of Riverdale Road | West of Weber River, North of Riverdale Road | No Response |
|---------------------|--|--|-------------|
| 45 / 8% | 133 / 24% | 339 / 62% | 35 / 6% |

17. Do you have children in your household under 18?

| Yes | No | No Response |
|-----------|-----------|-------------|
| 176 / 32% | 345 / 62% | 31 / 6% |

18. How long have you been living in Riverdale City?

| Less than 1 year | 1-5 years | 5-10 years | 10-15 years | 15+ years | No Response |
|------------------|-----------|------------|-------------|-----------|-------------|
| 40 / 7% | 133 / 24% | 103 / 19% | 49 / 9% | 206 / 37% | 21 / 4% |

19. Are you a:

| Renter | Home Owner | No Response |
|---------|------------|-------------|
| 45 / 8% | 482 / 87% | 25 / 5% |

CITY SURVEY 2010 SCHEDULE

August 1st

- Finalize the survey questions

August 15th

- Begin layout work

September 1st

- Contact Post Office to check stats of carrier route changes.

September 5th

- Contact Ellis Printing to order color paper for survey and envelopes.

September 6th

- 2006 Survey draft prepared.

September 8th

- Finalize survey proof.
- Take survey to Ellis Printing for printing.

September 14th

- Pickup printed survey's from Ellis Printing.
- Take survey to The Mail Room for stuffing and mailing.

September 15th

- Surveys mailed to residents by The Mail Room.

September 30st

- Date requested for surveys to be returned by residents.

November 18th

- Preliminary survey report prepared for Strategic Planning Meeting.

December 1st

- Overall survey results printed in the December City Newsletter.

January 31st

- Final survey report prepared.

Riverdale City
Capital Improvement Plan

Projects by Department

| Department | Priority | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|---------------------------------------|----------|----------|-----------|-----------|----------|-----------|-----------|------|
| Business Administration | | | | | | | | |
| EOC upgrades to phone/IT at Fire | | | \$35,000 | | | | | |
| Recarpet Civic Center | | | ????? | | | | | |
| Replace Front Doors at Civic Center | | | ????? | | | | | |
| Business Administration Total | | \$0 | \$35,000 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Legal | | | | | | | | |
| New carpet, chairs in Court Room | | | \$30,000 | | | | | |
| CDBG Total | | \$30,000 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| City Administration | | | | | | | | |
| Reserve for possible new City Offices | | | | | | | | |
| Emergency Preparedness | | | \$42,500 | | | | | |
| Reserve for Land Acquisition | | | | | | | | |
| City Administration Total | | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Community Services | | | | | | | | |
| Community Services Total | | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Fire | | | | | | | | |
| Extraction Equipment | | | | \$50,000 | | | | |
| Replace E41 Fire Engine | | | \$450,000 | | | | | |
| Ambulance Replacement | | | | \$150,000 | | \$150,000 | | |
| Replace Chief's truck | | | | | \$35,000 | | | |
| Addition to truck bay and parking | | | | | | | \$260,000 | |
| Remodel Fire Station | | | | | | | | |
| Fire Total | | \$0 | \$450,000 | \$200,000 | \$35,000 | \$150,000 | \$260,000 | \$0 |

Riverdale City
Capital Improvement Plan

Projects by Department

| <i>Department</i> | <i>Priority</i> | <i>2014</i> | <i>2015</i> | <i>2016</i> | <i>2017</i> | <i>2018</i> | <i>2019</i> | <i>2020</i> |
|-------------------|-----------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | | | | | | | | |
| | | | | | | | | |

Riverdale City
Capital Improvement Plan

Projects by Department

| <i>Department</i> | <i>Priority</i> | <i>2014</i> | <i>2015</i> | <i>2016</i> | <i>2017</i> | <i>2018</i> | <i>2019</i> | <i>2020</i> |
|--|-----------------|------------------|------------------|------------------|-------------|-------------|------------------|-------------|
| Parks and Trails | | | | | | | | |
| Playground at upper Riverdale Park | | | \$90,000 | | | | | |
| Playground at lower Riverdale Park | | | | | | | \$100,000 | |
| River Restoration | | \$500,000 | \$250,000 | | | | | |
| Pickleball Courts | | \$100,000 | | | | | | |
| Parks Total | | \$600,000 | \$340,000 | \$0 | \$0 | \$0 | \$100,000 | \$0 |
| Police | | | | | | | | |
| Patrol Car | | \$525,000 | | | | | | |
| Police Fleet Replacement, 13 cars, 1 truck | | | \$90,000 | | | | | |
| Video File Server | | | | \$25,000 | | | | |
| Replace Animal Control Truck | | | | | \$37,000 | | | |
| Finish Police Dept. Basement | | | \$90,000 | | | | | |
| Replace 2 Motorcycles | | | | \$130,000 | | | | |
| Remodel Station | | | | | | | | |
| Admin Vehicles | | | | | | | | |
| Generator for Police Bldg | | \$50,000 | | | | | | |
| Police Total | | \$575,000 | \$180,000 | \$192,000 | \$0 | \$0 | \$0 | \$0 |

Riverdale City
Capital Improvement Plan

Projects by Department

| Department | Priority | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|--|----------|----------|----------|----------|----------|---------|------|------|
| Sewer | | | | | | | | |
| CFP Project 7 - Riverdale Road - Check City - Wasatch Front Bldg, Pipe Liner | | | | | | | | |
| CFP Project 8 - 4375 S 800 W - Spot Liner | | | | | | | | |
| CFP Project 9 - South Weber Drive - Pipe Liner | | | | | | | | |
| CFP Project 10 - 575 W to end of Cul-de-sac on 5350 S. Street | | | | | | | | |
| CFP Project 11 - 564 W 575 W on 5400 S, Pipe Liner | | | | | | | | |
| CFP Project 12 - 575 W to end of Cul-de-sac on 5300 S Street | | | | | | | | |
| CFP Project 13 - 561 W 5275 S Street, Pipe Liner | | | | | | | | |
| CFP Project 14 - 575 W to end of Cul-de-sac on 5300 S Street | | | | | | | | |
| CFP Project 15 - 5175 S to 5375 S on 575 W Street - Pipe Liner | | | | | | | | |
| CFP Project 16 - 4865 S 600 W Street - Pipe Liner | | \$28,000 | \$27,100 | | | | | |
| CFP Project 17 - 720 W to 700 W on 4350 S Street, New Piping | | \$42,000 | | | | | | |
| CFP Project 18 - 720 W to 751 W on 4350 S Street, New Piping | | | | | | | | |
| CFP Project 19 - 3860 S 700 W Street, Spot Liner | | \$7,000 | | | | | | |
| CFP Project 20 - 4350 S 700 W Street, Spot Liner | | \$6,000 | | | | | | |
| CFP Project 21 - 783 W 4300 S Street, Spot Liner | | \$6,000 | | | | | | |
| CFP Project 22 - Interstate I-84, Pipe Liner | | | \$41,500 | | | | | |
| CFP Project 23 - 775 W 4375 S Street, New Piping | | \$15,000 | | | | | | |
| CFP Project 24 - 1241 W 4575 S Street, Spot Liner | | \$6,000 | | | | | | |
| CFP Project 25 - 5109 S to 5100 S on 1200 W Street, New Piping | | \$26,000 | | | | | | |
| CFP Project 26 - 1219 W 5050 S to 1150 W Intersection, New Piping | | \$86,000 | | | | | | |
| CFP Project 27 - 1200 W 5100 S to 5116 S 100 W Street, New Piping | | \$78,000 | | | | | | |
| CFP Project 28 - 5175 S 1200 W Intersection, Spot Repair | | | | \$25,100 | | | | |
| CFP Project 29 - 950 W to 739 W on 4300 S Street, Pipe Liner | | | \$27,000 | | | | | |
| CFP Project 30 - 739 W to 783 W on 4300 S Street, Pipe Liner | | | \$33,600 | | | | | |
| CFP Project 31 - 827 W 4300 S Street, Spot Liner | | | | \$5,800 | | | | |
| CFP Project 32 - 739 W 4300 S Street, New Piping | | \$34,000 | | | | | | |
| CFP Project 33 - 4399 S to 4375 S on 950 W Street, Pipe Liner | | | | | \$29,600 | | | |
| CFP Project 34 - 4374 S to 4377 S on 950 W Street, Pipe Liner | | | | | \$22,800 | | | |
| CFP Project 35 - 4375 S to 4350 S on 950 W Street, Pipe Liner | | | | | \$31,300 | | | |
| CFP Project 36 - 4362 to 4382 S on 900 W Street, Pipe Liner | | | | | \$28,600 | | | |
| CFP Project 37 - 4382 S 900 W Street, Spot Liner | | | | \$5,800 | | | | |
| CFP Project 38 - 4396 S 800 W Street, Spot Liner | | | | \$9,600 | | | | |
| CFP Project 39 - 1190 W 5175 S Street, Spot Repair | | | | | | \$5,800 | | |
| CFP Project 40 - 5175 S 1200 W Street, Spot Repair | | | | | | \$5,800 | | |
| CFP Project 41 - 1571 West Ritter Drive, Spot Repair | | | | | | \$5,800 | | |
| CFP Project 42 - 5250 S 1250 W Street, Spot Repair | | | | | | \$6,100 | | |
| CFP Project 43 - South Weber Drive, Spot Repair | | | | | | \$6,400 | | |

Riverdale City
Capital Improvement Plan

Projects by Department

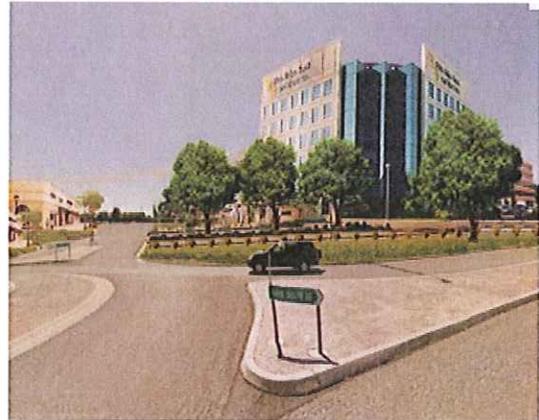
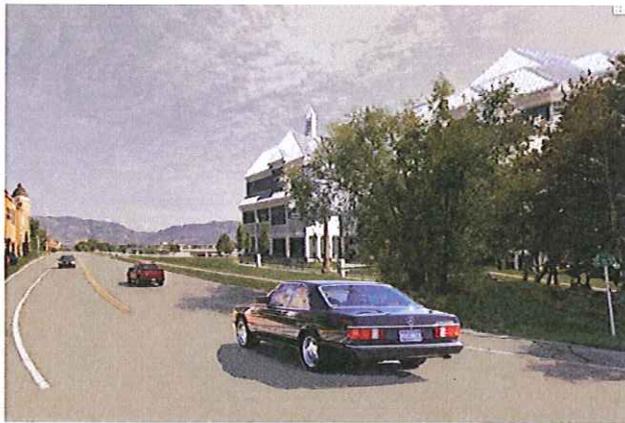
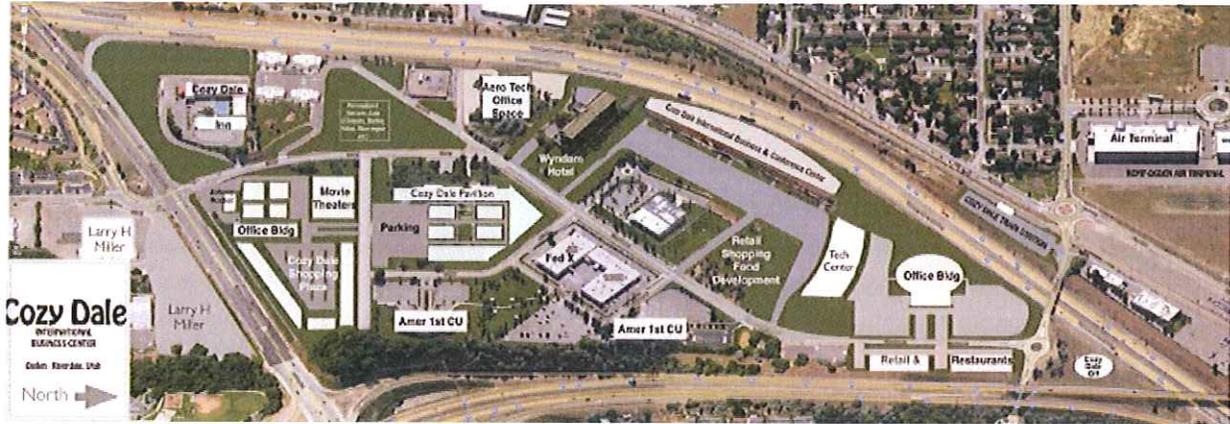
| <i>Department</i> | <i>Priority</i> | <i>2014</i> | <i>2015</i> | <i>2016</i> | <i>2017</i> | <i>2018</i> | <i>2019</i> | <i>2020</i> |
|-------------------|--------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | Sewer Total | \$334,000 | \$129,200 | \$46,300 | \$112,300 | \$29,900 | \$0 | \$0 |

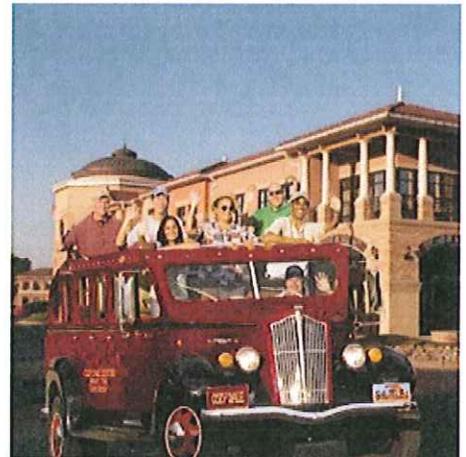
Riverdale City
Capital Improvement Plan

Projects by Department

| Department | Priority | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|----------|--------------------|------------------|------------------|------------------|------------------|------------------|------------|
| Storm Water | | | | | | | | |
| CFP Project 3 - 4350 S Street - Piping and Collection Improvements | | \$90,000 | | | | | | |
| CFP Project 5 - 5175 S - 1200 W Intersection - Piping Collection Improvements | | \$90,000 | | | | | | |
| CFP Project 6 - 4800 S - 1700 W Intersection - Piping & Collection Improvements | | | | \$21,000 | | | | |
| 3800 S - 3900 S. Piping & Collection Improvements | | \$65,000 | | | | | | |
| CFP Project 8 - 4300 S 700 W - Inter. - Piping and Collection Improvements | | \$30,000 | | | | | | |
| CFP Project 9 - 1150 W - 5500 S Intersect & 1106 W 5475 S - Improvements | | | 50000 | | | | | |
| Storm Water Outlet Improvements | | | ? | ? | ? | | | |
| Storm Water Total | | \$275,000 | \$50,000 | \$21,000 | \$0 | \$0 | \$0 | \$0 |
| Streets | | | | | | | | |
| Annual Pavement Repair & Replacement | | | | | | | | |
| Snowplow/Dump Truck | | | | \$150,000 | | | | |
| Streets Total | | \$0 | \$0 | \$150,000 | \$0 | \$0 | \$0 | \$0 |
| Water | | | | | | | | |
| CFP Project 1 - Paint Water Tanks | | \$1,200,000 | | | | | | |
| Waterline at 1500 W. and Riverdale Road | | \$200,000 | | | | | | |
| Tank drain line | | \$30,000 | | | | | | |
| CFP Project 3 - 5400 S - 16" Transmission Pipeline Improvements | | | | | | \$500,000 | | |
| CFP Project 4 - 1700 W Street, Pipeline Upgrade Improvements | | | | | \$70,100 | | | |
| CFP Project 5 - Waterline Connection with Weber Basin | | | | | \$84,800 | | | |
| Replace 6" Line under Freeway | | ? | | | | | | |
| Golf Well re-drilling and abandonment of old well | | | | \$600,000 | | | | |
| Backhoe Replacement | | | \$80,000 | | | | | |
| Radio read meters | | | \$100,000 | \$100,000 | \$100,000 | \$100,000 | \$100,000 | |
| Water Total | | \$1,430,000 | \$180,000 | \$700,000 | \$254,900 | \$100,000 | \$600,000 | \$0 |

West Bench RDA Project Area – Cozy Dale Concepts







COZY DALE BUSES

Made by White Trucks & Buses in the mid 1930's. Restored and upgraded by David Lawson. White had manufacturing roots in Ogden in what was the Thiokol bldg on Hinckley Road north east of the airport.