

# **Emergency Operations Plan**



**December 2025**

**Approved and adopted by the City Council on January 6, 2026**

**Resolution No. 2, Series 2026**

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### Section 1: Introduction

The City of Louisville, Colorado, is committed to ensuring the safety, security, and resilience of its residents, businesses, and visitors. This Emergency Operations Plan (EOP) provides a comprehensive framework for coordinated response and recovery efforts during emergencies and disasters that may impact the city. This plan outlines the roles, responsibilities, and procedures for city departments, partner agencies, and community stakeholders to effectively manage incidents ranging from natural disasters to human-caused events.

This plan is intended to guide preparedness, response, and recovery efforts, minimize the impacts of emergencies, and support a swift return to normal operations. It reflects Louisville’s commitment to proactive planning, community resilience, and the protection of life, property, and the environment.

### Section 2: Executive Summary

The Louisville Emergency Operations Plan (EOP) serves as the foundational document for managing emergencies and disasters within the city and describes the structure and guidelines for managing a major emergency or disaster. It establishes a coordinated approach to emergency response, ensuring that city departments and partner organizations operate under a unified command structure during incidents.

Key objectives of the EOP include:

- Protect life and property through timely and effective response actions.
- Ensure continuity of government and essential services during and after emergencies.
- Coordinate resources and communication among local, regional, and state partners.
- Support community recovery and resilience through structured recovery operations.

By implementing this plan, the City of Louisville enhances its ability to respond to emergencies with agility, transparency, and accountability – ensuring the well-being of the community and the preservation of public trust.

## Section 3: Approval and Implementation

### **Plan Approval and Implementation**

**Upon review and approval of the Louisville City Council, this plan will be officially adopted and promulgated. The approval date will be included on the title page. The plan will be distributed to those city departments, executive members, city personnel, supporting allied agencies and community organizations having assigned primary functions or responsibilities located within the EOP.**

### Plan Supersession

This Emergency Operations Plan (EOP) supersedes all previous City of Louisville EOPs. This current adopted plan, reflects the latest organizational structure, operational protocols, and hazard assessments, ensuring continuity and clarity of roles and responsibilities of leadership during emergencies. Succession planning is embedded throughout the plan to guarantee that critical functions are maintained seamlessly, even in the event of leadership transitions or personnel unavailability.

### Letter of Promulgation and Plan Adoption Resolutions

To: City Official, Employees and Residents

The City of Louisville Emergency Operations Plan (EOP) provides guidance for those with emergency management responsibilities within the City of Louisville. The EOP provides specific guidance to those activated in the event of an emergency in order to save lives, enhance the health and safety of residents, and protect property and the environment. This EOP authorizes the city’s personnel in all its departments to perform their duties before, during, and after an emergency.

This EOP may be activated by the City Manager, who is empowered by city code to exercise any and all of the emergency powers permitted by state and local law. Prior to its issuance, this EOP was reviewed by department representatives that have assigned primary responsibilities for the management and implementation of emergency functions. This EOP will be submitted to the City Council for review, and upon their concurrence, officially adopted and promulgated.

This promulgation shall be effective upon its signing and shall remain in effect until amended or rescinded by further promulgation. The promulgation of this EOP, when supported with appropriate training and periodic updates, may support City of Louisville officials in their efforts to save lives in emergency or disaster situations.

This specific plan has been approved and adopted by the City Council of the City of Louisville on January 6, 2026, under Resolution 2-2026. In addition, an Emergency Disaster Ordinance was adopted on **February 6, 2018, under Ordinance 1753-2018**.



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Diana Langley  
City Manager

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### Revisions

This plan will be updated as conditions change. Minor revisions to update facts, when approved by the City of Louisville City Manager will be accepted without re-promulgation.

<b>Date</b>	<b>Changes</b>
1.06.2026	Originally adopted

### Distribution List

This EOP will be distributed to the City of Louisville City Council, Department Directors, Louisville Fire Protection District, Boulder Valley School District, the Office of Disaster Management for the City of Boulder and Boulder County (Boulder ODM), other participating County agencies, selected state government agencies, selected state and county organizations, American Red Cross and other volunteer organizations, private organizations and other interested individuals.

### Section 4: Emergency Proclamations

Emergency proclamations are normally made when there is an actual incident or event, threat of disaster, or extreme peril to the safety of persons and/or property caused by natural or human-made situations.

#### Local Proclamation of Emergency

Chapter 2.32 – Disaster Emergency Preparedness - of the City’s Municipal Code addresses the procedures to declare a disaster emergency, response powers, and line of succession. A summary is provided below.

- Procedures
  - Mayor – The mayor shall have the power to declare that a disaster emergency exists, when in the mayor’s opinion, such an event has occurred, or the threat of such event is imminent. The declaration of a disaster emergency by the mayor shall be in writing.
  - City Manager - The city manager shall be responsible for publication and dissemination of information to the public and shall file the declaration with the city clerk and forward a copy to the Colorado Division of Emergency Management.
- Response Powers
  - City Manager - The issuance of a declaration of disaster emergency empowers the city manager to exercise any and all of the emergency powers permitted by state and local law, and to promulgate such regulations deemed necessary to protect life and property, to the extent possible, and preserve critical resources.
  - City Council - The city council shall convene to perform its legislative powers as the situation demands and shall receive reports through the city manager and enact policy and other incident support as required.
- Line of Succession
  - Mayor - If the mayor is unable to perform the duties of the mayor set forth in Chapter 2.32 of the Municipal Code, then the duties conferred upon the mayor shall be performed in descending order, as follows:
    - Mayor Pro Tem
    - Councilmember most senior in length of service
  - The city manager shall annually publish a list that reflects the line of succession

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- If the city manager fails to publish and submit such list to the city council, the line of succession of authority to manage a disaster emergency shall include those occupying the following positions in the following order:
  - City manager
  - Deputy city manager
  - Police chief
  - Public works director
  - Finance director

### **State Proclamation of Emergency**

The Governor’s power to declare a state of emergency comes from the Colorado Disaster Emergency Act (C.R.S. § 24-33.5-701 et. seq.). After assessing the situation and consultation with various agencies to assess the severity and scope of the situation, the Governor issues an Executive Order declaring a state of emergency. The Executive Order describes the nature of the emergency, specifies the geographic area affected, activates the state’s emergency operations plan, and may authorize the use of state resources.

### **Presidential Proclamation of Emergency**

The Governor 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.

### **Declaration of Emergency**

In some cases, the President may make a Declaration of Emergency instead of a Disaster. An Emergency Declaration unleashes the support from multiple state and 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 financial recovery assistance.

### **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.

### Section 5: Notifications

#### 1. Emergency notification and activation of the Department Operations Center (DOC) or Emergency Operations Center (EOC):

In an Emergency and upon activation of the Department Operations Center (DOC) for the City of Louisville only, or activation of the Emergency Operations Center (EOC) for Boulder County Office of Disaster Management, notifications will be sent to staff via AlertMedia.

The City of Louisville maintains a comprehensive Crisis Communications Plan designed to ensure clear, timely, and coordinated messaging during emergencies. This plan can be activated to support internal communications with staff, as well as external notifications to the broader community and key partners. It does not replace Boulder County’s alerting systems nor the process in which emergency notifications are distributed.

As conditions warrant, additional outreach to verify all appropriate personnel and agencies have been contacted may be necessary. (See next two pages for the Key Staff City of Louisville Activation Chart).

#### 2. Notifications

In the event that public notification is necessary, there are various manners in which residents may be notified. These may include:

- City Alerts via GovDelivery to those signed up to receive notifications from the city
- BOCO Alerts
- Reachwell App
- BOCO Info
- Wireless Emergency Alerts (WEA)
- NOAA Weather Radios
- City social media
- Louisville Police Department PA Systems
- Emergency Alert System (EAS)
- Outdoor Warning System
- Local Media

### 3. Emergency Alert Terminology

#### Alert Severity:

- **Advisory** – Information about an emergency situation that is likely to impact communities.
- **Warning** – Prepare to take action, or take immediate action if you need extra time to mobilize.
- **Order** – Take immediate action due to an imminent life threat.

#### Actions:

- **Climb to Higher Ground** – A directive to move to a location nearby that is higher than your current position.
- **Evacuation** – A directive to leave the area immediately.
- **Shelter in Place** – A directive to remain indoors until the situation is resolved.
- **Missing/Endangered Person** – Information about a missing or endangered person that is shared to increase community awareness.
- **All Clear** – Follow-up information issued after officials have determined the hazard no longer presents a threat to the community.

### 4. Key Staff Activation List/City Council

The city maintains a dedicated and up-to-date contact list specifically for core members of the response operations team to ensure reliable communication during emergencies. This list is managed separately from general staff directories and includes essential details such as names, roles, phone numbers, and email addresses. It is reviewed and updated annually to reflect any organizational changes, and is also revised immediately whenever position transitions occur. The contact list includes members from the following departments/groups.

- **City of Louisville Employees**
  - City Manager and Deputy City Manager
  - Public Works
  - Human Resources
  - Finance
  - Communications
  - Information Technology
  - Police Department
  - City Clerk
  - Community Development

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- Cultural Services
- City Council Elected Officials
  - City Mayor
  - Wards 1, 2, and 3
- City Attorney’s Office

The City also maintains an up-to-date contact list for partners and resources. These partners include:

- Louisville Fire Protection District
- Boulder Valley School District
- County Related Disaster Emergency Contacts
  - Office of Disaster Management
  - Sheriff
  - Public Health
  - Health & Human Services
- State Emergency Partners
- Local Hospitals

## Section 6: Basic Plan

### 1. Intent

The City of Louisville Emergency Operations Plan (EOP) establishes the structure for a coordinated response to various types of natural, technological and manmade emergencies as well as disasters or terrorist attacks. It has been developed in accordance with the requirements for local emergency planning established under the State of Colorado Disaster Emergency Act of 2018 (under HB 18-1394) and is aligned with the National Response Framework (NFR) and the National Incident Management System (NIMS). The plan meets the requirements of other State and Federal guidelines for local emergency management plans and programs.

Since disasters differ in important ways, it is impossible to plan for every contingency, the key intent of this plan is to provide a means to utilize all available resources to:

- MITIGATE or prevent potential emergencies or disasters when possible;
- PREPARE to deal efficiently with the effects of emergency events;
- RESPOND to the incident to save lives and protect property, to the extent possible; and

- RECOVER rapidly from the incident.

All City departments tasked in this plan are responsible for developing and maintaining operating procedures and providing training necessary for implementing the assigned duties and functions outlined in this document.

A vital component of this plan is individual and family emergency preparedness. Local officials and relief workers will be on the scene after a disaster and will not be able to reach everyone immediately. Individuals could get help in hours, or it may take days. Basic services such as electricity, gas, water, sewage treatment and telephone service may be cut off for days, even a week or longer. Families may need to evacuate at a moment's notice.

To promote individual and family emergency preparedness, the City advises residents to prepare an Emergency Kit with essential food, water and supplies for a minimum of three days (72 hours) per person, and a similar amount for any pets.

The EOP is to be used when a situation calls for multiple City departments, if outside resources are not needed, to integrate into a single command structure in which identified personnel will respond to the City's Department Operations Center (DOC). During these situations, should an incident escalate beyond the capabilities of the City, the City leadership will coordinate with Boulder ODM for assistance as appropriate. Should this situation occur, identified City of Louisville personnel will respond to the appropriate County Emergency Operations Center (EOC) as staffing allows.

### 2. Purpose and Mission

The City of Louisville provides service to the community, which lies within Boulder County. Boulder County has its own Emergency Operations Plan (EOP). The City of Louisville's Emergency Operations Plan (EOP) is designed to help employees and community members be better prepared. The City of Louisville will integrate portions of Boulder County's EOPs when appropriate.

This plan describes the emergency management procedures for the City of Louisville and delineates roles and responsibilities during disasters or emergencies for City departments with the main goal of protecting life and property. The mission is outlined as follows:

- a. To coordinate all emergency management protocols in an effort to protect people, property to the extent possible, economy and the environment of the City of Louisville.

- b. This plan is applicable to all natural, technological and human-made disasters. It provides a basis for incorporating all individuals and organizations with disaster responsibilities into the emergency program, continuity of government and a guideline for local preparedness, response and recovery operations.
- c. This plan follows the State of Colorado’s Emergency Operations Plan guidelines.
- d. This plan stands alone while also sharing general emergency management planning concepts with neighboring jurisdictions including Boulder County.

### 3. Scope

The Louisville EOP uses the all-hazard approach which addresses a full range of complex and constantly changing requirements in anticipation of/or in response to threats or acts of major disasters (natural, technological, or biological), terrorism and other emergencies. The Louisville EOP does not specifically address long-term reconstruction, redevelopment or mitigation but it does delineate the incident management roles and responsibilities of City departments and other entities involved in emergency management.

### 4. Continuity of Government

The purpose of the Continuity of Operations Plan (COOP) is to provide a means of ensuring the continuity and preservation of the City of Louisville government during a major emergency or disaster. Disasters can interrupt, paralyze, or destroy the ability of local government to carry out its functions. Therefore, it is important for each level of government to have the capability to preserve, maintain and reconstitute its ability to carry out essential functions. A separate COOP has been completed and updated by each City of Louisville Department Head and maintained to ensure the continued function of local government.

### 5. Legal Authorities

#### **Federal**

- a. Robert T. Stafford Disaster Relief and Emergency Assistance Act and Amendments (Volume VI Public Law 93-288 as amended by Public Law 100-707)
- b. National Response Framework
- c. Homeland Security Act and Information Sharing Act of 2002

- d. Homeland Security Presidential Directive 5, Management of Domestic Incidents
- e. Homeland Security Presidential Directive 8, National Preparedness
- f. National Incident Management System (NIMS)

Standards of Good Practice: National Fire Protection Agency 1600, Disaster/Emergency Management and Business Continuity Programs, the Emergency Management Standard by the Emergency Management Accreditation Program (EMAP) and the Community Planning Guide CPG 101 v2 located online under: <https://www.fema.gov/media-library/assets/documents/25975>

### **State**

- a. Colorado Disaster Emergency Act of 2018 (24-32-2107, et. seq., C.R.S. 1992), Colorado
- b. Colorado State Emergency Operations Plan

### **County/Local**

- a. Joint Agreement Establishing Office of Emergency Management between the County of Boulder, Colorado and the City of Boulder, Colorado, 1993. (Agreement revised February 15, 2005).
- b. City of Louisville Ordinance 1753-2018 adopting the City’s Disaster Emergency Preparedness municipal code

## **6. Multi-Agency Coordination**

A key component of National Incident Management System (NIMS) and Incident Command Structure (ICS) is the Multi-Agency Coordination System (MACS). As the name implies, MACS provides the structure to support incident management policies and priorities, facilitate logistics support and resource tracking, inform resource allocation decisions using incident management priorities, coordinate incident-related information and coordinate interagency and intergovernmental issues regarding incident management policies, priorities and strategies.

In Boulder County, the MACS activities will be conducted from the Boulder Emergency Operations Center (BEOC). The EOC positions which would need to be filled would include: EOC Manager, Planning Section and Logistics along with the “Core” Emergency Support Functions (ESFs).

The Core ESFs are identified as ESF 1A – Transportation, ESF 1B – Evacuations, ESF 2A – Communications, ESF 2B – Warning, ESF 3 – Public Works, ESF 5- Situational Awareness, ESF 6 – Mass Care, ESF 8 – Public Health, ESF 13 – Public Safety and ESF 15 – External Affairs. Other ESFs may be added as needed.

As staffing allows, members of the City of Louisville or the Louisville Police Department shall respond and fill an EOC role. Typically, the City’s Communications Manager will respond and fill their role. NOTE: Should the DOC be activated in the City of Louisville, identified City employees shall respond to the City to provide support. This would include the Manager from the City’s Communications Division. Finance, under the lead of the Finance Director, will be responsible for tracking City-related expenses, to include the coordination of Finance in support to the EOC or while assigned in the DOC.

### 7. National Weather Service

The National Weather Service provides the guide for weather advisories, watches and warnings when a threat is present. The NWS also launches Emergency Activation System warnings on television and radio to warn the public of any dangers. City officials monitor the NWS and also obtain crucial information from Boulder ODM. Information provided is forwarded in a timely manner to appropriate City Staff.

### 8. Definitions

**Emergency Operations Center (EOC)** – Emergency Operations Center means the **facility** used to coordinate response among agencies which shall be staffed by emergency management resources, various law enforcement agencies, fire, public works, communications, City Managers and many more entities.

At times, the Boulder Emergency Operations Center (BEOC) may be staffed by City of Louisville department representatives and government officials. The BEOC is co-located with the Boulder County E-911 center and is designed for continuous operations. The decision to activate the BEOC is made by the Boulder County Sheriff, Boulder County Commissioner(s), Boulder Police Chief, Boulder Fire Chief, Boulder City Manager, or the Boulder Director of the Office of Disaster Management. Activation of the BEOC shall be supported by the necessary emergency support functions (ESFs) required to respond to the incident. City of Louisville Department Heads or their designees may not be able to fill an ESF position.

The BEOC is the physical location where the incident management functions of Multi-Agency Coordination and Area Command are conducted. The actual address is: 3280 Airport Road, Boulder, Colorado. It is co-located in the Boulder County E-911 center and is designed for continuous operations.

**Emergency Support Functions (ESFs)** – Emergency Support Functions (ESFs) positions are utilized in Emergency Operations Centers (EOCs) when needed for emergency management. The ESFs provide support, resources, program implementation and services which are most likely needed to save lives, protect property and the environment, restore essential services and critical infrastructure and help communities return to normal operations following a catastrophe or disaster.

**Incident Command System (ICS)** – An ICS is a standardized approach to the command, control and coordination of emergency response providing a common hierarchy within which responders from multiple agencies/departments can be effective.

**National Incident Management System (NIMS)** – Under this doctrine, NIMS provides a common, nationwide approach to enable the whole community to work together to manage all threats and hazards. NIMS applies to all incidents, regardless of cause, size, location or complexity.

**Department Operations Center (DOC)** – Department Operations Center - may be virtual, physical, or a hybrid - means the facility used to coordinate response among departments within the City of Louisville in the event of a catastrophe or disaster. It may be utilized at other times dependent upon the situation. The decision to activate the DOC is made by the City of Louisville City Manager, the Chief of Police, or the Louisville Fire Protection District Chief.

Many incidents which occur in the City of Louisville are handled by field incident command and there is no need for the DOC to be activated. There are other incidents where a DOC activation is appropriate, even though an incident command system may not be needed in the field. Significant events which affect Boulder County will likely require a field incident command, the activation of the Louisville DOC, and a county EOC activation.

The Louisville Police Department building may serve as the EOC for the City of Louisville.

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

**Disaster** - As defined by Colorado Revised Statutes 24-33.5-703 disaster means "the occurrence or imminent threat of widespread or severe damage, injury or loss of life or property resulting from any natural cause or cause of human origin, including but not limited to fire, flood, earthquake, wind, storm, wave action, hazardous substance incident, oil spill or other water contamination requiring emergency action to avert danger or damage, volcanic activity, epidemic, air pollution, blight, drought, infestation, explosion, civil disturbance, hostile military or paramilitary action, or a condition of riot, insurrection, or invasion existing in the state or in any country, city, Town, or district in the state."

**Emergency** - The Robert T. Stafford Disaster Relief and Emergency Assistance Act defines an emergency as "any other occasion or instance for which the President determines that Federal assistance is needed to supplement local, State and tribal efforts to save lives and to protect property and public health and safety or to lessen or avert the threat of a catastrophe in any part of the United States."

**Mitigation** – Mitigation activities are designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during or after an incident. Mitigation measures are often developed in accordance with lessons learned from prior incidents. The National Response Framework distinguishes between hazard mitigation and incident mitigation. Hazard mitigation includes any cost-effective measure which will reduce the potential for damage to a facility from a disaster event. Measures may include wildfire mitigation, zoning and building codes, floodplain property acquisitions, home elevations or relocations and

analysis of hazard-related data. Incident mitigation involves actions taken during an incident designed to minimize impacts or contain the damages to property or the environment.

**Planned Event** - A planned event is one in which the basic structure is understood well in advance, allowing for pre-planning of resources and a response framework. Examples may include political rallies, demonstrations, sporting events and significant community activities. Such processes may involve efforts at all levels of government and between government and private sector and non-governmental organizations to identify threats, determine vulnerabilities and identify required resources.

**Preparedness** - Preparedness includes the range of deliberate, critical tasks and activities necessary to build, sustain and improve the operational capability to prevent, protect against, respond to and recover from domestic incidents. Preparedness is a continuous process involving efforts at all levels of government and between government and private sector and non-governmental organizations to identify threats, determine vulnerabilities and identify required resources. In the context of the National Response Framework, preparedness is operationally focused on actions taken in response to a threat or incident.

**Prevention** – Prevention involves actions taken to avoid an incident or to intervene to stop an incident from occurring. For the purposes of this Plan, this includes applying intelligence and other information to a range of activities which may include such countermeasures as deterrence operation, security operation, investigations to determine the full nature and source of the threat, public health and agricultural surveillance and testing, and law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending perpetrators.

**Response** – Response activities address the short-term, direct effects of an incident. These activities include: taking immediate actions to preserve life, property and the environment, meeting basic human needs and maintaining the social, economic and political structure of the affected community. Response also includes the execution of emergency operations plans and incident mitigation activities designed to limit loss of life, personal injury, property damage, and other unfavorable outcomes.

**Recovery** – Recovery involves actions and implementation of programs necessary to help individuals, communities and the environment directly impacted by an incident to return to normal where feasible. These actions assist victims and their families, restore institutions to regain economic stability and confidence, rebuild or replace destroyed property, address environmental contamination and reconstitute government operations and services. Recovery actions often extend long after the incident itself. Recovery programs may include hazard mitigation components designed to avoid damage from future incidents.

### 9. Situation

The City of Louisville is included in the Boulder County Hazard Mitigation Plan, which includes the following excerpts:

**Community Profile:** The City of Louisville is a home rule municipality with 8 square miles within the municipal boundaries. The city lies in southeastern Boulder County roughly six miles east of the City of Boulder and 25 miles northwest of Denver. The Louisville area is characterized by generally flat lands and low hills with some gently rolling terrain trending toward Coal Creek and Rock Creek.

#### **Demographics:**

- a. Population: 21,226 (2020 Decennial Census)
- b. Households: 7,963 (2023 ACS 5-yr est.)
- c. Median Household Income: \$149,159 (2023 ACS 5-yr est.)
- d. Housing: 8,929 (2020 Decennial Census)
- e. Education: 68.1% Bachelor’s degree or higher (2023 ACS 5-yr est.)
- f. Race and Ethnicity: 1,737 Hispanic or Latino (202 Decennial Census)
- g. Median Age: 41.8 (2023 ACS 5-yr est.)

**Climatology:** Louisville has a semi-arid climate with cold, dry winters and warm summers, characterized by significant daily temperature fluctuations and low humidity. The average high temperature in July is 87.9 degrees, while the average low temperature in December is 33.1 degrees. The City receives approximately 17 inches of precipitation annually. Louisville can be impacted by the Chinook winds, which are warm, dry and fast-moving winds that descend the eastern slopes of the Rocky Mountains. These winds can cause warm, dry conditions, and may increase the risk of wildfires.

**Hazard Analysis Summary:** This plan is written in a generic, “all-hazards” style which not only covers natural hazards such as wildfires, floods, and winter storms

but mentions human-made and technological hazards as well. In-depth information on these and other hazards is found online within the Boulder County Hazard Mitigation Plan, found at this link: <https://boulderodm.gov/wp-content/uploads/2020/12/hazard-mitigation-plan.pdf>.

### Natural Hazards Common to Louisville

**Flooding:** Local flooding, usually caused by heavy stationary thunderstorms, most often occurs in the spring, summer and possibly even in early fall months. Damage potential is greatest within 20 — 30 vertical feet of an existing streambed. Areas in and below land burned by wildfire have an increased risk of flooding. The main sources of flooding on Coal Creek are heavy thunderstorms in spring and summer. Flooding can become especially severe when these thunderstorms follow rapid snowmelt or prolonged rainy weather.

Boulder County experienced a major flood event in 2013 which also impacted the City of Louisville. During this event, the County Road bridge was washed out, and the Coal Creek Golf Course suffered severe damage, along with other impacts to local infrastructure and facilities.

**Severe weather** - Severe weather produces such events as extreme heat, high winds, snow, ice, heavy rainfall, tornadoes, flooding or a combination thereof. Strong winds, microbursts and downdrafts can create localized damage. Communities within Boulder County have experienced several large severe weather incidents.

**Thunderstorms and Hail** – Thunderstorms are a common weather occurrence in Louisville. They occur mostly during summer months and can produce lightning, heavy rain, strong winds, hail, flash flooding and tornadoes. Lightning associated with dry thunderstorms can also cause wildfires. Severe storms and hail have caused localized flooding, power outages, and other related problems. The hail season runs from March through October.

**Drought** – Even in high moisture years, Colorado rainfall does not produce a consistent, dependable water supply throughout the year. Severe drought results in negative economic consequences for agriculture, forestry, wildlife management, the environment and tourism in Colorado. Recorded drought history includes severe droughts in 1894, 1930-1937, 1976-1977, 2002 and

2012. Wildfire as a result of drought can affect the watershed of the area that supports Louisville water supply.

**Wildfire** – The 2021 Marshall Fire, which resulted in the loss of more than 550 homes in Louisville, and nearly that same amount in the surrounding area, demonstrated the wildfire risk in the grasslands of eastern Boulder County. The fire occurred on December 30, 2021, as a result of extremely high winds over a landscape that had little moisture over the previous fall.

### Other potential hazards for Louisville

**Dam Failure** – Dam failure is a technological threat. There are 24 Class I (High Hazard) and 16 Class II (Moderate Hazard) dams in Boulder County. The failure of any of these dams has the potential of causing extensive property damage and possibly the loss of life. Many of these dams were constructed in the early 1900's, making age a concern.

**Terrorism** – The residents of Louisville and Louisville's public and private infrastructure are at risk for terrorism (domestic and international) and national security incidents. These incidents could take the form of threats and hoaxes, chemical, biological, radiological, nuclear, small-scale conventional weapons or explosives, large improvised explosives or cyber-attacks.

**Hazardous materials** - Hazardous materials used in industry, agriculture and homes pose a daily hazard to people and the environment. Residents are vulnerable to the adverse effects of accidental leakage of hazardous materials or a deliberate act using these materials. BOEM and the Boulder County Local Emergency Planning Committee (LEPC) prepare and maintain the Hazardous Material Incidents Title III Emergency Response Plan which is located: [www.bouldercountyhazmat.org/resources.html](http://www.bouldercountyhazmat.org/resources.html) This plan contains a framework for response arising at any facility required to report under EPA guidelines (storage of hazardous materials above thresholds and subject to planning requirements under Title III of the 1986 Superfund Amendments and Reauthorization Act). In addition, information regarding the Emergency Planning and Community Right-to-Know Act may be found: <https://www.epa.gov/epcra> The steady growth in the use of chemicals has resulted in an increased need to transport these materials. Trucks transporting hazardous materials are restricted to designated routes.

Additionally, hazardous materials may be transported by train along the BNSF line in eastern Louisville.

**Other hazards less likely to affect Louisville:** Although less likely, other hazards include landslides, earthquakes and tornadoes.

### Consequences of Disasters:

Disaster planning is based on the premise that all disasters present similar concerns which demand multi-agency/discipline response at all levels of government and the private sector. Dealing with these concerns is the goal of this EOP. By establishing baseline consequences, stakeholders can be identified, and actions can be taken to address the issue(s).

The following issues are considered primary consequences anticipated in any disaster: loss of human life, injured/ill people, displaced individuals, damaged or destroyed property, loss of emergency and essential services, loss of critical infrastructure, economic damage, financial impact/unplanned expenses, environmental damage/increase health and safety hazards, psychological damage, companion animal issues, livestock and wildlife issues and debris.

### 10. Planning Assumptions

The City of Louisville government must continue to function under all threat, emergency and disaster conditions. Continuity of government/continuity of operations plans shall be developed in accordance with this Plan and the National Response Framework.

- c. Incidents will typically be managed at the City of Louisville government level. Louisville should not plan on the arrival of State or Federal response until approximately 24-72 hours after the incident has concluded.
- d. Personal preparedness and self-help are paramount for the residents of Louisville. The BOEM provides materials and classes to assist the public with personal preparedness activities. In addition, City employees and Louisville residents are occasionally offered Emergency Preparedness training by the Louisville Police Department, Louisville Fire Protection District, and Louisville Recovery and Resiliency Division.
- e. An emergency or disaster can occur at any time and at any location. Warning time available to implement this plan will vary from little or no warning to days or weeks, depending on the type of hazard.

- f. Information sharing occurs across multiple levels of government, the community and private sector. The public expects government to keep them informed, to the extent possible, and to provide guidance and assistance in these situations. When provided information, the public can be expected to make sound personal decisions when presented with clear and concise information.
- g. The premise of the National Response Framework, the State EOP, along with the Boulder Emergency Operations Plan (BEOP) presumes all levels of government share responsibility for working together to prevent, prepare and respond to an emergency or disaster event. This assumption pertains to the recovery state as well.
- h. Local government officials will perform their responsibilities regarding public safety and protection of property. The City has limited staff and resources. City staff will be called upon to perform non-routine tasks in support of disaster response and recovery. Mutual aid may be requested on an as-needed basis.
- i. With the increased possibility of terrorism, any biological or technological incident must be approached as if it could be an act of terrorism.
- j. The National Incident Management System (NIMS), will be used as the incident management system for all levels of response. The Incident Command System (ICS) will also be utilized.
- k. The Boulder County Emergency Operations Center (BEOC) will be requested for incidents which could overwhelm the City's resources or for incidents impacting multiple communities including Louisville.
- l. The City of Louisville shall comply with resource ordering through Boulder County ODM when the situation dictates.

### 11. Concept of Operations

It is the intent of the City of Louisville to reasonably work toward the protection of life, property and the environment from the effects of emergencies or disasters within our community. City of Louisville officials have the primary responsibility for emergency management activities which mitigate hazardous events and for the preparation for, response to and recovery from significant emergency and disaster events which do occur.

The City of Louisville outdoor warning system sirens, operated by Boulder County, are tested regularly. Three sirens are in Louisville, one near the Coal Creek Golf Course along Dillon Road, one on the east side of Hwy 42 north of Empire Road, and

one near the City’s Water Treatment Plant at 1955 Washington Avenue. In 2025, the County installed new technology, which will provide warnings for floods, severe weather, wildfires, or other emergency situations.

Residents or those who work in the City of Louisville should sign up for the BoCoAlerts Emergency Notification System for their mobile phones via the Boulder County ODM.

- a. If a disaster emergency occurs within Louisville, response by the City, emergency agencies and county government(s) concerned will be required. Trained personnel utilizing prearranged plans and procedures will be prepared to make a coordinated effort necessary to meet a threat to life and/or property.
- b. When response to a disaster emergency exceeds City of Louisville government capabilities, assistance may be requested from Boulder County. The City Emergency staff will request the Boulder Emergency Operations Center (BEOC) be activated for incidents which could overwhelm the City’s resources.
- c. The City of Louisville City Manager, the Louisville Chief of Police, or the Louisville Fire Protection District Chief will make and coordinate requests for assistance with the BODM.
- d. This EOP is based on the concept emergency response functions will generally modify the normal daily operation of local government. Day-to-day functions which would not contribute to emergency operations may be suspended for the duration of the emergency and recovery period. Resources normally required for day-to-day operations may be redirected for accomplishment of emergency tasks.
- e. The EOP may be activated fully or in part by the Louisville City Manager, the Louisville Chief of Police, or the Louisville Fire Protection District Chief, as the situation requires.
- f. Essential Department Operations Functions (DOC) for the City of Louisville only and the Essential Support Functions (ESFs) for the County EOC are detailed in the Louisville EOP. Threat specific responses to hazards which impact the City of Louisville are also delineated in the annexes of this plan.
- g. An analysis of the major hazards facing the City of Louisville is provided in the Boulder County Multi-Hazard Mitigation Plan on file with the Boulder Office of Emergency Management.

### 12. Phases of Emergency Management

Below are basic descriptors of the four phases, fully defined in the definitions:

- Mitigation - this involves actions to interdict, disrupt, pre-empt or avert a potential incident. Mitigation includes obtaining homeland security intelligence and law enforcement efforts to prevent terrorist attacks.
- Preparedness – under the NIMS, preparedness encompasses developing plans, training and preparing should a disaster of any nature occur in the City of Louisville.
- Response – the response to address the immediate and short-term actions to preserve life, property, environment and the social, economic and political structure of the community.
- Recovery – involves actions and implementation of programs needed to help residents, businesses and the community return to normal.

### 13. Priorities

The City of Louisville has listed the operational priorities in order of importance:

- I. Save human lives;  
Treat the injured;  
Warn the public;  
Shelter persons in place;  
Evacuate people;  
Shelter and care for those evacuated;  
Save animals – domestic pets and livestock; and  
Coordinate with Public Health Officials.
- I. Protect Property
- II. Protect the Environment
- III. Stabilize the Economy
- IV. Recover and Restore the Community

### 14. Roles and Responsibilities

All City of Louisville Department Directors are responsible for preparing plans and their employees should a disaster occur, providing pertinent disaster training for their employees and developing continuity of operations plans (COOP) for carrying out assigned primary and support duties. Department plans shall adhere to the general principles and structure of the NIMS concept. Department Heads and Managers should take assigned and designated courses per the Louisville Emergency Training Matrix. In addition, Department Directors shall:

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- Identify functions to be performed during an incident and assign responsibility for performing those functions.
- Provide representatives as needed to the Louisville DOC to coordinate emergency response functions with those of other agencies represented therein unless representatives respond to the appropriate County EOC;
- Ensure the DOC or EOC is informed during an incident by reporting events and activities in a timely fashion;
- Maintain complete and accurate records of all incident costs and expenditures to include personnel qualification, time, overtime, vehicle mileage, goods, machine hours and emergency disbursements; and
- Ensure complete and current resource lists and on-call personnel lists are provided to the DOC or EOC in a timely basis to assist in providing resources and personnel for large-scale incidents.

Specific roles are detailed below:

### **City Manager - CoL**

- Serve as the City’s designated Emergency Manager;
- Notify the Mayor; have the Mayor declare a local disaster as appropriate;
- Provide direction to Department Heads before, during and after a disaster;
- Establish/supervise public information from the Public Information Officer (PIO);
- Issue public proclamations relative to emergency disaster matters;
- Activate DOC;
- Authorize and approve emergency, post emergency or disaster recovery operations; and
- If responding to a county EOC activation, serve on and with the Board of Directors who make up the Policy Group. During an emergency, the Board of Directors have the authority to direct resources as necessary.

### **Louisville Chief of Police - CoL**

- Implement the City of Louisville Emergency Operations Plan, either all or in part, as determined by the situation;
- Coordinate efforts related to emergencies, disasters, and incidents of significance;
- Determine critical resource needs and acquire resources;
- Coordinate mutual aid assistance;

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- Activate and operate the DOC as needed;
- Determine the need for evacuation and relocation and establish sites in coordination with the Parks, Recreation and Open Space Director;
- If responding to a county EOC activation, serve on and with the Law Enforcement Leaders who make up the Police Group; and
- Review/update the EOP on a yearly basis.

### **Deputy City Manager - CoL**

- Develop mutual aid assistance agreements;
- Prepare emergency or disaster declarations for issuance by the Mayor as necessary;
- If responding to a county EOC activation, serve on and with the Board of Directors who make up the Policy Group should the City Manager not be available. During an emergency, the Board of Directors have the authority to direct resources as necessary.
- Schedule and conduct local training programs and exercises;
- Maintain liaison with City, County, state and Federal agencies; and
- Review/update the EOP on a yearly basis.

### **Louisville Police Department (LPD) - CoL**

- Provide a member to staff the DOC;
- Under direction of the Command Staff, establish and maintain law and order throughout the City;
- Notify key City officials regarding the nature of the emergency or disaster;
- Issue emergency alerts and directives as needed;
- ~~Assist~~ Coordinate with the Louisville Fire Protection District (LFPD) any search and rescue activities;
- Control traffic and access to the scene of a disaster;
- Establish a unified field command post if required; and
- Initiate evacuation of persons ~~or persons~~ who are or may be threatened by imminent disaster, after advising the City Manager of the need. LPD shall take necessary action to evacuate threatened persons in an emergency situation without consulting the City Manager – however, the LPD will inform the City Manager of their action(s) as soon as possible.

### **Louisville Fire Protection District (LFPD):**

- Provide a member to staff the DOC;

- Notify key City officials regarding the nature of the emergency or disaster;
- Coordinate and direct search and rescue activities;
- Control fires and respond to hazardous material incidents;
- Establish a unified field command post when needed;
- Issue emergency alerts and directives as needed;
- Coordinate aircraft and aviation support as required; and
- Initiate evacuation of persons ~~or persons~~ who are or may be threatened by imminent disaster, after advising the City Manager of the need. LFPD shall take necessary action to evacuate threatened persons in an emergency situation without consulting the City Manager – however, the LFPD will inform the City Manager of their action(s) as soon as possible.

### **Boulder Regional Communications Center:**

- Allocate and manage communication frequencies and resources;
- Issue warnings to the hearing impaired through the TDD system; and
- Maintain coordinated communications for emergency activities through the established BEOC or Louisville DOC.

### **Communications Manager/PIO - CoL**

- Ensure appropriate communications are frequently provided to internal and external customers;
- Coordinate with Boulder County’s Communication Group to support messaging; and
- Provide a member to the DOC or the appropriate EOC.

### **Public Works Director - CoL**

- Provide a member to staff the DOC;
- Develop and implement plans and procedures for the central control and repair of all transportation needed to assist emergency utilization of all City vehicles. Privately owned resources and facilities may be utilized as authorized by the City Manager in accordance with the disaster;
- Advise the City Manager in the establishment of priorities for decontamination, rehabilitation and restoration of damaged City property and other essential facilities necessary to operate local government which contributes to the emergency welfare of the population;
- Coordinate the repair and restoration of water systems, water treatment, wastewater treatment, and wastewater collection systems;

- Emergency shutdown of utilities to prevent damage and monitoring the repair and restoration of utilities including provisions of systems to provide emergency sources of electricity, gas and potable water;
- Assist in facilities protection and emergency repairs to City buildings, streets, utilities and other essential facilities based on the priority.
- Provide damage assessment information to the City Manager on streets, buildings and equipment belonging to the City and under the control of the Public Works Department;
- Provide emergency traffic engineering and traffic control measures in coordination with the LPD;
- Assist in decontamination of City facilities, streets, areas and equipment during a radiological environment or hazardous material spill; and
- Provide direction to the street maintenance supervisors and other supervisors as appropriate.
- Compile necessary paperwork regarding disaster relief assistance which can be presented to the State and Federal Government.

### **Community Development Director - CoL**

- May need to provide a member to staff the DOC;
- Identify significant population concentrations within the City;
- Develop and coordinate a damage assessment system;
- Support any recovery efforts for private properties and businesses; and
- Conduct mitigation studies and make recommendations which will reduce disaster vulnerability.

### **Support Services**

This service area covers Financial Services, Human Resources, and Information Technology

- May need to provide a member or members to staff the DOC;
- Establish and support any behavioral needs for employees;
- Monitor injuries and/or deaths of City employees. Notify City Manager and ensure appropriate documentation is completed and maintained;
- Establish and coordinate a record keeping system which will reflect all disaster-related expenditures and costs; and advise the City Manager on Personnel and Finance matters. Finance should follow appropriate procurement procedures to include Federal procurement procedures based on 2 CFR 200.318.

- Provide all geospatial services requested during and after an emergency or disaster.
- Coordinate data acquisition and management from other cities, counties, and agencies for disaster related data.
- Provide operational support regarding all technology issues.
- Provide communications and IT support by:
  - Providing and identifying the need for additional cellular and telephone service.
  - Provide computer and network troubleshooting.
  - Procure any additional software or hardware needed to support the operations.

### **Parks, Recreation and Open Space Director - CoL**

- May need to provide a member or members to staff the DOC;
- Provide staff members to assist with emergency including clean-up, maintenance, public works assistance, etc.;
- Utilize the Louisville Recreation and Senior Center for disaster relief; and
- Liaison with the American Red Cross.

### **Boulder County Coroner**

- Advise the City Manager, City Council, and the Health Department on matters pertaining to the disposition, handling and identification of the dead;
- Organize mortuary and graves registration support teams;
- Establish a morgue and direct the identification and burial of the dead; and
- Provide information to next of kin concerned deceased individuals.

### **Boulder County Animal Protection Services**

- Boulder County handles all large and small animal evacuations. Agreements are in place through the ~~Boulder County~~ Humane Society of Boulder Valley for household pets.

### **Boulder County Human Services**

- Develop and establish sheltering operations; and
- Coordinate community donations.

### **Boulder County Public Health**

- Coordinate with hospitals and ancillary facilities on evacuation, and response operations.
- Provide support to Louisville on public health needs including planning, response and recovery efforts.

### **American Red Cross**

- Provide emergency nursing care, food and shelter to disaster victims as required;
- Provide clothing and/or personal care articles to disaster victims;
- Provide feeding for operations personnel in the DOC and in the field;
- Register displaced persons and provide information services;
- Register volunteers working disaster operations;
- Provide casualty locate information to the DOC or County EOC as appropriate;
- Assist in damage assessment of private property; and
- Staff Disaster Assistance Centers.

### **Boulder Valley School District**

- Ensure the safety and protection of students and school personnel; and
- Provide transportation (buses) upon request from the EOC or Louisville DOC.

### **City Attorney - CoL**

- Function as the principal legal advisor to the City Manager, City Council, and Department Directors;
- Interpret laws and regulations issued by the Federal and State Government; and
- Prepare and recommend resolutions, proclamations and other legal documents for City Council action.

### **State Government**

The Colorado Division of Emergency Management (CDOEM) is responsible within their statutory CRS 24-33.5-703 to provide assistance and support to local jurisdictions when local resources are unable to cope with an incident of significance. These agencies are responsible for implementing assigned Colorado State Emergency Functions when the State EOP is implemented. The operations role, responsibilities and intra-organizational relationships of State departments are described in detail in the assigned State Emergency Function Annexes.

### **Federal Government**

The Federal government has responsibilities to respond to national emergencies and to provide assistance to states when an emergency or disaster exceeds their resource capability. The Department of Homeland Security has the overall responsibility for the coordination of Federal emergency/disaster relief programs and supporting local and State government capabilities with resources. The roles and responsibilities of Federal resource providers are outlined in the National Response Framework.

### **Non-Governmental Organizations**

Several non-governmental organizations will provide assistance to meet essential needs during an incident. Some organizations with existing memorandums of understanding, memorandums of agreement or mutual aid agreements with the Boulder County have been assigned supporting roles to specific emergency support functions.

### 15. Incident Types

NIMS/ICS establishes the following as an aid to categorize the size and magnitude of an incident. The City will utilize these levels when describing an incident to responders and others within the NIMS/ICS including County/State and/or Federal officials. They are scaled such that a Type V is the least complex and a Type I is the most complex. Below are brief descriptions of Type V – Type I.

**Type V – No DOC or County EOC Activation Necessary** – typically involves one or two single resources with up to six personnel needed to mitigate the incident. An example is a traffic stop or vehicle fire.

**Type IV – DOC or County EOC Activation may be Necessary** – several resources are required to mitigate the incident which is usually limited to one operation period. An example is a small grass fire or multi-vehicle accident.

**Type III – DOC or County EOC Activation may be Necessary** - requirements exceed initial response and multiple agencies may become involved. The incident may extend into multiple operation periods; written IAPs are required for each operation period. An example could involve a large structure fire, a blizzard, flooding or a school hostage situation.

**Type II – DOC and County EOC Activation is Necessary** – this incident extends beyond the capabilities for local control and is expected to last throughout multiple

operation periods. Written IAPs are required for each operation period. The EOC Policy Group has overall oversight of the incident and the County OEM is responsible for the incident complexity analysis. An example could be an act of terrorism or flooding where a significant number of residents are affected.

**Type I – DOC and County EOC Activation is Necessary** - this is the most complex incident type and requires national resources to safely and effectively manage the incident. The County EOC and State EOC are activated; the incident has significant impact on the county; and operations personnel often exceed 500 per operational period. An example could be a pandemic flu situation or widespread hostile actions.

## Section 7: Department Operations Center (DOC)

Based on the current size of the City, the City will typically utilize a DOC strategy rather than filling the ESF positions. A DOC may be virtual, in person, or a hybrid of both. When the Department operations center (DOC) is activated as the City of Louisville's command post, Department Heads or their designee(s) will staff the DOC as appropriate. Shift assignments will be made to maintain 24/7 hours of operation. Typically, the DOC would be staffed in either eight (8) hour or twelve (12) hour shifts with the following departments:

- 1 representative from Louisville PD
- 1 representative from Communications, unless this representative has been sent to the County EOC.
  - The City has a crisis communication team dedicated to communications to staff and the public. Members of this group could be used to support the DOC and communications efforts.
- 1 representative from Public Works
- Possibly 1 representative from Parks, Recreation and Open Space
- Possibly 1 representative from Community Development
- Possibly 1 representative from Finance
- Possibly 1 representative from HR
- Possibly the City Manager, Deputy City Manager, and/or a City Council member as needed.
- Possibly 1 representative from IT

- Information Technology staff will be tasked with setting up the DOC with adequate computers and phones. They will also need to maintain connectivity until the DOC is deactivated.

Individuals staffing the DOC, will remain in their normal roles based on their current assignment per department. Note: All overtime (OT) accrued for a specific incident will be properly documented and tracked.

The goal of the DOC is to assist members in the field with resource needs to include scheduling, food, breaks, and other necessary items/resources needed to get the City back to normal operations. Members of the DOC will also liaison with County EOCs should they be activated.

For a catastrophe or other disaster which is much larger than the City of Louisville can reasonably handle, the majority of City resources may be sent to the field while other resources may be sent to the appropriate County EOC to assist.

Those responding to a County EOC would fill the ESF roles listed on pages 35-36 as appropriate based on their skill level and expertise.

## Section 8: Essential Support Functions (ESF's)

### **Emergency Support Functions Should Response to the County Emergency Operations Center be Necessary**

#### Emergency Support Functions (ESF) Overview

When an emergency or disaster situation occurs, there are certain common types of assistance likely to be required. These common types of assistance have been grouped functionally into areas termed Emergency Support Functions (ESF).

City of Louisville departments and organizations have been assigned responsibilities for developing, implementing, and maintaining these functions. Assignments are made based on the department's programmatic, or regulatory authorities and responsibilities. Emergency Support Function Annexes contain detailed information associated with a specific ESF. In the event a local emergency requires BEOC activation, City of Louisville ESFs will work directly with corresponding County, State, and Federal ESFs.

Departments and agencies are assigned to lead or supporting roles as related to the Emergency Support Functions and the development of the corresponding annexes. The responsibilities of each of these positions are:

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1. Lead – Responsible for planning, coordinating and tasking support departments and agencies in the development of policies, procedures, roles and responsibilities and requirements of the ESF and its operational requirements. Develops and maintains the ESF Annex to this plan.
2. Supporting – Those assigned a supporting role for a given ESF will cooperate with the lead department in carrying out the assigned missions and will cooperate in Emergency Support Function development, training and exercising.

Departments not assigned to specific Emergency Support Functions will serve as a reserve of material and personnel resources, which may be required to perform previously unassigned tasks or supplement other response agencies.

City of Louisville Emergency Support Functions Matrix

City of Louisville Emergency Support Functions Matrix			
		Lead Agency	Support Agency
ESF 1A	Transportation	DPW	Police, Community Development Public Works
ESF 1B	Evacuations	Police	LFPD, BODM, BCSO
ESF 2A	Communications	Information Technology / CoL Communications	Police, BCCC
ESF 2B	Warning	BCCC, Police	ODM, LFPD , CoL Communications
ESF 3	Public Works & Engineering	DPW	Public Works, Community Development
ESF 5	Situational Awareness	Police, LFPD	DPW, BCSO
ESF 6	Mass Care	American Red Cross	Police, PROS, BODM, Boulder County Human Services, Humane Society of Boulder County
ESF 7	Resource Management	Finance/CMO	DPW, City Clerk, PROS
ESF 8	Public Health	Boulder County, LFPD	Police

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ESF 9	Search and Rescue	LFPD	Police
ESF 10	Hazardous Materials	LFPD, Boulder County Haz Mat Response	DPW
ESF 11	Natural Resources & Agricultural Protection	PROS	DPW
ESF 12	Energy and Utilities	DPW	Xcel Energy, Century Link
ESF 13	Public Safety	Police	LFPD, Boulder County Sheriff
ESF 14	Impact Assessment	DPW, Community Development	Finance, Information Technology
ESF 15	External Affairs	CMO, Police	BODM
ESF 16	Education & Public Schools	BVSD	Police
ESF 17	Communications Center	BCCC	BODM
ESF 18	Emergency Medical Services	LFPD	BODM, Local Hospitals, Regional Healthcare Partners
ESF 19	Volunteer & Donations Management	Boulder County Human Services	Cultural Services
ESF 21	Animal Management	Boulder County	PROS
ESF 22	Cultural Resources & Historic Preservation	Cultural Services	Community Development
ESF 23	Community Engagement	Cultural Services	PROS
ESF 24	Coroner	Boulder County Coroner	LFPD, Police
ESF 25	Meteorology	BODM	CMO
ESF 26	GIS/Mapping	Information Technology	Police
ESF 27	Business & Economic Vitality	Community Development	CMO

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ESF 28	Water Resource Infrastructure	Utilities	Utility staff from surrounding agencies
ESF 29	Cybersecurity	Information Technology	BODM
ESF 30	Call Center	CMO	Information Technology, PROS

Agency Key:

BCCC = Boulder County Communications Center  
 BCSO = Boulder County Sheriff’s Office  
 BODM = Boulder Office of Disaster Management  
 CISD = Communication & Information Services Division  
 CMO = Louisville City Manager’s Office  
 DPW = Louisville Department of Public Works and Utilities  
 LFPD = Louisville Fire Protection District  
 PROS = Louisville Parks, Recreation, and Open Space

## City of Louisville – Emergency Operations Plan

ESF 1A: Transportation	
City of Louisville Lead:	Public Works
City of Louisville Support:	Police Department
	Community Development

### Purpose:

The purpose of ESF 1A is to coordinate the use, protection, and restoration of the city’s transportation systems during emergencies. This function ensures that roads, transit routes, and transportation infrastructure remain operational and accessible to support emergency response, evacuation, logistics, and recovery. The Louisville Police Department, Public Works Department, and Community Development Division provide coordinated support for transportation operations.

### Scope:

ESF 1A includes the following responsibilities and activities:

- **Transportation System Monitoring and Management:**  
Monitor the status of roadways, bridges, bike paths, and transit routes. Identify and address transportation disruptions caused by flooding, debris, structural damage, or other hazards.
- **Support for Emergency Response and Evacuation:**  
Coordinate traffic control, route clearance, and access for emergency vehicles. Support ESF 1B (Evacuations) by identifying and maintaining safe evacuation routes and detours.
- **Infrastructure Assessment and Repair:**  
Conduct rapid assessments of transportation infrastructure and coordinate emergency repairs. Public Works leads field operations, while Community Development supports permitting and structural evaluations.
- **Traffic Control and Public Safety:**  
The Louisville Police Department manages traffic control points, road closures, and escorts for emergency convoys. Coordinate with mutual aid partners for large-scale incidents.
- **Support for Mass Care and Logistics:**  
Facilitate transportation of evacuees, emergency personnel, supplies, and equipment. Coordinate with ESF 6 (Mass Care) and ESF 7 (Resource Management) to support sheltering and logistics operations.
- **Public Information and Alerts:**  
Provide timely updates on road closures, detours, and transportation hazards through coordination with the Joint Information System (JIS) and ESF 2B (Warning).
- **Support for Vulnerable Populations:**  
Identify transportation needs for individuals with access and functional needs.

Coordinate with human services and transit providers to ensure inclusive transportation options.

- **Recovery and Restoration:**

Support long-term recovery by prioritizing transportation infrastructure repairs and integrating resilience measures into rebuilding efforts.

- **Coordination with the EOC:**

Maintain communication with the Boulder Office of Disaster Management’s Emergency Operations Center (EOC) to report transportation status, request resources, and support operational planning.

- **Training and Preparedness:**

Participate in planning, training, and exercises to ensure readiness for transportation-related emergencies and interdepartmental coordination.

## City of Louisville – Emergency Operations Plan

ESF 1B: Evacuations	
City of Louisville Lead:	Police Department
City of Louisville Support:	LFPD
Supporting Agencies:	BODM
	BCSO

### Purpose:

The purpose of ESF 1B is to coordinate the safe, timely, and orderly evacuation of individuals from areas threatened by emergencies or disasters. This function ensures that evacuation operations are well-planned, clearly communicated, and executed in a way that prioritizes life safety, particularly for vulnerable populations. The Louisville Police Department leads evacuation coordination, with operational support from the Louisville Fire Protection District (LFPD) and mutual aid agencies.

### Scope:

ESF 1B includes the following responsibilities and activities:

- **Evacuation Planning and Coordination:**  
Develop and maintain evacuation plans, including pre-identified zones, routes, and transportation resources. Coordinate with the Boulder Office of Disaster Management and EOC for activation and support.
- **Incident Command and Field Operations:**  
The Louisville Police Department and LFPD lead field-level evacuation operations, that may include direct-notification, traffic control, and coordination with emergency responders and transportation providers.
- **Public Warning and Instructions:**  
Coordinate with ESF 2B (Warning) to issue evacuation alerts through Everbridge, IPAWS, and other systems. Provide clear, consistent and accessible instructions to the public regarding evacuation routes, timelines, and shelter locations.
- **Transportation Support:**  
Identify and coordinate transportation resources for individuals without access to personal vehicles, including those with access and functional needs. Work with human services and transit providers to ensure inclusive evacuation support.
- **Security and Access Control:**  
Ensure evacuated areas are secured to prevent unauthorized access and protect property. Coordinate re-entry procedures with law enforcement and emergency management.
- **Support for Vulnerable Populations:**  
Prioritize evacuation assistance for individuals with disabilities, older adults, children, and others requiring additional support. Coordinate with human services and community organizations to identify and assist at-risk residents.

- **Shelter Coordination:**  
Coordinate with ESF 6 (Mass Care) to ensure evacuees are directed to appropriate shelters or temporary housing. Provide transportation and logistical support as needed.
- **Mutual Aid and Regional Support:**  
Activate mutual aid agreements with neighboring jurisdictions and regional partners to support large-scale or complex evacuations.
- **Training and Exercises:**  
Conduct regular evacuation drills and tabletop exercises with city departments, schools, care facilities, and community partners to ensure readiness.
- **Documentation and After-Action Review:**  
Track evacuation operations, including routes used, populations moved, and challenges encountered. Contribute to after-action reviews and continuous improvement of evacuation plans.

## City of Louisville – Emergency Operations Plan

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ESF 2A: Communications	
City of Louisville Lead:	Information Technology & CoL Communications
City of Louisville Support:	Police Department
Supporting Agencies:	BCCC

### Purpose:

The purpose of ESF 2A is to ensure the continuity, reliability, and interoperability of communications systems that support emergency response and coordination. Led by the City of Louisville’s Information Technology Department and Communications Department, this function focuses on the setup, maintenance, and support of voice, data, and radio communications infrastructure. Operational control of emergency messaging and dispatch communications is managed by the Boulder County Communications Center (BCCC) and the Boulder Office of Disaster Management (BODM).

### Scope:

ESF 2A includes the following responsibilities and activities:

- **Communications Infrastructure Setup and Support:**  
Deploy and maintain communications equipment and networks to support the EOC, field operations, and mobile command units. Ensure connectivity for phones, internet, radios, and data systems.
- **Interoperability and Redundancy:**  
Ensure interoperability between city, county, and regional communications systems, including radio talk groups, satellite phones, and backup internet solutions. Maintain redundant systems to ensure continuity during outages or system failures.
- **Support to the EOC and Field Operations:**  
Provide technical support for communications systems used in the EOC and by field personnel. Set up workstations, video conferencing, secure networks, and data-sharing platforms.
- **Coordination with Messaging Authorities:**  
Work in close coordination with BCCC and BODM, who are responsible for issuing emergency alerts, dispatch communications, and public warning messages. Ensure systems are functioning to support timely and accurate messaging.
- **Cybersecurity and Network Protection:**  
Implement cybersecurity measures to protect communications infrastructure from cyber threats. Coordinate with ESF 29 (Cybersecurity) to ensure secure and resilient systems.
- **Equipment Inventory and Deployment:**  
Maintain an inventory of communications equipment, including radios, routers,

mobile hotspots, and backup power supplies. Deploy equipment to support incident command posts, shelters, and field operations as needed.

- **Training and Technical Assistance:**  
Provide training and just-in-time support to city staff and emergency responders on the use of communications tools and platforms.
- **Monitoring and Troubleshooting:**  
Monitor system performance and respond to outages or technical issues during emergency operations. Coordinate repairs and vendor support as needed.
- **Preparedness and Planning:**  
Participate in planning, training, and exercises to ensure readiness of communications systems and personnel. Update communications plans and protocols regularly.

ESF 2B: Warning	
City of Louisville Lead:	BCCC & Police Department
	BODM
City of Louisville Support:	Communications
Supporting Agencies:	LFPD

**Purpose:**

The purpose of ESF 2B is to ensure the timely and effective dissemination of emergency warnings and alerts to the public and response partners. Led jointly by the Louisville Police Department, Boulder County Communications Center (BCCC) and the Boulder Office of Disaster Management (BODM), this function supports the activation and coordination of public warning systems to protect life and property during emergencies. The Louisville Communications Department and Louisville Fire Protection District (LFPD) provide operational support and field coordination.

**Scope:**

ESF 2B includes the following responsibilities and activities:

- **Activation of Public Warning Systems:**  
Initiate and manage emergency alerts through systems such as Everbridge, IPAWS (Integrated Public Alert and Warning System), Wireless Emergency Alerts (WEA), Emergency Alert System (EAS), and outdoor warning sirens.
- **Message Development and Approval:**  
Coordinate with the Joint Information System (JIS) and incident command to develop consistent, clear, accurate, and actionable warning messages. Ensure messages are approved and disseminated quickly.
- **Multi-Channel Dissemination:**  
Use multiple platforms to reach the public, including text alerts, phone calls, emails, social media, websites, radio, and television. Ensure redundancy and broad coverage.
- **Support from Local Agencies:**  
The Louisville Police Department and LFPD may assist with field-level warning operations, direct notifications, and mobile PA systems during evacuations or localized threats.
- **Targeted and Accessible Messaging:**  
Ensure alerts are accessible to individuals with disabilities, non-English speakers,

and those with limited access to technology. Use geotargeting and language translation tools where appropriate.

- **Situational Awareness and Monitoring:**  
Monitor evolving threats (e.g., wildfire, flash flooding, hazardous materials, civil unrest) and coordinate with ESF 5 (Situational Awareness) to determine when warnings are needed.
- **Public Education and Preparedness:**  
Promote public awareness of alert systems and encourage residents to sign up for local notifications. Provide guidance on how to respond to different types of alerts.
- **Coordination with the EOC:**  
Maintain direct communication with the BODM EOC to ensure warning operations are integrated into the broader emergency response.
- **Documentation and After-Action Review:**  
Track all warning messages issued, including time, content, and distribution method. Evaluate effectiveness and incorporate lessons learned into future planning.
- **Training and Exercises:**  
Conduct regular training and drills with city and county partners to ensure readiness and interoperability of warning systems and procedures.

## City of Louisville – Emergency Operations Plan

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ESF 3: Public Works & Engineering	
City of Louisville Lead:	Public Works
City of Louisville Support:	Community Development

### **Purpose:**

The purpose of ESF 3 is to coordinate engineering services and public works operations to support emergency response, protect infrastructure, and restore essential services. Led by the City of Louisville’s Public Works Department, with support from Community Development, this function ensures the city’s physical infrastructure is assessed, stabilized, and repaired in a timely and coordinated manner during and after emergencies.

### **Scope:**

ESF 3 includes the following responsibilities and activities:

- **Infrastructure Damage Assessment:**  
Conduct rapid and detailed assessments of public infrastructure, including roads, bridges, buildings, utilities, and drainage systems. Coordinate with Community Development to assess structural safety and code compliance.
- **Debris Management:**  
Plan for and implement debris clearance, removal, and disposal operations to restore access and reduce public health and safety risks. Coordinate with waste management contractors and regional partners as needed.
- **Emergency Repairs and Restoration:**  
Perform or coordinate emergency repairs to restore critical infrastructure and public facilities. Prioritize work based on life safety, access, and continuity of essential services.
- **Utility Coordination:**  
Support restoration of water, wastewater, stormwater, and other utility systems in coordination with ESF 12 (Energy and Utilities). Ensure safe access to utility infrastructure for repair crews.
- **Engineering Support to Response Operations:**  
Provide technical expertise and field support to emergency operations, including site inspections, temporary structures, flood control, and access route clearance.
- **Support to the EOC:**  
Maintain a liaison in the BODM EOC to provide real-time updates, coordinate resource requests, and support operational planning.
- **Permitting and Inspections:**  
Work with Community Development to expedite permitting and inspections for emergency repairs, temporary structures, and rebuilding efforts. Ensure compliance with safety codes and regulations.

- **Public Facility Support:**  
Ensure city-owned buildings and facilities are safe and operational. Support shelter setup, staging areas, and continuity of government operations.
- **Mutual Aid and Contractor Support:**  
Activate mutual aid agreements and coordinate with contractors for additional personnel, equipment, and materials during large-scale or extended incidents.
- **Recovery and Mitigation:**  
Support long-term recovery by contributing to infrastructure repair plans, hazard mitigation projects, and resilient design standards.
- **Training and Preparedness:**  
Participate in emergency planning, training, and exercises to ensure readiness for infrastructure-related emergencies and coordination with other city departments.

## City of Louisville – Emergency Operations Plan

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ESF 5: Situational Awareness	
City of Louisville Lead:	Police Department
City of Louisville Support:	Public Works
Supporting Agencies:	LFPD
	BCSO

### **Purpose:**

The purpose of ESF 5 is to collect, analyze, and disseminate timely and accurate information to support decision-making during emergencies. Led by the Louisville Police Department, with support from the Louisville Fire Protection District (LFPD) and the Boulder County Sheriff's Office (BCSO), this function ensures a common operating picture (COP) is maintained across all response partners through coordinated information sharing and intelligence gathering.

### **Scope:**

ESF 5 includes the following responsibilities and activities:

- **Information Collection and Verification:**  
Gather data from field units, dispatch, public reports, partner agencies, and technical systems (e.g., GIS, weather, traffic, utilities) to build a comprehensive understanding of the incident.
- **Common Operating Picture (COP):**  
Develop and maintain a shared situational display or dashboard that reflects current conditions, resource status, incident impacts, and operational priorities. Ensure updates are accessible to all relevant stakeholders.
- **Field Intelligence and Reporting:**  
Coordinate with law enforcement, fire, and EMS personnel to provide real-time updates from the field. Use patrol units, fire crews, and mutual aid partners to verify reports and assess evolving threats.
- **Coordination with the EOC:**  
Provide situational updates to the BODM EOC, including incident summaries, maps, and status reports. Support the Planning Section in developing Incident Action Plans (IAPs).
- **Threat and Hazard Monitoring:**  
Monitor ongoing threats such as severe weather, hazardous materials, civil unrest, or infrastructure failures. Coordinate with ESF 25 (Meteorology), ESF 10 (HazMat), and other relevant functions.
- **Information Sharing and Interagency Coordination:**  
Facilitate information exchange between city departments, regional partners, and state or federal agencies. Ensure consistent messaging and data integrity across platforms.

- **Public Safety and Operational Briefings:**  
Support the development of briefings for command staff, elected officials, and operational personnel. Provide timely updates to inform tactical and strategic decisions.
- **Documentation and Recordkeeping:**  
Maintain logs, situation reports (SitReps), and other documentation to support after-action reviews, reimbursement, and historical analysis.
- **Technology and Tools:**  
Utilize GIS, CAD, RMS, and other digital platforms to support situational awareness. Coordinate with the City’s IT Department for data visualization and system support.
- **Preparedness and Training:**  
Participate in planning, training, and exercises to ensure readiness for multi-agency coordination and situational awareness functions during real-world incidents.

ESF 6: Mass Care	
Lead Agency:	Boulder ODM
Supporting Agencies:	Red Cross
	Boulder County Human Services
	Humane Society of Boulder Valley
City of Louisville Support:	Police
	Parks, Recreation, and Open Space

**Purpose:**

The purpose of ESF 6 is to coordinate the provision of mass care services—including sheltering, feeding, and emergency assistance—to individuals and families affected by disasters. Led by the American Red Cross, this function ensures that displaced or impacted residents receive essential support in a safe, accessible, and coordinated manner, in partnership with local government, nonprofit organizations, and community-based groups.

**Scope:**

ESF 6 includes the following responsibilities and activities:

- **Emergency Sheltering:**  
Establish and operate emergency shelters for displaced individuals and families. Ensure shelters are safe, accessible, and equipped to meet basic needs, including accommodations for individuals with access and functional needs.
- **Feeding Operations:**  
Provide meals and snacks to shelter residents and emergency workers, either on-site or through mobile feeding units. Coordinate with local food banks, community kitchens, and other partners as needed.
- **Emergency Supplies Distribution:**  
Distribute essential items such as hygiene kits, blankets, clothing, and cleanup supplies to individuals affected by the disaster.
- **Family Reunification Services:**  
Support efforts to reconnect separated family members through tools such as the Red Cross Safe and Well system and coordination with local emergency management and law enforcement.
- **Coordination with the EOC:**  
Maintain communication with the BODM EOC to report shelter status, request resources, and align mass care operations with broader emergency response efforts.
- **Support for Vulnerable Populations:**  
Ensure that mass care services are inclusive and accessible to individuals with

disabilities, older adults, children, non-English speakers, and others with specific needs.

- **Volunteer Management:**  
Coordinate trained volunteers to support shelter operations, feeding, and distribution of supplies. Work with local volunteer organizations and the City of Louisville’s Cultural Services Department as needed.
- **Behavioral Health and Crisis Support:**  
Provide emotional support and crisis counseling in shelters and mass care settings, in coordination with mental health professionals and community partners.
- **Transition to Recovery:**  
Assist shelter residents with transitioning to longer-term housing and accessing recovery resources, including casework, financial assistance, and referrals to community services.
- **Training and Preparedness:**  
Participate in planning, training, and exercises with local partners to ensure readiness for mass care operations and integration with city emergency plans.

## City of Louisville – Emergency Operations Plan

ESF 7: Resource Management	
City of Louisville Lead:	Finance
	City Manager’s Office
City of Louisville Support:	Public Works
	City Clerk
	Human Resources
	Police Department

### Purpose:

The purpose of ESF 7 is to ensure the efficient and coordinated management of resources—including personnel, equipment, facilities, and supplies—required to support emergency response and recovery operations. This function supports the City of Louisville’s ability to sustain operations, meet urgent needs, and facilitate mutual aid and logistical coordination with local, regional, and state partners.

### Scope:

ESF 7 includes the following responsibilities and activities:

- **Resource Identification and Inventory:**  
Maintain and update inventories of city-owned resources and identify gaps in capabilities. Coordinate with departments to assess availability of personnel, vehicles, equipment, and materials.
- **Procurement and Logistics:**  
Coordinate emergency procurement of goods and services in accordance with city policies and emergency authorities. Manage contracts, vendor relationships, and just-in-time supply chains.
- **Resource Request and Allocation:**  
Process and prioritize resource requests from city departments and the EOC. Allocate resources based on operational priorities and incident needs.
- **Mutual Aid and External Support:**  
Activate mutual aid agreements and coordinate with regional, state, and federal partners to request or provide additional resources. Ensure proper documentation for reimbursement.
- **Staging and Distribution:**  
Establish and manage staging areas, distribution points, and logistics hubs for the receipt and deployment of emergency resources, including personnel, equipment, and donated goods.
- **Personnel Support and Credentialing:**  
Track deployment of city staff and volunteers, ensure appropriate credentialing,

and provide logistical support such as food, lodging, and transportation for deployed personnel.

- **Financial Tracking and Documentation:**  
Track costs associated with resource use and procurement to support reimbursement through FEMA or other funding sources. Maintain detailed records of expenditures and resource utilization.
- **Coordination with the EOC:**  
Maintain a logistics and resource management presence in the BODM EOC to support real-time coordination and situational awareness.
- **Recovery and Resupply:**  
Support demobilization and resupply of resources during the transition from response to recovery. Assist departments in restoring normal operations and replenishing inventories.
- **Training and Preparedness:**  
Develop resource management plans, conduct training for logistics personnel, and participate in exercises to ensure readiness for large-scale or sustained incidents.

## City of Louisville – Emergency Operations Plan

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ESF 8: Public Health	
Lead Agency:	Boulder County Public Health
	LFPD
City of Louisville Support:	Police Department Co-Responder

### Purpose:

The purpose of ESF 8 is to coordinate public health and medical services during emergencies to protect the health and well-being of the community. Led by Boulder County Public Health (BCPH), this function ensures the delivery of essential public health services, disease prevention and control, environmental health monitoring, and coordination of medical and behavioral health resources during all phases of an incident.

### Scope:

ESF 8 includes the following responsibilities and activities:

- **Disease Surveillance and Outbreak Response:**  
Monitor, investigate, and respond to communicable disease outbreaks, including coordination of testing, contact tracing, isolation, and quarantine measures.
- **Medical and Behavioral Health Coordination:**  
Coordinate with local hospitals, clinics, behavioral health providers, and emergency medical services to ensure continuity of care, surge capacity, and access to mental health and crisis support.
- **Public Health Messaging and Risk Communication:**  
Provide accurate, timely, and accessible public health information in coordination with the Joint Information System (JIS), including guidance on disease prevention, protective actions, and available services.
- **Mass Prophylaxis and Vaccination:**  
Plan for and implement mass dispensing or vaccination operations in response to biological threats or disease outbreaks, including coordination of Points of Dispensing (PODs).
- **Environmental Health and Safety:**  
Assess and mitigate environmental health risks related to water quality, food safety, air quality, hazardous materials, and sanitation during and after emergencies.
- **Support for Vulnerable Populations:**  
Ensure that public health services are accessible to individuals with access and functional needs, including seniors, people with disabilities, and those with limited English proficiency.
- **Coordination with the EOC:**  
Maintain a public health liaison at the BODM EOC to support situational awareness, resource requests, and integration with emergency operations.

- **Mortality Management Support:**  
Coordinate with the Boulder County Coroner’s Office and healthcare providers to support fatality management, including public health guidance for mass fatality incidents or infectious disease-related deaths.
- **Public Health Preparedness and Planning:**  
Develop and maintain public health emergency plans, participate in training and exercises, and collaborate with local, regional, and state partners to enhance readiness.
- **Recovery and Resilience:**  
Support long-term recovery by addressing ongoing public health needs, monitoring community health trends, and promoting resilience through health education and outreach.

## City of Louisville – Emergency Operations Plan

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ESF 9: Search and Rescue	
Lead Agency:	LFPD
City of Louisville Support:	Police Department
Supporting Agency:	BCSO
	Boulder Emergency Squad

### **Purpose:**

The purpose of ESF 9 is to coordinate and conduct search and rescue (SAR) operations to locate, assist, and recover individuals who are lost, trapped, or otherwise in danger due to emergencies or disasters. Led by the Louisville Police Department, with support from the Boulder County Sheriff’s Office (BCSO) and other regional partners, this function ensures timely and effective SAR operations in both urban and open space environments.

### **Scope:**

ESF 9 includes the following responsibilities and activities:

- **Search and Rescue Operations:**  
Conduct ground-based SAR operations in urban, suburban, and open space areas within the City of Louisville. This includes locating missing persons, rescuing individuals from hazardous environments, and coordinating recovery operations.
- **Incident Command and Coordination:**  
Establish and manage SAR operations under the Incident Command System (ICS), ensuring coordination with the BODM EOC and other responding agencies.
- **Mutual Aid and Regional Support:**  
Request and integrate support from the BCS, which provides specialized SAR capabilities, including K9 teams, technical rescue, and wilderness search operations.
- **Public Safety Integration:**  
Coordinate with fire, EMS, and public works for support in rescue operations, including medical care, access to difficult terrain, and technical assistance.
- **Evacuation and Reunification:**  
Support evacuation of individuals from dangerous areas and assist in reunification efforts for missing or separated persons, including coordination with shelters and family assistance centers.
- **Technology and Tools:**  
Utilize mapping tools, drones, GPS, and other technologies to enhance search efficiency and safety. Coordinate with the City’s GIS team for real-time mapping and situational awareness.
- **Public Information and Notifications:**  
Work with the Joint Information System (JIS) to issue public alerts, missing person bulletins, and updates on SAR operations as appropriate.

- **Training and Preparedness:**  
Conduct regular SAR training and exercises with city departments and regional partners to maintain readiness and ensure effective coordination during real-world incidents.
- **Documentation and Reporting:**  
Maintain detailed records of SAR operations, including timelines, personnel involved, outcomes, and lessons learned for after-action reviews and continuous improvement.

## City of Louisville – Emergency Operations Plan

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ESF 10: Hazardous Materials	
Lead Agency:	LFPD
Supporting Agency:	Boulder County Haz Mat Response Team
City of Louisville Support:	Public Works
	Police Department

### **Purpose:**

The purpose of ESF 10 is to ensure a safe, coordinated, and effective response to hazardous materials (HazMat) incidents that threaten public health, safety, property, or the environment. Led by the Louisville Fire Protection District (LFPD), this function supports the identification, containment, mitigation, and cleanup of chemical, biological, radiological, and other hazardous substance releases, in collaboration with local, regional, and state partners.

### **Scope:**

ESF 10 includes the following responsibilities and activities:

- **Hazardous Materials Response:**  
Lead tactical response to HazMat incidents, including identification, containment, decontamination, and mitigation of hazardous substances. Deploy specialized equipment and trained personnel to manage chemical spills, gas leaks, and other threats.
- **Incident Command and Coordination:**  
Establish unified command with supporting agencies, including the Louisville Police Department, Public Works and Utilities, and the Boulder County Hazardous Materials Response Team. Ensure coordination with the BODM EOC.
- **Public Safety and Protective Actions:**  
Coordinate evacuation, shelter-in-place, and exclusion zone decisions in collaboration with law enforcement and emergency management. Ensure public safety through timely alerts and protective action guidance.
- **Environmental Protection and Cleanup:**  
Coordinate with environmental agencies and contractors to assess environmental impacts, manage hazardous waste, and oversee cleanup and remediation efforts.
- **Support to Critical Infrastructure:**  
Work with Public Works and Utilities to assess and protect water, wastewater, and stormwater systems from contamination. Ensure continuity of essential services during and after HazMat incidents.
- **Law Enforcement Support:**  
The Louisville Police Department provides scene security, traffic control, and investigative support, including coordination with state or federal law enforcement if criminal activity is suspected.

- **Technical Expertise and Mutual Aid:**  
Request specialized support from the Boulder County HazMat Team for complex or large-scale incidents. Coordinate mutual aid and regional resources as needed.
- **Public Information and Risk Communication:**  
Coordinate with the Joint Information System (JIS) to provide accurate, timely, and accessible information to the public regarding hazards, protective actions, and recovery efforts.
- **Training and Preparedness:**  
Conduct joint training and exercises with city departments and regional partners to ensure readiness for hazardous materials incidents. Maintain up-to-date response plans and inventories of hazardous materials within the jurisdiction.
- **Documentation and Regulatory Compliance:**  
Ensure proper documentation of HazMat incidents and compliance with local, state, and federal reporting requirements, including coordination with the Colorado Department of Public Health and Environment (CDPHE) and the Environmental Protection Agency (EPA).

ESF 11: Natural Resources & Agricultural Protection	
City of Louisville Lead:	Parks, Recreation, and Open Space
City of Louisville Support:	Public Works

### **Purpose:**

The purpose of ESF 11 is to coordinate and implement actions that protect, conserve, and restore the city’s natural resources, agricultural assets, and public lands during and after emergencies. This function ensures the continuity of essential ecological services, supports food and water security, and mitigates environmental hazards that may arise from disasters. It also supports the recovery of open space areas and utility-managed natural infrastructure critical to public health and safety.

### **Scope:**

ESF 11 encompasses the following responsibilities within the city’s jurisdiction:

- **Natural Resource Protection:**  
Safeguard parks, open spaces, urban forests, wetlands, and other ecological assets managed by the Open Space Department. This includes assessing damage, preventing further degradation, and initiating restoration efforts.
- **Agricultural Protection:**  
Support local food systems, community gardens, and agricultural operations by coordinating with relevant stakeholders to prevent contamination, manage animal and plant health issues, and ensure continuity of operations.
- **Water and Utility-Linked Environmental Assets:**  
Collaborate with the Utilities Department to protect water sources, reservoirs, and green infrastructure (e.g., bioswales, stormwater systems) from contamination or disruption. Ensure environmental compliance and support rapid restoration of utility-linked natural systems.
- **Animal and Plant Health:**  
Coordinate with local, state, and federal partners to manage animal disease outbreaks, invasive species, and plant health emergencies that may impact public lands or agricultural areas.
- **Public Information and Education:**  
Provide timely and accurate information to the public regarding environmental risks, resource protection measures, and recovery efforts related to natural and agricultural assets.
- **Interagency Coordination:**  
Work in partnership with emergency management, public health, environmental agencies, and non-governmental organizations to ensure a unified and effective response.

ESF 12: Energy & Utilities	
City of Louisville Lead:	Public Works and Utilities Department
Supporting Agency:	Xcel Energy, Century Link, other utility providers

### **Purpose:**

The purpose of ESF 12 is to ensure the continuity, restoration, and coordination of essential energy and utility services during and after emergencies. Led by the City of Louisville’s Public Works and Utilities Department, this function supports the protection and rapid recovery of electric, gas, water, wastewater, and stormwater systems that are critical to public health, safety, and economic stability.

### **Scope:**

ESF 12 includes the following responsibilities and activities:

- **Utility System Monitoring and Restoration:**  
Monitor the status of city-managed utility systems and coordinate emergency repairs to restore service. Prioritize restoration efforts based on critical infrastructure, public safety needs, and vulnerable populations.
- **Coordination with Private Utility Providers:**  
Liaise with external energy providers (e.g., Xcel Energy, natural gas suppliers) to share situational awareness, coordinate restoration timelines, and support mutual aid efforts.
- **Infrastructure Protection and Damage Assessment:**  
Assess damage to utility infrastructure, including substations, pipelines, treatment plants, and distribution systems. Implement protective measures to prevent cascading failures or environmental hazards.
- **Support to the EOC:**  
Maintain a utility liaison at the Boulder Office of Disaster Management’s Emergency Operations Center (EOC) to provide updates, request resources, and support coordinated response operations.
- **Public Information and Advisories:**  
Coordinate with the Joint Information System (JIS) to issue public notices regarding outages, service disruptions, boil water advisories, conservation measures, and restoration timelines.
- **Energy Supply and Fuel Coordination:**  
Monitor fuel availability for generators, fleet vehicles, and emergency operations. Coordinate with suppliers to ensure continuity of fuel delivery during extended incidents.
- **Support for Critical Facilities:**  
Prioritize utility restoration for hospitals, emergency shelters, public safety

buildings, and other critical facilities. Provide technical support for backup power systems and emergency water supply.

- **Mutual Aid and Resource Requests:**  
Activate mutual aid agreements and coordinate with regional utility partners for additional personnel, equipment, or technical expertise.
- **Resilience and Mitigation Planning:**  
Support long-term resilience by identifying vulnerabilities in utility systems, implementing mitigation projects, and integrating energy and utility considerations into hazard mitigation and climate adaptation plans.
- **Training and Preparedness:**  
Participate in emergency planning, training, and exercises to ensure readiness for utility-related incidents, including cyber threats, severe weather, and infrastructure failures.

## City of Louisville – Emergency Operations Plan

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ESF 13: Public Safety	
City of Louisville Lead:	Police Department
Supporting Agency:	LFPD
	Boulder County Sheriff

### **Purpose:**

The purpose of ESF 13 is to manage the protection of life, property, and public order during emergencies through coordinated law enforcement operations. Led by the Louisville Police Department, this function supports emergency response, evacuation, traffic control, security, and coordination with regional and state public safety partners.

### **Scope:**

ESF 13 includes the following responsibilities and activities:

- **Law Enforcement Operations:**  
Maintain public order, enforce laws, and provide security during emergency incidents. Respond to calls for service, assist with emergency evacuations, and support incident command operations.
- **Evacuation and Access Control:**  
Coordinate and implement evacuation orders, including traffic control, perimeter security, and access restrictions to hazardous or restricted areas.
- **Security for Critical Infrastructure and Facilities:**  
Provide security for essential city infrastructure, emergency shelters, staging areas, and the Emergency Operations Center (EOC), as well as support for continuity of government operations.
- **Mutual Aid and Interagency Coordination:**  
Activate mutual aid agreements and coordinate with regional law enforcement agencies, Boulder County Sheriff's Office, and state and federal partners as needed.
- **Support to Emergency Operations Center (EOC):**  
Maintain a law enforcement liaison at the Boulder Office of Disaster Management's EOC to support situational awareness, resource requests, and unified command.
- **Crowd Management and Civil Disturbance Response:**  
Prepare for and respond to large gatherings, protests, or civil disturbances that may arise during or after an emergency, ensuring the protection of rights while maintaining public safety.
- **Search and Rescue Support:**  
Assist with urban and rural search and rescue operations in coordination with fire, EMS, and specialized teams.

- **Public Information and Safety Messaging:**  
Coordinate with the Joint Information System (JIS) to provide timely and accurate public safety information, including warnings, curfews, and law enforcement advisories.
- **Protection of Vulnerable Populations:**  
Support the safety and security of individuals with access and functional needs, including coordination with human services and sheltering operations.
- **Training and Preparedness:**  
Participate in emergency preparedness planning, training, and exercises to ensure readiness for multi-hazard response operations.

ESF 14: Impact Assessment	
City of Louisville Lead:	Public Works
	Community Development
City of Louisville Support:	Finance
	Information Technology

**Purpose:**

The purpose of ESF 14 is to coordinate the systematic collection, analysis, and reporting of disaster-related impacts to people, property, infrastructure, the environment, and essential services. This function supports informed decision-making, prioritization of response and recovery efforts, and eligibility for state and federal disaster assistance.

**Scope:**

ESF 14 includes the following responsibilities and activities:

- **Initial and Ongoing Damage Assessments:**  
 Conduct rapid assessments to determine the scope and scale of impacts immediately following an incident. Transition to detailed assessments as conditions allow, in coordination with city departments and external partners.
- **Multi-Sector Coordination:**  
 Integrate impact data from across city departments (e.g., Public Works, Utilities, Parks, Economic Vitality, Cultural Services) and external agencies (e.g., Boulder County, utility providers, school districts) to develop a comprehensive picture of community needs.
- **Support to the EOC:**  
 Provide real-time impact data and analysis to the Boulder Office of Disaster Management’s Emergency Operations Center (EOC) to support situational awareness, resource allocation, and operational planning.
- **Damage Documentation and Reporting:**  
 Collect and document information on physical damages, economic losses, displaced populations, and service disruptions. Prepare reports to support declarations of emergency and applications for state or federal disaster assistance.
- **GIS and Mapping Integration:**  
 Work with the City’s Information Technology Department to visualize impact data through GIS tools and dashboards, including damage locations, affected populations, and infrastructure status.
- **Community Needs Assessment:**  
 Coordinate with human services, nonprofit partners, and community organizations to assess unmet needs, particularly among vulnerable populations.

- **Public and Private Sector Engagement:**  
Engage with businesses, property owners, and institutions to gather impact data and support recovery planning.
- **Support for Recovery and Mitigation:**  
Use impact assessment findings to inform recovery strategies, hazard mitigation planning, and long-term resilience investments.
- **Training and Preparedness:**  
Develop assessment tools, checklists, and training for city staff and partners to ensure readiness for rapid deployment of assessment teams.

## City of Louisville – Emergency Operations Plan

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ESF 15: External Affairs	
City of Louisville Lead:	City Manager’s Office
	Communications
	Police-Public Information Officer
Supporting Agency:	BODM

### **Purpose:**

The purpose of ESF 15 is to coordinate the release of accurate, timely, and accessible information to the public, media, and stakeholders during emergencies. Led by the City of Louisville’s Communications Division, this function ensures unified messaging, supports public confidence, and facilitates informed decision-making by residents and partners throughout all phases of an incident.

### **Scope:**

ESF 15 includes the following responsibilities and activities:

- **Public Information Coordination:**  
Serve as the lead for developing and disseminating official city communications during emergencies. Ensure messaging is consistent, fact-based, and aligned with the Boulder Office of Disaster Management’s Joint Information System (JIS).
- **Joint Information Center (JIC) Participation:**  
Represent the City of Louisville in the regional Joint Information Center (JIC) when activated. Collaborate with other jurisdictions and agencies to coordinate messaging and share resources.
- **Media Relations:**  
Serve as the primary point of contact for media inquiries. Prepare press releases, media advisories, and talking points. Coordinate press briefings and interviews with city elected-officials.
- **Public Alerts and Notifications:**  
Support the activation of emergency alert systems (e.g., Everbridge, IPAWS, social media) to issue warnings, evacuation notices, and other time-sensitive information.
- **Rumor Control and Misinformation Management:**  
Monitor social media and public inquiries to identify and correct misinformation. Provide clear, authoritative updates to maintain public trust.
- **Multilingual and Accessible Communications:**  
Ensure that emergency information is accessible to all community members, including those with limited English proficiency, disabilities, or limited access to digital platforms.
- **Community Engagement and Feedback:**  
Facilitate two-way communication with the public, including responding to questions, gathering feedback, and addressing concerns through official channels.

- **Internal Communications:**  
Coordinate with city leadership and departments to ensure staff are informed of emergency developments, operational changes, and messaging priorities.
- **Documentation and After-Action Reporting:**  
Maintain records of public communications and media engagement. Contribute to after-action reviews and improvement planning.
- **Preparedness and Training:**  
Develop pre-scripted messages, templates, and communication plans. Participate in training and exercises to ensure readiness for emergency communications.

ESF 16: Education & Public Schools	
Lead Agency:	Boulder Valley School District
City of Louisville Support:	Police Department

### **Purpose:**

The purpose of ESF 16 is to ensure the safety, security, and continuity of educational services during and after emergencies affecting public schools within the city, including those operated by the Boulder Valley School District (BVSD). This function supports coordinated planning, response, and recovery efforts between the school district, city departments, and emergency management to protect students, staff, and educational infrastructure.

### **Scope:**

ESF 16 includes the following activities and responsibilities:

- **School Safety and Security:**  
Coordinate with BVSD to implement emergency procedures for lockdowns, evacuations, shelter-in-place, and reunification. Support emergency responders in maintaining a secure environment.
- **Continuity of Education:**  
Facilitate the rapid restoration of educational services, including temporary learning environments, remote learning support, and access to instructional materials during prolonged disruptions.
- **Facility Use and Shelter Operations:**  
Identify and prepare school facilities for potential use as emergency shelters, family assistance centers, or community resource hubs, in coordination with the city's emergency management and human services teams.
- **Student and Staff Accountability:**  
Support BVSD in tracking and accounting for students and staff during emergencies, including reunification planning and communication with families.
- **Transportation Coordination:**  
Work with BVSD transportation services and city departments to ensure safe evacuation routes, rerouting of buses, and continuity of student transportation during emergencies.
- **Mental Health and Crisis Support:**  
Coordinate with BVSD counselors, city mental health services, and community partners to provide psychological first aid and long-term recovery support for students and staff.
- **Public Information and Communication:**  
Ensure timely, accurate, and accessible communication to students, families, and

staff through coordinated messaging between BVSD and the city’s Joint Information System (JIS).

- **Training and Exercises:**

Participate in joint emergency preparedness training, drills, and exercises involving BVSD, city departments, and first responders to enhance readiness and coordination.

- **Recovery and Damage Assessment:**

Support BVSD in assessing damage to school facilities, restoring operations, and applying for recovery assistance through local, state, and federal programs.

ESF 17: Communications Center	
Lead Agency:	Boulder County Communications Center
City of Louisville Support:	City Manager’s Office Crisis Communications team

**Purpose:**

The purpose of ESF 17 is to ensure the continuity, coordination, and operational readiness of the Communications Center during emergencies. This function supports the integration of emergency communications with the Boulder Office of Disaster Management’s Emergency Operations Center (EOC), enabling effective incident response, resource coordination, and public safety communications.

**Scope:**

ESF 17 encompasses the following responsibilities and activities:

- **Emergency Call Handling and Dispatch:**  
Maintain uninterrupted 9-1-1 and non-emergency call-taking and dispatch services for police, fire, EMS, and other emergency responders. Prioritize calls for service and ensure accurate, timely dispatching during high-demand periods.
- **Coordination with the EOC:**  
Establish and maintain direct communication channels with the Boulder ODM EOC to support situational awareness, resource requests, and operational coordination. Provide real-time updates on field conditions and responder status.
- **Redundant and Resilient Communications:**  
Ensure backup systems (e.g., radio repeaters, satellite phones, mobile command units) are operational and available in the event of primary system failure. Coordinate with IT and radio system administrators to maintain system integrity.
- **Interoperability:**  
Facilitate interoperable communications among city departments, regional partners, and mutual aid agencies. Support the use of shared radio channels, talk groups, and communication protocols during multi-agency responses.
- **Public Warning and Notification:**  
Support the activation of public alert and warning systems (e.g., Everbridge, IPAWS, Wireless Emergency Alerts) in coordination with the EOC’s Joint Information System (JIS). Ensure timely dissemination of emergency messages to the public.
- **Staffing and Surge Capacity:**  
Implement staffing plans to support extended operations, including call-taker and dispatcher rotations, mutual aid support, and just-in-time training for auxiliary personnel if needed.
- **Information Management:**  
Maintain accurate logs of emergency communications, incident reports, and

resource deployments. Support after-action reviews and documentation for recovery and improvement planning.

- **Support to Field Units:**  
Provide logistical and tactical communication support to field responders, including coordination of staging areas, incident command posts, and mobile operations.

ESF 18: Emergency Medical Services	
Lead Agency:	LFPD
Supporting Agency:	BODM
	Local Hospitals
	Regional Healthcare Partners
	Boulder County Public Health

**Purpose:**

The purpose of ESF 18 is to ensure the rapid delivery of emergency medical care, triage, and patient transport during emergencies and disasters. This function is led by the Louisville Fire Protection District (LFPD) and supports coordinated medical response efforts with the Boulder Office of Disaster Management (BODM), local hospitals, and regional healthcare partners to protect life and reduce morbidity and mortality.

**Scope:**

ESF 18 includes the following responsibilities and activities:

- **Emergency Medical Response:**  
Provide immediate medical aid, triage, stabilization, and transport of patients from incident scenes to appropriate medical facilities. LFPD will lead field EMS operations and coordinate with mutual aid partners as needed.
- **Coordination with the EOC:**  
Maintain direct communication with the Boulder ODM Emergency Operations Center (EOC) to share situational updates, request medical resources, and support unified command operations.
- **Hospital Coordination:**  
Communicate with local hospitals and healthcare coalitions to assess bed availability, coordinate patient distribution, and support surge capacity planning during mass casualty incidents or public health emergencies.
- **Mass Casualty and Triage Operations:**  
Implement mass casualty incident (MCI) protocols, including field triage, casualty collection points, and coordination with transport units. Support the establishment of temporary treatment areas if hospital access is delayed or limited.
- **Medical Supply and Equipment Logistics:**  
Ensure availability and distribution of critical medical supplies, including trauma kits, oxygen, PPE, and pharmaceuticals. Coordinate with logistics sections and regional caches for resupply during extended operations.
- **Support for Vulnerable Populations:**  
Assist in identifying and providing medical support to individuals with access and functional needs, including those in shelters, long-term care facilities, and home healthcare settings.

- **Responder Health and Safety:**  
Monitor and support the health and safety of EMS personnel, including decontamination, rest and rehab, and behavioral health support during and after high-stress incidents.
- **Public Health Integration:**  
Coordinate with public health officials on disease surveillance, outbreak response, and medical countermeasure distribution when applicable.
- **Training and Preparedness:**  
Participate in joint training, exercises, and planning efforts with city departments, hospitals, and regional EMS partners to enhance readiness and interoperability.

## City of Louisville – Emergency Operations Plan

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ESF 19: Volunteer & Donations Management	
City of Louisville Lead:	Cultural Services
City of Louisville Support:	PROS Boulder County Human Services
	Human Resources
	Police Department

### **Purpose:**

The purpose of ESF 19 is to coordinate the effective and safe use of spontaneous and affiliated volunteers, as well as the receipt, management, and distribution of donated goods and services during emergencies. The City of Louisville’s Cultural Services Department leads this function, ensuring that community goodwill is channeled into organized, equitable, and impactful support for response and recovery efforts.

### **Scope:**

ESF 19 includes the following responsibilities and activities:

- **Volunteer Coordination:**  
Recruit, register, vet, and assign volunteers to appropriate roles in support of emergency operations. This includes both pre-identified volunteers and spontaneous volunteers who emerge during a crisis.
- **Donations Management:**  
Establish systems for receiving, sorting, storing, and distributing donated goods and services. Ensure that donations meet identified needs and do not hinder response operations.
- **Coordination with the EOC:**  
Maintain communication with the Boulder Office of Disaster Management’s Emergency Operations Center (EOC) to align volunteer and donation efforts with operational priorities and unmet needs.
- **Community and Nonprofit Partnerships:**  
Collaborate with local nonprofits, faith-based organizations, and volunteer groups to leverage existing networks and infrastructure for volunteer and donation management.
- **Public Messaging and Guidance:**  
Work with the Joint Information System (JIS) to provide clear, consistent messaging to the public about how to volunteer or donate effectively, including what is needed, where to go, and how to help safely.
- **Volunteer Safety and Training:**  
Ensure volunteers receive appropriate orientation, safety briefings, and supervision. Track hours and roles for accountability and potential reimbursement or recognition.

- **Donations Tracking and Accountability:**  
Maintain records of donated goods and services, including inventory management, distribution tracking, and coordination with logistics and finance sections for documentation and reporting.
- **Support for Recovery Operations:**  
Continue volunteer and donation coordination into the recovery phase, including support for community clean-up, rebuilding, and long-term assistance programs.
- **Cultural and Community Engagement:**  
Leverage the Cultural Services Department’s community relationships and facilities to serve as volunteer coordination centers, donation drop-off points, or community information hubs.

ESF 21: Animal Management	
Lead Agency:	Humane Society of Boulder County
City of Louisville Support:	PROS & Police Animal Control

**Purpose:**

The purpose of ESF 21 is to ensure the safety, care, and coordination of services for domestic animals, service animals, and, when appropriate, wildlife during emergencies. Led by the Humane Society of Boulder Valley, with support from the City of Louisville’s Parks, Recreation, and Open Space Division, this function provides for animal sheltering, evacuation, reunification, and public information to protect both animal welfare and public health.

**Scope:**

ESF 21 includes the following responsibilities and activities:

- **Animal Evacuation and Sheltering:**  
Coordinate the safe evacuation and temporary sheltering of pets and service animals displaced by emergencies. Identify pet-friendly shelter options and support co-location with human shelters when feasible.
- **Animal Rescue and Field Response:**  
Deploy trained personnel to assist with the rescue of animals from hazardous areas, including coordination with fire, law enforcement, and emergency management.
- **Reunification and Lost/Found Services:**  
Operate systems to reunite lost pets with their owners, including intake tracking, microchip scanning, and public-facing lost/found databases.
- **Public Information and Guidance:**  
Provide timely information to the public on how to prepare for evacuating with pets, where to access animal services, and how to report lost or found animals. Coordinate messaging with the Joint Information System (JIS).
- **Support for Vulnerable Populations:**  
Assist individuals with access and functional needs, including seniors and those experiencing homelessness, in caring for and evacuating with their animals.
- **Coordination with the EOC:**  
Maintain communication with the Boulder Office of Disaster Management’s Emergency Operations Center (EOC) to report on animal-related needs, shelter status, and resource requests.
- **Volunteer and Donation Management:**  
Coordinate volunteers and donations specific to animal care, including food, bedding, crates, and veterinary supplies.

- **Animal Health and Veterinary Support:**  
Ensure access to veterinary care for sheltered or rescued animals, including triage, vaccinations, and treatment of injuries or illness.
- **Wildlife and Open Space Coordination:**  
Work with Louisville’s Parks, Recreation, and Open Space Division to address wildlife concerns in public areas and open spaces, including injured or displaced wildlife and habitat impacts.
- **Training and Preparedness:**  
Participate in training and exercises to ensure readiness for animal response operations and integration with broader emergency management efforts.

ESF 22: Cultural Resources & Historic Preservation	
City of Louisville Lead:	Cultural Services
City of Louisville Support:	Community Development

### **Purpose:**

The purpose of ESF 22 is to protect, preserve, and support the recovery of cultural resources, historic properties, and heritage assets during and after emergencies. The City of Louisville’s Cultural Services Department leads this function, with support from the Louisville Historical Museum, to ensure that the city’s cultural identity, historic landmarks, and irreplaceable collections are safeguarded as part of emergency response and recovery operations.

### **Scope:**

ESF 22 includes the following responsibilities and activities:

- **Protection of Cultural and Historic Assets:**  
Identify and prioritize cultural sites, historic buildings, public art, archives, and museum collections for protection before, during, and after emergencies. Implement protective measures such as documentation, stabilization, and environmental controls.
- **Damage Assessment and Documentation:**  
Conduct initial and detailed assessments of damage to cultural and historic resources. Document impacts for insurance, recovery funding, and preservation planning.
- **Coordination with the EOC and ODM:**  
Maintain communication with the Boulder Office of Disaster Management’s Emergency Operations Center (EOC) to integrate cultural resource protection into broader emergency operations and recovery planning.
- **Museum and Archive Continuity:**  
Ensure continuity of operations for the Louisville Historical Museum, including protection of collections, digital records, and interpretive materials. Develop plans for temporary relocation or storage if needed.
- **Public Education and Engagement:**  
Provide information to the public about the importance of cultural and historic preservation during disasters. Support community engagement in recovery efforts that honor local heritage.
- **Technical Assistance and Partnerships:**  
Coordinate with state and federal preservation agencies, conservators, and cultural institutions to access technical expertise and recovery resources.
- **Integration with Recovery Planning:**  
Support long-term recovery by incorporating cultural and historic preservation into

redevelopment plans, hazard mitigation strategies, and community resilience initiatives.

- **Volunteer and Community Support:**  
Engage volunteers and local organizations in efforts to stabilize and restore cultural sites, including clean-up, documentation, and fundraising for preservation.
- **Cultural Sensitivity and Equity:**  
Ensure that preservation efforts reflect and respect the diverse cultural narratives and historically significant places within the community.

ESF 23: Community Engagement	
City of Louisville Lead:	Cultural Services
City of Louisville Support:	PROS & City Manager’s office

**Purpose:**

The purpose of ESF 23 is to foster inclusive, transparent, and responsive engagement with the community before, during, and after emergencies. This function ensures that all residents—especially those from historically underserved or disproportionately impacted populations—have access to timely information, opportunities to participate in decision-making, and pathways to contribute to community resilience and recovery.

**Scope:**

ESF 23 includes the following responsibilities and activities:

- **Two-Way Communication:**  
Facilitate open channels for residents to receive emergency information and provide feedback, concerns, and local knowledge to inform response and recovery efforts.
- **Equity and Inclusion:**  
Ensure that engagement strategies are culturally and linguistically appropriate, accessible to people with disabilities, and inclusive of all community members, including those with limited access to technology or traditional communication channels.
- **Trusted Messengers and Partnerships:**  
Collaborate with community-based organizations, neighborhood leaders, and cultural liaisons to build trust and extend the reach of emergency messaging and services.
- **Community Listening and Needs Assessment:**  
Conduct real-time listening sessions, surveys, and outreach to understand community needs, priorities, and barriers during emergencies. Share findings with the Emergency Operations Center (EOC) to inform resource allocation and policy decisions.
- **Support for Recovery and Resilience:**  
Engage residents in recovery planning, resilience-building initiatives, and hazard mitigation efforts. Promote community-led solutions and empower local voices in shaping long-term outcomes.
- **Coordination with the EOC and JIS:**  
Work closely with the Boulder Office of Disaster Management’s Emergency Operations Center (EOC) and the Joint Information System (JIS) to ensure consistent, accurate, and community-informed messaging.

- **Volunteer and Civic Engagement:**  
Promote opportunities for residents to support response and recovery efforts through volunteering, mutual aid, and civic participation.
- **Monitoring and Evaluation:**  
Track engagement activities, participation levels, and community feedback to evaluate effectiveness and improve future outreach strategies.
- **Community Events and Forums:**  
Organize or support public meetings, town halls, and cultural events that serve as platforms for emergency education, preparedness, and dialogue.

## City of Louisville – Emergency Operations Plan

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ESF 24: Coroner	
Lead Agency:	Boulder County Coroner
Supporting Agency:	LFPD
City of Louisville Support:	Police Department

### **Purpose:**

The purpose of ESF 24 is to coordinate the respectful, lawful, and efficient management of fatalities resulting from emergencies and disasters. This function is led by the Boulder County Coroner’s Office, which is responsible for the identification, documentation, and disposition of deceased individuals, while ensuring coordination with local emergency services, public health, and family assistance operations.

### **Scope:**

ESF 24 includes the following responsibilities and activities:

- **Fatality Management:**  
Oversee the recovery, identification, examination, and certification of deceased individuals in accordance with legal and public health requirements. Ensure the dignity and respectful handling of remains.
- **Scene Coordination:**  
Work with local law enforcement, fire, and EMS (e.g., Louisville Fire Protection District) to manage fatality scenes, preserve evidence, and ensure safe and secure removal of remains.
- **Mass Fatality Planning and Response:**  
Activate mass fatality protocols when the number of deceased exceeds local capacity. Coordinate with regional and state partners for additional resources such as mobile morgue units, refrigeration, and forensic support.
- **Family Notification and Assistance:**  
Coordinate with the Boulder Office of Disaster Management (ODM) and local human services to support next-of-kin notification, grief counseling, and family reunification or assistance centers.
- **Public Health and Safety Compliance:**  
Ensure proper handling of remains in cases involving infectious disease, hazardous materials, or other public health risks. Coordinate with public health authorities for guidance and compliance.
- **Documentation and Reporting:**  
Maintain accurate records of fatalities, including cause and manner of death, personal effects, and chain of custody. Support data sharing with emergency management and public health as appropriate.

- **Support to Recovery Operations:**  
Assist in long-term recovery by providing data for after-action reviews, supporting memorial planning, and contributing to community healing efforts.
- **Coordination with the EOC:**  
Maintain communication with the Boulder ODM Emergency Operations Center (EOC) to ensure integration of fatality management into overall emergency operations and resource coordination.

ESF 25: Meteorology	
Lead Agency:	BODM
City of Louisville Support:	City Manager’s Office

**Purpose:**

The purpose of ESF 25 is to provide accurate, timely, and actionable weather information to support emergency preparedness, response, and recovery operations. This function ensures that meteorological data and forecasts are integrated into decision-making processes to protect life, property, and critical infrastructure during weather-related hazards.

**Scope:**

ESF 25 includes the following responsibilities and activities:

- **Weather Monitoring and Forecasting:**  
Continuously monitor weather conditions and forecasts through official sources such as the National Weather Service (NWS), Colorado Division of Homeland Security and Emergency Management (DHSEM), and regional meteorological partners.
- **Hazard Identification and Alerts:**  
Identify and communicate potential weather hazards—including severe storms, high winds, flooding, wildfire weather, extreme heat or cold, and winter storms—to emergency managers and operational partners.
- **Coordination with the EOC:**  
Provide real-time weather updates and briefings to the Boulder Office of Disaster Management’s Emergency Operations Center (EOC) to support situational awareness and operational planning.
- **Decision Support Services:**  
Translate meteorological data into operational guidance for city departments, including timing of impacts, confidence levels, and recommended protective actions.
- **Public Warning Support:**  
Assist in the activation of public alert systems (e.g., IPAWS, Everbridge) by providing weather-related triggers and messaging guidance to the Joint Information System (JIS).
- **Incident-Specific Forecasting:**  
Request and disseminate incident-specific forecasts from the NWS for large-scale events such as wildfires, hazardous materials releases, or mass gatherings.
- **Support for Field Operations:**  
Provide weather intelligence to field responders, including wind direction for

hazardous materials incidents, lightning risk for outdoor operations, and temperature extremes for responder safety.

- **Post-Event Analysis:**  
Support after-action reviews and damage assessments by providing historical weather data, radar imagery, and storm reports relevant to the incident.
- **Training and Preparedness:**  
Participate in training and exercises to ensure city staff and emergency partners understand how to interpret and act on weather information during emergencies.

## City of Louisville – Emergency Operations Plan

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ESF 26: GIS/Mapping	
City of Louisville Lead:	Information Technology
City of Louisville Support:	Police Department

### Purpose:

The purpose of ESF 25 (GIS and Mapping) is to provide geospatial data, mapping products, and spatial analysis to support emergency preparedness, response, and recovery operations. Led by the City of Louisville’s Information Technology Department, this function ensures that decision-makers have access to accurate, real-time geographic information to enhance situational awareness and resource coordination.

### Scope:

ESF 25 includes the following responsibilities and activities:

- **Geospatial Data Management:**  
Maintain and provide access to up-to-date GIS datasets, including infrastructure, parcel data, hazard zones, evacuation routes, critical facilities, and jurisdictional boundaries.
- **Mapping Support for the EOC:**  
Develop and deliver static and interactive maps to the Boulder Office of Disaster Management’s Emergency Operations Center (EOC) to support planning, operations, logistics, and public information functions.
- **Incident Mapping and Visualization:**  
Create incident-specific maps showing damage assessments, resource deployment, shelter locations, road closures, and other operational data layers.
- **Field Data Collection and Integration:**  
Support field teams with mobile GIS tools for real-time data collection (e.g., damage assessments, debris tracking, utility outages) and integrate field data into centralized dashboards.
- **Public-Facing Maps and Dashboards:**  
Develop and maintain web-based maps and dashboards to inform the public about emergency conditions, evacuation zones, shelter availability, and recovery resources.
- **Spatial Analysis and Decision Support:**  
Conduct spatial analysis to support decision-making, such as identifying vulnerable populations, estimating impact areas, and prioritizing response or recovery actions.
- **Interagency Coordination:**  
Collaborate with regional GIS partners, state agencies, and mutual aid jurisdictions to share data and ensure interoperability of mapping tools and platforms.

- **Data Security and Continuity:**  
Ensure GIS systems are backed up, secure, and resilient to cyber threats or system outages. Maintain continuity of GIS operations during extended emergencies.
- **Training and Preparedness:**  
Provide training to city staff and emergency partners on the use of GIS tools and applications relevant to emergency management.

ESF 27: Business & Economic Vitality	
City of Louisville Lead:	Community Development
City of Louisville Support:	City Manager’s Office

### **Purpose:**

The purpose of ESF 27 is to support the continuity, recovery, and long-term resilience of the local economy during and after emergencies. Led by the City of Louisville’s Economic Vitality Division, this function ensures that businesses receive timely information, access to resources, and coordinated support to minimize disruption, protect jobs, and accelerate economic recovery.

### **Scope:**

ESF 27 includes the following responsibilities and activities:

- **Business Continuity Support:**  
Provide guidance and resources to help local businesses prepare for, respond to, and recover from emergencies. Promote continuity planning and resilience-building strategies.
- **Damage Assessment and Impact Analysis:**  
Coordinate with city departments and business owners to assess economic impacts, including physical damage, operational disruptions, and workforce displacement. Share findings with the Emergency Operations Center (EOC) and recovery partners.
- **Business Communication and Outreach:**  
Serve as a central point of contact for business-related information during emergencies. Disseminate timely updates on closures, safety protocols, financial assistance, and recovery programs.
- **Resource Coordination:**  
Connect businesses with local, state, and federal recovery resources, including grants, loans, technical assistance, and workforce support. Partner with chambers of commerce, business associations, and economic development organizations.
- **Support for Vulnerable and Small Businesses:**  
Provide outreach and assistance to small businesses, minority- and women-owned enterprises, and those in disproportionately impacted sectors or locations.
- **Public-Private Partnerships:**  
Engage with private sector partners to support emergency response and recovery, including supply chain coordination, donations, and volunteer support.
- **Economic Recovery Planning:**  
Lead or support the development of short- and long-term economic recovery strategies, including revitalization of commercial corridors, business retention efforts, and redevelopment planning.

## City of Louisville – Emergency Operations Plan

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- **Data Collection and Reporting:**  
Track business closures, reopenings, employment trends, and economic indicators to inform policy decisions and recovery investments.
- **Coordination with the EOC:**  
Maintain communication with the Boulder Office of Disaster Management’s Emergency Operations Center (EOC) to ensure business needs and economic considerations are integrated into emergency operations.

ESF 28: Water Resource Infrastructure	
City of Louisville Lead:	Public Works and Utilities Department
Supporting Agencies:	Utility staff from surrounding agencies (Lafayette, Superior, etc.)

**Purpose:**

The purpose of ESF 28 is to ensure the protection, continuity, and restoration of the city’s water resource infrastructure during and after emergencies. Led by the City of Louisville’s Public Works and Utilities Department, this function supports the delivery of safe drinking water, effective wastewater and stormwater management, and the protection of water-related assets critical to public health, safety, and environmental integrity.

**Scope:**

ESF 28 includes the following responsibilities and activities:

- **Water Supply and Treatment Continuity:**  
Maintain and restore operations of potable water treatment and distribution systems. Ensure water quality standards are met and that emergency water supplies are available if needed.
- **Wastewater and Stormwater Management:**  
Ensure continued operation of wastewater collection and treatment systems. Manage stormwater infrastructure to prevent flooding, contamination, and environmental damage during severe weather events.
- **Infrastructure Protection and Damage Assessment:**  
Assess and protect critical water infrastructure, including treatment plants, pump stations, reservoirs, pipelines, and stormwater facilities. Conduct rapid damage assessments and prioritize repairs.
- **Emergency Repairs and Restoration:**  
Coordinate emergency repairs to restore water and wastewater services. Deploy crews and contractors to address leaks, breaks, overflows, and system failures.
- **Coordination with the EOC:**  
Maintain communication with the Boulder Office of Disaster Management’s Emergency Operations Center (EOC) to share status updates, request resources, and support coordinated response and recovery operations.
- **Public Communication and Advisories:**  
Issue boil water notices, water use restrictions, and other public advisories in coordination with the Joint Information System (JIS). Provide clear guidance to residents and businesses.
- **Environmental Compliance:**  
Ensure compliance with local, state, and federal environmental regulations during

emergency operations. Coordinate with regulatory agencies on reporting and mitigation.

- **Mutual Aid and Resource Requests:**  
Activate mutual aid agreements and coordinate with regional utility partners for additional personnel, equipment, or supplies during extended incidents.
- **Resilience and Mitigation Planning:**  
Support long-term resilience by identifying vulnerabilities, implementing mitigation projects, and integrating water infrastructure into hazard mitigation and climate adaptation plans.
- **Training and Preparedness:**  
Participate in training and exercises to ensure city staff and emergency partners understand the protection, continuity, and restoration of the city’s water resource infrastructure.

ESF 29: Cybersecurity	
City of Louisville Lead:	Information Technology
Supporting Agency:	BODM

### **Purpose:**

The purpose of ESF 29 is to protect the city’s digital infrastructure, data systems, and technology assets from cyber threats during emergencies and to ensure the continuity of critical IT services. Led by the City of Louisville’s Information Technology Department, this function supports the detection, mitigation, and recovery from cybersecurity incidents that could disrupt emergency operations, public services, or sensitive information systems.

### **Scope:**

ESF 29 includes the following responsibilities and activities:

- **Cyber Threat Monitoring and Detection:**  
Continuously monitor city networks and systems for signs of intrusion, malware, ransomware, or other cyber threats. Use threat intelligence and security tools to detect and respond to anomalies.
- **Incident Response and Containment:**  
Activate cybersecurity incident response protocols to isolate affected systems, contain threats, and prevent further damage. Coordinate with law enforcement and cybersecurity partners as needed.
- **Continuity of IT Services:**  
Ensure the availability and integrity of critical systems that support emergency communications, public safety, utilities, finance, and city operations. Implement backup and recovery procedures to restore services quickly.
- **Coordination with the EOC:**  
Maintain communication with the Boulder Office of Disaster Management’s Emergency Operations Center (EOC) to provide updates on cyber incidents, coordinate protective actions, and support continuity of operations.
- **Cybersecurity for Emergency Systems:**  
Protect systems used during emergency response, including GIS platforms, public alert systems, EOC software, and remote work tools. Ensure secure access and authentication for authorized users.
- **Public Information and Risk Communication:**  
Coordinate with the Joint Information System (JIS) to issue public notifications in the event of a cyber incident that affects public services, data privacy, or digital access.
- **Training and Awareness:**  
Provide cybersecurity awareness training for city staff, including phishing prevention, secure data handling, and incident reporting procedures.

- **Coordination with External Partners:**  
Collaborate with state and federal cybersecurity agencies (e.g., MS-ISAC, CISA), utility providers, and regional IT partners to share threat intelligence and coordinate response efforts.
- **Post-Incident Review and Hardening:**  
Conduct after-action reviews following cyber incidents to identify vulnerabilities, improve defenses, and update cybersecurity policies and procedures.

## City of Louisville – Emergency Operations Plan

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ESF 30: Call Center	
City of Louisville Lead:	City Manager’s Office
City of Louisville Support:	Information Technology
	Admin Support Staff

### **Purpose:**

The purpose of ESF 30 is to establish and manage a centralized call center to provide accurate, timely, and accessible information to the public during emergencies. This function supports the city’s emergency communications strategy by offering a direct line for residents to ask questions, report issues, and access critical services, while reducing the burden on 9-1-1 and emergency dispatch systems.

### **Scope:**

ESF 30 includes the following responsibilities and activities:

- **Public Inquiry Management:**  
Operate a staffed call center to respond to non-emergency inquiries from the public, including questions about evacuation orders, shelter locations, road closures, utility disruptions, and recovery resources.
- **Coordination with the EOC and JIS:**  
Work closely with the Boulder Office of Disaster Management’s Emergency Operations Center (EOC) and the Joint Information System (JIS) to ensure that call center staff have the most current and accurate information to share with the public.
- **Information Consistency and Messaging:**  
Ensure that all call center messaging aligns with official public information releases. Use scripts, FAQs, and situation updates provided by the JIS to maintain consistency.
- **Multilingual and Accessible Services:**  
Provide language interpretation services and ensure accessibility for individuals with hearing, vision, or cognitive impairments.
- **Call Tracking and Reporting:**  
Log call volumes, common questions, and emerging concerns to inform situational awareness and help the EOC identify unmet needs or misinformation.
- **Surge Staffing and Support:**  
Activate surge staffing plans to scale up call center operations during high-demand periods. Train city staff or volunteers to assist with call handling as needed.
- **Resource Referrals:**  
Direct callers to appropriate services, including shelters, food distribution sites, mental health support, and recovery assistance programs.

- **Support for Recovery Operations:**  
Continue call center operations into the recovery phase to assist with questions related to rebuilding and permit process—and other long-term recovery resources that may be available.
- **Technology and Infrastructure:**  
Ensure the call center has reliable phone systems, internet access, and backup power to maintain operations during extended emergencies.

### Section 9: Training

To assist with the training and preparation of essential response staff and supporting personnel, each department is responsible for ensuring that critical staff are identified and trained at a level that enables effective execution of existing response plans, procedures, and policies. All City of Louisville employees are designated as Disaster Service Workers under CRS § 24-33.5-701 et. seq., which states that, “All public employees are declared to be disaster service workers subject to disaster service activities as may be assigned to them by their superiors or by law.”

The City Manager’s Office is responsible for establishing and ensuring the training for city personnel. Training requirements apply to all first responders and disaster workers, including first-line supervisors, middle management, command, and general staff.

## Minimum Training Requirements

CoL TRAINING MATRIX		All Employees (including part-time, and full-time)			Supervisory Responsibilities			Executive Leadership Team & Incident Command Team			Other Employee Groups Defined
		Annual	Bi-Annual	One-Time	Annual	Bi-Annual	One-Time	Annual	Bi-Annual	One-Time	One time
FEMA	IS-100: An Introduction to ICS									X	
	IS-200: Incident Command Response									X	
	IS-700: An Introduction to NIMS									X	
	E0105: Public Information Basics										X (Crisis Comms Team)
	Crisis Communications (build for Louisville)				X			X			X (Crisis Comms Team)
CoL Crisis Courses	Escalation Communications				X						X (Crisis Comms Team)
	Disaster Awareness Basics in Louisville	X			X					X	
	Active Threat Training (taught by Scott Moore)	X			X			X			
	Continuity of Operations (build for Louisville)							X	X		
	ODM Disaster Preparedness Basics										<i>Optional for all employees</i>
	CPR & First Aid Training										<i>Optional for all employees</i>
	G0402: Incident Command System Overview for Executives and Senior Officials									X	
Other Courses	G0300: ICS 300 Intermediate Incident Command System for Expanding Incidents (21 hours)										X (PD Leadership)
	ESCAPE Evac Planning										X (PD Leadership)
	Community Wildfire Mitigation Best Practices (N9073)										X Comm Dev

**Employee Classifications**

All Employees: any employee who works for the city of louisville, who is on the City's payroll, and/or who has a designated city email. This includes full-time and regular part-time employees.

Supervisory Responsibilities: employees who manage other employee's as part of their every-day responsibilities.

Executive Leadership Team & ICT: staff who is a part of ELT regularly and those who have been identified as an essential part of the ICT

Other employee groups: specific types of employee groups who relate to the training

Temporary Employee Classifications: are not required to take the required trainings unless under supervisor's discretion.

**Time Classification**

Annual: Required once a year

Bi-Annual: Required every other year

One-time: Required one-time during the employee's employment. If an employee reached 10 years, they may be required to refresh the course.

# ANNEX A

## Emergency/Disaster Ordinance and Declaration

**DECLARATION OF LOCAL DISASTER EMERGENCY IN AND FOR THE CITY OF LOUISVILLE**

**WHEREAS**, Chapter 2.32 of the Louisville Municipal Code and C.R.S. § 24-33.5-801, *et. seq.* authorizes the Mayor of the City of Louisville to declare that a disaster emergency has occurred or the threat of such event is imminent; and

**WHEREAS**, on [Enter Date and Describe Emergency]; and

**WHEREAS**, also on this date, the Governor of the State of Colorado issued a Declaration of Emergency in response to the [Enter Name of Emergency]; and

**WHEREAS**, on [Enter Date], the Chair of the Board of the Boulder County Commissioners, as principal executive officer of Boulder County, pursuant to § 24-33.5-709, C.R.S., declared a local disaster emergency in the unincorporated area of Boulder County, to wit, the occurrence of imminent threat of widespread or severe damage, injury or loss of life or property, resulting from [Enter Name of Disaster] requiring emergency action to avert danger or damage; and

**WHEREAS**, the cost and magnitude of responding to and recovery from the impact of [Enter Name of Emergency] may be far in excess of the City's available resources; and

**WHEREAS**, declaration of a local disaster emergency will assist and permit access to local emergency funds, Federal and State assistance, adjustments to policies, procedures, and ordinances to ensure the public's health and welfare; and

**WHEREAS**, it is appropriate and in the interests of the public health and safety of the City and its residents to rapidly address [Enter Name of Emergency] and subsequent cascading impacts, such as economic distress, and to further protect the health and safety of the public by declaring an emergency in the City of Louisville; and

**WHEREAS**, the Mayor of the City of Louisville, as principal executive officer of the City of Louisville, is authorized to unilaterally declare a local disaster pursuant to § 24-33.5-709, C.R.S. and Section 2.32.010 of the Louisville Municipal Code, and to activate the emergency management and operations plans and resolutions of the City.

**NOW, THEREFORE, BE IT RESOLVED THAT:**

1. There is hereby declared to be a local disaster emergency in the City of Louisville, to wit, the occurrence of imminent threat of widespread or severe damage, injury or loss of life or property, resulting from [Enter Name of Emergency] requiring emergency action to avert danger or damage.
2. The effect of this Declaration shall be to activate the response and recovery aspects of any and all applicable local and inter-jurisdictional disaster

**City of Louisville – Emergency Operations Plan**

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emergency plans and to authorize the furnishing of aid and assistance under such plans, and for the Mayor, City Manager, and other appropriate City staff to exercise those functions and be vested with such authority as set forth in Section 2.32.010 of the Louisville Municipal Code and C.R.S. § 24-33.5-709.

**BE IT FUTHER RESOLVED** that this Declaration shall be effective upon the date and time given below, and shall remain in effect for a period of seven days unless rescinded or extended by the Louisville City Council prior to expiration.

**BE IT FURTHER RESOLVED** that the City Manager shall forthwith:

1. Publish and disseminate information to the public, including but not limited to on the City’s website.
2. File a copy of this Declaration of Local Disaster Emergency with the City Clerk:
3. File a copy of this Declaration of Local Disaster Emergency with the Colorado Division of Emergency Management; and
4. Distribute a copy of this Declaration of Local Disaster Emergency to the appropriate representatives of the news media.

**SIGNED** and made immediately effective this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, at \_\_\_\_\_ am/pm.

CITY OF LOUISVILLE

\_\_\_\_\_  
\_\_\_\_\_, Mayor

## ANNEX B

### **Emergency Response Contact List – Updated**

The City of Louisville maintains a communications contact list with staff and partners who may be necessary to support emergency response and recovery efforts. This list is kept on the City's cloud Microsoft Teams software and is considered a living document.

Location of document: CoL Teams Site --> CoL Response --> CoL Response Team Contact List