

**Town of Bristol  
Emergency Operation Center  
STANDARD OPERATING GUIDELINES**

SECTION <b>1-01</b>	<b>Response to Floods</b>	REVISION 08/01/2017 NEXT REVISION <b>08/01/2018</b>
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**Purpose:** To ensure the Town of Bristol’s (Town) residents and infrastructure are protected during a flood.

**Objective:** To establish operational guidelines for the timely protection of Town residents and infrastructure from potential flooding.

**Scope:** All Town of Bristol Departments.

**Definitions:**

Flood Watch - issued when conditions are favorable for flooding. It does not mean flooding will occur, but it is possible.

Flood Warning - issued when flooding is imminent or occurring.

**Responsibility:** It is the duty of all department heads to ensure these guidelines are followed during a potential flood.

**Guidelines:**

***Flood Watch:*** If the National Weather Service issues a Flood Watch for the Bristol area, the following steps will be taken by:

Emergency Management Director

- a) Contact all department heads (Fire, Road, Police, Recreation, Water) to notify them of Flood Watch. This can be done by email, text, VtAlerts or telephone, receipt of notification needs to be obtained. (LEOP appendix #B3- for contact information).
- b) Verify that the Emergency Operation Center (EOC) is ready to open if necessary (LEOP Planning Task #3- for contact information). This can be done by email, text, VtAlerts or telephone, receipt of notification needs to be obtained.
- c) Verify the short-term emergency shelter (Holley Hall) is ready to open if necessary (LEOP Planning Task #6- for contact information). This can be done by email, text, VtAlerts or telephone, receipt of notification needs to be obtained.

Water and Sewer Operator

- a) Begin filling the reservoir until it is at capacity.

Fire Department

- a) Verify apparatus fuel tanks are full.
- b) Verify availability of traffic cones.
- c) Begin periodic assessments of potential flooding areas (LEOP Planning Task #2).

Road Department

- a) Verify vehicle fuel tanks are full.
- b) Verify availability of traffic cones and barricades.
- c) Verify availability of Road Closed signs.
- d) Begin periodic assessments of potential flooding areas (LEOP Planning Task #2).

Police Department

- a) Verify vehicle fuel tanks are full.
- b) Verify availability of traffic cones and barricades.
- c) Verify availability of Road Closed signs.
- d) Begin periodic assessments of potential flooding areas (LEOP Planning Task #2).

***Flood Warning:*** If the National Weather Service issues a Flood Warning for the Bristol area, the following steps will be taken by:

Emergency Management Director

- a) Open EOC as necessary. Contact support staff as necessary.
- b) Verify the long-term emergency shelter (Mt. Abraham) is ready to open if necessary (LEOP Planning Task #6- for contact information).  
This can be done by email, text, VtAlerts or telephone, receipt of notification needs to be obtained.

Water Service Operator

- a) Shut down pumps to reservoir.

Road Department

- a) Track and record all cost due to flooding. Submit to EOC.
- b) Continue periodic assessments of potential flooding areas (LEOP Planning Task #2).

Fire Department

- a) Track and record all cost due to flooding. Submit to EOC.
- b) Continue periodic assessments of potential flooding areas (LEOP Planning Task #2).
- c) Inventory BFD water rescue equipment.
- d) Confirm State Swift Water Rescue Team is available (LEOP #3).

***Flooding Occurs:***

If flooding is reported the following steps will be taken by:

Emergency Management Director

- a) Open EOC as necessary. Contact support staff as necessary.
- b) Collect and retain cost estimates on damages and repairs from Department Heads.
- c) Open short-term emergency shelter (Holley Hall) as necessary.
- d) Open long-term emergency shelter (Mt. Abraham) as necessary.
- e) Have PIO disseminate information about closed roads and open shelters via; email, VT Alert, social media and websites.

Road Department

- a) Close roads as necessary.
- b) Track and record all cost due to flooding. Submit to EOC.
- c) Continue periodic assessments of potential flooding areas (LEOP Planning Task #2).

Fire Department

- a) Assist with road closures as necessary
- b) Track and record all cost due to flooding. Submit to EOC.
- c) Continue periodic assessments of potential flooding areas (LEOP Planning Task #2).

Recreation Department

- a) Open and staff the short term emergency shelter.
- b) Work with citizens who need to transition to long term shelter.

***Flood Recovery:***

Once the flooding has subsided the following steps will be taken by:

Emergency Management Director

- a) Close EOC as necessary. Release support staff as necessary.
- b) Collect and retain cost estimates on damages and repairs from Department Heads and submit them to LEPC 8.
- c) Close short-term emergency shelter as necessary.
- d) Close long-term emergency shelter as necessary.

Water Service Operator

- a) Turn pumps to reservoir back on.

Road Department

- a) Open roads if possible.
- b) Track and record all cost due to flooding. Submit to EOC.
- c) Discontinue periodic assessments of potential flooding areas (LEOP Planning Task #2).

Fire Department

- a) Assist with road openings as necessary.
- b) Track and record all cost due to flooding. Submit to EOC.
- c) Discontinue periodic assessments of potential flooding areas (LEOP Planning Task #2).
- d) Assist residents with pumping out basements.

Recreation Department

- a) Close short-term emergency shelter (Holley Hall).
- b) Work with citizens who need to transition to long term shelter.