| EMERGENCY RESPONSE & RESILIENCY | | | | |
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| Definition: **Emergency Response and Resiliency** includes the region's preparedness for impacts from significant weather or unplanned events. This includes activities that should occur prior to, during, and after the event. Agencies typically involved are transportation agencies, emergency management, state police, local law enforcement, and others that can provide real time data related to impacts or resources during different phases of the event. | | | | |
| | **What is placing us in our current tier?** | | **What is keeping us from advancing to the next level?** | |
| | • SCEMD manages large scale emergency events such as hurricanes and coordinates with other agencies. They have standardized documentation shared with all agencies.<br>• SCDOT uses ITS technology and resources such as portable changeable message signs, traffic cameras, congestion monitoring, and SHEP for evacuation operations.<br>• Technology such as DMS during lane reversal and Wireless Emergency Alerts (WEA) are used to communicate with the public during an extreme event.<br>• Lane reversal is practiced with partner agencies before hurricane season begins.<br>• Emergency response is recognized throughout the region as critical due to frequency of hurricanes. Hurricane Guides are produced each year by SCEMD.<br>• Most local agencies have EM plans and hazard mitigation plans.<br>• SCEMD maintains the State Emergency Operations Center in West Columbia. During emergency operations, they are prepared to staff the center 24 hours a day using state agency staff, and staff from both non-profit and private organizations.<br>• After Action Reviews are conducted and support the development of plans after events.<br>• Each County Emergency Operations Center activates and staffs of 24 hours a day during an emergency.<br>• SCDOT TMCs staff for 24 hours a day during an emergency. | | • Limited use of technologies beyond foundational ITS infrastructure during emergencies.<br>• Limited understanding from leadership regarding the value of technology investments to support emergency response.<br>• Limited use of performance measures to support AARs and future technology implementations.<br>• Region not leveraging emergency response technology for secondary uses. | |
| | **Level 1 (Ad-hoc)** | **Level 2 (Managed)** | **Level 3 (Proactive)** | **Level 4 (Fully Collaborative)** |
| **Business Processes** | The region's response is informal and reactive to major events. There is little to no information on the documentation process. | While the response to smaller events is more reactive, major events are nominally assessed and planned for. The documentation process is outlined but not consistently used throughout the region. | A formal process for emergency response has been established. There is a standardized documentation process. Funding and other institutional barriers prohibit the region from addressing the immediate needs post-event. | A formal documentation process is widely used for multiple agencies and a database or platform is used to archive historic information. The historic information is reassessed annually to identify outstanding needs. |
| **Systems and Technology** | No standard protocol or systems exists for emergency management or coordination across agencies. | Technology is available to support planning but is inconsistently used. There is a standard protocol for emergency response management. | Technology is used for situational awareness and verification. Available technologies are widely used and coordination between partnering agencies is established. | All available technologies are used to the fullest extent. Information sharing is common practice between agencies. |
| **Performance Measurement** | There is no formal coordination after major events. The data that is collect is not applied or stored adequately. | There is some coordination after major events with multiple agencies involved. There is adequate review of data for pre-event, during, and post-event. The data is used to track progress. | There is a formal coordination process during and after major events with multiple agencies involved. The data is used to set pre- and post-goals for the agencies. | Formally coordination process is common practice. All available data sources are used to drive multiagency decisions. |
| **Culture** | The value of multiagency coordination is not a priority. There is no adequate funding in place to respond to major events. | Leadership sees the value in multiagency response. There is still need for funding resources (staff, technology, etc.). While resiliency is considered, it is not a high priority region wide. | Leadership recognizes and actively funds resources to enhance emergency response needs. The region recognizes and actively advocates for resilient planning and standards. | Leadership advocates for more funding to further enhance emergency response needs. Planning for resiliency is a cornerstone of the region's standards. |

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| **Organization and Staffing** | There are few, if any, tools in place that allow for expansion of staffing during a major event. There are little to no training tools available. | There are some tools in place that allow for expansion of staffing during an event, but mostly rely on internal staff. There are informal exercises in place to train new staff. | There are tools in place that allow for expansion of staffing levels—internal, partner agencies, and volunteers—during an event. Training tools are reassessed after each event for future responses. There are formalized exercises in place to train new staff. | Response tools are common practice and allow for expansion of staffing levels—internal, partner agencies, and volunteers—during an event. Training tools are reassessed frequently, and all relevant staff participates in these exercises. |
| **Collaboration** | The After-Action Review (AAR) includes some key, internal staff. There is limited partnership between agencies. | The AAR includes a few agencies. There is some partnership to balance responsibilities and information sharing. | The AAR includes most agencies involved. There is strong partnership to balance responsibilities and information sharing. | The AAR includes all agencies involved. Strong partnerships exist between agencies and are not dependent on individuals. Agency partnerships leverage well-coordinated information sharing. |
| **Service Layer Actions to Advance to Next Level** | | | | |
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