

Immediate Objectives

- Protect Life and Property
- Safety of All
- Minimize Flood Damage
- Use contractors immediately within a couple of hours
- Evacuation
- Establish Emergency Operation Center

What Did We Do Right?

- Texas Type 3 Team
- Agency discussion and response
- Information EOC (JIC)
- Coordinating road work between jurisdictions
- Effectively used national Guard
- Passing Information
- All partners at the table
- Great security
- Ham radio
- Early contact with solid waste
- EOC was activated none of the parties had done this before
- Impressive leadership
- No loss of life or serious injuries

- Morning briefings
- All-encompassing recovery
- Late but daily IAPs
- Operating plan for when we do flood
 - Interagency Flood Group
- Keeping minutes
- Communication in briefings and meetings

What Did We Do Wrong?

- Coordination with Alamogordo
 - Had not been given authority
 - Political (Agency Leadership)
 - Unique situation in that most incidents don't have an outside entity within the structure of the emergency incident (ie, Alamogordo in Lincoln County)
- Bureaucracy
 - Corps of Engineers at Federal Level
- Early legal coordination on necessary steps
 - Contractor procurement
- Evacuations for special needs
- Early Alert System
 - Could have been done faster
 - NM Forestry Division just waiting to be called
 - They have direct lines to help that we do not have

- Discussion of prices with each entity, as each group did not know for sure the cost of what they were agreeing to pay for.
- Sooner responses to each financial group
- Use of liaisons
 - Get a fully authorized liaison for each group represented
- Missing partners at the discussion tables
 - There were not people present from each entity at key meetings
- Less hesitation in asking for Federal help
- No communication between law enforcement groups.
 - One entity had been told they could proceed, but the call never went to the next group to let them through and the party was ticketed.
- Missing security at the beginning
 - Disconnect with Sheriff's Office

What Did We Do Wrong?

- Infrastructure
 - Lists, contacts, websites, organization lacking at the beginning
- Education of emergency procedures
- Identification of monetary and physical resources
- Communications/Infrastructure
- Public Education
- NMDOT has lots of resources they were not contacted
- Get surrounding contracts in place
 - Before next event, make sure all key players are in an up-front agreement of what to do and how to proceed.
- Reliable computer equipment
 - Not all equipment was compatible with each other so reports would not connect properly between computers

- IC Duties/Training
 - Train all people in the IC duties that they are performing
- Finding qualified people
- No Daily IAP in the beginning
- Disconnect between County, State, and Federal resources
- Train our own people in their specific positions
- Distribution of minutes
- Manage press access better

What Worked the Way We Wanted It To?

- Immediate response from County and Village (the people with the purse strings)
- Trust
- Immediate action for Alto Lake
- Agency Coordination
- Early ID of process and then doing it
- Hiring the Texas Team
- Asking for assistance early
- Briefings

What Surprised Us?

- Daily resolution of problems impressive!
- Response (ahead of the game) of Environmental Department
- Size of this team
- Rapidity of group taking shape
- Group stayed and became stronger and more effective; did not diminish, as is normal for a group like this.
- Becoming one of the better teams in New Mexico
- Radio communications went well good job, Joe Kenmore!
- Group stayed focused on best interest of the people in our communities;
 did not become territorial

What Now?

- Partner Coordination
 - Liaisons
 - Identify partners immediately
 - Verify decision makers and their authority for each entity involved
 - Continual verification
- Bureaucracy (Regulatory)
 - ID
 - Involve immediately
 - Relationships
 - Standardization
- Legal
 - Bring in from the beginning
 - Take them on a tour to see what is going on
 - Risk management
 - Policies
 - Responsibility

- Communication
 - Infrastructure (Satellite)
 - Fiber Optic site (invite multiple for redundancy)
- TRAINING!!!!!!!!