



**TOWN COUNCIL  
WORKSHOP  
MEETING MINUTES  
NOVEMBER 14, 2017**

Dale Crafts, At Large 2017  
Normand Albert, At Large 2018  
Kasie Kolbe, District 1 2018  
Allen Ward, District 2 2018  
Christopher Brunelle, At Large 2019  
Mark Lunt, District 1 2019  
Kris Crawford, District 2, 2019

**CALL TO ORDER.** The Chairman, Allen Ward, called the meeting to order and waived the pledge of allegiance to the flag at 6:05 PM.

**ROLL CALL.** Members present were Councilors Ward, Kolbe, Brunelle, Lunt, and. Councilors Crafts, Crawford, and Albert were absent. Also present were Diane Barnes, Town Manager; Lisa Ward, EMA Director; and approximately one citizen in the audience.

**DISCUSS DISASTER RECOVERY – LISA WARD, EMA DIRECTOR**

Mrs. Ward said you may remember from the NIMS training that disasters are identified in four phases. There is mitigation, preparedness, response, and recovery. She said she would be talking about recovery specifically, but to define the other three phases briefly so you can tell why they are separate from recovery.

Mitigation is taking a look at our infrastructure in a way that identifies issues and takes care of them ahead of time. Just recently all of the EMA Managers met with the State directors about our County Hazard Mitigation Plan. She said she had a lot of help putting this together. A lot of mitigation has to do with Public Works so she met with Mr. Leighton. This might include, for instance, a culvert that washes out during every storm so the plan would cover what could be done to make sure it doesn't wash out when we have a big storm. In a few months or so this plan will come before the Town Council for its approval because each town has to accept that plan. It's a great plan to have because they were able to, with Mr. Leighton's help, identify quite a few problem areas in Lisbon so down the line we already have them identified them as problems which need to be mitigated. We would then be eligible for assistance in terms of matching funds or special grant funding, etc. It's really great to be able to identify these things ahead of time and be able to get some funding later on.

Mrs. Ward said preparedness is her specialty, which has to do with personal preparedness to family preparedness to county and statewide preparedness. She said her favorite is pet preparedness. It helps people to think about their personal preparations and what they have in place for their own family and finding ways to make preparedness be a part of everyday life. It can be compared to fire safety, and if you have to leave your home, it covers how you connect with your family members and other things like that.

Mrs. Ward said then we move to response. Most people are more familiar with disaster response. That's our fire fighters, police departments, emergency responders, and our EMS folks. This covers all of the volunteer groups as well. Those responders are trained to do what they do and respond all the time. As an EMA Director, response is not something she has to think about in terms of response, but in terms of coordination. So when there is a disaster, coordinating with responders is necessary like in our most recent storm. She said she had to be in touch with not only Public Works, but Fire, EMS, and Police so they knew that she was available to activate her CERT team right down to doing the necessary paperwork, etc. It seemed to work pretty well during our recent disaster.

Mrs. Ward said Wikipedia says recovery means to restore things to a sense of normalcy. There are two kinds of recovery. The first is short term and the second is long term. Short term means getting the power lines out of the roads, trees off houses, making sure we get electrical power back to some homes faster than others. Making sure that we have water and that the sewerage treatment plant is working properly. We saw recently that we were losing the ability to communicate with each other, because the repeater battery was dying and not designed to hold up after 2 or 3 days of use. This issue will be addressed with Chief Hagan later. We will discuss the treatment plant with Mr. Leighton as well, because this would be an item we do not want to be down. It is a vital part of the infrastructure. Identifying them in our plan is important so down the road we can find funding for generator's for both of these places. The town office was designated a warming center; however, although the building's generator

runs on natural gas, we had some electrical issues. We will be discussing ways to mitigate this problem in the future and what our backup plan should be. She indicated disaster recovery long term is becoming more and more vital. Technology, city infrastructure, we have a lot of city like issues when something happens, and focusing on business functions, and technology so disaster recovery in terms of long term involves a lot of things. The FEMA site links to so many different acronyms, but basically the national disaster recovery framework offers eight (8) guiding principles that cover the roles and responsibilities of coordinators, stakeholders, and other individuals involved in recovery. It defines the coordinating structure that facilitates communication among the stakeholders, including guidelines and plans. This piece of the plan is new to everyone and there really isn't a model to go by yet. The State of Maine just this year began exercises in short and long term recovery. The quarterly meetings provide updates, but this really speaks volumes about how much work there will be in moving forward from here. Again, this comes from the top because FEMA has a structure in place and the Maine Emergency Management Agency is taking their cue from that level so the next step is developing county and local plans.

Mrs. Ward went over the pamphlet and worksheets designed to help define whose responsibility it will be at the top. This should help with developing these plans; however at the moment it is more of a learning curve. It will cover things like community planning and capacity building, economic recovery and impact, health and social services, housing, the infrastructure system, and natural & cultural resources. The details still need to be flushed out and a hot issue right now. More training is coming.

Councilor Ward asked who coordinates getting this information out. Mrs. Ward said that would be her role. If there is a disaster the fire and police personnel need to be responders first, which leaves the EMA Director to communicate between government, responders, and Public Works, which plays a key role in a disaster. She said she may have to reach out to the Water Department as well or work through the Town Manager.

Councilor Ward said the Council has a better understanding now, a year later, since they attended their NIMS training.

Mrs. Ward said if there is news that needs to get out during a disaster, she would be the one that gets something really important out there to the public. Our social media page reached people early on when residents still had power. The media can also help us get information out.

Councilor Ward said the debris and clean up became the worst part about our most recent storm. Mrs. Ward said she was not sure whether we qualify for reimbursement. Councilor Ward said he understood clean up takes longer if you are going to get reimbursed. There were lots of complaints about the process not being fast enough, but our team was very efficient. Mrs. Ward said we did shine when it came to responding. They did what they needed to do in the appropriate timeframe. That short term recovery included the Public Works crews who had to wait for electrical crews to turn off power so trees and debris could be removed and that took some time to wait for steps to be completed. It just takes a while when crews are spread out. We live in a world where everybody expects everything to be one mouse click away and it isn't that way. We can't do everything all at once. Public Works concentrated on opening the main roads first. CMP put power back in areas with the biggest impact first. She said our Public Works, town government, and responders did a fine job doing what they were tasked to do. She said we saw a lot of neighbors and friends stepping up to help others, which makes our community a little bit stronger. We have our list of things we are going to do and this will help make us be more prepared for the next event, as well. She said we can't be over prepared.

Mrs. Barnes thanked Mrs. Ward for doing such a great job communicating during our last event keeping in touch with everyone during that disaster.

## **ADJOURNMENT**

Seeing no further workshop business to come before the Council, the Chairman closed the workshop at 6:50 pm.

---

Jody Durisko, Deputy Town Clerk  
Date Approved December 5, 2017