

CITY OF OREM

EMERGENCY OPERATIONS CENTER (EOC) PLAN



JANUARY 2020

TABLE OF CONTENTS

Table of Contents	2-3
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Emergency Operations Center (EOC) ANNEX

Section 1 - Introduction	4
Section 2 - Activation	4-5
The Emergency Operations Center	5-7
EOC Action Planning Process	7
Section 3 - EOC Activation Checklist	8
Generic Checklist - For All Positions and Agency Representatives	9

Emergency Operations Center (EOC) ANNEX APPENDICES

Appendices Cover Sheet	10
Appendix A - EOC Organizational Chart	11
Appendix B - EOC Information Flow Chart	12
Appendix C - EOC Layout/Set-Up	13-14
Appendix D - EOC Sign-In/Sign-Out Sheets	15-17
Appendix E - EOC Communications Section	18-21
Appendix F - EOC Declaration Process	22-24
Appendix G - EOC Overall Event Priorities Summary Sheet	25
Appendix H - EOC Position Checklists**	26-48
Mayor and City Council	26
City Manager and Policy Group	26
EOC Manager	26-29
PIO	30
Safety Officer	30-31
Operations Section Chief	31-32
Fire and Medical Coordinator	32-33
Law Enforcement Coordinator	33-34
Security Officer	34
Public Works Coordinator	35
Planning Section Chief	35-37
Situation Unit Leader	37
Resource Unit Leader	37-38
Technical Specialist Unit Leader	38
GIS Specialist	38

TABLE OF CONTENTS CONT....

Appendix H Cont.... - EOC Position Checklists**	26-48
Demobilization Unit Leader	39
Documentation Unit Leader	39
Logistics Section Chief	39-41
Supplies Unit Leader	41-42
Facilities Unit Leader	42-43
Communications Unit	43-44
Finance/Administration Section Chief	44-45
Cost Unit Leader	45
Time Unit Leader	46
Procurement Unit Leader	47
Compensation and Claims Unit Leader	47-48
Legal Officer	48
Appendix I - Example Incident Action Plan (IAP) and Required Meetings	49-55
Appendix J - Planning P	56
Appendix K - Emergency Support Functions (ESFs)	57-58
Appendix L - EOC Incident Reporting Form	59
Appendix M - Record of Changes Sheet	60

**Also refer to job aid sheets that have been distributed to EOC personnel and will be given out upon arrival at the EOC.

SECTION 1 – INTRODUCTION

The Emergency Operations Center (EOC) Annex and the checklists at the end of the annex provide an easy reference of responsibilities for every member of the City of Orem emergency operations staff. The EOC Annex and Checklists have been developed to supplement the guidance provided in Emergency Operations Plan (EOP), the emergency checklists in the annexes, and any Standard Operating Procedures (SOPs) developed for use by First Responders. Position description summaries and operational checklists are outlined for each of the positions of the City of Orem EOC Team. The standard functions for each of the positions may include, but are not limited to the items listed in this document. These are the basic functions and may need to be expanded on using Incident Command System (ICS) principles. Use of the EOC Annex and Checklists will enhance organization and performance through standardization of activities and procedures between EOC and jurisdiction/field level response teams.

Emergency Plan Management and Updates

The Emergency Management Work Group will be responsible for updates and maintenance of this plan.

Authority Citations

The authority for Emergency Operations and Disaster Preparedness used in the development of this annex of the City of Orem Emergency Operations Plan (EOP) can be found in the Basic Plan.

National Incident Management System (NIMS)

The Federal Department of Homeland Security has established that the National Incident Management System (NIMS) will be used during an emergency/disaster. The City of Orem has adopted NIMS by Resolution with Executive Order #05-01.

SECTION 2 – THE EMERGENCY OPERATIONS CENTER

Purpose

The EOC is the location from which centralized management of a jurisdiction's response is performed. The EOC supports the members in field operations and facilitates a coordinated response between the EOC Manager, City of Orem agency representatives, and representatives from outside organizations.

Function

The EOC provides a centralized focus of authority and information, as well as, allows face-to-face coordination among personnel who must make decisions regarding priorities in the use of resources. The following functions are performed in the EOC:

- Receive, collect, process, and disseminate information and warnings to the Utah County EOC, State of Utah EOC, the public, and any other jurisdictions or agencies, as needed.
- Coordinate emergency operations between agencies and organizations.
- Recommend policies, legal advice, and determine the state of emergency for elected officials.
- Maintain current maps, information display boards, and situational awareness.
- Prioritize responses, the allocation of resources, and coordinate logistical support.
- Track costs of personnel, equipment, resources, and damage.
- Coordinate mutual aid.
- Utilize Web EOC, as needed.
- Establish a Joint Information Center (JIC) and disseminate public information.

Location

The City of Orem EOC will be located at the Orem City Public Safety Building, 95 East Center Street. The backup location will be located at the City of Orem Public Works Building, 1450 West 550 North. If it is a small event and feasible, then the EOC could be located near the Incident Command Post at the event.

Messaging

Any message in the EOC shall contain, at least, the following information:

- To: (receiving party) - From: (sending party) - Date and Time
- Via: (how it was sent) - Priority (Low, Med, High) - The Message
- Resources requested - Action taken and by whom (if any)

Activation Policy

The City of Orem EOC is activated when field response agencies need support. Activation may involve partial or full staffing, depending on the support required. The following list depicts the circumstances when the City of Orem EOC could be activated.

- A local government within the Area has activated its EOC and requested activation of the EOC to support its emergency operations.
- Two or more cities within the Incident have declared a local emergency.
- The County and one or more cities have declared a local emergency.
- A city or the county has requested a Governor's Proclamation of a State of Emergency.
- A state of emergency is proclaimed by the Governor for the county or two or more cities within the Area.
- The Duty/Battalion Chief are requesting resources from outside boundaries, except those resources used in normal day-to-day operations which are obtained through existing agreements such as fire or law enforcement mutual aid, and
- Dispatch has received resource requests from outside its boundaries, except those resources used in normal day-to-day operations which are obtained through existing agreements such as fire or law enforcement mutual aid.

The following City of Orem personnel are authorized to activate the City of Orem EOC:

- City Manager
- Deputy City Manager
- Mayor
- Emergency Manager
- Police Chief or designee
- Fire Chief or designee

Activation Levels and Minimum Staffing Guide per Level

In addition to the following activation levels, Authorized Officials may find that activation of the EOC is not warranted, yet monitoring of a developing situation is warranted. At that time, the Emergency Manager, or designee will be the liaison with County and State emergency operations after duty hours. This individual will be identified to those agencies affected by the developing situation. The Emergency Manager, or designee, will also be the point of contact for the City of Orem during non-duty hours when a Level 3 Activation of the EOC has been initiated. The City of Orem has developed criteria to identify the events/situations that would require EOC activation. The City of Orem has established the following three levels of activation:

Level One: Full Activation

- The EOC is activated, and all or most of the positions are filled. This involves an emergency requiring a City and/or County-Wide response effort and resources required are above and beyond the City’s capability. A notification will be sent out describing why a Level One activation is required and who needs to respond to the EOC.

Level Two: Partial Activation

- The EOC is activated, but only some of the positions are filled. This may involve a smaller emergency that a limited number of responders can handle. It might involve the early stages of an expanding disaster, or it might involve the late stages of a response prior to deactivation of the EOC. This partial activation includes two or more departments responding above a normal capacity. A notification will be sent out describing why a Level Two activation is required and who needs to respond to the EOC.

Level Three: Increased Readiness

- The EOC is activated, but only some of the positions are filled. This may involve a smaller emergency that a limited number of responders can handle. It might involve the early stages of an expanding disaster, or it might involve the late stages of a response prior to deactivation of the EOC. Usually, only one department with normal resources is required. The Dispatch Center can be the EOC and the Dispatch Supervisor could act as the EOC manager.

For each level, a minimum staffing requirements guide has been developed. The activation and staffing guide is depicted below:

Level	Staffing
1	Full Staffing
2	<u>Partial Staffing</u> Emergency Manager or designee Section Chiefs, as needed Branches and Units as appropriate Agency representatives as appropriate
3	Emergency Manager or designee Section Chiefs, as needed Representatives of responding departments

During a disaster or emergency, this EOC Annex will be implemented in accordance with the Comprehensive Emergency Management Plan (CEMP). Personnel assigned to the different functions under this EOC annex will follow checklists/SOPs established by the Emergency Manager or designee. The six essential EOC functions in the City of Orem EOC are Management, Operations, Logistics, Planning, Finance/Administration, and Communications. These functions are the basis for structuring the City of Orem EOC Organization. The Policy Group is activated when EOC reaches full activation status. The Policy Group members include the City Manager, Deputy City Manager, Public Information Officer and relevant Department Directors.

- **The Management Function** is responsible for overall management of the Emergency Operations Center (EOC) to support Incident Commanders and first responders.
- **The Operations Function** is responsible for coordinating support for the City of Orem’s emergency response, coordinating inter-jurisdictional responses, and coordinating City-Wide activities through inter-department coordination.
- **The Planning Function** is responsible for collecting, evaluating, and disseminating information, developing the Incident Action Plan (IAP) in coordination with other functions, and maintaining documentation.
- **The Logistics Function** is responsible for providing facilities, services, personnel, equipment, and materials to support the emergency response.
- **The Finance/Administration function** is responsible for financial and other administrative activities.
- **The Communication Function** is responsible for communicating with City residents, City Employees, and coordinating with EOC personnel to develop one message and be the voice of the City.

The duties and responsibilities for these functions are depicted in the position checklists which are provided for each EOC function. The checklists are based on three phases - Activation, Operational, and Deactivation. A Generic Checklist, which applies to each EOC position for both the activation and deactivation phases, is also provided in this EOC annex. Some positions may have unique actions to take under these two phases which will be noted on their specific checklists.

SECTION 3 – EOC ACTION PLANNING PROCESS

Core Objectives and Functions of the EOC

- Information Gathering, Evaluation, Management, and Dissemination.
- Situational Awareness of Emergency or Disaster.
- Resource and Personnel Allocation and Coordination.
- Communication Facilitation.
- Priority Setting – Life Safety, Incident Stabilization, Property Conservation.
- Develop, Advise and Support Policy-Level Decisions.
- Coordinate with Neighboring Cities, Private Companies, and County, State and Federal Government, as needed.

Personal Checklist (For All City Personnel) Prior to Response

- Make sure you have a plan for your family/household needs so that in the event of a situation you can make sure your family is safe and personal matters have been taken care of, then can report to the Orem City EOC.
- If possible, your home emergency plan should include at a minimum: evacuation routes, meeting places, contacts outside the area, communication lists, and a 72 kit per family member.
- Have up-to-date contact information with the City so that you can be notified in case of an event or large-scale emergency.

EOC ACTIVATION CHECKLIST

- Authorized personnel (page #5) activates EOC, decides required level of activation, and operates as EOC Manager until Emergency Manager, or designee, arrives to replace.
- Notify City Manager, Policy Group, and needed EOC personnel of the EOC activation.
- Post the EOC sign and EOC Check-in sheet near the door. Preferably with the security table.
- Open EOC (Public Safety Training Room) and do the following:
 - Set up EOC in-a-box in Public Safety Training Room (Appendix C of EOC Plan).
 - Get out, set up, and power on computers (run updates as needed), printer, and TVs.
 - Get out, turn on, and set up four phones (Appendix C of EOC Plan).
 - Get supplies out of the back storage room and place on supply tables.
 - Arrange tables based on the EOC layout (Appendix C of EOC Plan).
 - Place EOC sign, org chart in room.
 - Keep back storage room clear and organized from HAM radio operators.
- Contact Law Enforcement Coordinator and set up EOC security measures. Only those invited into the EOC are allowed. All EOC personnel will be given a badge for access. No media in the EOC. Media will be directed to the Public Information Officers (PIOs) in the Joint Information Center (JIC).
- Establish a Check In/Out Station next to the security and credentialing check.
- Start to gain Situational Awareness
 - Is there an Incident Command Post and who is in command?
 - General information on the situation. Initial assessment.
 - Potential duration of event.
 - Initial resource needs.
 - Potential for getting better/worse.
 - Effect on the jurisdiction.
 - General status of service level needs within the jurisdiction.
 - Are we short on resources? (Police, Fire, EMS, Public Works, equipment, etc.)
- Initial situational brief to Management and Staff upon their arrival at the EOC.
 - Current situational awareness.
 - Staffing requirements for the EOC.
 - Current immediate needs.
- Brief staff as they arrive, provide job duty checklists.
- Have the Planning Section Chief start the Planning P (Appendix J of EOC Plan) and look at objectives for the current and next operating periods.
- Initial briefing of the policy group.

GENERIC CHECKLIST - FOR ALL POSITIONS AND AGENCY REPRESENTATIVES

Responsibilities:

1. Agency Representatives should be able to speak on behalf of their agencies, within established policy limits, acting as a liaison between their agencies and the City of Orem EOC.
2. Agency Representatives may facilitate requests to or from their agencies, but normally do not directly act on or process resource requests.
3. Agency Representatives are responsible for obtaining situation status information and response activities from their agencies for the EOC.

Activation Phase:

- Once notified, report, if safe and possible, with your 72 hour kit, radio (if you have one), phone, and laptop to the City of Orem EOC (Public Safety Building – 95 East Center Street).
- As you travel to the EOC be involved in the rapid damage assessment. Note any major damage that has occurred to infrastructure, buildings, locations etc. and report this information to the EOC at 801-724-3870, or when you arrive at the EOC if phones are down.
- Sign in upon arrival at the City of Orem EOC, obtain an EOC Org Chart and Floor Plan, and report to EOC Manager and/or Section Chief. Clarify any issues regarding your authority and assignment, including the functions of other representatives from your agency (if any) in the EOC.
- Set up your workstation, review your position responsibilities, establish communications with your agency/department, and determine your resource needs; such as a computer, phone, plans, maps, copies, any other reference documents, etc.
- Establish and maintain a position log which describes your actions taken during your shift.
- Ensure WebEOC (<https://veocutah.webeocasp.com/veocutah/default.aspx>) is logged into and operational.
- Inform the EOC sections that are appropriate that you are available, and begin completing tasks on your individual EOC job checklist, located at your desk, and Appendix H of this EOC Plan.

Operational Phase:

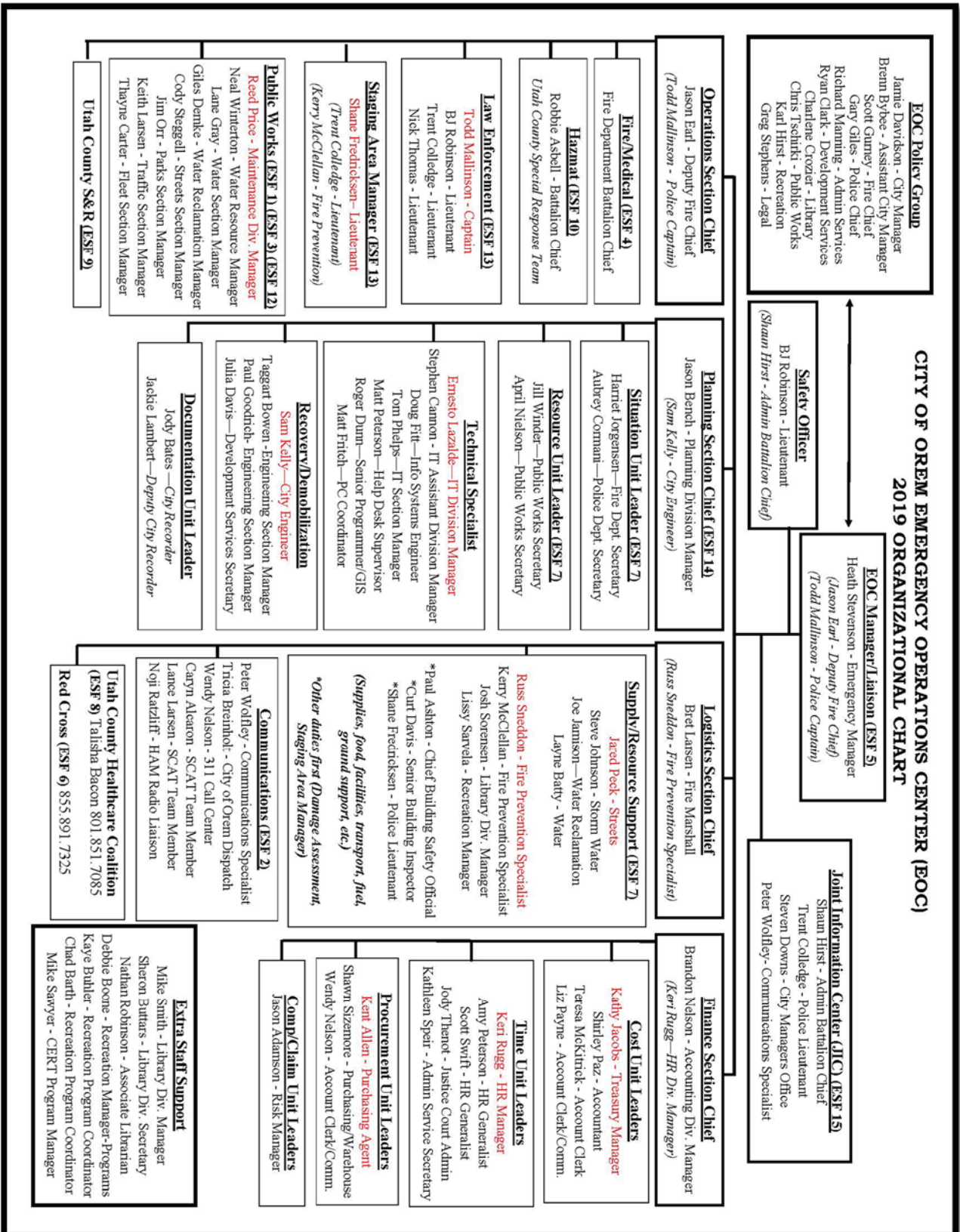
- Facilitate requests for support or information that your agency can provide.
- Keep current on the general status of resources and activity associated with your agency
- Provide appropriate situation information to the Planning Section.
- Represent your agency at planning meetings, as appropriate, providing update briefings about your agency's activities and priorities.
- Keep your agency executives informed and ensure that you can provide agency policy guidance and clarification for the City of Orem Emergency Manager.
- On a regular basis, inform your agency of the EOC priorities and actions that may be of interest.
- Maintain logs and files associated with your position.

Demobilization Phase:

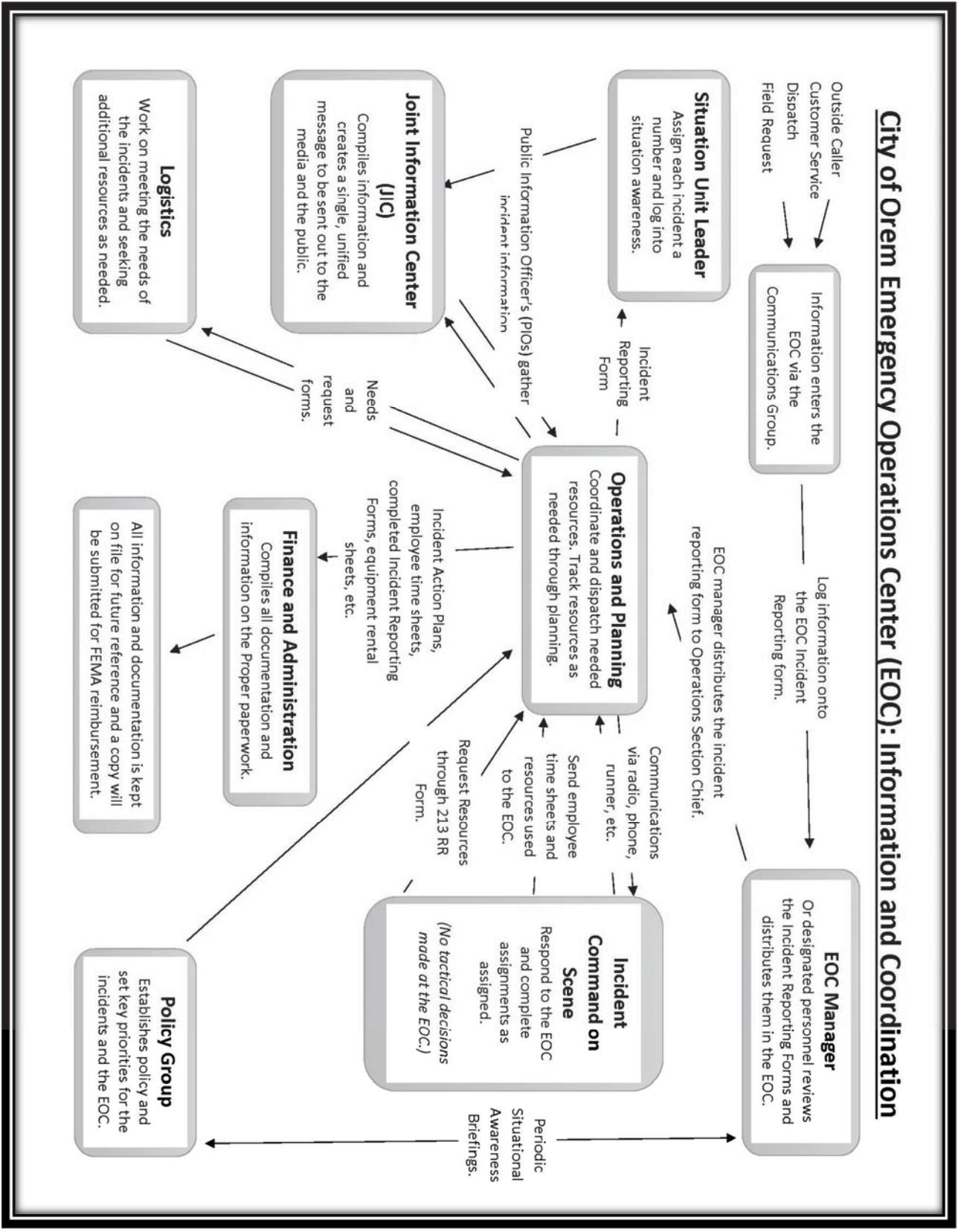
- Deactivate your assigned position, contact your agency/department, and close out logs when authorized by the EOC Manager.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section prior to your departure.
- Be prepared to provide input to the after-action report. If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

APPENDICES

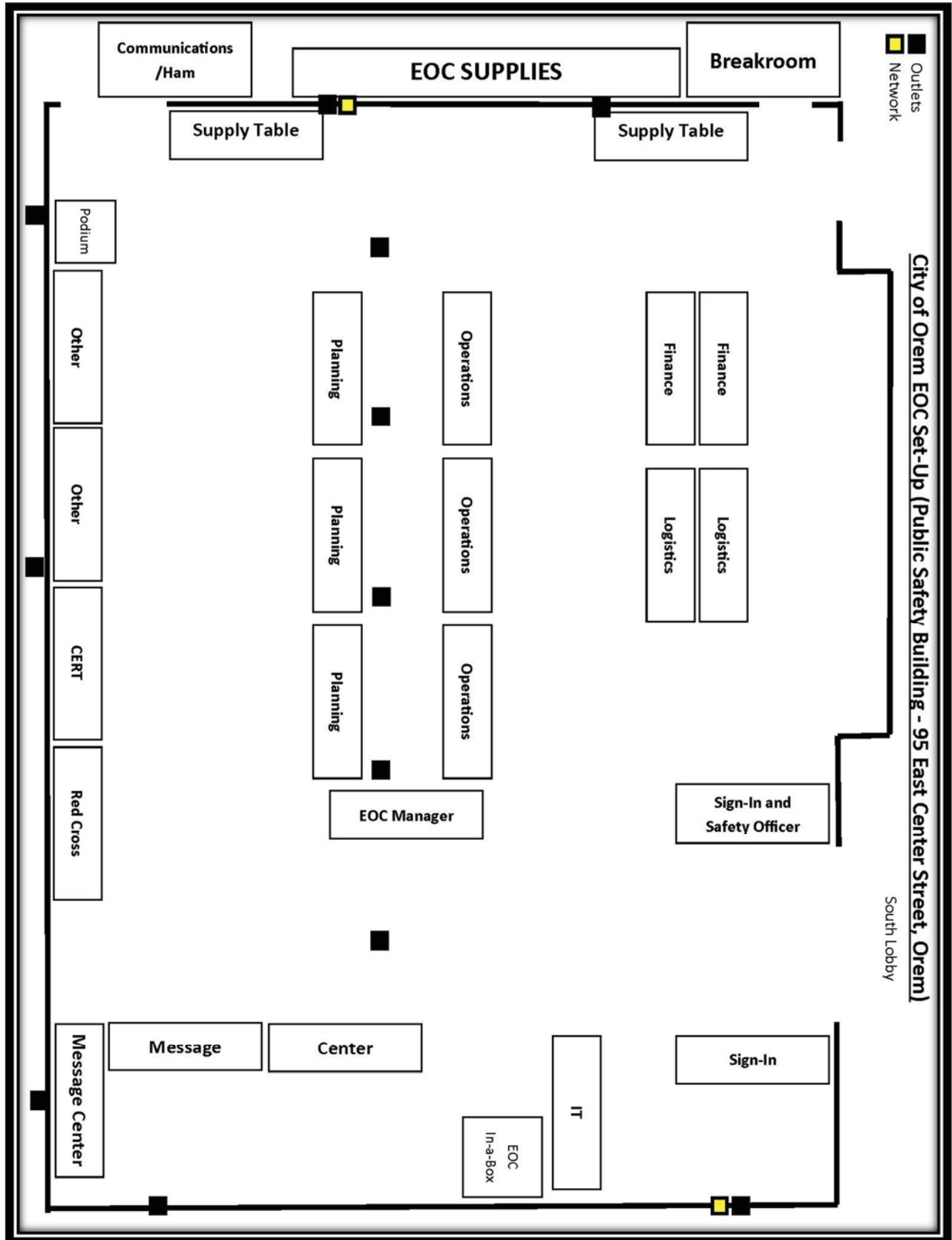
Appendix A: OREM EOC ORGANIZATIONAL CHART



Appendix B: CITY OF OREM EOC INFORMATION FLOW CHART



Appendix C: EOC SET-UP/LAYOUT



EOC SETUP NOTES

To setup the electronic components in the EOC, follow the steps:

1. Take the EOC in-a-box from the back closet of the training room and place it in middle of the South wall (refer to EOC layout sheet).
2. The phones and computers are in the back storage room inside the training room. Remove them from the storage room and put them on the message center tables.
3. Use the key that is attached to the EOC-in-a-box and open it. Take the top right (blue) cord and plug it into the wall slot D106 (DATA), which is also located on the South wall.
4. Once step 3 is complete, plug the battery/memory box into wall. Plug the cord into the box that is attached to the top of EOC in-a-box and the other end into the wall.
5. Flip on the “on” switch.
6. Take the other data cords and plug them into the EOC in a box and run the cords to the message table to plug in the phone.
7. **EOC Phone Configuration**
 1. Plug data cord into phone
 2. Enter the Password - 1234#
 3. Clear all values - yes*
 4. Change 2 values
 - i. 801.1Q Tagging = OFF -- use star* to move tagging to ON, then press #
 - ii. VLAN 1612 -- # for OK
 5. # through all other values, plus YES to save.
 6. The phone will then start up.
 7. Repeat these steps for each phone.

EOC Phone Numbers (7 total phones, with 4 configured)

801-724-3870

801-724-3871

801-724-3872

801-724-3873

Appendix F: EMERGENCY DECLARATION PROCESS

Local governments are considered the primary responders in any disaster and/or emergency situation. As such, they need to be aware of their responsibility to assess the situation, rapidly mobilize forces, and plan a course of action. A commitment of local personnel and equipment for search and rescue, flood response, emergency restoration of transportation and utilities, public information and emergency sheltering and feeding may be necessary for an indeterminate length of time. Local resources may eventually be stretched to their limits.

Once the situation exceeds the local jurisdiction's ability to respond, City Officials will need to seek supplemental resources from the County, the State, and possibly, the Federal government. The emergency declaration should be made by City Officials following the completion of an initial damage assessment and the Local "State of Emergency" Declaration will be forwarded to the Governor through the County and State.

The rationale for declaring an official state of emergency is threefold:

1. To acknowledge that the local jurisdiction has experienced a disaster and has responded to the best of its ability.
2. To alert the County, and State that local resources are being fully utilized and that county and state assistance may be requested, and
3. To empower the local officials to take the extraordinary measures necessary for protecting life, stabilizing the incident, protecting property and the environment, as possible, all while affording some safeguard against legal liability.

A Local "State of Emergency" Declaration by local government officials IS NOT a request for supplemental State or Federal assistance. It acknowledges that all involved local entities have officially recognized the situation and are taking all necessary actions to respond to it. The declaration must be issued before State or Federal assistance is requested and is necessary as justification for such assistance.



STATE OF EMERGENCY DECLARATION

WHEREAS: The City of Orem, in Utah County, Utah has experienced an event of critical significance due to (describe the circumstances warranting the state of emergency declaration), beginning the (number) day of (month), (year); and

WHEREAS: There exists emergency circumstances requiring extraordinary and immediate corrective acts for the protections of the health and safety of the citizens of the City of Orem, Utah; and

WHEREAS: There exists emergency circumstances requiring extraordinary and immediate corrective acts to prevent or minimize injury to people and damage to property as a result of this event.

THEREFORE: The City of Orem, in Utah County, Utah, on behalf of the citizens, declares a local state of emergency exists.

ORDERED: The City of Orem, in Utah County, Utah activates the City Comprehensive Emergency Management Plan.

DATED: (Number) O'clock, (am/pm); this the (number) day of (month), (year).

SIGNED:

(Name and position)

(Date)



STATE OF EMERGENCY EXPIRATION

WHEREAS: On the (number) day of (month), (year), the City of Orem, in Utah County, Utah declared a local state of emergency due to (describe the circumstances warranting the state of emergency declaration (copy and paste text from declaration)) and;

WHEREAS: Conditions, in the City of Orem, in Utah County, Utah, resulting from the event have now returned to a manageable and safe state,

THEREFORE: The City of Orem, in Utah County, Utah, declares that the local state of emergency has ended and the City of Orem, in Utah County, Utah can return to a normal operating period.

DATED: (Number) O'clock, (am/pm); this the (number) day of (month), (year).

SIGNED:

(Name and position)

(Date)

Appendix G: OVERALL EVENT PRIORITIES SUMMARY SHEET

These are more general strategic priorities: Examples Take appropriate action to ensure protection of life safety and property; Maintain communications with the Operational Area; Ensure Policy Group and PIO have current situation status at all times. **Note on Objectives:** Keep them short, limited; what can be accomplished within the Operational Period.

Management Section Objectives and Action Items

- Establish Operational Period and staffing patterns for 2-12 hour shifts for week duration.
- Maintain communications with all activated members.
- Establish Public Information press release schedule.
- Establish special funding limits for duration of the event.
- Identify and contact agency representatives to report to the EOC.
- Establish Management staffing pattern and forward to Logistics.

Operations Section Objectives and Action Items

- Determine the loss of lives and injuries to date.
- Identify property damages to date.
- Establish appropriate Branches/Units.
- Establish a staffing pattern for the duration and forward it to Logistics.
- Identify mutual aid received/requested and key resource needs beyond mutual aid.

Planning Section Objectives and Action Items

- Establish meeting, conference, and reporting call schedule.
- Establish appropriate Branches/Units
- Establish staffing pattern for duration and forward to Logistics.
- Create initial Situation Report and initial Incident Action Plan.
- Identify Technical Specialists needed and forward to Logistics.

Logistics Section Objectives and Action Items

- Develop staffing pattern for the duration, filling all Section needs.
- Establish a process for obtaining, tracking and replenishing resources.
- Identify scarce resources and establish processes to purchase, rent or lease.
- Establish with Finance/Administration emergency purchasing procedures.
- Establish feeding and logistical needs for the EOC and staff.
- Establish a communications plan for the EOC.
- Establish appropriate Branches and units.

Finance Section Objectives and Action Items

- Establish cost accounting system to capture all costs associated with event.
- Establish a process to track all personnel costs, including volunteers.
- Establish a process to provide Management an up-to-the minute cost of operations.
- Establish emergency purchasing limits.

Appendix H: EOC POSITION CHECKLISTS

MAYOR AND CITY COUNCIL

General Responsibilities:

1. Provide visible representation and show support of the City of Orem's response at both the EOC and ICP; to the public, and other officials at the local, county, state, and federal level.
2. Work with the Public Information Officer's (PIOs) team at the Joint Information Center (JIC) to provide accurate information to the citizens of Orem and members of the media. As well as conduct tours, as needed.
3. Work through the City Management Office to get a briefing on the current situation from the EOC Manager and liaison with government agencies to enhance recovery operations.
4. When the City Manager, or appointee, proclaims a local emergency, an emergency City Council meeting will be set up by staff to ratify a proclamation/declaration of emergency.
5. Create/update/suspend city policy(s) or ordinances to help with emergency efforts.
6. Document all activities to assist with accurately documenting the history of the event.

CITY MANAGER AND POLICY GROUP

General Responsibilities:

The Policy Group focuses on the overall strategy for the response (beyond the strategy developed by the Incident Commander at the scene), the overall response priorities, and emergency policy setting. The Policy Group meets to develop emergency policies and then, as required by the disaster situation, discusses the economic, political, legal, and social implications of both the threat and the response to determine the best general approach to the situation. The Policy Group may elect to remain at the EOC Policy Room (Admin Conference Room, upstairs of Public Safety Building), but may also be available by telephone, email, or video conference to:

1. Work with Emergency Manager to determine whether or not to activate the EOC.
2. Communicate with Mayor and City Council throughout the event, as needed.
3. Work with EOC to determine overall strategy and continue to monitor the situation.
4. Determine any immediate threats to life, issue policy to take immediate action(s) to protect life.
5. Work with PIOs team at the JIC to provide accurate information to the citizens of Orem and members of the media. As well as conduct tours, as needed.
6. Liaison with government agencies to enhance recovery operations as soon as it is practical.
7. Prepare a disaster declaration as needed.
8. Document all decisions, reasons for decisions, events, communications, and significant events.

EOC MANAGER

The EOC manager acts as an advisor to the City Manager for disaster mitigation, preparedness, response, and recovery. The EOC manager coordinates the efforts of all city departments and divisions with regard to activities during a disaster.

General Responsibilities:

1. Work with the City Manager to determine whether to open the EOC.
2. Respond to the EOC, as soon as possible, and determine operational status.
3. Identify yourself as the EOC Manager, read the entire checklist and wear your assigned vest.

4. Establish the appropriate activation and staffing level for the City of Orem EOC and continuously monitor organizational effectiveness, ensuring that appropriate modifications occur as required.
5. Ensure that the EOC is set up (Appendix C of EOC Plan) and personnel are contacted.
6. Contact Utah County Emergency Manager and SCAT (Sheriff's Office HAM radio team).
7. Exercise overall management responsibility for the coordination between Emergency Response Agencies within the City. In conjunction with the Section Chiefs, set priorities for response efforts for the City of Orem. Ensure that all City department actions are accomplished within the priorities established.
8. Work with the Incident Commander and Planning Section Chief to schedule the Initial Action Plan (IAP) meeting. Ensure that all Section Chiefs, Management Staff and other key agency representatives are in attendance.
9. Have damage assessment teams begin to fill out and send preliminary Damage Assessment forms to the EOC. These will be documented and sent to Utah County Emergency Management.
10. Give initial briefing to the Mayor, City Council, and Policy Group and create a schedule for future briefs. This is done in coordination with PIOs to send out a unified message.
11. Establish frequency of briefing sessions for EOC staff and direct Section Chiefs to provide Situational Awareness for each section prior to briefing session.
12. Establish operational work periods and schedules for all EOC staff and make sure a briefing is held to pass information to the next operational period.
13. Work with Policy Group to formally issue an Emergency Proclamation, as necessary.
14. Authorize demobilization of sections, branches, and units when they are no longer required. Let higher level EOCs know of the planned demobilization. Ensure all forms are complete prior to demobilization.
15. Deactivate the EOC at the appropriate time.
16. Hold an After Action meeting and make sure an After Action Report (AAR) is documented by the Documentation Unit at the deactivation of the EOC, and that corrective actions are noted, including who is responsible for the actions when they are to be completed.
17. Ensure that ALL actions are documented.

25 Questions for Emergency Managers/EOC Managers

- | | |
|---|---|
| 1. What happened? | 14. When did we respond? |
| 2. When did it happen? | 15. Who is in field command? |
| 3. Where did it happen? | 16. What has been done so far? |
| 4. What was the cause? | 17. What is the status of field response? |
| 5. What population is affected? | 18. What is the short-term situation? |
| 6. How are they affected? | 19. What is the long-term situation? |
| 7. How long will they be affected? | 20. Has mutual aid been requested? |
| 8. How many dead? | 21. What are the emergency PIO requirements? |
| 9. How many injured? | 22. What is the short-term plan? |
| 10. How many missing? | 23. What is the long-term plan? |
| 11. What is the extent of damage? | 24. What executive actions or decisions are needed? |
| 12. What is the current impact on government? | 25. What is our briefing schedule? |
| 13. How did we learn of the incident? | |

EMERGENCY MANAGERS/EOC MANAGERS STRATEGY CHECK SHEET

EMERGENCY OPERATIONS CENTER

EOC Established.

- Needed personnel identified and requested.
- EOC Plan Annex Initiated.
- Check-In process established.
- EOC Planning Process Established.
- Preliminary damage assessments started.
- Is a disaster declaration needed?

Communications Operational.

- Dispatch and EOC communications operational.
- Call center established & contact #'s posted.
- Incoming messages logged & tracked.
- Communications plan established.
- Disaster/Emergency Alert(s) sent.
- County/State Liaison Contacted.
- PIOs and JIC initiated & functioning.
- Contact with other EOCs.
- EOC liaisons functioning at ICPs.
- Contact Utah County Health Dept.

EOC Processes Established and Operating.

- Situation assessment process initiated.
- Operational periods initiated.
- Resource tracking initiated.
- Incoming information validated.
- Elected Officials/employees briefed.
- EOC briefing times established
- Resource request process initiated.
- Documentation process established.
- Staging area established.
- Demobilization process established.
- Procurement policy initiated.
- Logistical support system established.
- Mutual aid agreements activated.
- Command post IAP'S received

Outside Agencies

- Meals/Water/Hygiene established.
- Evacuation shelters operational.
- Donations process established.
- Volunteer efforts coordinated
- CISD & Mental health help initiated.

RECOVERY OPERATIONS CENTER

- Disaster recovery officer requested.
- Reentry and access process initiated.
- Individual/public assistance needed.
- Restoration of services & facilities.
- Long term recovery officer identified.
- Recovery task force identified.
- Project worksheets initiated.
- Joint Field Office facility coordinated.
- Survivor needs identified.
- Community redevelopment.
- Public assistance program manager.
- Elected officials direction obtained.
- Debris management process established.
- Building occupancy program initiated.
- Support for business recovery.
- CISD debriefings and support established.

RECOVERY SUPPORT FUNCTIONS

- Community planning and capacity.
- Building and Housing.
- Infrastructure Systems.
- Natural & Cultural Resources.
- Economic.
- Health & Social Services.

DISASTER BENCHMARKS

Life Safety	Incident Stabilization
<ul style="list-style-type: none"> ▪ Victim search initiated. ▪ Found victims rescued. ▪ Employees safe and accounted for. ▪ Triage/Treatment initiated. ▪ Missing people found. ▪ Evacuations/Shelter-in Place. ▪ Shelters established & functioning. ▪ Injured transported to care facilities. ▪ "All-clear" on collapsed buildings. ▪ Responder accountability established. ▪ POD locations established/operating. ▪ CISD & mental health established ▪ Access/functional needs accounted for. ▪ Livestock & pets safe & sheltered. 	<ul style="list-style-type: none"> ▪ Lifelines open/maintained. ▪ Downed electrical lines protected. ▪ Hazard perimeters maintained. ▪ Disaster inquiry established. ▪ Water/sewer/natural gas leaks stopped. ▪ Fires contained/extinguished. ▪ Responder rehabilitation functioning. ▪ Short term recovery initiated. ▪ Haz-mat contained/clean up initiated. ▪ Re-entry process planned & initiated. ▪ Morgue established.
Property Conservation	
<ul style="list-style-type: none"> ▪ Damaged buildings identified PDA. ▪ Damage assessment initiated. ▪ Crime investigations initiated. ▪ Long term recovery initiated. ▪ Telecommunications restored. ▪ Building occupancy inspections. ▪ Historic/cultural preservation. ▪ NFIP insurance process initiated. ▪ Debris management initiated. 	

DISASTER ASSISTANCE

Individual	Public
<ul style="list-style-type: none"> ▪ Joint Field Office. ▪ Damage Inspectors /Inspections. ▪ Applying for Assistance at www.disasterassistance.gov ▪ Disaster recovery center. ▪ Intergovernmental Affairs/Liaison. ▪ Community relations. ▪ 1-800-621-3362 {FEMA} Maximum cap per household - \$32,200 	<ul style="list-style-type: none"> ▪ Emergency manager appointed as the jurisdiction's applicant agent. ▪ Debris Removal. ▪ Permanent Restoration of Infrastructure. ▪ Applicants Briefing. ▪ Request for Public Assistance. ▪ List of Damage. ▪ Identify Projects. ▪ Submit Project Workbooks. ▪ Eligible Applicant, Eligible Facility, Emergency (Cat A or B) or Permanent (Cat C-G) Work. ▪ Emergency Protective Measures. ▪ Reasonable Cost 75/25.

PUBLIC INFORMATION OFFICER(S)

Responsible for the formulation, with EOC officials, and consistent release of information about the event, as well as the point of contact for news media and other appropriate agencies and organizations. Set up a Joint Information Center (JIC), as needed.

Activation Phase:

- Follow generic Activation Phase Checklist.
- Obtain a briefing from the Management Staff.

Operational Phase:

- Assess the situation and prepare an initial information summary as soon as possible, after arrival.
- Gather and disseminate instructions, news, warnings, and announcements to the EOC and media.
- Observe constraints on the release of all information imposed by the EOC Manager.
- Establish contacts with the media and provide whatever assistance is required. Then, establish an Information Center for the media. Schedule regular briefings. Post briefing schedule.
- Establish separate voice mail telephone hotlines for media and public use. Update regularly.
- Establish field PIO teams, contact existing teams, including those of other jurisdictions.
- Coordinate the release of public information through a Joint Information Center (JIC).
- Arrange for escort and briefing service for the media and VIPs.
- Attend all EOC briefings and Management Staff meetings. Update information releases.
- Schedule expert speakers for media briefings.
- Monitor television and radio transmission and issue special information releases addressing rumors, as needed. Identify them as such, and provide correct information, if available.
- Release an official list of assistance centers and shelter sites.
- Ensure that announcements and information are translated for special populations.
- Maintain a log of all activity. Maintain a record of personnel on duty.

Demobilization Phase:

- Follow generic Demobilization Phase Checklist.

SAFETY OFFICER

Responsible to ensure that all buildings and other facilities used in support of the City of Orem EOC are in a safe operating condition. Monitor operational procedures and activities in the EOC to ensure they are being conducted in safe manner considering the existing situation and conditions and stop or modify all unsafe operations outside the scope of the EOC Action Plan, notifying the EOC Manager of actions taken

Activation Phase:

- Follow generic Activation Phase Checklist.

Operational Phase

- Tour the entire EOC facility and evaluate conditions; advise the EOC Manager of any conditions and actions which might result in liability, (unsafe layout or equipment set-up, etc.).
- Study the EOC facility and document the locations of all fire extinguishers, emergency pull stations, and evacuation routes and exits.
- Ensure badges and vests worn at all times in the EOC.
- Be familiar with particularly hazardous conditions in the facility; take action when necessary.
- Work with Logistics Section to obtain needed safety equipment for field and EOC personnel (ex: gloves, hard hats, flashlights, reflective vests, etc.).

- Prepare and present safety briefings for the EOC Manager and General Staff, at appropriate meetings.
- If the event which caused activation was an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Ensure that the EOC facility is free from any environmental threats - e.g., radiation exposure, air purity, water quality, etc.
- Keep the EOC Manager advised of unsafe conditions; take action when necessary.
- Coordinate with the Finance/Administration Section in preparing any personnel injury claims or records necessary for proper case evaluation and closure.

Demobilization Phase

- Follow generic Demobilization Phase Checklist.
- At the conclusion of the event, insure that all the EOC equipment is in proper working order. Retrieve badges, lanyards, vests from EOC staff on the way out.
- Clean-up, Sign out and Go Home.

OPERATIONS SECTION CHIEF

Responsible to ensure that the Operations Function is carried out including: coordination of response for all operational functions assigned to the City of Orem EOC, while ensuring, that operational objectives and assignments identified in the EOC Action Plan are carried out effectively. This is done by establishing the appropriate level of organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.

Also, ensure that the Planning Section is provided with Status Reports and Major Incident Reports; and conduct periodic Operations briefings for the EOC Manager, as required or requested. This person has overall supervision of the Operations Section of the City of Orem EOC.

Activation Phase:

- Follow the generic Activation Phase Checklist. Obtain ICS-214 form for documentation.
- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Meet with Planning/Intelligence Section Chief; obtain a preliminary situation briefing.
- Based on the situation; activate appropriate Coordinators within the section. Designate Branch Coordinators as necessary.
 - Fire
 - Law Enforcement
 - Medical
 - Public Works
 - Energy
 - Building Department
- Determine need for Mutual Aid.
- Request additional personnel for the section as necessary for 24-hour operation.
- Obtain a current communications status briefing from the Communications Coordinator and ensure that there is adequate equipment and frequencies available for the section.
- Determine estimated times of arrival of section staff from the Personnel Unit in Logistics.
- Confer with the EOC Manager to ensure that the Planning and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.
- Coordinate with the Liaison Officer regarding the need for Agency Representatives in the Operations Section.

- Establish radio or cell-phone communications with Incident Commander(s) operating at Incident Command Post, and coordinate accordingly.
- Based on the situation known or forecasted; determine likely future needs of the Operations Section by identifying key issues currently affecting the Operations Section; meet with Section personnel and determine appropriate section objectives each operational period.
- Review responsibilities of branches in section; develop an Operations Plan detailing strategies for carrying out Operations objectives.
- Adopt a proactive attitude.** Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- Ensure that all section personnel are maintaining their individual position logs.
- Ensure that situation and resources information is provided to the Planning Section on a regular basis or as the situation requires. Brief EOC Manager as well on all Major Incident Reports.
- Complete a Major Incident Report for all major incidents; forward a copy to the Planning Section.
- Ensure that all media contacts are referred to the Public Information Officer.
- Conduct periodic briefings and work to reach consensus among staff on objectives for forthcoming operational periods.
- Work closely with each Branch Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.
- Ensure that the branches coordinate all resource needs through the Logistics Section.
- Ensure that intelligence information from Branch Coordinators is made available to the Planning Section in a timely manner.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of emergency expenditures and daily time sheets).
- Brief Branch Coordinators periodically on any updated information you may have received and share status information with other sections as appropriate

Demobilization Phase:

- Follow generic Demobilization Phase Checklist.

FIRE/MEDICAL COORDINATOR

Responsible to assist the Incident Commanders in the field by providing coordination for mutual aid requests to and from the Operational Area Fire zones and respond to requests for fire resources from the field in a timely manner, following established priorities (life safety, protection of the environment, and protection of property). They should also monitor and track fire resources utilized during the event, provide general support to field personnel as required, and supervise the Fire Operations Unit.

Activation Phase:

- Follow generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain a position log and other appropriate files.
- Establish and maintain radio or cell-phone communication with Dispatch, or Fire Branch at the Field Level.
- Obtain regular status reports on the fire situation from the Fire Branch at the Field Level.
- Assess the impact of the disaster/event on the Fire Department's operational capability.

- Obtain the objectives of the Fire Operations based on the nature and severity of the disaster, and provide them to the EOC Operations prior to the first Action Planning meeting.
- Provide fire status updates to the EOC Operations Chief on a regular basis.
- Get hospitals status through the County Health Department. Report results to Section Chiefs and the Planning and Situation Status Unit.
- Evaluate and process all requests for fire Mutual Aid resources through Orem/Valley Dispatch.
- If not addressed at the Incident Command Post or Dispatch, ensure that incident facilities are established (staging areas, etc.) to coordinate incoming fire mutual aid resources, as required. In conjunction with Planning, determine if current and forecasted weather conditions will affect fire and rescue operations.
- Coordinate with the Law Enforcement Branch to determine status of evacuations.
- Complete a FIRE/MEDICAL SITUATION REPORT at the end of each Operational Period or upon request of the Planning Section Chief. This report will be utilized to pass to your relief at the end of the work shift and in preparation of the ACTION PLAN. Maintain a map record of all major fires, hazardous materials spills, rescue operations, and other fire incidents.
- Keep field forces advised of shelter locations, first aid facilities, casualty collection points, and other facilities which may be established.
- Maintain a log noting messages received, decisions made, actions taken, and other activities. Maintain record of personnel on duty.

Demobilization Phase:

- Follow generic Demobilization Phase Checklist.

LAW ENFORCEMENT COORDINATOR

Responsible to coordinate the City of Orem requests for Law Enforcement Mutual Aid Resources and establish and maintain communication with Law Enforcement Branch Chiefs in the field. Law Enforcement will respond to requests for Law Enforcement resources from the field in a timely manner, following established priorities (life safety, protection of the environment, and protection of property). Then, the coordinator will monitor and track law enforcement resources utilized during the event, provide general support to field personnel as required, provide a Safety Officer for EOC, and supervise the law enforcement operations unit.

Activation Phase:

- Follow generic Activation Phase Checklist

Operational Phase:

- Establish and maintain a position log and other appropriate files.
- Establish and maintain radio or cell-phone communication with the Department Operations Center or Dispatch, or Law Enforcement Branch Chiefs at the field level.
- Obtain regular status reports on the law enforcement situation from the Department Operations Center or Law Enforcement Branch at the field level.
- Assess the impact of the disaster/event on Law Enforcement's operational capability.
- Maintain a LAW ENFORCEMENT INCIDENT CHART and MAP record of all MAJOR Law enforcement incidents and commitments.

- Establish the objectives of the Law Enforcement Operations Unit based on the nature and severity of the disaster, and provide them to the Operations Chief prior to the first Action Planning meeting.
- If the Department Operations Center is not operational, ensure that the assignment of law enforcement resources are closely monitored and coordinated, and that on-scene time is logged at the field level.
- If not addressed at the ICP or DOC, ensure that incident facilities are established (staging areas etc.) to coordinate incoming law enforcement mutual aid resources, as required.
- In conjunction with Planning/Intelligence, determine if current and forecasted weather conditions will affect law enforcement operations.
- Coordinate major evacuation activity with the Fire Branch, as required.
- Conduct Traffic control
- Reinforce the use of proper procedures for media contacts.
- Provide law enforcement status updates to the Law Enforcement Branch Coordinator on a regular basis.
- Coordinate provision of in-county law enforcement mutual aid for priority problems.
- Evaluate and process all requests for law enforcement resources through Orem/Valley Dispatch
- Complete a LAW ENFORCEMENT SITUATION REPORT at the end of each Operational Period or upon request of the Planning and Intelligence Section Chief. This report will be utilized to pass to your relief at the end of the work shift and in preparation of the INCIDENT ACTION PLAN.
- Maintain a LAW ENFORCEMENT UNIT LOG noting messages received, decisions made, actions taken, and other activities. Maintain record of personnel on duty.

Demobilization Phase:

- Follow generic Demobilization Phase Checklist.

SECURITY OFFICER

Responsibility to provide 24-hour security for the City of Orem EOC by controlling personnel access to the City of Orem EOC in accordance with policies established by the EOC Manager.

Activation Phase:

- Follow the generic Activation Phase Checklist

Operational Phase:

- Determine the current EOC security requirements and arrange for staffing as needed.
- Insure EOC security, through the Law Enforcement Unit, making sure all personnel have proper identification and credentialing. All visitors must be cleared by EOC Manager and provided a volunteer access badge.
- No media in the EOC. They will be sent to the Joint Information Center (JIC).
- Determine needs for special access to EOC facilities.
- Provide executive and V.I.P. security as appropriate and required.
- Provide recommendations as appropriate to EOC Manager.
- Prepare and present security briefings for the EOC Manager and General Staff at meetings.

Demobilization Phase:

- Follow generic Demobilization Phase Checklist.

PUBLIC WORKS COORDINATOR

Public Works is responsible for maintaining the City's infrastructure and related services, as well as restoring those damaged or destroyed. This Coordinator will maintain record of the safety of roadways, bridges and other public infrastructure. The Public Works Coordinator will also coordinate with other departments to provide assistance with traffic control, search and rescue, and transportation as needed.

Activation Phase:

- Follow generic Activation Phase Checklist

Operational Phase:

- Obtain a briefing on the extent of the emergency from the Operations Section Chief.
- Analyze existing water capabilities of the EOC and all essential City needs
- Check the status, availability, and deployment of City Public Works equipment. Including communication equipment.
- Begin damage assessment on all key City roads and facilities, and begin debris removal to open main roadways, if safe and possible.
- Establish Public Works Unit for extended operations. Prepare to organize and use volunteers.
- Public Works response operations, will record information of response progress utilities for status, special problems, and availability to respond. Provide situational awareness to Operations Chief and Planning Section Chief of major problems; including all public works incidents and commitments.
 - Location and nature of major road problems
 - Response already underway
 - Best response routes
 - Staging Area locations and availability of other resources.
 - If appropriate, move public works vehicles to open areas to avoid damage from aftershocks after earthquakes.
- Contact utilities and other local agencies for status, special problems, and availability to respond. Including establishing contact with the County Public Works Coordinator and advise of situation. Coordinate provision of in-county public works mutual aid for priority problems.
- Work with EOC staff and PIOs in the JIC to cover road, building, and bridge closures.
- Check with the other Operations Section units for a briefing on the status of the emergency.
- Arrange for the feeding and sheltering of Public Works personnel through the Care and Shelter Unit of the Logistics Section.
- Maintain a log noting messages received, decisions made, actions taken, etc. and maintain a record of personnel on duty.

Demobilization:

- Follow generic Demobilization Phase Checklist.

PLANNING SECTION CHIEF

The Planning Section collects, evaluates, and disseminates incident situation information and intelligence for the Incident Commander/Unified Command and incident management personnel. This Section then prepares status reports, displays situation information, maintains the status of resources assigned to the incident, and prepares and documents the Incident Action Plan, based on Operations Section input and guidance from the Incident Commander/Unified Command. Coordinator oversees the Planning Section, and Planning Meetings, with the help of Operations, the EOC Manager, and others as needed.

Responsibilities:

1. Ensure that the following responsibilities of the Planning Section are addressed as required:
 - Collecting, analyzing, and displaying situation information.
 - Preparing periodic Situation Reports.
 - Preparing and distributing the EOC Action Plan and facilitating the Action Planning meeting.
 - Providing technical support services to the various EOC sections and branches.
 - Documenting and maintaining files on all EOC activities.
2. Establish the appropriate level of organization for the Planning Section.
3. Exercise overall responsibility for the coordination of branch/unit activities within the section.
4. Keeps the EOC Manager informed of significant issues affecting the Planning Section
5. In coordination with the other Section Chiefs, ensure that Branch Status Reports are completed and utilized as a basis for Situation Status Reports, and the EOC Action Plan.
6. Work with Public Works and Development to use Damage assessment teams.

Activation Phase:

- Ensure that the Planning Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Based on the situation, activate units within the section as needed and designate Unit Leaders for each element. Then, request needed personnel for each section to maintain a 24-hour operation:
 - Situation Unit
 - Resource Unit
 - Documentation Unit
 - Technical Specialist Unit
 - GIS/Mapping Unit
 - Recovery/Demobilization Unit
- Meet with the Operations Section Chief; obtain and review any major incident reports. Then, make a list of key issues to be addressed by Planning and Operations; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.
- Review responsibilities of branches in section; develop plans for carrying out all responsibilities.
- Keep the EOC Manager informed of significant events and **Adopt a proactive attitude**, thinking ahead and anticipating situations and problems before they occur

Operational Phase:

- Ensure that Planning positions log their activities and other necessary files are maintained.
- Ensure that The Situation Awareness Unit is maintaining current information for the status report. This report is then distributed to EOC Sections/EOC Manager.
- Ensure that major incidents reports and branch status reports are completed by the Operations Section and are accessible by Planning. Ensure that all status boards and other displays are kept current and that posted information is neat and legible.
- Ensure that the PIO has access to all status reports and displays.
- Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods. Ensure that objectives for each section are completed, collected, and posted in preparation for the next EOC Action Planning meeting.
- Ensure that the EOC Action Plan is completed and distributed prior to the start of the next operational period.
- Work closely with each branch/unit within the Planning Section to ensure the section objectives, as defined in the current EOC Action Plan are being addressed.
- Cooperate with Police, Fire, and Public Works to prepare and provide a Traffic Plan.

- Ensure that the Documentation Unit maintains files all EOC activities and provides reproduction and archiving services for the EOC, as required.
- Provide technical services, such as energy advisors and other technical specialists to all EOC sections, as required.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/ Administration Section.

Demobilization:

- Follow generic Demobilization Phase Checklist.

SITUATION UNIT LEADER

Responsible for collection and organization of event and situation information and preparing, maintaining, and displaying the information in the EOC.

Activation Phase:

- Follow generic Activation Phase Checklist

Operational Phase:

- Activate and ensure all required positions of the Unit, establish work areas, assign duties, and ensure Unit Log is maintained.
- Direct, collect, organize, and display a situational awareness of the disaster event(s).
- Insure radio communications are established with Field Observer(s) and CERT members, and that a log is maintained. Based on the nature of the emergency, direct them to report on high priority areas first.
- Ensure "human" communications pathways within the elements of the Planning Section are initiated and maintained.
- Ensure "human" communications pathways with information sources in other Sections are initiated, particularly the Operations Staff, and direct and maintain individual logs.
- Provide for an authentication process in case of conflicting status reports on events.
- Prepare and present an overview Situation Report, an evaluation of the disaster situation, and predictions on the course of the disaster event(s) before each planning meeting or upon request of the Planning Section Chief.
- Assist in strategy planning based on the evaluation of the disaster situation and predictions of the probable course of the event(s).
- Maintain Situation Unit records to include Unit Log.

Demobilization:

- Follow generic Demobilization Phase Checklist.

RESOURCE UNIT LEADER

Responsible for documenting the current status and location of controlled resources, transportation and support vehicles. Assists the Situation Unit Leader and Document Unit Leader in strategy planning and briefing presentations.

Activation Phase:

- Follow generic Activation Phase Checklist

Operational Phase:

- Direct, collect, organize, and display status of incident resources to include allocation, deployment, and staging areas.

- Activate and ensure all required positions of the Unit, establish work areas, assign duties, and ensure Unit Log is maintained.
- Obtain needed equipment, and supplies (status board, marking pens, cards, reporting forms, etc.).
- Establish a check-in procedure of resources at specified incident locations and maintain a master list of all resources checked in at the incident.
- Ensure “human” communication pathways are identified and established within the Planning Section, with other Sections, and direct the maintenance of individual logs.
- Provide for an authentication system in case of conflicting status reports on resources.
- Provide a resources overview and summary information to Situation Unit as requested; and written status reports on resources allocations as directed by the Planning Section Chief.
- Assist in strategy planning based on the evaluation of the resources allocations, resources in route, and projected resources shortfalls.
- Ensure that available resources are not overlooked by the Operations Staff. Also, make recommendations to the Planning Section of resources that aren’t deployed or can be de-activated.
- Develop a Demobilization Plan and Maintain a Unit Log.

Demobilization:

- Follow generic Demobilization Phase Checklist.

TECHINICAL SPECIALIST (IT) UNIT LEADER

Coordinate and ensure that all IS systems inside the EOC are operating and functioning properly. Working with Logistics to stand up or tear down EOC stations as necessary. Work to ensure that all programs, email, WebEOC and other programs and computers are working properly.

Activation Phase:

- Follow generic Activation Phase Checklist

Operational Phase:

- Obtain a briefing from the Planning and Logistic Section Chiefs.
- Assist EOC positions in determining appropriate types and numbers of computers and computer applications required to facilitate operations.
- Establish and maintain a position log and other necessary files.
- Keep the Logistics Section Chief informed of system failures and restoration activities.
- Request additional computer equipment as required through the Logistics Section Chief.
- Supervise the Information Systems Unit.
- Ensure WebEOC, or appropriate messaging system, is accessible from all computers for internal information management, to include messages and e-mail systems.
- Obtain Logistics Demobilization Plan from the Logistics Chief. Recommend release of unit resources in conformity with demobilization plan.
- Prepare an IT Deactivation Plan to ensure return of property, inventory and disposition of remaining expendable property, and control of documentation.

GEOGRAPHIC INFORMATION SYSTEM (GIS) COORDINATOR

- Gather information and prepare needed maps – next hour, 12, 24, 48 hours, or as requested.
- Have maps ready during the briefings, as asked.

Demobilization:

- Follow generic Demobilization Phase Checklist.

DEMOBILIZATION UNIT LEADER

The Demobilization Unit Leader leads development of and coordinates implementation of a demobilization plan

Activation Phase:

- Follow generic Activation Phase Checklist

Operational Phase:

- Collect, evaluate, and disseminate information regarding all incident resources.
- Develops, disseminate, and coordinate the implementation of the demobilization plan; then monitor the demobilization process and progress.
- Establish or transition into a unit, as needed, under the Planning Section. Configures unit with personnel to support operations

Demobilization:

- Follow generic Demobilization Phase Checklist.

DOCUMENTATION UNIT LEADER

Maintain and file a copy of all EOC messages; file, maintain and store all documents relating to the emergency; maintain the official history of the emergency; assist in preparation of situation summaries and damage assessment reports; provide duplication services as required; prepare an After Action Report at the deactivation of the EOC.

Activation Phase:

- Follow generic Activation Phase Checklist

Operational Phase:

- Obtain a briefing on the extent of the emergency from the Planning Section Chief and establish incident files relating to the emergency.
- Check the accuracy and completeness of ALL records submitted for file. Correct any errors by checking with the appropriate EOC personnel. Then file all EOC documents and messages.
- Establish duplication services and provide as required (duplicate official forms, etc.). File, store and maintain files for legal, analytical, and historical purposes.
- Coordinate with the units of the Planning Section.
- Maintain log of all messages received and sent and all significant actions taken.
- Maintain record of all personnel participating and their hours on duty.

Demobilization:

- Follow generic Demobilization Phase Checklist.

LOGISTICS SECTION CHIEF

The Logistics Section provides facilities, services, resources, and other support services to the county agencies responding to the emergency, to local governments in response to requests for resources, and to meet internal EOC operating requirements. Incident, EOC or agency, and local government requests for support directed to the EOC will be channeled through the EOC Operations Section. The Logistics Section Chief reports to the EOC Manager.

Responsibilities:

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing communication services, resource tracking; acquiring equipment, supplies, personnel,

facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.

2. Establish the appropriate level of branch and/or unit staffing within the Logistics Section, to support operational area and local government responsibilities, continuously monitoring the effectiveness of the organization and modifying as required.
3. Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.
4. Coordinate closely with the Operations Section Chief to establish priorities for resource allocation to activated Incident Commands.
5. Keep the EOC Manager informed of all significant issues relating to the Logistics Section.
6. Supervise the Logistics Section

Activation Phase:

- Ensure the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.
- Based on the situation, activate branches/units within section, as needed, and designate Branch and Unit Leaders for each element:
 - Supply Unit
 - Communications Unit
 - IT Systems
 - Facilities Unit
 - HR
 - Food
 - Transportation
 - Personnel
- Mobilize sufficient section staffing for 24 hour operations.
- Establish communications with the Logistics Section at Utah County EOC if activated.
- Advise Branches and Units within the section to coordinate with appropriate branches in the Operations Section to prioritize and validate resource requests from Incident Command Post in the field. This should be done prior to acting on the request.
- Meet with the EOC Manager and Section Chiefs and identify immediate resource needs.
- Meet with the Finance/Administration Section Chief and determine the level of purchasing authority for the Logistics Section.
- Assist Unit Leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the Action Plan.
- Provide periodic Section Status Reports to the EOC Manager.
- Adopt a proactive attitude**, thinking ahead and anticipating situations and problems before they occur.

Operational Phase:

- Ensure that Logistic Section position logs and other necessary files are maintained.
- Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods.
- Provide the Planning Section Chief with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.
- Ensure that the Procurement Unit coordinates closely with the Purchasing Unit in the Finance/Administration Section, and that all required documents and procedures are completed and followed.
- Ensure that transportation requirements, in support of response operations, are met.

- Ensure that all requests for facilities and facility support are addressed.
- Ensure that all EOC responsible resources are tracked and accounted for, as well as, resources ordered through Mutual Aid.
- Provide section staff with information updates as required

Demobilization:

- Follow generic Demobilization Phase Checklist.

SUPPLIES UNIT LEADER

The Supply Unit Leader is under the direction of the Logistics Section Chief and is primarily responsible for ordering, receiving, inventory, storage, and distribution of supplies for the incident; and servicing non-expendable supplies and equipment.

Activation Phase:

- Follow generic Activation Phase Checklist

Operational Phase:

- Obtain a briefing on the extent of the emergency from the Logistics Section chief and priorities of supplies required to support emergency operations.
- Participate in the Logistics Section planning.
- Assign personnel as required to adequately staff the Supply position. Be prepared for manual operations. Provide administrative supplies as required to the Management, Operations, Planning, Logistics, and Finance Sections.
- Prepare inventory of all warehoused supplies. Research the availability of resources and prepare a report to the Logistics Chief.
- Coordinate with the Finance Section for the administration of all financial matters pertaining to vendor contracts and open purchase orders.
- Stockpile, maintain, deploy and reserve critical supplies and equipment. Maintain an inventory of all supplies expended during the operation.
- Coordinate with other jurisdictions and private companies on sources of equipment and supply.
- Alert supply personnel, mutual aid providers, contractors and emergency vendors of any possible needs.
- Provide a forecast of the City's ability to survive on current inventories and locally procured items.
- Process all administrative paperwork associated with equipment rental (copy and FAX machines) and supply contracts. Forward all this information to the Finance Section.
- Open and maintain a Unit Log. Insure that all documents prepared by the Logistics Section are given to the Documentation Unit in the Planning Section at the conclusion of the emergency. This will include:
 - Documented messages received/transmitted.
 - Action taken.
 - Requests filled.
 - EOC personnel and time on duty.
 - Active Vendor Records.
 - Non-Expendable Property Records.
 - Expendable Property Purchase Records.

- Obtain Logistics Demobilization Plan from the Logistics Chief. Recommend release of unit resources in conformity with demobilization plan.
- Prepare a Supplies Deactivation Plan to ensure return of non-expendable property, inventory and disposition of remaining expendable property, payment of vouchers and control of documentation.
- Upon completion of operation complete a supplies After Action Report.

Demobilization:

- Follow generic Demobilization Phase Checklist.

FACILITIES UNIT LEADER

Provide for the food, clothing and shelter needs of City employees, their families; and victims of the emergency; provide for a central registration and inquiry service.

Activation Phase:

- Follow generic Activation Phase Checklist

Operational Phase:

- Obtain a briefing from the Logistics Section Chief.
- Based on information provided from the Operations Section, determine shelter site requirements for City personnel, their families and civilian victims requiring shelter, food and water. Request necessary food supplies, equipment, and other supplies to operate shelter sites with the coordination of the Red Cross. Ensure shelter managers complete shelter registration, a welfare inquiry system, and a message board. Ensure shelters report the health and welfare status of all sheltered persons to central registration. Obtain and maintain an updated list of victims and their locations from City Shelter Managers and the American Red Cross Chapter.
- Record and evaluate information regarding requests, activities, expenditures, damage, and casualties.
- Report all statistical information to the Situation Status Unit:
 - Displaced persons
 - Shelter sites
 - Type of shelter
 - Number of people in shelters
 - Number of people that can be accommodated.
- Assist in the evacuation of institutionalized persons in threatened areas.
- Periodically update shelter related information to the Public Information Officer.
- Using available safe public structures, provide shelter and feeding for mutual aid workers, volunteers, field personnel and others as required.
- Consider the needs (as required) for the care of unattended children, senior citizens, and people with disabilities. Coordinate with the Red Cross and other non-profit agencies where assistance is needed with these vulnerable populations and other special needs residents.
- Coordinate with the County Health Officer to determine public health hazards and establish standards for control of public health issues in City-Wide Facilities.
- Coordinate with Transportation resources to transport evacuees to and from shelters.
- Relocate any mass care facilities which become endangered by any hazardous conditions.
- Maintain a log of all messages, shelter personnel, hours on duty, and actions taken.
 - Shelter Information & time on duty
 - Victim Rosters
 - Messages received and transmitted
 - Action(s) Pending
 - Action(s) Completed
 - EOC personnel and time on duty

Demobilization:

- Follow generic Demobilization Phase Checklist

COMMUNICATIONS UNIT

Responsibilities include effective communications planning as well as acquiring, setting up, maintaining, and accounting for communications equipment. Organize and staff Unit as appropriate, and ensuring adequate staff is assigned to cover all communication methods (phone, radio, email, text, fax, etc.).

Activation Phase:

- Follow generic Activation Phase Checklist

Operational Phase:

- Obtain briefing from the Logistics Section Chief or Service Branch Director.
- Determine Command communications needs. Determine support communications needs.
- Advertise emergency numbers to public. Do not publicize OUTGOING call lines.
- Assess communications systems/frequencies in use; advise on communications capabilities and limitations.
- Refer to and implement effective communications procedures (flow) internal and external to the incident/Incident Command Post (Appendix B of the EOC Plan).
- Assess Incident Command Post phone load and request additional lines as needed.
- Prepare and implement Incident Communications Plan (ICS Form 205): Include cell phones if appropriate.
- Obtain current organizational chart.
- Establish and post any specific procedures for use of Incident Command Post communications equipment.
- Determine specific organizational elements to be assigned telephones and make communications assignments to all Operations elements, including volunteer, contract, and/or mutual aid. Determine specific organizational elements to be assigned telephones.
- Identify all facilities/locations with which communications must be established (shelters, JIC, liaison area, agency facilities, other governmental EOCs etc.), and document phone numbers.
- Determine which phones/numbers should be used by what personnel and for what purpose. Assign specific telephone numbers for incoming calls, and report these numbers to staff and off-site parties such as other local jurisdictions, State and Federal agencies.
- Activate, serve as contact point, and supervise the integration of volunteer radio organizations into the communications system.
- Ensure radio and telephone logs are available and being used.
- Send messages through Everbridge, as needed.
- Order through Supply Unit after approval by Section Chief.
- Document malfunctioning communications equipment, facilitate repair.
- Establish and maintain communications equipment accountability system.
- Provide technical information, as required, on:
 - Adequacy of communications system currently in use.
 - Geographic limitation on communications equipment.
 - Equipment capabilities and amount and types of equipment available.
- Anticipated problems in the use of communications equipment.

Demobilization:

- Follow generic Demobilization Phase Checklist.

FINANCE/ADMINISTRATION SECTION CHIEF

The Finance/Administration Section Chief responsibilities in the EOC include managing all financial, administrative, and cost aspects of the emergency. As well as, providing administrative support to all EOC Sections as required, in coordination with the Personnel Unit and activating units within the Finance/Administration Section as required. Then monitoring these section activities continuously and modify the organization as needed. Initially, this can be done in the EOC and then moved to a different location.

Responsibilities:

1. Establish process to track all incident/disaster expenditures and ensure that all financial records are maintained throughout the event or disaster.
2. Contact suppliers and City-wide pre-negotiated contracts.
3. Ensure that all on-duty time is recorded for all City of Orem emergency response personnel and time sheets are collected from Supervisors or Incident Commanders and their staffs.
4. Ensure there is a continuum of the payroll process for all City of Orem employees responding to the event or disaster.
5. Determine purchase order limits for the procurement function in Logistics.
6. Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.
7. Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
8. Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.
9. Supervise the Finance/Administration Section

Activation Phase:

- Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- Based on the situation, activate units within section as needed and designate Branch Coordinators for each element:
 - Time Unit
 - Procurement Unit
 - Compensation & Claims Unit
 - Cost Unit
- Collect from each department at end of day: supplies used and purchased, contracts entered into, account expenses, cash purchases, receipts, volunteer hours.
- Ensure that sufficient staff are available for a 24-hour schedule, or as required.
- Meet with the Logistics Section Chief and review financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to Logistics Section.
- Meet with Unit Leaders and ensure that responsibilities are clearly understood. Then work with Unit Leaders to determine the initial Action Planning objectives for the first operational period.
- Notify the EOC Manager when the Finance/Administration Section is operational.

- Adopt a proactive attitude**, thinking ahead and anticipating situations and problems before they occur.

Operational Phase:

- Ensure that all Finance/Administration positions log all activities and that other necessary files are maintained.
- Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.
- Participate in all Action Planning meetings.
- Brief all Unit Leaders and ensure they are aware of the EOC objectives as defined in the Action Plan. Keep the EOC Manager, General Staff, and elected officials aware of the current fiscal situation and other related matters, on an on-going basis.
- Ensure that the Time Keeping Unit tracks and records all agency staff time.
- In coordination with the Logistics Section, ensure that the Procurement Unit processes purchase orders and develops contracts in a timely manner.
- Ensure that the Compensation & Claims Unit processes all workers' compensation claims, resulting from the disaster, in a reasonable time-frame, given the nature of the situation.
- Ensure that the Time-Keeping Unit processes all time-sheets and travel expense claims promptly.
- Ensure that the Finance/Administration Section provides administrative support to other EOC Sections as required.
- Ensure that all recovery documentation is accurately maintained by the Recovery Unit during the response, and submitted on the appropriate forms to Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services

Demobilization:

- Follow generic Demobilization Phase Checklist.
- Ensure all Unit Leaders participate and complete the After Action Report.

COST UNIT LEADER

The Cost Unit leader is responsible for collecting all cost data, performing cost effectiveness analyses, providing cost estimates, and cost saving recommendations for the incident.

Activation Phase:

- Follow generic Activation Phase Checklist

Operational Phase:

- Obtain briefing from Finance Section Chief and coordinate on cost reporting procedures.
- Obtain and record all cost data.
- Prepare incident cost summaries.
- Prepare resources-used cost estimates for planning.
- Make recommendations for cost savings to Finance Section Chief.
- Maintain cumulative incident cost records and insure that all cost documents are accurate.
- Maintain Unit Log and complete all records prior to demobilization.
- Brief Logistics Section Chief on current problems, recommendations, outstanding issues, and follow-up requirements.

Demobilization:

- Follow generic Demobilization Phase Checklist.

TIME UNIT LEADER

The Time Unit supports all human resource needs of the emergency; coordinates use of volunteers; documents names, assignments, and tracks and maintain records of all duty hours of all personnel time worked at the emergency; which includes all employees, staff, and volunteers.

Activation Phase:

- Follow generic Activation Phase Checklist

Operational Phase:

- Obtain a briefing from Finance Section Chief.
- Determine incident requirements for time recording function.
- Coordinate with Operations and Planning Sections to determine immediate needs for volunteer or other support. Determine what types of skills are needed, where, and for how long. Determine the status of personnel in each department and request employees that can be utilized for more urgent assignments.
- If volunteers are needed, contact the Orem/Provo CERT through Everbridge for local or in-county regional assistance through a Volunteer Reception Center
- Identify the number of personnel available for assignment. Fill requests for personnel needs.
- Maintain a personnel resource pool. Separate exempt and non-exempt employees
- Establish contact with appropriate agency personnel / representatives and determine the number and location of City personnel assigned to field activities
- Establish Unit objectives, make assignments, and evaluate performance.
- Ensure that daily personnel time recording documents are prepared, and are in compliance to time policy, and that they are secure.
- Submit cost estimate data forms to Cost Unit as required.
- Forward all personnel time records and documentation to the Time Unit of the Finance Section. If this unit has not been established, maintain time and assignment records for all volunteers.
- Maintain Unit Log and ensure that all records are current or complete prior to demobilization.
- Develop a relief plan and coordinate with all sections.
- Time reports from assisting agencies should be released to the respective Agency Representatives prior to demobilization.
- Ensure that all documents prepared by the Logistics Section are given to the Documentation Unit in the Planning Section at the conclusion of the emergency:
 - Messages received and transmitted
 - EOC personnel and time on duty
 - Action Pending
 - After Action Report
 - Action Completed
- Brief Finance Section Chief on current problems recommendations, outstanding issues, and follow-up requirements.

Demobilization:

- Follow generic Demobilization Phase Checklist.
- Obtain Demobilization Plan from the Logistics Section Chief.
- Document everything.
- Supervise the demobilization of the personnel unit to include return of non-expendable property, inventory and disposition of remaining expendable property, payment of vouchers and control of documentation.

PROCUREMENT UNIT LEADER

The Procurement Unit leader administers all financial matters pertaining to vendor contracts, leases, and fiscal agreements.

Activation Phase:

- Follow generic Activation Phase Checklist

Operational Phase:

- Obtain briefing from Finance/Administration Section Chief:
- Determine charge code, and delegation of authority to commit agency funds. If the agency cannot delegate procurement authority to the Procurement Unit Leader, they will need to assign one of their procurement people to the incident.
- Determine whether a buying team has been assigned to purchase all equipment, supplies, etc. for the incident. The Procurement Unit Leader will coordinate closely with this group.
- Determine status of bid process.
- Determine current vendor list.
- Determine current blanket Purchase Order (PO) list.
- Determine time-lines established for reporting cost information.
- Contact Supply Unit on incident needs and any special procedures or requirements.
- Prepare and sign offers for rental, as necessary.
- Develop Incident Procurement Plan.
- Prepare and sign contracts, land-use agreements, and cost-share agreements, as necessary.
- Draft Memorandums of Understanding as needed (obtain legal review and Incident Commander's signature prior to implementation).
- Verify all invoices.
- Complete final processing and send documents for payment.
- Provide briefing to relief on current activities and unusual events.
- Document all activity on Unit Log (ICS Form 214).

Demobilization:

- Follow generic Demobilization Phase Checklist.

COMPENSATION AND CLAIMS UNIT LEADER

The Claims Unit manages all legal claims for compensation filed against the City. The Unit Leader advises the Legal Officer and EOC Manager in areas of claims for bodily injury and property damage compensation presented to the City.

Activation Phase:

- Follow generic Activation Phase Checklist

Operational Phase:

- Obtain briefing from Finance Section Chief.
- Establish contact with incident Safety Officers (field and EOC).
- Determine the need for Compensation for Injury and Claims Specialist positions, assign Injury and Claims Specialists, and obtain other personnel if needed.
- Establish compensation for injury work area with the medical unit whenever feasible.
- Obtain a copy of the Medical Plan, if one is required.
- Ensure that compensation for injury and claims specialists have adequate work space and supplies, and then brief compensation/claims specialists on incident activity.

- Periodically review all logs and forms produced by compensation/claims specialists to ensure that work is complete, entries are accurate and timely, and the work is in compliance with agency requirements and policies.
- Keep Finance Section Chief briefed on unit status and activity.
- Obtain Demobilization Plan, and ensure that compensation for injury and claims specialists are adequately briefed on Demobilization Plan.
- Ensure that all Compensation for Injury and Claims Logs and forms are up-to-date, and routed to the proper agency for post-incident processing prior to demobilization.
- Maintain Unit Log.

Demobilization:

- Follow generic Demobilization Phase Checklist.
- Demobilize Unit in accordance with Demobilization Plan.

LEGAL OFFICER

The Legal Officer is the City Attorney or his/her designate. The Legal Officer provides advice to the Emergency Manager in all legal matters relating to the emergency. The Legal Officer assists the Emergency Manager in declaring a local emergency and implementation of emergency powers.

Activation Phase:

- Follow generic Activation Phase Checklist.
- Obtain a briefing from the Management Staff.

Operational Phase:

- Obtain a situation briefing on the extent of the emergency from the Emergency Manager.
- Advise Emergency Manager on declaring an emergency and/or issuing special orders.
- Monitor response effort and advise the Emergency Manager and Policy Group regarding liability exposures and protection against such exposures.
- Prepare proclamations, emergency ordinances, and other legal documents as required by the Emergency Manager and Policy Group.
- Develop rules and regulations required for acquisition and/or control of critical resources.
- Provide advice and prepare draft documents regarding the demolition of hazardous structures or abatement of hazardous conditions.
- Brief relieving staff upon arrival.
- Maintain a log noting messages received; decisions made; actions taken; and personnel on duty.

Demobilization Phase:

- Follow generic Demobilization Phase Checklist.

Appendix I:

**Example Incident Action Plan (IAP)
and
Required Meetings**

INCIDENT ACTION PLAN (IAP) COVER SHEET		
Incident Name		
Operational Period		
Items Checked Below Are Included in This IAP		
EOC-239	Situation Report – Previous Operational Period	
ICS-201	Incident Briefing	
ICS-201-2	IAP Incident Briefing – MAP/GIS	
ICS-201-3	IAP Incident Briefing – Current Org. Chart	
ICS-201-4	IAP Incident Briefing – Resource Summary	
ICS-201-5	IAP Incident Briefing – Damage Assessment	
ICS-202	Incident Objectives/Response Priorities	
ICS-203	Positions/Phone Numbers	
ICS-205	Radio Communications Plan	
ICS-206	Medical Plan	
ICS-223	Health and Safety Message	
ICS-224	Environmental Summary	
ICS-230	Daily Meeting Schedule	
Prepared By		Situation Unit Leader
Reviewed By		Planning Section Chief
Approved By		EOC Manager

EOC OPERATIONAL PERIOD AND SHIFT SCHEDULE

This operational period cycle is provided as an example of a typical cycle for Emergency Operations Centers (EOCs). The times and processes may be adjusted by the EOC manager as required to meet the needs of the incident.

EOC OPERATIONAL PERIOD IS TYPICALLY A 12 HOUR SHIFT

SCHEDULE	ACTIVITY	DURATION
Hour 0	Operational Period begins Operational Period Brief given to all EOC Staff	30 Minutes
+ 3 Hours	CPG Incident Objectives Meeting (Objectives for the next Operational Period defined)	60 Minutes
+4.5 Hours	EOC Command and General Staff Meeting (Objectives for next OP distributed & prioritized)	45 Minutes
	Staff begins preparing strategy for Tactics Meeting.	
+6 Hours	Tactics Meeting (Strategy identified and discussed)	30 Minutes
	Staff begins preparing strategy for Planning Meeting.	
+8 Hours	Planning Meeting (IAP pre-assembled and discussed)	45 Minutes
	Assemble IAP and Situation Report	
+10 Hours	Submit Situation Report to EOC Manager for review and approval.	15 Minutes
+11 Hours	Submit IAP to EOC Manager for approval	15 Minutes
	Prepare Operational Period Briefing (Submit to EOC Manager for approval)	
+11.5 Hours	Position Relief Staff arrive Shift Transition Briefings begin.	30 Minutes

EOC OPERATIONAL PERIOD IS TYPICALLY A 12 HOUR SHIFT

**EOC COMMAND AND GENERAL STAFF
MEETING AGENDA**

FACILITATOR: Planning Section Chief **LENGTH:** 30-45 minutes

PURPOSE: The EOC Manager meets with the EOC General Staff to brief them on the Objectives set by the Command Policy Group. This allows the General Staff to begin preparing the Incident Action Plan (IAP) for the next Operational Period.

ACTION	DESCRIPTION	RESPONSIBILITY
Open Meeting	Call meeting to order Conduct role call Review agenda items	Planning Section Chief
Situation Status Briefing	Current situation summary	Situation Unit Leader
Previous Operational Period and IAP Review	Review of key decisions Review of priorities Review of constraints Review of limitations	EOC Manager
Incident Objectives for Next Operational Period	Assign objectives Assign priority Discuss strategy Discuss potential problems and mitigating factors	EOC Manager
Open Discussion	Discuss any item or issue	Planning Section Chief
Closing	Define next scheduled meeting	Planning Section Chief

COMMAND POLICY GROUP - INCIDENT OBJECTIVES

MEETING AGENDA

FACILITATOR: Planning Section Chief

LENGTH: 45-60 minutes

PURPOSE:

The Command Policy Group establishes incident objectives that cover the entire course of the incident. For complex operations, it may take more than one operational period to accomplish the incident objectives. The recurring planning process is designed to take the overall incident objectives and break them down into tactical assignments for each operational period. It is important that this initial overall approach to establishing incident objectives establish the course of the incident rather than having incident objectives only address a single operational period. Setting or re-affirming goals and objectives for each Operational Period is a top priority of the Command Policy Group. Recommended guidelines for consideration include:

1. Goals and objectives must be clearly defined and measurable. This allows the EOC to determine how much is accomplished during Operational Periods.
2. Goals and objectives must be attainable with the staff, equipment and supplies available during each Operational Period.
3. Goals and objectives must be broad and flexible allowing the EOC to achieve with the best possible methods.

ACTION	DESCRIPTION	RESPONSIBILITY
Open Meeting	<ul style="list-style-type: none"> • Call meeting to order • Conduct role call • Review agenda items 	Planning Section Chief
Situation Status Briefing	<ul style="list-style-type: none"> • Current situation summary 	EOC Manager
Previous Operational Period and IAP Review	<ul style="list-style-type: none"> • Review of key decisions • Review of priorities • Review of constraints • Review of limitations 	EOC Manager
General Strategy	<ul style="list-style-type: none"> • Discuss general strategy • Discuss political constraints • Discuss legal challenges • Discuss fiscal concerns • Discuss contingency considerations 	EOC Manager
Goals and Objectives	<ul style="list-style-type: none"> • Define goals and objectives for the next operational period 	Policy Group
Protective Ordinances	<ul style="list-style-type: none"> • Define required protective ordinances to support the general strategy and defined goals and objectives. 	Policy Group
State and Federal Coordinator	<ul style="list-style-type: none"> • Discuss Emergency Declarations 	Director
Open Discussion	<ul style="list-style-type: none"> • Discuss any item or issue 	Director
Closing	<ul style="list-style-type: none"> • Define next scheduled meeting 	Planning Section Chief

PLANNING MEETING AGENDA

FACILITATOR: Planning Section Chief

LENGTH: 30-45 Minutes

PURPOSE: The Planning Meeting defines the requirements for development of the IAP.

Attendance is required for all EOC Command and General Staff. Additional EOC positions may attend at the request of the Planning Section Chief or EOC Manager. The Planning Section Chief conducts the Planning Meeting following a fixed agenda. At the conclusion of the meeting, the Planning Section Staff will indicate when all elements of the plan and support documents are required to be submitted so the plan can be collated, duplicated, and made ready for the Operational Period Briefing.

ACTION	DESCRIPTION	RESPONSIBILITY
Open Meeting	Call meeting to order Conduct role call Review agenda items	Planning Section Chief
Situation Report Summary	Summary of current Situation Report Summary of protective ordinances	Situation Unit Leader
Public Information Summary	Discussion of pertinent public information issues	PIO
Response Summary	Summary of current response activities	Ops Section Chief
Resource Summary	Summary of current requested and received resources	Logs Section Chief
Operational Period	Discussion regarding timeline and staffing expectations for next Operational Period	Planning Section Chief
Weather Summary	Summary of weather forecast over the next Operational Period.	Tech Specialist
Goals and Objectives	Review of goals and objectives for the next Operational Period.	Planning Section Chief
Strategy and Assignments	Review of tasking, assignments and points of focus required to meet established goals and objectives for the next Operational Period Define target geographic area & discuss potentially sensitive issues or areas	Ops Section Chief
Safety Analysis	Identify and mitigate safety related concerns with the above goals, objectives, strategies and assignments.	Safety Officer
Communications Summary	Discuss current radio infrastructure status and frequency management strategy	Communications
Medical Summary	Discuss current and projected status of the community health & medical network	Fire Department Health Department
Transportation Summary	Discuss current status of community transportation network	Ops Section Chief
Open Discussion	Discuss any item or issue	Planning Section Chief
Closing	Define next scheduled meeting	Planning Section Chief

OPERATIONS MEETING AGENDA

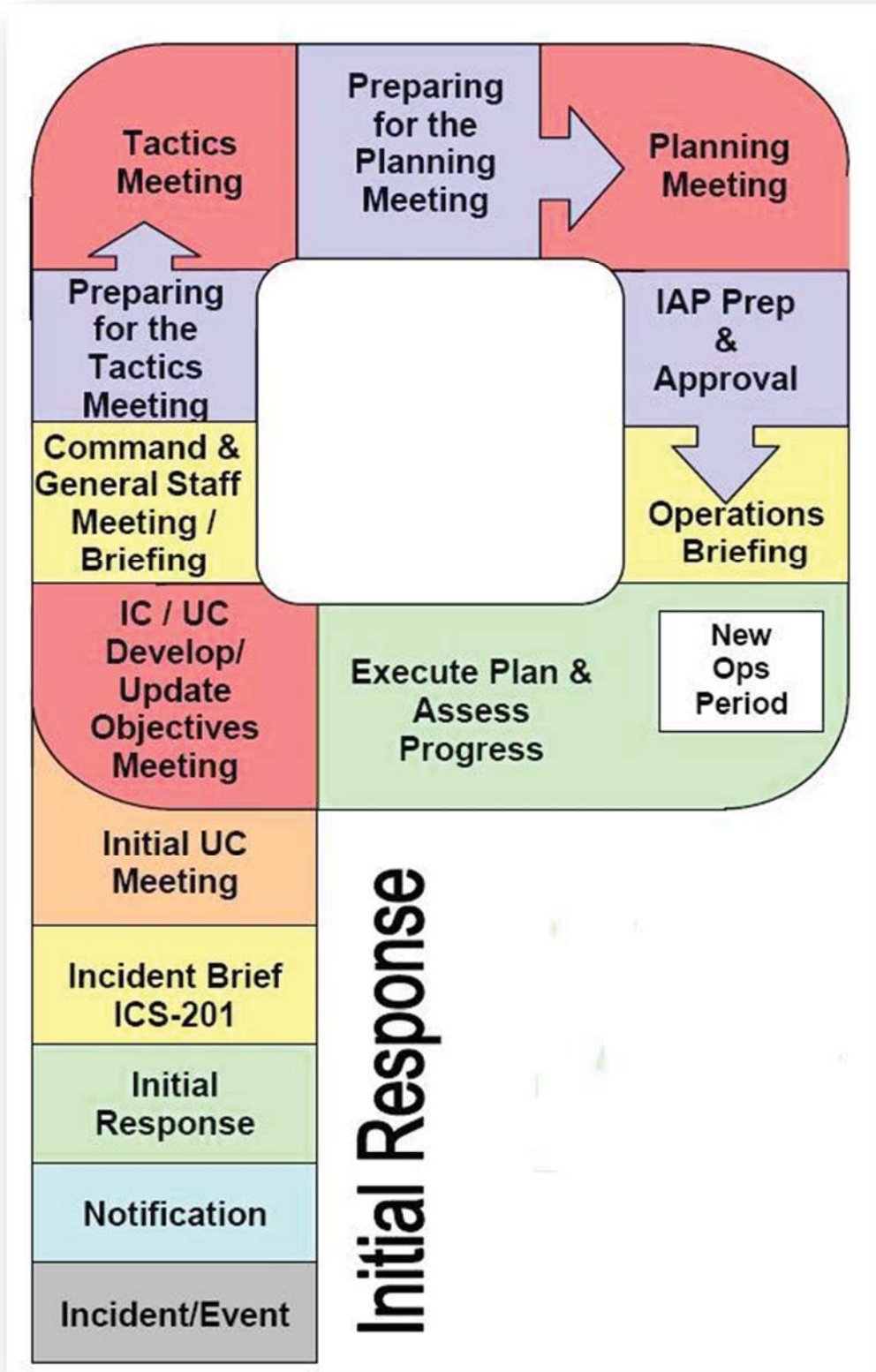
FACILITATOR: Operations Section Chief

LENGTH: 20-30 minutes

PURPOSE: Preparation for this meeting should include the determination of how many copies of the IAP are required, a review of the IAP to ensure it is complete and up to date, and the determination that display materials are updated and complete. Copies of the IAP are to be distributed to all personnel in attendance. The Operations Briefing is designed to: disseminate and clarify information, review incident objectives, identify problem areas and solutions, identify work progress, identify the need for additional resources, and distribute the IAP.

ACTION	DESCRIPTION	RESPONSIBILITY
Open Meeting	Call meeting to order Review agenda items	Planning Section Chief
Situation Report Summary	Summary of current Situation Report Summary of emergency protective ordinances	Situation Unit Leader
Weather Summary	Summary of weather forecast over the next Ops Period	Tech Specialist
Response Summary	Summary of current ongoing response activities and accomplishment from last Operational Period	Operations Section Chief
Logistics Summary	Summary of transportation, communications, medical & resource status	Logistics Section Chief
Goals and Strategy	Define goals and strategies for the next operational period	Planning Section Chief
Assignments	Make assignments as required to support strategy and meet goals	Operations Section Chief
Operational Period	Discussion regarding timeline & staffing expectations for next Operational Period	Planning Section Chief
Safety Analysis	Deliver safety message	Safety Officer
Finance Brief	Deliver significant financial accountability practices and paperwork requirements	Finance Section Chief
Public Information Summary	Deliver pertinent public information	PIO
Open Discussion	Discuss any item or issue	Planning Section Chief
Closing	Define next scheduled meeting	Planning Section Chief

Appendix J: EMERGENCY OPERATIONS CENTER PLANNING P



EMERGENCY SUPPORT FUNCTION ANNEXES: INTRODUCTION

Purpose

This section provides an overview of the Emergency Support Function (ESF) structure, common elements of each of the ESFs, and the basic content contained in each of the ESF Annexes. The following section includes a series of annexes describing the roles and responsibilities of Federal departments and agencies as ESF coordinators, primary agencies, or support agencies.

Background

The ESFs provide the structure for coordinating Federal interagency support for a Federal response to an incident. They are mechanisms for grouping functions most frequently used to provide Federal support to States and Federal-to-Federal support, both for declared disasters and emergencies under the Stafford Act and for non-Stafford Act incidents (see Table 1).

The Incident Command System provides for the flexibility to assign ESF and other stakeholder resources according to their capabilities, taskings, and requirements to augment and support the other sections of the Joint Field Office (JFO)/Regional Response Coordination Center (RRCC) or National Response Coordination Center (NRCC) in order to respond to incidents in a more collaborative and cross-cutting manner.

While ESFs are typically assigned to a specific section at the NRCC or in the JFO/RRCC for management purposes, resources may be assigned anywhere within the Unified Coordination structure. Regardless of the section in which an ESF may reside, that entity works in conjunction with other JFO sections to ensure that appropriate planning and execution of missions occur.

Table 1. Roles and Responsibilities of the ESFs

ESF	Scope
ESF #1 – Transportation	Aviation/airspace management and control Transportation safety Restoration/recovery of transportation infrastructure Movement restrictions Damage and impact assessment
ESF #2 – Communications	Coordination with telecommunications and information technology industries Restoration and repair of telecommunications infrastructure Protection, restoration, and sustainment of national cyber and information technology resources Oversight of communications within the Federal incident management and response structures
ESF #3 – Public Works and Engineering	Infrastructure protection and emergency repair Infrastructure restoration Engineering services and construction management Emergency contracting support for life-saving and life-sustaining services
ESF #4 – Firefighting	Coordination of Federal firefighting activities Support to wildland, rural, and urban firefighting operations

ESF	Scope
ESF #5 – Emergency Management	Coordination of incident management and response efforts Issuance of mission assignments Resource and human capital Incident action planning Financial management
ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services	Mass care Emergency assistance Disaster housing Human services
ESF #7 – Logistics Management and Resource Support	Comprehensive, national incident logistics planning, management, and sustainment capability Resource support (facility space, office equipment and supplies, contracting services, etc.)
ESF #8 – Public Health and Medical Services	Public health Medical Mental health services Mass fatality management
ESF #9 – Search and Rescue	Life-saving assistance Search and rescue operations
ESF #10 – Oil and Hazardous Materials Response	Oil and hazardous materials (chemical, biological, radiological, etc.) response Environmental short- and long-term cleanup
ESF #11 – Agriculture and Natural Resources	Nutrition assistance Animal and plant disease and pest response Food safety and security Natural and cultural resources and historic properties protection and restoration Safety and well-being of household pets
ESF #12 – Energy	Energy infrastructure assessment, repair, and restoration Energy industry utilities coordination Energy forecast
ESF #13 – Public Safety and Security	Facility and resource security Security planning and technical resource assistance Public safety and security support Support to access, traffic, and crowd control
ESF #14 – Long-Term Community Recovery	Social and economic community impact assessment Long-term community recovery assistance to States, local governments, and the private sector Analysis and review of mitigation program implementation
ESF #15 – External Affairs	Emergency public information and protective action guidance Media and community relations Congressional and international affairs Tribal and insular affairs

ESF Notification and Activation

The NRCC, a component of the National Operations Center (NOC), develops and issues operations orders to activate individual ESFs based on the scope and magnitude of the threat or incident.

Appendix L - EOC INCIDENT REPORTING FORM

(Initiated in Communications Group and follows Information Flow Chart (appendix B) EOC)

Incident Reporting Number: _____

EOC Intake Contact: _____

Date / Time: _____

Location: _____

Nature of Problem: _____

Contact Person: _____

Phone: _____

Supporting Information: _____

Priority Assigned:

Life Safety (Urgent)

Property (Urgent)

Non-Urgent

Resources Assigned to:

Planning

Public Works

Finance

Fire

Building Inspection

Logistics

Law Enforcement

PIO (JIC)

Parks and Rec

Energy

Policy

_____ (Other)

Original goes in the Master Incident Book.

