

## CHAPTER II

## OPERATING AN EMERGENCY OPERATING CENTER

A. Operating the EOC

During development of an emergency, activation of the Emergency Operating Center may become necessary. Simple procedures for opening the EOC should be clearly delineated in the EOC Standard Operating Procedures. The following elements should be included.

1. Authority. Who has authority to open the EOC and to call in the crisis management staff? The SOP should list at least three officials with authority to activate the facility. Authorized persons should be listed by title, not by name.

2. Conditions. Under what conditions can the EOC be activated? May authorized individuals activate EOC and emergency staff for a surprise emergency exercise? These questions should be clearly resolved in the SOP or some other document.

3. Alerting. An "alert" list of all crisis management team members should be included in the SOP with work, home, and any other phone numbers at which they can be reached. The SOP should also designate outside agencies to alert in an emergency. Who is alerted within and outside the jurisdiction will depend largely on the nature of the emergency itself. One way to preselect the crisis management staff for a given emergency is shown in Figure 1. Figure 2 is a chart for use in alerting outside organizations.

4. Setup. If the Emergency Operating Center is not a 24-hour facility, the EOC SOP should specify how to set up the room quickly and who is responsible for various setup tasks. As a minimum, the following information should be included:

a. Keys. Who has them or where are they located?

b. Furniture. Where is it stored and where does it go? (An EOC floorplan should be included.) Who is responsible for furniture setup and how are they alerted?

c. Communications. If communication devices are not permanently installed in the EOC, where are they stored (phone sets, government radio transceivers, intercom systems, commercial radio or television receivers, scanners, etc.) and where should they be located and connected in the EOC room? (Again, a floorplan is needed.) Who is responsible for communications setup and how are they alerted?

d. Display Services. If display services are not permanently mounted, where are they stored and where should they be placed upon EOC activation? Who is responsible for these devices?

e. Equipment and Supplies. Copying machines, typewriters, calculators, cameras, maps, grease pencils, cloth and chalkboard erasers, forms, staplers, staple removers, pens, pencils, paper, and other such items-where are they stored and who is responsible for bringing them to the EOC?



FIGURE 1  
PRESELECTING CRISIS MANAGEMENT STAFF

**Self-Triggering:** In the event of an emergency in which telephone or beeper service is interrupted, staff members should ensure the safety of their families and then report to the Emergency Operating Center.

**Phone Alert:** The Fire Department or law enforcement agency will normally receive first notification of an emergency. Agencies notified first will ensure that others are aware of the situation and then notify the emergency manager or coordinator, who will initiate further notifications as shown in the cascade alert list.

POSITION	INCUMBENT	WORK #	HOME #	OTHER #
EM Director	May Smith	323-4567	765-4321	567-89 10
Asst EM Dir	Will Uttley	323-869 1	765-5747	_____
EM Coordinator	Fred Jones	323-7645	766-2181	_____
EOC Opns Chief	Ann South	323-6848	765-1 188	323-777 1
Sit Analysis Ch	Mark Wells	323-2122	766-8743	
Pub Info Off	Beth Price	323-4568	765-8841	_____
RADEF Off	Carl Pawsie	323-692 1	765-702 1	_____
Sheriff	Sue Munoz	323-1 134	765-4030	_____
Fire Chief	Al Wilkes	323-2121	765-8841	_____
Public Works Chief	Herb Taney	323-4131	765-574 1	323-8123
Red Cross Coord	Nan Shultz	764-8811	765-4877	764-8822
Housing Chief	Bill Mabey	323-7463	766-8780	_____
Transport Chief	Ann Kalb	323-2483	766-3665	_____
Utilities Chief	Pete Pipes	328-9411	765-4186	_____
Health/Med Chief	Dr. Ross	764-1212	766-2739	764-2479

COUNTY BOARD MEMBERS

Chair	Pat Chance	765-428 1	765-428 1	_____
Vice Chair	Earl Roth	764-7120	765-3939	_____
Board Member	Sher Kalb	764-2348	766-0 198	_____
Board Member	Wes Long	765-666 1	766-5012	_____
Board Member	Bea Stings	328-0645	766-8125	_____

FIGURE '2  
ALERTING OUTSIDE ORGANIZATIONS

	<u>Earth- quake</u>	<u>Tor- nado</u>	<u>Nuke Incldt</u>	Haz Mat	<u>Air Crash</u>	<u>Flood or Dam Fail</u>	<u>Attack- Related Emergency</u>
COUNTY STAFF							
EM Director	x	x	x	x	x	x	x
EM Coordinator	x	x	x	x	x	x	x
Asst Coord	x	x	x	x	x	x	x
Sheriff	x	x	x	x	x	x	x
FD Chief	x	x	x	x	x	x	x
PW Chief	x	x	x	x	x	x	x
Transport	x	x	x			x	x
Utilities	x	x	x			x	x
OTHER AGENCIES							
Red Cross	x	x	x	x	x	x	x
Salvation Army	x	x	x	x	x	x	x
State EM Office	x	x	x	x	x	x	x
State Hwy Dept	x	x		x		x	x
State Police	x	x	x	x	x	x	x
National Guard	x	x	x		x	x	x
Schools	x	x	x	x		x	x

Some emergencies may disable the staff alert system (i.e., phone or beeper systems) and cooperating agencies. To remedy this, the alert list should be self-triggering.

5. Termination/Deactivation. Who determines that operations should be deactivated and who is responsible for cleanup and replenishment of expendables?

After-action reports are valuable in identifying EOC operational deficiencies or lessons learned and in making this information available to State, Federal, and cooperating agencies and jurisdictions. A suggested format for these reports is shown in Figure 3.

FIGURE 3

FORMAT FOR AFTER-ACTION REPORT	
Contents	
Executive Summary	
Chronology of Events and Responses	
Agencies Involved	
Total Losses	
Assistance Rendered	
Lessons Learned	
Recommended Remedial Actions	
Annexes	
Problem Log	
Damage Assessment Totals	
Local and Mutual Aid Forces Deployed	
Public Information Releases	
Media Coverage	
Distribution	
County Board or Commission	
Departments	
Cooperating Agencies	
Neighboring Counties	
State Emergency Management Agency	
FEMA	
Other (local industries and local media)	

#### B. Testing and Exercising Activation Procedures

Like any aspect of emergency operations, EOC activation and setup procedures must be tested in drills or training sessions. Through **such tests**, procedures can be modified to fit the needs of a given jurisdiction and the changing capabilities of its crisis management staff and emergency equipment.

The EOC SOP should be reviewed annually to ensure consistency with current plans, procedures, equipment, recordkeeping systems, display devices, and communications capabilities. As the SOP is updated and distributed, short training sessions or exercises can be scheduled to test and disseminate changes in operating procedures.