



Emergency Operations Center

Description

The Emergency Operations Center (EOC) is a facility designated for managing the disaster emergency. It is where the Incident Management Team makes decisions to allocate and coordinate resources, provides for incident communications coordination and directs the overall disaster emergency response. It provides for the centralized locating of the five functional sections of the Incident Management Team: Command; Operations; Planning; Logistics; and Finance.

By locating the Incident Management Team in a single facility, the Emergency Operations Center, the following advantages are realized:

Centralizes Incident Management

- Provides central point where all information pertaining to the incident is received and analyzed, incident priorities are determined, strategies are developed and critical resources are assigned to tactical operations.
- Provides for the efficient and effective use of all modes of communications available for the incident.
- Enhances coordination between involved agencies. All involved agencies, departments, and organizations must be willing to coordinate activities with each other. By locating agency representatives in the Emergency Operations Center, or providing for scheduled points of contact, effective lines of communication can be established to facilitate this coordination.
- Provides for sustaining operations during extended periods of time. By locating the incident management team in an Emergency Operations Center, the entire response can be managed and disruptions minimized to the organizations not directly involved, so they may continue with their normal duties and responsibilities.



- Establishes continuity of the response efforts through “round-the-clock” staffing at a centralized point, the Emergency Operations Center. This also provides for systematic means to conduct planning and tactics meetings and brief members of the Incident Management Team of the new elements of the incident action plan through shift briefings when shifts change.
- Provides for a single location to focus attention on the incident. An Emergency Operations Center not only provides a facility with operating space for the functional areas of the Incident Management Team, but also provides a centralized location to conduct planning meetings, tactics meetings, shift briefings, media briefings, press conferences, public information releases and other information dissemination.

Provides for Situation Status Management

- Establishes a central location for information to be gathered, analyzed, tracked, displayed, distributed and stored.
- Provides for the verification of information by authorized members of the Incident Management Team.
- Provides for immediate availability of incident information.

Provides for Resource Status Management

- Establishes a single location for all resource status information. By requiring all resources to be tracked (e.g., personnel, equipment, aircraft), their location and status are immediately available to members of the Incident Management Team to facilitate the matching of, or need for, resources to achieve the strategic objectives of the Incident Action Plan.



Emergency Operations Center Requirements

The Emergency Operations Center must be accessible, must lend itself to 24 hour operations, must support your communications system, and must have some food service capabilities.

Facilities and equipment for the Emergency Operations Center should be pre-identified, procured and available for immediate set-up. They include the following:

OFFICE SPACE

The Emergency Operations Center needs to have adequate space to support the activities of the Incident Management Team. To some extent, this is a function of the size of the Incident Management Team, the phase of the disaster emergency, and the jurisdictions and agencies involved. It is important to have adequate space to be able to co-locate functional areas (Plans, Logistics, etc.) and agencies that need to interact with each other, as well as provide for access to communication and display systems. Estimate the number of people to be accommodated and the space needs (i.e. square footage) required to adequately support Incident Management Team activities.

LIGHTING

The Emergency Operations Center needs to have adequate lighting for staff to carry out their duties. **An auxiliary power source is mandatory for the Emergency Operations Center**, either permanently hardwired for the facility or the ability to convert to an external power source in a minimum of time and disruption.

HEATING AND COOLING

Similar to adequate lighting with the same needs for auxiliary power and/or auxiliary sources of heat.

SECURITY

The Emergency Operations Center needs to be easily secured against intrusion. Access to the Emergency Operations Center should be allowed to only authorized personnel and staff.

COMMUNICATIONS EQUIPMENT

It is vital that the Emergency Operations Center have adequate communications equipment and that it is accessible to all personnel.



TELEPHONES

Adequate numbers of handsets, incoming and outgoing lines, and switchboards are required to handle the information flow of an incident. **It is strongly recommended that at least a minimum of twelve phone lines be provided.**

FAX MACHINE

A fax machine for transmittal of hard copy information in real time. **It is strongly recommended that at least two fax machines be provided for, one for outgoing messages and one for incoming messages.**

COMPUTERS

Computer hardware with adequate data storage space, priority use, and support personnel for the management of incident information and data. **Mechanical back-up systems such as resource locator systems and hand written display boards are strongly recommended.**

INCIDENT RADIOS

Access to incident radios for the respective sections needs to be provided for.

AMATEUR (HAM) RADIOS

A suitable area for the amateur (ham) radio operators needs to be provided for. Requirements for power sources, antennas, etc. need to be met.

TVs AND RADIOS

Adequate numbers of TVs and radios need to be provided for in the Emergency Operations Center to monitor press releases, news media and gather incident information.

AREA SUITABLE FOR BRIEFINGS

An area separate from the main Emergency Operations Center operations area where meetings and briefings can be conducted for shift briefings, strategy meetings, news media briefings and others that will not adversely impact the Emergency Operations Center operations.



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FOOD SERVICE

An adequate area for serving and/or preparing meals and/or foodstuffs for the Emergency Operations Center staff. Some provisions need to be made to feed Emergency Operations Center staff. The most desirable is a means to feed staff in the facility. If this is not feasible, some means to feed staff outside the Emergency Operations Center need to be arranged. At the very least, hot and cold beverages and snack food needs to be available at the Emergency Operations Center.

DRINKING WATER

An adequate supply of drinking water should be on site, especially a back-up supply (e.g., bottled water) for use by personnel in the Emergency Operations Center.

TOILETS

Adequate toilet facilities need to be provided for the Emergency Operations Center staff. Consider portable facilities if building lifelines (water, sewer) are damaged or inoperable.

OFFICE SUPPLIES

An adequate amount of office supplies and equipment such as tables and chairs to support the Emergency Operations Center staff need to be available. **See Checklist this Section.**

NOISE LEVEL IN EMERGENCY OPERATIONS CENTER

A relatively quiet work area is required for all functional areas to efficiently and effectively conduct business. All means should be taken to minimize noise disturbance in the Emergency Operations Center from equipment (e.g., generators, apparatus, machinery), media briefings, and congregations of people.

CROWDING

Only those individuals required to perform Incident Management Team duties should be allowed in the Emergency Operations Center.

Do not use facilities that would impact and hinder response agencies (i.e. fire, police, public works, etc.) nor hinder government functions that need to be provided in addition to the disaster emergency response.



Emergency Operations Center Configuration

The Emergency Operations Center may take on many shapes and forms. The layout may be standardized, permanently designed and set up to be used in all disaster emergencies, or it may be a flexible setup based on the facility chosen and the kind of response to a specific incident. The layout of the Emergency Operations Center will be determined by several factors:

- Number of members of the Incident Management Team.
- Size, shape, and number of the room(s) available for the Emergency Operations Center.
- Location of the communications systems equipment to be utilized.
- “Real life” information acquired through actual activation and use of the Emergency Operations Center.

The basic layout showing the placement of furniture and office equipment, location of displays and maps, and the communications systems array within the Emergency Operations Center should be depicted in a floor plan drawing.

Variations in the magnitude and type of disaster emergencies may necessitate modifications to the Emergency Operations Center layout. Since the management of a disaster emergency entails different phases that have unique characteristics, the configuration of the Emergency Operations Center may be changed to reflect the different numbers and make-up of the Incident Management Team personnel.

Given that each disaster emergency has many unique characteristics, there are general elements that should be considered when designing the layout of the Emergency Operations Center.

- Incident Management Team functional sections (e.g., Plans, Logistics) should be positioned adjacent to displays that require their input and posting of information that they manage.
- Incident Management Team operational personnel and functional sections utilizing their own communication nets, must either be located near their communications equipment or have the capability to move the equipment to their location in the Emergency Operations Center.



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- The Incident Commander needs to manage the overall incident, therefore needs to be located so that he/she can be informed at all times of the current status of the incident.
- Incident Management Team members whose functional responsibilities cause them to interact frequently, or have a need to coordinate together should be co-located.

Controlling the flow of information into, out of, and within the Emergency Operations Center is one of the greatest challenges during actual Emergency Operations Center operations. An information flow path must be implemented, with a method of tracking and verifying this information established, In order for the members of the Incident Management Team to accurately access the status of a disaster emergency, a system to manage this flow of information is necessary.

During a disaster emergency, a major responsibility of the Public Information Officer will be to respond to requests for information from the general public. The telephone operators within the Emergency Operations Center Communications Center will be flooded with requests for information pertaining to the incident. If timely and accurate information is not provided, these requests for information will be made to the response agencies (e.g., Police, Fire, EMS), greatly hindering those agencies. The Emergency Operations Center Communications Center must be structured to handle and respond to public inquiries in a timely fashion. A bank of telephones within the Emergency Operations Center Communication Center, a “rumor control” for public inquiries, provides for this need. Personnel operating in rumor control must have accurate and current information provided by the Public Information Officer and approved by the incident commander for release to the public.



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EMERGENCY OPERATIONS CENTER SUPPLIES FOR NON-PREDESIGNATED LOCATIONS

- _____ Auxiliary power
- _____ Telephones
- _____ handsets
- _____ lines
- _____ switchboard
- _____ Fax machine
- _____ Copy Machine
- _____ Computer terminal
- _____ Typewriters/word processors
- _____ TVs
- _____ VCR
- _____ Radios
- _____ Extension cords
- _____ Tables
- _____ Chairs
- _____ Overhead with screen
- _____ Bulletin boards
- _____ Display boards
- _____ Maps
- _____ Map pens (Vis a Vis) 8 colors
- _____ Clear plastic mylar
- _____ Flip chart easel
- _____ Flip chart pads
- _____ Large manila envelopes 12" x 16"
- _____ Heavy duty staplers
- _____ Heavy duty staples
- _____ Standard desk top staplers
- _____ Standard desk top staples
- _____ Paper clips
- _____ Staple puller
- _____ Push pins
- _____ 1" masking tape
- _____ Writing pads
- _____ Pencils
- _____ Pens; black and red ink
- _____ Assorted rubber bands

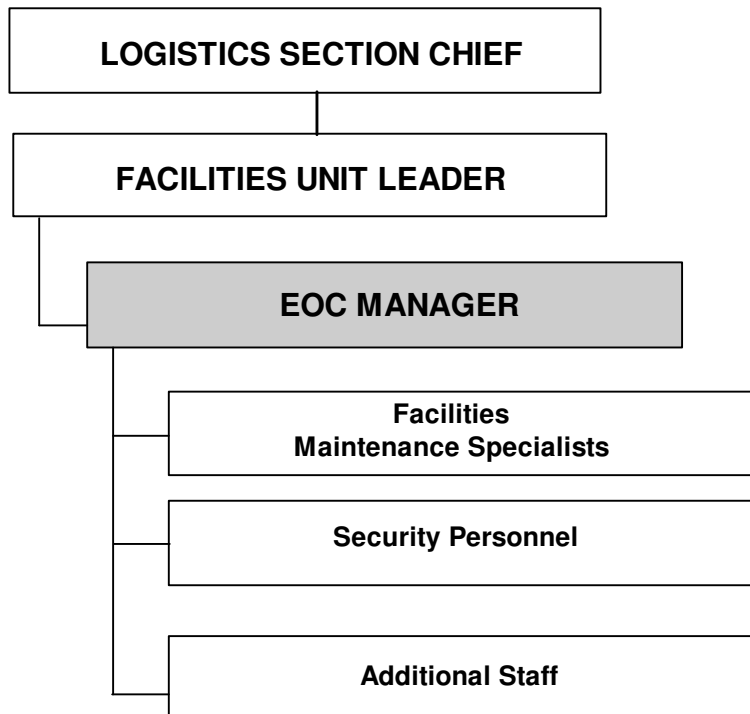


EMERGENCY OPERATIONS CENTER SUPPLIES FOR NON-PREDESIGNATED LOCATIONS

- _____ Scotch Tape
- _____ Standard file folders
- _____ Erasers
- _____ Post-it pads,
 - _____ small
 - _____ medium
 - _____ large
- _____ Legal size writing pads
- _____ Legal size clipboards
- _____ Three hole punch
- _____ File folder labels
- _____ 2" x 3" blank labels
- _____ Telephone memo call pads
- _____ Dictionary
- _____ Erasable felt tip pens, assorted colors
- _____ Copy paper
- _____ Boxes for filing
- _____ ICS forms
- _____ Other forms
- _____ Name tags
- _____ Physical needs
 - _____ coffee
 - _____ smoking area
 - _____ restrooms
 - _____ food



EMERGENCY OPERATIONS CENTER MANAGER



The Emergency Operations Center Manager is responsible for ensuring that appropriate sanitation, security, and facility management services are provided at the Emergency Operations Center.



EMERGENCY OPERATIONS CENTER MANAGER RESPONSIBILITIES AND DUTIES

REPORTS TO: Facilities Unit Leader

REPORTS TO YOU: Facility Maintenance Specialists
Security Personnel
Unit staff as assigned

ICS FORMS PREPARED: Unit Log (214)
Resource Request Message (307)
ICS FORMS REVIEWED: N/A
ICS FORMS APPROVED: N/A

DUTIES:

The Emergency Operations Center Manager is responsible for ensuring that appropriate sanitation, security, and facility management services are conducted at the Emergency Operations Center.

- **Obtain briefing from Facilities Unit Leader if activated or Logistics Chief.**
- **Determine personnel support requirements for the Emergency Operations Center facility.**
 - Identify additional personnel required for establishing, operating, and demobilizing the Emergency Operations Center.
 - Request additional personnel from Facilities Unit Leader. Request should include:
 - Number of personnel needed
 - Qualifications
 - Reporting location
 - Reporting time
 - Release any excess personnel.



Emergency Operations Center

APPENDIX B

DUTIES, continued.

- **Obtain necessary equipment and supplies.**
 - Determine Emergency Operations Center requirements.
 - Review the incident action plan and logistics section instructions to determine the expected duration and scope of incident.
 - Review any agency pre-plans to identify applicable facilities, locations, and layouts.
- **Plan layout of Emergency Operations Center facility.**
 - Determine services to be established at the Emergency Operations Center.
 - Kitchen
 - Feeding area
 - Sanitation
 - Sleeping
 - Showers
 - Supplies
 - Medical
 - Communications Center
 - Message Center
 - Determine the following requirements for the Emergency Operations Center.
 - Space
 - Specific location
 - Access
 - Lighting
 - Security
 - Safety
 - Plan Emergency Operations Center layout in accordance with the requirements listed on the previous page. **When using an established facility, use pre-planned layout.**
 - Notify Facilities Unit Leader of established layout.
- **Ensure that all facilities and equipment are set up and properly functioning.**
- **Make sleeping area assignments and arrangements.**
- **Ensure strict compliance with all applicable safety and health regulations.**



DUTIES, continued.

- **Ensure that all facility maintenance services are provided.**
 - Determine the types of maintenance services required, such as sanitation showers, policing, lighting, and safety.
 - Determine and request the number and type of personnel needed to perform maintenance services.

- **Provide Security Services.**
 - Determine areas within the Emergency Operations Center where security must be provided.
 - Determine and request the number and type of personnel needed to provide security services.

- **Demobilize facilities in accordance with incident demobilization plan.**
 - Review demobilization plan to determine scheduling for reduction of incident operations.
 - Identify reduced requirements for Emergency Operations Center.
 - Modify Emergency Operations Center planning based on reductions in personnel services.
 - Demobilize the Emergency Operations Center following the reduction schedule.
 - Return facility to normal usage.

- **Maintain Unit Log (ICS Form-214).**