EOC Concepts and Operations
Emergency Operation Center
How to Make it Work

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Purpose of EOC Training

- To provide an understanding of how the County organizes to coordinate local, state, private, volunteer and federal response to disasters and major emergencies in given jurisdiction

- To increase focus on critical tasks and activities EOC representatives must be prepared to act on

Who are You and Why are you here?

- Name and Agency you represent

- What is your day to day responsibilities?

- What is your Emergency Support Function?

- Why are you here today and what do you hope to learn?

Objectives

- Develop a full understanding of EOC operations

- Learning to set priorities based on Life Safety Needs

- Develop an understanding of the Emergency Support Function concept (ESF)

- Learn the tools and how to use them.

- Decide what would work best for your jurisdiction/agency

Authority

- State Law
  - OCGA, Title 38, Section 3 (Georgia Emergency Management Act of 1981, Amended)
- Governor's Executive Order
- Your Local Emergency Operations Plan (LEOP)
- Your Local County Resolutions

EOC vs ICS

- Single incident vs County wide event
- Span of control vs Coordination
- Having resources vs finding and providing the resources
- Field Operations vs Local to State coordination
- Spot reports vs overall picture
- Life Safety Decision making (on different levels)
- Hands on operations vs keeping up with the teams
- Media show vs Media control

Is this your EOC?

Or Maybe This?

Why and When an EOC

- Getting the right people for the right jobs
- Span of control on a different level
- Getting the resources that are needed to do the job
- Making the best use of the resources that are available
- Keeping the information flowing
- Decision making
- Anytime multiple ESFs are needed to respond to a long term incident.

Maybe This?

What Tools Do We Need?

A Place –

- Accessible (parking and traffic issues)

- Comfortable (Heat and Air, Restrooms and eating)

- Everyone in one room, with side meeting Areas

- Emergency back-up power source

- Adequate internet backbone and access

- Tables and Chairs for the long haul

Nice?

But this Worked

- Equipment–

    - Communications

    - Information Posting/sharing equipment
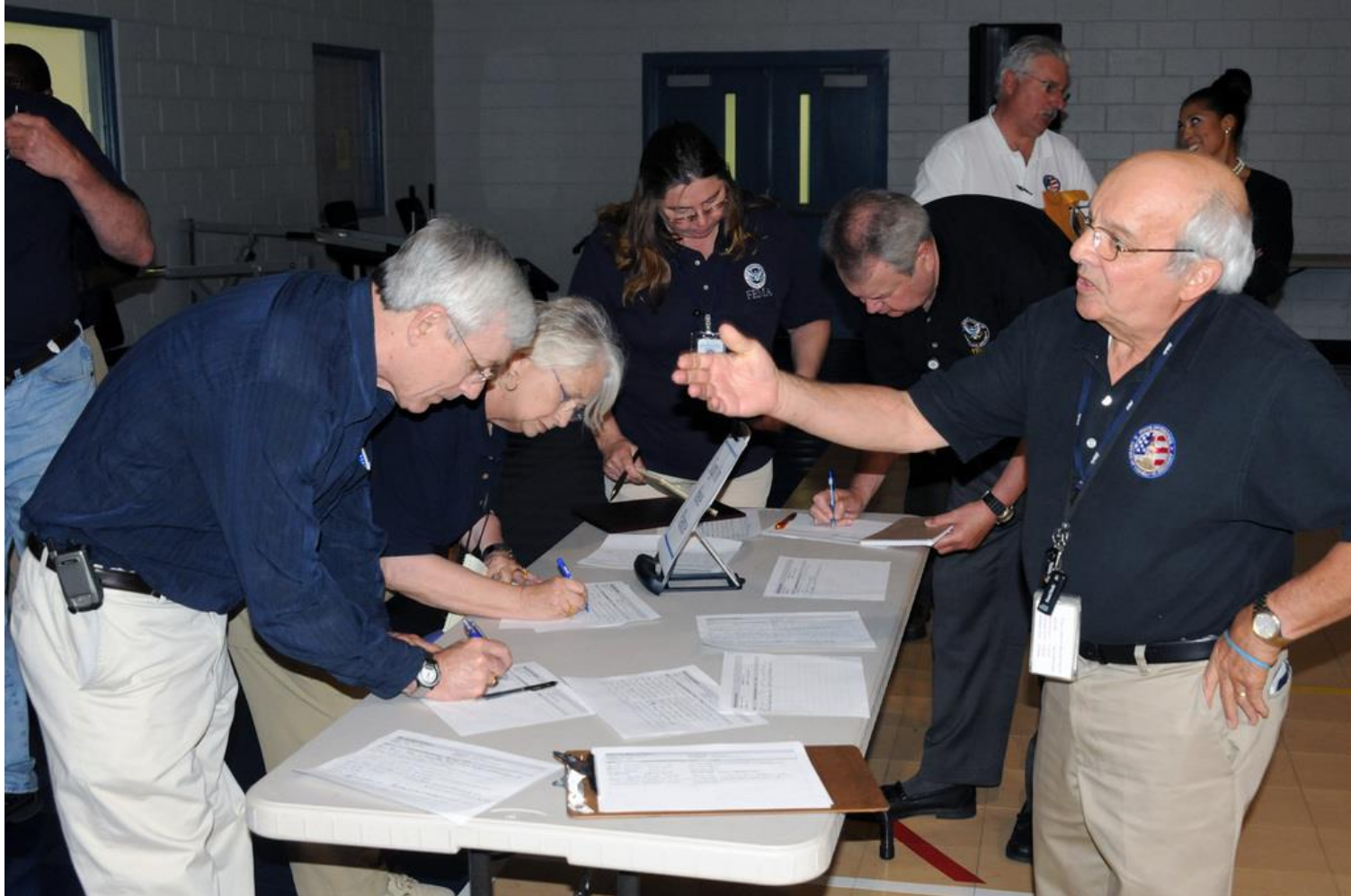
    - Documentation equipment

What Personnel Do We Need?

- Personnel–
  - Someone who can make decisions for their Agency
  - Someone who is respected by the other ESF representatives
  - Someone trained in EOC procedures
  - Someone who knows the equipment
  - Someone who knows their Agency's Resources
  - Someone with good communication skills

Who Are The Right People?

Emergency Coordination

A System Not a Facility

On-Scene Command

Multiagency Coordination

Emergency Ops Centers/ Dispatch

Resource Coordination Centers

Coordination Groups/Department Operations Centers

Emergency Support Functions

- **Provide the structure for coordinating all interagency support for response to an incident**

- **Individual ESFs are activated based on the scope and magnitude of the incident**

- **ESFs are mechanisms for grouping functions most frequently used to provide the needed services**

- **Each ESF has a lead agency coordinating assistance from supporting other agencies**

Transportation – ESF 1

Who – Board of Education, Private Schools, Public Transit

- To support and assist municipal, county, private sector, and voluntary organizations requiring transportation for an actual or potential disaster or emergency.

- To assist city and county agencies and other ESFs with the emergency efforts to transport people. The priorities for allocation of these assets will be:
  - Evacuating persons from immediate peril.
  - Transporting personnel for the support of emergency activities.
  - Transporting relief personnel necessary for recovery from the emergency

Communications – ESF 2

Who – County/City 911, IT Departments, Local Phone Providers

- Assures the provision of communications support to municipal, county, and private-sector response efforts during a disaster or emergency.

- Coordinate the acquisition and deployment of communications equipment, personnel and resources to establish temporary communications capabilities following a disaster

Public Works & Engineering – ESF 3

Who – City/County Road Dept., City/County Water Systems, City/County Engineers

- Provides operational guidance to those who are assigned to work in public works and engineering services.

  - remove debris from streets,

  - eliminate hazards,

  - manage storm damage,

  - provide rapid restoration of water/sewer services, repair essential services,

  - immediately provide damage assessment information and cooperate with other emergency agencies.

Firefighting – ESF 4

Who – City/County Fire Departments

- Provides a comprehensive mechanism to ensure appropriate utilization of local fire resources before and after the impact of a disaster.

  - Detection and suppression of urban, rural, and wildland fires resulting from, or occurring coincidentally with a significant natural or man-made disaster.

Emergency Management Services – ESF 5

Who – Local EMA, County/City Tax Assessor and/or Planning & Zoning

- Collect, process, and disseminate information about an actual or potential disaster situation, and facilitate the overall activities of response and recovery. It also is used to make appropriate notifications and interface with other local and state entities.

- Facilitate the coordination of all agencies during Response, Recovery, Mitigation and Preparedness stages of a incident requiring EOC Activation

Shelter/Mass Care – ESF 6

Who – County DFCS, Board of Education, Red Cross

- Coordinate activities involved with the emergency provision of temporary non-medical shelters, housing, and human services to include emergency mass feeding and disaster welfare information of individuals and/or families impacted by a disaster or emergency

Resource Support – ESF 7

Who – Board of Commissioners, City Council, Local EMA

- Provide logistical and resource support to local entities in supporting emergency response and recovery efforts during an emergency or disaster.

  - Plan, coordinate and manage resource support and delivery.

  - Provide supplies and equipment from county and municipal stocks, commercial sources and donated goods.

  - Procurement will be made in accordance with current local, state and federal laws and regulations that include emergency procedures under Georgia Statute and Local County/City policies and ordinances.

Public Health & Medical Services – ESF 8

Who – County Health Department, Local EMS, Local Hospital

- Coordinate County/City assistance to supplement resources in response to public health and medical care needs for potential or actual disasters and emergencies and/or during a developing potential health and medical situation.

- Delineate procedures for the identification, recording, transportation, sheltering and care of persons requiring special needs in anticipation of, or during an emergency or disaster.

Search & Rescue – ESF 9

Who – City/County Fire Department, EMA, Local Rescue Squad

- Rapidly deploy local search and rescue components to provide specialized life-saving assistance to authorities during an emergency or disaster.

  - EMA will assist in coordinating county assets and augment agencies having SAR responsibilities and may request state and Federal SAR assistance.

  - ESF 9 will interface with ESFs 1 and 8 to assist with medical assistance and the transportation of victims beyond initial collection points.

Who – Local Fire Department, Local Haz-Mat Team, LEPC

- This ESF coordinates County/City support in response to an actual or potential discharge and/or uncontrolled release of oil or hazardous materials during disasters or emergencies.

- This ESF will provide all reports to EPD and others requiring reporting of Haz-Mat releases

Agriculture & Natural Resources – ESF 11

Who – Local Animal Control, Extension Office, Environmental Office

- Support provision of nutrition assistance, management of diseases, food safety, and to protect significant properties.

  - Food Safety and Inspections are activated upon notification of the occurrence of a potential or actual disaster or emergency by the Department of Public Health.

  - Control and eradication of an outbreak of a highly contagious or economically devastating animal/zoonotic disease, highly infective exotic plant disease, or economically devastating plant pest infestation.

  - Assurance of food safety and food security.

  - Protection of natural and cultural resources and historic property resources before, during, and/or after a disaster or emergency.

Energy – ESF 12

Who – Local Utilities, EMC's, Local EMA

- Coordinate response activities of energy and utility organizations in responding to and recovering from fuel shortages, power outages, and capacity shortages which impact or threaten to impact City/county citizens and visitors during and after a potential of actual disaster or emergency.

    - Coordinate providing sufficient fuel supplies to emergency response organizations and areas along evacuation routes.

    - Maintain communication with utility representatives to determine emergency response and recovery needs.

    - Coordinate with schools and other critical facilities within the county to identify emergency shelter power generation status/needs;

Public Safety & Security – ESF 13

Who – Sheriff's Office, City Police Departments, other LE Agencies

- Integrates county/city public safety and security capabilities and resources to support the full range of incident management activities associated with potential or actual disaster or emergency.

  - Primary responsibility for public safety and security, and typically are the first line of response and support in these functional areas.

  - When activated, ESF 13 coordinates the implementation of authorities that are appropriated for the situation and may provide protection and security resources, planning assistance, technology support, and other technical assistance to support incident operations, consistent with agency authorities and resource availability.

Who – Board of Commissioners, City Councils, Local EMA

- Provide a framework for City/County support to governments, nongovernmental organizations, and the private sector designed to enable community recovery from the long-term consequences of a disaster or emergency.

  - Agencies continue to provide recovery assistance under independent authorities to governments; the private sector; and individuals, while coordinating activities and assessments of need for additional assistance

  - Support is tailored based on the type, extent, and duration of the event and long-term recovery period, and on the availability of state and federal resources.

  - Long-term community recovery and mitigation

External Affairs – ESF 15

Who – Board of Commissioners, City Council, EMA, Public Affairs/Information

- Ensures that sufficient assets are deployed to the field during a potential or actual disaster or emergency to provide accurate, coordinated, and timely information to affected audiences, including governments, media, the private sector, and the populace.

  - This ESF includes a provision for providing information in a clear, concise and accurate manner on actions to be taken by local agencies and governments and actions to be taken by the public. Every effort shall be made to prevent and counter rumors and inaccurate information.

Other Considerations

What ESF would these fall under?

- Volunteer Organizations

- Donated Good Management

Primary Activities During an EOC Activation

1) Information Sharing / Situational Awareness
   - Via WebEOC / Phone / Face-to-face Conversation
     - Reporting by ESFs provides situational awareness within the EOC
     - Reporting to GEMA Field and SOC Operations personnel and other local EMAs provides situational awareness from the field
     - Situation Report provides a summary and detailed information for each 12 hour operational period and is disseminated within the EOC, to other jurisdictions, and to state and federal partners

2) Assisting Impacted Areas of Jurisdiction

- Providing assistance to responding agencies that may have expended resources
    - Equipment
    - Personnel
    - Services
    - Supplies
- Assistance is coordinated via WebEOC Resource Requests for State assistance

Requests for Assistance

➢ **What happens when state assistance is requested day-to-day?**

- Local EMA Representative or GEMA Field Coordinator:

  a) Prepares Resource Request in WebEOC and electronically submits it to the SOC where a Communications Officer assigns the request to an appropriate Operations staff member or Duty Officer *OR*

  b) Calls the State Warning Point (SWP) and provides the information to a Communications Officer who completes the Resource Request form in WebEOC while the local EMA rep stays on the line, then the Communications Officer assigns the request to an appropriate Operations staff member or Duty Officer

➢ What do we ask of the requestor?

- Keep us informed of the progress of the emergency

- Let us know when the incident is completed or when state resources are no longer needed

Requests for Assistance

➢**What happens when state assistance is requested during an SOC activation?**

- Local EMA Representative or GEMA Field Coordinator:
  a) Prepares Resource Request in WebEOC and electronically submits it to the SOC where the Mission Assignment Specialist assigns the request to the appropriate ESF within the SOC **OR**
  b) Calls the SOC and provides the information to an Action Officer who completes the Resource Request form in WebEOC while the local EMA rep stays on the line; the Action Officer submits the request electronically to the Mission Assignment specialist who then assigns the request to an ESF within the SOC

➢What do we request of the requestor?

- Keep us informed of the progress of the emergency
- Let us know when the incident is completed or when state resources are no longer needed

Local State of Emergency

- **An emergency or disaster beyond the capabilities of local resources**

- **Ordered by the Local Chief Elected Officer**

- **Activates the Emergency Operations Center and implements the Local Emergency Operations Plan (LEOP)**

- **All Local resources available to help the citizens of Jurisdiction**

✓**Local state of emergency should be the first declared**

Georgia – State of Emergency

- **An emergency or disaster beyond the capabilities of local resources**

- **Ordered by the Governor of Georgia**

- **Activates the State Operations Center and implements the Georgia Emergency Operations Plan (GEOP)**

- **All state resources available to help the citizens of Georgia**

✓**Local state of emergency already declared**

Federal Declaration

- **An emergency or disaster beyond the capability of local and state resources**

- **Requested by the Governor of Georgia**

- **Declared by the President of the United States**

- **Activates the Federal Emergency Response Plan**

- **Federal resources available to help the citizens of Declared Jurisdictions**

✓**Documentation is key to reimbursement**

Can We Make it Work?

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Thank you!

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