W-775
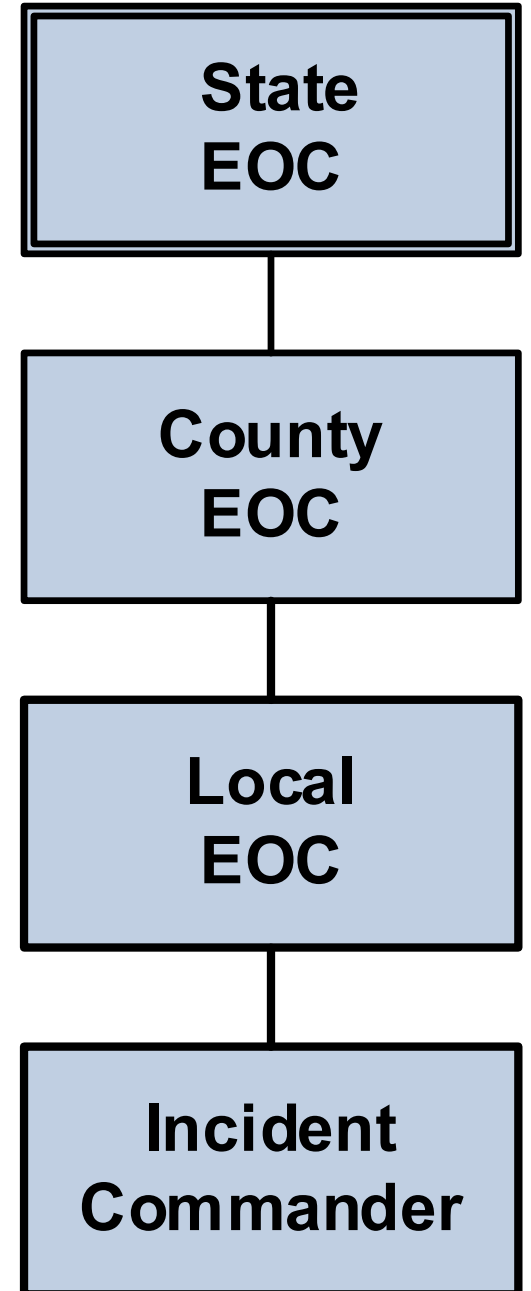## County EOC Management and Operations

Program Goal

- To provide information regarding the establishment of the Waldo County EOC during an emergency, or planned event.

State
EOC

County
EOC

Local
EOC

Incident
Commander

What is an EOC?

- <u>FEMA Definition</u>: A central location from which government – at any level – can provide interagency coordination and executive decision making in support of incidents or disasters.

- A location where public officials can coordinate the jurisdiction's response to a disaster.

Why do we need one?

- Some emergency events are too much for the local municipalities to handle without help.

- Some natural disasters cause issues in many locations around the county.

- Most disasters involve multiple issues, many of which aren't always managed by Fire or Police.

Why do you need one?

Our Disaster Recovery Plan Goes Something Like This...

HELP! HELP!

DILBERT By Scott Adams

- The residents of our county need to be assured that a well coordinated response and recovery process is underway.

- An EOC is the location where the county's efforts are coordinated and where all of the county's assets can be utilized.

What types of situations warrant an EOC?

- Hurricane/Tropical Storm
- Long term power outages
- Large Forest Fire
- Major Flooding
- Ice Storm
- Microburst/Tornado
- Terrorism

POWER OUTAGES
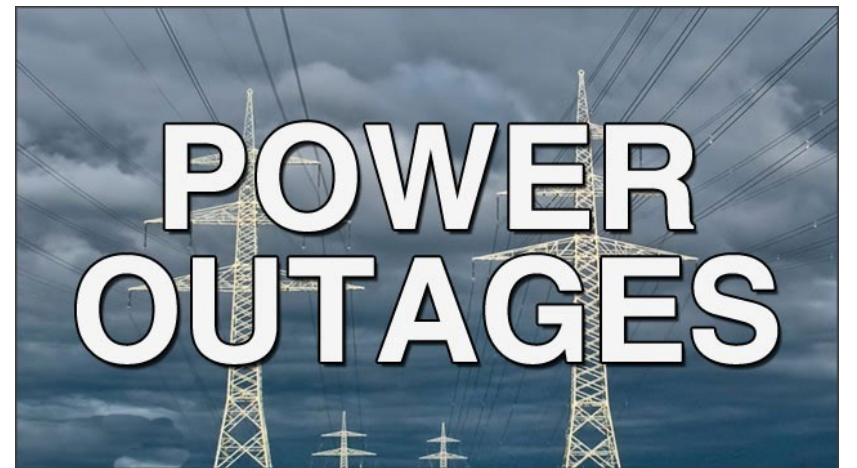
EOC Responsibilities

- Incident Management/Situational Awareness
- Evacuations
- Security
- Damage Assessment – public & individual
- Debris Management
- Mass Care – feeding, shelters, assistance
- Emergency Public Information

EOC Activities

- Situational Awareness
  - Gaining an understanding of what is happening.
  - Requires good communications network
- Information Management
  - Collect, evaluate, organize, display and distribute incident information.
  - Need to have a process in place.
  - How do we accomplish this?

EOC Activities

- Communications
  - Establish incident communications center
  - Staff and equip
  - What types of voice and data comms?
- Public Warning
  - How do you warn our residents to evacuate, or shelter-in-place?
  - How do you notify our residents of shelters and other available assistance?

EOC Activities

- Incident Planning and Coordination
  - Elected Officials provide policy level support
  - Emergency Manager facilitates planning
- Resource Management
  - Acquire, assign and track resources
  - Utilize procedures to access funds
  - Have a process in place beforehand

EOC Activities

- Recovery
  - Public Road/Property Repairs – where does help come from?
  - Individual Needs – how can the County help?
    - Homes
    - Businesses
    - Farms
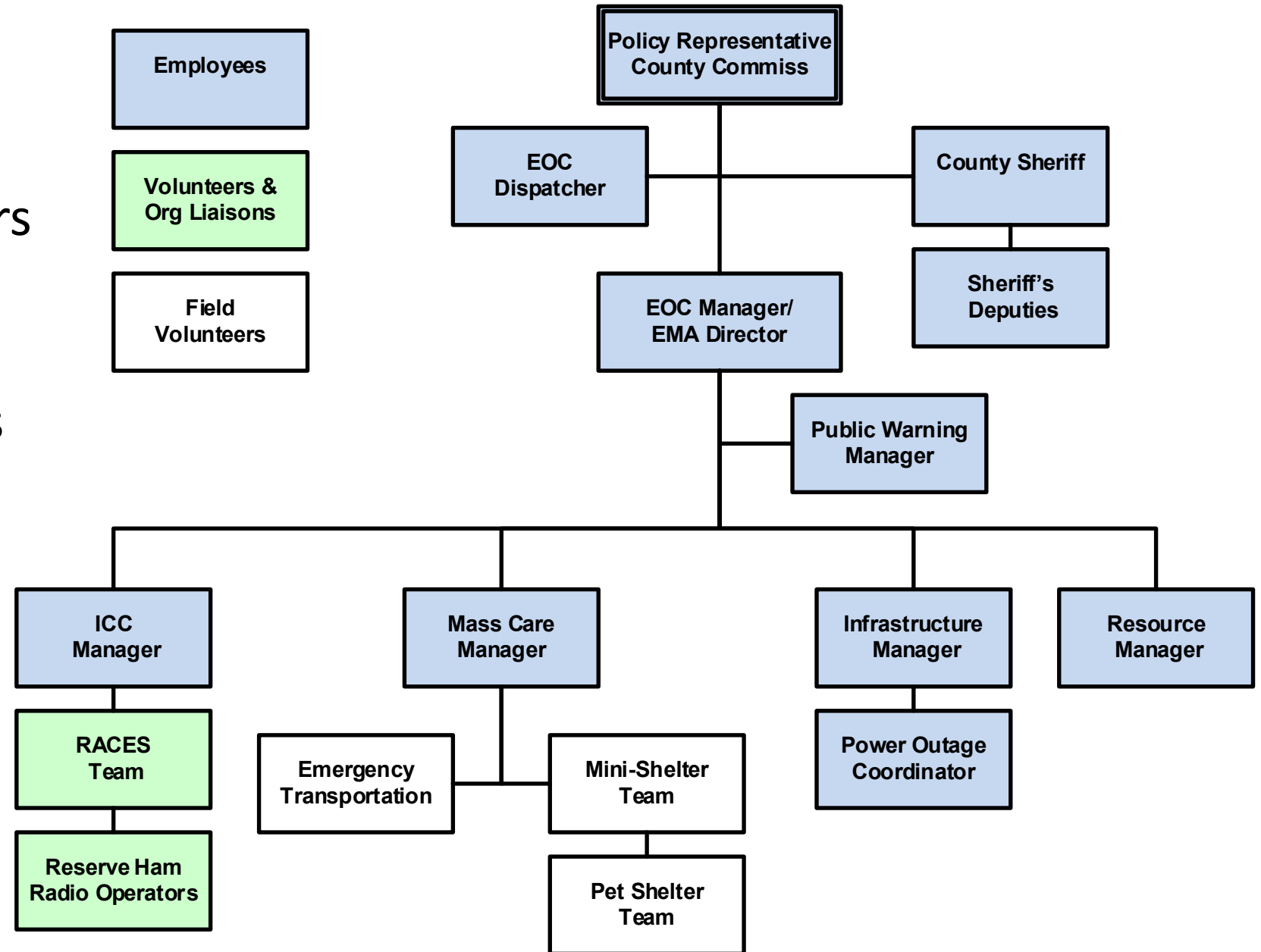   - Organizations
    - Community Morale

EOC Staffing

- Commissioners
- EOC Manager
- Sheriff's Office
- RCC Dispatcher
- Radio Communications
- Treasurer
- Situational Awareness Manager
- Mass Care Manager
- Public Warning Manager

- Resource Manager
- Supply Manager
- Shelter Program Manager
- Individual Assistance
- Public Assistance

EOC Staffing

- Elected Officials/Commissioners are referred to as the Policy Group

- Positions are staffed as needed.

Employees

Volunteers & Org Liaisons

Field Volunteers

Policy Representative County Commiss

EOC Dispatcher

County Sheriff

Sheriff's Deputies

EOC Manager/ EMA Director

Public Warning Manager

ICC Manager

Mass Care Manager

Infrastructure Manager

Resource Manager

RACES Team

Emergency Transportation

Mini-Shelter Team

Power Outage Coordinator

Reserve Ham Radio Operators

Pet Shelter Team

EOC Staffing

- Positions aren't filled if not needed for the disaster event.
  - Ex. Resource Manager not assigned if there are no resource requests.

- However, the County EOC cannot operate with 2 or 3 people – they will be overwhelmed.

- We also utilize volunteers and liaisons from other organizations, such as the Red Cross.

EOC Personnel Tasks

- County Commissioners
  - Assume responsibility for the overall county response and recovery operations.
  - Make policy decisions relating to the disaster response and recovery.
  - Approve emergency expenditures.
  - Approve the EOC manning assignments recommended by the EM Director.
  - Approve press releases to the media.

EOC Personnel Tasks

- ## Sheriff/Law Enforcement
  - Oversee all law enforcement resources
  - Direct law enforcement response operations
  - Responsible for coordinating emergency evacuations.
  - Oversee:
    - Traffic Control
    - Site/Facility/Scene Security
    - Rescue

EOC Personnel Tasks

- Dispatcher
  - Answer radio calls from LE, Fire and EMS responders calling the EOC.

  - Transfer phone calls to the specific EOC staff member who will handle the call.

  - Update Spillman

  - Brief EOC on information reported in Spillman.

EOC Personnel Tasks

- Finance
  - Ensure financial records are maintained.
  - Track all emergency event expenditures.
  - Gain permission from Commissioners to utilize certain accounts.

EOC Personnel Tasks

- ## Radio Communications
  - Maintain radio equipment
  - Operate radio equipment and communicate with responders in field, with volunteers at event locations and with the municipal EOCs.
    - EMA Frequencies
    - County Frequencies (Dispatch, County EOC, Sheriff)
    - MEMA ALL & RegionNet (Maine State Comm Net)
    - Amateur Radio
  - Keep a log of message traffic.

EOC Personnel Tasks

- Emergency Management Director

  - Facilitator of the EOC
  - Knowledgeable of the County Emergency Plans
  - Activate the EOC with approval of the Policy Group.
  - Manage the flow of information in the EOC.
  - Maintain lists of Open Action Items and Completed Action Items.
  - Develop EOC priorities, objectives and tasks
  - Facilitate shift change briefings and end of day planning for the next day
  - Determine the EOC schedule of activities.
  - Process and distribute situation reports.

EOC Personnel Tasks

- Public Warning Manager

  - Monitor all news media outlet (TV, Radio, Internet, Print)
  - Monitor and provide updates on Social Media (Facebook and Twitter)
  - Initiate emergency messages with local TV and Radios stations
  - Request emergency messages on EAS.
  - Publicize information on: Shelters, Warming Centers, Evacuations, Shelter-in-place, Areas to avoid and individual assistance.
  - Provide updated emergency information to 211Maine.

EOC Personnel Tasks

- Mass Care Manager

  - Track information on Mass Feeding events
  - Track information on Town Warming Centers
  - Track information on Overnight Shelters
  - Coordinate with WCAP on transportation of residents to Shelters
  - Assist mass care activities with finding the resources they need.

EOC Personnel Tasks

- Situational Awareness Manager

    - Collect Form 7 Damage Reports and Situation Reports.
    - Receive and record detailed damage cost estimates.
    - Coordinate and record electrical power transmission information with CMP.
    - Update list of power outages.
    - Track and record all municipal damage and closure information.
   - Record information on fuel shortages and gas station status.

EOC Personnel Tasks

- ## Resource Manager

  - Receive resource requests from municipal EOCs or Incident Commanders
  - Track down and order necessary resources
  - Receive resources or oversee their deployment
  - Keep track of resource status
  - Assist with resource upkeep (fuel, maintenance, lodging, etc.)
  - Provide receipts/invoices to Treasurer
 - Ensure that resources are returned to owners when no longer needed.

EOC Activation

- EM Director monitors potential emergencies, such as Hurricanes and Winter Storms.
  - Makes recommendation to Elected Officials when to activate, at what level
- "Trigger Points" are included in our Emergency Operations Plan for emergencies without warning.
  - 5 acre Forest Fire, HazMat spill which requires evacuations, etc.
- Alert the entire EOC staff
  - Telephone Tree
  - Paging System
  - Autodialing system
  - Text Messaging
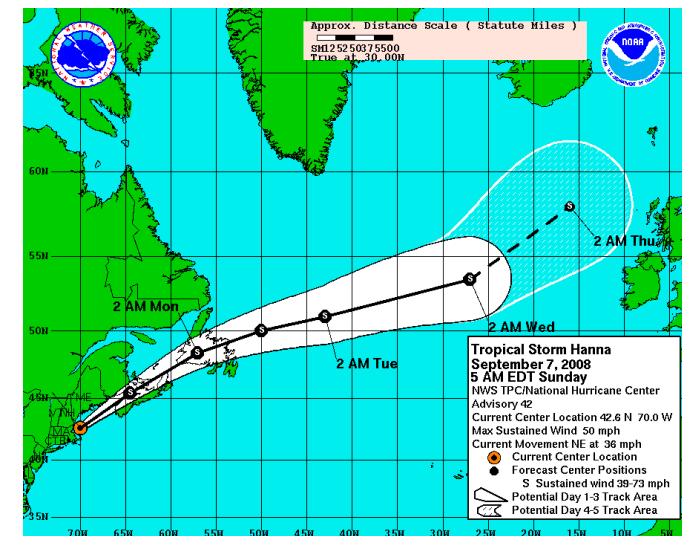
EOC Activation Levels

- Level 3 – 1-2 day, small event
  - Staffed by EMA Staff
  - Preparing for an approaching event or
  - Working an emergency event

- Level 2 – 2-6 day, medium event
  - Staffed by Key EOC personnel
  - Working a small disaster event

- Level 1– Full Activation
  - Staffed by all assigned EOC staff
  - May have Volunteer/Liaison help
  - Working a Major Disaster

Level 3
EMA Director

Level 2
Partial EOC Staff

Level 1
All EOC Staff
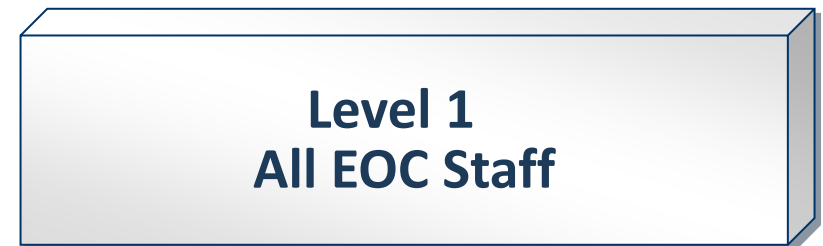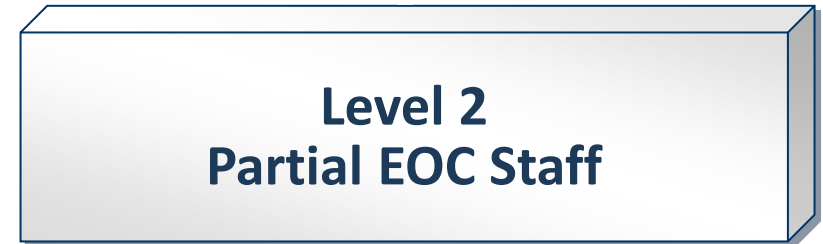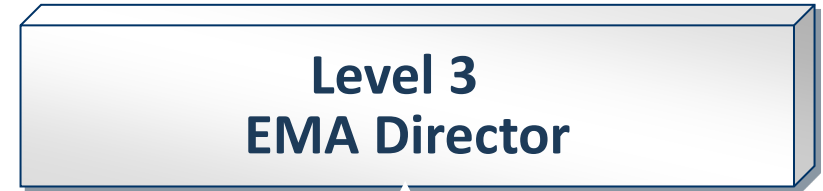
EOC Information Management

- Ensure that everyone that might have a need for the information, has the information in a timely manner.

- Build an effective way to display incident information

- Build an information distribution system

- Build a communications system

- Build an atmosphere of information sharing

- Practice your communications system

- Be proactive when communicating

EOC Information Management

- In order to build a common operating picture, information must be passed to all that need it.
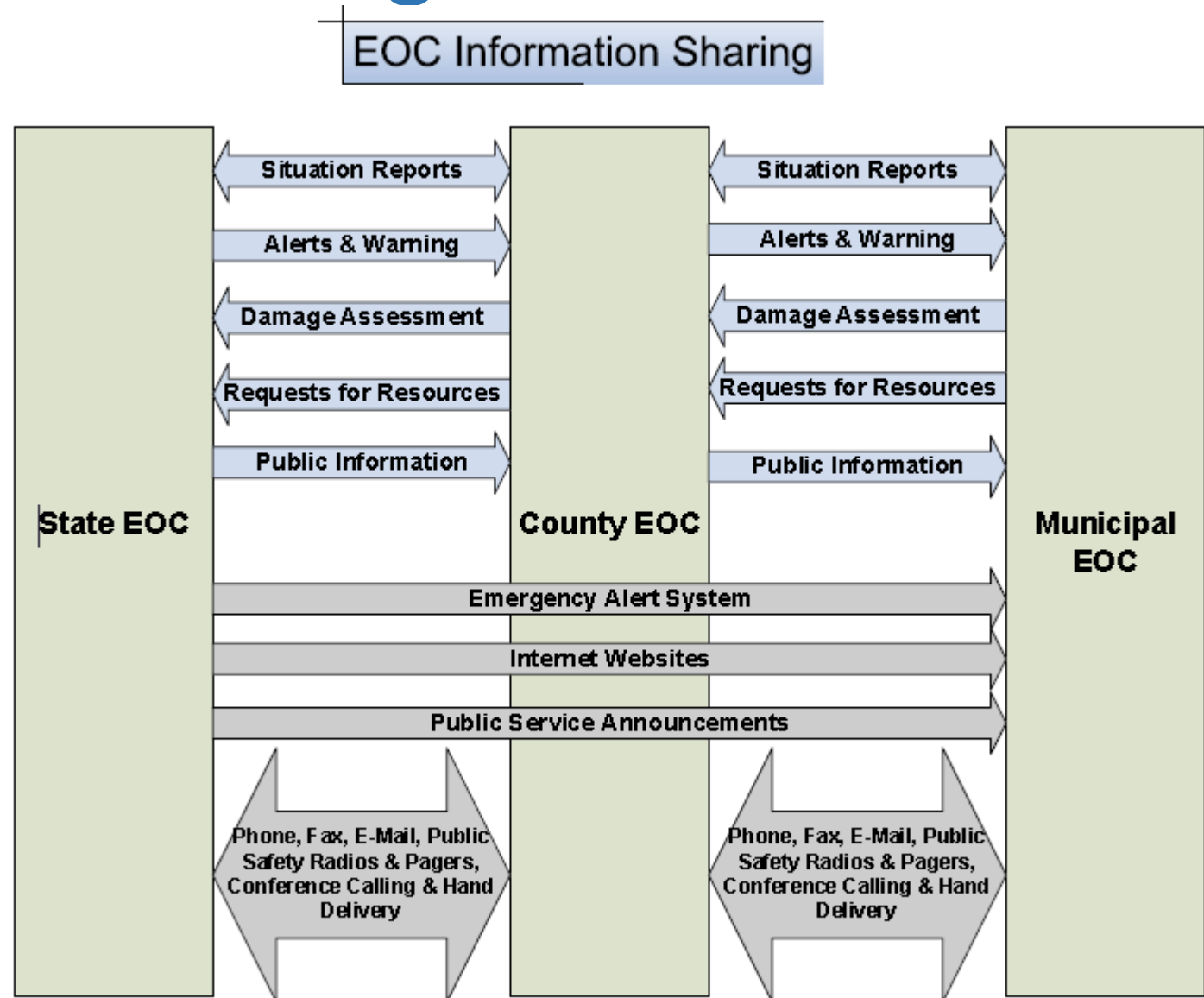
EOC Information Management

- Situational Awareness: The ability to identify, process, and comprehend the critical information about an incident. More simply, it is knowing what is going on around you.

- Information is submitted to the State EOC on a Situation Report or "SitRep".

Emergency Management Situation Report

1. Jurisdiction:		2. Date/Time of Report	
3. County:		4. Report #	
5. Incident name:		6. Incident Start Date/Time	
7. Report Version:		8. For time period:	

9. Type(s) of hazards:

10. Extent of Incident / Jurisdictions involved (by name, region or total number), lat/long if isolated incident:

11. Current Situation Summary:

12. Operational status (EOC, IMAT, Mutual Aid, etc.):

13. Declaration Status:

14. Operational Objectives/Priorities:

15. Weather (affecting situation or response; projected to affect 12/24/48 hours.):

Resource Needs/Submitted Requests:

16. Current:	17. Projected:

Effects on People:

	# This reporting period	# Total to Date	Life Safety / Health / Threat remarks / Concerns, Current and Projected 12/24/48 hours:
Fatalities			
Injuries/Illness			
Missing			
Evacuated			
Sheltering in Place			
Mass Care site			

EOC Information Management

- Backside shown

- A Sitrep may be submitted by
  - E-mail
  - Fax
  - WebEOC
  - Radio or Phone

Status Summaries, Sectors:
Voluntary organizations (VOAD, COADs, EMRTs, Other:
Transportation (Status of roads, airports, railways, ferry service, bus service):
Communications:
Mass Care:
Public Health / Medical Services / Behavioral Health:
Energy:
Water / Wastewater Utilities
Public Safety / Security:
Education:
Commerce:
Community Life:
Damage Assessment Status (report data on Form 7)
Other Comments / Concerns:

Prepared by:	Signed by:

EOC Information Management

- What information needs to be tracked in the EOC?
    - Open Action Items
    - Casualties
    - Damage Estimates
    - Roads and Utilities Status
    - Emergency Facilities (Shelters, Warming Centers, EOCs, etc)
    - Resource Status
    - Expenditures
    - Infrastructure Status
    - Citizen's Reports

EOC Information Management

- Open Action Items

Action Description	Location	Resource Assigned	Updates	Status
The Airport needs to be closed	Skyway Lane	Airport Manager	Contacted the Fixed Base Operator and FAA.	Open
Evacuate Residents in Flooded Areas	Water Street	3 Deputies	PD is walking from business to business and informing that the flooding will be getting worse.	Open
Relocate a Nursing Home	Rover Road	2 School Buses + ADA Bus	School Dept and Clinic staff helped Nursing Home to evacuate.	Closed

EOC Information Management

- Casualties

Name	Address	Condition (Dead, Injured, Missing)	Updates
John Doe	50 Main St	Injured	At County Hospital
Sally Doe	50 Main St	Injured	At County Hospital
Albert Smith	135 Water Street	Missing	Warden Service requested

EOC Information Management

- Damage Estimates

Municipality	Cat A - Debris	Cat B – Protective Measures	Cat C - Roads	Cat D – Water Control	Cat E - Blds	Cat F – Utilities	Cat G - Parks	Non Profits
Belfast	$20,000	$8,000	$80,000	$0	$120,000	$0	$3,000	$25,000
Belmont	$5,000	$2,000	$25,000	$0	$65,000	$0	$0	$3,000
Brooks	$12,000	$4,000	$42,000	$0	$0	$0	$0	$4,000

EOC Information Management

- Roads and Utilities

Description	Status	Town	Address
Pole broken; lines in road	1 way traffic	Monroe	20 Swan Lake Ave
Culvert washed out	Road Closed	Troy	50 Bagley Hill Road
Trees in Road	Road Cleared	Winterport	100 Monroe Road

EOC Information Management

- Emergency Facilities

Type	Location	Address	Phone #	Status	Capacity	Sheltered
ARC Shelter	High School	177 South St	123-4567	Open	200	25
Warming Center	Library	88 Main St	123-7654	Closed	50	15
EOC	Community Center	12 East Road	123-4545	Open		

EOC Information Management

- Resource Management

Item Description	Requester	Location Needed	Assignment	Status
5kw gas generator	Searsport	Library	Emergency power for Warming Ctr	Delivered at 1300
Traffic Barricades	Belmont	Water Street	Divert Traffic around washout	Waiting on MDOT
200 filled Sandbags	Palermo	Town Garage	Waiting for delivery	Making calls
500 gallons of drinking water	Unity	Community Center	Will hand out to residents	Purchase underway

EOC Information Management

- Expenditures

Expenditure	Vendor	Amount	Status
1,000 Sandbags	Traffic Solutions	$150	Ordered
200 Meals	Walmart	$1,000	Paid w/ Credit Card
5 Bariatric Cots	Propac	$400	Waiting on delivery
Rental of Forklift	United Rental	$200	In Service

EOC Information Management

- Infrastructure Status

Name	Town	Nature of Issue	Status
Irving Fuel Depot	Searsport	No Electricity; unable to pump fuel	Open
Natural Gas Pipeline	Searsmont	Damaged, Out of Service	Open
Belfast Water District	Belfast	Main waterline damaged; no water to East Side	Open
Ferry Landing	Islesboro	Ramp Elevator damaged; cannot offload cars	Closed

EOC Information Management

- Citizen's Reports

Name	Town	Nature of Issue	Status
John Adams	Belfast	House Damaged	Open
John Doe	Brooks	Lost Food	Closed
Jack Frost	Winterport	No Heat	Open
Sally Winters	Burnham	Plumbing Frozen and busted	Closed

EOC Information Resources

- Town & County Emergency Operations Plans
- School, Water Dept Emergency Plans
- EOC Checklists/Guides
- Resource Contact Rosters
- Mutual Aid Agreements
- EOC Forms (Sitrep, Form 7, Log of Events, etc)
- Responder Reference Manuals
- Maps
- D4H Live

EOC Facility Requirements

- Building
  - Conference/Training Room
  - Tables & Chairs
  - Restrooms
  - Kitchen/Kitchenette
  - Food, Water, Coffee
 - Generator
- Office Equipment
  - Computers
  - Printers
  - Photocopier/Scanner
  - Extension Cords/Surge Protectors

- Communications
  - Telephones (hardwired)
  - Fax Machine
  - 2-Way Base Radio
  - Internet Connection
  - TV & AM/FM Radio
  - NOAA Weather Alert Radio
  - Amateur Radio a big plus
- Admin Supplies (Lots)
- Whiteboards/Chalkboards
- Tack Boards

EOC Resource Management

- Resource Requesting Hierarchy
  - Local public-private
  - Mutual Aid
  - County
  - County to County
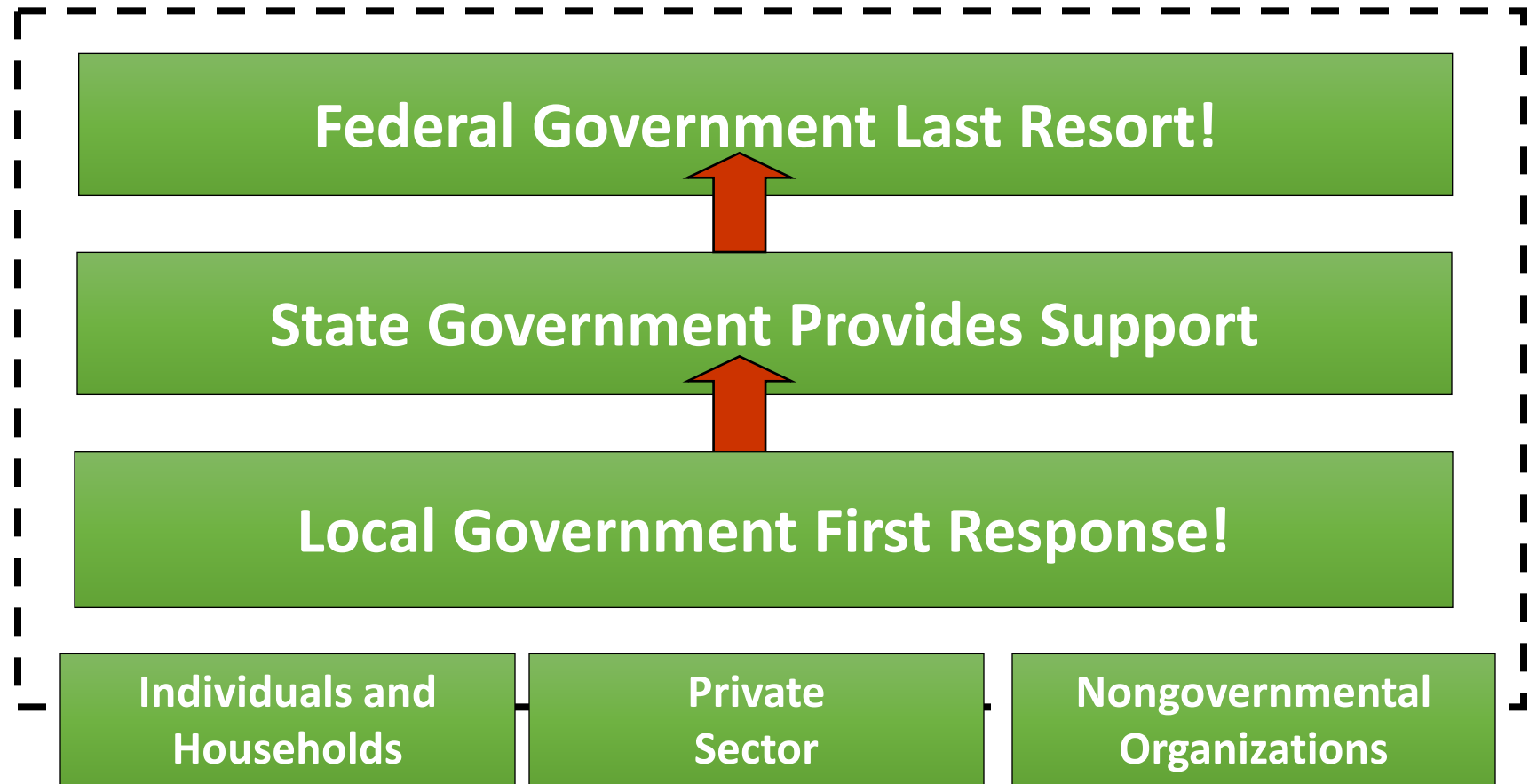 - State
  - State to State
  - Federal
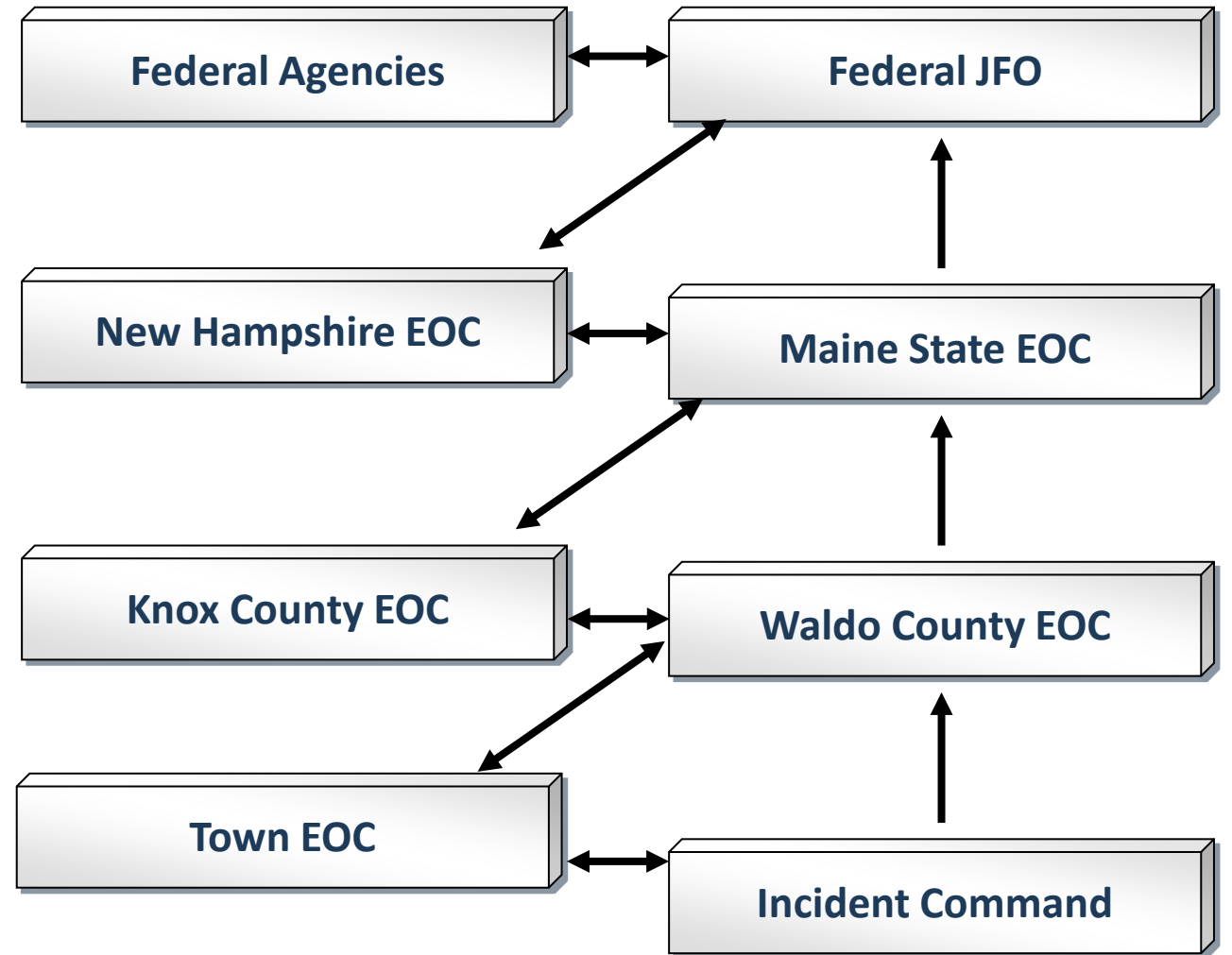
EOC Resource Management

All Disaster are Local.

The first place to look for what you need is Local.

Only after you have used up or don't have, do you reach out to others.

Federal Government Last Resort!

State Government Provides Support

Local Government First Response!

| Individuals and Households | Private Sector | Nongovernmental Organizations |

The best place to get a dump truck is from a local contractor, not the State National guard

EOC Resource Management

- What needs to be resourced?
    - People (EOC Staff, Volunteers, Responders, Employees, Teams)

    - Services (Communications, Feeding, Cleaning, etc.)

    - Equipment (Vehicles, Generator, Construction Equipment, etc.)

    - Supplies (Water, Food, Fuel, Ice, Tarps, Personal Sanitation, etc.)

EOC Resource Management

- Mutual aid
  - Should be requested when resources are nearing depletion, or you do not possess.
  - Agreements should be in place <u>before</u> an incident
  - Agreements have typically been between Town FDs, but may also be for Public Works, Animal Control, etc., and,
  - Can also be with contractors, suppliers, vendors, community organizations, non-profits, etc.

EOC Resource Requests

- Incident/Event name
- Date and time of request
- Quantity, kind, type or detailed mission description.
- Special support needs.
- Reporting location.
- Requested time of delivery (specific, not ASAP)
- Radio frequency to be used
- Person/Title placing request
- Callback phone number

EOC Resource Examples

- Incident Management Assistance Teams (IMAT)
- RACES Ham Radio Teams
- Hazardous Materials Response Teams
- Search and Rescue Teams
- Electrical Power Generators
- School Buses
- Volunteer manpower
- Weapons of Mass Destruction Civil Support Team
- Civil Air Patrol
- American Red Cross
- Medical Strike Teams
- Mass Casualty Response Trailers

EOC Resource Requests

- Example of a Resource Request Form – MEMA
  - Requester fills in top section
  - Provider fill in middle section
  - User fills in bottom section
  - EOC Resource Manager tracks it at all stages, including demobilization back to the Provider

STATE of MAINE
REQUEST for ASSISTANCE

Part I: REQUEST

1	Requested by:		Date:	Time:
2	County/State Agency:			
3	Jurisdiction:			
4	Resource Requested:			
5	Specifications:			
6	Location Needed:			
7	Local Contact		Phone	FAX
			Pager	Other
8	Remarks:			

Part II: ALLOCATION

9	Allocator:		
10	Resource Available:	☐ Yes	☑ No
11	Resource Provider:	Phone:	
12	Type/Quantity of Resource Allocated:		
13	Remarks:		

Part III: DISPOSITION

14	Location of Committed Resource:		
15	Resource Arrived:	Date:	Time:
16	Assigned to (name):	Phone:	
17	Resource Used for:		
18	Remarks:		
19	Resource Returned to:	Date:	Time:

EOC Resource Requests

- Understand that some resources, even government resources, may come with a cost
  - Example: National Guard forces may charge for salaries and expendables such as fuel
  - You may need to pay for the lodging and food for Volunteers

- There may be reimbursements if:
  - The incident is a part of a Presidential Declaration
  - The incident involves the release of HazMat

EOC Resource Coordination

- When the Dispatch becomes too busy to provide effective logistical support to the incident, the EOC then takes over this task.

- A predicted event of the scope and duration requiring multi-agency coordination is imminent (i.e. hurricane).

- The County Plan triggers EOC involvement.

- A municipal EOC requests assistance.

How do we make this EOC work?

- Training
  - Not just for the County Emergency Management Agency, but all those who staff the EOC
  - Each EOC staff member should understand their job and how to complete it

- Exercising
  - Workshop – discussion of duties and processes
  - Tabletop Exercise – scenario-based discussion exercise
  - Functional Exercise – scenario-based coordination exercise, where you give and receive inputs with other EOCs or with a SimCell

- Corrective Action
  - Assign issues to be resolved to someone and give a deadline for solving!