

Concept of Operations	Standard Operating Procedures Emergency Operations Center (EOC)
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Lead Agency	Franklin County Emergency Management Department (FCEMD)
Support Agency	All County Emergency Response Team (CERT) Agencies

Table of Contents

1.0 – Introduction 1

 1.1 – Purpose 1

 1.2 – Scope..... 1

 1.3 – Assumptions 2

2.0 – Concept of Operations 2

 2.1 – General 2

 2.2 – Organization..... 2

 2.3 – Primary Activities 2

 2.3.1 – EOC Activation Levels 2

 2.3.2 – EOC Activation Procedures 3

 2.3.3 – EOC Staffing..... 3

 2.3.4 – EOC Operations 4

 2.3.5 – Message Tracking 6

 2.3.6 – Requests for Assistance 6

 2.3.7 – Information Dissemination 7

 2.3.8 – Back-Up Power..... 7

 2.3.9 – EOC Relocation..... 7

3.0 – Responsibilities – Lead and Support Agencies 8

 3.1 – Lead Agency 8

 3.2 – Support Agencies..... 8

1.0 – Introduction

1.1 – Purpose

This document describes the procedures required to open, staff and operate the county EOC¹.

1.2 – Scope

The primary purpose of the county EOC is to perform four core functions:

- Information collection, analysis and dissemination.

¹ Emergency Operations Center



- Coordination.
- Communications.
- Resource requesting, dispatching and tracking.

1.3 – Assumptions

The county EOC is the focal point of the county’s coordination of disaster response and recovery activities during and after disasters and emergencies.

2.0 – Concept of Operations

2.1 – General

To ensure the needs of the county are met by providing a Unified Command among the various government agencies and community and faith based organizations assigned lead and / or support responsibilities in the county’s CEMP².

2.2 – Organization

The county’s EOC utilizes the ICS³ structure during all activations.

2.3 – Primary Activities

2.3.1 – EOC Activation Levels

The level of the county EOC activation will depend on the nature and scope of the threat to the county.

Localized flooding may require only a minimal activation of the county EOC, while an impending hurricane landfall would require full activation of the county EOC.

County EOC activation levels are:

- Level 1 – Full Scale Activation – All ESFs Activated.
- Level 2 – Partial Activation – Some ESFs activated.
- Level 3 – Monitoring.

On a daily basis the county EOC is at Level 3 activation.

Coordination with the SWO⁴ or SEOC⁵ is critical at all levels to ensure the accurate communication of information and quick response to the emergency.

² Comprehensive Emergency Management Plan

³ Incident Command System



2.3.2 – EOC Activation Procedures

The FCEMD notifies the BOCC⁶ that the county EOC is being partially or fully activated.

Upon the request from the FCEMD Director or designee the BOCC meets either in person or via conference call to officially declare a Local State of Emergency.

FCEMD notifies the SWO or the SEOC that a Local State of Emergency has been declared and the county EOC has been partially or fully activated.

The FCEMD ensures that the county EOC is ready to receive staff to support the various functions of the county EOC:

- Office supplies are available.
- Required forms are available.
- Emergency plans and SOPs are available.
- Notification and Resource Directories are available.
- Communications systems are operational.

2.3.3 – EOC Staffing

Agency Staffing

The FCEMD will make the determination of which lead and support agencies are needed in the county EOC based on the level of activation and the scope of the event.

Contacting Agencies

The FCEMD will contact all pertinent lead and support agencies to provide them with situational awareness of conditions in the county.

Based on the level of activation and the scope of the event, FCEMD will request staff from appropriate lead and support agencies be assigned to the county EOC.

Staffing Pattern

Staffing patterns will be at the discretion of the FCEMD and will depend on the specifics of each incident.

For prolonged county EOC activations such as hurricanes and floods, staff assigned to the county EOC will work in shifts to allow for adequate periods of rest.

⁴ State Watch Office

⁵ State Emergency Operations Center

⁶ Board of County Commissioners



Staff Support

The FCEMD will provide food and beverages for staff working in the county EOC. Food and beverages will be obtained from local vendors at the direction of the FCEMD.

The county EOC is equipped with a bunk room for sleeping and a shower for personal hygiene.

2.3.4 – EOC Operations

Incident Command

The FCEMD Director or designee is responsible for supervising all county EOC activities.

Incident Command System

The ICS is the emergency management organizational system used in county during emergency situations.

The ICS allows for the expansion or contraction of the ICS structure according to the demands of the incident. This management system can be used to manage incidents ranging in scope from a vehicular accident to a major hurricane.

In the ICS, the IC⁷ has overall responsibility for the incident. Agencies involved in responding to the incident are organized into four sections:

- Operations
- Logistics
- Infrastructure
- Finance

Each of these sections can have a Section Chief who, in a major event would coordinate the actions of the units within that section and serve as liaison with the IC.

Section Chiefs will be appointed at the discretion of the IC based upon the scope of the incident and their individual skills and knowledge.

The FCEMD Director or designee will serve as the IC for the county EOC.

Each section within the ICS contains functional responsibilities that can be matched with corresponding ESFs⁸ in the state CEMP.

⁷ Incident Commander
⁸ Emergency Support Function



In the ICS used by the county, depending on the scope of the disaster, one agency may be responsible for several tasks. For example, the FCSO is responsible for maintaining communications, conducting SAR⁹ operations, assisting in evacuation and re-entry activities and conducting law enforcement and security operations. The FCSO also provides support for several other agencies during emergency operations.

Response / Recovery Activities

The FCEMD Director or designee has the primary responsibility for coordinating disaster response and recovery operations in the County.

- **Operations Section**

This section plays a major role during the response phase of an emergency. The Operations Section is responsible for the following types of activities:

- ESF # 2 – Communications
- ESF # 4 – Firefighting
- ESF # 6 – Mass Care
- ESF # 8 – Health and Medical
- ESF # 9 – Search and Rescue
- ESF # 10 – Hazardous Materials
- ESF # 13 – Military Support
- ESF # 16 – Law Enforcement
- ESF # 17 – Animal Protection

Lead and support agencies for each of the activities can be found in the corresponding ESF Concept of Operations documents.

- **Logistics Section**

This section is responsible for obtaining logistical support during all phases of disaster operations. This includes obtaining the equipment and personnel resources required to address local needs from government agencies, community and faith based organizations along with private companies involved in response and recovery activities. This section is responsible for the following types of activities:

- ESF # 1 – Transportation
- ESF # 5 – Information and Planning
- ESF # 7 – Resource Support
- ESF # 11 – Food and Water
- ESF # 14 – Public Information
- ESF # 15 – Volunteers and Donations

⁹ Search and Rescue



- ESF # 18 – Business and Industry

Lead and support agencies for each of the activities can be found in the corresponding ESF Concept of Operations documents.

- **Infrastructure Section**

This section is responsible for maintaining infrastructure critical for supporting rapid response and recovery operations. This section is responsible for the following types of activities:

- ESF # 3 – Public Works
- ESF # 12 – Utilities

Lead and support agencies for each of the activities can be found in the corresponding ESF Concept of Operations documents.

- **Finance**

This section is responsible for maintaining critical records in regards to all costs associated with the county's response and recovery activities.

2.3.5 – Message Tracking

Incoming messages to the county's EOC will be captured in writing utilizing ICS Form # 213 (General Messages). Upon completion of this form it will be forwarded to the FCEMD Director or designee for appropriate action and dissemination.

Incoming messages will be saved in the appropriate disaster operations file.

The FCEMD Director or designee will review and approve all outgoing messages prior to being sent.

After outgoing messages have been sent, they will be saved in the appropriate disaster operations file.

2.3.6 – Requests for Assistance

The FCEMD will be responsible for requesting assistance from agencies / organizations within the county to address equipment and personnel resource needs during a disaster.

Requests for assistance will be recorded on ICS Form # 308 (Resource Request Form) and reviewed by the FCEMD Director or designee.



If the FCEMD Director or designee approves the request for assistance and it can be met with local resources, the task will be assigned to the appropriate local agency / organization to be carried out.

The FCEMD's Notification and Resource Directories provide a comprehensive listing of agencies and organizations and the resources available within the county. These should be the first resources consulted to determine if a need can be addressed locally.

If the request cannot be met within the county and requires outside assistance, then it will be forwarded to the appropriate ESF at the SEOC. The original message requesting assistance will be placed in the appropriate disaster operations file.

FCEMD will track the request via EM Constellation once it has been submitted to the SEOC and will keep the requesting agency / organization informed as to the status of the request.

2.3.7 – Information Dissemination

A daily county EOC briefing will be held to update agencies / organizations on the status of emergency operations. Additional daily briefings will be scheduled as necessary.

A daily Situation Report will be prepared utilizing ICS Form # 201 (Incident Briefing) and posted in EM Constellation or forwarded to the SEOC. Additional Situation Reports will be provided and disseminated as warranted.

Information will be disseminated to the public through the county's PIO¹⁰. Information will be disseminated through available media outlets. Contact information for the media is available in the FCEMD Notification Directory.

Additional means of disseminating information to the public include:

- Wireless Emergency Notification System (WENS)
- Direct phone calls to Special Needs clients.
- E-Mails to various businesses, agencies and organizations.
- Broadcast sirens from law enforcement and fire department vehicles.
- Door to door notification using law enforcement officers, local government employees and / or VFDs.

2.3.8 – Back-Up Power

The county EOC has a generator and a seven-day supply of diesel on-site.

2.3.9 – EOC Relocation

¹⁰ Public Information Officer



The alternate county EOC is located at the FCSO located on St Rd 65, two miles north of Eastpoint. This facility is located in a category five hurricane storm surge zone. The wind rating of the roof has not been determined, but is believed to be approximately 110 MPH.

This facility has phones, computers, tables and chairs.

Should it become necessary to relocate the county EOC, the following steps should be followed:

- The FCEMD Director or designee will dispatch staff to the alternate county EOC to ensure that it is ready for operation.
- FCEMD staff will bring laptop computers, cellular phones, office supplies, required forms, emergency plans and SOPs along with Notification and Resources Directories to the alternate county EOC.
- FCEMD staff will notify the SEOC and all local lead and support agencies that the primary county EOC is relocating to the alternate county EOC.
- Upon arriving at the alternate county EOC, FCEMD staff will contact all appropriate lead and support agencies and provide them with phone numbers to reach the alternate county EOC.

3.0 – Responsibilities – Lead and Support Agencies

3.1 – Lead Agency

Franklin County Emergency Management Department – Is responsible for supervising all activities within the county EOC during all levels of activation.

3.2 – Support Agencies

All County Emergency Response Team (CERT) Agencies

