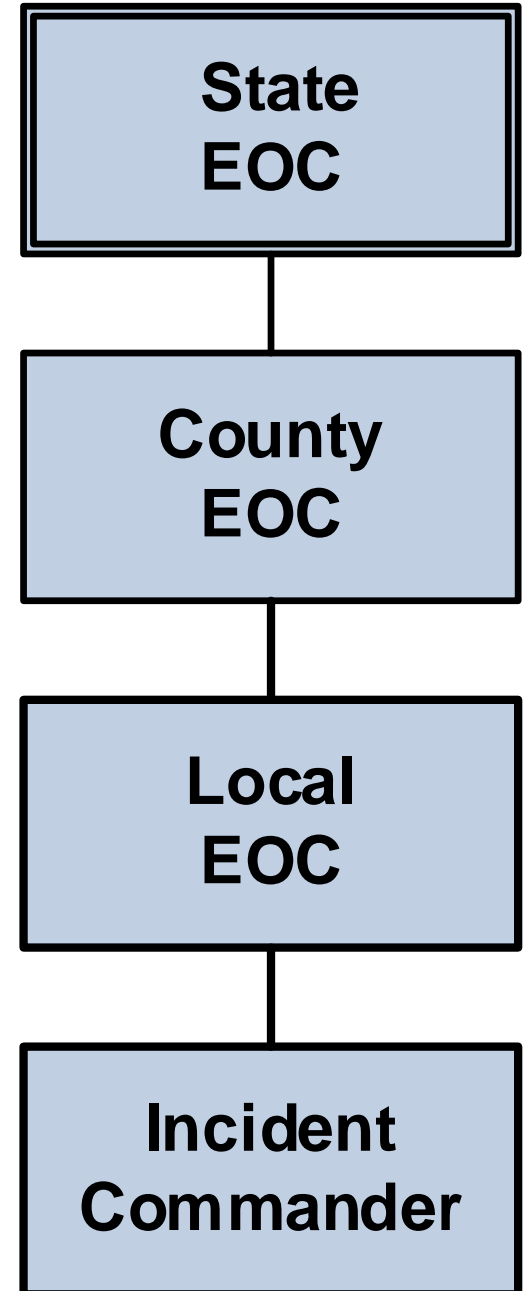


W776 Town EOC Operations and Management



Program Goal

- To provide information regarding the realistic establishment of a Municipal EOC during an emergency or planned, event.



What is an EOC?

- FEMA's Definition: 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 you need one?

- Some emergency events are too much for the Fire or Police Incident Commander to handle without help.
- Some natural disasters cause issues in many locations around the community.
- Most disasters involve multiple issues, many of which aren't always managed by Fire or Police.

Why do you need one?

- The residents of your community need to be assured that a well coordinated response and recovery process is underway.
- An EOC is the location where the community's efforts are coordinated and where all of the community's assets can be utilized.

What types of situations warrant an EOC?

- Hurricane/Tropical Storm
- Major Winter Storm
- Large Forest Fire
- Major Flooding
- Areas damages from a Microburst/Tornado
- HazMat Release or Large Industrial Fire
- Terrorism or Mass Shooting
- Long Term Power Outage
- A Planned Community or regional Event

What disaster impacts would happen to the Community?

EOC Responsibilities

- Evacuations or Traffic Rerouting
- Damage Assessment – public & individual
- Debris Clearance
- Mass Care – feeding, shelters, warming centers
- Road/Bridge Repairs
- Emergency Public Information
- Event Coordination

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 your residents to evacuate or shelter-in-place?
- How do you notify your residents of shelters and other available assistance?

EOC Activities

- **Incident Planning and Coordination**

- Elected Officials/Chief Executive 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**

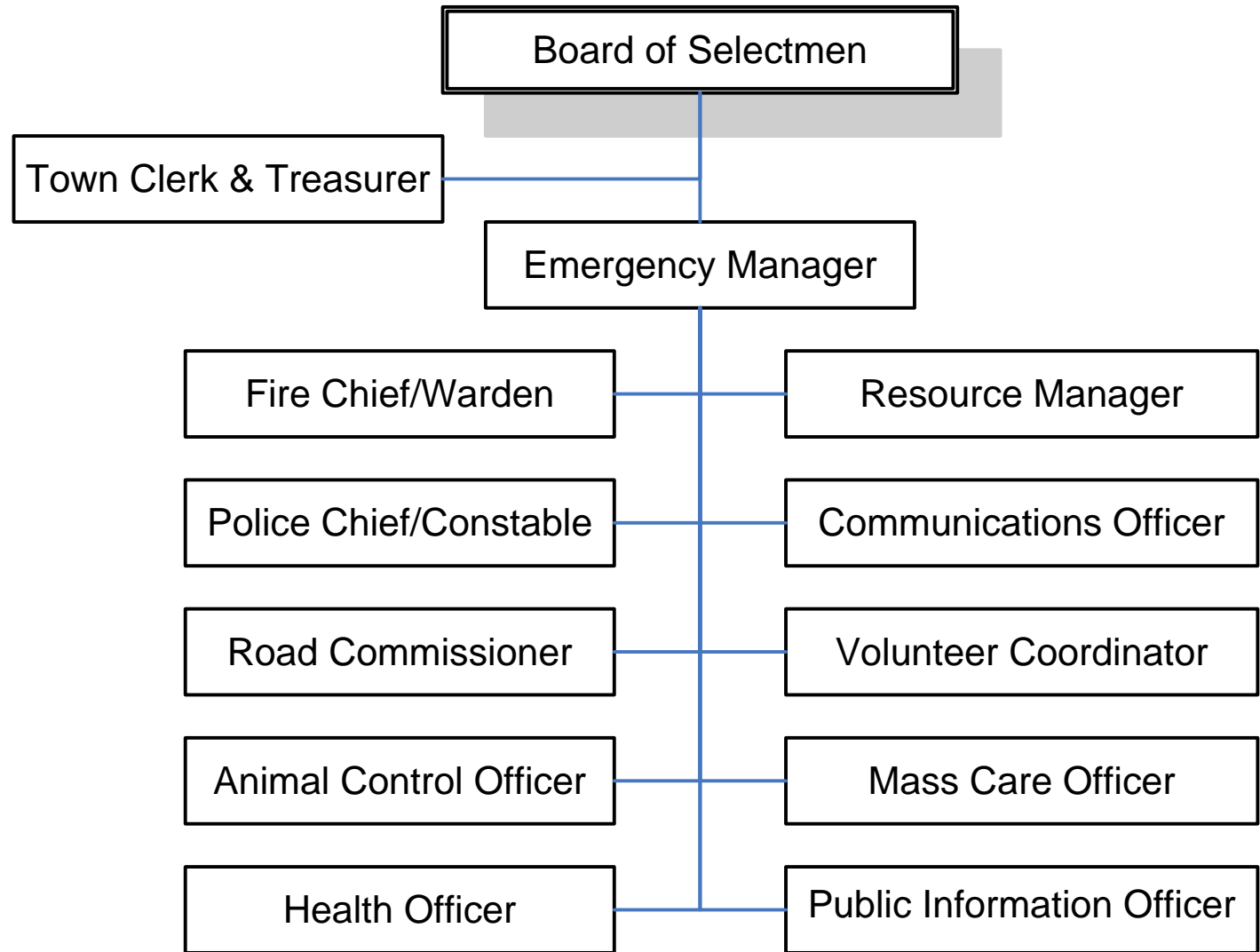
- Public Road/Property Repairs – where do the funds come from? Who pays?
- Individual Needs – how can the Community help?
 - Homes
 - Businesses
 - Farms
 - Organizations
 - Community Morale

EOC Staffing

- Elected Officials/Manager
- Animal Control Officer
- Communications – Telephone
- Communications - Radio
- Damage Assessment
- Town Clerk – Documentation
- Emergency Management Director
- Treasurer – Finance
- Harbormaster
- Health Officer
- Fire & Rescue/EMS
- Law Enforcement
- Mass Care
- Public Information
- Public Works
- Resource Manager
- Welfare Services
- Volunteer Coordinator

EOC Staffing

- Elected Officials are referred to as the Policy Group
- An example Town EOC
- Staffing not set in stone
- Only assign those positions you need. EM Director to recommend to Policy Group.
- Add positions that you do need.



EOC Staffing

- This is a comprehensive list
- Positions aren't filled if not needed
 - (Inland Towns don't need a Harbormaster 😊)
 - Animal Control not assigned if no animal issues
- Depending on size of community – some positions may combined
 - One person to answer phone and radio
 - Road Commissioner combined with Damage Assessment if roads are the only thing damaged
- Don't try to operate an EOC with 1 or 2 people – they will be overwhelmed.
- Look for volunteers (community groups, church, neighbors, etc)

EOC Personnel Tasks

- Elected Officials/Municipal Manager
 - Assumes responsibility for the overall municipal response and recovery operations.
 - Makes policy decisions relating to the disaster response and recovery.
 - Approves emergency expenditures.
 - Approves the EOC manning assignments recommended by the EM Director.
 - Approves press releases to the media.
 - Carries out general assistance, if not delegated.

EOC Personnel Tasks

- Animal Control Officer

- Point of Contact for dealing with animal issues
 - Local Dairy Farm with no electricity
 - Farm that needs to be evacuated
 - Pet and Evacuated Owner separated
 - Pet or Large Animal medical emergency
 - Unattended pet



EOC Personnel Tasks

- Communications – Telephone
 - Someone dedicated to answering the phone
 - Keep a log of phone messages
 - Transfer calls to the specific EOC staff member who will handle the call
 - Keep an eye on the Fax Machine!
 - Keep track of telephone numbers that become known during the emergency
 - Start telephone alerts to EOC staff and EOC Support Groups



EOC Personnel Tasks

- Communications – Radio

- Maintain all radio equipment ensuring that it is functional.
- Operate radio equipment and communicate with responders in field, with volunteers at event locations and with the EOCs in neighboring municipalities and the County.
 - Municipal Primary Frequencies (Fire/EMS, Police, Public Works, Harbormaster, etc)
 - County Frequencies (Dispatch, County EOC, Sheriff)
 - RegionNet (Maine State Comm Net)
 - Amateur Radio (if licensed)
- Keeps a log of message traffic.



EOC Personnel Tasks

- Damage Assessment

- Collects all information on what is damaged
 - Roads, bridges, public buildings
 - Home, Business and Farm damages
 - Utilities (Water, Sewer, Natural Gas, Electric, Phone)
- Compiles and submits MEMA Form 7
- Coordinates electric transmission issues or information with County EMA or RCC, who resolve with CMP or EmeraMaine.
- Coordinates with FEMA Preliminary Damage Assessment (PDA) personnel during a disaster

EOC Damage Assessment

- Rapid Needs Assessment – quickly determine what roads are blocked; where power is out; and what buildings are damaged.
- Initial Damage Assessment – initial cost estimates to roads and public infrastructure. Submit on Form 7.
- Follow-on Damages Reports – detailed cost estimates using known quantities and estimated unit prices.
- FEMA Preliminary Damage Assessment – meet with FEMA officials to discuss and show the damages

EOC Personnel Tasks

- Town Clerk – Documentation

- Collects copies of all paperwork and other records relating to the emergency.
- Processes all vital records relating to the emergency (death certificates, etc)
- Assist with logging information.



EOC Personnel Tasks

- Emergency Management Director
 - Facilitator of the EOC
 - Implements multi-agency coordination for the jurisdiction
 - Knowledgeable of the Municipal Emergency Plans
 - Activates the EOC with approval of the Policy Group.
 - Manages the flow of information in the EOC.
 - Maintains lists of Open Action Items and Completed Action Items.
 - Develops EOC priorities, objectives and tasks
 - Facilitates shift change briefings and end of day planning for the next operational day.
 - Determines the EOC schedule of activities.



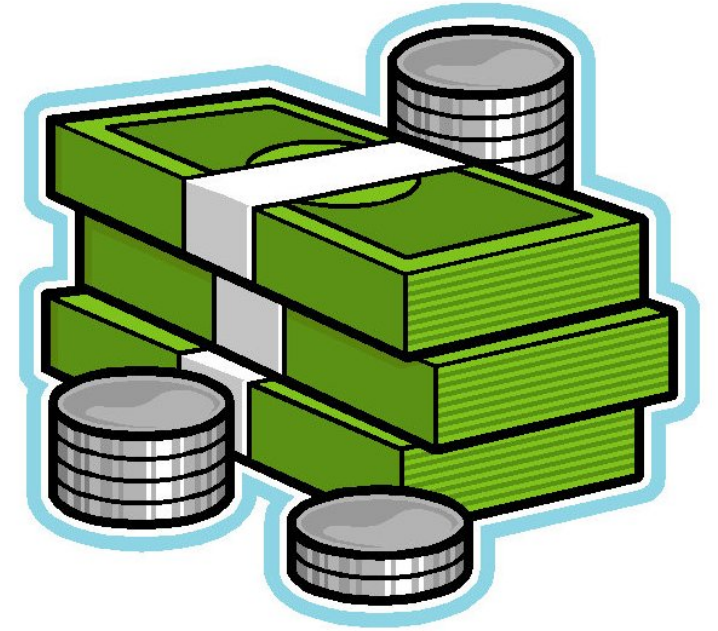
Emergency Manager

Title 37B, §782. Agency directors

A director must be appointed for each municipal and county or regional emergency management agency. A director of an emergency management agency may not be at the same time an executive officer or member of the executive body of a municipality or inter-jurisdictional or county or regional agency of the State or a county commissioner. Notwithstanding this section or any other law, a town manager or administrative assistant may also be appointed to serve as the director of an emergency management agency.

EOC Personnel Tasks

- Treasurer
 - Ensures financial records are maintained.
 - Tracks all emergency event expenditures.



EOC Personnel Tasks

- Harbormaster

- Alerts boat owners to approaching hazards
- Evacuates the harbor (hurricanes, tsunamis, etc.)
- Conducts damage assessment of harbor facilities
- Coordinates the use of boating facilities and vessels for emergency response
- Coordinates harbor rescue efforts



EOC Personnel Tasks

- Health Officer

- Monitors the health of the residents and visitors
- Reports to and informs the Local Elected Officials on the community's public health status.
- Reports to Maine CDC on any perceived local public health threats.
- Receives and coordinates public health information
- Requests public health resources and assistance



EOC Personnel Tasks

- Fire and Rescue/EMS

- Oversees all fire department resources
- Directs fire department response operations.
- Responsible for initiating and implementing emergency evacuations.
- May deliver vital supplies to shut ins.
- May complete community door-to-door welfare checks
- Assist with manpower for:
 - Damage Assessment
 - Emergency Debris Removal
 - Traffic Control



EOC Personnel Tasks

- Law Enforcement

- Oversees all law enforcement resources
- Directs law enforcement response operations.
- Responsible for assisting with emergency evacuations.
- May deliver vital supplies to shut ins.
- May complete community door-to-door welfare checks
- Assist with manpower for:
 - Traffic Control
 - Public Warning



EOC Personnel Tasks

- Mass Care

- Coordinate Mass Feeding events
 - Activate a Warming Center
 - Notify residents of open Red Cross Shelters
 - Assist with the Transportation of residents to Shelters
 - Coordinate community door-to-door welfare checks
-
- Use local community groups to help support this role
 - Could use a church or civic group with a kitchen facility that conducts public suppers to oversee Mass Feeding, or, a local food pantry that can deploy replacement foods to locals in need.



EOC Personnel Tasks

- Public Information

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



EOC Personnel Tasks

- **Public Works/Road Commissioner**
 - Coordinates road damage assessment.
 - Tracks overall road damage and identifies alternate routes
 - Installs barricades and barriers.
 - Completes road/bridge emergency repairs.
 - Develops detailed materials lists and cost estimates.
 - Coordinates with FEMA PDA teams to develop Public Assistance Projects.
 - Manages the permanent road/bridge repairs.



EOC Personnel Tasks

- Resource Manager

- Receives requests from EOC staff or Incident Commanders
- Tracks down and orders necessary resources
- Receives resource or oversees its deployment.
- Keeps track of resource status
- Assists with resource upkeep (fuel, maintenance, lodging, etc.)
- Provides receipts/invoices to Treasurer
- Ensures that resources are returned to owners when no longer needed.

EOC Personnel Tasks

- **General Assistance**

- Identifies those residents in need of assistance.
- Collects and submits data for Individual Assistance Declarations
- Oversees emergency welfare and social service programs
- Coordinates with State social service programs
- Coordinates with local and national charities
- Coordinates location of FEMA Disaster Recovery Centers



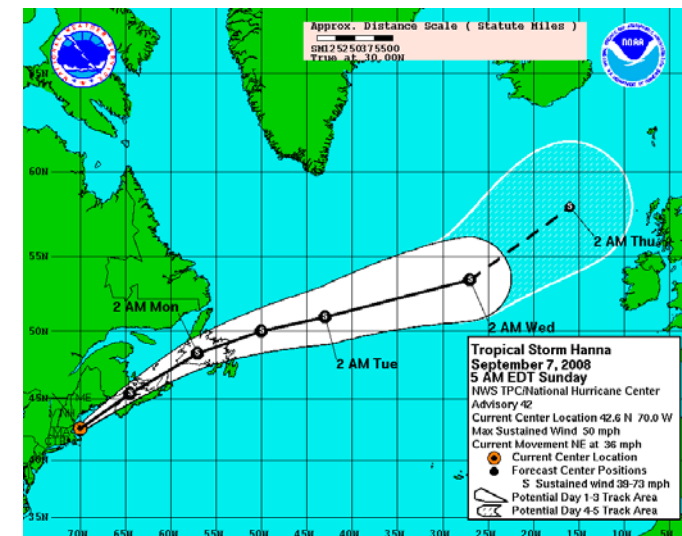
EOC Personnel Tasks

- Volunteer Coordinator
 - Sets up a Volunteer Reception Center
 - In processes spontaneous (“walk on”) volunteers
 - Credentialing of volunteers
 - Provides the EOC with a list of approved volunteers for tasks assignments
 - Tracks volunteer work hours
 - Coordinates supplies for volunteers



EOC Activation

- EM Director monitors potential emergencies, such as Hurricanes and Winter Storms.
 - Makes recommendation to Elected Officials when to activate, at what level
- Include “Trigger Points” in your Emergency Operations Plan for emergencies without warning.
 - 5 acre Forest Fire, HazMat spill which requires evacuations, etc.
- Develop a way to alert the entire EOC staff
 - Telephone Tree
 - Paging System
 - Autodialing system
 - Text Messaging



EOC Activation Levels

- **Level 3 – Standby**
 - Staffed by EM Director
 - Monitoring the Situation
- **Level 2 – Increased Readiness**
 - Staffed by Key EOC Staff
 - Preparing for an approaching event or
 - Working a small emergency event
- **Level 1 – Full Activation**
 - Staffed by all assigned EOC staff
 - May have Volunteers helping
 - Major Emergency/Disaster

**Level 3 (Standby):
EMA Director**

**Level 2
(Increased Readiness):
Partial EOC Staff**

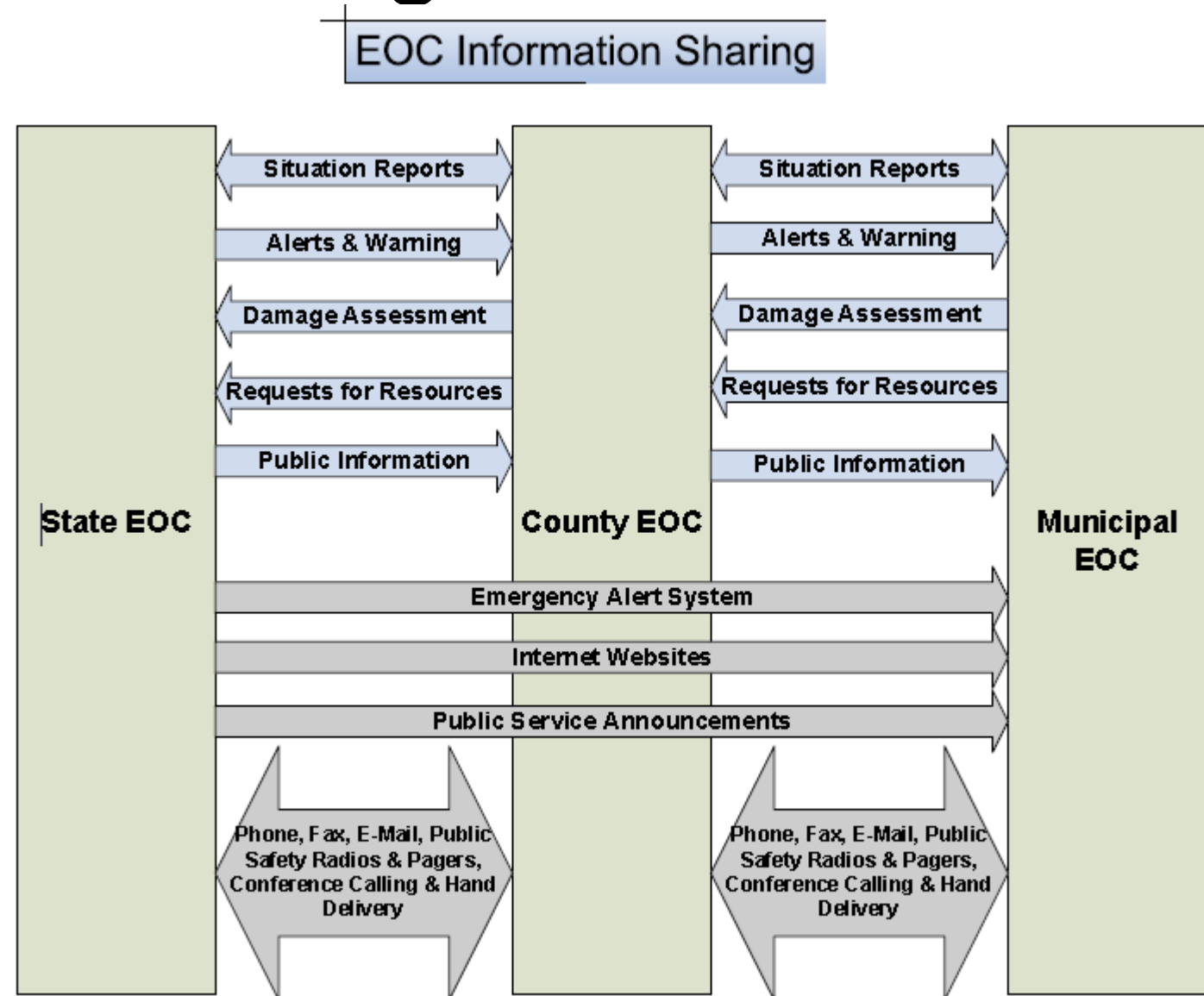
**Level 1 (Full Activation):
All EOC Staff**

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 County 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
 - Hand delivered

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?
 - Casualties
 - Damages (Roads, Buildings, etc)
 - Utility Status
 - Shelters/Warming Centers
 - Resources
 - Action Items

EOC Information Management

Waldo County EMA > EXERCISE Long Term Power Outage EXERCISE

20 days 04:02:32 EOC Level 3

County EOC - EOC Manager / Dale Rowley

Road and Utility Issues			Personnel		Resource Management			
0	0	0	5	1	10	0	1	0
Closed	One lane	Open	Total count	Online now	Ready	Enroute	Assigned	Requested

All Open Action Items				
0	0	0	1	1
Cancelled	Complete	In Progress	Assigned	Not Started

County EOC Open Actions

☆ Log

Thursday, 7 February 2019

County EOC - EOC Manager Dale Rowley	
12:37	This is a test log

2:35 PM 2/26/2019

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

- Casualties

EXERCISE Long Term Power Outage x +

← → ↻ ⓘ https://d4h.live/#/waldo/channel/jrtcrdf6qra/info-manager/mass_casualty_report

Apps Favorites New Tab http://www.drc-gro...

Waldo County EMA > EXERCISE Long Term Power Outage EXERCISE > + Casualty Report

☀️ 20 days 04:04:38 EOC

☰ < > 🔍 Search + Add ▾

👍 Open Action Items

👥 Citizen's Report

📄 Critical Infrastructure

💰 Public Damage Estimates

🏠 Emergency Facilities

📞 Event Contacts

💰 Expenditures

+ Casualty Report

Total casualties 1

Name	Triage Tag Serial #	Triage Color	Age	Sex	General Status	Ambulance ID	Hospital Tak
Bob Doe	123	Red - Immediate	21	Male	Critical	Unity 1	WCGH

EOC Information Management

- Damages

Location	Type	Description	Resources Assigned	Status
Town Office	Building	Shingles Damaged; roof leaking	Roofing Contractor	Repairs In progress
Water Street	Road	Culvert Washed out; road flooded	Public Works	Repairs In progress
112 North Road	Farm Business	Hay Storage Barn collapsed	USDA	Called USDA Office

EOC Information Management

- Damages

EXERCISE Long Term Power Outage x +

https://d4h.live/#/waldo/channel/jrtcrdf6qra/info-manager/emergency_facilities

Waldo County EMA > EXERCISE Long Term Power Outage EXERCISE > Emergency Facilities 20 days 04:07

Capacity: 1693 Occupancy: 100

Name	Critical	Generator	Address	Municipality	Status	Emergency Functions
▼ Activated						
Mt View School Shelter	Yes	500 kw ATS standby Diesel	573-577 Mt. View Road	Thorndike	Activated	Overnight Shelter, Pet Shelter, Charging Station, Mass Feeding
▼ Out of Service						
Lincolnvillle Central School Shelter	Yes	75 kw ATS standby diesel	523 Hope Road	Lincolnvillle	Out of Service	Overnight Shelter, Warming Center, Pet Shelter, Charging Station, Mass Feeding, CPOD
Winterport Fire Station	No	22 kw ATS standby propane	44A Main Street	Winterport	Out of Service	

- Open Action Items
- Citizen's Report
- Critical Infrastructure
- Public Damage Estimates
- Emergency Facilities**
- Event Contacts
- Expenditures
- Casualty Report

EOC Information Management

- Utilities

Location	Type	Description	Resources Assigned	Status
West Road	Powerline	Pole broken; lines in road	2 Firefighters + 1 Engine	Traffic Control; waiting on CMP
Water Street	Road	Broken water line	Water Department	Repairs In progress
North Road	Transformer	Transformer Station exploded	1 Patrol Officer/Car	Scene Security while CMP repairs

EOC Information Management

- Utilities

Waldo County EMA > EXERCISE Long Term Power Outage EXERCISE > Road and Utility Issues > 4 Public Safety Way, Belfast

Updates

Open Action Items

Citizen's Report

Critical Infrastructure

Public Damage Estimates

Emergency Facilities

Event Contacts

Expenditures

Casualty Report

Resource Management

Road and Utility Issues

ROAD AND UTILITY ISSUES	
STREET ADDRESS 4 Public Safety Way, Belfast	
STATUS OF ROAD OR UTILITY	
CURRENT STATUS Is the Road Open? Staffed traffic control	LIFE SAFETY Is anyone in Danger? <input checked="" type="checkbox"/> Persons Trapped in Vehicle <input type="checkbox"/> Persons Injured <input type="checkbox"/> Persons Dead
REASON FOR ROAD ISSUE What's Wrong with the Road? <input type="checkbox"/> Road Washed Out <input type="checkbox"/> Culvert Damaged <input type="checkbox"/> Bridge Damaged <input type="checkbox"/> Road Flooded <input type="checkbox"/> Road Blocked by Accident <input type="checkbox"/> Road Blocked by Tree Debris	REASON FOR UTILITY ISSUE What's Wrong with the Utility? <input type="checkbox"/> Tree Hanging on Powerline <input checked="" type="checkbox"/> Powerline Hanging Low over Road <input type="checkbox"/> Powerline Lying in Road <input type="checkbox"/> Utility Pole Lying in Road <input type="checkbox"/> Pole Damaged, not in Road <input type="checkbox"/> Pole on Fire or burnt <input type="checkbox"/> Transformer on Fire or Damaged <input type="checkbox"/> Telephone Line Hanging Low over Road <input type="checkbox"/> Telephone Line Lying in Road <input type="checkbox"/> TV Cable Line in Road

EOC Information Management

- Shelters/Warming Centers

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	Open	50	15
Warming Center	Community Center	12 East Road	123-4545	Closed	100	0

EOC Information Management

- Resource Management

Item Description	Requester	Location Needed	Assignment	Status
5kw gas generator	Mass Care Mgr	Library	Emergency power for Warming Ctr	Delivered at 1300
Traffic Barricades	Public Works	Water Street	Divert Traffic around washout	Waiting on MDOT
ATV Club	Fire Dept	Warden's CP	Assist with Search	Making calls
500 gallons of drinking water	Water Dept	Community Center	Will hand out to residents	Purchase underway

EOC Information Management

• Resource Management



Waldo County EMA > EXERCISE Long Term Power Outage EXERCISE > **Resource Management**



20 days 04:12:...



Search



- Updates
- Open Action Items
- Citizen's Report
- Critical Infrastructure
- Public Damage Estimates
- Emergency Facilities
- Event Contacts
- Expenditures
- Casualty Report
- Resource Management**
- Road and Utility Issues

Name	Owner	Requestor	Deployment Address	Status
Available				
Mobile Command Van	Waldo County EMA			Available
Radio Truck	Waldo County EMA			Available
Radio Go Box	Waldo County EMA			Available
Generator, 5.5 Kw, Gasoline	Waldo County EMA			Available
Generator, 5 Kw, Gasoline	Waldo County EMA			Available
County IMAT	Waldo County EMA			Available
County HazMat Team	Waldo County EMA			Available
County SAR Team	Waldo County SAR			Available
County Pet Shelter Team	Waldo County EMA			Available
Assigned				
Generator, 25 Kw Diesel	Waldo County EMA	County EOC - EOC Dispatcher		Assigned
Water	Waldo County EMA	Belmont EOC - Belmont EOC ...		Assigned

EOC Information Management

- Action Items

Action Description	Location	Resource Assigned	Updates	Status
The Town Airport needs to be closed	Skyway Lane	Town Manager	Contacted the Fixed Base Operator and FAA.	Open
Evacuate Downtown	Water Street	3 Patrol Officers	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

- Action Items

EXERCISE Long Term Power Outage

https://d4h.live/#/waldo/channel/jrtcrdf6qra/tasks/tasks

Waldo County EMA > EXERCISE Long Term Power Outage EXERCISE > **Open Action Items** 20 days 04:55

Name	Assignee	Resource Assigned to Accomplish Task	Due By
County EOC Open Actions			
<input type="checkbox"/> Contact Maritime Energy to get approval to hook up generator at Main St Station	County EOC - Resource Manager	Security Detail	May 17, 2019 15:25
<input checked="" type="checkbox"/> Clear parking Lot	County EOC - EOC Manager	Funds	Feb 8, 2019 12:39

Forms
Map
Updates
Open Action Items

EOC Information Resources

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



EOC Facility Requirements

- Building

- Conference/Training Room
- Tables & Chairs
- Restrooms
- Kitchen/Kitchenette
- Food, Water, Coffee
- Generator

- Office Equipment

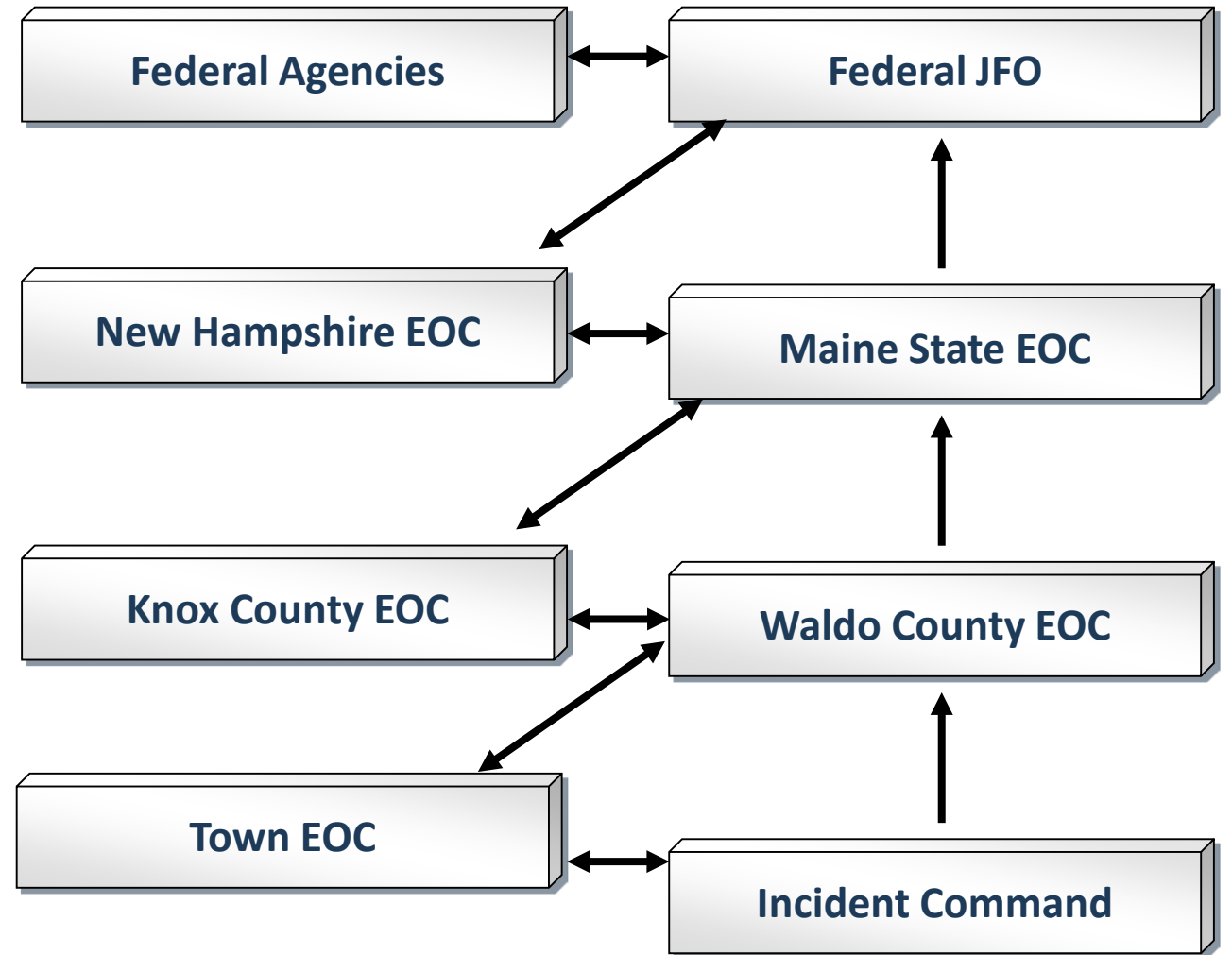
- Computers
- Printers
- Photocopier/Scanner
- Extension Cords/Surge Protectors

- 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

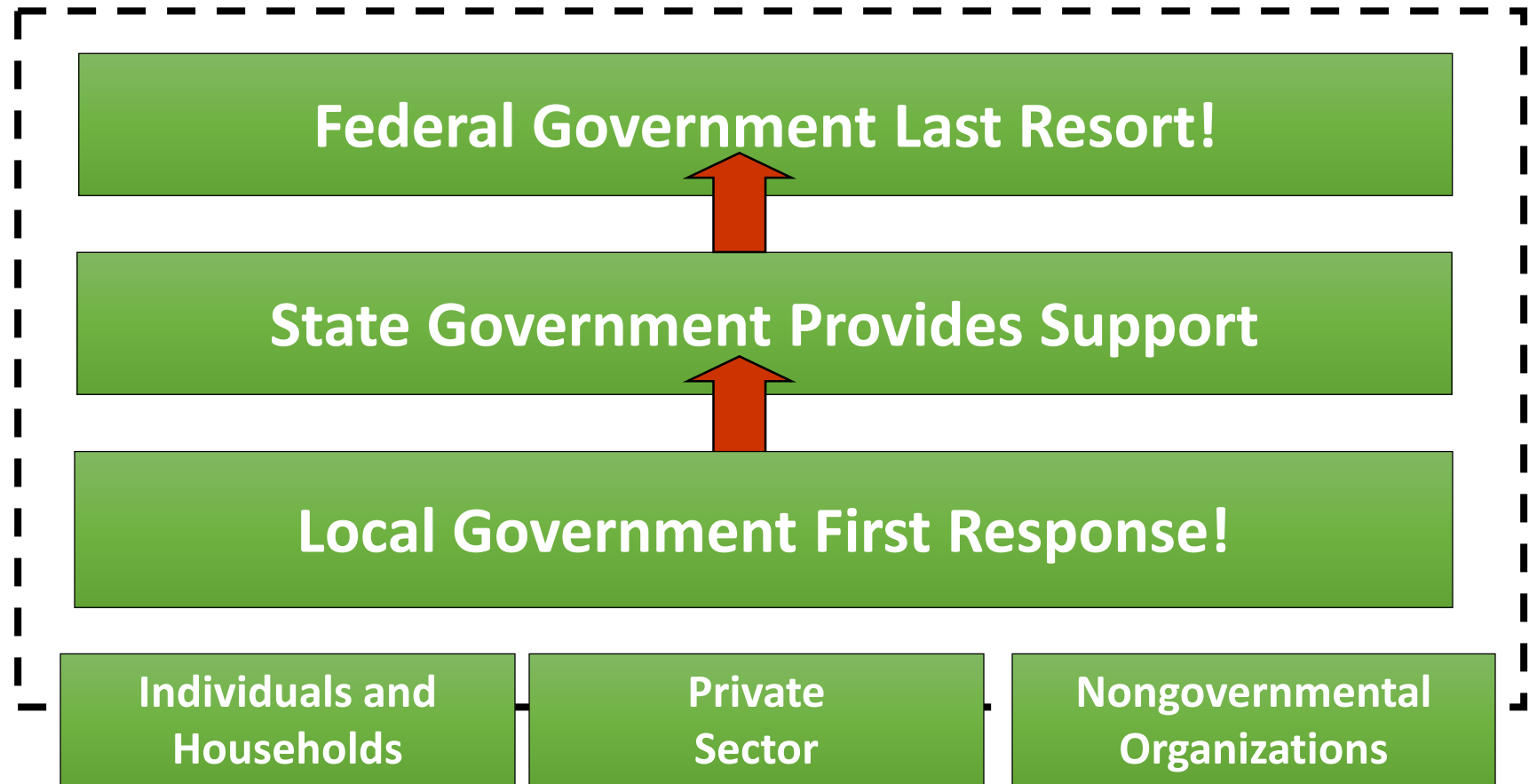


EOC Resource Management

All Disaster are Local.

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

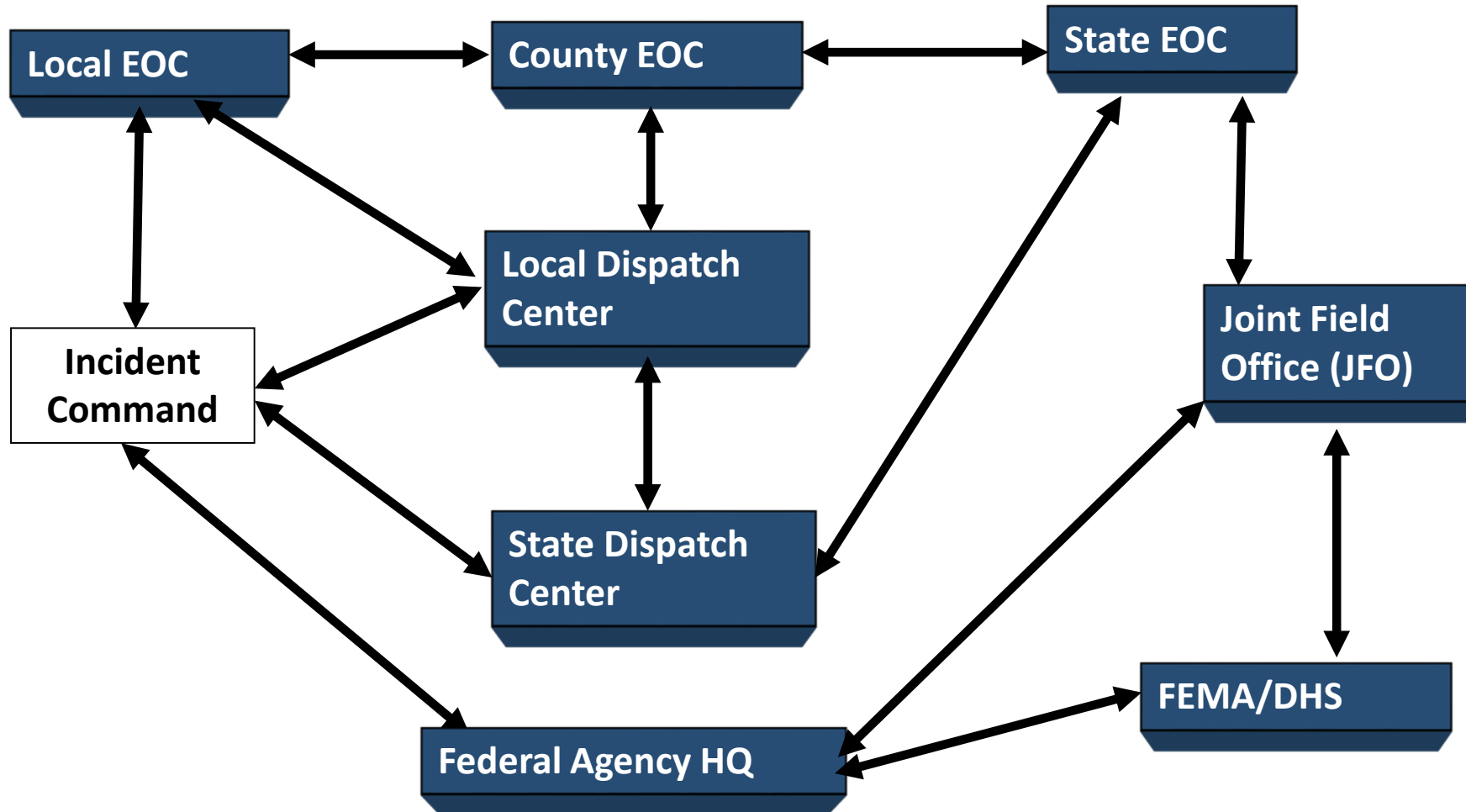
Only after you have used up or don't have, do you reach out to others.



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

EOC Resource Management

- Interagency Coordination



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 before 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:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> 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, lodging 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

- 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 jurisdiction's policy dictates EOC involvement.
- The Incident Commander exceeds his or her legal authority for the resources requested.



Disaster Recovery - Definitions

- Public Assistance: aid to public entities (and certain private non-profit) for emergency services and the repair or replacement of disaster damaged public facilities
- Individual Assistance: aid to individuals and households, including businesses and farms



Disaster Recovery

- Disaster Declaration Process
 - Form 7s show sufficient damages to warrant a Disaster Declaration by the Governor
 - The Governor requests a Declaration by the President
 - FEMA completes a Preliminary Damage Assessment (PDA)
 - President issues a Disaster Declaration
 - FEMA Project Teams meet with local officials

Disaster Recovery – Public Assistance

- In order for a County (and its corresponding municipalities) to be eligible for a Public Assistance Declaration, both the County and the State have to reach its PA Damage Threshold
- This level of damage is estimated during the Form 7 process and verified during FEMA's Preliminary Damage Assessment or PDA
- The Thresholds for the County and the State are shown on the next slide

Disaster Recovery

• Androscoggin County	388,804.00
• Aroostook County	259,451.00
• Cumberland County	1,016,843.00
• Franklin County	111,072.00
• Hancock County	196,449.00
• Kennebec County	440,965.00
• Knox County	143,447.00
• Lincoln County	124,390.00
• Oxford County	208,777.00
• Penobscot County	555,662.00
• Piscataquis County	63,301.00
• Sagadahoc County	127,408.00
• Somerset County	188,543.00
• Waldo County	140,017.00
• Washington County	118,610.00
• York County	711,643.00
• State	1,899,556.00

- Public Assistance Thresholds
- Both the County and State Thresholds must be met
- A disaster involving only one County would need to meet both thresholds
- Otherwise several counties may total to meet the State threshold

Disaster Recovery – Public assistance

- Emergency Work
 - Category A – Debris Removal
 - Category B – Emergency Protective Measures
- Permanent Work
 - Category C – Roads and Bridges
 - Category D – Water Control Facilities
 - Category E – Buildings and Equipment
 - Category F – Utilities
 - Category G – Parks, Recreation and Others

Disaster Recovery - Individual Assistance

- When the President declares a disaster and authorizes providing Individual Assistance, FEMA's Individuals and Households Program (IHP) can help homeowners and renters affected by the disaster with housing needs and necessary expenses.
- A Disaster Recovery Center may be set up by FEMA for citizens to visit and file for assistance

Disaster Recovery

- Individual Assistance

- Temporary Housing
- Food Stamps
- Legal Services
- Veteran's Assistance
- Income Tax Counseling
- Low Interest Loans
- Unemployment payments
- Individual & Family grants
- Crisis Counseling
- Agricultural assistance
- Red Cross Services
- Medical and Dental Expenses
- Funeral and Burial Costs

- The municipal involvement will be during the MEMA Form 7 process of collecting individual damage information
- Should an Individual Assistance declaration be made, the individual applicants will work directly with FEMA and other Federal entities or with private charities

How do we make this EOC work?

- Staffing
 - Sufficient staffing to handle the work and the right positions
- Training
 - Not just for the Municipal EM Director, 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!

Thank You

- You should have a better understanding of how your community can better respond and recover from a major emergency or disaster through the use of an EOC.
- Good Luck!

City of Belfast

OFFICIAL AIR RAID SIGNALS

From the time you **FIRST HEAR THE SIGNALS**
KEEP LIGHTS OUT until you hear **All CLEAR**

<p>Long Steady Blast of Whistles or Sirens</p> <p>Blue Signal</p> <p>Means Planes Approaching</p>	<p>Turn OFF LIGHTS in Homes, Stores, Offices — Pedestrians and Traffic may continue to move.</p> <p>Street Lights Will Go Out.</p> <p><u>DO THIS</u></p> <p>DON'T USE PHONE</p>
<p>Fluctuating Blast on Siren or Whistle for 2 Minutes.</p> <p>RED Signal</p> <p>Means Planes Overhead</p>	<p>ALL LIGHTS OUT</p> <p>All Traffic Stops.</p> <p>Stay Inside — If Outside, Seek Shelter.</p> <p><u>DO THIS</u></p> <p>DON'T USE PHONE</p>
<p>Long Steady Blast of Whistles or Sirens</p> <p>Blue Signal</p> <p>(ALWAYS FOLLOWS RED)</p> <p>Means Planes May Return</p>	<p>Keep Lights Out.</p> <p>Street Lights Will Stay Out.</p> <p>Pedestrians and Traffic May Proceed With Caution.</p> <p><u>DO THIS</u></p> <p>DON'T USE PHONE</p>
<p>Church Bells Ringing</p> <p>White Signal</p> <p>Means All Clear</p>	<p>ALL LIGHTS ON.</p> <p><u>DO THIS</u></p> <p>BLACKOUT ENDED.</p>