

Emergency Operations Center

Teller County Emergency Operations Plan - Annex D

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INTRODUCTION

The advantages to first responders, government and the community of activating the Emergency Operations Center (EOC) are numerous. Above all it allows incident command the ability to focus on incident needs and problem resolution; it provides a central location where government can provide interagency coordination, resources and executive decision making; and facilitates long term operation thereby improving continuity.

There are two Teller County Emergency Operations Centers (EOC). The Mobile Command Vehicle may also be used as a temporary EOC if needed. A temporary EOC may be set up anywhere with basic internet functionality.

The purpose of the EOC during an event is in support of the Incident Commander (IC), and the Incident Command Post (ICP). This support could include securing additional resources, coordinating response from outside agencies, providing Planning, Logistics and Finance support, managing information (collect, evaluate and share), reviewing legal, policy and financial issues, forecasting long-term response and recovery needs, damage assessment, and anticipating indirect impacts of the event.

As the event concludes, and field operations are winding down, EOC personnel begin to focus on evaluating the overall scope of the disaster, and structuring the recovery and reconstruction phase. In addition, the EOC may also function as an information gathering and dissemination source for initial incident response or as an extension of a Department Operation Center (DOC).

It is possible that the magnitude of an incident could render the initial ICP ineffective, or require that multiple ICP's be established in the field. In these cases, the IC may opt to utilize the EOC as the base of operations for coordination of the field ICP's. The EOC staff would still serve its support role for the IC and field ICP's, as well as possibly filling some roles of the ICS, depending on staffing requirements.

CONCEPT OF OPERATIONS

The Incident Commander, Sheriff, EM or County Administrator can initiate activation of the EOC when it is determined that the scope of the incident is such that additional resources and call out will be necessary.

Emergency or local officials may also initiate activation when it is determined that an incident or potential incident would overwhelm local resources. The EOC may be activated for an event anywhere within Teller County, or for regional, State or National events that would affect Teller County, or require response or resources from agencies within Teller County.

LEVELS OF EOC ACTIVATION

EOC Activation Level	Activation Scope	Activation Example
Level 1	Full activation of the EOC. All ICS EOC support positions and ESFs report to the EOC.	Major natural or manmade event - All departments assisting in response. Citizens in need of assistance and/or sheltering. Recovery may be long term.
Level 2	Partial activation of the EOC, only requested ICS EOC support positions and ESFs report to the EOC.	For short term operations involving limited agencies, such as Public Works, Fire and Police.
Level 3	Emergency Management staff and ICS EOC support positions as needed, monitoring potential hazard development when there is advance notice and/or a planned event.	Center is open; gaining situational awareness and monitoring the event(s). Conference calls may be occurring with Emergency Management and/or other county agencies.
Level 4	Activation is virtual	Gaining situational awareness and monitoring the event(s).

EQUIPMENT AND CAPABILITY

The EOC is equipped with two main radio systems at this location. The first system is the 800 Digital Trunked Radio System (DTRS), which provides interoperable communications for local agencies as well as to regional and State agencies. The second is the VHF system, with frequencies for all local and some regional emergency service agencies. All 800 radios in the county are to be programmed with the same ‘Zone C’ for optimal interoperability. This zone contains County Mutual Aid Channels (MAC) and Simplex talk groups (1-5). For detailed communication information see the County All Hazard ICS 205 Communications Plan.

A total of nine laptop computers provide access to the internet as well as important software, programs, and links for emergency services information, including ICS Forms and Position Checklists. The following is available on EOC synced laptops:

- ✓ Internet and Network Access
- ✓ WebEOC
- ✓ Email Access

This EOC is not equipped with an emergency generator, which supplies electricity to the important parts of the building in the event of a power outage.

WEBEOC

WebEOC is a situational awareness tool that allows a user to gain situational awareness for local, regional and statewide events. It has a file share capability, resource ordering and tracking capability,

shelter and road tracking capability (statewide). Users should be trained on the basics of WebEOC use and situational awareness capabilities and training should be attended annually.

- 1) To access WebEOC, visit <https://webeoc.colorado.gov/eoc7/default.aspx>
- 2) To add a Teller County General User to WebEOC following these steps:
 - a. Go to the URL: <https://webeoc.colorado.gov/eoc7/default.aspx>
 - b. Click on: New User? Click here to create an account
 - c. Position Name: Teller County General User
 - d. Position Access Code: (see PAC list in WebEOC folder)
 - e. The next screen allows you to enter the username (use format first. last)
 - f. Password: XXXXXXXX (one capital, one number and 8 characters). Note, should you lose your password, the home screen allows your username or password to be emailed to you.

PERSONNEL AND STAFFING

Upon activation of the EOC, and depending on the incident type, the appropriate representatives with oversight of the incident should staff the EOC. In some situations, access to the EOC may be limited in order to maintain functional effectiveness. The EOC may serve as the Incident and/or Command Post in some instances.

LEVEL 4 ACTIVATION

- No staff on site at EOC; Emergency Management monitoring virtually

LEVEL 3 ACTIVATION STAFFING

- Emergency Management
- Law Enforcement Representative(s)

LEVEL 2 ACTIVATION STAFFING

- Emergency Management (ESF 5)
- Logistics Section Chief (ESF 7)
- Public Information Officer (ESF 15)
- Operations Section Chief/Law Enforcement Representative(s) (ESF 13)
- Fire Operations Liaison (as needed) (ESF 4)
- Medical Operations Liaison (as needed) (ESF 8)

LEVEL 1 ACTIVATION STAFFING

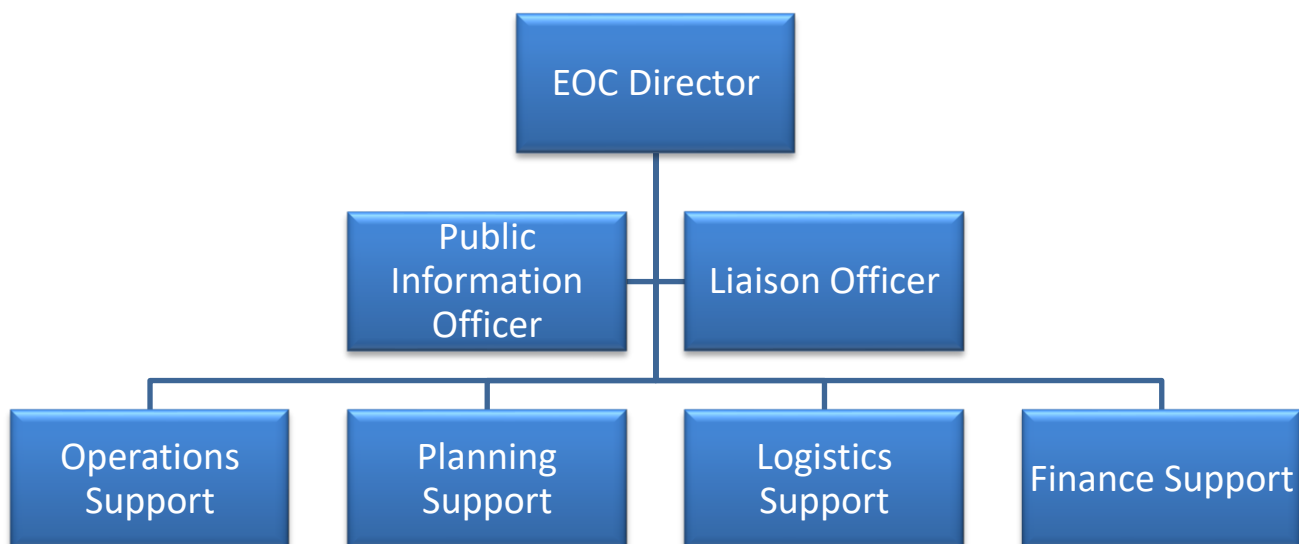
- Emergency Management/ Planning Section Chief (ESF 5)
- Logistics Section Chief (ESF 7)
- Operations Section Chief/Law Enforcement Representative(s) (ESF 13)
- Communications (ESF 2)
- Fire Operations Liaison (ESF 4 &9)
- EMS Operations Liaison (ESF 8)
- Public Information Officer (ESF 15)
- Public Health (ESF 8)
- Environmental Health (ESF 10)

- Colorado State University (ESF 11)
- Public Utilities (ESF 12)
- Human Services (Red Cross and /or Social Services) (ESF 6)
- Public Works (County and State if applicable) (ESF 1 & 3)
- Financial Officer, Documentation
- Community Development Services Division, Recovery (ESF 14)
- IT/GIS, Dispatch (ESF 2)
- EOC Deputy Manager (ESF 5)
- Appointed Officials
- State and Federal officials (as required by statute or incident type)
- Other considerations for EOC staffing: representatives:
 - Subject matter experts and/or private sector representative
 - Field Staff/Runner(s), whose primary purpose is to physically take pertinent information to different locations (i.e., field ICPs). This may be necessary due to congestion/technical problems on phones and radios, and/or sensitive information.

Teller County Public Safety service agencies have agreed that, in most cases, the Unified Command Structure will be utilized for incidents within Teller County. The command structure and communication plan are to be broadcast to all responding agencies as soon as possible after an event has started. The command structure may change during the event, as conditions warrant, with the change being broadcast to all involved agencies.

STRUCTURE

Dependent on the nature/complexity of the disaster, there will be varying degrees of interface between Incident Command and the EOC. In most situations, the Incident Commander would communicate primarily with the EOC Director (Emergency Management Director). The EOC may be organized functionally and/or in an Emergency Support Function (ESF) model.



Every incident is different, and as such, so is the response and the structure of the command staff in the EOC. Not all of those listed will respond for every incident, and in some instances one person may be filling more than one position in the EOC.

EMERGENCY SUPPORT FUNCTIONS

- ESF #1 - Transportation
- ESF #2 - Communications
- ESF #3 - Public Works and Engineering
- ESF #4 - Firefighting
- ESF #5 - Emergency Management
- ESF #6 - Mass Care, Housing and Human Services
- ESF #7 - Resource Support
- ESF #8 - Public Health and Medical Services
- ESF #9 - Urban Search and Rescue
- ESF #10 - Oil and Hazardous Materials Response
- ESF #11 - Agriculture and Natural Resources
- ESF #12 - Energy
- ESF #13 - Public Safety and Security
- ESF #14 - Long-term Community Recovery and Mitigation
- ESF #15 - External Affairs/Public Information

RESPONSIBILITIES OF PRIMARY AGENCIES

- Providing support within their functional area for an affected command(s)
- Providing staff for the operations functions at identified facilities
- Notifying and requesting assistance from support agencies
- Managing mission assignments and coordinating with support agencies, as well as appropriate State agencies
- Working with appropriate private-sector organizations to maximize use of all available resources
- Supporting and keeping other ESFs and organizational elements informed of ESF operational priorities and activities
- Executing contracts and procuring goods and services as needed
- Ensuring financial and property accountability for ESF activities
- Planning for short-term and long-term incident management and recovery operations

RESPONSIBILITIES OF SUPPORT AGENCIES

- Furnishing available personnel, equipment, or other resource support as requested by the Sheriff, EM, County Administrator, EOC through the ESF primary agency
- Participating in training and exercises aimed at continuous improvement of prevention, response, and recovery capabilities
- Providing information regarding their agency's area of expertise.
- Conducting operations, when requested by the designated ESF primary agency, using their own authorities, subject-matter experts, capabilities or resources

- Participating in planning for short-term and long-term incident support and recovery operations and the development of supporting operational plans, SOPs, checklists, or other job aids, in concert with existing standards
- Assisting in the conduct of situational assessments

EOC Positions and Assignments may be found in the [Position Checklist](#) section of this document.

ACTIVATION OPERATIONS

ROOM SETUP LEVEL 3 ACTIVATION

The EOC Director will setup basic functions of the EOC to achieve goals of information management and gaining situational awareness and future planning. This room setup may vary.

ROOM SETUP LEVEL 2 ACTIVATION

The room should be setup to accommodate the following positions (positions may be accomplished by more than one person):

- EOC Director
- Public Information Officer
- Operations Support
- Planning Support
- Logistics Support
- Finance

ROOM SETUP LEVEL 1 ACTIVATION

Public Information ESF 15	Public Works (County and State) ESF 1,3,14	Law ESFs 2,11,13
Fire ESFs 4,9,10	Public Health/ EMS ESF 8	Communications ESF2
GIS/IT	Mass Care ESF 6	Logistics Support/ Resource Mgmt ESF 7
Finance	Deputy EOC Manager	Emergency Mgt Coord/Director ESF 5

INITIAL ROOM ACTIVATION PROCEDURES

- Gain Access: Keyed entry is required.
- Turn on lights and adjust temperature/turn on fans as needed.
- Set up tables for each position needed, facing east. Set up furniture in accordance with “Floor Plan” setup procedures.
- Set up front table on west side for briefing with chairs.
- Set up phones, laptops and radios on each table as needed; Cables and backups should be streamlined as much as possible as to not hinder movement.
- Set up satellite phone and charge.
- Mount displays and maps as needed.
- Set up and power up laptops.
- Log on to the internet and open the following tabs:
 - County Email
 - WebEOC page: <https://webeoc.colorado.gov/eoc7/>
 - WENS page: <https://www.wensnetwork.com:4433/login.cfm?admin=1>
- Log on the County and SO networks if applicable.
- Print test page to assure printer linkage is working. If not troubleshoot with IT.

- Distribute Handbook and supplies to each desk (pens and pads, staplers, paper clips, tape and any other needed supplies).
- Put ICS vests on appropriate chairs for assignments (if applicable).
- Inspect antennas, food and water stocks, and general supplies.

EOC DIRECTOR INITIAL ACTIONS

- Complete notification of emergency personnel and request additional EOC staff support and agency representation as needed.
- Establish direct communications with Incident Commanders at all Command Posts.
- Open WebEOC and input one of the following messages:
 - THE TELLER COUNTY EOC IS ACTIVATED AND MONITORING FOR _____ SITUATION. EOC CONTACT NUMBER IS XXX-XXX-XXXX. FAX IS XXX-XXX-XXXX. EOC MANAGER IS _____.
- Establish and maintain communications links with other affected jurisdictions in the County and with neighboring jurisdictions that may be able to provide mutual aid assistance.
- Confirm delegation of authority for approving the use of County resources and for releasing emergency information to the public and news media.
- Provide security personnel to control access to EOC and other security needs as determined by the EOC Director.
- Coordinate functions, i.e., resource management, public information that is being performed in the field using ICS and at the EOC in order to minimize misinformation and duplication of effort.
- Compile and display incident status information, including maps within the EOC.
- Prepare Situation Reports on information received from the field and forward reports to COEM (or State EOC, when activated).
- Provide internal briefings for EOC staff and agency representatives in the EOC to update information and coordinate actual or anticipated requests for resources.
- Determine the need to declare a local disaster or state of emergency and/or the need to enact other orders such as evacuations, curfews, or orders to control prices.
- Implement established procedures for approving news releases and conducting news conferences and media briefings.
- Implement established administrative procedures for mobilizing County resources and for procuring supplies and contract services from outside sources.
- Use the EM, whenever possible, to make formal requests for public and private resources on behalf of the County or other local jurisdictions.
- Determine 24-hour EOC staffing requirements and establish procedures for shift changes when extended EOC operations and additional support staff are required. Arrange for the feeding of EOC personnel.
- Establish EOC deactivation procedures when emergency situation is over, e.g., notifications to other EOCs and jurisdictions, completion of EOC Logs and financial records, notice to news media, compilation of damage assessment information and preparation of after-action reports.

EOC DIRECTOR DEACTIVATION CHECKLIST

- Prepare after-action report

- Return furniture to original setup
- Clean and store displays
- Disconnect and store communications
- Inventory and store supplies
- Replenish supplies

EOC STAFF GENERAL CHECKLIST

- Check in with the Personnel Unit (in Planning) upon arrival at the EOC.
- Report to ESF, Section Chief or other assigned Supervisor.
- Set up your workstation and review your position responsibilities.
- Establish and maintain a position log which chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

EOC STAFF GENERAL DEMOBILIZATION PHASE:

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted to the EOC Directory or other appropriate personnel prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

COMMUNICATION METHODS

There are multiple forms of communication available within the EOC.

Landline Phones EOC Phone	EOC Main Line	TBD
	Landline (Centennial)	719-686-7990
Cell	Don Angell, Emergency Management Director	(303) 435-4637

Radio Systems
800
VHF

TECHNICAL SUPPORT

County Information Technology Staff will always be on call to assist the EOC staff when needed. The IT Help Desk telephone number is 719-686-7940.

Contact:
Craig Alexander, IT Director
Susan Halterman, IT Support
Kyle Crawford, IT Support
Julie Gilley, IT Support

INFORMATION TECHNOLOGY AND POWER

INTERNET/NETWORK ACCESS

- Two Network jacks (1 on East wall/ 1 on West wall.)
- Laptop Access...To login you have to enter your own user’s name. The password is your own password that you use on your county computer.
- Wireless access available also
- Verizon "MiFi" access point (internet access to 5 machines simultaneously)

POSITION JOB AIDS AND CHECKLISTS

SAMPLE PLANNING MEETING AGENDA

1	Briefing on situation/resource status	Planning/Operations Section Chiefs
2	Discuss safety issues	Safety Officer
3	Set/confirm objectives	EOC Manager/IC
4	Specify resources needed for each Division/Group	Operations/Planning Section Chiefs
5	Specify facilities and reporting locations	Operations/Planning/Logistics Section Chiefs
6	Develop resource order	Logistics Section Chief
7	Consider communications/medical/transportation plans	Logistics/Planning Section Chiefs
8	Provide financial update	Finance/Administration Section Chief
9	Discuss interagency liaison issues	Liaison Officer
10	Discuss information issues	Public Information Officer
11	Finalize/approve/implement plan	EOC Manager/IC

SECTION CHIEF CHECKLISTS:

<https://training.fema.gov/emiweb/is/icsresource/assets/ics%20organizational%20structure%20and%20elements.pdf>