

# The ABCs of EOCs

National Hurricane Conference

April 7, 2009



# Role of Your EOC



# Training Session Speakers



- **John Wilson, Director, Lee County  
Division of Public Safety**  
***Your EOC: An Overview***
- **I.S.K. Reeves V, AIA, President  
Architect Design Group, Inc.**  
***Designing EOCs in the 21<sup>st</sup> Century***

# Training Session Speakers



- **Gerald Campbell, Chief, Lee County  
Emergency Management**

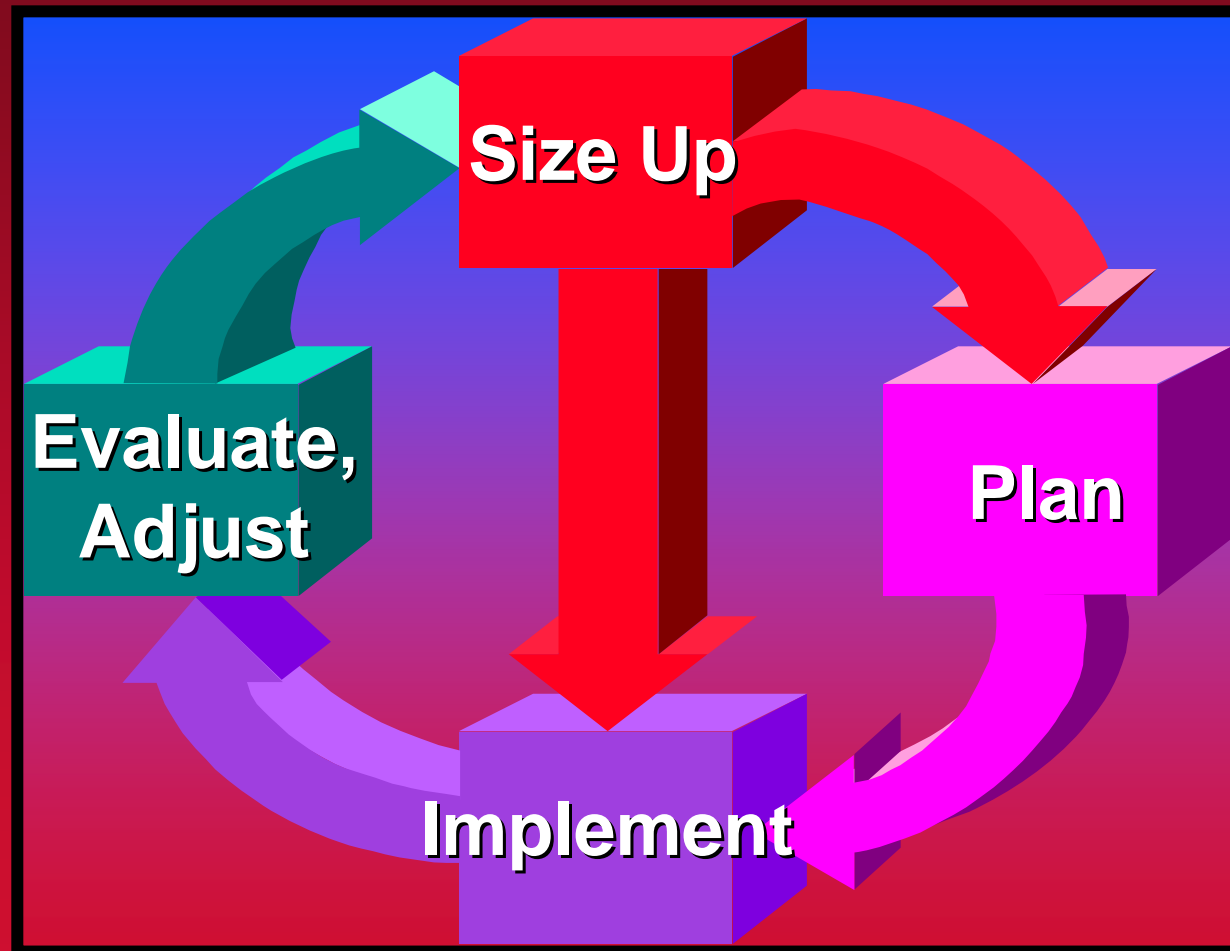
***Incorporating Emergency Incident  
Action Planning into the EOC***

- ***Lessons Learned in Building an EOC***

**Nim Kidd, District Fire Chief and  
Emergency Manager**

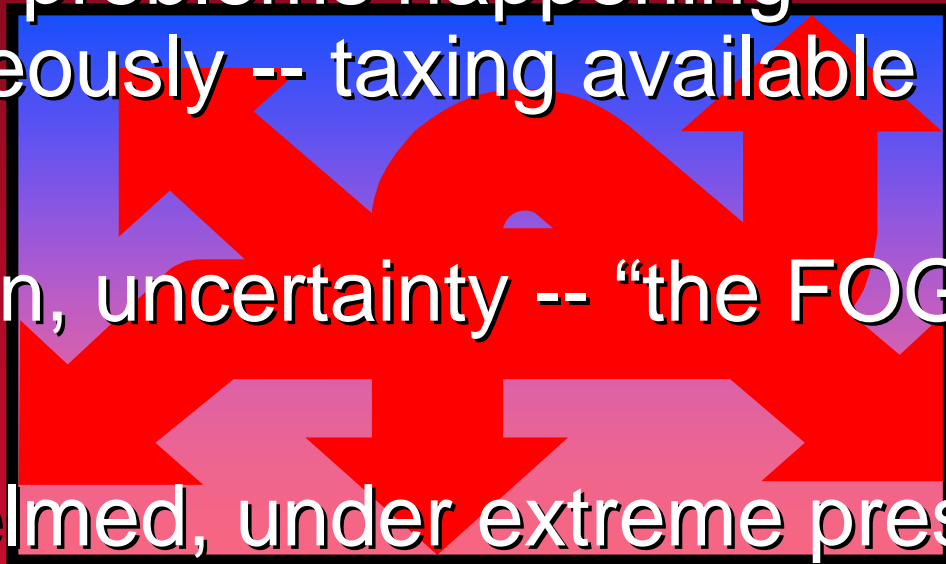
**City of San Antonio**

# Key Elements of Emergency Response



# Elements of a Disaster

- Series of problems happening simultaneously -- taxing available resources
- Confusion, uncertainty -- “the FOG”
- Overwhelmed, under extreme pressure to react with scarce information and resources to act with



# Optimal Decision Making



- Accepted Chain of Command: Line of authority from lowest ranking to those in command
- Unity of Command: Individual only has one superior he/she answers to
- Unity of Effort: All involved parties focused on same agreed-upon objectives & work together to achieve them

# What Does An EOC Do?

Purpose: provide a central location where government/organization at any entry level can provide coordination and executive decision making necessary for managing disaster response and recovery.



Charlotte Co, FL EOC

# EOC Core Functions

- Coordination
- Communications
- Resource Dispatch and Tracking
- Information collection, evaluation, and dissemination
- Direction and control  
(broad vs. at-the- moment)
- Establishment of priorities
- Resource support



**Hurricane Charley**

# Other Services...

- Coordinate Public Information
- Coordinate out-of-area mutual aid
- Obtain legal authority
- Think tank... thinking through issues



Flagler Co, FL EOC



State of Virginia EOC



City of Roanoke, VA EOC

# Advantages of a Single Location



- Centralizes direction and control (what, where and when - but not the how)
- Facilitates long-term operation
- Increases/improves continuity of government
- Provides ready access to all available information
- Makes it easier to verify information
- Helps identify, use all available resources

# Who's at the EOC?

- The CEO is responsible for the emerging response -- depends on assistance of many people
- EOC staff should be carefully selected, led, and trained



Flagler Co, FL EOC

# EOC Staff

Chief Executive  
Officer  
Advisors  
Clerical



Communications  
Decision Makers  
Department  
Heads



Private Sector



Technicians



# National Incident Management System



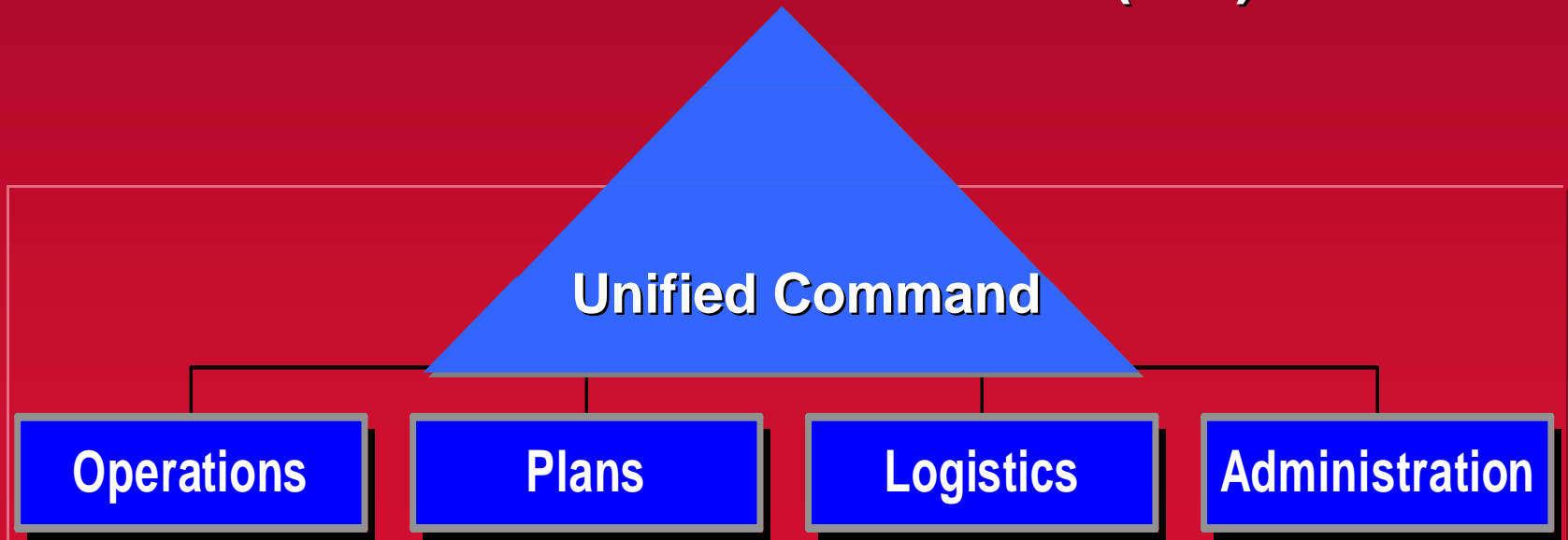
## NIMS Components

- Preparedness (Planning, Training, Exercises, Personnel Qualification & Certification, Equipment Acquisition and Publications Management)
- Communications & Information Management
- Resource Management
- Command and Management

# Command and Management Systems

- Incident Command System
  - Unified
  - Area

## Incident Command Post (ICP)



# Command and Management Systems



- Incident/Unified/Area Command
- **Multi-Agency Coordination Systems**
  - Emergency Operations Centers (EOCs)
  - Multi Agency Coordination Entities/Group

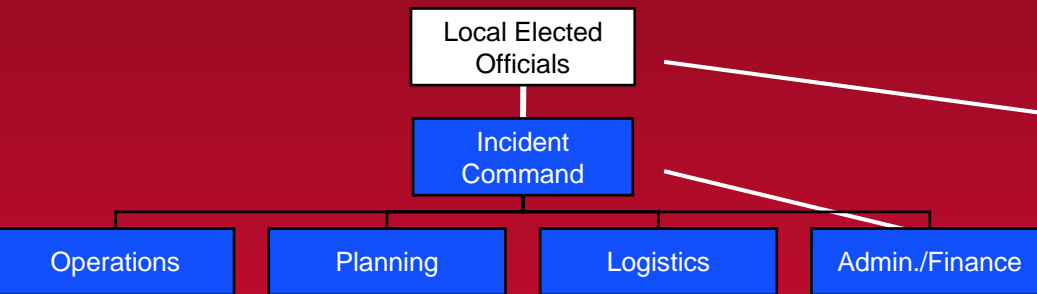
# Comparison of Terms & Concepts

Incident Command System	Unified/Area Command	MACS	EOCs
<p>The system used to direct all operations at the incident scene. The IC is located at the ICP at the incident scene.</p>	<p>An application of ICS used when there is more than 1 agency with jurisdiction. Agencies work together through their designated ICs at a single ICP to establish a common set of objectives &amp; strategies, and a single IAP.</p>	<p>An activity or a formal system used to <i>coordinate resources &amp; support between agencies or jurisdictions</i>. A MAC Group functions within the MACS. MACS interact with agencies or jurisdictions not with incidents. MACS are useful for regional situations. A MACS can be established at a jurisdictional EOC or a separate facility.</p>	<p>EOCs are used in varying ways at all levels of government &amp; within private industry to provide coordination, direction, and control during emergencies. County EOC facilities can be used to house MACS activities as determined by agency or jurisdiction policy.</p>

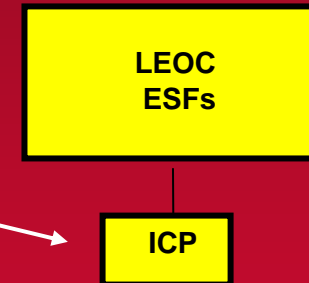
# Incident Involving Single Jurisdiction With EOC



## ICS Structure



## Multiagency Coordination Systems/Entities Supporting ICS Structure



ICP=Incident Command Post

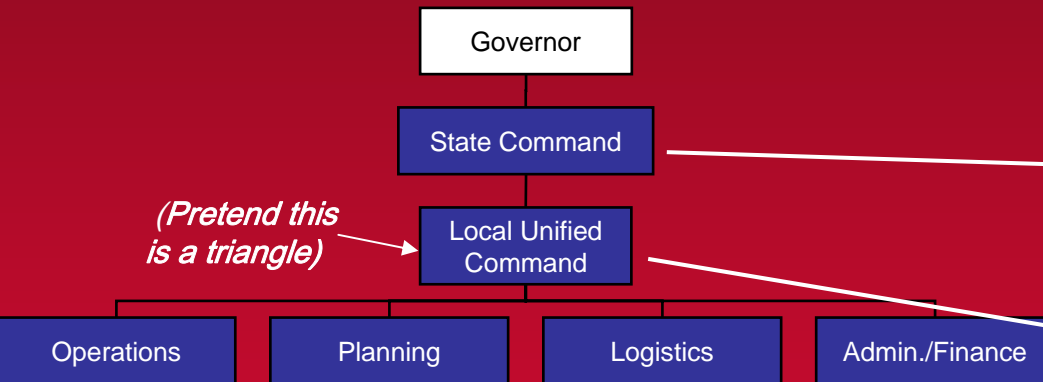
LEOC=Local Emergency Operations Center

ESFs= Emergency Support Functions

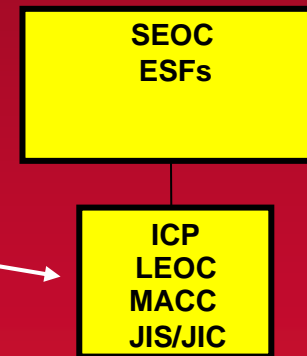
# Incident Involving Multiple Jurisdictions



## ICS Structure



## Multiagency Coordination Systems/Entities Supporting ICS Structure



SEOC State Emergency Operations Center ICP-Incident Command Post LEOC-Local Emergency Operations Center

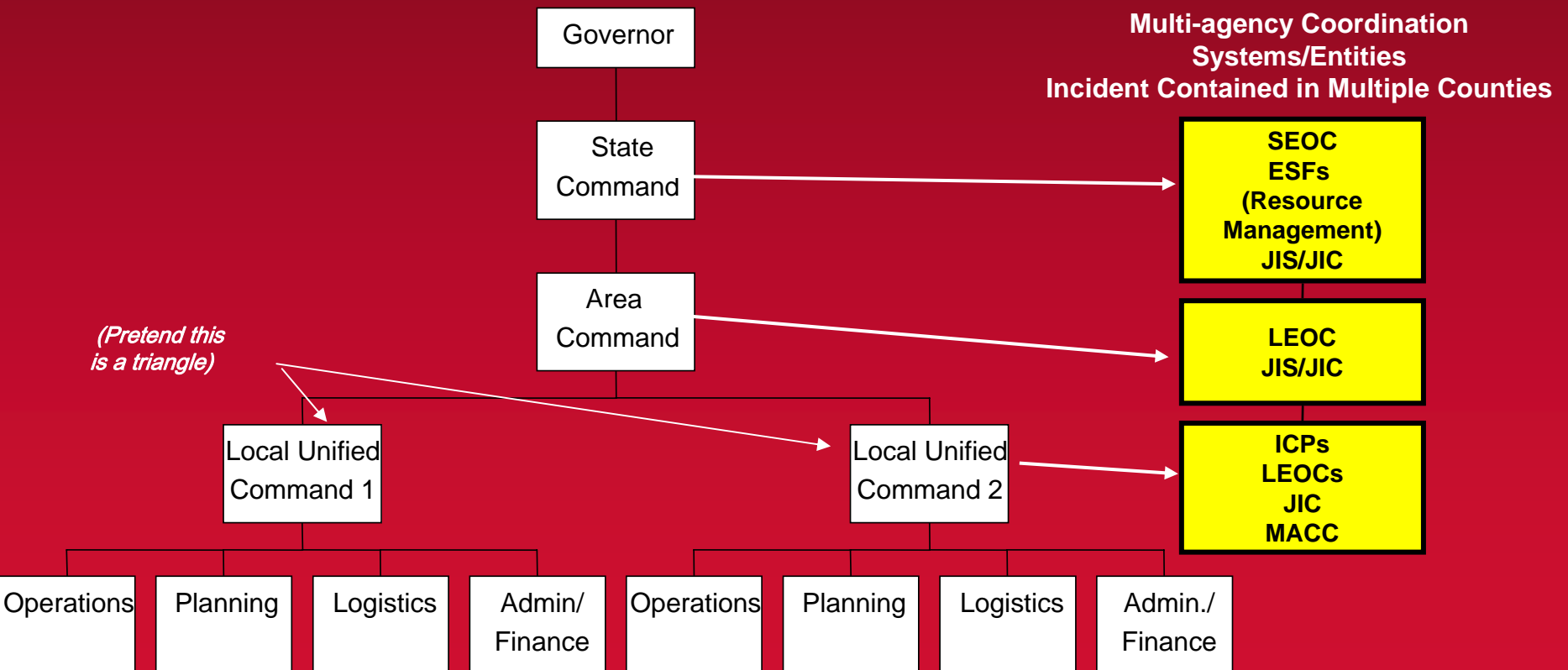
MACC - Multi agency Coordination Centers

JIS - Joint Information Systems JIC - Joint Information Center

# Incident Involving Multiple Counties

## Large or Complex Incident

### ICS Structure Incident in Multiple Counties



The ability to *Coordinate*  
& *to be Flexible* is Most  
Critical and is Central to EOC  
Effectiveness



**EOC**



# **Physical Design And Location**

# EOC Design/ Configuration



- New Construction
- Renovation of Existing Facility
- Conversion of Single or Multi-Use Space

# Location of the EOC



- ◆ In existing government/agency buildings
- ◆ Away from hazardous facilities
- ◆ Below ground
- ◆ Accessible to traffic

