
Annex O: Emergency Operations Center Management Plan

Annex O

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INTRODUCTION

The advantages to first responders, government and the community of activating the Emergency Operations Center 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.

The primary Ouray County Emergency Operations Center (EOC) is located at 111 Mall Road, Ridgway Colorado 81432. The alternate EOC location has been identified as the Sheriff's Office located at 541 4th Street, Ouray Colorado 81427. In addition, a Mobile Command Vehicle may also be requested and 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, 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 Incident Command System (ICS), depending on staffing requirements.

CONCEPT OF OPERATIONS

The Incident Commander on the scene of an incident 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 Ouray County, or for regional, State or National events that would affect Ouray County, or require response or resources from agencies within Ouray 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 Emergency Support Functions (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	For short term operations involving limited agencies, such as Public Works, Fire and

	ESFs report to the EOC.	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 primary EOC is equipped with two radio systems. 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 programmed with the same 'Zone A' for optimal interoperability. This zone contains County Mutual Aid Channels (MAC) and Simplex talkgroups (1-5). For detailed communication information see the county All Hazard ICS 205 Communications Plan.

Those responding to the EOC will need to bring a laptop computer. One laptop is kept at the EOC for the EOC manager. Those arriving at the EOC will receive a thumb drive with important software, programs, and links for emergency services information, including ICS Forms and Position Checklists. The following is available on the EOC synced laptop:

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

This EOC is 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. To access WebEOC, visit <https://webec.colorado.gov/eoc7/default.aspx>

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)

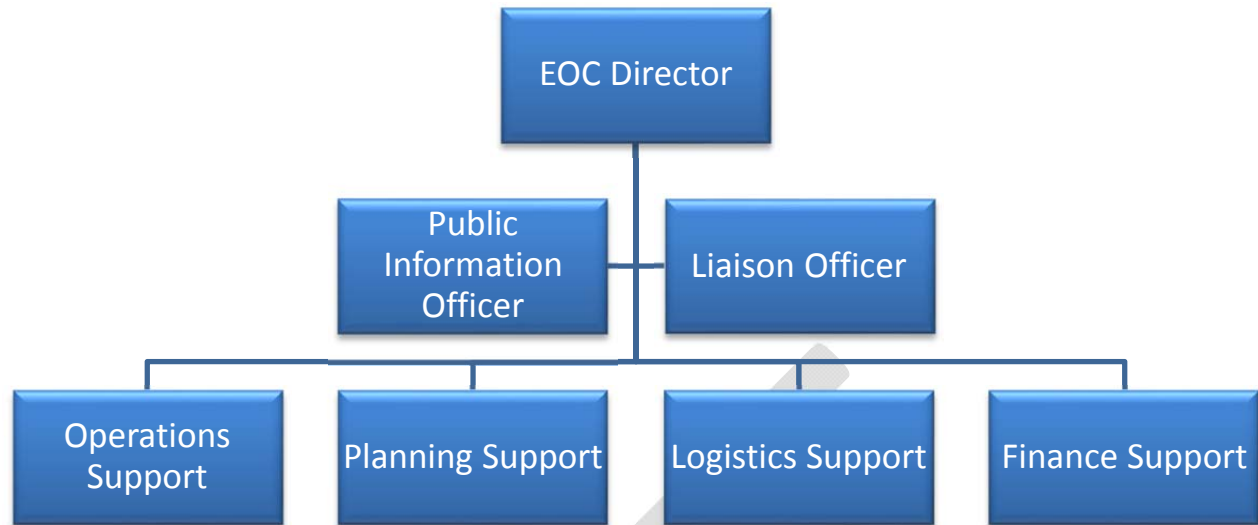
LEVEL 1 ACTIVATION STAFFING

- 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)
- EMS Operations Liaison (ESF 8)
- Public Information Officer (ESF 15)
- Public Health (ESF 8)
- Mass Care(Red Cross and /or Social Services) (ESF 6)
- Public Works (County and State if applicable) (ESF 1)
- Financial Officer, Documentation (ESF 14)
- IT/GIS (ESF 2)
- EOC Deputy Manager (ESF 5)
- Appointed Officials (ESF 15)
- State and Federal officials (as required by statute or incident type) (ESF 15)
- 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.

Ouray County public safety service agencies have agreed that, in most cases, the Incident Command will be utilized for incidents within Ouray County. In more complex incidents, Unified Command may be used. The command structure and communication plan is 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 Coordinator). 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

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

RESPONSIBILITIES OF PRIMARY AGENCIES

- 1) Providing support within their functional area for an affected command(s)
- 2) Providing staff for the operations functions at identified facilities
- 3) Notifying and requesting assistance from support agencies
- 4) Managing mission assignments and coordinating with support agencies, as well as appropriate State agencies
- 5) Working with appropriate private-sector organizations to maximize use of all available resources
- 6) Supporting and keeping other ESFs and organizational elements informed of ESF operational priorities and activities
- 7) Executing contracts and procuring goods and services as needed

- 8) Ensuring financial and property accountability for ESF activities
- 9) Planning for short-term and long-term incident management and recovery operations

RESPONSIBILITIES OF SUPPORTING AGENCIES

- 1) Furnishing available personnel, equipment, or other resource support as requested by the ESF primary agency
- 2) Participating in training and exercises aimed at continuous improvement of prevention, response, and recovery capabilities
- 3) Providing information regarding their agency's area of expertise.
- 4) Conducting operations, when requested by the designated ESF primary agency, using their own authorities, subject-matter experts, capabilities or resources
- 5) Participating in planning for short-term and long-term incident support and recovery operations and the development of supporting operational plans, Standard Operating Procedures (SOPs), checklists, or other job aids, in concert with existing standards
- 6) Assisting in the conduct of situational assessments

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

ACTIVATION OPERATIONS

EOC SETUP TEAM

An EOC set up team has been established. In the event an EOC needs to be setup, the team will be notified by a WENS message with instructions on how and where to respond. There are more members on the EOC Setup Team than needed to set up the EOC. Part of the messaging should have the team call in with their availability and location. The team members who can respond quickest should be asked to respond. The number of members used depends on the demands of the EOC. A level 1 Activation could require 4-5 members of the team.

ROOM SETUP LEVEL 3 ACTIVATION

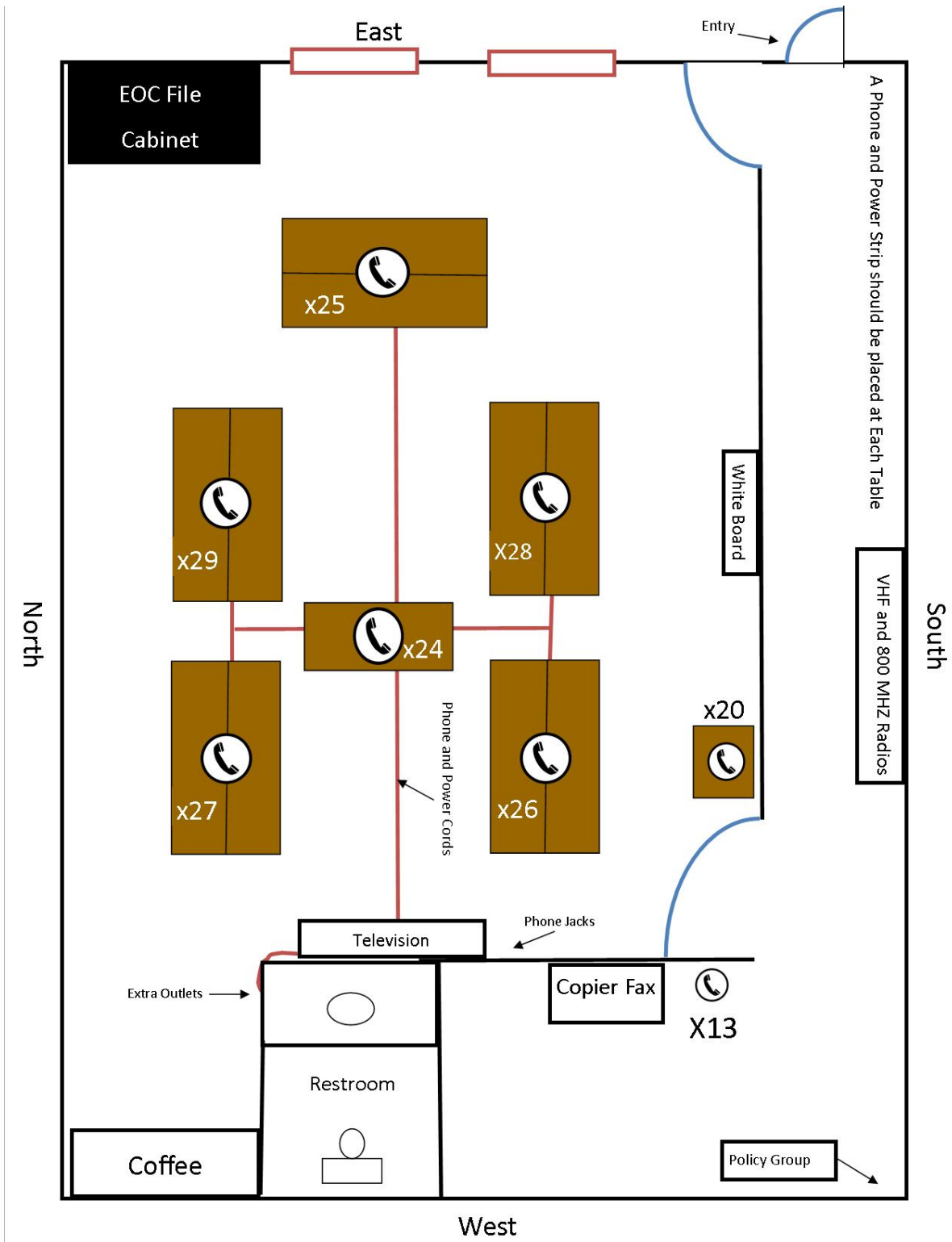
The EOC Director will set up basic functions of the EOC to achieve goals of information management and gaining situational awareness and future planning. This room setup may vary.

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



INITIAL ROOM ACTIVATION PROCEDURES

- Gain Access:
- Ouray County EOC: All members of the Emergency Planning Team and EOC Set-up team should have a key to gain access
- File/Storage Cabinet: the key is kept in the key lock box
- Turn on lights and adjust temperature
- Set up tables and chairs for each position needed
- Lay out power cords (3 cord bundles) to the center table
- 1 Battery Backup should be set up at each table
- Set up telephone bundle from TV wall to the center table (make sure steps 1-3 are done first)
- Hook up phones in correspondence to the correct table on the map. (phone cords have to be plugged into both phone and wall)
- Check that phones work
- Tape down all cords on the floor to prevent tripping hazards
- Turn on TV/projector
- Distribute Handbook and supplies to each table (pens and pads, staplers, paper clips, tape and any other needed supplies)
- Have EOC personnel change voicemail on the PIO (ext 29) and EOC (ext 24) voicemails to active EOC
- Put ICS vests on appropriate chairs for assignments (if applicable)
- Inspect generator, antennas, food and water stocks, and fuel supply
- Place "EOC is Active" sign on both doors.

EOC MANAGER/DEPUTY MANAGER 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 OURAY COUNTY EOC IS ACTIVATED AND MONITORING FOR _____ SITUATION. EOC CONTACT NUMBER IS 970-626-5484. FAX IS 970-626-4439. EOC MANAGER IS _____.
- 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>
- CodeRED Page: <https://next.coderedweb.com/portal/Account/Logon>
- Emergency Manager's Facebook Page: <https://www.facebook.com/OurayCountyEM/>
- Log on the County networks if applicable.
- Print test page to assure printer linkage is working. If not troubleshoot with IT.
- 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 Manager.
- 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 elected official approval, 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 MANAGER/DEPUTY 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 Logistics) upon arrival at the EOC.
- Fill out and track timesheet for financial tracking of incident
- 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 Direct Number (when Active)	970-626-5391
EOC Phone	Land Use Number	970-626-9975
Fax	Landline Fax	970-626-4439
Alternate Fax	Landline	970-325-0452 (Courthouse's office)
Cell	Boyd, EOC Manager	970-318-1271
Email EOC	eoc@ouraycountyco.gov	
Email PIO	pio@ouraycountyco.gov	
Radio Systems	VHF and 800 Mhz	

TECHNICAL SUPPORT

County Information Technology Staff will always be on call to assist the EOC staff when needed.

Contact:	Cell
Jeff Bockes, IT Manager	801-699-8967
Dolgio Nergui, IT Support	970-318-0819

INFORMATION TECHNOLOGY AND POWER

INTERNET/NETWORK ACCESS

- 1) Wireless access available: "**LanduseEOC**" Password: landuseEOC123 .

POWER/ GENERATOR

Generator located on the north side of the building. Maintenance knows how to troubleshoot the generator to the EOC if the generator does not come on during a power outage.

1. IT diesel powered and should be able to run approximately 10 hours.
2. Diesel for the generator can be obtained from the Road and Bridge Gas Pumps

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	SEOC Manager
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	All

EOC MANAGER

The following checklist should be considered as the minimum requirements for this position. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

- ✓ **TASK**
- Ensure welfare and safety of EOC personnel.
- Supervise Staff.
- Obtain initial briefing from current Incident Commander .
- Assess incident situation and fill out Situation Report Form:
- Review the current situation status and initial incident objectives. Ensure that all local, State, and Federal agencies impacted by the incident have been notified.
- Determine need for, establish, and participate in Unified Command.
- Activate appropriate Command and General Staff positions. Safety Officer must be appointed during all activations:
 - Confirm arrival times of activated personnel.
 - Confirm work assignments.
- Brief staff:
 - Identify local and state incident objectives and any policy directives for the support of the incident.
 - Provide a summary of current organization (see ICS Form 201).
 - Provide a review of current incident support activities.
 - Determine the time and location of first Planning Meeting.
- Determine information needs and inform staff of requirements.
- Determine status of disaster declaration and delegation of authority.
- Establish parameters for resource requests and releases:

- Review requests for critical resources.
- Confirm who has ordering authority within the organization.
- Confirm those orders that require Command authorization.
- Authorize release of information to the media:
 - If operating within a Unified Command, ensure all parties approve release.
- Establish level of planning to be accomplished:
 - Written Incident Action Plan (IAP).
 - Contingency planning.
 - Formal Planning Meeting.
- Ensure Planning Meetings are conducted as indicated:
- Approve and authorize implementation of the State IAP:
 - Review IAP for completeness and accuracy.
 - Verify that objectives are incorporated and prioritized.
 - Sign ICS Form 202.
- Ensure Command and General Staff coordination:
 - Periodically check progress on assigned tasks of Command and General Staff personnel.
 - Approve necessary changes to strategic goals and IAP.
 - Ensure that Liaison Officer is making periodic contact with participating agencies.
- Work with agency staff to declare state of disaster emergency according to agency protocol.
- Keep agency administrator informed on incident-related problems and progress.
- Obtain briefing from Operations Section Chief:
 - Identify Supervisor in organization.
 - Identify work location, resources available, expectations of incident organization concerning time-lines, report format, etc.
- Obtain copies of Incident Action Plan (IAP), if available, and Unit Log (ICS Form 214).
- Establish contact with appropriate decision-makers at home agency. Keep them informed.
- Participate in Operations / Planning Meetings, as requested.
- Be prepared to assume duties and responsibilities as outlined in the Mission Assignment form(s).
- Provide technical expertise to supervisor in organization according to established format, timelines, etc.
- Provide input to State Situation Report.
- Document all activity on Unit Log (ICS Form 214) and / or make an entry in WebEOC.

LOGISTICS SECTION CHIEF CHECKLIST

The following checklist should be considered as the minimum requirements for this position. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident. Tasks may be delegated to the appropriate Branch Director or Unit Leader.

- ✓ **TASK**
- Obtain briefing from Incident Commander:

- Review situation and resource status for number of personnel assigned to incident.
- Review current organization.
- Determine which incident facilities have been/should be activated.
- Ensure Incident Command Post and other incident facilities are physically activated, as appropriate.
- Confirm resource ordering process.
- Assess adequacy of current Incident Communications Plan (ICS Form 205).
- Organize and staff Logistics Section, as appropriate, and consider the need for facility security, and Communication and Supply Units.
- Assemble, brief, and assign work locations and preliminary work tasks to Section personnel:
 - Provide summary of emergency situation.
 - Provide summary of the kind and extent of Logistics support the Section may be asked to provide.
- Notify Resources Unit of other Units activated, including names and location of assigned personnel.
- Attend Planning Meetings:
 - Provide input on resource availability, support needs, identified shortages, and response time-lines for key resources.
 - Identify future operational needs (both current and contingency), in order to anticipate logistical requirements.
 - Ensure Incident Communications Plan (ICS Form 205) is prepared.
 - Ensure Medical Plan (ICS Form 206) is prepared.
 - Assist in the preparation of Transportation Plan.
- Review IAP and estimate section needs for next operational period; order relief personnel if necessary.
- Research availability of additional resources.
- Hold Section meetings, as necessary, to ensure communication and coordination among Logistics Branches and Units.
- Ensure coordination between Logistics and other Command and General Staff.
- Ensure general welfare and safety of Section personnel.
- Provide briefing to relief on current activities and unusual situations.
- Ensure that all personnel observe established level of operational security.
- Ensure all Logistics functions are documenting actions on Unit Log (ICS Form 214).
- Submit all Section documentation to Documentation Unit.

OPERATIONS SECTION CHIEF SUPPORT

The following checklist should be considered as the minimum requirements for this position. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

- ✓ **TASK**
- Obtain briefing from Operations Section Chief or SEOC Manager:
 - Determine resources assigned to the Branch, current location, and activities.
 - Review assignments for Divisions and/or Groups within Branch and modify based on effectiveness of current operations.
 - If modification requires re-assignment or changes of status of resources, provide resource information to the Operations Section Chief or SEOC Manager.

- Determine general organizational structure, including identification of other Branches, Divisions, and Groups operating on the incident.
- Attend Operations Briefing.
- Develop assignments, with subordinates, for Branch control operations.
- Assign specific work tasks to Division/Group Supervisors.
- Resolve logistical problems reported by subordinates:
 - Monitor radio transmissions and cell phone use to assess communications needs.
 - Ensure resources receive adequate food, liquids, and rehabilitation.
 - Request additional resources through approved ordering channels.
- Report to Operations Section Chief whenever:
 - Incident Action Plan (IAP) is to be modified.
 - Additional resources are needed.
 - Surplus resources are available.
 - Hazardous situations or significant events occur.
- Coordinate activities with other Branch Directors.
- Attend Planning Meetings at the request of the Operations Section Chief.
- Debrief on shift activities, prior to leaving shift, with Operations Section Chief and Planning Section Chief or Situation Unit Leader.
- Ensure Branch fiscal record-keeping.
- Document all activity on Unit Log (ICS Form 214) and / or make an entry in WebEOC.

PUBLIC INFORMATION

The following checklist should be considered as the minimum requirements for this position. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

- ✓ **TASK**
- Obtain briefing from Incident Commander:
- Determine current status of Incident (ICS Form 209 or equivalent).
- Identify current organization (ICS Forms 201 and 203, resource lists, etc.).
- Determine points of contact for media.
- Determine current media presence.
- Participate in Administrative Officer's briefing:
- Determine constraints on information process.
- Determine pre-existing agreements for information centers, Joint Information Centers (JICs), etc.
- Assess need for special alert and warning efforts, including the hearing impaired, non-English speaking populations, and industries especially at risk for a specific hazard, or which may need advance notice in order to shut down processes.
- Determine staffing requirements and make required personnel assignments for the PIO Branch as necessary.

Prepare initial information summary as soon as possible after activation. If no other information is available, consider the use of the following general statement:

Sample Initial Informational Summary

We are aware that an [accident/incident] involving [type of incident] occurred at approximately [time], in the vicinity of [general location]. [Agency personnel]

are responding, and we will have additional information available as we are able to confirm it. We will hold a briefing at [location], and will notify the press at least ½ hour prior to the briefing. At this time, this briefing is the only place where officials authorized to speak about the incident and confirmed information will be available. Thank you for your assistance.

- ❑ Arrange for necessary work space, materials, telephones, and staff. Consider assigning Assistant Public Information Officers to:
 - Joint Information Center (JIC).
 - Support field (incident) Information.
 - Internal Information.
- ❑ Establish contact with local and national media representatives, as appropriate.
- ❑ Establish location of Information Center for media and public away from the SEOC.
- ❑ Establish schedule for press releases / news conferences.
- ❑ Coordinate, with Logistics, the activation and staffing of message center "rumor control" lines to receive requests and answer questions from the public. Provide statement to operators.
- ❑ Obtain current incident status reports from Planning Section; coordinate a schedule for updates.
- ❑ Observe constraints on the release of information imposed by the SEOC Manager, State Coordinating Officer, and according to agency guidance.
- ❑ Obtain approval for information release from SEOC Manager, DEM Director, State Coordinating Officer, or Governor's Office:
 - Confirm details to ensure no conflicting information is released.
 - Identify site and time for press briefings, and confirm participation by other members.
- ❑ Release news to media, and post information in the SEOC and other appropriate locations (ie WebEOC).
- ❑ Record all interviews and copy all news releases:
 - Contact media to correct erroneous or misleading information being provided to the public via the media.
- ❑ Update agency personnel on a regular basis:
 - Utilize electronic mail for agency updates.
 - Establish phone line in the SEOC dedicated to internal communications to update agency personnel.
 - Provide standard statement which can be given to general requests for information.
- ❑ Coordinate information releases with information staff from other impacted agencies and jurisdictions:
 - Ensure that information provided to the public is consistent across jurisdictional boundaries, when appropriate.
- ❑ Attend Planning Meetings.
- ❑ Respond to special requests for information.
- ❑ Provide all news releases, bulletins, and summaries to Documentation Unit to be included in the final incident package.
- ❑ Confirm the process for the release of information concerning incident-related injuries or

deaths.

- ❑ Document all activity on Unit Log (ICS Form 214) and / or make an entry in WebEOC.

LIAISON OFFICER/ AGENCY REPRESENTATIVE

The following checklist should be considered as the minimum requirements for this position. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

✓ TASK

- ❑ Obtain briefing from EOC Director:
 - Obtain summary of incident organization (ICS Forms 201 and 203).
 - Determine companies/agencies/non-governmental organizations already involved in the incident, and whether they are assisting (have tactical equipment and/or personnel assigned to the organization), or cooperating (operating in a support mode "outside" the organization).
- ❑ Obtain cooperating and assisting agency information, including:
 - Contact person(s).
 - Radio frequencies.
 - Phone numbers.
 - Cooperative agreements.
 - Resource type.
 - Number of personnel.
 - Condition of personnel and equipment.
 - Agency constraints/limitations.
- ❑ Establish workspace for Liaison function and notify agency representatives of location.
- ❑ Contact and brief assisting/cooperating agency representatives and mutual aid cooperators.
- ❑ Interview agency representatives concerning resources and capabilities, and restrictions on use-provide this information at planning meetings.
- ❑ Work with Public Information Officer and SEOC Manager to coordinate media releases associated with inter-governmental cooperation issues.
- ❑ Monitor operations to identify potential inter-organizational problems. Keep Command apprised of such issues:
 - Bring complaints pertaining to logistical problems, inadequate communications, and strategic and tactical direction to the attention of the SEOC Manager
- ❑ Participate in Planning Meetings:
- ❑ Document all activity on Unit Log (ICS Form 214) and / or make an entry in WebEOC.