

**Local Emergency
Management Coordinator
2016 Quarter 4 Training**

**Robert Kipferl, Training
Coordinator**



11/09/16
Wellsboro, PA

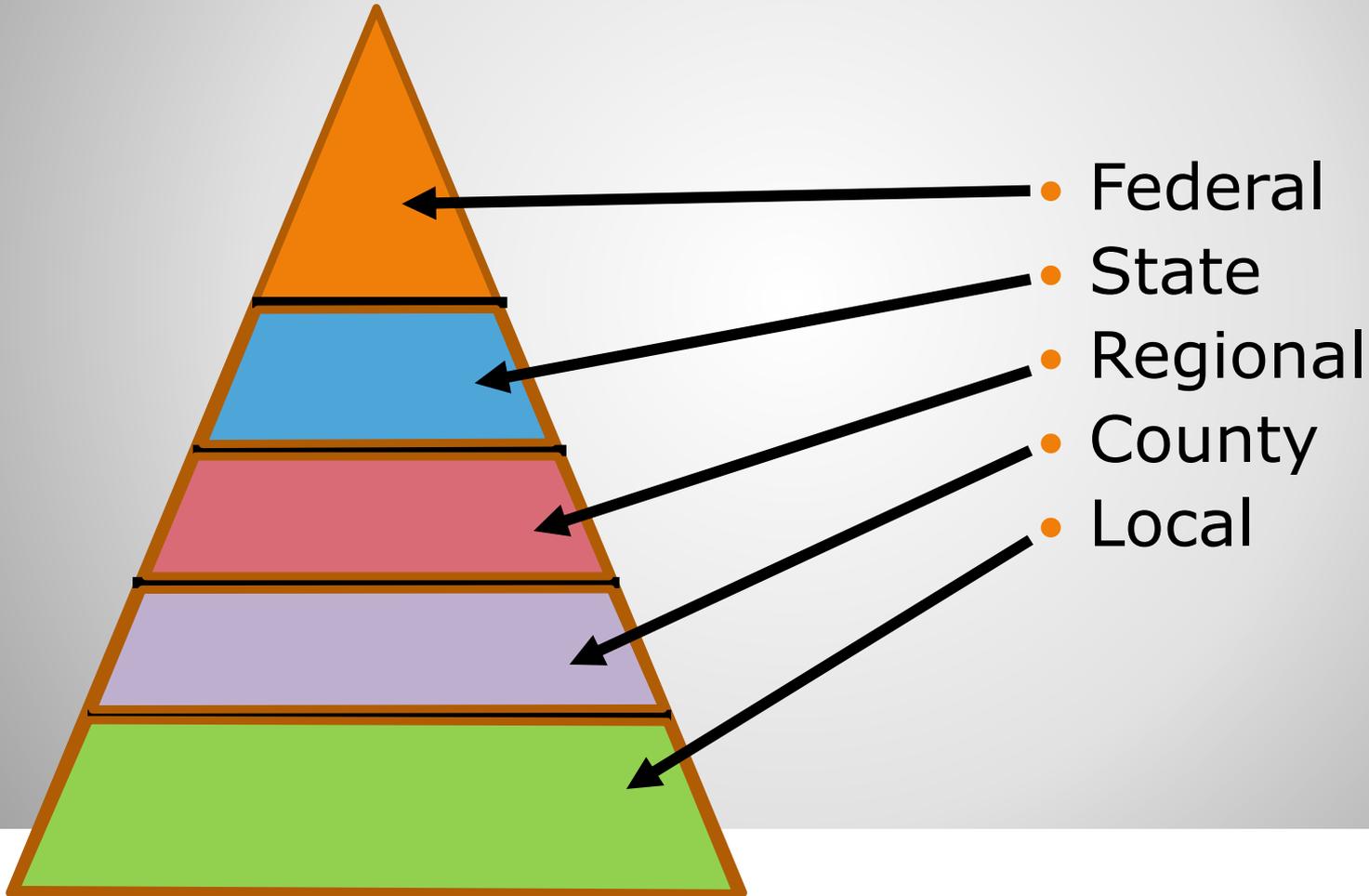
Introductions

- Name
- Municipality
- Fun Fact

Agenda

- Incident Command Post (ICP)
- Emergency Operations Center (EOC)
- Positions of the EOC
- How does an EOC Operate
- What's next for LEMCs?

Levels of an Emergency



Tioga County Pennsylvania

New York State

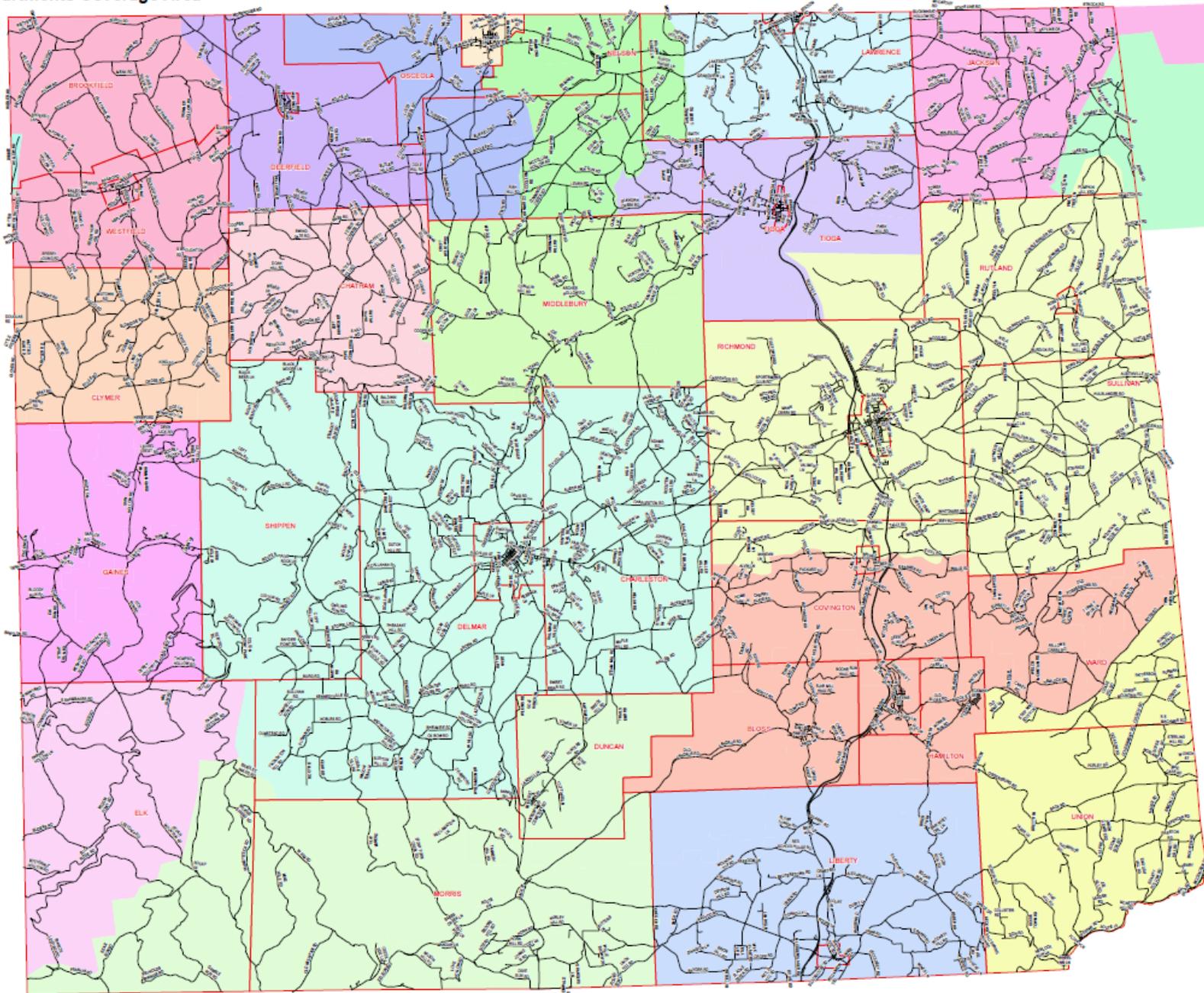


Tioga County Fire Departments Coverage Area

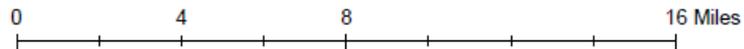
☒ Municipalities

Fire Departments

- 01-Wellsboro
- 02-Mansfield
- 03-Elkland
- 04-Blossburg
- 05-Crary Hose
- 06-Knoxville
- 07-Tioga
- 08-Lawrenceville
- 09-Liberty
- 10-Galeton
- 11-Middlebury
- 12-Millerton
- 13-Daggett
- 14-Osceola
- 15-Morris
- 16-Clymer
- 17-Chatham
- 18-Nelson
- 19-Germania
- 20-Harrison Valley
- Canton

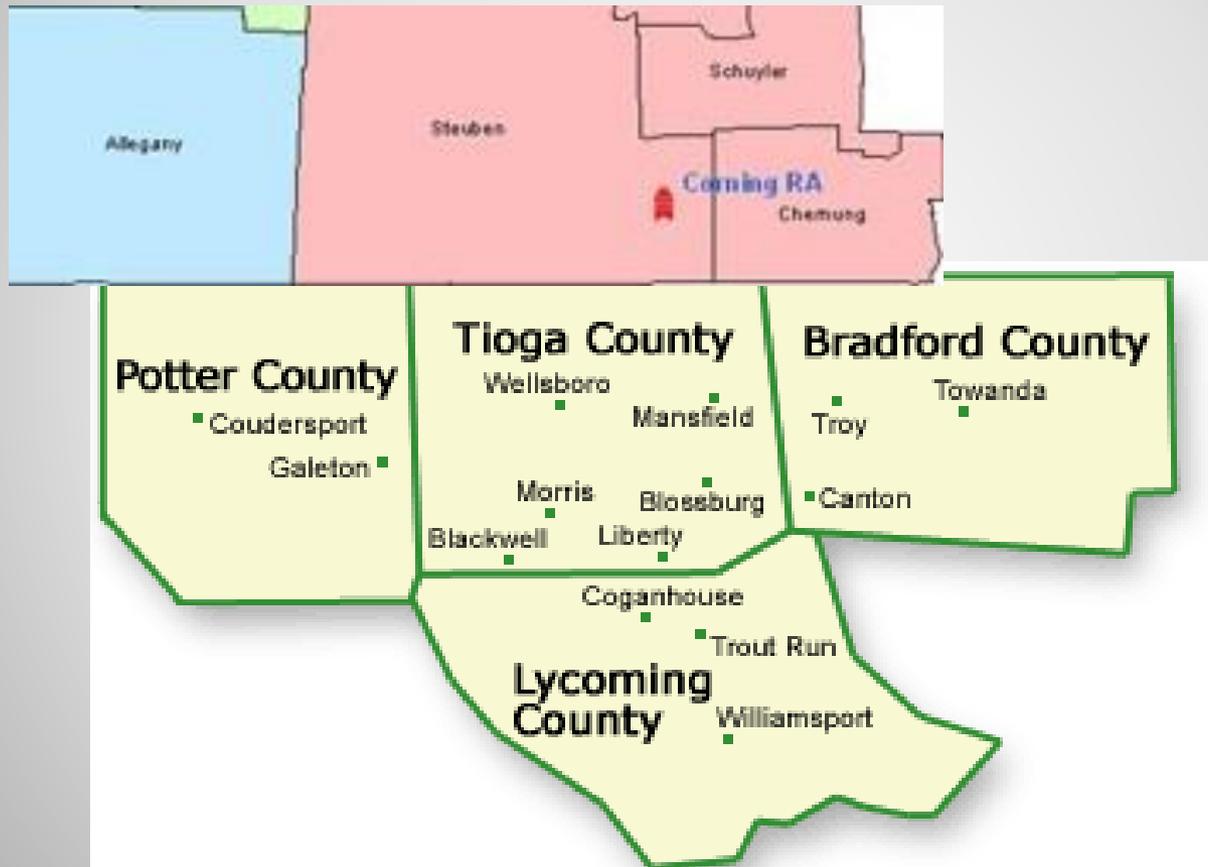


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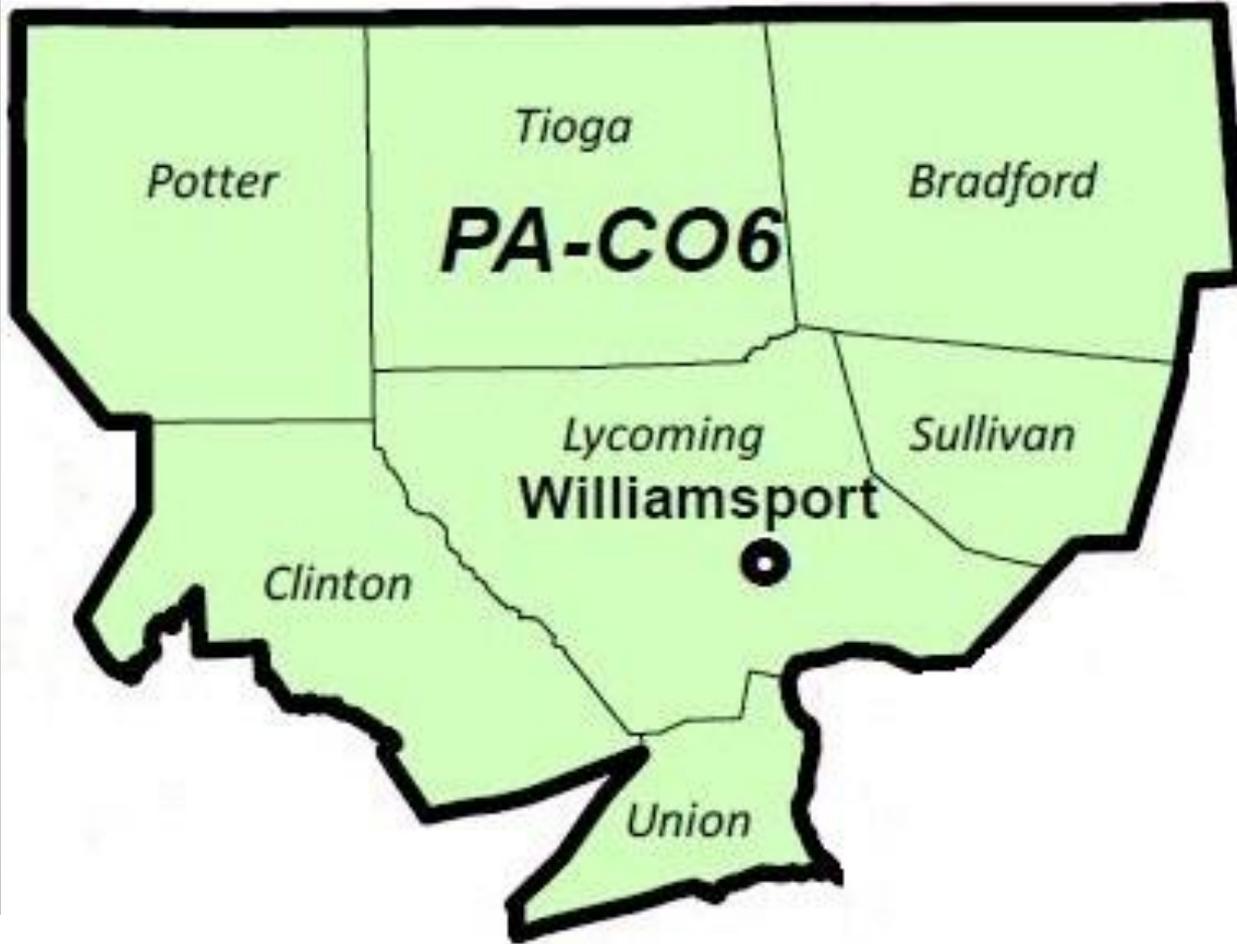


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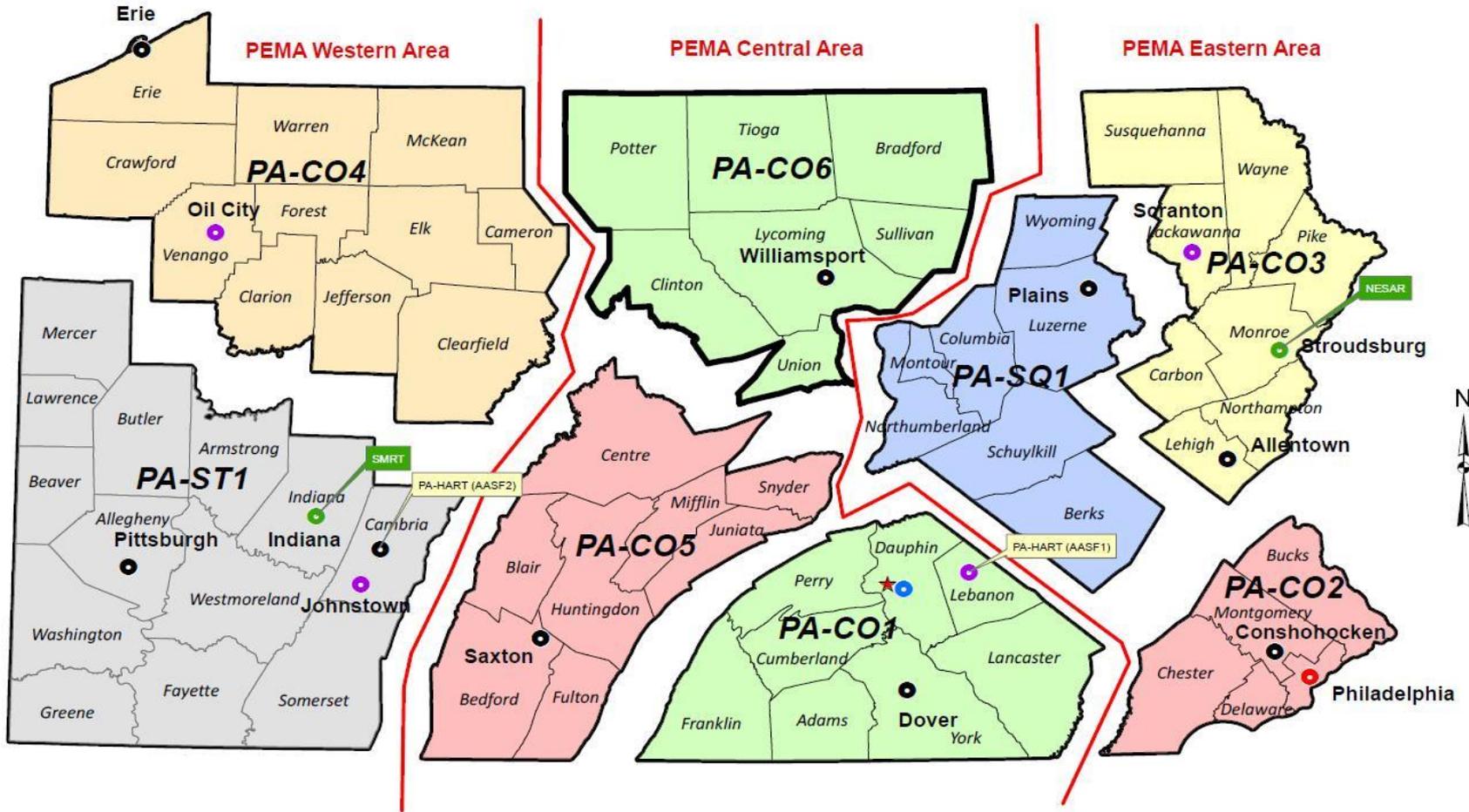
Inter-County Mutual Aid



North Central Task Force (NCTF)



State Assistance



- Primary Station
- Secondary Station
- PA TF-1
- ★ State Capital - Harrisburg
- PA-IMT

Federal Assistance



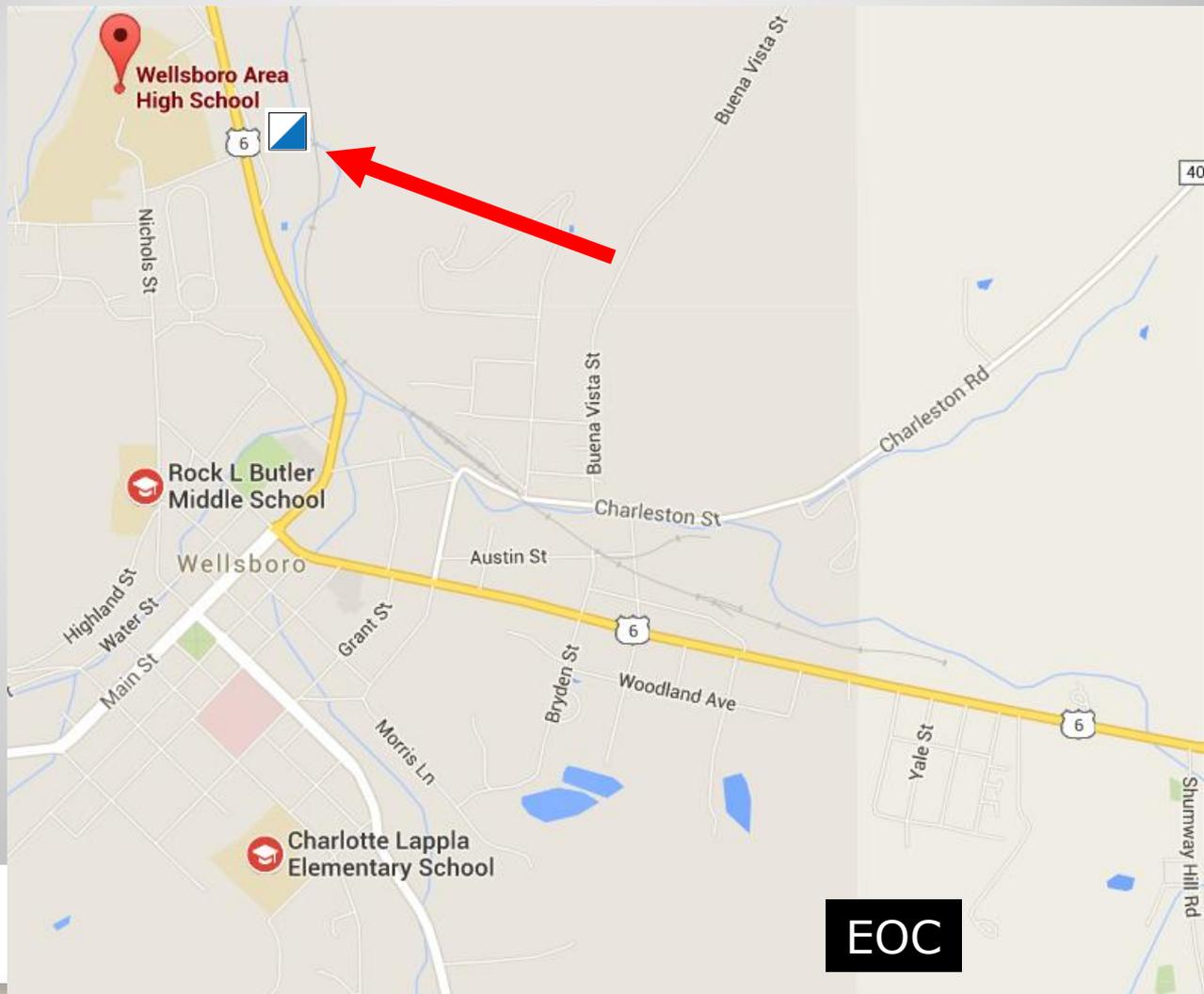
How do emergencies work?

- 911 Call
- First units arrive on scene and assess
- Establish Incident Command Post (ICP) and request additional resources
- County Emergency Operations Center (EOC) is opened
- State Emergency Operations Center (SEOC) is opened

Incident Command Post (ICP)

- On-Scene of an incident site
- Location
 - In the “Warm Zone”
 - NOT in the hot zone

Incident Command post Location



EOC

Incident Command Post (ICP)

- Things to consider when selecting a location:
 - Shelter from the elements (rain, wind, cold/heat)
 - Communications capabilities (radio, cell service, internet)
 - Physical needs (tables, chairs, doors, etc.)
 - Privacy and security – ICP should NOT be located at the “Check In” location for responders
 - Logistical concerns (lighting, ease of access, proximity to on-scene personnel)

Staff at an ICP

- Incident Commander – In charge of the incident scene and everyone operating on the incident scene
 - The type of emergency determines who the Incident Commander is
 - If it's a fire, a Fire Chief could be the IC
 - If it is a law enforcement incident, a Police Chief could be IC
- Support Staff
 - Incident Safety Officer (ISO)
 - Ensures everyone on the scene is operating safely and puts an immediate stop to any actions taken with unnecessary risk

Staff at an ICP

- Support Staff (continued)
 - Accountability Officer
 - Keeps track of every single person on scene
 - IC Aide
 - Answers the radio, acts a scribe, performs any additional functions as needed
 - Public Information Officer (PIO)
 - Speaks to the press on behalf of the IC

Who else could be at the ICP?

- Potential Stakeholders Physically in the ICP (alphabetical)
 - Elected Officials
 - Emergency Management
 - EMS
 - Fire/Rescue
 - Law Enforcement
 - School District
 - Utilities

ICP Relationship with the Outside World

- People will need information from the ICP
 - What is going on?
 - What is the current status of the situation?
 - What is the severity of the incident?
 - What are the “unmet needs”?

What is an EOC?

An Emergency Operations Center (EOC) is a centralized location for representatives from each agency with a stake in the incident to collaborate and help support the ICP and any ongoing incident

Who needs an EOC?

- Local EOC
 - Every municipality is required to **designate** a primary EOC location
 - MUST inform County Emergency Management of the location that has been designated
 - Municipalities can regionalize and choose to share the same designated location in order to streamline costs and equipment
 - Also possible to work with County Emergency Management to double the County EOC as a local EOC

Who needs an EOC?

- County EOC
 - 99 William Farrell Drive
 - A location for key stakeholders from all County agencies to meet in one place
- State EOC
 - Commonwealth Response Coordination Center (CRCC)
 - Harrisburg at PEMA Headquarters
- Federal EOC
 - Also have a Response Coordination Center
 - Philadelphia (for entire Region III)

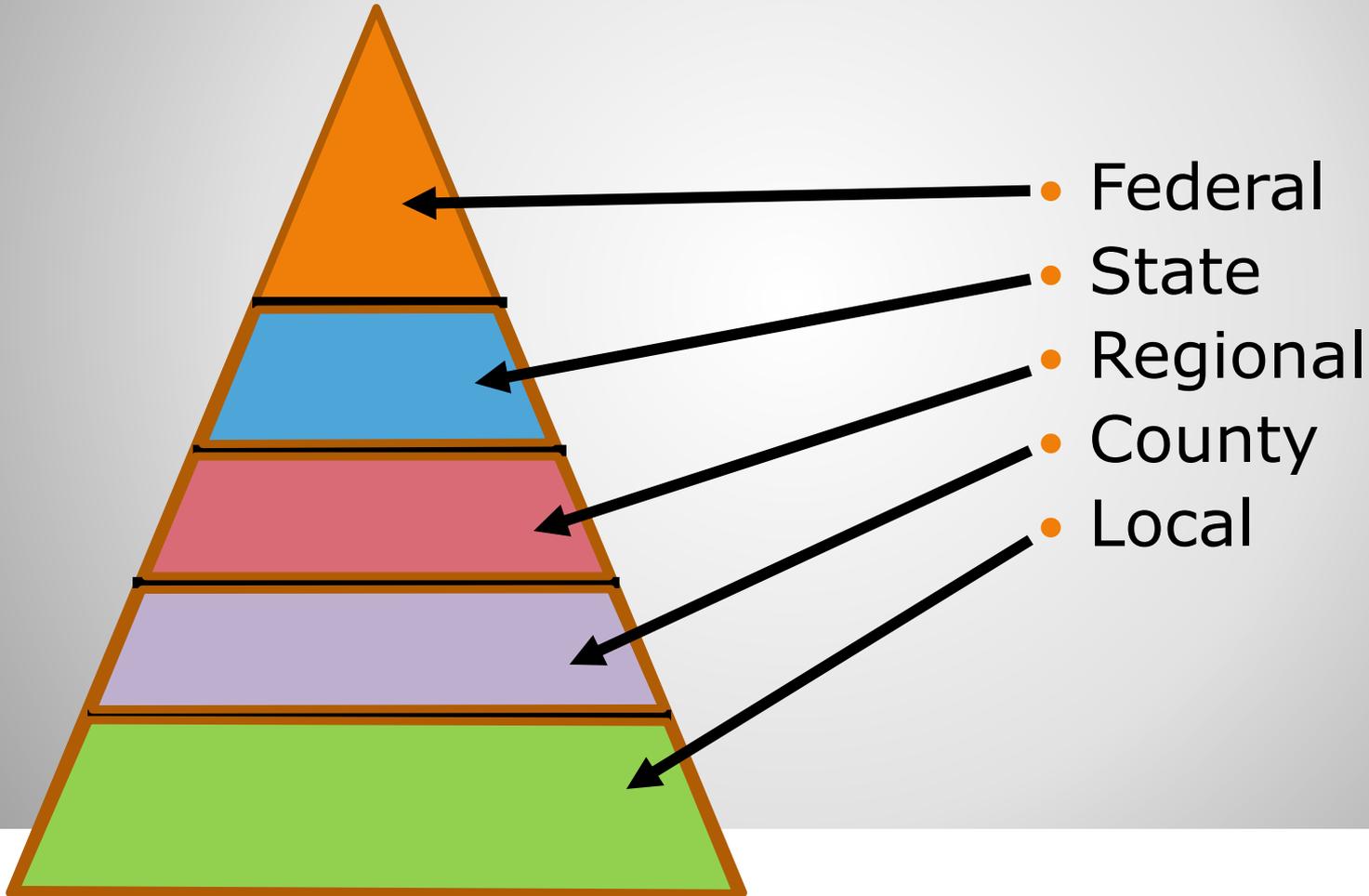
What is the function of the EOC?

- Identify key global issues
 - The “big picture” and how these one or more incidents are affecting everything else in the area
- Identify essential resources that are/may be needed
- Filling any unmet needs of the IC/ICP
 - Resource requests
 - High-level authorizations (i.e., permission to do X)

What if the incident is larger than just one ICP?

- Examples – Countywide flooding event, large winter storm, hurricane, etc.
- EOCs work together

Levels of an Emergency



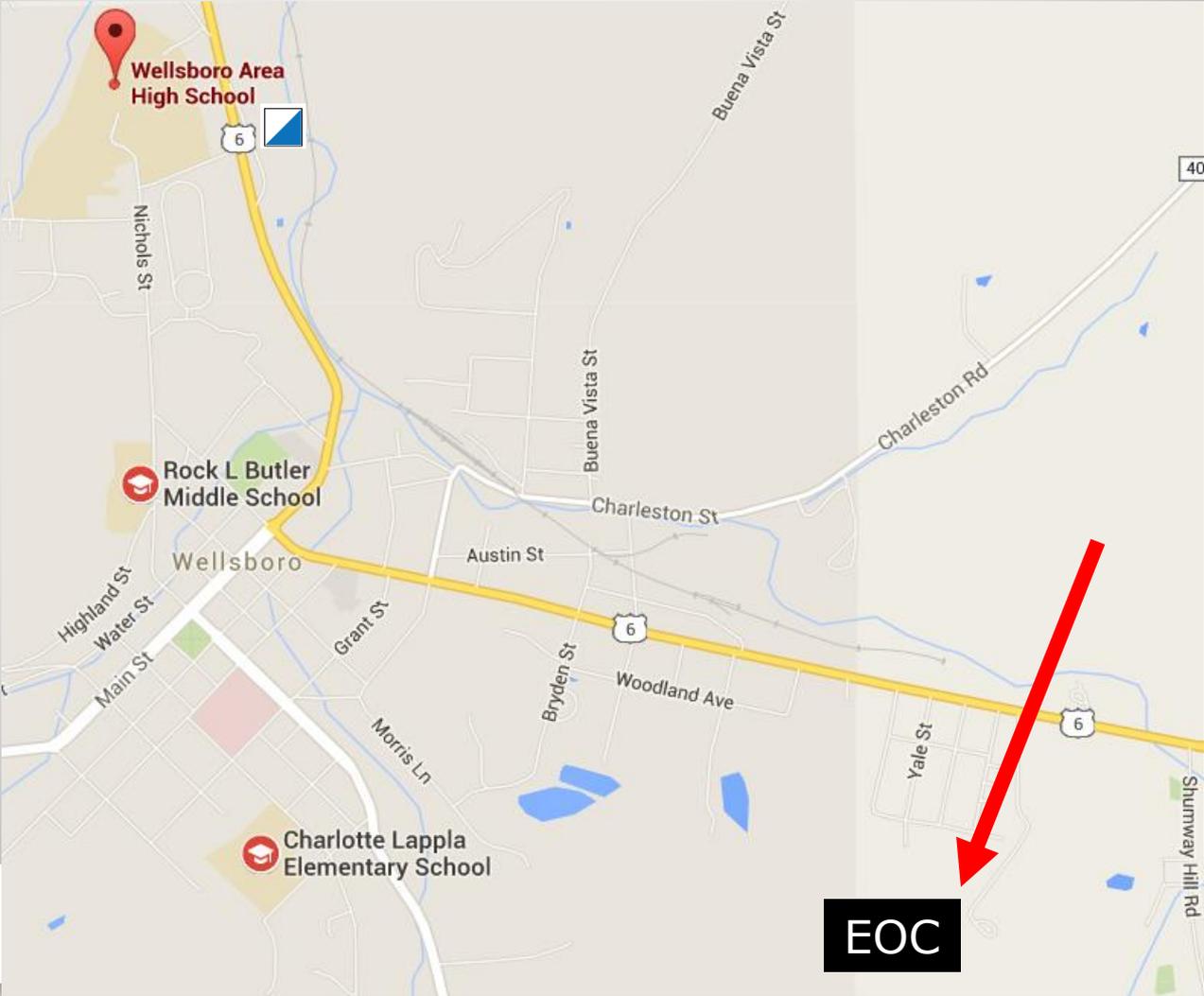
What if the incident is larger than just one ICP?

- Formal process for requesting resources
 - State Resource Request form
 - ALL RESOURCE REQUESTS MUST GO THROUGH EMCs

Choosing an EOC Location

- Off site from the actual incident
 - NEVER in a hot zone

EOC Location



Choosing an EOC Location

- Things to consider when selecting a location:
 - Communications capabilities (radio, cell service, internet)
 - Physical needs (tables, chairs, doors, etc.)
 - Privacy and security – EOC should be in a secure location that is private from other ongoing business activities
 - RESILIENT – Out of the floodplain, backup power, physically hardened structure
 - Logistical concerns (adequate parking, ample bathrooms)
 - Also consider sleeping arrangements when identifying structures which could function as an EOC

Additional EOC Considerations

- Media – Need a place to put the press
 - Electrical connections
 - Access to parking for their satellite trucks
 - DO NOT IGNORE THE PRESS
 - They have a job to do and, if not “fed” information, they will make stuff up
 - At no point should press have access to the actual EOC room
 - EOC staff are working serious situations
 - Hot mics can accidentally pick things up

Additional EOC Considerations

- Elected Officials – Need a private, secure space near the EOC for elected officials to meet and discuss decisions
 - Elected Officials make up the “Senior Policy Group” along with any pertinent agency heads who are not already staffing the EOC
 - This SPG should be in a room nearby the EOC for quick access, but still separate

Positions in the EOC

Positions in the EOC Command Staff

- EOC Manager (Optional)
 - Runs the room ONLY
 - Does not make incident decisions
 - Makes announcements
 - Facilitates regular briefings of EOC staff
 - Assigns people roles within the EOC

Positions in the EOC Command Staff

- Incident Manager
 - NOT in command of the on-scene incident (that's the Incident Commander)
 - Is in charge of making decisions on behalf of the incident
 - Works between EOC staff and the SPG to ensure that all issues are properly solved
 - Responsible for providing direction to EOC Sections and establishing priorities for the EOC

Positions in the EOC Command Staff

- Public Information Officer (PIO)
 - The press liaison (helps “wrangle” the press)
 - Establishes regular press briefing timelines
 - Someone who has good press contacts
 - Identifies what information the press would like to know
 - Works with EOC Command Staff to get consistent messaging back to the press
 - PIO Training is available through FEMA

Positions in the EOC Command Staff

- Liaison Officer (LNO)
 - Answers the EOC Phone
 - Answers the EOC email
 - Gatekeeper of information to the other EOCs
 - Maintains lists of all contact phone numbers
- Safety Officer (ISO)
 - Makes sure everyone (in the EOC) is being safe
 - Inspects food, looks for trip/slip/fall hazards
 - Flags mental health/stress issues
 - Provides corrective actions for any unsafe acts

Positions in the EOC

General Staff

- Operations Section (“Ops”)
 - Led by Operations Section Chief
 - Purpose: To assist on-scene ICP with any unmet OPERATIONAL needs
 - Example – The ICP is asking which roads should be shut down before others
 - Responsibilities:
 - Communicate with ICP and on-scene responders regularly to identify unmet needs

Positions in the EOC General Staff

- Logistics Section
 - Led by Logistics Section Chief
 - Purpose: To acquire and deliver resources for the incident
 - Example – ICP requests a shower truck for on-scene personnel to take showers
 - Responsibilities:
 - Maintain a master list of resources (“Resource Manual”)
 - Receive and manage all resource requests for the incident

Positions in the EOC General Staff

- Logistics Section
 - Responsibilities (continued):
 - Cross-reference the Resource Manual and identify the most appropriate resources which are available
 - Track resources at every step from when they are requested to when they respond to when they arrive on scene, until they are back home safely

Positions in the EOC General Staff

- Planning Section
 - Led by Planning Section Chief
 - Purpose:
 - 1) Situational Awareness
 - Current situation
 - What are the EOC's current priorities for the incident?
 - Life Safety
 - Incident Stabilization
 - Resumption of Government
 - Resumption of Economy
 - Future situation
 - What is *going* to happen that should worry us?

Positions in the EOC General Staff

- Planning Section
 - Purpose (continued):
 - 2) Documentation
 - If it isn't documented, it didn't happen and is hard to defend in court
 - Responsibilities:
 - Keep EOC staff and Incident Manager apprised of all important developments in the incident
 - Prepare the Situation Report (SitRep)
 - Maintain all documentation from the entire EOC
 - Positions:
 - Mapper (if possible)
 - Weather Spotter
 - Documentation Unit

Positions in the EOC

General Staff

- Finance and Administration
 - Led by Finance Section Chief
 - Purpose: To track ALL costs and make spending recommendations
 - Responsibilities:
 - Track all costs for potential reimbursement
 - If it isn't document, it didn't happen and you won't get reimbursed for it
 - Maintain list of all accounts and monies available
 - Provide recommendations to Incident Manager and SPG regarding the most appropriate funding options

Positions in the EOC General Staff

- Law Enforcement (Optional, but included in County EOC)
 - Led by Law Enforcement Section Chief
 - Purpose: To make pertinent investigative and intelligence decisions regarding criminal components of incidents
 - Responsibilities:
 - Utilize criminal databases and other resources to identify suspects
 - Coordinate evidence collection
 - Establish early onset of prosecution

Positions in the EOC General Staff

- Law Enforcement (continued)
 - Positions:
 - Intelligence Unit
 - Investigation Unit
 - Key Stakeholders:
 - Local, County, State, and Federal law enforcement

Positions in the EOC Support Staff

- Scribe
 - Attends all briefings
 - Writes EVERYTHING DOWN
 - Sends all notes to the Planning Section
- Security
- Maintenance

Operations of the EOC

- Activation of the EOC
 - Level 4 – Day-to-Day (“Ready State”)
 - Level 3 – Minimal Activation
 - Emergency Management Coordinator (EMC) and minor support staff
 - Level 2 – Limited Activation
 - One section and some Command Staff activated
 - Level 1 – Full Activation
 - All sections are activated
 - MUST NOTIFY COUNTY EOC IF YOU ACTIVATE
 - Otherwise we don’t know you’re there...

Operations of the EOC

- Staffing
 - All EOCs must have a comprehensive staffing plan
 - Should create a template ahead of time to plan staffing changes
 - Do not want to burn out staff if the incident is going on through multiple operational periods
 - 8hr or 12hr shifts are recommended
 - Do not want “A Team” all on one shift and 2nd string on another
 - **BAD THINGS STILL HAPPEN DURING NIGHTTIME HOURS**
 - Need good decision makers available during these times

Operations of the EOC

- Alerting EOC Staff
 - Should have a call-down list or email list
 - Swift911 could also be used for alerting EOC staff

Operations of the EOC

- Information Flow
 - ALL information should always pass through your Section Chief
 - Word of Mouth
 - Forms
 - "Information Only" forms
 - "Resource Request" forms
 - "Action Requested" forms

Operations of the EOC

- Status Updates
 - Knowledge Center (KC)
 - Internet-based situational awareness software platform that is visible throughout the entire commonwealth and allows for information sharing and resource requests

Operations of the EOC

- Status Updates
 - Situation Reports (SitReps)
 - EVERY EOC should write regular SitReps (ever 4 hours usually)
 - Identifies:
 - 1) Current Situation
 - Leading Data Indicators in the incident
 - # of homes destroyed
 - # of people being sheltered
 - # of arrests made
 - Etc.
 - 2) Projected Future Situation (in the next operational period)

Operations of the EOC

- Status Updates
 - Situation Reports (SitReps) (continued)
 - 3) Unmet Needs
 - NOT for the media or for public release
 - Should be shared between EOCs
 - COUNTY EOC SHOULD ALWAYS GET A COPY OF SITREPS
 - We will also share our SitReps with local EOCs

What's next?

- What is your next step as a LEMC?
 - 1) Identify potential locations for an EOC
 - 2) Speak with your elected officials and identify one site in particular which you can designate as your municipality's EOC
 - Reminder – You can share locations (with written agreements) or select to use the County's EOC (also with written agreement)

What's next?

- What is your next step as a LEMC?
 - 3) Identify potential EOC staff
 - Who are the key stakeholders from your municipality who would be involved during a disaster but not physically be on scene?
 - 4) Develop EOC Procedures
 - 5) Test your procedures and hold regular exercises with EOC staff

Questions?

Contact Information

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