

**ANNEX N**

**DIRECTION  
&  
CONTROL**

**Burnet County**  
**(Jurisdiction)**

## APPROVAL & IMPLEMENTATION

### Annex N

### Direction & Control

This annex is hereby approved. This annex is effective immediately and supercedes all previous editions.

*James Oakley*

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County Judge

*06/01/2022*

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Date

*Jimmy L. Barho*

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Emergency Management Coordinator

*06/01/2022*

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Date



## ANNEX N

### DIRECTION AND CONTROL

#### I. AUTHORITY

Refer to Section I of the Basic Plan for general authorities.

#### II. PURPOSE

The purpose of this annex is to define the organization, operational concepts, responsibilities and procedures necessary to accomplish direction and control for this jurisdiction. This annex describes the concept of operations, organization for direction and control of such operations, and assigns responsibilities for tasks necessary to perform the direction and control function.

#### III. EXPLANATION OF TERMS

DEM	Division of Emergency Management
DDC	Disaster District Committee
DPS	Department of Public Safety
EOC	Emergency Operations or Operating Center
EMC	Emergency Management Coordinator
FEMA	Federal Emergency Management Agency
GDEM	Governor's Division of Emergency Management
OSHA	Occupational Safety and Health Administration
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
NIMS	National Incident Management System
NRP	National Response Plan
SOG	Standard Operating Guidelines
TDH	Texas Department of Health
TLETS	Texas Law Enforcement Telecommunications System

#### IV. SITUATION & ASSUMPTIONS

##### A. Situation

1. Burnet County is vulnerable to many hazards which threaten public health and safety and public or private property. See the general situation statement and hazard summary in Section IV.A of the Basic Plan.

2. The county's direction and control organization must activate quickly at any time day or night, operate around the clock, and deal effectively with emergency situations that may range from single response discipline and could grow to multiple disciplines requiring cross and/or multi-jurisdictional coordination. These emergency situations include:
  - a. Incident. An incident is a situation that limited in scope and potential effects. Characteristics of an incident include:
    1. Involves a limited area and/or limited population.
    2. The typical limit of evacuation or in-place sheltering is the immediate area of the incident.
    3. Warning and public instructions are provided in the immediate area of the incident, not community-wide.
    4. Typically resolved by one or two local response agencies or departments acting under an incident commander.
    5. Requests for resource support are handled through agency and/or departmental channels.
    6. May require limited external assistance from other local response agencies or contractors.
    7. For the purpose of the NRP, incidents include the full range of occurrences that require an emergency response to protect life or property.
  - b. Emergency. An emergency is a situation larger in scope and more severe in terms of actual or potential effects than an incident. Characteristics include:
    1. Involves a large area, significant population, or important facilities.
    2. May require implementation of large-scale evacuation or in-place sheltering and implementation of temporary shelter and mass care operations.
    3. May require community-wide warning and public instructions.
    4. Requires a sizable multi-agency response operating under an Incident Commander. The EOC may be activated.
    5. May require some external assistance from other local response agencies, contractors, and limited assistance from state or federal agencies.
    6. For the purposes of the NRP, an emergency (as defined by the Stafford Act) is "any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property, public health and safety or to lessen or avert the threat of catastrophe in any part of the United States.
  - c. Disaster. A disaster involves the occurrence or threat of significant casualties and/or widespread property damage beyond the capability of the local government to handle with its organic resources. Characteristics include:
    1. Involves a large area, a sizable population, and/or important facilities.
    2. May require implementation of large-scale evacuation or in-place sheltering and implementation of temporary shelter and mass care operations.

3. Requires community-wide warning and public instructions.
  4. Requires a response by most, if not all, local response agencies. The county may activate the EOC and one or more incident command posts (ICP).
  5. Requires significant external assistance from other local response agencies, contractors, and extensive state or federal assistance.
  6. For the purposes of the NRP, a major disaster (as defined by the Stafford Act) is any catastrophe, regardless of the cause, which in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster federal assistance.
- d. Catastrophic Incident. For the purposes of the NRP, this term is used to describe any natural or manmade occurrence that results in extraordinary levels of mass casualties, property damage or disruptions that severely affect the population. An occurrence of this magnitude would result in sustained national impacts over prolonged periods of time and would overwhelm local and state capabilities.

## **B. Assumptions**

1. Many emergencies occur with little or no warning. If warning is available, alerting the public, recommending suitable protective actions, taking preventative measures, and increasing the readiness of and deploying emergency response forces may lessen the impact of some emergencies.
2. The county will use its own resources to respond to emergencies and, if needed, request assistance from other jurisdictions or from the State. Since it takes time to summon assistance, the initial emergency response will be carried out independently.
3. Local officials will direct emergency operations. In some instances, state or federal law may require that state or federal officials assume control. For example, in a terrorism incident, federal regulations state the FBI will be in charge of the investigation.
4. Effective direction and control requires suitable facilities, equipment, procedures, and trained personnel. The county will activate and staff direction and control function facilities on a graduated basis as needed to respond to the needs of specific situations.
5. Our county has adopted the National Incident Management System (NIMS) and we have implemented all of the NIMS procedures and protocols which will allow us to effectively work with our mutual aid partners and state and federal agencies during any type of incident response.

<b>V. CONCEPT OF OPERATIONS</b>
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## **A. General**

1. Direction and control for emergency operations is pursuant to the NIMS which employs two levels of incident management structures.
  - a. The Incident Command System (ICS) includes the core set of concepts, principles and terminology applicable to single or multiple incidents regardless of their scope.
  - b. Multi-agency Coordination Systems integrate a combination of facilities, equipment, personnel, procedures and communications into a common framework, which allows for the coordination and support of incident management.
2. An Incident Commander (IC) using response resources from one or two departments or agencies will normally handle emergencies classified as incidents. The EOC will usually not be activated.
3. During major emergencies, disasters, or catastrophic incidents, a Multiagency Coordination System may be advisable. Central to this System is the Emergency Operations Center (EOC), which is the nucleus of all coordination of information and resources. The Incident Commander will manage and direct the on-scene response from the ICP. The EOC will mobilize and deploy resources for use by the Incident Commander, coordinate external resource and technical support, research problems, provide information to senior managers, disseminate emergency public information, and perform other tasks to support on-scene operations.
4. For some types of emergencies, the EOC may be activated without an incident command operation. Such situations may include:
  - a. When a threat of hazardous conditions exists, but those conditions have not yet affected the local area, the EOC may accomplish initial response actions, such as mobilizing personnel and equipment and issuing precautionary warning to the public. When the hazard impacts, an ICP may be activated and direction and control of the response will transition to the Incident Commander.
  - b. When the emergency does not have a specific impact site, but rather affects a wide portion of the local area, such as an ice storm.
5. For operational flexibility, both ICS and EOC operations will be tailored to meet the anticipated needs of the situation. The intent of the structure of ICS is to provide a capability to expand and contract with the magnitude of the emergency and the resources committed to it.

## **B. Incident Command Operations**

1. The first local emergency responder to arrive at the scene of an emergency will serve as the Incident Commander until relieved by a more senior or more qualified individual. The Incident Commander will establish an ICP, provide an assessment of the situation to local officials, identify response resources required, and direct the on-scene response.

2. The Incident Commander is responsible for carrying out the ICS function of command – making operational decisions to manage the incident. For small-scale incidents, the Incident Commander and one or two individuals may perform all of the ICS functions. For serious emergencies, individuals from various local departments, agencies, or external response organizations will be assigned to separate ICS staff sections charged with those functions. For serious emergency situations a transition to Unified Command may be made.
3. If the EOC is activated, the Incident Commander shall provide periodic situation updates to the EOC.
4. In emergencies where other jurisdictions, state, or federal agencies provide significant response resources or technical assistance, the ICS structure will transition to a Unified Command structure. This arrangement helps to ensure the involvement of all participating agencies in developing objectives and strategies to deal with the emergency.

### **C. EOC Operations**

1. The EOC may be activated to monitor a potential emergency or to respond to or recover from an emergency. The EOC will be activated at a level designed to carry out the necessary tasks to address the situation. The level of activation may range from a situation monitoring operation with minimal staff to a limited activation involving selected departmental representatives to a full activation involving all departments, agencies, volunteer organizations, and liaison personnel.
2. The principal functions of the EOC are to:
  - a. Monitor potential threats.
  - b. Support on-scene response operations.
  - c. Receive, compile, and display data on the emergency, resource status and commitments as a basis for planning.
3. Analyze problems and formulate options for solving them.
4. Coordinate among local agencies and between the county and state and federal agencies, if required.
5. Develop and disseminate warnings and emergency public information.
6. Prepare and disseminate periodic reports.
7. Coordinate damage assessments activities and assess the health, public safety, local facilities, and the local economy.



8. Request external assistance from other jurisdictions, volunteer organizations, businesses, or from the State.

#### **D. ICS - EOC INTERFACE**

1. When both an ICP and the EOC are activated, a division of responsibilities between the ICP and the EOC will be established. See the outline below for a general division of responsibilities.
2. The Incident Commander is responsible for field operations, including:
  - a. Isolating the scene.
  - b. Directing and controlling the on-scene response to the emergency and managing the emergency resources.
  - c. Warning and providing emergency instructions to the population in the area of the incident
  - d. Determining and implementing protective measures (evacuation or in-place sheltering) for the population in the immediate area of the incident and for emergency responders at the scene.
  - e. Implementing traffic control arrangements in and around the incident scene.
  - f. Requesting additional resources from the EOC.
  - g. Keeping the EOC informed of the current situation at the incident site.
3. The EOC is generally responsible for:
  - a. Mobilizing and deploying resources requested by the IC.
  - b. Issuing community-wide warning.
  - c. Issuing instructions and providing information to the public.
  - d. Organizing and implementing large-scale evacuation and coordinating traffic control for such operations.
  - e. Organizing and implementing shelter and mass care arrangements for evacuees.
  - f. Alerting authorized personnel to request assistance from the State and other external sources.
4. Transition of Responsibilities

Provisions must be made for an orderly transition of responsibilities between the ICP and the EOC.

- a. From EOC to the ICP. In some situations the EOC may be operating to monitor a potential hazard and manage certain preparedness activities prior to establishment of an ICP. When an ICP is activated under these circumstances, it is essential that the IC receive a detailed initial situation update from the EOC and be advised of any operational activities that are already in progress, resources available, and resources already committed.
- b. From the ICP to the EOC. When an incident command operation is concluded and the EOC continues to operate to manage residual response and recovery activities, it is essential that the IC brief the EOC on any on-going tasks or operational issues that require follow-on action by the EOC staff.

#### 5. Extended EOC Operations

While an incident command operation is normally deactivated when the response to an emergency situation is complete, it may be necessary to continue activation of EOC into the initial part of the recovery phase of an emergency. In the recovery phase, the EOC may be staffed to compile damage assessments, assess long term needs, manage donations, monitor the restoration of utilities, oversee access control to damaged areas, and other tasks.

6. In some large-scale emergencies or disasters, emergency operations with different objectives may be conducted at geographically separated scenes, in which case it may be necessary to employ a Unified Area Command. In such situations, more than one incident command post may be established. In this situation occurs, it is particularly important that the allocation of resources to specific field operations be coordinated through the EOC.

### **E. Activities by Phases of Management**

#### 1. Mitigation

- a. Establish, equip, and maintain an EOC and an alternate facility.
- b. Identify required EOC staffing; see Tab B to Appendix 1 for more information.
- c. Prepare and maintain maps, displays, databases, reference materials, and other information needed to support ICP and EOC operations.
- d. Identify and stock supplies needed for ICP and EOC operations.
- e. Develop and maintain procedures for activating, operating, and deactivating the EOC. See Appendix 1 and its tabs for more information.

#### 2. Preparedness

- a. Identify department/agency/volunteer group representatives who will serve on the EOC staff and those qualified to serve in various ICP positions.
  - b. Pursuant to NIMS protocol, conduct NIMS training for department/agency/volunteer group representatives who will staff the EOC and ICP.
  - c. Maintain maps, displays, databases, reference materials, and other information needed to support ICP and EOC operations
  - d. Test and maintain EOC equipment to ensure operational readiness.
  - e. Exercise the EOC at least once a year.
3. Response
- a. Activate an ICP and the EOC if necessary.
  - b. Conduct response operations.
  - c. Deactivate ICP and EOC when the situation warrants deactivation.
4. Recovery
- a. If necessary, continue EOC activation to support recovery operations.
  - b. Deactivate EOC when situation permits.
  - c. Restock ICP and EOC supplies if necessary.
  - d. For major emergencies and disasters, conduct a review of emergency operations as a basis for updating plans, procedures, and training requirements.

<b>VI. ORGANIZATION &amp; ASSIGNMENT OF RESPONSIBILITIES</b>
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**A. Organization**

- 1. Burnet County's normal emergency organization, described in Section VI.A of the Basic Plan, will carry out the direction and control function during emergencies.
- 2. The organization of incident command operations will follow standard ICS organizational principles. The IC will determine specific organizational elements activated for an emergency based on the tasks to perform and the resources available.

3. Tab A to Appendix 1 describes the organization of the EOC. The County Judge or the EMC will determine EOC staffing requirements based on the needs of the situation.

## **B. Assignment of Responsibilities**

All personnel assigned responsibilities in this plan are trained on NIMS concepts, procedures and protocols.

1. The County Judge will:
  - a. Establish general policy guidance for emergency operations.
  - b. Direct the partial or full activation of the EOC.
  - c. When appropriate terminate EOC operations.
2. The EMC will:
  - a. Develop and maintain the EOC Staff Roster and EOC operating procedures.
  - b. Activate the EOC when requested or when the situation warrants.
  - c. Serve as the EOC Supervisor.
  - d. Advise the County Judge on emergency management activities.
  - e. Coordinate resource and information support for emergency operations.
  - f. Coordinate emergency planning and impact assessment.
  - g. Coordinate analysis of emergency response and recovery problems and development of appropriate courses of action.
3. The Incident Commander will:
  - a. Establish an ICP, direct, and control emergency operations at the scene.
  - b. Determine the need for and implement public warning and protective actions at and near the incident site.
  - c. Provide periodic situation updates to the EOC, if we activate that facility.
  - d. Identify resource requirements to the EOC, if we activate that facility.
4. Groups assigned responsibilities for ICP or EOC operations will:

- a. Identify and train personnel to carry out required emergency functions at the ICP and the EOC.
- b. Provide personnel to staff the ICP and the EOC when those facilities are activated.
- c. Ensure that personnel participating in ICP and EOC operations receive the equipment, resource data, reference materials, and other work aids needed to accomplish their emergency functions.

## **VII. DIRECTION & CONTROL**

### **A. General.**

The County Judge will provide general guidance for the direction and control function, pursuant to NIMS protocols.

### **B. Incident Command Operations.**

The first responder on the scene will take charge and serve as the Incident Commander until relieved by a more senior or qualified individual. An ICP will be established at the incident scene. The Incident Commander will direct and control response assets from the command post. Attachment 7 to our Basic Plan provide a detailed description of our incident management system, the NIMS.

### **C. EOC Operations**

1. The County Judge may request activation of the EOC. A decision to activate the EOC typically results from staff recommendations.
2. The EMC may activate the EOC, determine the level of EOC staffing required based on the situation and notify appropriate personnel to report to the EOC.
3. Any department or agency head dealing with a significant health or safety issue that requires inter-agency coordination may request that the County Judge or EMC activate the EOC to provide a suitable facility to work the issue.
4. The EMC will serve as the EOC Supervisor.

## **VIII. READINESS LEVELS**

### **A. Level 4--Normal Conditions**

See the mitigation and preparedness activities in sections V.E.1 and V.E.2.

### **B. Level 3--Increased Readiness**

1. Check the status of the EOC equipment and repair or replace as needed.
2. Check the status of EOC supplies and restock as needed.

3. Update the EOC resource data.
4. Alert the staff, determine personnel availability, and update the EOC call lists.
5. Consider limited activation of the EOC to monitor the situation.
6. Consider situation briefings for senior staff.

**C. Level 2-- High Readiness**

1. Update the EOC staffing requirements based on threat.
2. Determine the specific EOC staff assignments and alert staff.
3. Monitor the potential emergency and determine the possible impact areas.
4. Update maps, charts, displays and resource data.
5. Consider situation briefings for the EOC staff.
6. Consider a partial activation of the EOC.
7. Check the status of the Alternate EOC.

**D. Level 1-- Maximum Readiness**

1. Recall the EOC staff and activate the EOC.
2. Monitor the situation.
3. Update maps, charts, displays, and resource lists.
4. Arrange for food service if needed.
5. Determine the possible hazard impact areas and potential hazard effects.
6. Conduct briefings for senior and EOC staff.
7. Formulate and implement precautionary measures to protect the public.
8. Coordinate with the adjacent jurisdictions that the emergency may affect.

<b>IX. ADMINISTRATION &amp; SUPPORT</b>
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**A. Facilities & Equipment**

## 1. EOC

- a. The County EOC is located at the Office of Emergency Management, 607 North Vandever Street, Suite 13, Burnet. Burnet County maintains the facility.
- b. The EOC has the following communication equipment necessary for conducting emergency operations: VHF base radio, 800 MHz, 900 MHz, HAM, Landline Telephone, Cell Phone, FAX.
- c. See Annex B, Communications, for communications connectivity.
- d. The EOC does NOT have an emergency generator or unlimited supply of fuel.
- e. The EOC has emergency water supplies for 10 days of operation.
- f. The County will provide food for the EOC staff.

## 2. Alternate EOC

- a. If the primary EOC becomes unusable, we will use the alternate EOC, located at the Burnet County Sheriff's Office, to manage emergency operations.
- b. Communications available at this facility include: Communication equipment necessary for conducting emergency operations: VHF base radio, 800 MHz, 900 MHz, HAM, Landline Telephone, Cell Phone, FAX.
- c. Facility limitations at the Alternate EOC include: NONE
- d. The Burnet County Sheriff's Office has a diesel fuel emergency generator and (1) day supply of fuel.

## **B. Records**

1. Activity Logs. The ICP and the EOC shall maintain accurate logs recording key response activities, including:
  - a. Activation or deactivation of emergency facilities.
  - b. Emergency notifications to other local governments and to state and federal agencies.
  - c. Significant changes in the emergency.
  - d. Major commitments of resources or requests for additional resources from external sources.
  - e. Issuance of protective action recommendations to the public.
  - f. Evacuations.
  - g. Casualties.
  - h. Containment or termination of the incident.

The EOC will utilize the Emergency Operations Center Log (Tab F to Appendix 1) to record EOC activities. The ICP shall use the Unit Log (ICS form 214) or an equivalent.

### **2. Communications & Message Logs**

Communications facilities shall maintain a communications log. The EOC shall maintain a record of messages sent and received using the EOC Message Log (Tab G to Appendix 1).

### **3. Cost Information**

- a. Incident Costs. All department and agencies shall maintain records summarizing the use of personnel, equipment, and supplies during the response to day-to-day incidents. Use these records to estimate annual emergency response costs for use in preparing future department or agency budgets.
4. Emergency or Disaster Costs. For major emergencies or disasters, all departments and agencies participating in the emergency response shall maintain detailed of costs for emergency operations to include:
    - a. Personnel costs, especially overtime costs
    - b. Equipment operation costs



- c. Costs for leased or rented equipment
- d. Costs for contract services to support emergency operations
- e. Costs of specialized supplies expended for emergency operations

These records will be used to recover costs from the responsible party or insurers or as a basis for requesting reimbursement for allowable response and recovery costs from the state and/or federal government.

## **C. Reports**

### **1. Initial Emergency Report**

For major emergencies and disasters that may require state assistance, prepare and disseminate an Initial Emergency Report. The purpose of this report is to provide basic information about an emergency. See Appendix 2 for the report format.

### **2. Situation Report**

For major emergencies and disasters where emergency response operations continue over an extended period, prepare and disseminate a Situation Report daily. The purpose of this report is to keep the Disaster District, other jurisdictions providing resource support for emergency operations, and jurisdictions possibly affected by the emergency informed about the status of operations. See Appendix 3 for the report format.

## **D. Agreements & Contracts**

If the magnitude of an emergency exceeds local resources, assistance will be requested from other neighboring jurisdictions, other agencies, and industry in accordance with existing inter-jurisdictional agreements and contracts.

## **E. EOC Security**

1. Access to the EOC will be limited during activation. All staff members will sign in upon arrival.
2. The EOC Administrative staff will issue a Visitor badge to visitors with a valid need to enter the EOC. Visitors will surrender the badge upon departure.

**F. Media**

Media relations will be conducted pursuant to the NIMS. See annex I, Public Information.

**X. ANNEX DEVELOPMENT & MAINTENANCE**

**A. Development**

1. The EMC is responsible for the development and maintenance of this annex.
2. The EMC is responsible for the development and maintenance of EOC Standard Operating Guidelines.

**B. Maintenance.**

Section X of the Basic Plan outlines the required annual review and updates to this annex.

**XI. REFERENCES**

**A.** DEM, *Local Emergency Management Planning Guide* (DEM-10)

**B.** FEMA, *Guide for All-Hazard Emergency Operations Planning* (SLG-101).

**APPENDICES**

Appendix 1..... Emergency Operations Center

Tab A	EOC Organization
Tab B	EOC Staff Roster
Tab C	EOC Activation/Deactivation
Tab D	EOC Floor Plan
Tab E	EOC Operations
Tab F	EOC Log
Tab G	EOC Message Log
Tab H	EOC Message Form
Tab I	EOC Info/Action Record

Appendix 2..... Initial Emergency Report

Appendix 3..... Situation Report

## **EMERGENCY OPERATIONS CENTER**

### **A. Organization & Staffing**

1. Tab A to this appendix describes the general organization of the EOC during a full activation for emergency operations. For a partial activation of the EOC, only those staff members needed to deal with a particular emergency situation will report to the EOC.
2. Tab B to this appendix provides a sample EOC Staff Roster. The EMC will maintain and distribute a current EOC Staff Roster, including the names of EOC team members and contact information (office, home telephone, and pager numbers).

### **B. Facilities**

1. Tab C provides procedures for activating and deactivating the EOC and the Alternate EOC.
2. Tab D provides the floor plan for the EOC and the Alternate EOC.

### **C. EOC Operations**

Tab E provides general operating guidelines for the EOC.

### **D. EOC Log**

The Basic Plan requires that the EOC maintain accurate logs recording response activities, Including:

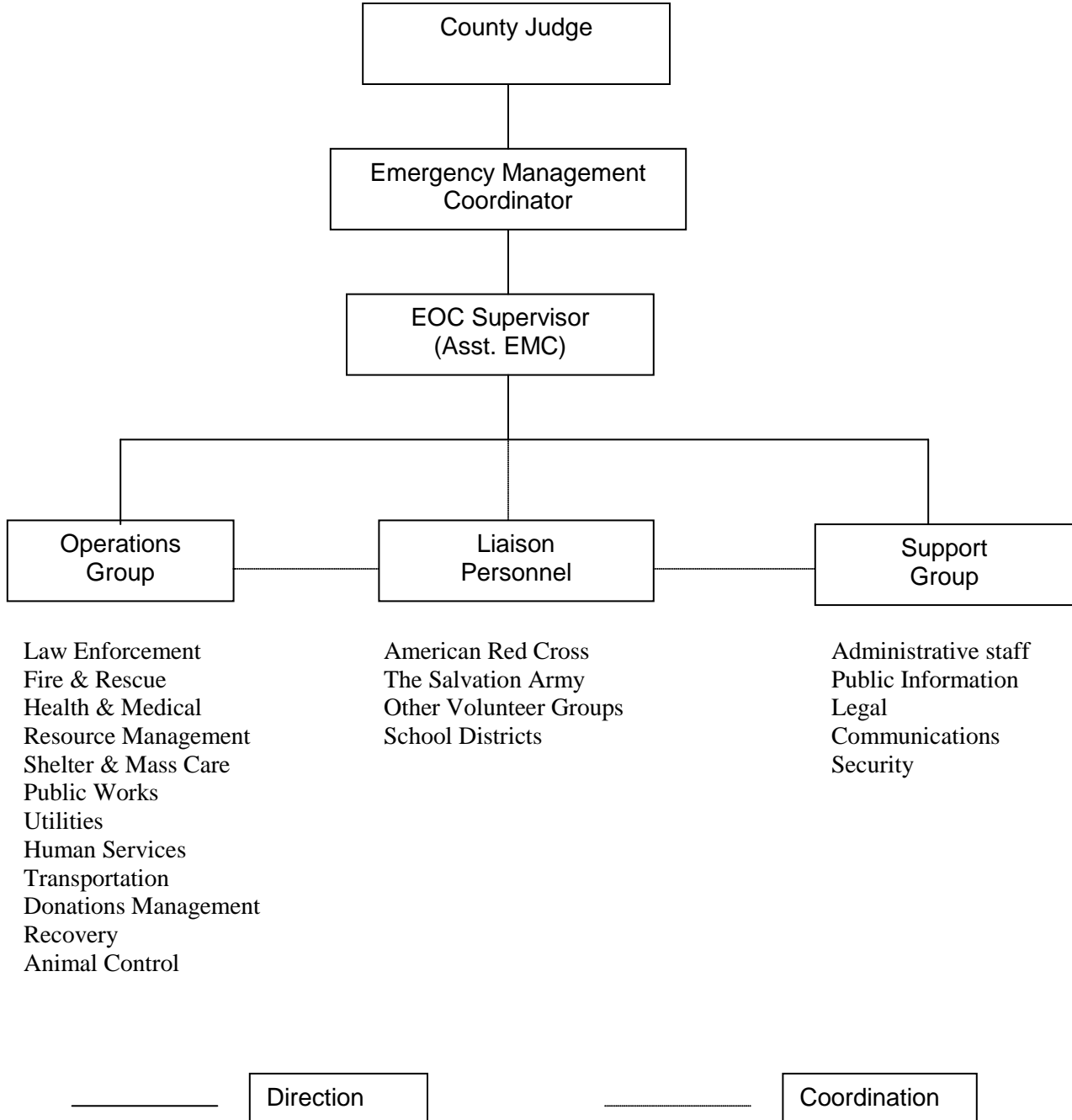
1. Activation and deactivation of the EOC.
2. Emergency notifications to other local governments and to state and federal agencies.
3. Significant changes in the emergency.
4. Major commitments of resources or requests for additional resources from external sources.
5. Issuance of protective action recommendations to the public.
6. Evacuations.
7. Casualties.
8. Containment or termination of an incident.

Use the EOC Log, provided in Tab F, to record this and other pertinent information.

### **E. Message Handling**

1. Record all messages sent by or received in the EOC in the EOC Message Log provided in Tab G.
2. Outgoing messages will be prepared on an EOC Message Form. The form allows the sender to specify how to send the message and record the time of dispatch and message number. Tab H provides a copy of the form. Attach typed messages to the form.
3. Record incoming verbal messages in an EOC Info/Action Record, provided in Tab I. For messages that require action, use the form to assign responsibility for the action to EOC staff members and to record the action taken.

### EMERGENCY OPERATIONS CENTER ORGANIZATION CHART



**EOC STAFF ROSTER**  
**Remove this from the plan and keep separate**

<i>Position</i>	<i>1<sup>st</sup> Shift Midnight to Noon</i>	<i>2<sup>nd</sup> Shift Noon to Midnight</i>
<b>EOC Command:</b>		
County Judge		
EMC		
Assistant EMC		
<b>Operations Group:</b>		
Law Enforcement		
Fire & Rescue		
Health & Medical		
Resource Management		
Shelter & Mass Care		
Public Works		
Utilities		
Human Services		
Transportation		
Donations Management		
Recovery		
Animal Control		
<b>Liaison Personnel:</b>		
American Red Cross		
The Salvation Army		
Other Volunteer Groups		
School Districts		
<b>Support Group:</b>		
Administrative Staff		
Public Information		
Legal		
Communications		
Security		



## Emergency Operations Center - Floor Plan

### C. Deactivation Checklist (Same here.)

✓	<b>Action</b>
<input type="checkbox"/>	The EMC shall collect the EOC Log, EOC Message Log, the master file of incoming and outgoing messages, the EOC Sign-in Roster, and other specified materials and retain those for reference.
<input type="checkbox"/>	Advise County switchboard and Dispatch Center when the EOC is deactivated.
<input type="checkbox"/>	Replenish working supplies and forms from storage closet.
<input type="checkbox"/>	Determine generator fuel status and arrange for refueling if necessary.
<input type="checkbox"/>	Clean up Conference Room if we used it as a workroom.
<input type="checkbox"/>	Arrange for cleaning of EOC and removal of trash, if necessary,
<input type="checkbox"/>	
<input type="checkbox"/>	

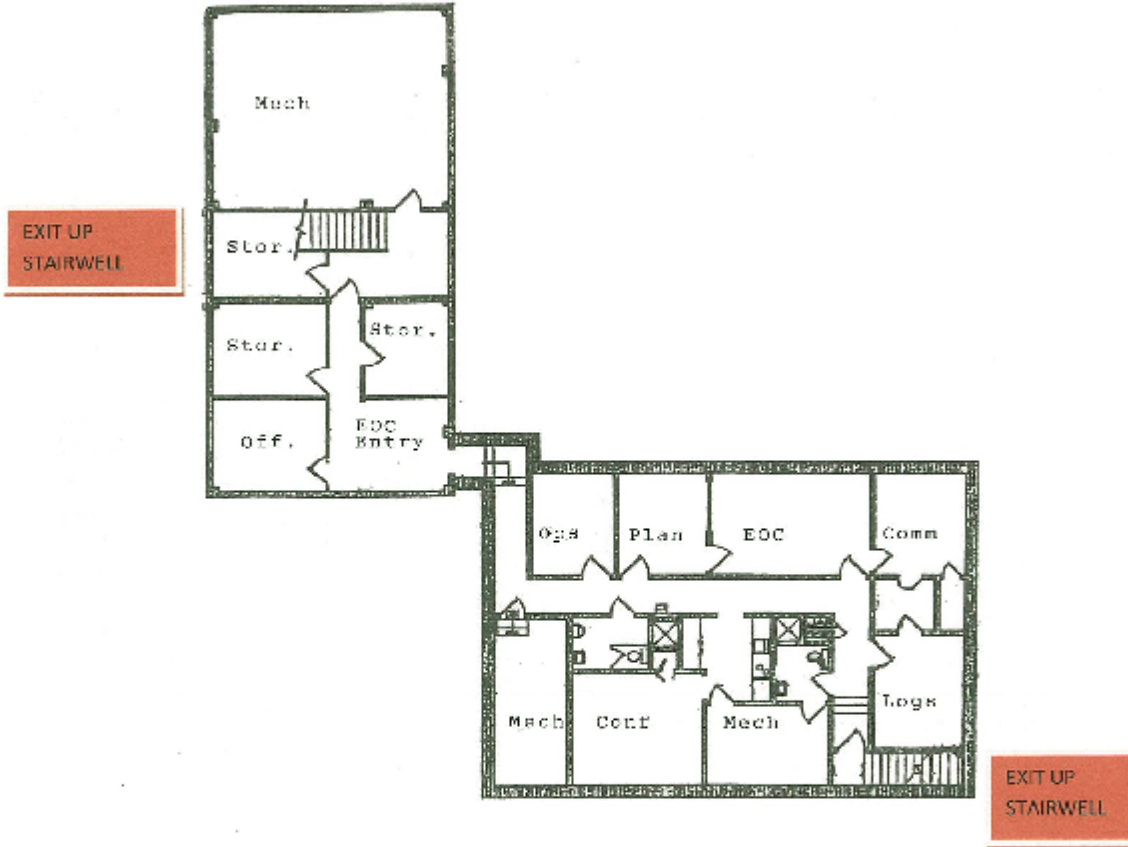


# Emergency Operations Center - Floor Plan

## Floor Plan for EOC

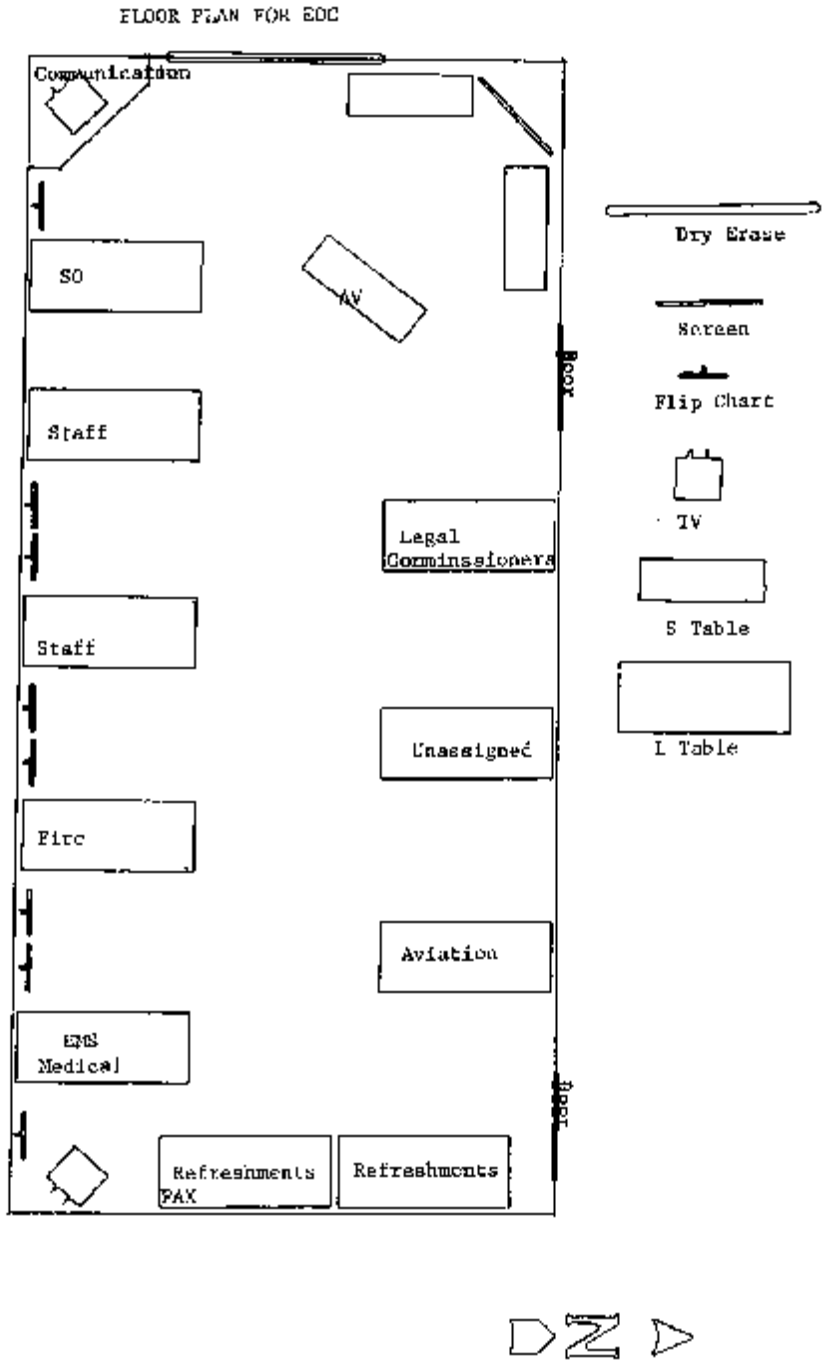
BURNET COUNTY COURTHOUSE BASEMENT EVACUATION MAP

IN THE EVENT OF AN EMERGENCY, PROCEED TO THE NEAREST SAFE EXIT



# Emergency Operations Center - Floor Plan

## Floor Plan for Alternate EOC



Revised 2/14/2007

## **EMERGENCY OPERATIONS - Sample**

### **A. EOC Staff Responsibilities**

1. The EOC Supervisor & Assistant
  - a. Monitor emergency operations and directs EOC operations.
  - b. Screen incoming messages, determines disposition and distribution.
  - c. Assign responsibility for responding to requests for resources or information or formulating options for solving problems to Staff Officers.
  - d. Review proposed options for solving problems and select and implement an appropriate course of action.
  - e. Approve outgoing messages and reports for release.
  - f. Make requests for external assistance or approve requests made by other members of the EOC staff.
  - g. Conduct periodic update briefings for the EOC staff and elected officials.
2. Administrative Staff
  - a. Logger
    - 1) Numbers incoming & outgoing messages.
    - 2) Records all messages in the EOC Message Log (Tab G to Appendix 1).
  - b. Distribution Clerk
    - 1) Picks up incoming messages from Communications and delivers to the EOC Supervisor.
    - 2) Delivers outgoing message traffic to Communications.
    - 3) Reproduces and distributes messages and other materials within the EOC.
    - 4) Maintains a file of original incoming and outgoing messages.
  - c. Poster/Plotter(s)
    - 1) Posts incident information on EOC display boards, other than those maintained by Action Officers.

- 2) Plots incident information on EOC maps.
  - 3) Assists the Distribution Clerk.
- d. Writer
- 1) At the direction of the EOC Supervisor, records key events in the EOC Log (Tab F to Appendix 1).
  - 2) Prepares EOC reports.
  - 3) Prepares outgoing messages that require typing.
  - 4) Assists the Distribution Clerk and the Logger.
3. Staff Officers
- Staff Officers include representatives of departments and agencies that compose the Operations Group and the Support Group, as well as liaison personnel from volunteer groups.
- a. Have knowledge of their organizational resources and expertise in their use.
  - b. Forward and respond to requests for emergency resources or information from their department, agency, or group, coordinating as necessary with their parent organization.
  - c. Receive emergency information and enter it into the EOC information system.
  - d. Work with other Staff Officers to resolve problems that require multi-agency action.
  - e. Maintain pertinent display boards and maps.
4. Public Information Staff
- a. Develops and disseminates appropriate emergency public information through news releases, briefings, and, where appropriate, emergency information systems.
  - b. Handles media inquiries.
5. Communications Staff
- a. Receives incoming EOC message and transmits outgoing EOC message
  - b. Maintain the required communications log.

## **B. Information Flow**

### 1. Incoming Messages

- a. Record Traffic. Incoming messages and faxes will receive a message number assigned by the Logger before going to the EOC Supervisor or Deputy for review. The Logger will number incoming messages sequentially with an R prefix and outgoing messages sequentially with an S prefix.
- b. Verbal Messages. Anyone on the EOC staff may receive incoming verbal messages. The individual receiving the verbal message will record the substance of calls which request resources or information, provide information relating to the emergency situation, or are otherwise pertinent to EOC operations on an Emergency Action Record (Tab I to Appendix 1.) The individual will deliver the Emergency Action Record to the Logger for assignment of a message number and then to the EOC Supervisor or Deputy for review.

### 2. Screening Messages.

- a. The EOC Supervisor or Deputy shall screen incoming traffic and determine how to handle it. Messages typically fall into two categories: (a) those that provide information about an emergency and (b) those that request resource support or information or identify problems and thus require action.
- b. For messages that provide information only, the EOC Supervisor or Deputy will indicate whether to post the information on display boards or plot it on map boards by checking the appropriate block on EOC forms or hand stamping a Disposition box on other types of messages. The EOC Supervisor or Deputy shall also indicate the distribution of each message in the approximate block. The EOC Supervisor or Deputy may also highlight information in messages to include in the periodic Situation Report. We will log all messages received, but distribute only messages pertinent to the emergency situation.
- c. The Distribution Clerk will retain originals of all messages.

### 3. Outgoing Messages

- a. Any member of the staff may draft outgoing messages. The EOC Supervisor or Deputy must review all outgoing messages. If necessary, the Writer will type the final copy of an outgoing message and provide it to the EOC Supervisor for approval. The EOC Supervisor or Deputy will provide the approved message to the Distribution Clerk for dispatch.
- b. Summarize any outgoing calls by any staff member that concerns matters of interest to other members of the EOC staff on an Emergency Action Record (Tab I to

Appendix 1.) Provide a copy to the EOC Supervisor or Deputy, who will determine further distribution requirements.

4. Exchange of Information

- a. All Staff Officers must keep the EOC Supervisor or Deputy advised, either verbally or by a note, of important information relating to emergency operations they receive and significant response or recovery issues they identify.
- b. Staff Officers receiving information that may affect the conduct of other emergency functions must provide that information in a timely manner to the Staff Officers responsible for those functions.

**C. Task Response & Problem Solving**

1. The EOC Supervisor or Deputy will assign responsibility to specific Staff Officers for responding to requests for resources or information or for formulating solutions to emergency response and recovery problems. He or she will normally assign tasks using the Emergency Info/Action Record form; attaching pertinent messages or information to the form.
2. Task Response
  - a. Staff Officers assigned tasks to provide resources or information must complete the required action and close out the task by completing the Action Taken block at the bottom of the Emergency Info/Action Records and returning the form to the EOC Supervisor or Deputy.
  - b. Staff Officers will complete the specific task assigned as well as any other tasks implied in the original tasking. For example, if the Shelter & Mass Care Staff Officer receives the task of obtaining 400 cots for a shelter, the task includes the explicit task of locating the cots and the implicit task of getting them transported from wherever they are to the shelter. To complete the implicit task, the Shelter and Mass Care Staff Officer may have to coordinate with the Transportation Staff Officer to arrange transportation if the supplier of the cots cannot do so.
  - c. If local sources cannot satisfy requests for resources or information, the Staff Officer will advise the EOC Supervisor or Deputy immediately and identify possible external sources for the resources or information.
  - d. When responding to requests for resources, Staff Officers will coordinate with the requestor to confirm specific requirements and coordinate the delivery time and location. Always advise requestors of the disposition of their requests.
  - e. For tasks that will take some time to complete, Staff Officers will provide interim progress reports to the EOC Supervisor or Deputy.

3. Problem Solving

- a. The EOC Supervisor or Deputy may refer specific response or recovery problems or issues to a Staff Officer or a group of Staff Officers for consideration. The EOC Supervisor or Deputy will normally indicate whether he wants either a preferred solution or a range of options to consider.
- b. In developing a preferred solution or range of options to solve a problem, Staff Officers assigned primary responsibility for the task should coordinate with other Staff Officers who have pertinent expertise and, where appropriate, with external agencies, organizations and groups for assistance. If the request is for a range of options, prioritize the options.

**D. Status Boards & Maps**

1. The indicated staff members will maintain the following EOC status boards:

- a. Current Situation board: Poster/Plotter
- b. Evacuation Status board: Law Enforcement
- c. Shelter & Mass Care Status board: Shelter & Mass Care
- d. Resource Commitments board: Resource Manager
- e. Points of Contact board: Deputy EOC Supervisor
- f. Route Status board: Law Enforcement
- g. Damage Summary board: EMC or Asst. EMC

2. The indicated staff members will maintain the following EOC maps:

- a. Current Situation map: Poster/Plotter
- b. Traffic Control map: Law Enforcement
- c. Hazmat Facilities/Risk Areas map: Fire Service
- d. Special Facilities map: Fire Service
- e. Hurricane/Flood Risk map: EMC or Asst. EMC

## **E. Reports**

1. When the EOC is activated for a major emergency or disaster that may require external assistance, the EOC Supervisor or Deputy will instruct the Writer to prepare an Initial Emergency Report. See Appendix 2 for the format of and addresses for this report.
2. The Writer will prepare the periodic Situation Report, with guidance on report content provided by the EOC Supervisor or Deputy. See Appendix 3 for the format of and addressees for this report. Issue the report daily or more frequently, particularly when circumstances change dramatically. The target time for release of daily reports is 11:00 AM.

## **F. Briefings**

1. Situation Update Briefings. The EOC Supervisor or Deputy will conduct periodic informal situation update briefings for the EOC staff, recapping the current situation and highlighting ongoing actions and issues to be resolved. Keep briefings short so they will not disrupt ongoing EOC operations.
2. Shift Change Briefing. Outgoing EOC team members shall conduct an individual face-to-face turnover briefing to update their replacement on recent and ongoing emergency operations. Such briefings shall always include a detailed review of any tasks in progress or awaiting action that arriving personnel must monitor or complete.
3. Media Briefings. The Public Information staff shall schedule and conduct briefings for the media as needed. To preclude disruption of EOC operations, do not conduct media briefings in the primary EOC work area.

## **G. EOC Security**

1. When the EOC is activated, security procedures will be enacted.
2. Security personnel will identify visitors to the EOC and determine their business before admitting them. Visitors with a valid need to enter the EOC will sign in on the EOC Visitor Log. Security will provide each visitor with an EOC Visitor badge.







<b>EOC MESSAGE FORM</b>	
<b>From</b>	
<b>To</b>	
<b>Subject</b>	
<b>Message Text</b>	
<b>Send By</b>	
<input type="checkbox"/> Radio <input type="checkbox"/> Teletype <input type="checkbox"/> Fax <input type="checkbox"/> E-mail	
<b>Date:</b>	<b>Time:</b>
<b>Message #:</b>	
<b>DISTRIBUTION:</b>	

<b>EOC INFO/ACTION RECORD</b>		
<b>Date:</b>		
<b>Time:</b>		<b>Message #</b>
<b>Received By</b>		
<b>Message From</b>		
<b>Contact Number/ Location</b>		
<b>Message, Issue, Problem or Information:</b>		
<input type="checkbox"/> <b>Info Only</b>	<input type="checkbox"/> <b>Post on Display Board</b>	<input type="checkbox"/> <b>Plot on Map</b>
<input type="checkbox"/> <b>Action Required. Action Assigned To:</b>		
<b>Action Taken</b>		
<b>DISTRIBUTION:</b>		

**INITIAL EMERGENCY REPORT****A. Purpose**

The purpose of this report is to advise the State (through the local Disaster District), potentially affected nearby jurisdictions, and jurisdictions that may provide resources under a mutual aid agreement of an incident that has the potential to become a major emergency or disaster. Dispatch an Initial Incident Report as soon as it becomes apparent that an incident has the potential to become a serious emergency. Send the report in written form (such as TLETS teletype or facsimile) if possible, otherwise make a verbal report by telephone or radio.

**B. Format****DATE/ TIME:****FROM****TO:****BURNET COUNTY**

DPS \_\_\_\_\_, DDC Chairperson

[Adjacent affected jurisdictions, jurisdictions from which resources may be requested pursuant to inter-jurisdictional agreements]

**SUBJECT:****INITIAL EMERGENCY REPORT**

- A. TYPE OF INCIDENT:
- B. DATE & TIME OF OCCURRENCE:
- C. DESCRIPTION: (a short description of what happened or is occurring)
- D. AREA AFFECTED:
- E. RESPONSE ACTIONS UNDERWAY
- F. ASSISTANCE REQUIRED, IF ANY:
- G. POINT OF CONTACT INFORMATION:

**C. Sample Message****DATE/ TIME:****FROM****TO:**

11-25-00/1820

Disasterville EOC

DPS Aurora, DDC Chairperson

Hazard County SO

Tsunami City PD

**SUBJECT:****INITIAL EMERGENCY REPORT**

- A. TYPE OF INCIDENT: Explosion/Fire/Hazmat Spill
- B. DATE/TIME OF OCCURRENCE: 11-25-00/1915
- C. DESCRIPTION: Peyton Agro-Chem facility on S. Meridian St. exploded. Explosion & resulting fire has destroyed one city block; two more threatened. Possible HAZMAT plume from stored chemicals.
- D. AREA AFFECTED: 9 blocks, mostly residential, in Southern Disasterville
- E. RESPONSE ACTIONS UNDERWAY: Local fire & police at scene, mutual aid from 2 rural VFDs summoned Tsunami City HAZMAT Team en route. TNRCC representative en route.
- F. ASSISTANCE REQUIRED, IF ANY: May need SAR Team and additional Hazmat response resources. Will advise.
- G. POINT OF CONTACT INFORMATION: Joe Jones, EMC, 555-1222.

**DATE/ TIME:**

**FROM:**

**TO:**

**SUBJECT:                    INITIAL EMERGENCY REPORT**

**A. TYPE OF INCIDENT:**

**B. DATE & TIME OF OCCURRENCE:**

**C. DESCRIPTION:** (a short description of what happened or is occurring)

**D. AREA AFFECTED:**

**E. RESPONSE ACTIONS UNDERWAY**

**F. ASSISTANCE REQUIRED, IF ANY:**

**G. POINT OF CONTACT INFORMATION:**

## SITUATION REPORT

### A. Purpose

The purpose of this report is to advise the State (through the local Disaster District), potentially affected nearby jurisdictions, and jurisdictions providing resources under a mutual aid agreement of the status of an ongoing major emergency. Provide this report to local officials not working at the EOC to keep them informed of the situation. Prepare and disseminate a Situation Report at least once a day. Send the report in written form (such as TLETS teletype, facsimile, or e-mail).

### B. Format

**DATE/ TIME:** 11-25-00/1820  
**FROM** Disasterville EOC  
**TO:** DPS Aurora, DDC Chairperson  
Hazard County SO  
Tsunami City PD  
**SUBJECT: SITUATION REPORT # 1**  
**FOR [event description] Covering the Period**  
**From \_\_\_\_\_ To \_\_\_\_\_**

#### A. CURRENT SITUATION:

*[Who is doing what about the emergency? Are there any problems hampering the emergency response? Is the situation getting worse, remaining stable, or winding down?]*

#### B. AREAS AFFECTED:

#### C. RESPONDING AGENCIES/ORGANIZATIONS:

*[Include local, state, and federal responders plus volunteer groups]*

#### D. CASUALTIES (cumulative):

1. Fatalities
2. Injured:
3. Missing:

#### E. ESTIMATED DAMAGES (cumulative):

1. Homes Destroyed/Damaged:
2. Businesses Destroyed/Damaged:
3. Govt Facilities Destroyed/Damaged:
4. Other:

F. EVACUATIONS (cumulative): *[Estimated number of evacuees]*

G. SHELTERS (cumulative):

1. Number of Shelters Open:
2. Estimated Occupants:

H. ROAD CLOSURES:

I. UTILITY OUTAGES:

J. COMMENTS:



**Sample Report****DATE/ TIME:****FROM** [County/City]**TO:** DPS \_\_\_\_\_, DDC Chairperson  
DPS \_\_\_\_\_[DPS Regional Headquarters]  
[Adjacent affected jurisdictions]  
[Jurisdictions providing mutual aid resources]**SUBJECT: SITUATION REPORT # 1****FOR PEYTON AGRO-CHEM EXPLOSION****Covering the Period From 11-25-00 To 11-26-00**

- A. **CURRENT SITUATION:** Fires in downtown bldgs have been extinguished. Chemical plant continues to burn. Search & rescue team has recovered three bodies in collapsed buildings in downtown area; firefighters recovered another body. Spilled HAZMAT in temporary dikes and berms being recovered by contractor Hazwaste, Inc. Evacuees at shelter at Wharton School operated by ARC. Pesticide residue may have contaminated two residential blocks south of plant; assessment underway by TNRCC and EPA.
- B. **AREAS AFFECTED:** 1 business block, 8 residential blocks
- C. **RESPONDING AGENCIES/ORGANIZATIONS:**  
Local: Disasterville FD, Floodprone VFD, Monon VFD, Casson FD.  
State: TNRCC, TxDOT, Dept of Ag, TEEEX Search & Rescue Team, DEM RLO  
Federal: US EPA  
Volunteers: ARC, Salvation Army
- D. **CASUALTIES (cumulative):**  
1. Fatalities: 4  
2. Injured: 11  
3. Missing: 2
- E. **ESTIMATED DAMAGES (cumulative):**  
1. Homes Destroyed/Damaged: 8/12  
2. Businesses Destroyed/Damaged: 6/2  
3. Govt Facilities Destroyed/Damaged: 1/0  
4. Other:
- F. **EVACUATIONS (cumulative):** Estimated 260
- G. **SHELTERS (cumulative):**  
1. Number of Shelters Open: 1  
2. Estimated Occupants: 120
- H. **ROAD CLOSURES:**  
1. Monan, Meridian, Western, Key, Travis, Fox, Tiber, Alstead, and Calhoun Streets in southern portion of city  
2. County Road 124 between city limits and Co. Rd 150.
- I. **UTILITY OUTAGES:** Electrical and water service shut off to four blocks of downtown.
- J. **COMMENTS:**  
1. Fire Marshal expects fire at chem plant to burn itself out this evening. Some fire units will be released at that time.  
2. TNRCC believes it will take another 24 hours to fully map contaminated areas of downtown.  
3. Search and rescue team believes it will complete search of collapsed bldgs this evening.

**DATE/ TIME:**  
**FROM:**  
**TO:**

**SUBJECT:           SITUATION REPORT # 1**  
**FOR BURNET COUNTY**  
**Covering the Period From \_\_\_\_\_ To**

- A.**     CURRENT SITUATION:
- B.**     AREAS AFFECTED:
- C.**     RESPONDING AGENCIES/ORGANIZATIONS:
- D.**     CASUALTIES (cumulative):
  - 1. Fatalities:
  - 2. Injured:
  - 3. Missing:
- E.**     ESTIMATED DAMAGES (cumulative):
- F.**     Homes Destroyed/Damaged:
- G.**     Businesses Destroyed/Damaged:
- H.**     Govt Facilities Destroyed/Damaged:
- I.**     Other:
- J.**     EVACUATIONS (cumulative): *[Estimated number of evacuees]*
- K.**     SHELTERS (cumulative):
  - 1. Number of Shelters Open:
  - 2. Estimated Occupants:
- L.**     ROAD CLOSURES:
- M.**     UTILITY OUTAGES:
- N.**     COMMENTS: