Town of Surfside Emergency Operations Plan

Emergency Operations Center Standard Operating Procedure

April 2014

Emergency Operations Center - Standard Operating Procedure

Purpose

- To provide guidelines for the activation of the Town of Surfside Emergency Operations Center
- To detail mobilization procedures for resources during response and recovery activities
- To reduce the vulnerability of people and property from a disaster, to ensure an effective response to the impacts of a disaster, and to ensure community recovery.
- To document and retain records for financial reimbursement and historical documentation

Functions of the Emergency Operations Center

1. Plan, coordinate and direct protective actions, response actions and immediate recovery of the Town. Coordinate and direct local emergency operations with those of the County Emergency Operations Center, the State Emergency Operations Center, private, non-profit, and volunteer organizations as detailed in the CEMP and coordinating procedures.
2. Identify, prioritize, acquire, and coordinate resource support for all response and recovery activities.
3. Coordinate the receipt, processing and delivery of public information and emergency instructions to residents of Surfside.
4. Coordinate the activation, operation, and deactivation of other emergency facilities in the jurisdiction.
5. Obtain incident status information, potential impact on residents and property, infrastructure, and other vital information from local and county sources.

Procedure

The Emergency Operations Center General Operations:

- The Emergency Operations Center is located at the Town Hall.
- The size of the EOC is approximately 400 square feet.
- The maximum capacity is 5 tables.
- The EOC will be accessible using the enclosed stairway located on the northwest portion of the second floor which leads into the 1st floor MDSO portion of the building.

Emergency Declaration and Activation for the Emergency Operations Center

- The Mayor will declare a Local State of Emergency and activate the CEMP. In the Mayor's absence, the Vice Mayor, and in his absence the Deputy Vice Mayor may declare the Local State of Emergency and activate the CEMP.
- The State of Emergency must be ratified by the Town commission within 24 hours when it is promulgated by the Mayor, Vice Mayor, or Deputy Vice Mayor.
- Once a State of Emergency has been declared and the CEMP has been activated, the Town Manager, acting as the Incident Commander, will implement all policies and procedures detailed in the CEMP.
- The Town Manager will direct activation of the EOC, and its subsequent operations, and will approve the Incident Action Plans for the Town.

Activation Levels: The EOC may be activated to the necessary activation level:

- **Level 3** – Monitoring of the situation and stand-by for higher activations if indicated.

- **Level 2** – Partial activation of specific positions within the Town Emergency Operations Center depending on conditions and at the discretion of the Town Manager.
- **Level 1** – Monitoring of the situation and standby for operations and response.

Notification and Mobilization for EOC Operations

All Section Chiefs with disaster responsibilities are required to have a reporting or call procedure for their respective EOC Support personnel. Upon the direction of the Police Chief, the Communications Division will notify EOC Unified Command Staff and Section Chiefs. These key staff members will implement their call out and reporting procedures as dictated by their respective SOPs. On an annual basis, the Communications Division will verify a list of primary and secondary points of contact for Command Staff and General Staff Section Chiefs. The staff members assigned to their respective ICS Sections within the EOC as described in Organization Chapter and within the position specific checklists. The Incident Commander / Unified Command must determine the need to activate some or all of the positions.

- Town Manager
- Planning Section Chief
- Logistics Section Chief
- Operations Section Chief
- Finance Section Chief
- Public Works and Infrastructure Unit Chief
- The Operations Lieutenant will open and set up the EOC
- Tim Milian will make logistical arrangements for food

Mobilization Actions for the IC: Following notification, the Chief of Police will mobilize to the Town EOC and initiate operations. In all cases, following activation of the Town EOC and mobilization of personnel, the Miami-Dade County Warning Point will be informed of the activation.   These following activation activities shall be directed by the Incident Commander:

- ✓ Declare a State of Emergency and notify the Miami-Dade County EOC,
- ✓ Identifying critical resource needs and report them to the Divisional EOCs
- ✓ Notify all responding organization (request notification log)
- ✓ Test operational capability of the EOC equipment, communication systems, information tracking systems and supplies,
- ✓ Verify rosters, equipment and vendor inventories, procedures are up to date,
- ✓ Deploy liaison to the Miami-Dade County Divisional EOC and other vital response sites such as staging areas
- ✓ Establish communication with Miami-Dade County Divisional and county EOCs, field command posts, emergency organizations, and other activated emergency facilities,
- ✓ Coordinating with the North Miami Divisional EOC for additional resources, if needed, for performing a "rapid impact assessment" to define the impact of the event, prioritize operations and coordinate the information with the Miami-Dade EOC,
- ✓ Place public and private sector resources and personnel on standby (Town personnel, debris management contractors, debris monitors, facility managers with whom the Town may have agreements for emergency lease space, suppliers of food and fuel for emergency workers, vendors with whom the Town has emergency

agreements for equipment and supplies such as supplemental office equipment, machinery, generators, and Town Public Works equipment and vehicles)

✓ Obtaining incident status information, potential impact on persons and property, deployed resources and personnel, damaged infrastructure, and other important information,

✓ Coordinating information with responding units and the Miami-Dade County EOC,

✓ Preparing and distribute an initial "incident action plan" to prioritize and control the Town's response operations for the initial operational period. Managing response operations through an IAP is a NIMS requirement,

✓ Ensuring that short-term emergency recovery is coordinated to assist in the transition to full recovery operations.

Notifications to Other Entities: The Operations Section Chief will notify the following individuals to inform them that the Surfside EOC is activations:

- Miami Dade County Warning Point
- Miami Dade County Office of Emergency Management

Section Chiefs and staff report to the EOC and bring with them vital documents, essential equipment, i.e., laptop computer, and any other items relevant and necessary for their specific operation at the EOC. All staff will sign-in on ICS Form 211p-OS.

Each Section will be responsible for completing and reviewing appropriate ICS forms: Personnel Check-in information form (ICS 211p-OS), General Message form (ICS 213), Incident Briefing form (ICS 201), and Incident Action Plan (ICS 202).

Employee Preparedness

Members of Shift A should have their personal preparations completed within 48 hours of notification of a hurricane watch. Essential Personnel will be advised to bring a change of clothes and personal hygiene items for a minimum of three days along with bedding, medications, cell phone and charger, contact information for family and friends, and other personal items as needed and appropriate. (Attachment XX)

Working Shifts**: Alpha (8:00am-8:00pm)** and **Bravo (8:00pm-8:00am**) shifts of personnel go into effect. Employees will be given time to prepare their homes and families before activation.

PERSONAL ITEMS TO BRING TO THE TOWN EOC

- ✓ Contact and Phone List
- ✓ Departmental Plans, Policies, Procedures
- ✓ Medications
- ✓ Cell Phone (if applicable)
- ✓ Sleeping Bag, Pillow, Blanket, etc.
- ✓ Bath Towel and Toiletries
- ✓ Extra Clothing
- ✓ Non-perishable food, snacks and water, special food items you may require
- ✓ Spare glasses or contacts
- ✓ Ear Plugs
- ✓ Hygiene Items
- ✓ Communications equipment, batteries, and charges (all)
- ✓ Commuters equipment
- ✓ Listing of passwords
- ✓ Applicable keys, security cards, access badges, identification cards, driver's license,
- ✓ security documents
- ✓ Camera and recording devices
- ✓ Foul weather gear and boots

EOC Facility Activation

Building Access: The Police Department has keys to the Town Hall Building. The Police Department will unlock Town Hall and set up the EOC Operation Room. (see equipment and set up in Table XX and Chart XX)

Room Setup: The EOC Operations Room has approximately ten (10) chairs and five (5) tables to accommodate EOC activation. The Information Technology Department, under the supervision of the Police Department, will set up the operations rooms when directed by the Incident Commander. The Police Department will maintain the general supplies needed for EOC activation and will move them to the EOC upon activation. (List of Items XX)

The Town is equipped with the following communications technology systems: Voice Over IP Phones: There are presently 4 telephone lines, 4 telephones are maintained by the Police Department for use in the EOC. (See Appendix for Telephone Numbers)

- 800 MHz radios
- Sheriff's Office 911
- Repeater on the Florida Medical Center building
- Bay Station at the Public Works building
- Cable T.V.
- Comcast Internet connectivity
- Wireless router
- Five (5) ports for computers
- Radio Communications Converter

Communications: The Town may provide some 800 MHz radios depending on the emergency. The Public Works Department has approximately 12 800 MHz radios and the Parks and Recreation Department has approximately 7 800 MHz radios.

- Telephone assignments (Communications Personnel)
- Fax assignments (Communications Personnel)
- Radio equipment (Lt. Williams)
- Satellite equipment (Lt. Williams)
- Computers (Jose Feliz)
- WebEOC setup (Jose Feliz)
- Other

An LCD projector is available for use in the EOC. The following persons must bring his/her laptop computer with them to the EOC upon activation: Command, Planning Section Chief, Finance Section Chief, Operations Section Chief, Logistics Section Chief, and the Public Information Officer (PIO).

Building Preparedness:

The Town's EOC will be self-sufficient for 72 hours.

Shutters: The Town Hall building is fitted with 56 shutters. Public Works will secure all shutters prior to activation and this will take approximately one (1) hour.

Back-up Power Supply: A large generator is located in a freestanding structure directly south of Town Hall. The generator is fueled by a 500 gallon underground diesel tank. The generator will run for approximately one week on the 500 gallons of fuel. The Town will request a top off as soon as conditions warrant in advance of a large-scale disaster. The vehicle maintenance worker conducts a test each Tuesday to assure the generator is fully operable and the batteries fully charged. He also performs all maintenance on the generator. The Town also has three (3) portable generators that will be stored on the second floor of Town Hall in advance of a large-scale disaster. The vehicle maintenance worker will ensure that the generators are fueled and fully operable. Public Works staff will operate the generators at Town Hall.

No specific prearrangement have been made for sanitation or food.

Vehicles and Equipment: Town vehicles and equipment will be fueled to capacity. The Town's Fuel vendor is Palmdale. Fuel is trucked in and the Town's tank is filled. The Town will request a top off as soon as conditions warrant in advance of large scale disaster.

Sleeping: There are 12 cots and no air mattresses stored in Sally Port.

Vehicles and Equipment: Town vehicles and equipment will be fueled to capacity. The Town's fuel vendor is Palmdale Oil Company. Fuel is trucked in and the Town's three (3) fuel tanks are filled to their capacity as follows:
- 1000 gallon above ground diesel tank (Garbage Trucks)
- 2500 gallon underground gasoline tank (Police and Public Works Vehicles)
- 500 gallon underground diesel tank (Generator)

The Town will request a top off as soon as conditions warrant in advance of a large scale disaster.

Access Security: In the event of a full EOC activation, security threat, civil disturbance, terrorism, or similar threat, the perimeter of Town Hall or other facility housing the Town's Emergency Operations Center will be secured:
- All external access doors into the building will be secured by positioning a security representative at the door, or my locking the door and routing personnel to a primary point of entry.
- If security threats warrants, the Incident Commander will assign the Parking Department personnel to provide security at the entrance of the Town Hall/ EOC building, at the parking lot, or both.
- A Security Checkpoint will be established at the primary point of building entry.
- Anyone entering the Town's Emergency Operations Center will be required to show their Town identification badge to gain access.
- All other personnel must request a temporary badge.

Temporary Badges: The Human Resources Director may issue temporary employee badges to authorized personnel that support the Town's response and recovery operations. The Human Resources Director will train and assign at least two other individuals to operate the badging equipment. Authorized individuals may include representatives from Miami-Dade County, Mutual Aid Support Teams, State Emergency Response Team representatives, and/or Federal Emergency Management Agency representatives, among others. Any member of the Command and/or general staff may approve authorized personnel for entry into the EOC. Media representatives will not be issued temporary badges but must be escorted at all times by the Public Information Officer or member of the Command Staff.
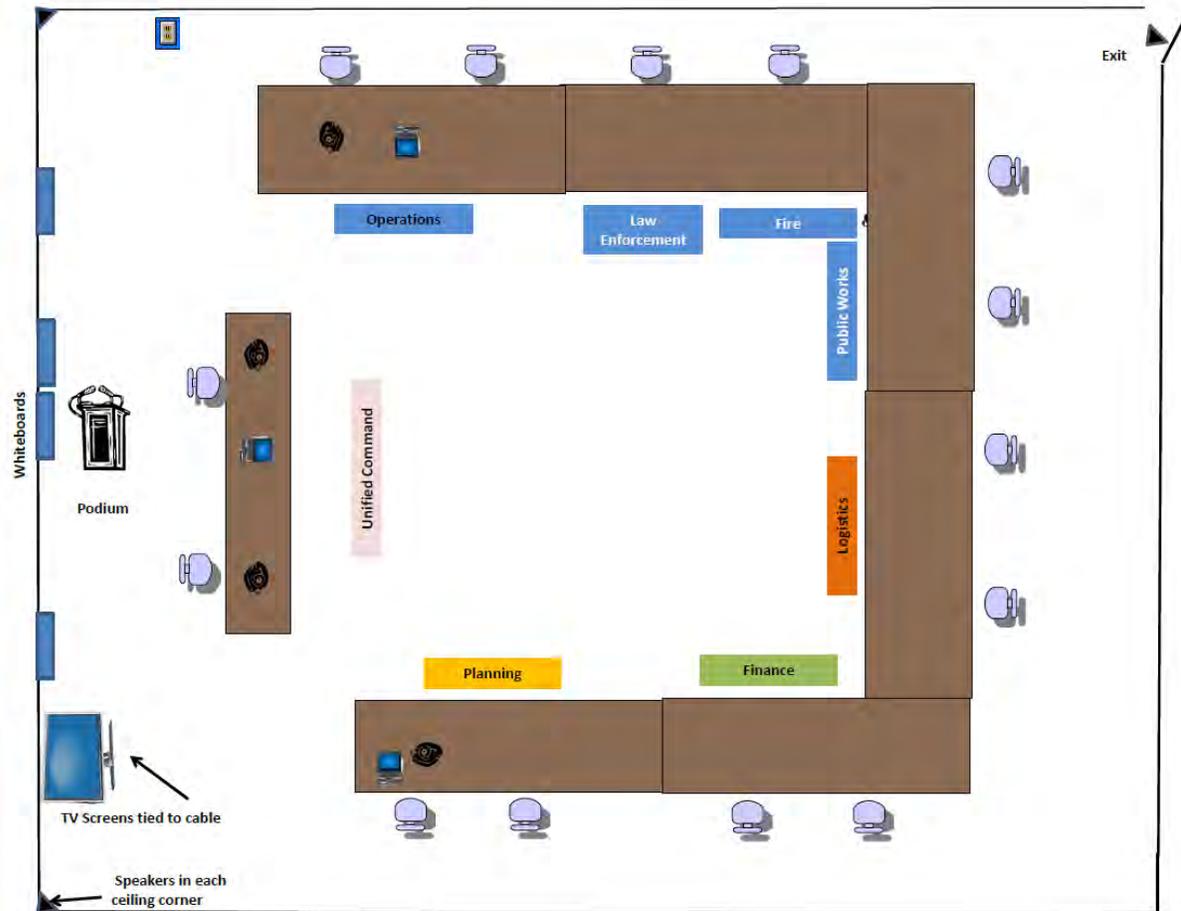
LIST OF EOC SUPPLIES

- ✓ Area Phone Books
- ✓ Automatic External Defibrillator
- ✓ Battery operated radio
- ✓ Cameras / Camcorders
- ✓ Cell Phones and Chargers
- ✓ Cleaning Supplies
- ✓ Clip Boards
- ✓ Contact Lists - All
- ✓ Computers
- ✓ Cork boards/White boards
- ✓ Earplugs
- ✓ Eating Utensils
- ✓ Emergency Operations Plan and SOPs
- ✓ Emergency Purchasing (checks/credit cards/payroll)
- ✓ Fax
- ✓ File Folders
- ✓ Blank video tapes
- ✓ First Aid Kits
- ✓ Flashlights and batteries
- ✓ Flip chart and flip chart paper
- ✓ Food and Water
- ✓ Forms (message/ICS/sign in)
- ✓ Fuel
- ✓ Generator
- ✓ Heavy Duty Garbage Bags
- ✓ Ice

- ✓ In/Out baskets (table/wall)
- ✓ Legal Pads
- ✓ MRE's (Meals Ready to Eat)
- ✓ Paper Towels
- ✓ Pens, Pencils, Highlighters, Markers
- ✓ Phone message pad
- ✓ Phones with headsets
- ✓ Plain Paper / Printer Paper/Copy Paper
- ✓ Plotter
- ✓ Post it Notes
- ✓ Power strips, extension cords
- ✓ Printers / plotter
- ✓ Projectors
- ✓ Refrigeration/Coolers
- ✓ Sanitary Wipes and Hand Sanitizer
- ✓ Scissors
- ✓ Staple Remover
- ✓ Stapler and Staples
- ✓ Tables and Chairs
- ✓ Tape
- ✓ Toilet Paper
- ✓ Town Grid Maps (wall size)
- ✓ Town Letter Head
- ✓ Town Maps
- ✓ TV and VCR

Room Logistical Set-up

Operations

Law Enforcement

Fire

Public Works

Unified Command

Logistics

Whiteboards

Podium

Planning

Finance

TV Screens tied to cable

Speakers in each ceiling corner

Exit

Planning Section Operational Procedures

The Planning Section will conduct the following activities:

- Complete ICS Form 202: Develop and distributes Incident Action Plan
  - Provide situation evaluation, prediction and analysis for Command and Operations; prepare information on alternative strategies:
  - Review current and projected incident and resource status;
  - Develop alternative strategies;
  - Identify resources required to implement contingency plan; and Coordinate ongoing incident objectives with EOC Unified Command and Section Chiefs,
- Complete ICS 204: Document alternatives for presentation to Incident Commander and Operations and inclusion in the written IAP, using the Contingency Plan Form
- Complete ICS Form 209: Prepare Incident Status Summary and other status reports, as assigned prior to each Planning Meeting,
- Collect, evaluate, and disseminate incident information and resources situation status,
- Organize and maintain accurate, up-to-date incident files, forms, reports, emergency declarations, press releases, and all other official documents,
- Ensure adequate duplication capability for large-scale operations and adequate staff to assist in the duplication and documentation process,
- Establish duplication services, and respond to requests,
- Accept and file reports and forms submitted by incident personnel and check the accuracy and completeness of records submitted for files,
- Document all activity on Unit Log (ICS Form 214).

Conference Calls: Municipal Branch Conference Calls and/or GoToWebinars and will be conducted by the County EOC on an as needed basis before and/or during the activation of the Miami-Dade EOC. They will provide a forum for discussion of the Miami-Dade EOC's objectives and any questions or concerns any of the Divisional or Satellite EOC representatives might have about the preparation and response to an emergency.

GoToWebinar has a conference call option that will be utilized during the webinar. Cities will be notified of the webinar via email and the email will contain GoToWebinar internet page link with the login information and conference call info. Please note, the telephone number to participate in the conference is a long distance number. Please make sure the telephone being used to participate in the webinar has long distance capability. If a municipality does not participate in the GoToWebinar, the web based software allows for future playback of the session. Therefore, after each webinar session the Municipal Branch Director will send an email to all the municipal emergency contacts with the session file attached for future viewing.

Situation Report: Each municipal EOC will be required to complete a Situational Report daily through the use of WebEOC as scheduled at the beginning of the operational period. WebEOC has a situational report template that should be completed by each satellite. All sections of the situational report should be completed regardless if there is nothing new to report. The Surfside Situation Report will be viewed by the Divisional EOC, compiled and then forwarded to the County EOC. The County EOC will then compile a situational report for all of Miami-Dade County.

If WebEOC is non-operational, the satellite cites should then use the Agency Situation Report Form which should be neatly handwritten or typed. All boxes should be completed and they should be faxed regardless if there is nothing new to report. The EOC fax number is 305-468-5401. An example of an Agency Situation Report Form is located in the Appendix.
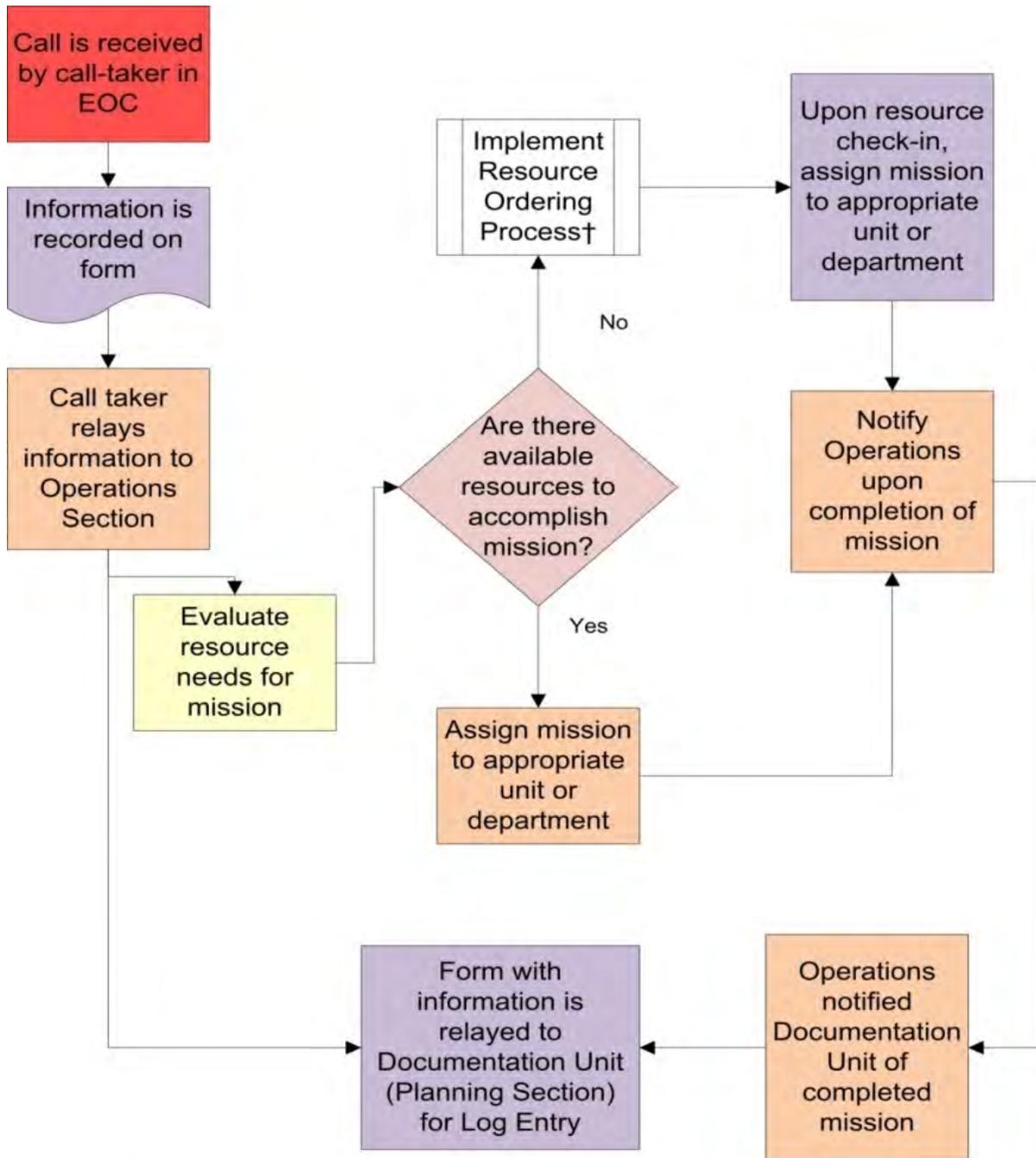
Mission and Resource Tracking Process

The Planning Section is responsible for mission tracking and mission assignments with the EOC. Mission tracking is accomplished in the following order:

1. The information/request/need is reported to the EOC from field operations. It may be transmitted through their ICS Section Chief / Branches in the EOC or through the field Incident Command.
2. A call-taker records the information on a ICS Form 213 General Message Form (see Appendix X
3. The call-taker relays the information to the Operations Section Chief for assignment as well as the Documentation Unit of the Planning Section for entry into the EOC Task Log.
4. The Operations Section Chief will determine the resource needs of the mission and determine if resources are available to accomplish the mission.
   a. If resources are available, the mission is assigned to the appropriate unit or department.
   b. If resources are not available, the resource ordering process is implemented by the Logistics Section.
5. Upon completion of the mission, the assigned unit or department will notify the Operations Section Chief who will in turn notify the Documentation Unit in order to update the EOC Task Log.

The following chart depicts the flow process for mission tracking:

Chart xx: Mission Tracking Process Flow

Call is received by call-taker in EOC

Information is recorded on form

Call taker relays information to Operations Section

Evaluate resource needs for mission

Are there available resources to accomplish mission?

No → Implement Resource Ordering Process†

Yes → Assign mission to appropriate unit or department

Upon resource check-in, assign mission to appropriate unit or department

Notify Operations upon completion of mission

Operations notified Documentation Unit of completed mission

Form with information is relayed to Documentation Unit (Planning Section) for Log Entry

† Refer to Resource Ordering Process as outlined in the Logistics Section

Logistics Section Operational Procedures

Logistics Section Order Process: The Logistics Section Chief is responsible for the management of all resources in support of the current incident objectives The Logistics Section may obtain resources for internal supplies, contractor resources, private vendors, local mutual aid, donated items or through the Statewide Mutual Aid Agreement which is coordinated through the County/Divisional Emergency Operations Center. All locally available resources must be exhausted before outside resource requests can be made. All requests must be validated, prioritized, assigned, tracked, and documented throughout the deployment process. The Logistics Section Chief can consult with the warehouse representative, transportation, human resources, purchasing, CEOC, private contracts, and others for resource identification and acquisition. Once all available options for acquiring resources locally have been exhausted, the Logistics Section Chief will contact the County Logistics Section Chief who will direct the mission upward. The County will provide resources which it can obtain locally or must be requested from the state.

Priority Resource Allocation: The protocol to procure additional resources are as follows:

1. Resources of the Town: All municipal Departments are requested to maintain inventories of the personnel, equipment and supplies. The Police Chief will maintain a list of town resources and update this list annually.
2. Purchase, rent, or lease supplies and equipment for private sector: Existing contracted Vendors and Emergency Contracts: The Town Departments have access to a range of ongoing contract service providers and vendors. These existing contactors may be able to provide needed emergency resources as well. Established vendors, however, may become victims of the emergency situation. Standby sources should be identified in advance and provisions should be made for arranging alternative sources of supply on an urgent need basis.
3. Statewide Mutual Aid Agreement: The Statewide Mutual Aid Agreement details the requirement associated with general responsibility for payment and/or reimbursement of resources acquired through mutual aid. This agreement was adopted through Town of Surfside Resolution No .2004-1665. The associated resource request forms are attached to this mutual aid agreement.
4. Donated Goods: obtain donated resources from businesses, individuals, or volunteer groups.

Mission Assignment: In a field setting such as an incident command post, mission assignments will be determined by the incident objectives set by the Incident Commander. In locations other than the incident command post, mission assignments evolve from decisions made by the EOC Unified Command Team with input from EOC Section Chiefs. As EOC Unified Command formulates protective action decisions prior to an incident, or response decisions following an incident, resource deployments are assigned.

Resource needs will be tracked and assigned a mission number. The Logistics Section Chief will complete the resource request form which details the following information for resource management purposes including: requesting entity, brief statement of need, originating entity, method of delivery and location of delivery, associated expendable resources, anticipated duration, funding etc. Resources which are processed will be logged into the mission tracking system controlled by the Logistics Section, noting item, deployment, time out and expected return, and any other pertinent information.

Resource Management

The following actions must occur in order to effectively manage resources in the post disaster environment:

1. Identifying resource requirements: Identify resources needed to respond to an incident by receiving input from all agencies. Compare needs list to inventory of existing resources. Prioritize human and material needs.
2. Ordering and acquiring resources Resource orders will be documented on ICS Form 259 and should contain the following essential elements requesting entity, brief statement of need, originating entity, method of delivery and location of delivery, associated expendable resources, anticipated duration, funding etc.

   ✓ Incident Name
   ✓ Order and/or request number (if known or assigned)
   ✓ Date and time of order
   ✓ Quantity, Kind, and Type.
   ✓ Special Support Needs (if appropriate)
   ✓ Reporting Location
   ✓ Requested time of delivery
   ✓ Person (including title) placing request
   ✓ Callback phone number

3. Mobilizing resources Resource mobilization is directly linked to resource tracking. When resources arrive on scene, they must be formally checked in. The Planning Section is responsible for conducting the resource check in. ICS Form 211 is used for resource check-in. A check in recorder should be assigned to designated resource storage areas and report this information to the Planning Section.
4. Tracking and Reporting Resources Town of Surfside warehouses and resources will be controlled by the Logistics Section Chief. The Chief shall monitor the inventories, locations and assignments of all inventories and also monitor the deployment of any resources. A checklist to include white boards, magnets, contact information, paper, markers, etc. for each position will be posted in the EOC. Tracking resources efficiently while they are assigned to the incident is essential for personnel safety, accountability, and fiscal control. The process of financial tracking begins when the Finance Department establishing a "project code" to track all invoices for goods, services, and employee time dedicated to the emergency. These expenditures are coded with the project number by the department that incurred these expenses and recorded on the FEMA-approved Activity Log.
5. Resource Storage Resource Distribution. The County is responsible for identification, activation and operation of all Points of Distribution within the county and the jurisdictions therein.
6. Logistics Staging Area. In the event that a large amount of response resources require temporary staging, the Town may choose to use the following sites as resource staging areas if available: Command and Control over the Staging Area (Staging Area Manager) will be identified as needed.
7. Demobilize Resources. In order to ensure the appropriate management and demobilization of personnel, supplies and equipment, the Town of Surfside Logistics Section Chief will work cooperatively with the Planning Section Chief to develop a demobilization plan. The plan shall address the following issues to ensure that the resources are appropriately managed and returned.

Reimbursement

Complete ICS Form which details the following information for resource management purposes including resources which are processed will be logged onto spreadsheet controlled by the Logistics Section, noting item, deployment, time out and expected return, and any other pertinent information.

Demobilization

The Planning Section develops the Demobilization Plan that includes specific instructions for all personnel and resources that will require demobilization. This unit should begin its work early in the incident, creating rosters of personnel and resources and obtaining any missing information as check-in proceeds. Once the Demobilization Plan has been approved, it is distributed to appropriate response and recovery personnel in the EOC and at remote locations.

Deactivate EOC Functions

It is the responsibility of the Incident Commander to authorize downscaling and/or deactivation of the Emergency Operations Center. This decision will be coordinated with the general staff and executive team.

- Personnel will be notified of a reduced activation level or deactivation at the earliest convenient time, but preferably, this decision will be incorporated during the Incident Action Planning Process for the next operational period.

- The Operations Section Chief is responsible for notifying all EOC personnel of the change in staffing requirements and operational hours.

- The Operations Section Chief will also notify the field Incident Commanders, County EOC, and neighboring jurisdictions.

- The Finance Section Chief will ensure that all documentation regarding operations, personnel time, and emergency expenditures is complete and obtained by all response personnel.

- The Logistics Section Chief will ensure that all equipment and supplies are demobilized and tracked until they reach their final destination.

- The Planning Section Chief will ensure that all documentation has been stored, that all tracking documents and databases are properly duplicated and stored, and that an after action critique is scheduled, conducted, and an after action report is prepared.

- The Incident Commander should evaluate the need for incident stress debriefing for all personnel and coordinate with the Miami-Dade County EOC for CISD counseling services.

Deactivation Checklist of the Emergency Operations Center

The Town will resume normal operations under the following conditions:
- ✓ Power is restored to approximately 80% of the Town
- ✓ Roads are declared passable
- ✓ Drinking water is safe to drink
- ✓ Imminent public safety threats have been eliminated, i.e., flooding
- ✓ Infrastructure has been restored
- ✓ Search and rescue operations have been terminated
- ✓ Verify that Town Hall and other Town offices are operational
- ✓ Inform Section Chiefs, Department Heads, and points of contact for contractors of the intention to deactivate the EOC
- ✓ Establish normal shifts for workers and convey "business as usual" information to the staff/employees through Section Chiefs and Department Heads and points of contact for contractors
- ✓ Section Chiefs will notify Field Personnel of the deactivation, i.e., Staging area personnel
- ✓ Notify the County of the Town's intention to demobilize the EOC through contact with the Town's liaison at the County EOC, the Public Information Officer, and the Joint Information Center for dissemination to the media
- ✓ The Finance Section Chief will ensure that all Section Chiefs are preparing, completing, retaining, and organizing paperwork according to FEMA standards
- ✓ The Finance Section Chief will collect timesheets and tracking expenses
- ✓ Continue normal business and continue to direct any recovery from regular/daily office locations
- ✓ Move furniture/equipment to original set up
- ✓ Schedule an after-action meeting/debriefing with Command Staff
- ✓ Document ongoing operations, personnel time, and expenditures in accordance with the procedures giving in financial management annex or the plan

Hurricane Time Delineation Schedule

Pre-Incident Activities – 72 hours		
	Review weather advisories	Unified Command
	Consult National Hurricane Center and National Weather Service Info (EOC Conference Calls)	Unified Command
	Begin EOC display of incident information logs	Planning Section

	Brief Unified Command / Section Chiefs:
	    Issues/Considerations:
	    Potential Treat
	    Prepare Town buildings
	    Evaluate cancellation of leave
	    Evacuation Potential
	    Evacuation Decision Timing
	    Consideration of ongoing special events in area
	    Partial EOC Activation (48 hours)
		Operations Section Chief

	Implement Alert Procedures
	    Alert & Brief:
	    EOC Staff
	    EOC Support Staff
	    Miami-Dade / Divisional EOC
	    State EOC
	Issues/considerations: notify all essential personnel, inventory resources, fuel vehicles, protect facilities and equipment, emergency purchases, plan for recalling off-duty personnel.
		Operations Section Chief / Communications

	Form call-taker list/schedule	Planning Section

	Implement activation procedures
	    Building Safety / Shutters / Access Control
	    Fuel vehicles
	    Test backup generator and fuel
	    Supplies in EOC
	    Equipment set-up sleeping areas & kitchens
	    Food coordination
	    Verify operational readiness
	    Cancel any scheduled uses of EOC and conference rooms
	    Staff review SOPs
		All Departments / Ops

	Begin resource tracking, financial tracking documentation, personnel timesheets, mission logs	Finance Section
	Regional Evacuation Coordination	Unified Command

	Verify County EOC status of evacuation support agencies
	    Transportation – Transportation routes under construction
	    Law Enforcement – Additional support needs
	    Shelters with conflicts, potential closures
	    PIO – Potential public releases
		Unified Command

	Public Notification
	    Marina – Vessel Safety
	    Sandbags – Availability of supplies
		Operations Section

	Preliminary draft of Emergency Declaration, Evacuation Order, Price Gouging Order	Unified Command
	IT Preparation Prepare and test computer online communications with IT Generator, staff, equipment	Operations Section

	Press Release through PIO and conduct interviews
	    Municipalities
	    County & EOC
	    Hospitals/Healthcare facilities
	    Critical facilities
	    PSAPs
	    Issues: Preparedness, safe harbor, family emergency plans
		Unified Command

	Compile Situation Report and Distribute to:
	    Town Manager's Office
	    PIO
	    Department Directors
	    EOC & EOC Support Staff
	    Miami-Dade / Divisional EOC
		Planning Section

	Re-evaluate threat and situation	Unified Command
	Test communications equipment (Faxes, Phones, Radios, etc)	

Pre-Incident Activities – 48 Hours		
	Check EOC Security	Unified Command
	Notify Building Maintenance to prepare buildings	Infrastructure Section
	Evaluate evacuation support agencies Miami-Dade / Divisional EOC	Unified Command
	Ensure Displays/Maps in EOC	Planning Section

	Implement notification procedures
	    Notify for meeting with EOC support staff for status
	    Notify for conference call with Miami-Dade / Divisional EOC
	    Notify Miami-Dade / Divisional EOC of Activation status
		Unified Command

	Activate Messaging System	Communications

	Notify all non-activated EOC support staff
	    Issues: Weather status
	                Staff on stand-by
	                Time of activation
	                Family plans
	                Evacuation potential
		Unified Command

	Re-evaluate threat and situation	Unified Command

Pre-Incident Activities – 36 Hours

	Hurricane or Tropical Storm Watch issued	

	Brief Town Manager: Discuss timing to implement
	    Issues: Cancel Leave, begin 12 hour shift
	            Workers prepare home, family shelter
	            School closure
	            Town building closure
	            Mutual aid for evacuation
	            EOC Activation time
		Unified Command

	Implement Alert Procedure
	    Set up staff briefing times
	    Notify all non-activated EOC support staff of schedule
	    Notify Miami-Dade / Divisional EOC
		Unified Command

	Communicate with non-activated EOC support staff
	    Issues: Place on standby
	            Evacuation status
	            Time of EOC activation
	            Shelter
	            Family emergency plans
		UC / Section Chiefs

	Conduct conference call with Miami-Dade / Divisional EOC
	    Issues: Status of evacuation order
	    Mutual aid resource needs
	    Evacuation coordination worksheet information
	    Situation reports and press releases
		Unified Command

	Compile situation report and distribute to:
	    Town Manager / Commission
	    PIO
	    Miami-Dade / Divisional EOC
		Planning Section

	Regional evacuation coordination
	    Miami-Dade / Divisional EOC plans
	    Mutual aid needs for evacuation
	    Monitor traffic-flow
		Unified Command

	Pre-arrange evacuation resources:
	    Tow trucks
	    Ambulances
	    Other public transportation
		Logistics/Finance/Administration Sections

	Press releases distribute to:
	    Media
	    Miami-Dade / Divisional EOC
		PIO

	EOC Briefing of Activated staff in EOC, if applicable
	    Issues: Evacuation timing
	            Shelter status
	            Resource needs
		Unified Command

	Resource tracking Status of critical facilities Message system/documentation EOC procedures – Press releases Status of Healthcare facility evacuation	
	Confirm re-evaluation timing with Town Manager	Planning Section
	Coordinate shelter opening w/Miami-Dade / Divisional EOC	Planning Section

Pre-Incident Activities – 24 Hours

	Hurricane/Tropical Storm Warning Issued	
	Activate all staff Category 3 or above include 24 hour coverage	Unified Command
	Coordinate with NHC, NWS, Miami-Dade / Divisional EOC to assess threat	Planning Section

	Brief Town Manager / Commission
	    Closure of government buildings
	    Opened shelters
	    Issues evacuation order
	    Potential curfews
	    Timing to implement refuge of last resort plan
		Unified Command

	Conference call with Miami-Dade / Divisional EOC
	    Issues: Status of evacuation
	        Resource needs
	        Shelter status
	        Traffic status
	        Healthcare facility status
		Unified Command / Planning Section

	EOC Briefing – full activation, if necessary
	    Issues: Mutual aid needs, preparation for arrival
	        Shelter status
	        Resource tracking
	        Traffic status
	        Evacuation status
	        Healthcare facility status
		Department Heads

	Ensure food/provisions scheduled	Finance Section

	Regional Evacuation Coordination
	    Conference call
	    Monitor evacuation
	    Streets, Shelters, Hotels
	    Governor Ordered Refuge of Last Resort Plan
		Unified Command

	Press Release to media
	    SEOC
	    Miami-Dade / Divisional EOC
		PIO

	Request staffing for building maintenance and janitorial	Infrastructure Branch
	Alert Sprint for phone support	Infrastructure Branch
	Re-evaluate threat	Planning Section
	Continue displays, sit-reps, press releases	Planning Section

Pre-Incident Activities – 12 Hours or less

	Coordinate with NHS, NWC, CEOC, SEOC to assess threat	Unified Command / Planning Section
	Notify public of imminent threats such as risk of fire, flooding, or tornado	PIO
	Implement emergency protective actions such as evacuation from predicted flood areas, predicted path	Operations Section
	Brief Town Manager / Commission Issues: Shelter status Refuge of last resort implementation Evacuation status Time to cancel evacuation Resource needs County status Healthcare facility status Potential curfews	Unified Command
	EOC Briefing Issues: Mutual aid needs, preparation for arrival Resource tracking Evacuation status Shelter status Refuge of last resort status 24 hours staffing Consider when to cease response activities	Operations Section
	Coordinate and notify for conference call with Miami-Dade / Divisional EOC	Unified Command
	Conference call with Miami-Dade / Divisional EOC Issues: Status of evacuation Resource needs Shelter status Evacuation status	Unified Command / Planning
	Prepare EOC for Storm **Exterior doors**	Infrastructure Branch

Incident Occurs – 0 Hours

	Notify all EOC staff (if no prior notice of incident)	Operations Section
	Brief Town Manager / Commission Damage assessment Re-entry Re-building permits Post-disaster Curfews	EOC Unified Command
	Brief EOC on response issues	Operations Section
	Plan post-incident response issues Mutual aid request for Search and Rescue, etc. Re-entry Refuel vehicles Security issues	Planning Section
	Maintain status updates from shelters & healthcare facilities	Planning Section
	Plan post-incident recovery issues Damage assessment team Infrastructure assessment Distribution sites Comfort stations Debris removal Mutual aid – designated only Building moratoriums Extended morgue services Temporary housing Donations – designated only	Planning Section
	Review resource and financial tracking requirements	Finance Section
	Identify potential staging areas for incoming mutual aid resources and position signs on major thoroughfares to direct delivery vehicles	Unified Command
	Update boards	Planning Section

Post Landfall Activities – 0-23 Hours

	Brief Town Manager / Commission
	Response Issues:
	    Mutual aid assistance
	    Emergency service capabilities
	    Search and rescue
	    Emergency debris removal
	Recovery Issues:
	    Impact assessment of infrastructure
	    Damage assessment
	    Critical facilities
	    Distribution sites
	    Comfort stations
	    Health issues
		Unified Command

	Establish action plan for next 24 hour period	Planning Section
	Conduct conference call with Miami-Dade / Divisional EOC on response and recover status, resource needs, etc.	Unified Command

	Assess mass care needs and ensure needs are met:
	    Medical
	    Food (fixed & mobile)
	    Water
	    Ice
	    Shelter
	    Hygiene products
	    Crisis counseling
		Planning Section

	Impact assessment by EOC	Operations Section

	Assess status of infrastructure and need for assistance:
	    Communications
	    Transportation
	    Healthcare
	    Power
	    Water/Sewer
		Planning Section

	Assess status of critical facilities and need for assistance	Planning Section
	Assess locally available vendors and services	Finance Section
	Assess public information and media capabilities Consider request for mobile radio transmitter, flyer distribution through mobile feeding stations, information bulletins and staging areas, distribution sites, recovery center, comfort stations, community relations teams.	PIO

	Provide press release and interview
	    Issues: Shelters open
	          Comfort station locations
	          Medical assistance available
	          Call 9-1-1 for emergencies only
		PIO

	Demobilize as soon as possible	All