

EOC ACTIVATION PROCEDURES

2023-2025

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This Appendix describes general procedures for activating the Eagle County Emergency Operations Center (EOC), at the request of Incident Command, County/City leadership, or the Eagle County Emergency Manager. A separate and more in-depth Eagle County EOC Operating Plan outlines many of these processes in more detail. That EOC Operating Plan is For Official Use Only. Public safety partners with a need-to-know can access the full EOC Operating Plan by contacting the Eagle County Emergency Manager.

Upon activation at any level, the EOC serves as the centralized location (physically or virtually) to monitor and report the impact of emergencies while providing communication between the EOC and the State, and between the EOC and surrounding jurisdictions. The EOC is the focal point for coordination, support of emergency response and recovery activities for Eagle County. The procedures in this Appendix A shall apply to all personnel participating in emergency preparedness, response and recovery activities.

During activation, the functions performed include, but are not limited to, the following:

- Coordination of emergency preparedness, response and recovery activities
- Coordination with surrounding jurisdictions, agencies, organizations and officials
- Management of available resources; acquisition of additional resources
- Receipt and dissemination of information, warning and instructions to the community

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LOCATION AND LAYOUT

The primary Eagle County EOC is located in the garden level of the Eagle County Building, 500 Broadway in Eagle, Colorado (figure 1).

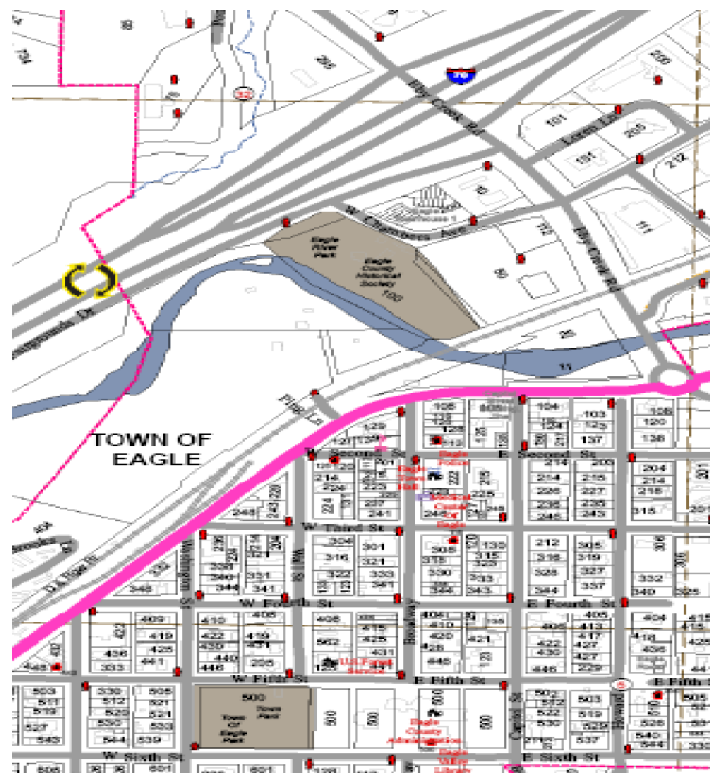


Figure 1

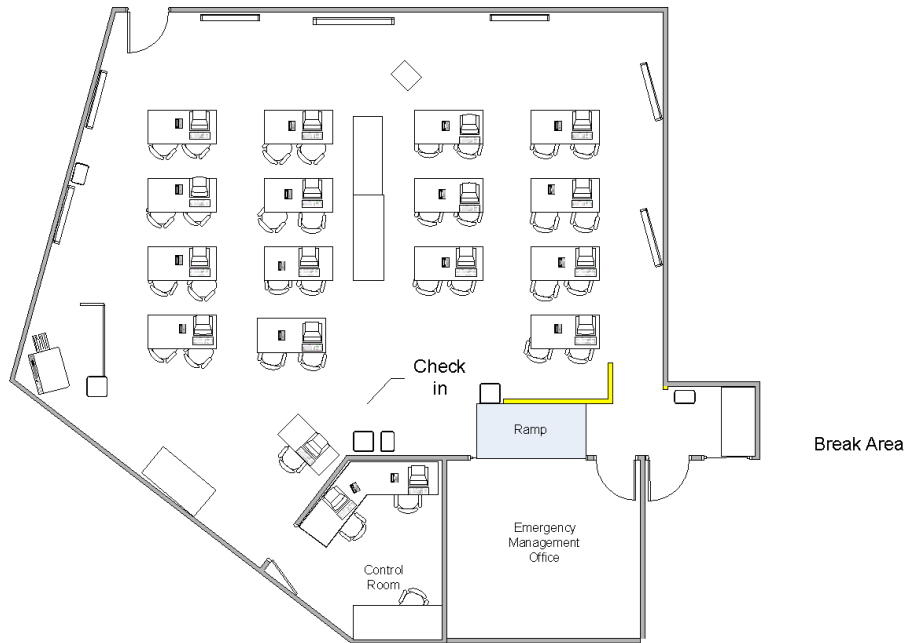


Figure 2

ACTIVATION

The EOC will be activated when necessary to facilitate Eagle County’s response and subsequent recovery from any emergency, as described in the Activation Table A.

EOC ACTIVATION LEVELS

Level	Description	Minimum Staffing Requirements
Monitoring/ Information Sharing Only <i>Usually done virtually utilizing telephone, email, etc.</i>	<ul style="list-style-type: none"> ● Small incident or event ● Information only ● Situation Monitor 	<ul style="list-style-type: none"> ● Emergency Manager ● Public Safety Team Updated
Limited EOC Support	<ul style="list-style-type: none"> ● Moderate incident or event ● 3 or more agencies involved ● Major scheduled event (e.g., 4th of July, World Cup, etc.) ● Limited evacuations ● Limited resource support required 	<ul style="list-style-type: none"> ● Emergency Manager ● EOC Manager ● Public Information Officers ● Liaison Officer ● Limited ESF representatives

Dedicated EOC Support	<ul style="list-style-type: none"> ● Major incident or event ● Three or more incidents (locations) ● Multiple agencies involved. ● Extensive evacuations ● Resource support required 	<ul style="list-style-type: none"> ● Emergency Manager ● EOC Manager ● Agency Lead ● Public Information Officers and Joint Information Group ● Policy Group ● ESF representatives (as situation dictates)
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Table A

Personnel responding to the EOC must have appropriate identification prior to being allowed access to the EOC. Security will be maintained to protect the EOC and reduce distractions. Activation requests are made by the County/City/Town Manager, County Emergency Manager, or upon request by an incident commander. The County Manager or County Emergency Manager or their designee shall serve as the EOC Manager.

The EOC team is activated through the Eagle County Alert, Employee Network (ECAEN) service by the Eagle County Emergency Manager or the Vail Public Safety Communications Center at the request of a County/City/Town Manager or the County Emergency Manager. The message will ask for availability and will require a response.

REQUIRED NOTIFICATIONS WHEN EOC IS ACTIVATED

- 1. Monitoring/ Information Sharing Only**
 - a. Vail Public Safety Communications Center (970) 479-2201
 - b. Eagle County Emergency Manager or designee will update the Safety Team
 - c. Others as dictated by the event and the hazard specific appendix.
- 2. Limited EOC Support**
 - a. Vail Public Safety Communications Center (970) 479-2201
 - b. Eagle County Emergency Manager or designee
 - c. PIO Group (Joint Information System activation required)
 - d. Emergency Support Agency Leads
 - e. Others as dictated by the event and the hazard specific appendix.
- 3. Dedicated EOC Support**
 - a. Vail Public Safety Communications Center (970) 479-2201
 - b. Eagle County Emergency Manager or designee (request State EOC activation through COEM)
 - c. Emergency Support Agency Leads
 - d. County Leadership Team
 - e. PIO Group (Joint Information System activation required)

- f. Notify all EOC personnel of activation through Everbridge notification.

OPENING THE EOC

EOC MANAGER PRIORITIES:

- Establish communications with dispatch, the various incidents in Eagle County and any surrounding county EOC's already operating.
- Conduct initial assessments of situation
- Develop an initial EOC Incident Support Plan

Actions Checklist: (please complete in order and check off as completed)

- Locate EOC Activation binder in the EOC kit.
- Activate EOC Team
- Complete other required notifications
- Locate the "forms" box in the EOC kit. Remove the EOC sign-in sheet clipboard from the front and ensure staff signs in as they arrive. (This can be turned over to another EOC staff member as appropriate.)
- Arrange for security of the EOC, only allowing those with an approved EOC ID card to have access, unless pre-approved.
- Each Emergency Support Function (ESF) has a notebook with instructions, checklists and resource lists for their area of responsibility.
- The "Situation Center" manages the appropriate display processes including the TV/projection equipment from the Control Room.
- Provide a briefing for the staff as they arrive and assign them positions as needed.

Remind incoming staff:

- Read the checklist in the assigned notebook.

- Set up each section with material from the EOC kits.
- USE the EOC activity log.
- Don't forget the coffee ... You'll need it! And CUPS!

EOC LOGISTICS

SECURITY

During an EOC activation, access will be restricted to EOC staff and others conducting official business. Authorized media representatives are not allowed access to the EOC unless accompanied and authorized by a member of the EOC PIO team. All other individuals requesting access to the EOC will need approval from the EOC manager.

SUPPLIES

Most EOC equipment and resources are located in the EOC. Other items/supplies will be obtained through the EOC Manager.

PERSONNEL CHECK IN

New arrivals are directed to their assigned position or to the EOC manager. The EOC Situation Center will maintain an up to date organization chart.

COMMUNICATION

For communication purposes in the EOC, there are:

- Wired and wireless internet ports
- Radio communications in the Control Room.
- Fax machines, printers, copiers, laptops and telephones.

SUSTENANCE AND SANITATION

- A break area is available near the restrooms. All EOC personnel should be encouraged to take a break outside of the EOC at least bi-hourly
- A coffee maker is located in the EOC with an additional machine in the break area.
- The EOC Manager will arrange to provide meals as necessary.

PARKING

- The parking lot on the east side of the Eagle County Building should be utilized for EOC staff parking to facilitate 24 hour security

MEDICAL/MENTAL HEALTH

Minor first aid items are kept in the EOC. EOC personnel should be aware of, and sensitive to; the physical and emotional needs of EOC occupants when placed under stressful situations that are not within their normal daily job functions. Assistance will be provided as needed.

INCIDENT DOCUMENTATION

It is important that the incident be properly documented from the beginning of the incident, throughout the response and recovery efforts, and continued until the EOC is demobilized.

Thorough documentation will:

- Ensure information is transferred accurately during all shift changes
- Provide information for an After Action Report (AAR) which will be compiled once the incident has been resolved
- Assist in reimbursement measures taken after the incident has been resolved

Documentation can include:

EOC Activity Logs (ICS form 214)

Provided for each EOC team member to record:

- Time and information for telephone calls made and received
- Time and information for actions requested and taken
- Other general notes and information.

General Message Forms

Provided for telephone messages received by EOC call takers to be distributed to various ESF's in the EOC.

Maps

Developed by Planning and Intelligence or acquired from other sources.

Media releases

Developed by the EOC PIO or received from other sources.

Community Lifelines

COMMUNITY LIFELINES



The Eagle County EOC structures its response around the stabilization of eight Community Lifelines. Lifelines are the most fundamental services in the community that, when stabilized, enable all other aspects of society to function. When disrupted, decisive intervention is required to stabilize the incident. All Community Lifelines are interdependent, and destabilizing one

Lifeline will frequently impact the status of other Lifelines. The eight Community Lifelines in Eagle County are:

- Safety & Security
- Health & Medical
- Communications
- Hazardous Materials
- Food, Water, Shelter
- Energy (Power & Fuel)
- Transportation
- Natural Resource & the Economy

During EOC activations, Community Lifelines are assessed and assigned one of the following colors:

- [gray]: Status Unknown
- [green]: Stable
- [yellow]: Functional, but inadequate for consistent service
- [red]: Unstable, inadequate level of service

CRITICAL INFORMATION REQUIREMENTS

Key information varies based on the incident. The below section is a guideline for critical

General

Name of Incident

Month, Day, Year (Time Stamp)

Current Situation: *Brief, need to know' situational overview. Should stay relatively static throughout the incident. Include hazard that is occurring, EOC activation time/level, ICP location/time/, type of command established and lead Incident Command/Unified Command agencies.*

Incident Map

EOC Contact Information

Public Information site and social media

Public call-in line



Safety & Security

Safety Hazards:

Status:

Priority Needs:

Actions:

Law Enforcement and Security (Source, Date)

Evacuations:

Mandatory: [#, counties]

Voluntary: [#, counties]

ESFs supported by ESF 13

Search and Rescue (Source, Date)

Mountain/Wilderness Search and Rescue

Total Rescues/Evacuations:

Focus Areas:

Urban Search and Rescue:

Total Rescues/Evacuations:

Focus Areas:

Air Operations:

Total Rescues/Evacuations:

Sorties:

Fire Service (Source, Date)

Acres/Structures burned:

Level of containment:

Est. date of full containment:

Government Services (Source, Date)

Activations:

Eagle County EOC: [level, hours]

SEOC: [level, hours]

Closures:

County/Local Governments: [#, jurisdictions]

Schools/Universities: [#, population impacted]

Responder Safety

Actions:

Imminent Hazard Mitigation (Source, Date)

Dams/Levees of concern: [Status, Location, Type, Forecast Impacts, Ownership]

Potential Impacts/Threats to Human Life: [Public Infrastructure, Population]

Impacts:

Structures Destroyed:

Structures Damaged:



Food, Water, & Sheltering

Status:

Priority Needs:

Actions:

Evacuations (Source, Date)

Actions:

Sheltering (Source, Date)

Open: [#, location, type]

Population:

Food/ Potable Water (Source, Date)

Facilities of concern: [Status, Location, Type]

Impacts:

Assessments: [completed, remaining]

Durable Goods (Source, Date)

Water Infrastructure (Source, Date)

Agriculture Infrastructure (Source, Date)



Health & Medical

Status:
Priority Needs:
Actions:

Medical Care

[Hospitals or facilities involved: Status, patient movement]

Public Health (Source, Date)

Impacts & Mitigation - Primary and secondary:

Fatality Management (Source, Date)

Fatalities: [#, counties]

Actions:

HealthCare Supply Chain (Source, Date)

Impacts:

Actions:



Energy

Status:
Priority Needs:
Actions:

Power (Grid) (Source, Date)

and/or % without power: [restorative timeline, etc.]

Power Plants of Concern: [Status, Location, Type]

Temporary Power

Facilities of Concern: [critical public facilities without power or temp power: type, location, assessment needed, etc.]

Generators Installed: [#, assessments completed]

Generators De-installed:

Fuel

Gas stations closed: [%, counties]

Fuel Missions



Communications

Status:
Priority Needs:
Actions:

Infrastructure (Source, Date)

Wireless Status: [#, % cell sites up]

Wireline Status: [# customers out of service]

Alerts, Warnings, Messages (Source, Date)

Alert Messaging/Warning Status: [emergency alerts access, public messaging, etc.]

911 Dispatch (Source, Date)

Public Safety Answering Point (PSAP) Operational Status: [# routed, # on gen power]

Responder Communications



Transportation

Status:

Priority Needs:

Actions:

Highway/Roadways (Source, Date)

Primary Road Status: [# closed, being cleared, etc.]

Primary Bridge Status: [# closed, being assessed, etc.]

Impacts:

Actions:

Mass Transit (Source, Date)

Bus Status:

Commuter Rail Status:

Ferry Service status:

Impacts:

Actions:

Railway (Source, Date)

Rail Status:

Impacts:

Actions:

Aviation (Source, Date)

Airports Status:

Temporary Flight Restrictions:

Impacts:

Actions:

Maritime (Source, Date)

Waterway Status:

Impacts:

Actions:



Hazardous Materials

Status:

Priority Needs:

Actions:

Facilities (Source, Date)

Facilities of concern: [Status, Location, Type]

Impacts:

Assessments: [completed, remaining]

Hazardous Debris Identification/Removal- Pollutants and Contaminants (Source, Date)

Vessels: [# identified, assessed, removed]

Impacts:



Natural Resources & the Economy

Status:

Priority Needs:

Actions:

Natural Resources

Impacts, actions

Economy

Impacts, actions

EOC INCIDENT SUPPORT PLAN (ISP)

An EOC ISP is a written strategy for responding to needs of the incident. It is developed by the EOC Manager and Emergency Support Function (ESF) Leads.

- The EOC Manager and ESF Leads meet immediately to develop the ISP.
- The Situation Center is responsible for preparing and distributing the ISP
- The ESF# 7, Resource Support Lead will anticipate, receive requests, locate, order and track the amount and type of resources needed to accomplish the mission(s)

Copies of the ISP are distributed to the Incident Command Posts, the EOC Team and the EOC Executive Policy Group.

The ISP is implemented by the EOC Manager and supported with resources from other ESF sections. Forms for completing the ISP are located in the EOC forms book.

CONTINUITY OF OPERATIONS; EVACUATING THE PRIMARY EOC; ESTABLISHING AN ALTERNATE EOC

Continuity of essential EOC functions during emergency activations is a top priority. Basic considerations include:

- Identify the essential functions the EOC is carrying out at the time of a disruption (essential functions will typically impact life safety, property, the environment, or critical infrastructure if disrupted)

- Identify the key resources needed to maintain essential functions (resources may include people, equipment, facilities, and technology)
- Assess which essential functions can be accomplished remotely or whether an alternate in-person EOC location is needed
- Coordinate resources through the EOC Emergency Support Function 7 - Resources team and County Administration to ensure continuity of essential functions for the duration of the disruption

Evacuating an activated EOC occurs when there is concern for the safety of the EOC team.

- Safety of personnel is always the first priority in any incident.
- Arrange appropriate and secure transportation.

If possible, also remove:

- Laptops and charging cords
- Radios and extra batteries
- Cellular phones
- EOC kits (miscellaneous administrative supplies)
- Binders and/or USB drives with EOC activation information
- EOC phone numbers and contact information
- Documents already compiled by Planning and Intelligence

Alternative EOC locations have been identified:

- Eagle County Airport - 217 Eldon Wilson Rd, Gypsum
- Eagle County Paramedic Services buildings - 1055 Edwards Village Blvd., Edwards and 750 Red Table Drive, Gypsum
- Roaring Fork Fire & Rescue Station 42 - 1089 JW Drive in El Jebel

When a request is made for an alternate EOC location, the EOC Manager shall select the appropriate location.

If none of these locations are available, an alternate EOC can be established at ANY appropriate and safe location. An ideal location would include:

- At least 1,000 square feet of floor space in a location that can be adequately secured
- Functioning 120V AC power and ample outlets
- Functioning telephone system
- Internet access
- Functioning heating/Cooling system

DEMOBILIZING THE EOC

The EOC Manager, advised by the EOC Executive Policy Group, will determine when to deactivate the EOC and transition to normal business activities. The process of demobilizing includes:

- Ensuring all Community Lifelines have been stabilized or a sustainable plan is in place to support ongoing Lifeline response and recovery needs once the EOC is deactivated.
- Demobilization of all resources requested through the EOC
- Documenting the incident in preparation for requests for state/federal disaster recovery funds
- Documenting the incident in preparation for the After Action Report
- Demobilizing all EOC personnel