North Central Texas
Council of Governments
Emergency Preparedness

EOC Support Team

NORTH CENTRAL TEXAS
EMERGENCY OPERATIONS CENTER
BE FAST · BE FLEXIBLE
SUPPORT TEAM

EST Background

- **Developed by the EM Working Group in 2016 to facilitate deployment of professional emergency managers as supplemental staffing for EOCs during activations.**

- **Built on lessons learned realized from real-world EOC activations.**

- **Primary operations are within the North Central Texas Region but may respond beyond.**

EST Mission Statement

Provide professional emergency management assistance to Emergency Managers and Emergency Operations Centers in support of their response, relief, and immediate recovery efforts.
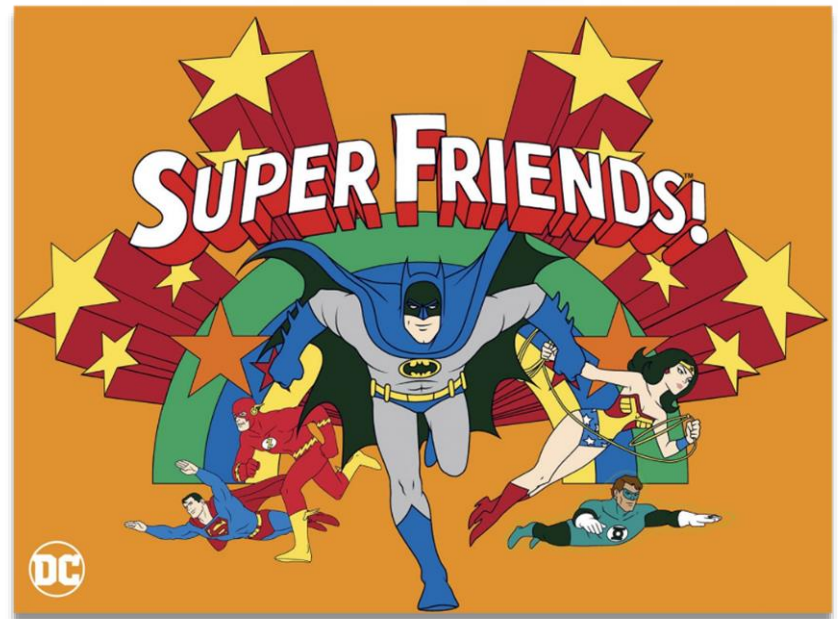
EST Mission Statement
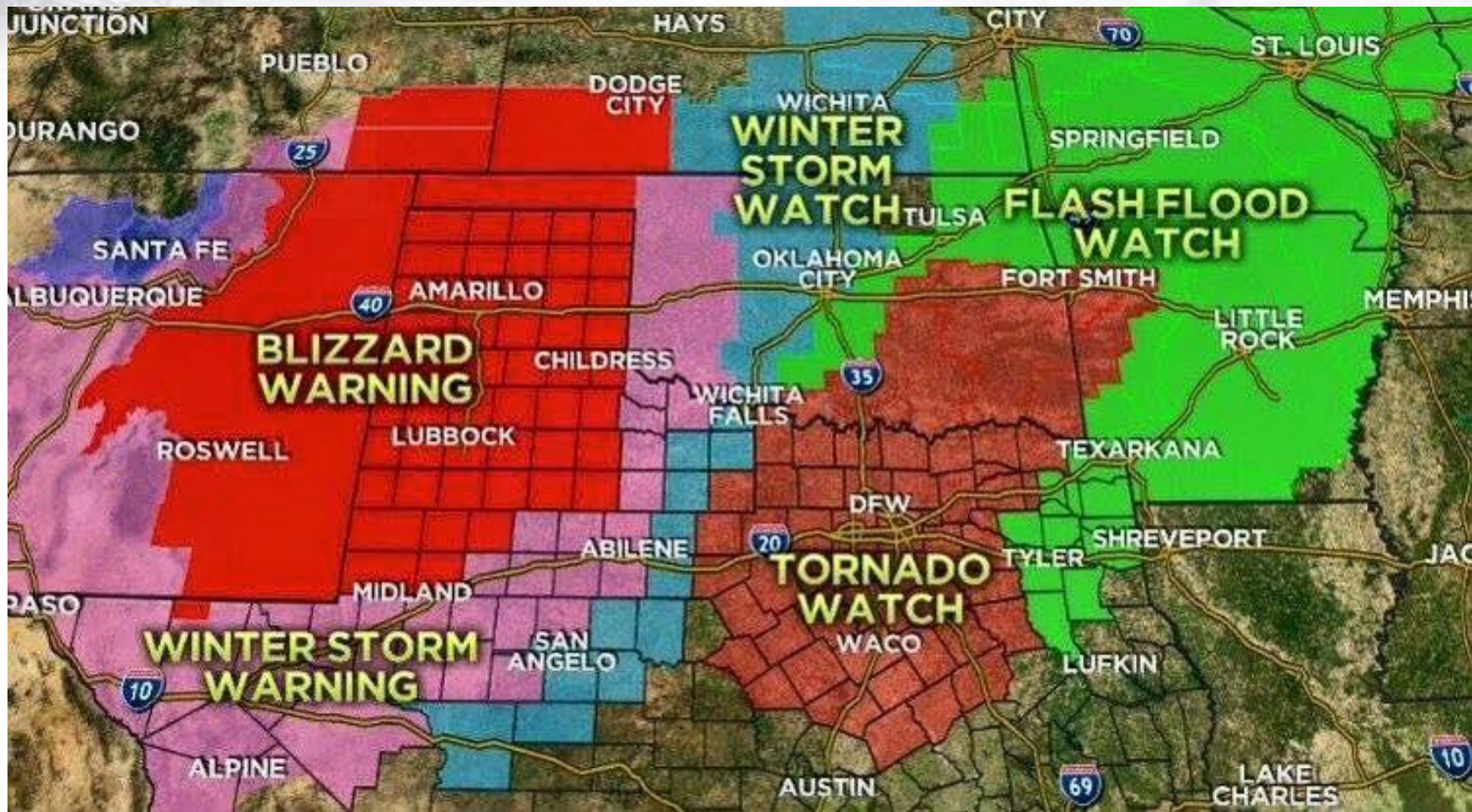
Activations

1. **Glenn Heights/Garland/Rowlett Tornadoes 2015**
2. **Big X (functional/ full scale exercise)**
3. **DPD/DART police shooting (July 2016)**
4. **Rio Grand Valley Evacuation FSE (June 2016)**
5. **Canton Tornado (2017)**
6. **Hurricane Harvey (2017)**
7. **Ellis County Flooding Event (2018)**

Activations

8. Erath Flooding (2019)

9. Dallas EF-3 (2019)

10. Garland COVID-19 Response (2020)

11. Texas Motor Speedway Mass Vax Ops (2021)

12. Chief Asebedo EOW (2021)

13. City of Dallas Gas Explosion (2021)

Garland EOC
EF4 Tornado

Rowlett EOC
EF4 Tornado

Glenn Heights EOC
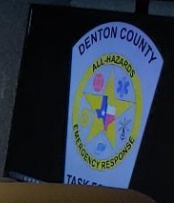*EF3 Tornado*

Hurricane Harvey
City of Dallas

Texas Motor Speedway
Mass Vax Ops

Texas Motor Speedway
Mass Vax Ops

City of Dallas
Apartment Gas Explosion

Position-Specific Roles & Responsibilities

Positions may be created and/or staffed as needed, and will be largely dependent on the nature of the incident and response.

- **EST Duty Officer**
- **EST Coordinator**
- **Team Leader**
- **Team Member**

See EST Handbook for full details

EST Coordinator & Duty Officer

- **Serves as initial activating POC for EST**

- **May be performed virtually or may operate from an incident scene or facility**

- **Identifies and authorizes deployment of resources**

- **Coordinates scheduling, resource packaging, and mobilization of EST**

- **Does not have to deploy- may work virtually or co-located with DDC, EOC, Command Post, etc.**

EST Team Leader

- **Responds to affected jurisdiction as requested by EST Coordinator or Duty Officer**

- **Provide direct assistance to the requesting agency**

- **Oversee EST Members that have responded to the same jurisdiction**
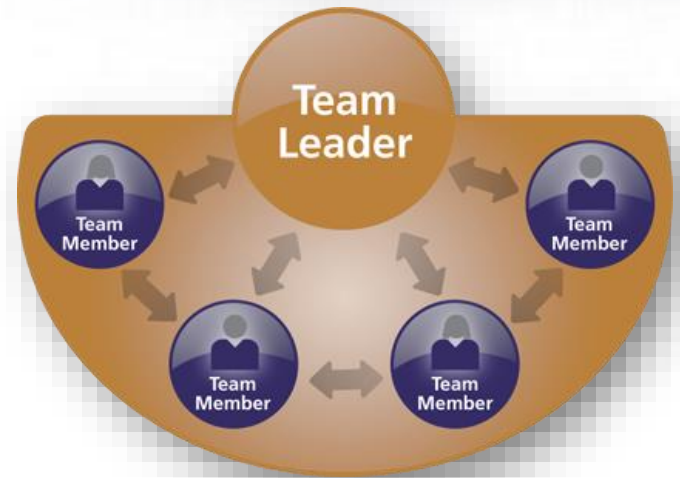
EST Team Member

- **Respond to affected jurisdiction as requested by EST Coordinator or Duty Officer**

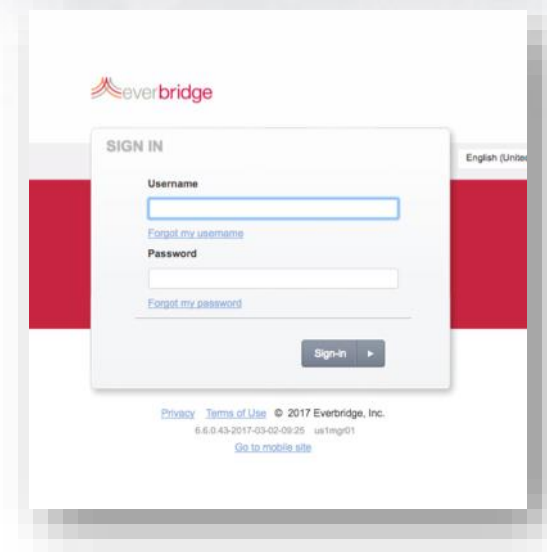- **Provide direct assistance to affected jurisdiction**

All positions

- **Be self-sufficient with a 48-hour go-bag for no-notice deployments**

- **Be prepared to operate around the clock for extended time**

- **Be prepared to perform any EOC assignments as requested/assigned**

- **Track labor hours and report to Team Lead**

- **Do not self deploy**

- **Attend refresher training as necessary**

Team Roster/ Database

- **Team roster and contact information is maintained in Everbridge and Google**
- **Each member is asked to keep contact information current**
- **Will need to be updated/ replaced with updated version periodically**

Alert/Activation (SOG 1)

- ✓ **Gather** go-kit to include work equipment & supplies.
- ✓ **Get informed** about the incident.
- ✓ **Notify** home agency and supervisor.
- ✓ **Prepare** vehicle for travel.

Notify

Mobilization/Deployment   (SOG 1)

Once sufficient and reasonable need is determined, the EST Coordinator/Duty Officer may activate and begin mobilizing the EST
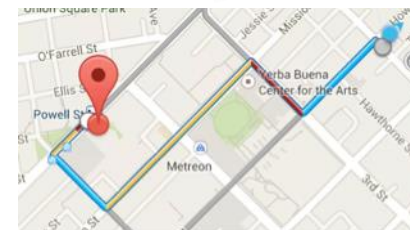
1. **Duty officer will determine initial EST deployment assignments**
2. **Scheduling form will be used to fill assignments**

Mobilization/ Deployment   (SOG 1)

- ✓ **Receive** pre-deployment briefing.

- ✓ **Notify** home agency and supervisor.

- ✓ **Coordinate** your own lodging arrangements (unless otherwise specified).

- ✓ **Travel** SAFELY to incident assignment location.

Team Communications   (SOG 2)

- **Voxer App**

- **Email**

- **Phone**
  - **1-on-1 calls**
  - **Texts**
  - **Mass Texts**
  - **Conference Calls**

Upon Arrival   (SOG 5)

- ✓ **Report** to incident supervisor to confirm assignment.

- ✓ **Meet** with outgoing personnel for transfer of assignment briefing.

- ✓ **Notify** EST Coorindator/Duty Officer of check-in. This helps to ensure personnel accountability and safety.

- ✓ If Team Leader, **rally** subordinate staff to provide briefing & assign tasks.

Media/ Public Relations   (SOG 16)

During Deployments

- **All media inquiries should be passed along to the host jurisdiction.**

- **In the event media inquires specifically about the EST, pass along to EST Coordinators.**

Available Resource   (EOC In-A-Box)

EOC In-A-Box Contents

- **Housed by City of Lewisville**

- **Designed to enhance EOC facilities and/or provide an EOC environment when none is available.**

- **Contains:**

  - **Display systems** – **Lighting**
  - **Desks** – **Plotter/ printers**
  - **PA** – **Chairs**
  - **White Boards** – **Electrical and more**

  *Full details in Attachment 3.

the road ahead

Questions?