

**N**orth **C**entral **T**exas **C**ouncil of **G**overnments  ▪ **E**mergency **P**reparedness **D**epartment



**Emergency Operations Center Handbook Virtual Rollout**

December 16, 2020

1:00 PM – 2:30 PM

Zoom Webinar

A subcommittee of the Emergency Management Working Group worked with a contractor, Innovated Emergency Management (IEM), to create three Emergency Operations Center (EOC) handbooks for the region. These were presented to the region via a Zoom Webinar on December 16, 2020 as well as placed on the [Emergency Preparedness Website](https://nctcog.org/ep/resources/eoc-handbook-templates).

There were 120 attendees present during the presentation.

The three handbooks were presented by the following people.

Incident Command System (ICS / ICS-like Handbook)

T.J. Manor

Emergency Management Coordinator

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Fire Department, City of Arlington

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Departmental Handbook

Larry Houck

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ISM Handbook

Eric Hutmacher

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Notes:

* Concern was raised regarding the ability to speak and ask questions verbally during the meeting
  + Attendees were notified they will have the ability to ask questions via the Q&A portion of the meeting. Any questions unanswered will be answered at the end of the meeting.
* TJ Manor began the meeting with an introduction of how the project came to be and the thought process and deliverables created from the project.
* Eric Hutmacher discussed the inclusion of Community Lifelines in the handbook.
* Larry Houck began his presentation covering department EOC handbooks.

Questions:

1. Is it safe to say these documents were created focused on the what not the how of EOC operations?
   1. Yes. We wanted to get away from instructions on how to run your EOC and ensure you have a checklist to verify the process.
2. Organization Chart has EOC Director. Is that the Judge or Mayor or the EMC/EOC Manager? Should we have EMC or EOC Manager in the Organization Chart?
   1. It is intended that the EOC manager can be whomever you choose. It is intended your judge or mayor will be included in managing policy/judiciary decisions. This is primarily built for the support function of EOC Managers and not response to the incident.
   2. EOC Director is going to be an EM professional that is managing the process.
3. Why is the Safety function left out of the Command Structure?
   1. It can be included; however, this is focused on support and not response to incidents. We wanted to make sure that the direct responding EOC would be the ones to call the shots and make the best safety protocols.
4. Is the Departmental format just for cities. I am not seeing terminology that would indicate a County style. Counties have road and bridge crews and not public works.
   1. This DOC is based on larger entities or health departments, it would need to be tailored for county use. The handbook is tailored for smaller jurisdiction use
   2. The changing of roads and crews from public works would be all that required. Any adjustments to the formatting and/or structure is up to the jurisdiction themselves for its implementation in their jurisdiction.
   3. Utilized three models to create these templates.
5. Curious how the ESF functions incorporate into these models since that is now required in EOP?
   1. The EOP/IAP should not be confused with these checklists. These checklists/templates the enumeration of the responsibility of the positions and not how they should respond.
   2. This is just the plan, and not necessarily the organization.
6. It would be interesting to know how many cities, counties, health departments, and other entities use which models in the area. Also, it would be nice to talk to those who use each model about the pro’s and con’s they have experienced.
   1. Email can be sent out through listservs to garner regional feedback.
7. I would like to see some of these sample EOC Layouts scaled up to support a county with nearly 50 municipalities. (Do we have this?)