Emergency Operations Plans and Emergency Operations Centers

TIDAL BASIN

Preparedness

Response

Recovery

Mitigation

Traditional Emergency Operations Plan (EOP) Format

The Basic Plan contains broad, overarching information. This typically includes a description of expected hazards, basic agency roles and responsibilities, and plan implementation and maintenance.

- **Functional Annexes** document the methods, procedures, and actions of critical functions during emergency operations. Examples include Mass Care and Sheltering Operations Annex, Communications Annex, and Public Information Annex.

- **Hazard-Specific Appendices** focus on response strategies for specific hazards. Examples include Civil Unrest Appendix, Extreme Temperatures Appendix, and Hazardous Materials Spill Appendix.

Emergency Support Function (ESF) Format

The ESF Format is used in the National Response Framework to delineate federal response activities, and includes the following sections: the Basic Plan, Appendices, ESF Annexes, Support Annexes, and Incident Annexes.

- **The Basic Plan** provides an overview of the jurisdiction's emergency management system, and outlines the ESF's activated during emergencies by detailing hazards, capabilities, needs, and demands.

- **Appendices** contain relevant information not addressed in the Basic Plan, such as lists of terms and definitions, guidelines for revision, and forms.

- **ESF Annexes** delineate the ESF coordinator and any primary and support agencies. The ESF Annex describes mission assignments for each emergency phase and tasks to accomplish them.

- **Support Annexes** describe multijurisdictional coordination.

- **Incident Annexes** describe specific details for particular incident types, addressing relevant policies, concept of operations, and responsibilities.

Agency/Department-Focused Format

The Agency/Department-Focused Format describes tasks for each department or agency in separate sections.

- **The Basic Plan** contains the overview of the jurisdiction's abilities to prevent, protect against, respond to, and recover from emergencies. It summarizes tasks and defines how the plan is developed and updated.

- **The Lead Agency** section outlines the emergency functions completed by individual response units.

- **The Support Agency** section outlines the emergency functions completed by other agencies or community partners.

- **The Hazard-Specific Procedures** section addresses the preparedness, response, and recovery strategies for each department.
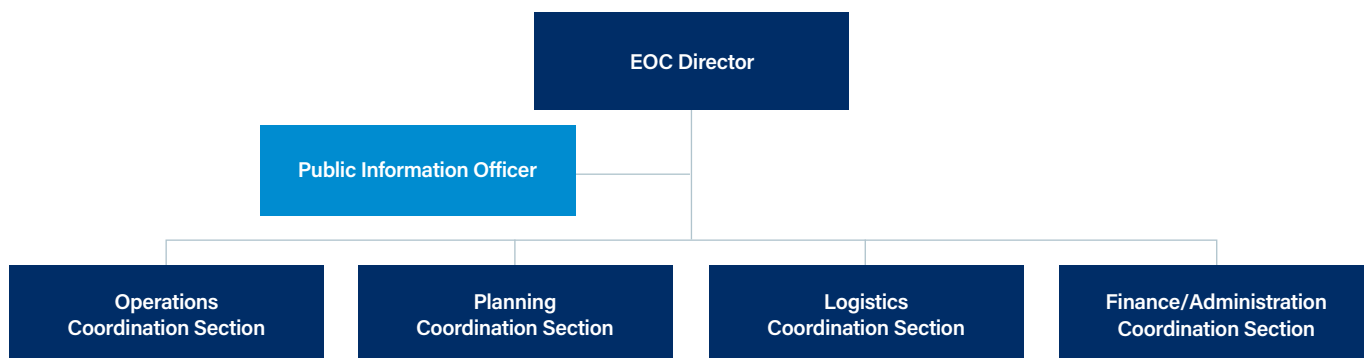
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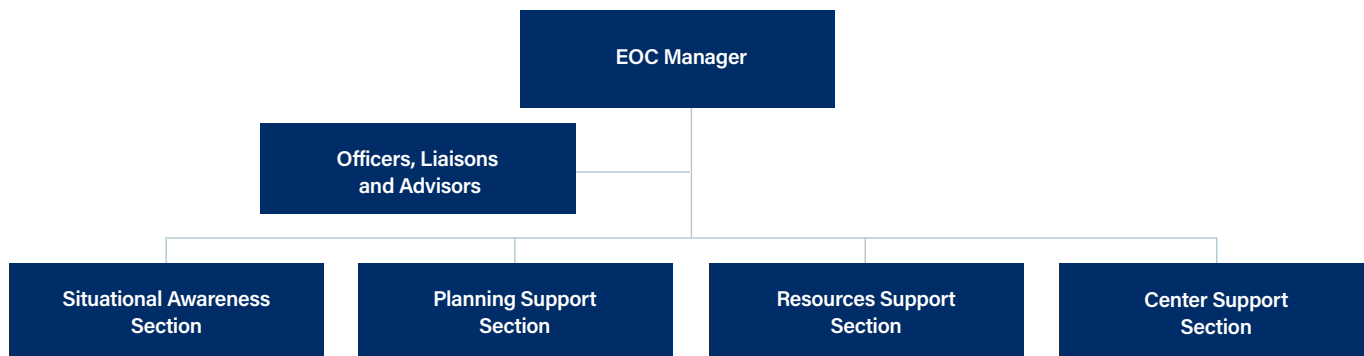
Emergency Operations Centers (EOC)

Incident Command System (ICS) EOC Structure

Many jurisdictions configure EOCs using the standard ICS structure. This approach aligns well with the on-scene incident organization, and titles in the standard ICS structure can be modified. There is no requirement for EOCs to organize using this approach.

```
                    EOC Director
  Public Information Officer
  Operations          Planning         Logistics        Finance/Administration
  Coordination Section  Coordination Section  Coordination Section  Coordination Section
```

Incident Support Model (ISM) Structure

This approach focuses on the most common EOC functions in a jurisdiction. This approach can be successful for jurisdictions with little operational capacity or jurisdiction, as it focuses on "support."

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                    EOC Manager
  Officers, Liaisons
  and Advisors
  Situational Awareness  Planning Support  Resources Support  Center Support
  Section              Section           Section           Section
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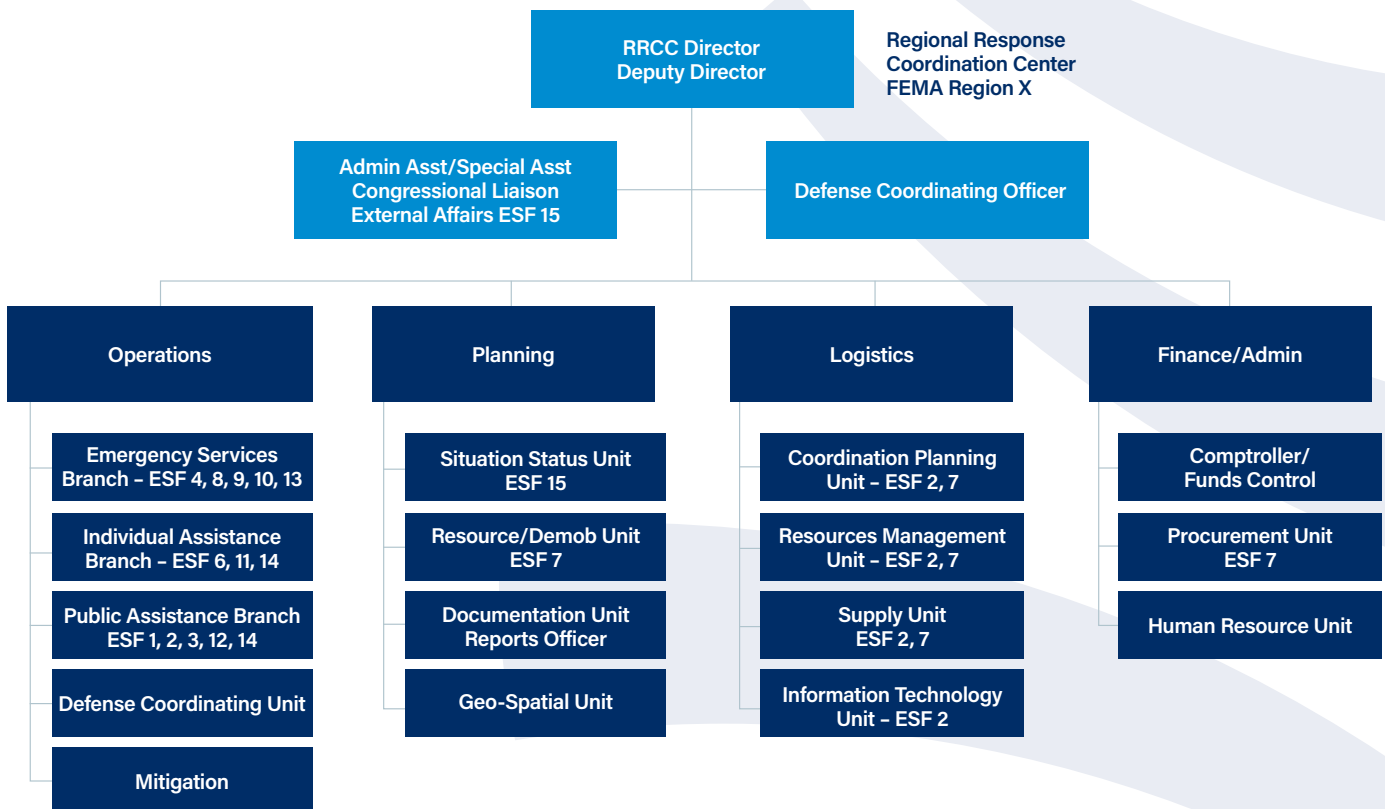
Departmental EOC Structure

This approach organizes around existing department, agency, or business functions. This is a common approach in private sector EOCs.

- Emergency Manager
  - Department of Natural Resources
  - Department of Health and Human Services
  - Department of Public Works
  - Department of Public Safety
  - Department of Administration
  - Department of Education
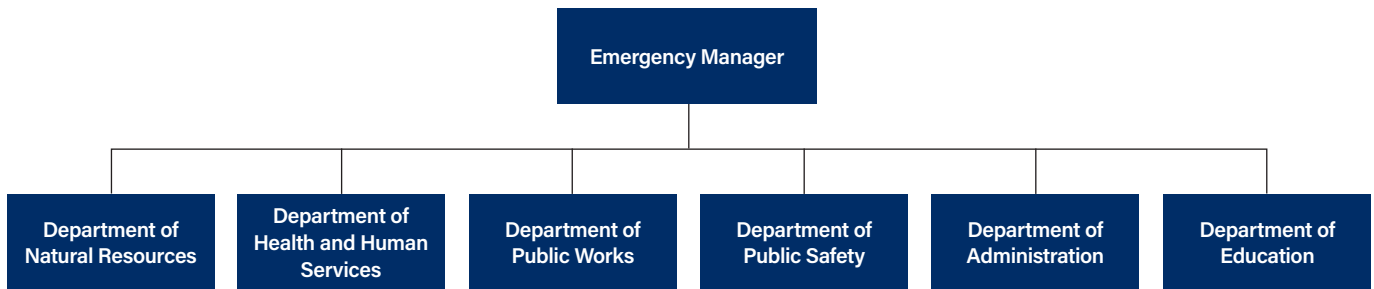
Emergency Support Function (ESF) Structure

This structure is centered around the federal Emergency Support Functions (ESFs). This approach is common in state EOCs, or within jurisdictions with large populations or complex response factors. Some EOCs will modify the ESF format, creating a hybrid ESF structure.

- RRCC Director Deputy Director — Regional Response Coordination Center FEMA Region X
  - Admin Asst/Special Asst Congressional Liaison External Affairs ESF 15
  - Defense Coordinating Officer
  - **Operations**
    - Emergency Services Branch – ESF 4, 8, 9, 10, 13
    - Individual Assistance Branch – ESF 6, 11, 14
    - Public Assistance Branch ESF 1, 2, 3, 12, 14
    - Defense Coordinating Unit
    - Mitigation
  - **Planning**
    - Situation Status Unit ESF 15
    - Resource/Demob Unit ESF 7
    - Documentation Unit Reports Officer
    - Geo-Spatial Unit
  - **Logistics**
    - Coordination Planning Unit – ESF 2, 7
    - Resources Management Unit – ESF 2, 7
    - Supply Unit ESF 2, 7
    - Information Technology Unit – ESF 2
  - **Finance/Admin**
    - Comptroller/ Funds Control
    - Procurement Unit ESF 7
    - Human Resource Unit

Which EOP or EOC works best?

EOP and EOC formats do not need to be aligned. For example, many jurisdictions go with a traditional EOP format but include ESFs into their EOC structure. Also, federal guidance identifies types of information that should be included in an EOP, and functions that should be performed by an EOC, but does not recommend one over another.

Choosing the format for your jurisdiction's Emergency Operations Plan and structure for the Emergency Operation Center can seem a bit overwhelming, but it doesn't need to be. Every jurisdiction is unique; contact us to discuss your community's unique needs.

EOP Formats

Format	Pros	Cons
Traditional	Most jurisdictions have used this format in the past so they are familiar with it; information is easy to find based on hazard or function.	Focus is placed more on hazard or function and less on interdependency of roles and responsibilities.
ESF	Aligns with the ESF functions at federal, state, and possibly local levels; focus on interdependency of roles and responsibilities.	May have to cross-reference many sections to find information.
Agency/Department	A commonly-used format that may be the best choice for small jurisdictions or private organizations as roles do not change significantly during a response.	Responsibilities are not typically as well-defined for different types of hazards or functions; can lead to some confusion during response.

EOC Structures

Structure	Pros	Cons
ICS	Commonly used; understood by field personnel; aligns well with on-scene organization; ample training information available.	May blur the line between field and EOC roles and be difficult for some staff to understand the difference.
ISM	Very focused on support and coordination; good for home-rule states at the county or regional level; new training available.	Recently introduced so not commonly used, but is expected to gain in popularity.
ESF	Becoming more common; aligns with Federal and many state structures; objective-focused; works well in larger jurisdictions and those with complex incidents.	In smaller jurisdictions, there may not be enough personnel to support this type of approach.
Hybrid	Fairly common approach; can be modified to fit the specific needs of a jurisdiction.	Will require additional work on the front-end in planning and training.

For more information on our program support, contact us today.

Stephanie Murphy, MS, CEM
Vice President, Preparedness, Resiliency and Emergency Management (PREM)

smurphy@tidalbasin.rphc.com

Michelle Burnett, CBCP, CEM, CFM
Assistant Vice President, Preparedness, Resiliency and Emergency Management (PREM)

mburnett@tidalbasin.rphc.com

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