

Citizen Corps Department Operations Center (DOC)

09/06/2012

SEMS Functions

There are five primary SEMS functions that are derived from the Incident Command System (ICS). These functions are basic to all SEMS levels and must be used in the field and all EOCs. The functions are:

- Command (field) – Management (EOC)
- Operations
- Planning/Intelligence
- Logistics
- Finance/Administration

SEMS Definitions: Emergency Operations Center (EOC)

A location from which centralized emergency management can be performed. EOCs provide overall centralized coordination to ensure that there is an effective response. The EOC may also have a primary role in setting jurisdictional objectives and priorities, which may have an impact on resource allocations and incident level planning.

SEMS Definitions: Department Operations Center (DOC)

A facility used by a discipline or agency as a department level EOC. Examples are departments within a political jurisdiction such as fire, police, public works as well as agency divisions, districts or regional offices.

DOCs can be used at all SEMS levels above the field response level, depending on the impacts of the emergency, demographic nature of the agency or organization, local policy and procedures, and configuration of communications systems.

SEMS Definitions: Inter-agency Coordination

Agencies and disciplines at any SEMS level working together in a coordinated effort to develop joint plans, coordinate inter-agency resource use and to facilitate decisions. SEMS Regulation requires the use of inter-agency coordination in all EOCs.

Field Level has Command (I)

A key concept in all emergency planning is to establish command and tactical control at the lowest level that can perform that role effectively in the organization. In the Incident Command System (ICS), the Incident Commander, with appropriate policy direction and authority from the responding agency, sets the objectives to be accomplished, and approves the strategy and tactics to be used within the realm of available resources to meet those objectives.

The Incident Commander must respond to higher authority. Depending upon the incident's size and scope, that higher authority could be the next ranking level in the organization up to the agency or department executive. This relationship provides an operational link with policy executives who customarily reside in the DOC or EOC, when activated. Similarly, department executives also report to a higher authority. That authority may rest in city or county administrative offices, with mayors, city councils, county Boards of Supervisors, or Boards of Directors.

Field Level has Command (II)

As a rule, EOCs do not directly manage or “command” incidents. This would imply setting incident objectives, determining strategy and tactics and assigning and supervising tactical resources. Within the SEMS organizational structure, this is the role of the on-scene incident commanders using the component elements of the Incident Command System.

Field Incident Commanders requests for additional resources, or a request to deviate from agency policy, will be directed to a higher authority within the discipline which has primary incident responsibility. This communication may be to the Department Operations Center or to the appropriate departmental authority within the EOC depending upon how the jurisdiction is set up.

EOCs Provide Coordination

The EOC has a role in all phases of emergency management:

- In the pre-emergency period, the EOC is developed and prepared for any contingency. It is used for orientations and for training and exercising.
- In the emergency response phase, EOCs along with Department Operations Centers (DOCs) serve as the central point for agency or jurisdiction coordination and overall management of the emergency.
- In the post emergency or recovery phase, the EOC structure and organization can be used to facilitate and direct the recovery operation.

Single Jurisdiction – Major Disaster Situation

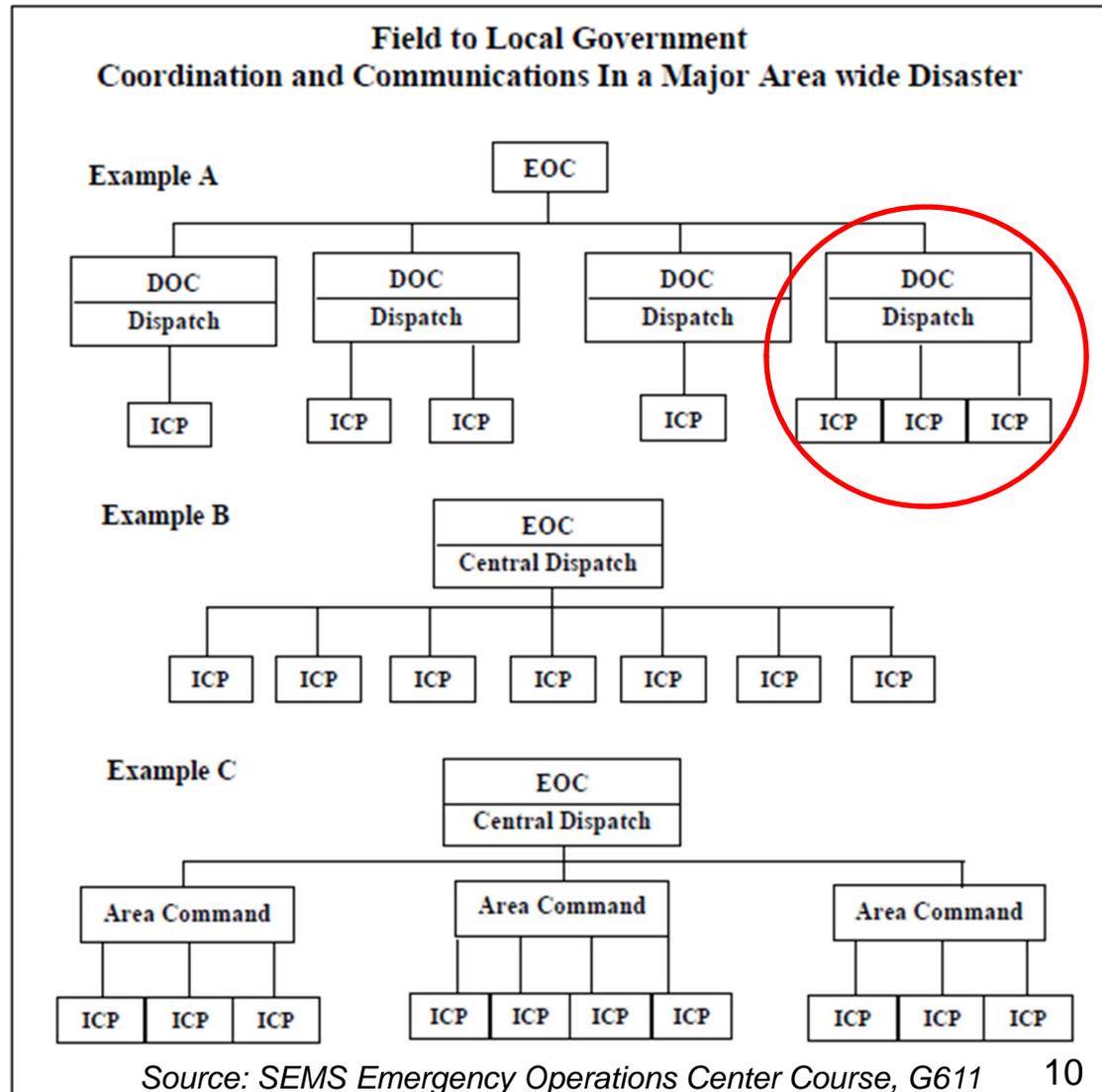
In a major area-wide disaster, such as a major earthquake, there may be multiple incidents of various types within a single jurisdiction. Some incidents may be single discipline incidents, others may be multi-disciplinary incidents operating under Unified Command. The jurisdiction's EOC may be activated to coordinate the overall response, while Incident Command Posts are established for each incident.

Incident Commanders may be linked (through dispatch centers) to DOCs which in turn will coordinate with the EOC. Alternatively, in some jurisdictions direct coordination and communications may be established between Incident Commanders and the EOC. Figure 2-9 illustrates Field - EOC reporting relationships in major disasters. For simplicity, the diagrams show only single discipline incidents. Unified Commands may be linked to DOCs or EOCs as described previously.

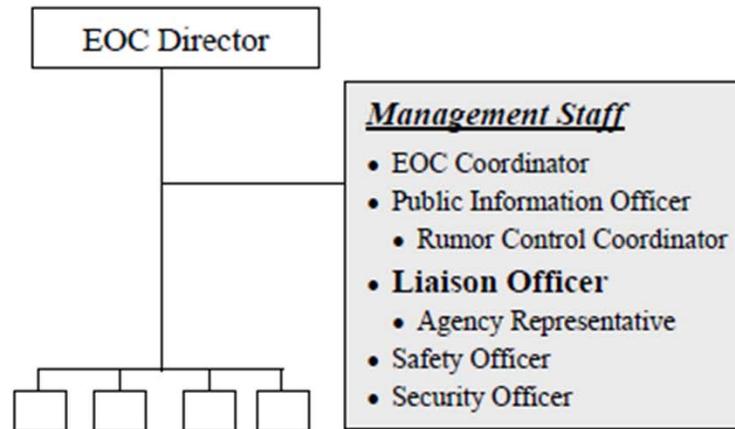
Field to Local Government Coordination

Comments:

- Cupertino doesn't have a centralized dispatch function.
- Departments (Fire, Sheriff etc.) have their Department Operations Centers and will use their respective dispatch function.



Liaison Officer in the EOC

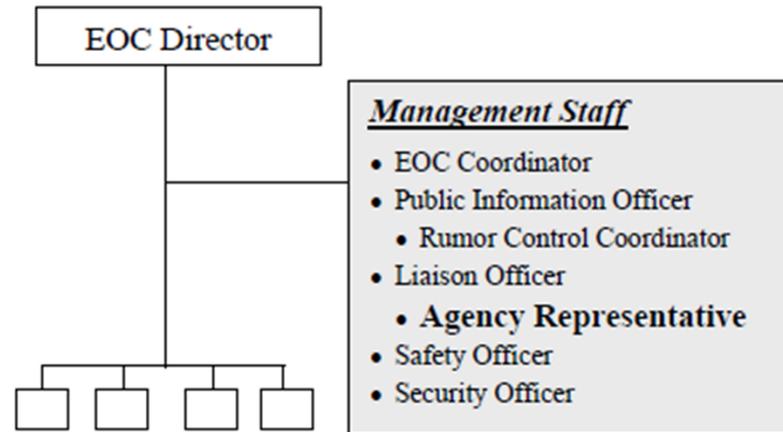


Function Description:

The Liaison Officer function is to provide a primary point of contact for all incoming agency representatives assigned to the EOC. The Liaison Officer will ensure that agency representatives are provided with the necessary workspace, communications, information and internal points of contact necessary to perform their responsibilities. The Liaison Officer will also ensure that the EOC Director is informed as to what agencies are represented in the EOC.

During major emergencies, and depending upon the SEMS level, it is not uncommon to find many agencies representatives reporting to the EOC. American Red Cross, Community Based Organizations, National Guard, other state/local agencies, federal agencies, etc., all may send representatives. The Liaison Officer will be the primary contact, and relieve the EOC Director from overseeing their activities.

Agency Rep in the EOC



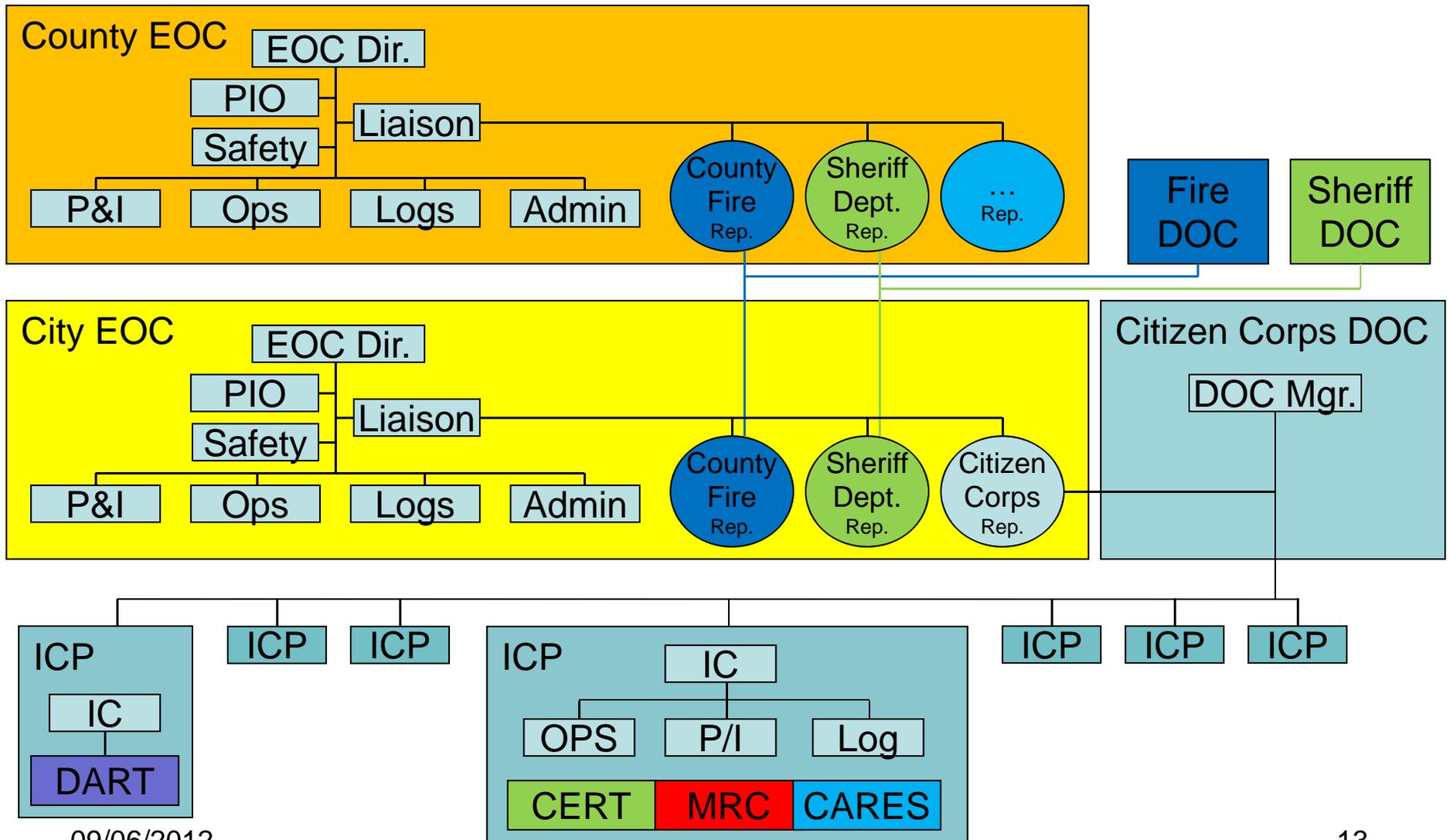
Function Description:

Agency Representatives are individuals assigned to the EOC by other agencies/jurisdictions. The Agency Representative serves three principal functions. 1) He/she will bring to the EOC information from the agency they represent, 2) they will normally have some level of authorization to speak or act for their agency, and 3) they will provide their agency with information obtained at the EOC.

Responsibilities:

1. Agency Representatives should be able to speak on behalf of their agencies, within established policy limits, acting as a liaison between their agencies and the EOC.
2. Agency Representatives may facilitate requests to or from their agencies, but normally do not directly act on or process resource requests.
3. Agency Representatives are responsible for obtaining situation status information and response activities from their agencies for the EOC.

Organizational Overview: EOC and Citizen Corps



Citizen Corps DOC Manager: Roles and Responsibilities

- Manages resources:
personnel, material, facilities
- Stays in direct communication with ICPs
- Is responsible for overall Citizen Corps safety and security

Citizen Corps Representative: Roles and Responsibilities

- Represent the Citizen Corps in the EOC; participate in planning meetings
- Communication link:
 - Situation reports to and from the EOC (activation level, capabilities, incidents etc.)
 - Resource requests from ICPs to the EOC
 - Feedback and action requests from the EOC (forward to DOC Manager)