

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

EMERGENCY OPERATIONS CENTER (E.O.C.)

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The Emergency Operations Center (E.O.C.) is the City's coordination center for emergency services during any major emergency effecting the City. The E.O.C. is activated when ordered by the Mayor, City Manager, or one of their designated representatives.

The E.O.C. is located on the second floor of the Fire Operations Center, 150 S. 12th Street.

Day-to-day operations are conducted from departments and agencies that are widely dispersed throughout the City. When a major emergency or disaster strikes, centralized emergency management is needed. This facilitates a coordinated response by the City Manger, Emergency Management Staff and representatives from City and non-City organizations who are assigned specific emergency management responsibilities.

The EOC operates under the nationally recognized Incident Management System (IMS).

An EOC provides a central location of authority and information and allows for face-to-face coordination among personnel who must make emergency decisions. The following functions are among those performed in the City of Phoenix EOC:

- Receiving and disseminating warnings.
- Developing policies.
- Collecting intelligence from and disseminating information to the various EOC representatives and, as appropriate, to County and State agencies,, military and federal agencies.
- Preparing intelligence/information summaries, situation reports, operation reports and other reports as required.
- Maintaining general and specific maps, information display boards and other data pertaining to emergency operations.
- Continuing analysis and evaluation of all data pertaining to emergency operations.
- Controlling and coordinating, within established policy, the operations and logistical support of the departmental resources committed to the emergency operations.
- Maintaining contact with support EOC's, other jurisdictions and levels of government.
- Providing emergency information and instructions to the public. Making official releases to the media and the scheduling of press conferences as necessary.

Dispatch and Deployment will continue to operate in a normal manner, except for policy guidance and special instructions received from E.O.C. All requests for special assistance from the field and significant status information should be directed to E.O.C. Dispatch and Deployment should assign a strategy officer to assist the Communications Deputy Chief and to act as a direct liaison and communication link to the E.O.C. Frequent progress and status reports should be provided to the Fire Department E.O.C. staff on the direct ring-down to the E.O.C. or on 534-4362 (see attached phone list). Policy guidance from E.O.C. will be relayed to field units through Dispatch and Deployment.

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ACTIVATION OF E.O.C.

The E.O.C. is activated only on orders of the Mayor or City Manager. Notification of the activation of E.O.C. will be made to the Fire Chief (or Acting Fire Chief) directly or through Dispatch and Deployment from one of these sources.

Upon notification that the City E.O.C. has been activated Dispatch and Deployment will immediately notify all senior staff and designated Deputy Chiefs. Unless otherwise instructed by the Fire Chief, the notification will advise all notified personnel to report to Fire Administration to open up the Fire Department E.O.C. Selected officers will be assigned to the City E.O.C. and a shift schedule established when needed.

The Fire Chief or his designee will need to report to the E.O.C. A minimum of two additional personnel are required to operate the Fire Department position at E.O.C. on a 24 hour basis during an active incident. Additional and relief personnel will be assigned as needed.

E.O.C. EQUIPMENT NEEDED

Fire Department Staff reporting to the City E.O.C. should take the following items:

- Portable radios
- Cellular telephones
- Fire Department Disaster Operations Manual (red book)
- Volume II Manual (yellow book)
- Note pads
- Pencils, pens

These materials are conveniently stored in a case located on the 3rd Floor Dispatch Center.

Additional items to consider:

- Tape recorder
- Earplugs for radios
- CAMEO Computers from Special Operations
- Flip charts, felt tip pens, duct tape

FIRE DEPARTMENT RESPONSIBILITIES IN E.O.C.

The Fire Department personnel assigned to E.O.C. are responsible for:

- Obtaining and prioritizing resource needs for field incident commanders.
- Providing the City Command Staff information on field conditions.
- Interpreting directives from City Command Staff.
- Requesting policy direction from City Command Staff when necessary.
- Communicating policy directives to field forces.

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- Providing liaison with other involved agencies.
- Maintaining constant awareness of field conditions and deployment.
- Obtaining authorization for expenditures for requested private sector resources needed to complete assigned functions.

All field Command Officers will keep E.O.C. informed of conditions, progress, level of commitment, resource requirements and situation urgency during a major emergency. The Fire Department E.O.C. staff will ensure that command(s) will establish an E.O.C. liaison with the City E.O.C. All significant changes in conditions will be directed to E.O.C. by telephone, radio or through Dispatch and Deployment. All requests for policy direction or additional resources (beyond normal levels) should be directed to E.O.C. (particularly private sector resources).

The Fire Department Staff assigned to the City E.O.C. will maintain a log of all major decisions by the Fire Department Staff, the Mayor or City Manager.

The log will indicate the time, the decision, and who made the decision. The E.O.C. staff should utilize the E.O.C. log sheets for this purpose.

EOC IMS Staff and Organization Chart

CITY STAFF

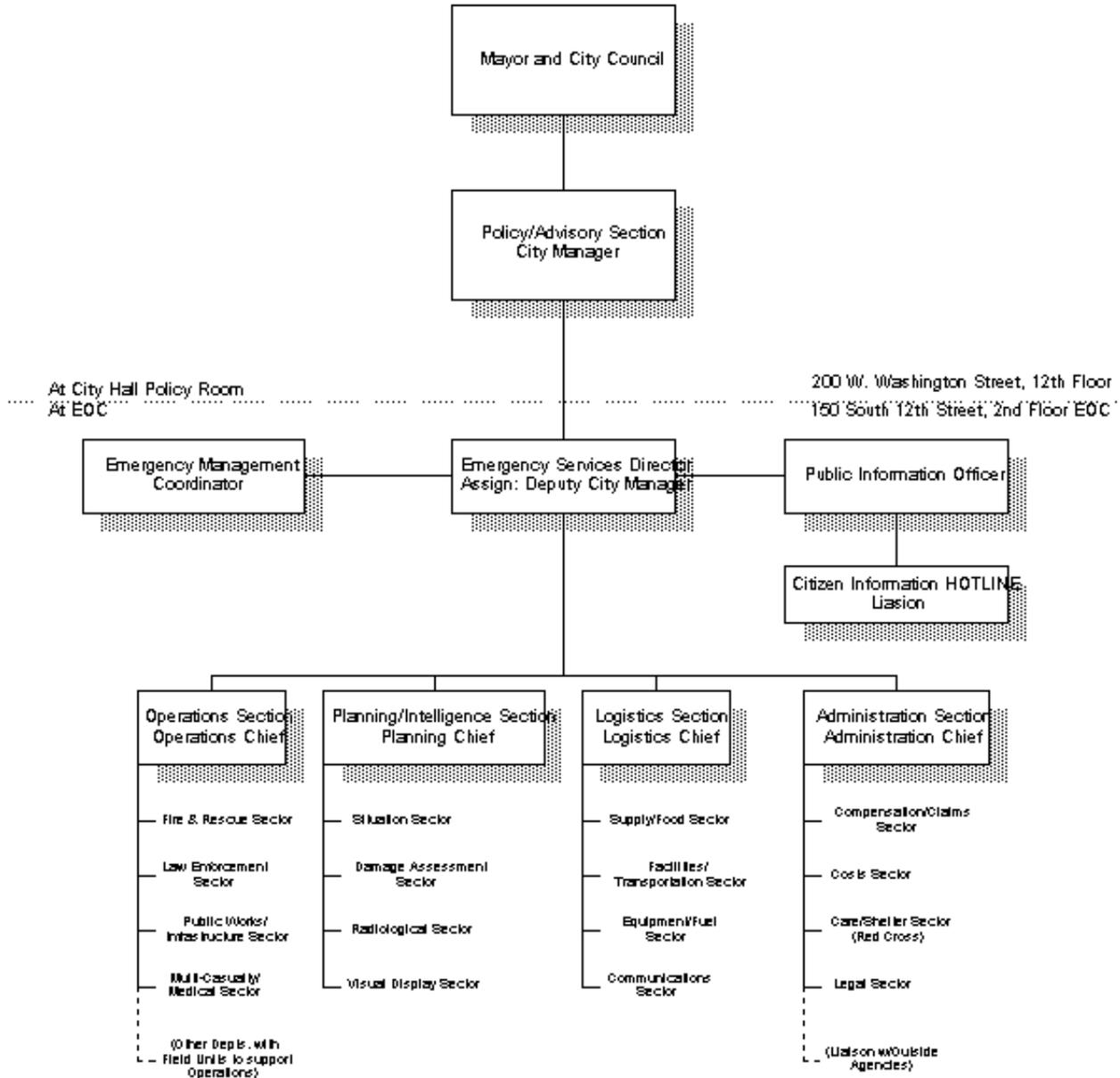
The Fire Chief, or his designee, is a member of the Policy Advisory Group in the E.O.C., responsible for emergency management of City operations and may be responsible for acting as a Section Chief under IMS. The Command Staff interprets incoming information, makes management decisions, issues policy statements and directives and coordinates the efforts of all city agencies.

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E.O.C. ORGANIZATION



The guidelines for E.O.C. are necessarily general, due to the nature of the function. This assignment requires a thorough knowledge of Fire Department capabilities, policies and resource levels and an understanding of the relationship of other agencies to emergency management.

SEE: City of Phoenix--Major Emergency Response & Recovery Plan
City of Phoenix--EOC Standard Operating Procedures

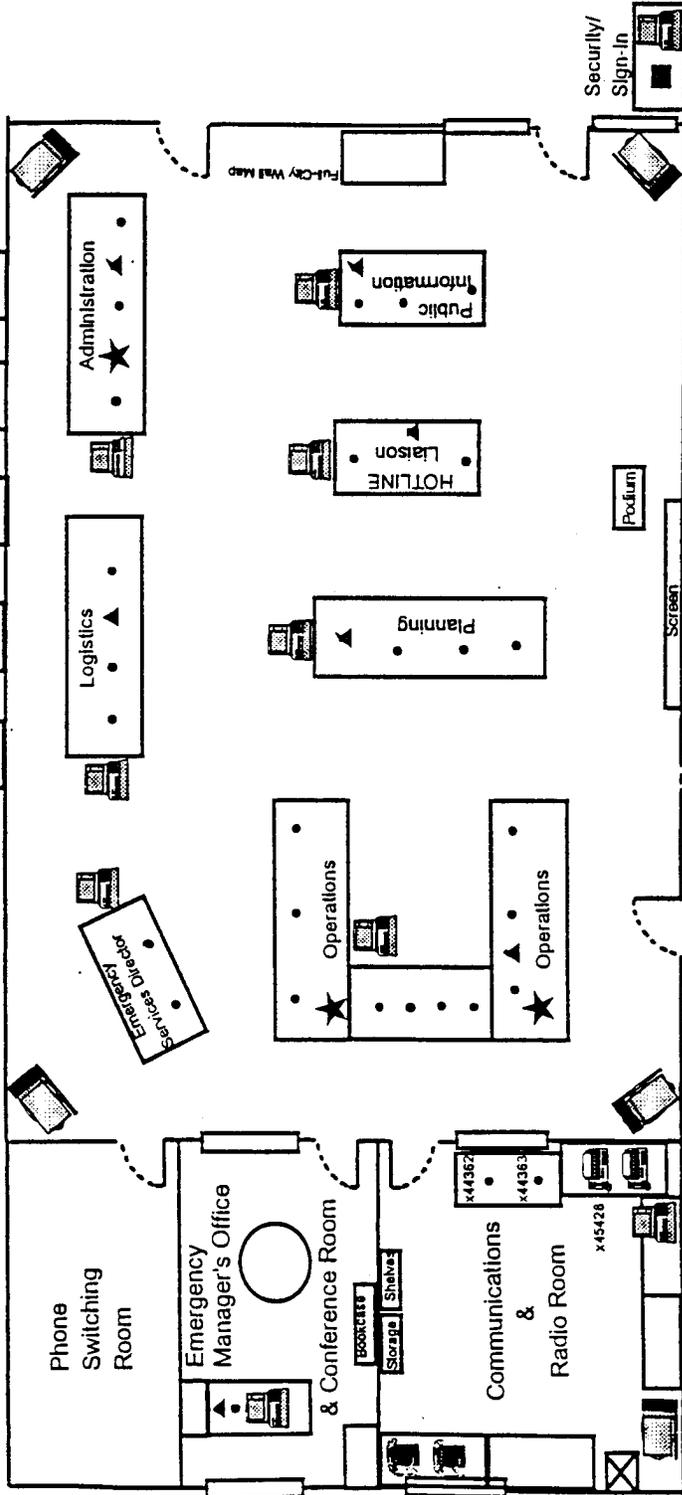
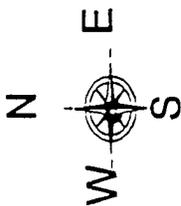
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Main EOC
Switchboard:
534-4362
(Internal #: 4-4EOC)

City of Phoenix
New EMERGENCY OPERATIONS CENTER
150 S. 12th Street (2nd Floor), Phoenix, AZ 85034



- LEGEND:**
- = US West Line (2)
 - = FAX machine (2)
 - = Television Monitor (5)
 - = Direct Ringdown Phones (3)
(County Emergency Management, Fire Department Alarm Room, Sky Harbor Airport)
 - = Ericsson DBC 662 digital switch-board phones (30)
 - = Analog FAX/modem phone line hookups (7)
 - = Ericsson DBC 601 Phone

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