EMERGENCY OPERATIONS PLAN - PART 2

EOC PROCEDURES

POSITION CHECKLISTS

DECEMBER 2025

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This plan produced in partnership with
Jacob Green and Associates

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EOC STARTUP CHECKLIST

The **EOC Startup Checklist** should serve as a starting point for the **EOC Response Team** in identifying and conducting the initial activities required to bring the Emergency Operations Center to an operational state commensurate with the size and scope of the emergency incident or event requiring response and management.

1. **Rapidly assess the emergency incident's size, scope, and magnitude.**
   - This will inform further steps.
2. **Determine the Level of EOC Activation.**
   - Level 3-Lowest, Level 2-Middle, Level 1-Highest.
3. **Notify the City Manager/Director of Emergency Services** (if not already notified**).**
   - Advise of the situation and seek concurrence to activate EOC.
4. **Notify Departments/Staff of EOC Activation, Activation Level, and EOC Positions to be filled.**
   - Ascertain the estimated time of arrival for EOC response staff.
5. **Turn on all Audio-Visual Systems, Computers, and Radios.**
   - Turn on any tools and technology that are supportive of gaining situational awareness.
6. **Develop a Situation Assessment of the Emergency Incident or Event, including Prognosis.**
   - Post this Situation Assessment, including details, maps, photos, and live images for all EOC Responders to visualize.
7. **Determine Initial Top Priorities and Most Important Actions for the EOC Team.**
   - Priorities should be focused on life safety; actions should be focused on activities that need to happen immediately.
8. **Conduct Situation Briefing for the EOC Team.**
   - The briefing should include a Situation Assessment, Prognosis, Initial Top Priorities, and Most Important Actions.
9. **Make Initial Notifications to Cooperators, Stakeholders, and Leadership.**
   - Notify the City Council, San Bernardino Office of Emergency Services, and the city's External Service Providers as needed.
10. **Develop EOC Action Plan.**
   - The Planning and Intelligence Section should begin developing a hasty EOC Action Plan for the current Operational Period.

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TOP 10 CONSIDERATIONS

The **Top 10 Considerations** should prompt each **EOC Response Team Member** to consider several initial actions to orient them to the EOC and critical emergency operations.

1. **Determine Assignments and Responsibilities.**
   - Review the EOC Position Checklist, locate seating location and workspace, put on the EOC position vest, and orientate to incident priorities and initial needs.
2. **Document Actions, Decisions, and Significant Events.**
   - Sign in on the EOC Check-in Roster and start an EOC Unit Activity Log.
3. **Orientate to EOC Environment.**
   - Determine supervisor, subordinate, and reporting structure. Orientate to the EOC facility, exits, restrooms, feeding area, and rest areas.
4. **Check-in with Family.**
   - Check on family and determine their status and location. Implement your family emergency plan and communications plan.
5. **Prepare for Briefings.**
   - Be prepared to participate in Operations Briefings, Situation Briefings, and Planning Meetings.
6. **Order Supplies and other Logistics.**
   - Maximize your effectiveness by ensuring you have the needed equipment, supplies, technology, and reference material.
7. **Be in the Know.**
   - Ask questions, be inquisitive, understand the situation, orient to incident resource needs and shortfalls, and assist other team members.
8. **Staff your EOC Position.**
   - Ensure you plan to staff your position when you complete your regularly scheduled shift. Coordinate this with your EOC Section Chief.
9. **Be Flexible.**
   - Decision-making and resource management during emergency incidents must remain flexible and be able to pivot on short notice.
10. **Continued Improvement.**
   - Be prepared to provide input into the After-Action process, which is focused on lessons learned and continued improvement.

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DEVELOPING SITUATIONAL AWARENESS

Developing and maintaining **Situational Awareness** is an essential first step to identifying the Initial **Top Priorities** and **Most Important Actions** for the EOC Response Team. Gaining situational awareness is viewed as obtaining a complete understanding of the emergency incident or event, how the situation affects the people, property, and the environment, and the prognosis of the emergency condition over the near—and mid-term operating picture. The **Situation Assessment** will then be applied to setting priorities, identifying the most important actions, and conducting control and management objectives.

There are three primary **Levels** factored into defining the Situation:

- **Level 1** – perception of the elements in the environment.
- **Level 2** – comprehension of the current situation.
- **Level 3** – projection of future events.

By navigating all three levels, the EOC Response Team can better obtain and maintain situational awareness and respond accordingly. However, being stuck or spending too much time on any single level can lead to a poor decision-making process.

By orienting to and documenting the information, as incomplete as it may be, at each level, the team will provide the "big picture" of the emergency incident or event, enabling it to use the **Operating Picture** to inform key decisions, the development of management and operational objectives, and the assignment of scarce resources.

Minimum **data points** required for obtaining and maintaining situational awareness include:

1. **Incident Overview**
   A. Incident Type, Location, Size, Date, and Time
   B. Current Situation, Predicted Situation, and Incident Prognosis
2. **Incident Impacts**
   A. Impacts on Life Safety, Property, and the Environment
   B. Impacts on city Essential Service Delivery and General Business Operations
3. **Protective Actions Taken/Needing to be Taken**
   A. Evacuations, Protection, or Shelter In Place
4. **Emergency Response Strategies and Tactics Underway**
   A. Current and Predicted Emergency Actions
5. **Resource Status**
   A. Resources Assigned to the Incident
   B. Resource Needs or Shortfalls

Situation Data Points should be posted and **displayed** in the EOC and **briefed** to the EOC Response Team during **Operations** and **Situation Update Briefings**.

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KEY NOTIFICATIONS

As soon as practical, **Key Notifications** should be made. **Leadership, EOC Response Team Members, Cooperators**, and **Stakeholders** should be notified anytime the EOC is activated. Notifications will generally be made for one of two reasons:

1. **Request a Response or Action**, or
2. **Provide Notice**.

Various EOC staff members, city departments, or communication and dispatch centers may make notifications. The most important thing is that the notifications occur and are coordinated.

Key Notifications may include the following:

- ☐ Big Bear Lake Director of Emergency Services or Assistant Director of Emergency Services
- ☐ Big Bear Lake City Council or other Elected Officials
- ☐ Big Bear Lake EOC Response Team Members
- ☐ Emergency Support Function (ESF) Lead, Support, or Coordinating Department or Agencies
- ☐ External Service Providers
- ☐ San Bernardino County office of Emergency Services/Emergency Operations Center
- ☐ Impacted Special Districts, School Districts, or Non-Governmental Organizations

Key Notifications should be **coordinated** and **documented**. Documentation should include the date and time the notification was made, the phone number to which the notification (or other form of communication) was sent, and the person to whom the notification was sent.

Phone numbers, key contact lists, and other notification information may be found as Attachments to the city's Emergency Operations Plan (EOP) Part 2 EOC Procedures.

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EOC DOCUMENTATION

Documenting key information in the EOC serves many **purposes**, not limited to the following:

- Provides a historical record of the emergency incident and associated actions and decisions taken by the city.
- Records the decisions, actions, and resources to respond to and resolve the incident.
- Provides the foundation for after-action reviews and corrective action improvements.

The **types of information** that should be documented in the EOC include, though are not limited to, the following:

- Decisions and Actions taken by the EOC.
- Emergency Protective Actions that are taken.
    - What actions were taken, why they were taken, by whom, or by what emergency resource, and what results were achieved (or not achieved) by the actions.
- Resource Allocations and Assignments.
- Major Activities in the EOC or taken by the EOC Response.
- Period Situation Reports.
- Information is provided to the media or the public.

The following tools and instruments serve to document and collect information in the EOC:

- EOC Check-In Roster
- EOC Unit Activity Log
- EOC General Message Form
- EOC Resource Request Form
- EOC Situation Reports
- EOC Action Plan
- EOC Media Releases
- EOC After-Action Report
- WebEOC information management system
- City's Email System

The Planning and Intelligence Section should collect, reconcile, and organize **all EOC tools and forms used for documentation**.

EOC Forms are attached to the city's Emergency Operations Plan (EOP) Part 2 EOC Procedures.

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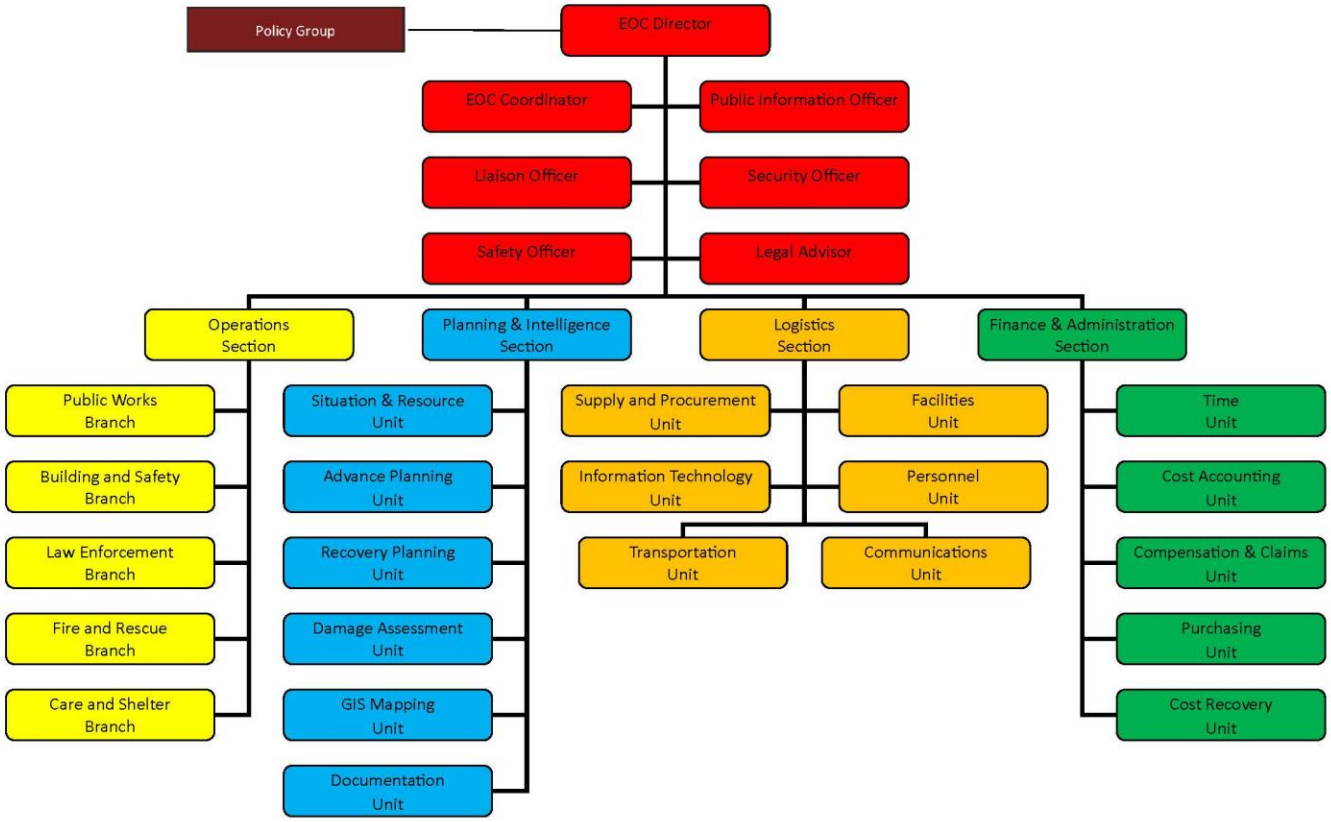
BIG BEAR LAKE EOC ORGANIZATIONAL CHART



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EOC STAFFING ASSIGNMENTS FOR DEPARTMENTS

Each EOC function is assigned to one or more city departments. The table below represents the primary department assignments for the major EOC functions.

NOTE: *Select EOC positions are filled by outside contracted agencies or organizations. In such arrangements, it is common for these agencies or organizations to fulfill the role remotely as an agency representative or liaison.

MANAGEMENT SECTION	
POSITION	**FILLED BY**
EOC Director	City Manager's Office
EOC Coordinator	Public Works Department
Public Information Officer	City Manager's Office
Liaison Officer	Public Works Department
Safety Officer	Human Resources/Risk Management
Security Officer	San Bernardino County Sheriff's Department, or CWN Contracted Private Security Service
Legal Advisor	City Attorney (contracted)
OPERATIONS SECTION	
POSITION	**FILLED BY**
Operations Section Chief	Public Works Department
Public Works Branch Director	Public Works Department
Building and Safety Branch Director	Building and Safety Division
Law Enforcement Branch Director	San Bernardino County Sheriff's Department *May be filled as an agency representative or liaison working remotely from the city's EOC.*

Fire and Rescue Branch Director	Big Bear Fire Authority *May be filled as an agency representative or liaison working remotely from the city's EOC.*
Care and Shelter Branch Director	City of Big Bear Lake (Lead) American Red Cross (Support) *May be filled as an agency representative or liaison working remotely from the city's EOC.*
PLANNING AND INTELLIGENCE SECTION	
POSITION	**FILLED BY**
Planning and Intelligence Section Chief	Community Development Department
Situation and Resource Unit Leader	Community Development Department
Advance Planning Unit	Community Development Department
Recovery Planning Unit	Community Development Department
Damage Assessment Unit	Community Development Department
GIS Mapping Unit	Contracted Service, or Planning Division
Documentation Unit	City Clerk's Office
LOGISTICS SECTION	
POSITION	**FILLED BY**
Logistics Section Chief	Public Works Department
Supply and Procurement Unit Leader	Public Works Department
Facilities Unit Leader	Public Works Department
IT Unit Leader	Contracted Service
Personnel Unit Leader	Human Resources/Risk Management Department

Transportation Unit Leader	Public Works Department
Communications Unit	Public Works Department
FINANCE AND ADMINISTRATION SECTION	
POSITION	**FILLED BY**
Finance and Administration Section Chief	Finance Division
Time Unit Leader	Finance Division
Cost Accounting Unit Leader	Finance Division
Compensation and Claims Unit Leader	Human Resources/Risk Management Department
Purchasing Unit Leader	Finance Division
Cost Recovery Unit Leader	Finance Division

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MANAGEMENT SECTION

MANAGEMENT SECTION CHECKLISTS

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MANAGEMENT SECTION

GENERAL

PURPOSE

This section establishes procedures and assigns responsibilities to ensure the effective management of large-scale operations under the Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS). It provides information and guidance to the Management Section of the City of Big Bear Lake's Emergency Management Organization and the Emergency Operations Center (EOC).

OVERVIEW

Management is responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.

The Management function has primary responsibility for EOC management. The Section is led by the EOC Director or City Manager, who may also defer to the Assistant to the City Manager. The Management Section provides recommendations to the EOC Director on the incident priorities, course of action, and policies needed to manage the emergency.

In addition to the EOC Director, the Management Section staff includes the EOC Coordinator, Public Information Officer, Liaison Officer, Security Officer, Safety Officer, and Legal Advisor.

Note: A Scribe may also be assigned to the Management Section.

Section Chiefs for Operations, Planning and Intelligence, Logistics, and Finance and Administration Sections constitute the EOC General Staff. The EOC Director and General Staff function as the EOC Management Team.

The EOC Director will ensure the Management Section positions and functions are filled and performed within the EOC's scope and performance period. The EOC Director will also keep the Policy Group informed on events occurring in the city.

The primary mission of the Management Section is to manage all aspects of EOC management and operations and oversee all general staff functions.

Due to the lean structure of the city organization, certain EOC functions may be carried out as collateral staff responsibilities. Management functions, whether staffed or not, may include:

- EOC Management
- Public Information
- Liaison Activities
- Legal Counsel
- EOC Security
- EOC Safety

OBJECTIVES

The overall objective of the Management Section is to support response forces and provide resources to ensure the effective management of situations associated with natural disasters, technological incidents, and national security emergencies. To carry out its responsibilities, the Management Section will accomplish the following objectives during a disaster or emergency:

- Oversight and support of overall emergency response and recovery operations.
- Coordinate and liaison with appropriate outside government agencies and applicable segments of private sector entities and volunteer agencies.
- Establish priorities and resolve any conflicting demands for support.
- Prepare and disseminate emergency public information to inform, alert, and warn the public.
- Ensures people with disabilities and those with access and functional needs are adequately considered in all aspects of the incident response and recovery.
- Coordinates with the Operations Section and Branches to identify access and functional needs-related issues, available resources, and information to include in the EOC Action Plan.
- Provides information to the PIO, PIO Support Staff, and any established telephone bank on effectively communicating with people with disabilities and those with access and functional needs.
- Disseminate damage information and other essential data.

POSITION CHECKLISTS

Position Checklists are a tool designed to provide the city emergency response organization with proposed activities to support essential functions during EOC activation. The following checklists serve as a reference point to identify the scope of actions that may occur during response operations. The items listed in the checklists

should not be considered final or static. As response operations evolve, so will the requirements of the city emergency response organization, and additions or modifications to actions outlined below will likely be required.

In the ICS-type structure used in an EOC, when subordinate positions within each Section, Branch, Unit, or Group are not activated, the appropriate superior Unit Leader, Branch Director, or Section Chief is responsible for ensuring the operational responsibilities are fulfilled.

MANAGEMENT SECTION

EOC DIRECTOR

PRIMARY: City Manager

ALTERNATE: Assistant to the City Manager

SUPERVISOR: City Council

OVERALL RESPONSIBILITY

Overall management, coordination, and oversight of emergency response and recovery operations associated with a large-scale event, emergency, or catastrophic disaster. Coordinate and liaise with appropriate federal, state, and other local government agencies and applicable segments of private sector entities and volunteer agencies. Establish priorities and resolve any conflicting demands for support.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Serve as the EOC Director.
- Serve as primary liaison between City Council and the EOC and Policy Group and EOC.
- Lead in support of the incident and oversight of response efforts, including the impacts on people with disabilities and those with access and functional needs.
- The EOC Director will make executive decisions based on city policy.
- Develop and issue rules, regulations, proclamations, and orders.
- Establish the appropriate level of EOC organization and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional branches/groups/units in the EOC organization as the situation dictates.
- Exercise overall management responsibility for coordinating the city response efforts within the affected area. Set priorities for response efforts and ensure all actions are accomplished within established priorities.
- Ensure that multi-agency or inter-agency coordination is accomplished effectively within the EOC.

READ ENTIRE CHECKLIST AT STARTUP
AND AT THE BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

INITIAL ACTIONS

_____ Determine the operational status and appropriate activation level based on the situation.

_____ Coordinate with the Assistant Director of Emergency Services for an EOC activation.

_____ Respond to the EOC.

_____ Consider the need for an alternate EOC location based on the type or location of the emergency or condition of the primary EOC.

_____ Ensure the Management Section and General Staff are in place:

- Operations Section Chief
- Planning and Intelligence Section Chief
- Logistics Section Chief
- Finance and Administration Section Chief
- Public Information Officer
- Liaison Officer
- Legal Advisor

_____ Obtain and maintain constant situational awareness.

POSITION STARTUP

_____ Identify yourself as the Director of Emergency Services by putting on an EOC vest with your title. Print your name and title on the EOC organization sign-in. **Check-In (EOC Form 211).**

_____ Obtain an Incident Briefing.

_____ Determine your operating location and set it up, as necessary.

_____ Review your position responsibilities.

_____ Ensure the EOC organizational chart is posted and arriving team members are assigned to their positions.

_____ Assess emergency impacts and obtain input from the Management staff regarding the extent and level of EOC activation needed.

_____ Ensure the Operational Area EOC is notified of the extent of damages in the city.

_____ Ensure the City of Big Bear Lake's Emergency Operations Plan is implemented.

_____ Direct the formulation and implementation of a situation-specific EOC Action Plan (AP) to the Planning and Intelligence Section.

_____ Conduct EOC meetings and briefings.

_____ Where applicable, establish communications with adjacent jurisdictions, other responding governmental agencies, school districts, utility companies, etc.

_____ Determine 24-hour staffing requirements and request additional staff as needed.

_____ Establish ongoing situational awareness of the field from the Operations Section.

_____ Brief incoming section personnel before they assume their duties.

Briefings should include:

- Current situation assessment.
- Identification of specific job responsibilities.
- Identification of co-workers within the job function and geographical assignment.
- Availability of communications.
- Location of the work area.
- Identification of eating and sleeping arrangements as appropriate or as needed.
- Procedural instructions for obtaining additional supplies, services, and personnel.
- Identification of operational period work shifts.

_____ Ensure all EOC meetings and policy decisions are documented.

_____ Ensure telephone, radio, and data communications are established.

_____ Ensure all city departments account for their personnel and work assignments.

_____ Identify the purchasing authority of the Finance and Administration Section.

_____ Coordinate with the Planning and Intelligence Section Chief to schedule the first planning meeting.

_____ Confer with the Operations Section Chief and other General Staff to determine what representation is needed at the EOC from other agencies.

_____ Determine and implement standing EOC Objectives.

_____ Based on the current and forecasted situation, determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log (EOC Form 214), maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Conduct functions and responsibilities of your Section that need to be staffed.

_____ List critical issues to be completed within the next operational period.

_____ Ensure that all your section logs and files are maintained.

_____ Monitor your Section activities and adjust the organization as needed.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all Section and EOC planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Conduct periodic briefings for your Section. Ensure all organizational elements are aware of priorities.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policies.

_____ Plan and anticipate situations and problems before they occur.

_____ Ensure all your section personnel time records are provided to the Finance and Administration Section at the end of each operational period.

_____ In coordination with the General Staff, set priorities and ensure all agency actions are accomplished based on established priorities.

_____ Begin the planning process by holding a coordination meeting with Management and General Staff to gather input and provide immediate direction on issues that must be completed before the planning process.

_____ Brief the Policy Group, Mayor, and City Manager on the situation as needed.

_____ Determine the need for proclaiming a local emergency. If needed, the City Clerk should prepare the document. Proclaim the emergency and have the City Council ratify. A County Proclamation may be passed to cover impacted cities if the emergency is widely impactful.

_____ The Planning and Intelligence Section will hold a planning meeting. Each branch of Operations will report the status of the situation. The Operations Section Chief will set or reaffirm strategies and resources.

_____ Each EOC section will provide support and approve the plan **(EOC Action Plan)**.

_____ Provide closing comments to the planning meetings.

_____ Coordinate with the Public Information Officer (PIO) to approve a press release, media release, or other information release. A Press Briefing should be held where appropriate, facilitated by the PIO, and attended by the Mayor, Director of Emergency Services, and General Staff.

_____ Brief members of the Policy Group periodically**.**

_____ The **Operational Period Briefing** will begin the next Operational Period. The Planning and Intelligence Section Chief will facilitate this briefing.

_____ The action planning process will be repeated every operational period (12 to 24 hours), with a new **EOC Action Plan** being distributed at the beginning of each operational period.

_____ Remind staff to be accountable in signing in and out of the EOC and to complete their ICS 214s, time logs, and other forms.

_____ Ensure continuity of government and emergency capabilities for 24-hour operations.

_____ If the city has minimal damage, prepare to support more heavily damaged jurisdictions through the Operational Area EOC.

_____ Prepare to transition response operations to recovery operations as the incident escalates.

_____ Ensure all required forms or reports are completed before deactivation.

_____ Direct city staff and PIO for recovery operations and EOC deactivation.

_____ Ensure any open actions are completed before deactivation.

DEACTIVATION

_____ Upon termination of the emergency, proclaim termination and proceed with recovery operations.

_____ Authorize deactivation of sections, branches, or units that are no longer required.

_____ Notify the Operational Area of the time of deactivation.

_____ Be prepared to provide input to the After-Action Report.

_____ Sign out and leave a forwarding number where you can be reached.

MANAGEMENT SECTION

EOC COORDINATOR

PRIMARY: Public Works Department

SUPERVISOR: EOC Director

OVERALL RESPONSIBILITY

Provides oversight of the support and operations provided to the field responders of the City of Big Bear Lake during an activation of the Emergency Operations Center. Coordinates EOC activities and capabilities in support of the EOC Director. Ensures the staffing, equipment, supplies, and good order of the EOC facility.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Serve as the EOC Coordinator.
- With the EOC Director, establish the appropriate EOC level of organization and continuously monitor for effectiveness. Makes changes as required.
- Be prepared to suggest additional branches/units as the situation dictates.
- Exercise overall support and coordination of response efforts.
- Ensure that multi-agency or inter-agency coordination is accomplished effectively within the EOC.
- Facilitate the overall operations and functions of the EOC.
- Absent a Liaison Officer, liaison and provide a point of contact for assisting and cooperating agency representatives.
- Provide information and guidance to the EOC Management Team.
- Ensure the Operational Area and State OES are contacted and updated on Big Bear Lake's status and needs.
- Coordinate all visits to the EOC with the City PIO.
- Ensure adequate staffing and logistical support are maintained in the EOC for the duration of the event.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

INITIAL ACTIONS

_____ Determine the operational status and appropriate activation level based on the situation.

_____ Obtain EOC activation concurrence from the EOC Director.

_____ Respond to the EOC.

_____ Consider the need for an alternate EOC location based on the type or location of the emergency or condition of the primary EOC.

_____ Ensure that Section Chiefs/General Staff are in place:

- Operations Section
- Planning and Intelligence Section
- Logistics Section
- Finance and Administration Section

_____ Ensure the Management Section is staffed at the level needed.

- Public Information Officer
- Liaison Officer
- Security Officer
- Safety Officer
- Legal Advisor

_____ Obtain and maintain situational awareness.

POSITION STARTUP

_____ Identify yourself as the EOC Coordinator by putting on an EOC vest with your title. Print your name and title on the EOC organization sign-in. **(EOC Form 211)**

_____ Obtain an Incident briefing from the EOC Director as appropriate.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Open and maintain an **Activity Log (EOC Form 214).**

_____ Ensure the check-in procedures are known to EOC staff.

_____ Ensure the EOC organization chart is posted and those arriving team members are assigned to their position.

_____ Ensure the EOC is set up and ready for operations.

_____ Assess emergency impacts and provide input to the EOC Director regarding the extent and level of EOC activation needed.

_____ Notify the Operational Area EOC that the City EOC has been activated. Update Operational Area and State OES regularly.

_____ Ensure the City of Big Bear Lake's Emergency Operations Plan is implemented.

_____ Begin formulation and implementation of a situation-specific EOC Action Plan in coordination with the Planning and Intelligence Section. If staffed**,** the Planning and Intelligence Section should take the lead.

_____ Conduct both operations and situation briefings.

_____ Assist and provide information to General Staff.

_____ Where applicable, establish communications with adjacent jurisdictions, other responding governmental agencies, school districts, utility companies, etc.

_____ Determine 24-hour staffing requirements and request additional support as needed.

_____ Establish ongoing situational awareness of the field from the Operations Section.

_____ Brief incoming Section personnel before assuming their duties.

Briefings should include:

- Current situation assessment.
- Identification of specific job responsibilities.
- Identification of co-workers within the job function and geographical assignment.
- Availability of communications.

- Location of the work area.
- Identification of eating and sleeping arrangements as appropriate or if needed.
- Procedural instructions for obtaining additional supplies, services, and personnel.
- Identification of operational period work shifts.

_____ Ensure all Management Section meetings, General Staff meetings, and policy decisions are documented.

_____ Ensure telephone, radio, and data communications with other facilities are established and tested.

_____ Ensure all departments account for personnel and work assignments.

_____ Identify the purchasing authority of the Finance and Administration Section.

_____ Schedule the first planning meeting.

_____ Confer with the Operations Section Chief and other General Staff to determine what representation is needed at the EOC from other agencies.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using **Activity Log (EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Conduct responsibilities of your Section not staffed.

_____ Make a list of critical issues to be completed within the next operational period.

_____ Ensure all your section logs and files are maintained.

_____ Monitor your section activities and adjust Section organization as appropriate.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all section and EOC planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Conduct periodic briefings for your section. Ensure all organizational elements are aware of priorities.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

_____ Plan and anticipate situations and problems before they occur.

_____ Ensure all your section personnel time records are provided to the Finance Section at the end of each operational period.

POSITION OPERATIONAL DUTIES

_____ Conduct responsibilities of all other sections not staffed.

_____ Assess the situation, work in progress, resources, and estimate incident duration.

_____ Schedule an EOC Action planning meeting with all Section Chiefs.

_____ Develop an overall strategy with the Section Chiefs.

_____ Ensure sections are performing their principal duties:

- Implementing operational objectives per the EOC Action Plan.
- Preparing action plans and status reports.
- Providing adequate facility and operational support.
- Providing administrative and fiscal record-keeping and support.

_____ Conduct periodic briefings with the Director of Emergency Services and the Policy Group to update the overall situation.

_____ Conduct a planning meeting of section and branch leaders, agency representatives (as required), and key staff.

Objectives of the planning meeting are to:

- Provide briefings on the current and forecasted situation and significant incidents within the affected area.
- Obtain any additional information from other sources on the current situation assessment.
- Review the availability and status of ordered, en route, or staged resources.
- Establish the next operational period for which the EOC Action Plan should be developed.
- Define priority actions to be accomplished or undertaken within the next operational period based on the forecasted situation and status of resources.
- Establish assignments for available and incoming resources based on current, forecast situation, and established priorities.
- Determine the need for additional resources. Establish specific responsibilities for ordering.
- Discuss and resolve any internal coordination issues.
- Ensure that staff are clear on the EOC Action Plan. Have pertinent elements documented for distribution.
- Establish the time for the next action planning meeting.

_____ In coordination with the EOC Director and Public Information Officer, coordinate and conduct news conferences and review media releases as needed.

_____ Establish procedures for press releases affecting inter-agency coordination such as a JIC.

_____ Authorize PIO to release information to the media. Consider the use of EAS and social media**.**

_____ In coordination with the EOC Safety Officer establish and maintain a safe working environment and monitor EOC personnel for signs of stress. Initiate critical incident stress debriefing as needed.

_____ Ensure proper security of the EOC is maintained.

_____ Ensure the EOC provides for and maintains positive and effective inter-agency coordination.

_____ Establish and maintain contacts with adjacent jurisdictions or agencies and with other organizational levels as appropriate.

_____ Monitor section-level activities to ensure all needed actions are being taken.

_____ Brief your relief at shift change. Ensure in-progress activities are identified and follow-up requirements are discussed.

DEACTIVATION

_____ Authorize deactivation of sections, branches, or units when they are no longer required.

_____ Notify the Operational Area of time of deactivation.

_____ Ensure any open actions will be taken care of after deactivation.

_____ Ensure all required forms or reports are completed before deactivation.

_____ Be prepared to provide input to the After-Action Report.

_____ Deactivate the EOC and close out logs when the emergency situation no longer requires activation.

_____ Sign out and leave a forwarding number where you can be reached.

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MANAGEMENT SECTION

PUBLIC INFORMATION OFFICER

PRIMARY: City Manager's Office

SUPERVISOR: EOC Director

OVERALL RESPONSIBILITY

Ensure that public information support provided is consistent, accurate, and timely. Information is to be shared with all applicable agencies. The Public Information function may expand to a branch structure. At the discretion of the Public Information Officer, the branch may be divided into divisions, groups, and units to meet the functional needs of the incident.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Serves as the primary contact for all public information on events and incidents.
- Coordinates critical public information gathering and dissemination.
- Ensures the public within the affected area receives complete, accurate, timely, and consistent information about lifesaving procedures, health preservation instructions, emergency status, relief programs, and other services to ensure public safety.
- Establishes contact with pre-identified community partners who serve the non-English-speaking, those with disabilities, and those with access and functional needs to enable them to initiate their own communications protocols.
- Develop, review, and coordinate all public and media information releases.
- Maintain communication with the media and hold periodic press conferences as needed.
- Implement support positions, including JIC staff, call-takers, and social media monitors, to coordinate information on social media and with field PIO(s).

READ ENTIRE CHECKLIST AT STARTUP
AND AT THE BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check-in upon arrival at the EOC. **Check-In (EOC Form 211)**

_____ Report to the EOC Director.

_____ Obtain a briefing on the situation. Determine if a field site PIO has already been established (i.e., Police or Fire PIO). If so, establish communication.

_____ Determine your operating location and set up as necessary (Check for supplies including phones, fax, printer, email with network capabilities, etc.).

_____ Review your position responsibilities.

_____ Identify yourself as the Public Information Officer by putting on an EOC vest with your title. Print your name and title on the EOC organization sign-in.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Determine 24-hour staffing requirements.

_____ Make personnel requests for additional staff based on the current and forecasted situation.

GENERAL OPERATIONAL DUTIES

_____ Using **Activity Log (EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Keep current on the situation and resources associated with your branch/unit/position.

_____ Maintain current status reports and displays.

_____ Keep the EOC Director advised of your status and activity and any problems that need or will require solutions.

_____ Establish operating procedures with the Logistics Section for using telephone, radio, and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Monitor your position activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policies.

_____ Plan and anticipate situations and problems before they occur.

_____ Ensure your personnel and time records are completed at the end of each operational period.

_____ Brief your relief at shift change. Ensure that in-progress activities are identified and follow-up requirements are discussed.

_____ Determine any immediate emergency public warning and information issues.

_____ Compile an initial press release for the EOC Director's approval on the current response operations.

_____ Develop a public information plan, review it periodically, and update it as changes occur.

_____ Prepare for possible 24-hour operations and develop a shift schedule (both at the EOC and JIC) to ensure continuous public information operations.

_____ Attend situation briefings.

_____ Coordinate with the Planning and Intelligence Section to determine the situation status in local cities, county, region, and the state.

_____ Make contact with PIO staff of other agencies and impacted jurisdictions. Ensure communication can be maintained throughout the emergency to coordinate local and regional emergency notifications and other essential public information.

POSITION OPERATIONAL DUTIES

_____ Obtain guidance from the EOC Director on the release of incident information.

_____ Identify and publish the telephone number (Public Information Hotline) for public inquiries related to emergency information.

_____ Determine if any immediate emergency public warning and information actions are needed.

_____ Ensure all systems for public warning and public information are operable.

_____ Keep the EOC Director advised of all unusual requests for information, rumors, and critical or unfavorable media coverage. Provide an estimate of the impact and severity and make recommendations as appropriate.

_____ Coordinate all media events with the EOC Director.

_____ In multi-agency or multi-jurisdictional incidents, establish a Media or Joint Information Center JIC) at a site away from the EOC and Command Post for media use and dissemination of public information. Provide necessary workspace, materials, telephones, and staffing. Announce safe access routes to the Media Information Center for the media. Utilize social media platforms for the dissemination of public information.

_____ Schedule and post times and locations of news briefings in the EOC, on the web, social media, and other appropriate areas.

_____ Prepare and provide approved information to the media and the public. Provide information through social media and post news releases in the EOC, Media Information Center, on the web, and other appropriate areas.

_____ Obtain and provide regular reports on types of service calls, trends, and response efforts.

_____ Develop a public information release schedule.

_____ Ensure all public information is clear, concise, confirmed, and approved before release.

_____ Interact with other branches/groups/units to provide and obtain information on public information operations.

_____ Coordinate with the Planning and Intelligence Section to define issues or topics of particular interest for public information release.

_____ Prepare and disseminate public information covering such topics as what to do, what not to do, and why relating to:

- ☐ Health and safety risks and issues
- ☐ Curfews
- ☐ Impacts on people with disabilities or access and functional needs.
- ☐ Appropriate protective actions to take
- ☐ Response to rumors
- ☐ Evacuation routes
- ☐ Re-entry information
- ☐ Shelter locations
- ☐ Animal issues
- ☐ School and school district information

_____ Obtain, process, and summarize public information in a format usable for presentations.

_____ Provide periodic briefings and press releases about the disaster situation.

_____ Prepare briefings for executives and elected officials.

_____ Refer media representatives to incident PIOs or JIC as appropriate.

_____ Ensure press releases and emergency notifications are disseminated to the JIC, social media, and to:

- ☐ Public Information Hotline and Rumor Control Unit
- ☐ EOC Sections and Branches
- ☐ Post in each room of the EOC

_____ Ensure press releases and emergency notifications are immediately disseminated to:

- ☐ JIC (if activated)
- ☐ City departments
- ☐ Impacted jurisdictions
- ☐ Incident Command Post (ICP)
- ☐ Posted to the city website

_____ Participate in scheduled EOC meetings.

_____ Ensure a rumor control function is established to identify false or erroneous information. Develop a procedure to dispel such misinformation.

_____ Provide sufficient staffing and telephones to manage incoming media and public calls.

_____ Initiate a Public Information Hotline to manage inquiries from the public**.**

_____ Prepare a briefing sheet to be distributed to all employees at the beginning of each shift so they can answer basic questions from the public, such as shelter locations, water distribution sites, etc.

_____ Broadcast emergency information and incident updates on local cable channels and radio.

_____ Provide escort for the media and VIPs and arrange for tours and photo opportunities. Coordinate VIP tours with the EOC Director and the City Council.

_____ Coordinate media visits with the JIC and impacted adjacent jurisdictions.

_____ If a Joint Information Center is established:

- ☐ Hold JIC PIO coordination meetings.
- ☐ Maintain contact with the JIC Liaison, determine if any additional information is available from the JIC, and establish a set schedule for maintaining contact.

_____ Determine which radio and TV stations are operational.

_____ Monitor broadcast media and use the information to develop follow-up news releases and rumor control efforts.

_____ When federal emergency response teams respond, coordinate activities through the Operational Area to ensure coordination of local, state, and federal public information activities.

_____ Ensure public announcements, information, and materials are translated and prepared for special populations (non-English speaking, non-readers, elderly, hearing, sight, or mobility impaired).

_____ Prepare materials that describe the health risks associated with the incident, the appropriate self-help or first-aid actions, and other appropriate survival measures.

_____ Issue other public information about the emergency and disaster (acts of heroism, historical property damaged or destroyed, prominence of those injured or killed, or other human-interest stories).

_____ Through the Operational Area, coordinate with state, federal, or private sector agencies to get technical information (health risks, weather, etc.) for release to the public and media.

_____ Ensure file copies are maintained of all public information released.

_____ After the incident, prepare a final news release and advise media representatives of points of contact for follow-up stories.

RECOVERY PHASE ACTIONS

_____ Coordinate the release of public information concerning recovery activities.

_____ Ensure the city website has current information regarding recovery information and instructions, including items such as the location of disaster recovery centers, local assistance centers, recovery-related assistance, and recovery agency contact information.

_____ Coordinate with state and federal public information officers and assist them in releasing information on recovery assistance programs.

_____ Release public information on the restoration of utilities, community re-entry procedures, and any travel restrictions still in effect.

_____ Gather all records developed during all phases of the emergency and prepare a chronological summary of all events, actions taken, inquiries made, and responses given. Collect newspaper clippings and TV videotapes, if available.

_____ Ensure PIOs from the other jurisdictions or agencies are informed of the city's recovery, disaster area re-entry, and demobilization activities.

_____ Prepare to assist state and federal response teams in the Joint Information Center (JIC) with information on the status of the City of Big Bear Lake.

RECOVERY OPERATIONAL PHASE ACTIONS

_____ Obtain policy guidance and approval from the EOC Director about the information to be released to the media and public.

_____ Coordinate with the Planning and Intelligence Section-Recovery Planning Unit to gather and validate recovery situation status information for release to the public.

_____ Develop public communications and messaging action plan to be included in the EOC Action Plan-Recovery Plan focusing on:

- Individual Assistance status
- Local Assistance Center and Disaster Recovery Center operations
- Public outreach
- Educational information
- Community recovery priorities
- Public input opportunities
- Mitigation activities during the reconstruction

_____ Ensure all public information and messaging is provided in alternate formats and languages to reach people with disabilities and those with access and functional needs.

_____ Inform the EOC Director and any assigned Recovery Manager of all unusual requests for information and critical or unfavorable media coverage.

_____ Coordinate with the Planning and Intelligence Section-Recovery Planning Unit and identify methods for obtaining and verifying significant information about recovery activities.

_____ Establish and maintain a Recovery Hotline, as needed, for the public to access recovery information.

_____ Ensure Hotline staff are kept current with recovery activities and information.

_____ Ensure the city website has current recovery information.

_____ Monitor written and electronic media sources to ensure correct and current information is provided and broadcast.

_____ Coordinate with the EOC Director/Recovery Manager for VIP and visitor tours.

_____ Develop messaging and key talking points for the Director of Emergency Services, EOC Director, City Recovery Manager, City Council, and others.

_____ Coordinate recovery public information releases from the City Emergency Organization-Recovery, OA jurisdictions, and state and federal partner agencies to maintain a unified message.

_____ Coordinate with the EOC Director and the Recovery Manager to conduct community and public meetings as needed.

_____ Coordinate with the Logistics Section for meeting location and equipment needs.

_____ Ensure alternate forms of communication are available for people with disabilities and those with access and functional needs.

- Limited or non-English speaking
- Visually impaired
- Hearing impaired
- Provide copies of all public communications and messaging to the Recovery Manager.

DEACTIVATION

_____ Ensure all required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Public Information Officer position and close out logs when authorized by the EOC Director.

_____ Sign out and leave a forwarding phone number where you can be reached.

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MANAGEMENT SECTION

LIAISON OFFICER

PRIMARY: Public Works Department

SUPERVISOR: EOC Director

OVERALL RESPONSIBILITY

The Liaison Officer:

1. Serves as the single point of contact for representatives of government departments and agencies (such as federal, state, county, local, and territorial), jurisdictions, non-governmental organizations (NGO), private sector organizations, and other cooperating agencies and organizations, and represents the EOC Director to outside organizations.
2. Ensures those not part of the command staff but who contribute to the incident's response or recovery receive appropriate information and exchange communications with the city Emergency Operations Center staff.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Oversee all liaison activities, including coordinating outside agency representatives assigned to the EOC and handling requests from other EOCs or EOC agency representatives.
- Establish and maintain a central location for incoming agency representatives and provide workspace and support as needed.
- Ensure position-specific guidelines, policy directives, situation reports, and a copy of the EOC Action Plan (AP) are provided to Agency Representatives upon check-in.
- In coordination with the EOC Director, provide orientations of the EOC to Agency Representatives.

READ ENTIRE CHECKLIST AT STARTUP
AND AT THE BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check-in upon arrival at the EOC. **Check-In (EOC Form 211)**

_____ Report to the EOC Director.

_____ Obtain a briefing on the situation. Determine if there are Agency Representatives present in the EOC. If so, contact and establish communications.

_____ Determine your operating location and set up as necessary (Check for supplies including phones, fax, printer, email with network capabilities, etc.).

_____ Review your position responsibilities.

_____ Identify yourself as the Liaison Officer by putting on an EOC vest with your title. Print your name and title on the EOC organization sign-in.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Open and maintain an **Activity Log (EOC Form 214).**

_____ Determine 24-hour staffing requirements.

_____ Determine the need for group or unit establishment. Make personnel assignments as staff arrive at the EOC.

_____ Based on the current and forecasted situation, determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using **Activity Log (EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received.
- Action taken.

- Decision justification and documentation
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Ensure your personnel and time records are provided to the Finance and Administration Section at the end of each operational period.

_____ Brief your relief at shift change. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Contact Agency Representatives already on-site, ensuring they:

- Sign in to the EOC organization
- Understand assigned functions
- Know work locations
- Review and understand the EOC organization and floor plan

_____ Determine if additional agency representation is required from:

- Other Agencies
- Schools
- Volunteer organizations
- Private organizations
- Utilities not already represented

_____ Arrange and coordinate VIP tours with the PIO.

_____ Determine the status and resource needs and availability of other agencies.

_____ Request agency representatives communicate with their home agencies and obtain situation status reports regularly.

_____ Serve as liaison with county, state, and federal emergency response officials.

_____ With the approval of the EOC Director, provide Agency Representatives from the Big Bear Lake EOC to other EOCs, as required, and requested.

_____ Maintain a roster of agency representatives located at the EOC. The roster should include the assignment within the EOC (EOC Section and location) and be distributed internally on a regular basis.

_____ When authorized by the EOC Director, release Agency Representatives when they are no longer required in the EOC. Get contact information from the representative before demobilization.

DEACTIVATION

_____ Ensure all required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Liaison Officer position and close out logs when authorized by the EOC Director.

_____ Sign out and leave a forwarding phone number where you can be reached.

MANAGEMENT SECTION

EOC SECURITY OFFICER

PRIMARY: SBCO Sheriff's Department and/or Private Security Service

SUPERVISOR: EOC Director

OVERALL RESPONSIBILITY

Security of all EOC facilities and personnel.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Provide 24-hour security for EOC facility(s).
- Control personnel access to facilities per policies established by the EOC Director.
- Coordinate personal security and protection for elected officials and VIPs as needed.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check-in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to EOC Director.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the EOC Security Officer by putting on an EOC vest with your title. Print your name and title on the EOC organization sign-in.

_____ Clarify any issues regarding your authority and assignment and what others in the EOC organization do.

_____ Start and maintain an **Activity Log (EOC Form 214).**

_____ Determine 24-hour staffing requirements and request additional staff as needed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using **Activity Log (EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Keep current on the situation and resources associated with your position.

_____ Maintain current status reports and displays.

_____ Keep the EOC Director and EOC Coordinator advised of your status and activity and any problems that need or will require solutions.

_____ Establish operating procedure with the Information Technology Unit of the Logistics Section for the use of telephone, radio, and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine support requirements and forward them to the EOC Coordinator.

_____ Monitor your position activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or Finance and Administration Sections.

_____ Ensure your personnel and time records are provided to the Finance and Administration Section at the end of each operational period.

_____ Brief your relief at shift change time. Ensure in-progress activities are identified, and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Determine current security requirements and add staffing as needed.

_____ Determine communication needs. Request these needs from the Logistics Section.

_____ Complete a radio or communications check with all on-duty security personnel as needed.

_____ Establish or relocate security positions as dictated by the situation.

_____ Check and validate the identification of all personnel entering the EOC.

_____ Assure personnel working in the EOC are adequately identified.

_____ Determine security needs for other incident facilities. Consider the need for vehicle traffic control or a parking plan. Develop if needed.

_____ Assist in any EOC evacuation or shelter in place situation.

_____ Assist in closing off any damaged areas of the City Hall Campus. Provide access control if needed.

_____ Provide security for any EOC critical facilities, supplies, or materials.

_____ Provide executive protection security as appropriate or required.

_____ Provide security input and recommendations to the EOC Coordinator.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Security Officer position and close out logs when authorized by the EOC Director.

_____ Sign out and leave a forwarding phone number where you can be reached.

MANAGEMENT SECTION

EOC SAFETY OFFICER

PRIMARY: Human Resources/Risk Management Department

SUPERVISOR: EOC Director

OVERALL RESPONSIBILITY

Ensure the safe operations of all personnel and activities identified within the EOC Action Plan.

Identify and mitigate safety hazards and situations of potential City liability during incident and EOC operations.

Manage the investigation of injuries and property damage claims involving the City of Big Bear Lake arising from the emergency or disaster.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Support Field Incident Management Team or Incident Command Post if no Incident Safety Officer is established.
- Ensure all facilities supporting EOC operations maintain safe operating conditions.
- Monitor EOC and incident support facility activities to ensure they are conducted as safely as possible under the incident circumstances.
- Stop or modify unsafe operations.
- Accept as agent for the City of Big Bear Lake claims resulting from the emergency or disaster.
- Collect information for all forms required by workers' compensation and other agencies.
- Maintain a file of injuries and illnesses associated with the personnel activity at the EOC and a file of written witness statements on injuries.
- Manage and direct any compensation for injury and claims specialists assigned to the emergency or disaster.
- Provide investigative support in claims for bodily injury and property damage compensation.
- Provide input into the EOC Action Plan safety section.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check-in upon arrival at the EOC. Check-In **(EOC Form 211).**

_____ Report to the EOC Director.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Safety Officer by putting on an EOC vest with your title. Print your name and title on the EOC organization sign-in.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Start and maintain an Activity Log **(EOC Form 214)**.

_____ Determine 24-hour staffing requirements and request additional support as needed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log (EOC Form 214), maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Keep current on the situation and resources associated with your position. Maintain current status reports and displays.

_____ Keep the EOC Coordinator advised of your status and activity and on any problems that need or will require solutions.

_____ Establish operating procedure with the Information Technology Unit of the Logistics Section for the use of telephone, radio, and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine support requirements and forward them to the EOC Coordinator.

_____ Monitor your position activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or Finance and Administration Section.

_____ Ensure your personnel and time records are completed at the end of each operational period.

_____ Brief your relief at shift change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Advise the EOC Security Officer of your function. Obtain any information regarding emergency conditions.

_____ Tour the entire facility area and determine the scope of on-going operations.

_____ Tour or evaluate any remote and active field work-sites.

_____ Maintain contact with field supervisors for safety evaluations.

_____ Collect reports of injuries to city employees and volunteers in the field or the EOC.

_____ Evaluate conditions and advise the EOC Coordinator of any conditions and actions which might result in liability—e.g., oversights, improper response actions, etc.

_____ Coordinate with the Personnel Branch of the Logistics Section to ensure that safety and hazard awareness complies with CAL OSHA requirements and coordinate with the Planning and Intelligence Section to ensure a safety message is part of the EOC Action Plan.

_____ Review the facility to identify the location of fire extinguishers, emergency and secondary exits, fire hoses, emergency pull stations, first aid kits, AEDs, bleeding control kits, and air and heat controls.

_____ Ensure the EOC location is free from environmental threats (i.e., air purity, water portability, etc.).

_____ If the event that caused activation is an earthquake, provide guidance regarding actions to take for aftershocks.

_____ Keep the EOC Coordinator advised of safety conditions.

_____ Coordinate with the Finance and Administration Section on personnel injury claims or records preparation needed for case evaluation and processing.

_____ Develop and provide documentation that contributes to the post-emergency investigation of claims.

_____ Coordinate with EOC staff and collect information and claims related to the incident.

_____ Maintain a log of all city employee ani incident personnel injuries occurring during the disaster or emergency.

_____ Develop and maintain a log of existing and potential claims.

_____ Prepare claims of damage to city property and notify and file the claims with insurers.

_____ Periodically review all logs and forms produced by the unit to ensure:

- Work is complete and entries are accurate and timely.
- Work complies with the City of Big Bear Lake requirements and policies.

_____ Determine if there is a need for additional staffing of claims specialists, and order personnel as needed.

_____ Ensure compensation-for-injury and claims log and forms are complete and routed to the appropriate department for processing.

_____ Ensure the investigation of all accidents.

_____ Provide a report of injuries and coordinate with the EOC Director for any needed briefing to mitigate hazards.

_____ Obtain witness statements on claims and review for completeness.

DEACTIVATION

_____ Ensure all required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Safety Officer position and close out logs when authorized by the EOC Director.

_____ Sign out and leave a forwarding phone number where you can be reached.

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MANAGEMENT SECTION

LEGAL ADVISOR

PRIMARY: City Attorney

SUPERVISOR: EOC Director

OVERALL RESPONSIBILITY

Provide legal counsel to the Director of Emergency Services, Policy Group, and EOC Director in all legal matters arising from the emergency or disaster and assist in proclaiming a local emergency if needed.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Advise the City Council, Policy Group, Director of Emergency Services, EOC Director, and EOC Management staff on the legal implications of contemplated emergency actions and policies.
- Track and maintain legal information and issues arising from the emergency or disaster.
- Commence legal proceedings as needed.
- Participate as a member of the EOC Policy Group as requested by the Director of Emergency Services/EOC Director.

READ ENTIRE CHECKLIST AT STARTUP
AND AT THE BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check-in at City Hall, EOC, or a directed location.

_____ Report to the EOC Director.

_____ Obtain incident briefing from the EOC Director.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as a member of the Policy Group. Print your name and title on the EOC organization sign-in.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Based on the current and forecasted situation, determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Keep the EOC Director advised of your status and activity and any problems that need or will require solutions.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Monitor your position activities and adjust staffing and organization to meet needs.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or Finance and Administration Section.

_____ Ensure your personnel and time records are provided to the Finance Section at the end of each operational period.

_____ Brief your relief at shift-change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Prepare proclamations, emergency ordinances, and other legal documents required by the City Council, Director of Emergency Services, and EOC Director.

_____ Develop rules, regulations, and laws necessary to acquire and control critical resources.

_____ Develop emergency ordinances and regulations that provide a legal foundation for the evacuation and movement of people.

_____ Commence civil and criminal proceedings as necessary and appropriate to implement and enforce emergency actions.

_____ Advise the EOC Director and Director of Emergency Services on areas of legal responsibility and identify potential liabilities.

_____ Advise the City Council, Policy Group, Director of Emergency Services, EOC Director, and management personnel on the legal implications of contemplated emergency actions and policies.

_____ Prepare documents about the abatement or demolition of hazardous structures or conditions.

_____ Prepared documents relative to any special policing actions.

DEACTIVATION

_____ Ensure all required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Legal Advisor position and close out logs when authorized by the EOC Director.

_____ Sign out and leave a forwarding phone number where you can be reached.

MANAGEMENT SECTION

POLICY GROUP

PRIMARY: Executive Leadership Team

SUPERVISOR: EOC Director

OVERALL RESPONSIBILITY

Proclaim and ratify a local emergency, approve emergency orders, and render emergency policies.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Proclaim or ratify a local emergency.
- Establish executive-level policies for the management of the emergency or disaster.
- Obtain briefings from the EOC Director and share information with departments, cooperating and assisting agencies, and other stakeholders.
- Host and accompany VIPs and government officials on tours of the emergency or disaster in coordination with the Public Information Officer (PIO).

READ ENTIRE CHECKLIST AT STARTUP
AND AT THE BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check-in at City Hall, EOC, or a directed location.

_____ Obtain incident briefing from the Director of Emergency Services/EOC Director.

_____ Call emergency meetings of the City Council to proclaim and ratify a local emergency and approve emergency orders as needed.

- A majority of members of the City Council are needed for an official quorum.
- Emergency proclamations must be ratified within seven (7) days.
- Approve extraordinary expenditures, if necessary.

_____ Review the need for continuing the Local Emergency at its regularly scheduled meetings until the Local Emergency is terminated. The Local Emergency must be terminated by resolution as soon as conditions warrant.

_____ In consultation with the EOC Director and General Staff, develop temporary emergency policies for managing emergency response and recovery strategies.

_____ Coordinate with the Director of Emergency Services, the EOC Director, and the City PIO to release official statements.

_____ Upon request of the City PIO, host and accompany VIPs and governmental officials on tours of the emergency or disaster area. Coordinate tours with the PIO.

_____ Provide interviews to the media as arranged by the PIO.

_____ Refer requests for emergency information to the EOC Director or PIO.

_____ Consider activating a Local Assistance Center to coordinate information and assistance to affected residents and businesses.

_____ Encourage or facilitate community post-event discussions (town hall meetings) to identify and discuss areas of improvement or perceived response and recovery issues.

NOTE: Council members should refrain from direct operational involvement in city or joint city/county/state Emergency Operations Center (EOC) activities. The Director of Emergency Services, Assistant Director of Emergency Services, or EOC Director will provide information updates to council members.

DEACTIVATION

_____ Sign out and leave a forwarding number where you can be reached.

_____ Be prepared to provide input to the After-Action Report.

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OPERATIONS SECTION

OPERATIONS SECTION CHECKLISTS

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OPERATIONS SECTION

GENERAL

PURPOSE

This Section establishes procedures and assigns responsibilities to ensure the effective management of large-scale operations under the Standardized Emergency Management System and National Incident Management System. It provides information and guidance to the Operations Section of the City of Big Bear Lake's Emergency Management Organization and the Emergency Operations Center.

OVERVIEW

The primary mission of the Operations Section is to support tactical operations of various response elements throughout the city related to disasters or emergencies.

Due to the lean structure of the city organization, certain EOC functions may be carried out as collateral staff responsibilities. Operations functions, whether staffed or not, may include:

- Public Works
- Building and Safety
- Law Enforcement
- Fire and Rescue
- Care and Shelter

OBJECTIVES

The Operations Section coordinates and supports all response elements assigned to the disaster or emergency. It carries out the operational or control objectives of the EOC Action Plan and requests resources as needed.

OPERATIONS SECTION

OPERATIONS SECTION CHIEF

PRIMARY: Public Works Department

SUPERVISOR: EOC Director

OVERALL RESPONSIBILITY

Coordinate and support the emergency response operations within the city by implementing the operational or control objectives set in the EOC Action Plan. Coordinate requests for mutual aid and other operational resources as needed.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Ensure that the Operations Section function is carried out, including the activities of those branches, groups, or units activated.
- Establish and maintain staging areas for incoming resources. The Logistics Section may coordinate staging if more suited.
- With branch input, develop and ensure the EOC Action Plan's operational or control objectives are carried out.
- Establish the appropriate level of organization within the Section and monitor the effectiveness of that organization. Make changes as required.
- Exercise overall responsibility for coordinating the Section's branch/group/unit activities.
- Report to the EOC Director on all matters related to section activities.

READ ENTIRE CHECKLIST AT STARTUP
AND AT THE BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the EOC Director.

_____ Obtain a briefing on the situation.

_____ Set up your section workstation, including maps and status boards. Use your EOC Section materials and on-site supplies.

_____ Review your position responsibilities.

_____ Identify yourself as the Operations Chief by putting on the vest with your title. Print your name on the Section Chief EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Review organization in place at the EOC. Know where to go for information or support.

_____ Determine if other section staff are at the EOC.

_____ Confirm all key Operations Section personnel or alternates are in the EOC or have been notified. Recall the staff members who are required for the emergency.

_____ Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.

- Public Works Branch
- Building and Safety Branch
- Law Enforcement Branch
- Fire and Rescue Branch
- Care and Shelter Branch

_____ Request additional personnel for the Section to maintain a 24-hour operation as required.

_____ Brief incoming section personnel before assuming their duties.

Briefings should include:

- Current situation assessment.
- Identification of specific job responsibilities.
- Identification of co-workers within the job function and geographical assignment.
- Availability of communications.
- Location of the work area.
- Identification of eating and sleeping arrangements as appropriate.
- Procedural instructions for obtaining additional supplies, services, and personnel.
- Identification of operational period work shifts.

_____ Inform the EOC Director and General Staff when your Section is fully operational.

_____ Start and maintain section log.

_____ Review the responsibilities of branches/groups/units in your Section.

_____ Develop a plan for carrying out all responsibilities.

_____ Prepare work objectives for section staff and make staff assignments.

_____ Meet with other section chiefs.

_____ From the Planning and Intelligence Section, obtain and review significant incident reports and additional field operational information that may pertain to or affect your section operations. Provide information to appropriate branches/units.

_____ Based on the current and forecasted situation, determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by the Cal OES and FEMA.

_____ Carry out the responsibilities of the Operations Section branches/groups/units that must be staffed.

_____ Evaluate the need for Critical Incident Stress Debriefing for all affected personnel. Arrange debriefings through the Personnel Branch of the Logistics Section.

_____ List critical issues your Section needs to complete within the next operational period.

_____ Keep current on the situation and resources associated with your Section.

_____ Maintain current status and displays at all times.

_____ Brief the EOC Director on significant problems that need or will require solutions.

_____ Provide situation and resource information to the Planning and Intelligence Section periodically or as the situation requires.

_____ Establish operating procedures with the Logistics Section for using telephone, data, and radio systems. Make any priorities or special requests known.

_____ Determine the status of transportation systems in and within the affected area. Find out present priorities and estimated times to restore the route system. Provide information to appropriate branches/units.

_____ Ensure your section logs and files are maintained.

_____ Monitor your Section activities and adjust section organization as appropriate.

_____ Ensure internal coordination between branch/group/unit leaders.

_____ Update status information with other sections as appropriate.

_____ Resolve problems that arise in conducting your section responsibilities.

_____ Anticipate potential situation changes, such as severe aftershocks (in the event of an earthquake), in all section planning. Develop a backup plan for all plans and procedures requiring off-site communications.

_____ Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policies.

_____ Make sure that all contacts with the media are fully coordinated first with the Public Information Officer (PIO).

_____ Participate in the EOC action planning meetings.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics Section as needed.

_____ Ensure all your section personnel and time records are provided to the Finance and Administration Section at the end of each operational period.

_____ Brief your relief at shift change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Identify and establish field communications with affected areas.

_____ Evaluate the conditions associated with the disaster/emergency and coordinate with the Planning and Intelligence Section.

_____ Determine the need to evacuate and issue evacuation orders**.**

_____ Determine the need for in-place sheltering and issue notification orders.

_____ In coordination with the Situation Unit of the Planning and Intelligence Section, designate primary and alternate evacuation routes for each incident.

_____ Display on maps the primary and alternate evacuation routes for the incident.

_____ Identify, establish, and maintain staging areas if needed for operations-related equipment and personnel.

_____ Direct Operations Branch/Units to maintain up-to-date incident reports and branch/unit-specific maps. Ensure only active, essential information is depicted on the charts and maps. All branch/unit-related items of interest should be recorded in an incident report. This information should then be made available to the Planning and Intelligence Section.

_____ Coordinate with the Planning and Intelligence Section to provide copies of a daily Incident report to be recorded and filed at the end of each operational period.

_____ Coordinate the activities of all departments and agencies involved in the operations.

_____ Determine resources committed and resource needs.

_____ Consider utilizing city volunteer personnel to supplement operational forces.

_____ Receive, evaluate, and disseminate information relative to the operations of the disaster or emergency.

_____ Direct field units to report pertinent information (casualties, damage observations, evacuation status, chemical exposures, etc.) to the appropriate EOC Operations Section.

_____ Provide all relevant emergency information to the Public Information Officer.

_____ Conduct periodic Operations Section briefings and reach a consensus on operational or control objectives for forthcoming operational periods.

_____ Coordinate with the Planning and Intelligence Section Chief in developing the EOC Action Plan.

_____ Coordinate with each branch/unit leader to ensure Operations Section objectives as defined in the current EOC Action Plan are being addressed.

_____ Ensure intelligence information from branch/unit leaders is made available to the Planning and Intelligence Section.

_____ If there are animal care issues (horses or pets, etc.), coordinate with necessary organizations, volunteers, contracted animal services, San Bernardino County Animal Care, Care and Shelter Branch, Logistics, etc.

_____ Ensure all fiscal and administrative requirements are coordinated through the Finance and Administration Section, e.g., notification of emergency expenditures.

DEACTIVATION

_____ Authorize the deactivation of organizational elements within your Section when they are no longer required.

_____ Ensure any open actions are handled by your Section or transferred to other EOC elements as appropriate.

_____ Ensure any forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Deactivate your Section and close out logs when authorized by the EOC Director.

_____ Sign out and leave a forwarding number where you can be reached.

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OPERATIONS SECTION

PUBLIC WORKS BRANCH DIRECTOR

PRIMARY: Public Works Department

SUPERVISOR: Operations Section Chief

OVERALL RESPONSIBILITY

Coordinate all Public Works operations, maintain public facilities and services, and restore damaged or destroyed public works infrastructure. Manage debris removal and assist other functions with traffic issues, search and rescue, transportation, etc. Ensure public ADA accessibility and access to public transportation needs.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Monitor field resource requests for Public Works operations. Coordinate those requests as necessary to ensure there are no duplicate orders.
- Coordinate with the EOC Logistics Section and Finance and Administration Section for acquiring personnel, equipment, materials, supplies, and other resources.
- Determine the need for and location of general staging areas citywide for unassigned public works resources.
- Coordinate the assessment and repair of city facilities with the facilities function of the Logistics Section.
- Participate in action planning meetings and the development of operational or control objectives.
- Prioritize the allocation of resources to individual incident sites. Monitor resource assignments.
- Make adjustments to assignments based on changing emergency requirements.
- As needed, coordinate with the Operational Area EOC on a Disaster Route Recovery Plan.
- Assess the public transportation infrastructure and system.
- Provide inspections of any Public Works right-of-way and rights-of-way for ADA compliance.

READ ENTIRE CHECKLIST AT STARTUP
AND AT THE BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Operations Section Chief and obtain a briefing.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Obtain a briefing from the field command post(s) before assuming EOC assignment and brief the Operations Section Chief.

_____ Identify yourself as the Public Works Branch Director by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Ensure all required supplies are available and equipment works properly (phones, radios, forms, lists, maps, etc.)

_____ Determine if all key department personnel are in the EOC or have been notified.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate your branch/unit elements, utilize established department SOPs, establish work area, assign duties, and ensure the branch/unit journal/log is started.

_____ Ensure on-duty department personnel have been notified of the current situation.

_____ Ensure off-duty department personnel have been notified of callback status (when they should report) per department emergency procedures.

_____ Ensure department personnel have completed equipment, facilities, and operational capabilities status checks.

_____ Ensure field units begin damage and safety assessment surveys of critical city public works and report status information to the Planning and Intelligence Section through the Operations Section.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure incoming branch/unit personnel are briefed.

_____ Based on the current and forecasted situation, determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your branch/unit operations and field operations support. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your branch/unit.

_____ Maintain current status reports and displays.

_____ Ensure field units conduct damage and safety assessments of city infrastructure.

_____ Obtain regular briefings from field command post(s).

_____ Maintain contact with established DOCs and work/control/dispatch center to coordinate resources and response personnel.

_____ Direct field units to report pertinent information (casualties, damage observations, evacuation status, chemical exposures, etc.) to the appropriate EOC Operations Branch.

_____ Keep the Operations Section Chief advised of your branch/unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief for updating information to the Planning and Intelligence Section.

_____ Establish operating procedures with the Logistics Section for using telephone and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all branch/unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your branch/unit. Ensure they are aware of priorities.

_____ Monitor your branch activities and adjust staffing and organization as appropriate to meet current needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policies.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's action planning meetings and policy decisions.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Operations or Logistics Section.

_____ Ensure your branch/unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Brief your relief at shift-change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Receive and process requests for Public Works resources.

_____ Ensure backup power in the EOC is maintained.

_____ Ensure Public Works emergency equipment is moved from unsafe areas.

_____ Mobilize personnel, heavy equipment, and vehicles in designated staging areas.

_____ Request resources through the OA EOC once the city anticipates or has exhausted them. Utilize the appropriate mutual aid plan and program.

_____ Develop priorities and coordinate with utility companies to restore utilities to critical and essential facilities.

_____ Allocate resources based on requests and EOC priorities.

_____ Determine priorities for identifying, inspecting, and designating hazardous city sites needing to be razed.

_____ In coordination with the Operational Area, determine the status of evacuation routes and other priority transportation routes into and within the affected area. Determine present priorities and estimated times for restoration. Clear and reopen disaster routes on a priority basis.

_____ Coordinate with the Law Enforcement Branch to ensure the safety of evacuation routes.

_____ Coordinate with the Logistics Section for sanitation service during an emergency.

_____ Support clean-up and recovery operations during disaster events.

_____ Clear debris from waterways to prevent flooding. Dewater flooded areas as needed.

_____ Develop a debris removal strategy to facilitate city clean-up operations, which addresses the following:

- Identifying agencies like the San Bernardino County Environmental Health Services and coordinating the debris removal process.
- Identifying and coordinating with San Bernardino County Solid Waste Division for county landfills (consider fee waivers, modification of landfill operating hours, and public concerns).
- Coordinating with other waste management regulatory agencies to address debris removal problems.
- Identifying and establishing debris collection sites.
- Managing and recycling debris.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Public Works Branch Director position and close out logs when authorized by the Operations Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

OPERATIONS SECTION

BUILDING AND SAFETY BRANCH DIRECTOR

PRIMARY: Building and Safety Division

SUPERVISOR: Operations Section Chief

OVERALL RESPONSIBILITY

Oversee the safety assessment of city-owned or leased buildings and structures, prioritizing those essential facilities and those required for emergency operations. Coordinate the safety assessment of private dwellings and residential structures. Coordinate the safety assessment of commercial buildings and facilities. Interact with other authorities with jurisdiction over buildings and facilities such as schools, county buildings, state facilities, or federal property.

The Chief Building Official for the city is the ultimate authority in determining whether or not a building is inhabitable or safely accessible, and those orders will be enforced by local law enforcement.

Close coordination with the Planning and Intelligence Section is required.

DESCRIPTION OF POSITION RESPONSIBILITIES

The overall objectives of building and safety are:

- Identifying life-threatening hazardous conditions for immediate abatement.
- Inspecting and identifying buildings and property for re-occupancy, posting, and declaring unsafe conditions.
- The cost and percentage of damage to all buildings, structures, and properties must be determined in coordination with the Planning and Intelligence Section.
- Support operational field forces such as urban search and rescue teams through technical expertise in area of responsibility.
- Begin the immediate inspection for re-occupancy of key city facilities by departments responsible for emergency response and recovery.
- Coordinate investigation and safety assessment of damage to buildings, structures, and property within the city.
- Provide safety assessment information and statistics to the Planning and Intelligence Section.
- Impose emergency building regulations based on the performance of structures.

- Coordinate investigation of building code performance. Determine the extent of damage to buildings and structures and develop recommendations for building code changes.

READ ENTIRE CHECKLIST AT STARTUP
AND AT THE BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Operations Section Chief and obtain a briefing.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Obtain a briefing from the field command post(s) before assuming EOC assignment and brief the Operations Section Chief.

_____ Identify yourself as the Building and Safety Branch Director by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Ensure all required supplies are available and equipment works properly (phones, radios, forms, lists, maps, etc.)

_____ Determine if all key department personnel are in the EOC or have been notified.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate your branch/unit elements, utilize established department SOPs, establish work area, assign duties, and ensure the branch/unit journal/log is started.

_____ Ensure on-duty department personnel have been notified of the current situation.

_____ Ensure off-duty department personnel have been notified of callback status (when they should report) per department emergency procedures.

_____ Ensure department personnel have completed equipment, facilities, and operational capabilities status checks.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure incoming branch/unit personnel are briefed.

_____ Based on the current and forecasted situation, determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your branch/unit operations and field operations support. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your branch/unit.

_____ Maintain current status reports and displays.

_____ Ensure field units conduct damage and safety assessments of city infrastructure.

_____ Obtain regular briefings from field command post(s).

_____ Maintain contact with established DOCs and work/control/dispatch center to coordinate resources and response personnel.

_____ Direct field units to report pertinent information (casualties, damage observations, evacuation status, chemical exposures, etc.) to the appropriate EOC Operations Section Branch.

_____ Keep the Operations Section Chief advised of your branch/unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief for updating information to the Planning and Intelligence Section.

_____ Establish operating procedures with the Information Technology Unit of the Logistics Section for telephone and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all branch/unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your branch/unit. Ensure they are aware of priorities.

_____ Monitor your branch activities and adjust staffing and organization as appropriate to meet current needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policies.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's action planning meetings and policy decisions.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Operations or Logistics Section.

_____ Ensure your branch/unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Brief your relief at shift-change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Receive and process requests for Building and Safety assistance and resources.

_____ Request resources through the OA EOC once the city anticipates or has exhausted them. Utilize the appropriate mutual aid plan and program.

_____ Allocate resources based on requests and EOC priorities.

_____ Determine priorities for identifying, inspecting, and designating hazardous city sites needing to be razed.

_____ Coordinate with San Bernardino County Public Works - Inspection Services Division on specific issues regarding local jurisdictional needs.

_____ Develop a Safety/Damage Assessment strategy, including inspection of essential and critical facilities (priority) and other facilities, including city, commercial, and residential buildings.

Facilities include, though are not limited to:

- Primary EOC/Alternate EOC/DOCs
- Police Facilities
- Fire Facilities
- Medical and Health Facilities
- Congregate care facilities (including private schools, convalescent care facilities, board and care facilities, daycare centers, etc.)
- Public schools
- Public Works facilities
- HazMat facilities, including gas stations
- Designated shelters

- Unreinforced masonry buildings
- Concrete tilt-up buildings
- Multi-story structures, commercial, industrial, and residential
- Mobile homes/modular structures
- Single-family dwellings

NOTE: Some will require cursory assessments, while others will require a safety assessment. Certain facilities may fall under the jurisdiction of another authority, such as state or county inspectors. These agencies may exercise their jurisdictional authority to inspect these facilities. As a practical matter, there are very few state inspectors available, and they may need to be able to respond promptly during the initial stages of the emergency/disaster.

_____ Use a three-phase approach to inspection based on existing disaster intelligence:

1. General Area Survey of Structures
2. ATC-20 Rapid Inspection
3. ATC-20 Detailed Inspection

_____ After developing a safety/damage strategy to survey damaged facilities, create a preliminary estimate for the need for mutual aid assistance.

_____ Assess the need and establish contacts for requesting or providing mutual aid assistance through local agreements, private contractors, the county, or California Building Officials (CalBO).

_____ Alert and stage safety assessment teams.

_____ Implement procedures for posting building occupancy safety status using ATC-20 guidelines.

_____ Establish a data tracking system to document and report safety assessment information and forward it to the Planning and Intelligence Section.

_____ Arrange for necessary communications equipment from the Logistics Section and distribute to all field personnel (e.g., radios, cellular phones, etc.)

_____ Assess the need to require potentially unsafe structures to be vacated.

_____ Provide structural evaluation of mass care and shelter facilities to the Care and Shelter Branch.

_____ Consider establishing an area field site to direct and coordinate safety assessment and inspection teams.

_____ Coordinate with the Public Works Branch on immediate post-event issues (i.e., debris removal, demolition, fences, etc.)

_____ Provide policy recommendations to appropriate city officials for:

- Emergency Building and Safety ordinances.
- Expediting Plan checking and permit issuance on damaged buildings.

_____ Coordinate with the PIO to establish public information and assistance information regarding building safety issues.

_____ Consider using call-in lines to take damage reports and requests for safety inspections.

_____ Direct field personnel to advise property owners and tenants that various assisting agencies, including the American Red Cross, FEMA, Cal OES, local Building and Safety, and insurance, may require multiple inspections of damaged property.

_____ Prepare a Building and Safety Situation Report (SITREP) when requested.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Building and Safety Branch Director position and close out logs when authorized by the Operations Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

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OPERATIONS SECTION

LAW ENFORCEMENT BRANCH DIRECTOR

PRIMARY: San Bernardino County Sheriff's Department

SUPERVISOR: Operations Section Chief

NOTE

During emergencies, law enforcement services may be coordinated from a field Incident Command Post or the San Bernardino County Emergency Operations Center when activated. The Law Enforcement Branch Director position may not have a law enforcement representative in the City of Big Bear Lake EOC. Coordination will occur via telephone, WebEOC, or other forms of traditional communication.

This Law Enforcement Branch Director checklist informs EOC staff what this position is typically tasked with and is not intended to direct the actions of law enforcement or law enforcement supervision.

OVERALL RESPONSIBILITY

Liaisons and coordinates with the Field Incident Command Post(s) to ensure they have the resources to alert and warn the public, coordinate evacuations, enforce laws and emergency orders, and establish safe traffic routes. Ensures security is provided at incident facilities, ensures access control to damaged areas, orders, and coordinates appropriate mutual aid resources, and assumes responsibility for the fatalities management function in the absence of the San Bernardino County Coroner. Other necessary units or groups may be activated to carry out these functions.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Coordinate movement and evacuation operations.
- Alert and notify the public of the pending or existing emergency. Activate any public warning systems.
- Maintain communications with the San Bernardino County Sheriff's Department.
- Coordinate law enforcement and traffic control operations.
- Ensure the provision of security at incident facilities.
- Coordinate incoming law enforcement mutual aid resources.
- Coordinate Coroner operations; Coordinate military support.

READ ENTIRE CHECKLIST AT STARTUP
AND AT THE BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Operations Section Chief and obtain a briefing.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Obtain a briefing from the field command post(s) before assuming EOC assignment and brief the Operations Section Chief.

_____ Identify yourself as the Law Enforcement Branch Director by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your branch/unit, establish work area, assign duties, and ensure the branch/unit journal/log is started.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure your incoming branch/unit personnel are briefed.

_____ Based on the current and forecasted situation, determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.

- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your branch/unit operations and the support of field operations. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your branch/unit.

_____ Maintain current status reports and displays.

_____ Obtain regular briefings from field command post(s) or DOC.

_____ Ensure field units are conducting windshield surveys and damage assessments.

_____ Keep the Operations Section Chief advised of your branch/unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief for updating information to the Planning and Intelligence Section.

_____ Establish operating procedures with the Logistics Section for using telephone and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all branch/unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your branch/unit. Ensure they are aware of priorities.

_____ Monitor your branch/unit activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policies.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's action planning meetings and policy decisions.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Operations or Logistics Section.

_____ Ensure all your branch/unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Brief your relief at shift-change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

Branch/Unit Operational duties are generally categorized into mobilization, initial response, alerting and warning, evacuation, and security. They may be organized for specific hazards in response to hazardous materials, air crashes, flooding, and dam failures.

MOBILIZATION

_____ Ensure all on-duty law enforcement and public safety personnel have been notified of the current situation.

_____ Ensure all off-duty law enforcement and public safety personnel have been notified of callback status (when they should report) per department emergency procedures.

_____ Ensure law enforcement and public safety personnel complete checks on equipment, facilities, and operational capabilities.

_____ Adjust routine patrol operations to accommodate for the emergency.

INITIAL RESPONSE

_____ Ensure field units begin damage and safety assessment surveys of critical facilities and report status information to the Planning and Intelligence Section through the Operations Section.

_____ Coordinate with the Logistics Section for supplies, equipment, personnel, and transportation for field operations.

_____ Establish a staging area as needed.

_____ Direct field units to report pertinent information (casualties, damage observations, evacuation status, chemical exposure, etc.) to the appropriate EOC Operations Branch.

ALERTING AND WARNING OF PUBLIC

_____ Determine the area to be warned or evacuated.

_____ Develop the warning or evacuation message to be delivered. The message should include:

- Nature of the emergency and specific threat to the public.
- Threat areas.
- Time available for evacuation.
- Evacuation routes.
- Location of evacuee assistance center.
- Radio stations carrying instructions and details.

_____ Coordinate emergency warnings and messages with the EOC Director and the PIO.

Consider the following emergency warning and message dissemination methods:

- Police units use loudspeakers and sirens.
- Helicopters use loudspeakers and sirens.
- EAS, social media, and local media stations.
- Police personnel going door to door.
- City volunteer forces, reserves, and other city personnel are going door to door.

_____ Ensure special facilities within the warned area receive the warning or message (e.g., hospitals, schools, government facilities, special industries, etc.)

_____ Include non-English speaking, hearing, visually or mobility impaired persons, as well as other special needs populations of the emergency by:

- Using bilingual employees when possible.

- Translating warnings, written, and spoken, into appropriate languages.
- Contacting media outlets (radio/television) that serve the languages needed.
- Utilizing alternative mechanisms of communication for language and special needs considerations.
- Using pre-identified lists of disabled and deaf persons for individual contact.

EVACUATION

_____ Establish emergency traffic routes in coordination with the Public Works Branch and the Logistics Section - GIS Mapping Unit.

_____ Consider utilization of volunteer organizations for assistance with moving animals, sheltering, etc., and mobilize as soon as possible.

_____ Coordinate with the Public Works Branch to determine the capacity and safety of evacuation routes and the time to complete evacuation.

_____ Ensure evacuation routes do not pass through hazard zones.

_____ Identify alternate evacuation routes where necessary.

_____ Through field unit requests, identify persons and facilities with special evacuation requirements. (i.e., disabled, hospitalized, elderly, institutionalized, incarcerated, etc.) Check their status and evacuate if necessary. Coordinate evacuation with the transportation function of the Logistics Section.

_____ Establish evacuation assembly points.

_____ Coordinate the evacuation of hazardous areas with neighboring jurisdictions and other affected agencies.

_____ Coordinate with the Care and Shelter Branch to open evacuation centers.

_____ Establish traffic control points and provide traffic control for evacuation and perimeter control for affected areas.

_____ Place towing services on stand-by to assist disabled vehicles on evacuation routes.

_____ Monitor the status of warning and evacuation processes.

_____ Coordinate with the Public Works Branch to obtain necessary barricades and signs.

SECURITY

_____ Enforce curfew and other emergency orders identified in the EOC Action Plan.

_____ Request mutual aid assistance through the San Bernardino County Sheriff's Department.

_____ Coordinate security in the affected areas to protect public and private property.

_____ Coordinate security for critical facilities and resources.

_____ Coordinate with the Public Works Branch for street closures and board up of buildings.

_____ Coordinate law enforcement and crowd control services at mass care and evacuation centers.

_____ Provide information to the PIO on matters relative to public safety.

_____ Ensure detained inmates are protected from potential hazards. Ensure adequate security and relocate if necessary.

_____ Consider vehicle security and parking issues at incident facilities and coordinate security if necessary.

_____ Develop procedures for safe re-entry into evacuated areas.

OTHER

_____ Coordinate with the city's contracted animal services and the Facilities Unit and the Supply and Procurement Unit of the Logistics Section.

_____ Coordinate with the San Bernardino County Coroner for the removal and disposition of the deceased.

ADDITIONAL ACTIONS IN RESPONSE TO HAZARDOUS MATERIALS INCIDENTS

_____ Ensure all personnel remain upwind or upstream of the incident site. This may require repositioning of personnel and equipment as incident conditions change.

_____ Coordinate with appropriate local, state, and federal response agencies.

_____ Consider wind direction and other weather conditions. Contact the Situation Unit of the Planning and Intelligence Section for updates.

_____ Assist with the needs at the Unified Command Post as requested.

_____ Assist in identifying spilled substances, including locating shipping papers and placards, and contacting, as required, fire-rescue, County Health, Cal OES, shipper, manufacturer, CHEMTREC, etc.

ADDITIONAL ACTIONS IN RESPONSE TO A MAJOR AIR CRASH

_____ Notify the Federal Aviation Agency or appropriate military command.

_____ Request temporary flight restrictions.

_____ Notify the American Red Cross as they have federally designated responsibilities in air crashes.

DEACTIVATION

_____ Ensure all required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Law Enforcement Branch position and close out logs when authorized by the Operations Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

OPERATIONS SECTION

FIRE AND RESCUE BRANCH DIRECTOR

PRIMARY: Big Bear Fire Authority

SUPERVISOR: Operations Section Chief

NOTE

During emergencies, fire services may be coordinated from a field Incident Command Post or the San Bernardino County Emergency Operations Center when activated. The Fire and Rescue Branch Director position may not have a fire service representative in the City of Big Bear Lake EOC. Coordination will take place via telephone, WebEOC, or other forms of traditional communication.

This Fire and Rescue Branch Director checklist informs EOC staff about what this position typically does. It is not intended to direct the actions of the fire service or fire service supervision.

OVERALL RESPONSIBILITY

Provide for the timely and adequate response to fire, search and rescue, medical, and hazardous materials calls for service. Priorities of importance are:

- Protection of Life
- Protection of Environment
- Protection of Property and Equipment

DESCRIPTION OF POSITION RESPONSIBILITIES

- Evaluate and process requests for fire and rescue resources.
- Evaluate and process reports of hazardous materials spills or releases.
- Maintain communications with Big Bear Fire Authority.
- Assist and serve as an advisor to the Operations Section Chief as needed.

READ ENTIRE CHECKLIST AT STARTUP
AND AT THE BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Operations Section Chief and obtain a briefing.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Obtain a briefing from the field command post(s) before assuming EOC assignment and brief the Operations Section Chief.

_____ Identify yourself as the Fire and Rescue Branch Director by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Ensure all required supplies are available and equipment works properly (phones, radios, forms, lists, maps, etc.)

_____ Determine if all Fire Department personnel with EOC assignments have been notified that the city EOC is activated.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your branch/unit, establish work area, assign duties, and ensure the branch/unit journal/log is started.

_____ Ensure field units begin damage and safety assessment surveys of critical facilities and report status information to the Planning and Intelligence Section through the Operations Section.

_____ Determine 24-hour staffing requirements and request additional support as needed.

_____ Ensure all your incoming branch/unit personnel are briefed.

_____ Based on the current and forecasted situation, determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your branch/unit operations and field operations support. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your branch/unit.

_____ Maintain current status reports and displays.

_____ Ensure field units are conducting windshield surveys and damage assessments as possible.

_____ Obtain regular briefings from field command post(s) or Department Operation Centers.

_____ Direct field units to report pertinent information (casualties, damage observations, evacuation status, chemical exposures, etc.) to the appropriate Section Chiefs and EOC Operations Section.

_____ Keep the Operations Section Chief advised of your branch/unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief for updating information to the Planning and Intelligence Section.

_____ Establish operating procedures with the Information Technology Unit of the Logistics Section for telephone and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all branch/unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your branch/unit. Ensure they are aware of priorities.

_____ Monitor your branch/unit activities and adjust staffing and organization as appropriate to meet needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policies.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Directors action planning meetings and policy decisions.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics Section or other established ordering points.

_____ Ensure all your branch/unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Brief your relief at shift-change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Establish communications with field fire and rescue resources.

_____ Coordinate requests for fire and rescue services as needed.

_____ Attend planning meetings at the request of the Operations Section Chief.

_____ Assist in the preparation of the EOC Action Plan.

_____ Determine the need to evacuate the public as the situation dictates and account for weather and hazards if applicable. Coordinate with the Law Enforcement Branch for evacuations.

_____ Request the activation of evacuation centers or mass care shelters through the Care and Shelter Branch.

_____ Report to the Operations Section Chief when:

- EOC Action Plan needs modification.
- Additional resources are required, or surplus resources are available.
- Significant events occur.

_____ Determine the fire-rescue priorities based on the nature and severity of the disaster.

_____ Alert emergency responders to the dangers associated with areas with hazards.

_____ Coordinate emergency medical care and transportation to appropriate facilities utilizing county resources and private providers.

_____ Assist in the dissemination of warnings to the public.

_____ Coordinate with the Operational Area on shelter issues and social service needs.

_____ Provide support for hazardous materials monitoring and decontamination operations.

_____ Coordinate firefighting water supplies with the Public Works Branch. Obtain the water system status and report to field Incident Commanders or Command Posts.

_____ Implement hazardous materials protection procedures as needed.

_____ Determine if current and forecasted weather conditions will complicate fires, hazardous material releases, major medical incidents, and other conditions or emergency operations.

DEACTIVATION

_____ Ensure all required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Fire and Rescue Branch position and close out logs when authorized by the Operations Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

OPERATIONS SECTION

CARE AND SHELTER BRANCH DIRECTOR

PRIMARY: City Manager's Office

SUPERVISOR: Operations Section Chief

NOTE

The care and shelter function is the responsibility of the city. During times of emergency, care and shelter operations will be coordinated with and supported by the American Red Cross. When activated, care and shelter activities may be coordinated from a field Incident Command Post, the American Red Cross Chapter, or the San Bernardino County Emergency Operations Center. As such, the American Red Cross may support the Care and Shelter Branch Director position remotely and may not have a representative in the City of Big Bear Lake EOC. Coordination may occur via telephone, WebEOC, or other forms of traditional communication.

OVERALL RESPONSIBILITY

Provide care and shelter assistance for disaster survivors and coordinate efforts with the American Red Cross (ARC), OP AREA, and other volunteer and faith-based organizations.

Coordinates the organizational and operational activities required to provide food, clothing, and shelter for those who have been displaced during a disaster.

OBJECTIVES

The overall objectives of care and shelter operations are:

- To provide food, clothing, shelter, and other necessities to people unable to provide for themselves due to a disaster.
- With the assistance of the American Red Cross services, provide an inquiry service to reunite separated families or respond to inquiries from relatives and friends outside the affected areas.
- To ensure an orderly transition from mass care of people to post-disaster individual recovery.

ADA COMPLIANCE

The Care and Shelter Branch Director will ensure care and shelter facilities (shelters,

evacuation centers, etc.) comply with the Americans With Disabilities Act. To ensure compliance, actions may include the following:

- Utilize ARC Pre-Approved Shelters when possible.
- Consult the current *ARC Sheltering Handbook.*
- Consult the current FEMA Resource Typing Standard for Short-Term Shelters.
- Seek guidance from the city's ADA Coordinator.
- Seek assistance from the EOC Logistics Section.
- Seek assistance from the California Department of Social Services FAST (Functional Assessment Service Team) Program.

AMERICAN RED CROSS

As mandated by Federal Law 36-USC and reaffirmed in Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288) as amended, the ARC provides disaster relief in peacetime.

At the state level, the Statement of Operational Relationships between the ARC and the California Office of Emergency Services and the Memorandum of Understanding between the ARC and the California Department of Social Services establish the operating relationships between these agencies. The Statement of Operational Relationships includes the ARC's primary care and shelter responsibilities in the emergency period.

Emergency mass care includes providing:

- Emergency lodging for disaster victims in public or private buildings.
- Food and clothing for people in emergency mass care facilities.
- Food for disaster workers if usual commercial feeding facilities are not available.
- Survivor registration and inquiry service.

The ARC acts cooperatively with state and local government and private sector relief organizations to provide emergency mass care to persons affected by disasters in peacetime.

ORGANIZATION AND RESPONSIBILITIES

The City Manager's Office serves as the Care and Shelter Branch Director. In this capacity, they, or a designated alternate, will:

- Serve with the ARC representative (when possible) as the Care and Shelter Branch or Liaison in the city EOC or coordinate with the American Red Cross through the Operational Area EOC.
- Have overall responsibility for coordinating care and shelter operations within the city.
- Encourage the integration of the private sector and volunteer organizations that are active in disasters.

If ARC is unavailable, the City Manager's Office will take the lead in opening and operating mass care facilities until the ARC or other private sector organizations are available.

PUBLIC SHELTERS

It should be noted that there **are no city-designated shelters. There are two American Red Cross-designated shelters** within the City of Big Bear Lake. All public schools may be used as shelters. Those schools inspected and signed off by the ARC as having gymnasiums, kitchens, and showers should be considered first.

SPONTANEOUS SHELTERS AND NON-SANCTIONED SHELTERS

In some emergencies, church groups, community–based organizations, or community members may set up "spontaneous" shelter facilities without working through the city or ARC. These may be established in church buildings, school facilities, meeting halls, warehouses, or as tent cities in local parks or vacant lots. If these spontaneous shelters meet minimum standards, the ARC and the local government should work with the agencies or individuals running these shelters to bring them into the official shelter operations system for the local jurisdiction. Ideally, this will be done by the shelter established as an ARC mass care facility or shelter. Another option is for the agencies or individuals running the shelter to establish a liaison with the ARC and the local jurisdiction.

Some spontaneous shelters may be in facilities that do not meet the minimum standards or are unacceptable for some other reason. These may be located in vacant buildings, vacant lots, disaster-impacted areas, facilities lacking essential services, or unsuitable areas. If the ARC and the local government feel these shelters are unsuitable, they are classified as "non-sanctioned" shelters. The objectives of the government and the ARC with non-sanctioned shelters are to address the problems that make them unsuitable,

relocate the sheltered people to suitable facilities or get them back into permanent housing. Occasionally, disaster evacuees may refuse to relocate to shelters acceptable to the local government and the ARC. In those instances, the local government and the non-profit community must cooperate to provide the best possible services to the unsanctioned shelters.

REGISTRATION AND INQUIRY

The ARC has trained Disaster Welfare Inquiry cadres, created a system to recruit volunteer workers, and created a tested program to handle mass survivor inquiries. During most disasters, a Registration and Inquiry Center is established in the ARC Chapter office closest to the incident. On occasion, the ARC may designate a Headquarters for Disaster Operations. Registration and Information staff in Reception and Care Centers are responsible for registering shelter occupants if initiated.

Communication between the Center and shelters, hospitals, coroners' offices, and morgues should be established. Registration lists and location changes are sent to the Center daily. Although every effort is made to locate all survivors, some persons whose homes may have been damaged may relocate to somewhere without registering. Because of this, the Registration and Information staff in Reception and Care Centers may request that the PIO issue notices requesting survivors and evacuees to notify relatives of their whereabouts and register with the Care Center.

LODGING OPERATIONS

In widespread disasters, suitable buildings other than those used for emergency functions may be used for emergency lodging.

- Schools are the preferred lodging facilities, as they are public facilities that can accommodate a large number of people. Churches are also appropriate, as they are often large and frequently have feeding facilities on site.
- Arrangements should be made with owners or managers of potential mass care facilities.
- In a large-scale disaster, commercial lodging facilities, such as motels and hotels, should be reserved for the physically limited or ill who require special facilities.
- The lodging list should be updated as needed and at least annually.

- Personnel will perform most lodging operations usually associated with the facility. However, in large-scale disasters, the sheltered, under the supervision of the facility manager, is expected to assist with many, if not most, of the operations.
- Pets may not be allowed in lodging facilities. San Bernardino County Animal Care will co-locate a pet shelter outside the general population shelter whenever possible. Whenever practical, pets will be housed in temporary animal care facilities or at a designate pet shelter, as space permits. Private veterinary hospitals may also provide pet housing resources.
- Only minimal health care is provided in mass care facilities. Shelters should be made accessible for those with access and functional needs.
- State Functional Assessment Service Team (FAST) provides staff that conducts functional assessments of facilities and survivors with disabilities or access and functional needs as they arrive at shelters. The assessment also evaluates the essential functional needs that can be supported within the general population area of a shelter. FAST may be deployed as shelters are opened and remain in the shelters until they are no longer needed. FAST can be requested through the Operational Area EOC.

FEEDING OPERATIONS

Mass care feeding operations are joint operations of the City of Big Bear Lake and the ARC.

- During operations, arrangements are made, when possible, for mobile feeding and refreshment services and food delivery to persons in remote locations.
- Ordinarily, a central facility is established for mass feeding.
- Mass feeding schedules are published and distributed.
- If possible, special diets are provided. Individuals with pre-identified health or dietary problems should develop emergency meal kits for personal use, as food offered in mass feedings may be unsuitable for their health needs.
- Arrangements with restaurants and hotels may be made to augment mass-feeding operations.
- Arrangements for food to be brought in for pets should also be made.

CARE OF PETS

In the event of a disaster, it may be necessary for the city to provide emergency animal care functions. Animal care may involve overseeing the control of loose animals, handling animals with minor injuries, and disposing of dead animals. Immediate supply priorities for pet owners are leashes, muzzles, carriers, fencing, food dishes, etc.

The County of San Bernardino Animal Care provides animal care and control in Big Bear Lake. It can be requested the usual means of communications or through the Operational Area EOC during emergencies. The Operational Area EOC should be contacted when there is a need for sheltering animals, providing veterinary services, or providing animal care at evacuation and shelter sites.

READ ENTIRE CHECKLIST AT STARTUP
AND AT THE BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Operations Section Chief and obtain a briefing.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Obtain a briefing from the field command post(s) before assuming EOC assignment and brief the Operations Section Chief.

_____ Identify yourself as the Care and Shelter Branch Director by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Ensure required supplies are available and equipment works properly (phones, radios, forms, lists, maps, etc.).

_____ Determine if key Care and Shelter personnel are in the EOC or have been notified, including the Red Cross.

_____ Contact staff and affiliated to alert them that a care and shelter facility may be opening and their assistance may be required to staff the facility.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your branch/unit, establish work area, assign duties, and ensure the branch/unit journal/log is started.

_____ Ensure care and shelter personnel complete status checks on equipment, facilities, and operational capabilities.

_____ Ensure field units begin damage and safety assessment surveys of critical care and shelter facilities and report status information to the Planning and Intelligence Section through the Operations Section.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure incoming branch/unit personnel are briefed.

_____ Establish and maintain communications with the shelter(s).

_____ Based on the current and forecasted situation, determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your branch/unit operations to support field operations. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your branch.

_____ Maintain current status reports and displays.

_____ Ensure field units carry out damage and safety assessments of shelters or potential shelters.

_____ Keep the Operations Section Chief advised of your branch/unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief for updating information to the Planning and Intelligence Section.

_____ Direct field units to report pertinent information (casualties, damage observations, evacuation status, chemical exposures, etc.) to the appropriate EOC Operations Branch.

_____ Establish operating procedures with the Information Technology Unit of the Logistics Section for telephone and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate potential situation changes, such as severe aftershocks (in the event of an earthquake), in all branch/unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your branch/unit. Ensure they are aware of priorities.

_____ Monitor your branch/unit activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policies.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's action planning meetings and policy decisions.

_____ Plan for situations and problems before they occur.

_____ Request additional resources through the Operations or Logistics Section.

_____ Ensure your branch/unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Brief your relief at shift-change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Identify the care and shelter needs of the community in coordination with the other Operations Branches. Develop a plan for shelter operations and support of field operations. Assign specific responsibilities.

_____ Determine the need for an evacuation center or mass care shelters.

_____ Determine how many evacuees are expected at the shelter.

_____ Coordinate with the Public Information Officer on getting information out to the community on shelter locations, transportation information, and instructions.

_____ Coordinate with an American Red Cross representative to coordinate the opening of any shelter.

_____ Identify and prioritize which designated mass care facilities may be needed and if they are fully functional.

_____ Ensure the building and safety function has inspected each shelter site before occupancy following an earthquake and after each significant aftershock.

_____ If an evacuation is ordered, the city should consult and work with the American Red Cross when possible. Evacuation centers should be in lower-risk areas.

_____ Establish how the shelters will communicate with the EOC.

_____ Assign staff to visit shelter sites regularly and report any needs.

_____ Items for consideration in the absence of the Red Cross: City staff to observe activation, registration, food services, dormitory, basic first aid, smoking areas (outside), pet area (enclosed outside), recreation programs, site sanitation, staffing, logistics, communications, mental health, and all other operations.

_____ In conjunction with the American Red Cross, manage care and shelter activities (staffing, registration, shelter, feeding, pertinent evacuee information, etc.).

_____ Find solutions to common issues, including special diets, special lodging facilities, medical equipment, prescription needs, medical transportation for disabled and elderly persons, disputes, and pets.

_____ Coordinate with the Law Enforcement Branch and the transportation function in the EOC on the transportation needs of evacuees.

_____ If needed, contact the San Bernardino County Chapter of the American Red Cross, and request an ARC liaison to the City of Big Bear Lake's EOC. (The San Bernardino County Chapter of the American Red Cross may arrange a liaison at the Operational Area EOC that may satisfy local government needs.)

_____ Ensure shelter management teams are organized, facilities are ready for occupancy and meet health, safety, and ADA standards in coordination with the American Red Cross.

_____ Establish communications with local businesses and volunteer organizations to provide supplies and meals for shelter evacuees.

_____ Coordinate with the Operational Area, Care and Shelter Branch, and Medical Health Branch to shelter residential care and special needs populations.

_____ Coordinate with the Logistics Section's Personnel Branch and volunteer resource function to contact volunteer agencies and recall city staff to assist with mass care functions.

_____ Coordinate with the Operational Area Care and Shelter Unit, the American Red Cross, other volunteer organizations, and the private sector if mass feeding or additional support is required at spontaneous shelter sites, e.g., in parks, schools, etc.

_____ Coordinate with the San Bernardino County Animal Care regarding the care of evacuees' pets. Setting up an area adjacent to the shelter for pet care may be required.

_____ Coordinate with the Logistics Section in the evacuation and relocation of shelters that any hazardous condition may threaten.

_____ Plan for a staffing shift change at the shelter and alert the following shift staff of the time to report.

_____ Coordinate with the American Red Cross to relocate and close shelter operations. Coordinate the same with adjacent communities as needed.

DEACTIVATION

_____ Deactivate the Care and Shelter Branch Director position and close out logs when authorized by the Operations Section Chief or EOC Director.

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Check out and leave a forwarding phone number where you can be reached.

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PLANNING AND INTELLIGENCE SECTION

PLANNING and INTELLIGENCE SECTION CHECKLISTS

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PLANNING AND INTELLIGENCE SECTION

GENERAL

PURPOSE

This Section establishes procedures and assigns responsibilities to ensure the effective management of large-scale operations under the Standardized Emergency Management System and National Incident Management System. It provides information and guidance to the Planning and Intelligence Section of the City of Big Bear Lake's Emergency Management Organization and Emergency Operations Center.

OVERVIEW

The Planning Section's primary responsibility is to collect, evaluate, display, and disseminate information and provide the status of resources. The Planning and Intelligence Section is responsible for developing and distributing the EOC Action Plan. This Section is the primary support for decision-making for the overall emergency organization. This Section also provides anticipatory appraisals and develops plans to cope with changing field events. Other section chiefs will advise the Planning and Intelligence Section Chief of various courses of action from their section perspective during a disaster or emergency.

The primary mission of the Planning and Intelligence Section is to support the planning and information needs of the Emergency Operations Center, field operations, and other levels of government through its various functional elements.

Due to the lean structure of the city organization, certain EOC functions may be carried out as collateral staff responsibilities. Planning and Intelligence functions, whether staffed or not, may include:

- Situation Status
- Resource Status
- Advanced Planning
- Recovery Planning
- GIS Mapping
- Documentation

OBJECTIVES

The Planning and Intelligence Section ensures that damage assessment information is compiled, assembled, and reported expeditiously to other the EOC Sections and city departments. It is responsible for transmitting this information to the EOC Director and the Operational Area EOC. The Planning and Intelligence Section is also responsible for the detailed chronicling of the entire response effort and preserving these records during and after the disaster.

The Planning and Intelligence Section has the following specific objectives during an EOC activation.

- Collect initial situation and damage assessment information.
- The Emergency Operations Center (EOC) displays situation and operational information using maps, visual aids, computer information management systems, and whiteboards.
- Coordinates with the Operations Section and Branches to identify access and functional needs-related issues and available resources and include this information in the EOC Action Plan.
- Collect intelligence information from the EOC Director, Public Information Officer, General Staff, and the Operational Area.
- Conduct mapping and recording operations.
- Provides information to the PIO and any Public Hotline Supervisor on effectively communicating with people with disabilities and those with access and functional needs.
- Prepare summary damage assessment reports for dissemination to other sections, city departments, Cal OES, FEMA, and the Operational Area.
- Prepare required reports identifying the extent of damage and financial losses.
- Determine the city's post-event condition.
- Provide planning support to other sections.
- Ensure accurate recording and documentation of the incident.
- Prepare the EOC Action Plan.
- Assist in the preparation of the After-Action Report.

- Assist in the preparation of a post-disaster Recovery Plan.
- Maintain accurate documentation of all actions taken to ensure that all required records and Cal OES and FEMA filing requirements are preserved for future use.
- Acquire technical experts for special topics or special technical knowledge subjects.

PLANNING AND INTELLIGENCE SECTION

PLANNING AND INTELLIGENCE SECTION CHIEF

PRIMARY: Community Development Department

SUPERVISOR: EOC Director

OVERALL RESPONSIBILITY

Collect, evaluate, forecast, formulate, disseminate, and utilize information about the development of the incident and the status of resources. Oversee the development and distribution of the EOC Action Plan.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Ensure the Planning and Intelligence function is consistent with SEMS/NIMS guidelines.
- Coordinates incident-related data gathering and analysis regarding incident operations and assigned resources, develops alternatives for operations, conducts planning meetings, and prepares the EOC Action Plan for each operational period.
- Be prepared to form additional branches/groups/units as required.
- Exercise overall responsibility for coordinating the Section's branch/group/unit activities.
- Report to the EOC Director on all matters related to section activities.

Due to the lean structure of the city organization, many EOC functions will be carried out as collateral staff responsibilities. The Planning and Intelligence Chief position is responsible for the following functions:

- Situation Status
- Resource Status
- Advanced Planning
- Recovery Planning
- GIS Mapping
- Documentation

READ ENTIRE CHECKLIST AT STARTUP
AND AT THE BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the EOC Director.

_____ Obtain a briefing on the situation.

_____ Set up your Section workstation, including maps and status boards.

_____ Review your position responsibilities.

_____ Identify yourself as the Planning and Intelligence Section Chief by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Review organization in place at the EOC. Know where to go for information or support.

_____ Determine if other section staff are at the EOC.

_____ Confirm key Planning and Intelligence Section personnel or alternates are in the EOC or have been notified. Recall the staff members who are required for the emergency.

_____ Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements:

- Situation Unit
- Resource Unit
- Advanced Planning Unit
- Recovery Planning Unit
- GIS Mapping Unit
- Documentation Unit

_____ Request additional personnel for the Section to maintain a 24-hour operation as required.

_____ Brief incoming section personnel before assuming their duties. Briefings should include:

- Current situation assessment.
- Identification of specific job responsibilities.
- Identification of co-workers within the job function and geographical assignment.
- Availability of communications.
- Location of the work area.
- Identification of eating and sleeping arrangements as appropriate.
- Procedural instructions for obtaining additional supplies, services, and personnel.
- Identification of operational period work shifts.

_____ Inform the EOC and General Staff when your Section is fully operational.

_____ Start and maintain section logs.

_____ Review the responsibilities of branches/groups/units in your Section. Develop a plan for carrying out all responsibilities.

_____ Prepare work objectives for section staff and make staff assignments.

_____ Meet with other Section Chiefs.

_____ Review significant incident reports and additional field operational information that may pertain to or affect Section operations.

_____ Obtain and review significant incident reports and other reports from adjacent areas that have arrived at the EOC.

_____ Direct the Situation Status Unit Leader to initiate the collection and display of significant disaster information and events.

_____ Direct the Documentation Unit Leader to initiate the collection and organization of disaster information.

_____ Based on the current and forecasted situation, determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using daily Activity Log **(EOC Form 214),** maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by the Cal OES and FEMA.

_____ Carry out responsibilities of the Planning and Intelligence Section branches/groups/units that must be staffed.

_____ List critical issues to be accomplished within the next operational period.

_____ Keep current on the situation and resources associated with your Section.

_____ Maintain current status and displays at all times.

_____ Keep the EOC Director advised of your Section status and activity and any problems that need or will require solutions.

_____ Make any priorities or special requests known to the Information Technology Unit of the Logistics Section.

_____ In coordination with the Public Works Branch, Determine the transportation system status in and within the affected area. Determine present priorities and estimated times to restore the evacuation routes and other critical transportation route systems. Provide information to the appropriate branches/units.

_____ Ensure your section logs and files are maintained.

_____ Monitor your section activities and adjust section organization as needed.

_____ Ensure internal coordination between branch/group/unit leaders.

_____ Update status information with other sections.

_____ Resolve problems that arise in conducting your section responsibilities.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all section planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Conduct periodic briefings for your Section. Ensure all organizational elements are aware of priorities.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policies.

_____ Ensure all contacts with the media are coordinated with the Public Information Officer (PIO).

_____ Participate in the EOC Director's action planning meetings.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the appropriate Operations or Logistics Section.

_____ Ensure time records for Section personnel are provided to the Finance and Administration Section at the end of each operational period.

_____ At shift change, brief your relief of all pertinent items. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Assess the impact of the disaster or emergency on the City of Big Bear Lake, including the initial damage assessment by field units.

_____ Develop situation analysis information of the emergency from the following sources:

- City Departments

- CHP
- Local Hospitals
- Operational Area EOC
- Big Bear Fire Authority
- San Bernardino County Sheriff's Department
- School Districts
- Cal Trans,
- Red Cross
- Access and Functional Needs population
- Media (Radio and Television)
- Social Media
- Utility and energy providers

_____ Ensure pertinent disaster or emergency information is disseminated through appropriate channels to response personnel, EOC staff, city departments, Operational Area, and the public, including the access and functional needs population.

_____ Review and approve incident reports, reconnaissance reports, and city status and damage assessment reports completed by the Situation Unit for transmission by the EOC Director to the Operational Area.

_____ Coordinate with the EOC Management Team and the Documentation Unit to prepare an EOC Action Plan that identifies priorities and objectives.

_____ Assemble information on alternative response and recovery strategies.

_____ Identify the need for special resources.

_____ Initiate the EOC Action Plan development for the forthcoming operational period.

_____ Direct the coordination of periodic disaster and strategy Planning briefings to the EOC Director and General Staff, including analysis and forecast of incident potential.

_____ Ensure coordination of disaster information and intelligence collection and dissemination with other sections.

_____ Begin planning for recovery.

DEACTIVATION

_____ Authorize the deactivation of organizational elements within your Section when they are no longer required.

_____ Ensure any open actions are handled by your Section or transferred to other EOC elements as appropriate.

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Deactivate your Section and close out logs when authorized by the EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

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PLANNING AND INTELLIGENCE SECTION

SITUATION STATUS AND RESOURCE STATUS UNIT LEADER

PRIMARY: Community Development Department

SUPERVISOR: Planning and Intelligence Section Chief

OVERALL RESPONSIBILITY

Collect and organize incident status and situation information, and evaluate, analyze, and display information for use by EOC staff. Collect and organize incident resource status information including assigned resources, available resources, and resource needs.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Collect, organize, and analyze situation information from external EOC sources.
- Collect, organize, and analyze resource information from EOC sections and branches.
- Provide current situation assessments based on analysis of information received from a variety of sources and reports.
- Develop situation reports for dissemination to Planning and Intelligence Section Chief, EOC, and other section Chiefs to initiate the action planning process.
- Assess, verify, and prioritize situation information into situation intelligence briefings and situation reports.
- Seek from any verifiable source available information which may be useful in the development of current situation assessments of the affected area.
- Complete jurisdiction situation report and preliminary damage assessment reports for approval by the Section Chief.
- Deliver the reports to the EOC Coordinator for submission to the Operational Area.
- Evaluate the content of all incoming field situation and major incident reports. Provide incoming intelligence information directly to appropriate EOC Sections, summarize and provide current information on central maps and displays.

- Monitor and ensure the orderly flow of disaster intelligence information within the EOC.
- Provide maps for the Planning and Intelligence Section and EOC Action Plan contents.
- Develop and maintain current maps and other displays.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(ICS Form 211)**

_____ Report to the Planning and Intelligence Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your personal operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Situation Status Unit Leader by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment, and what others in the organization do.

_____ Activate elements of your branch/unit, establish work area, assign duties, and ensure branch/unit journal/log is opened.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure that all your incoming branch/unit personnel are fully briefed.

_____ Based on the situation as known or forecast determine likely future branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(ICS Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:

- Messages received
- Action taken
- Decision justification and documentation
- Requests filled
- EOC personnel, time on duty and assignments

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your branch/unit operations and support of field operations as requested. Assign specific responsibilities.

_____ Keep up to date on the situation and resources associated with your branch/unit. Maintain current status reports and displays.

_____ Keep the Planning and Intelligence Section Chief advised of your branch/unit status and activity, and on any problem areas that now need, or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief.

_____ Establish operating procedure with the Information Technology Unit of the Logistics Section for use of telephone and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate potential situation changes, such as severe aftershocks (in the event of an earthquake) in all branch/unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs, and forward to your Section Chief.

_____ Conduct periodic briefings for your branch/unit. Ensure they are aware of priorities.

_____ Monitor your branch/unit activities and adjust staffing and organization as appropriate to meet current needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's/EOC Coordinator's action planning meetings and policy decisions if requested.

_____ Plan ahead and anticipate situations and problems before they occur.

_____ Request additional resources through the appropriate Logistics or Finance and Administration Section Units as needed.

_____ Ensure that all your branch/unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Brief your relief at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.

POSITION OPERATIONAL DUTIES

_____ Direct the collection, organization, and display of status of disaster events according to the format that the Documentation Unit is utilizing, including:

- Location and nature of the disaster/emergency.
- Special hazards.
- Number of injured persons.
- Number of deceased persons.
- Road closures and disaster routes.
- Structural property damage (estimated dollar value).
- Personal property damage (estimated dollar value).
- City of Big Bear Lake resources committed to the disaster/ emergency.
- City of Big Bear Lake resources available.
- Assistance provided by outside agencies and resources committed.

- Shelters, type, location, and number of people that can be accommodated.

_____ Prepare and maintain EOC displays.

_____ Post to the significant events log casualty information, health concerns, property damage, fire status, size of risk area, scope of the hazard to the public, number of evacuees, etc.

_____ Develop sources of information and assist the Planning and Intelligence Section Chief in collecting, organizing, and analyzing data from the following:

- Management Section
- Operations Section
- Logistics Section
- Finance and Administration Section

_____ Provide for an authentication process in case of conflicting status reports on events.

_____ Meet with the Planning and Intelligence Section Chief and the EOC Director to determine needs for planning meetings and briefings. Determine if there are any special information needs.

_____ Meet with the PIO to determine best methods for exchanging information and providing the PIO with Situation Status Unit information.

_____ Provide information to the PIO for use in developing media and other briefings.

_____ Establish and maintain an open file of situation reports and major incident reports for review by other sections/units.

_____ Determine weather conditions, current and upcoming. Keep up-to-date weather information posted.

_____ Provide resource and situation status information in response to specific requests.

_____ Prepare an evaluation of the disaster situation and a forecast on the potential course of the disaster event(s) at periodic intervals, or upon request of the Planning and Intelligence Section Chief.

_____ Prepare required Operational Area reports. Obtain approval from Section Chief. Deliver these reports to the EOC Coordinator for submission to the Operational Area.

_____ Prepare written situation reports at periodic intervals at the direction of the Planning and Intelligence Section Chief.

_____ Assist at planning meetings as required.

DEACTIVATION

_____ Ensure that all required forms or reports are completed prior to your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Situation Unit Leader position and close out logs when authorized by the Planning Section Chief or EOC Director.

_____ Check out and leave forwarding phone number where you can be reached.

PLANNING AND INTELLIGENCE SECTION

ADVANCED PLANNING UNIT LEADER

PRIMARY: Community Development Department

SUPERVISOR: Planning and Intelligence Section Chief

OVERALL RESPONSIBILITY

Develop reports and recommendations for future operational periods. Prepare reports and briefings for use in strategy and planning meetings.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Development of an Advanced Action Plan consisting of potential response and recovery-related issues likely to occur beyond the next operational period, generally within 36 to 72 hours.
- Review all available status reports, Action Plans, and other significant documents.
- Determine potential future impacts of the emergency, particularly issues that may modify the overall EOC objectives.
- Provide periodic briefings for the EOC Director and General Staff addressing advanced planning issues.
- Supervise the Advanced Planning Unit.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Planning and Intelligence Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Advanced Planning Unit Leader by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your branch/unit, establish work area, assign duties, and ensure the branch/unit journal/log is started.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure incoming branch/unit personnel are briefed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214),** maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.

- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your branch/unit operations and support of field operations. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your branch/unit.

_____ Maintain current status reports and displays.

_____ Keep the Planning and Intelligence Section Chief advised of your branch/unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief for updating information to the Planning and Intelligence Section.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate potential situation changes, such as severe aftershocks (in the event of an earthquake), in all branch/unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.

_____ Monitor your branch/unit activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's/EOC Coordinator's action planning meetings and policy decisions.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or Finance and Administration Section.

_____ Ensure your branch/unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Brief your relief at shift-change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Obtain current briefing on the operational situation from the Situation Status Unit. Determine best estimate for the duration of the situation from available information.

_____ Determine priorities and policies from the Planning and Intelligence Section Chief and EOC Director.

_____ In coordination with other EOC sections develop written forecasts for future operational periods. Provide a best estimate of the situation for 36 to 72 hours out.

_____ Determine the top priorities for actions and resources 36 to 72 hours out.

_____ Identify recommended changes to EOC strategies, organization, or procedures to better address the current and projected situation.

_____ Identify issues and constraints that should be addressed now and in light of any probable situations in the next 36-72 hours.

_____ Provide reports to the Planning and Intelligence Section Chief and EOC Director and others as directed.

_____ Develop specific recommendations on areas and issues requiring continuing and expanded city involvement.

_____ Periodically evaluate the operational situation and assist the Planning and Intelligence Section staff in recommending priority response and recovery actions.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Advance Planning Unit Leader position and close out logs when authorized by the Planning and Intelligence Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

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PLANNING AND INTELLIGENCE SECTION

RECOVERY PLANNING UNIT LEADER

PRIMARY: Community Development Department

SUPERVISOR: Planning and Intelligence Section Chief

OVERALL RESPONSIBILITY

Ensure the city receives all emergency assistance and disaster recovery costs for which it is eligible, conduct all initial recovery operations, and prepare the EOC organization for transition to recovery operations organization to restore the city to pre-disaster conditions as quickly and effectively as possible.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Utilize disaster-caused opportunities to correct past ineffective land-use practices while maintaining legal safeguards for property owners and the city.
- Develop a Mid-Range Recovery Plan identifying policy-related issues, social and economic impacts, significant response or recovery resource needs, and any other key issues likely to affect community recovery efforts.
- Ensure the City of Big Bear Lake is prepared to participate jointly with FEMA, Cal OES, Operational Area, and non-profit organizations, to expedite disaster assistance for individuals, families, businesses, public entities, and others entitled to disaster assistance. Refer to current state and federal disaster assistance programs and information.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Planning and Intelligence Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Recovery Planning Unit Leader by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your branch/unit, establish work area, assign duties, and ensure the branch/unit journal/log is started.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure incoming branch/unit personnel are briefed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214),** maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received.
- Action taken.

- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your branch/unit operations and support of field operations. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your branch/unit.

_____ Maintain current status reports and displays.

_____ Keep the Planning and Intelligence Section Chief advised of your branch/unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief.

_____ Establish operating procedure with the Information Technology Unit of the Logistics Section for the use of telephone and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate potential situation changes, such as severe aftershocks (in the event of an earthquake), in all branch/unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your branch/unit. Ensure they are aware of priorities.

_____ Monitor your branch/unit activities and adjust staffing and organization to meet current needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's/EOC Coordinator's action planning meetings and policy decisions.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or Finance and Administration Section.

_____ Ensure your branch/unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Brief your relief at shift-change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Identify issues to be prioritized by the EOC Director on the restoration of services to the city.

_____ Review all available status reports, Action Plans, and other significant documents.

_____ Provide periodic briefings for the EOC Director and General Staff addressing recovery planning issues.

_____ Monitor the current situation report to include recent updates.

_____ Develop and submit a Mid-Range Recovery Plan to the Planning and Intelligence Section Chief for review and approval before conducting briefings for the EOC Director and General Staff.

_____ Be alert for opportunities to implement actions to alleviate and remedy previous zoning practices that have caused incompatible land uses.

_____ Maintain communication with the Operational Area, Cal OES, and FEMA sources for advice and assistance in obtaining maximum eligible funds for disaster recovery costs.

_____ In coordination with the building and safety function of the Operations Section, establish criteria for temporary entry of "posted" buildings so owners and occupants may retrieve business or personal property.

_____ In coordination with the building and safety function of the Operations Section, establish criteria for re-occupancy of "posted" buildings. Posting includes, as a minimum, the categories of "Inspected," "Restricted Access," and "Unsafe."

_____ In coordination with building and safety function of the Operations Section, establish criteria for emergency demolition of buildings and structures that are considered to be an immediate danger to people or adjacent structures. Ensure homeowners' and business owners' rights are fully considered and arrangements are made for appropriate hearings. Consult with the EOC Legal Advisor/City Attorney as needed.

_____ Ensure buildings considered for demolition under the Historical Building classification follow any special review process.

_____ Review Mid-Range Recovery Plan objectives submitted by each section for the forthcoming operational period. In conjunction with the general staff, recommend a transition strategy to EOC Director when EOC activity shifts predominately to recovery operations.

_____ With Section Chiefs, develop a strategy for initial recovery operations.

_____ Prepare the EOC organization for transition to Recovery Operations.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Recovery Planning Unit Leader position and close out logs when authorized by the Planning and Intelligence Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

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PLANNING AND INTELLIGENCE SECTION

DAMAGE ASSESSMENT UNIT LEADER

PRIMARY: Community Development Department

SUPERVISOR: Planning and Intelligence Section Chief

OVERALL RESPONSIBILITY

The Damage Assessment Unit is responsible for maintaining detailed records of safety/damage assessment information and supporting the documentation process.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Collect safety/damage assessment information from the Operations Section and other verifiable sources and prepare appropriate reports.
- Provide safety/damage assessment information to the Planning and Intelligence Section Chief.
- Coordinate with the Building and Safety Branch of the Operations Section for exchange of information.
- Utilize the San Bernardino County Operational Area safety/damage assessment procedures and forms.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Planning and Intelligence Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Documentation Unit Leader by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your branch/unit, establish work area, assign duties, and ensure the branch/unit journal/log is started.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure incoming branch/unit personnel are briefed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214**), maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.

- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA in the Recovery phase.

_____ Develop a plan for your branch/unit operations and support of field operations. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your branch/unit.

_____ Maintain current status reports and displays.

_____ Keep the Planning and Intelligence Section Chief advised of your branch/unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief.

_____ Establish operating procedure with the Information Technology Unit of the Logistics Section for the use of telephone and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate potential situation changes, such as severe aftershocks (in the event of an earthquake), in all branch/unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your branch/unit. Ensure they are aware of priorities.

_____ Monitor your branch/unit activities and adjust staffing and organization to meet current needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's/EOC Coordinator's action planning meetings and policy decisions.

_____ Plan ahead and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or Finance and Administration Section.

_____ Ensure your branch/unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Brief your relief at shift-change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Coordinate collection of safety/damage assessment information with the Building and Safety Branch of the Operations Section.

_____ Prepare safety/damage assessment information and provide to the Planning/Intelligence Section Coordinator for approval

_____ Collect, record, and total the type, location and estimate value of damage.

_____ Document those structures requiring immediate demolition to ensure the public safety through inspection records, videos, photographs, etc.

_____ Provide documentation to Building and Safety Branch on those structures which may need to be demolished in the interest of public safety.

_____ Coordinate with the American Red Cross, utility companies and other sources for additional safety/damage assessment information.

_____ Coordinate with all Operations branches (Police, Fire, Public Works, Medical/Health, Utilities and Building and Safety) for possible information on damage to structures.

_____ Provide final safety/damage assessment reports to the Documentation Unit.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Documentation Unit Leader position and close out logs when authorized by the Planning and Intelligence Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

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PLANNING AND INTELLIGENCE SECTION

GIS MAPPING UNIT LEADER

PRIMARY: Contracted Services or Planning Division

SUPERVISOR: Planning and Intelligence Section Chief

OVERALL RESPONSIBILITY

Provide situational status information by utilizing Geographical Information Systems to display maps, statistics, routes, damages, emergency operations, emergency facilities, boundaries, etc., in support of disaster response and recovery efforts.

DESCRIPTION OF POSITION RESPONSIBILITIES

- The GIS Unit provides the EOC with special mapping and tracking skills and tools to support the EOC and field functions. The GIS Unit reports to the Planning and Intelligence Section Chief.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Planning and Intelligence Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as GIS Mapping Unit Leader by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214),** maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation
- Requests filled.
- EOC personnel, time on duty, and assignments

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for branch/unit operations and support of field operations. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your position.

_____ Maintain current status reports and displays.

_____ Keep the Planning and Intelligence Section Chief advised of your position status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief.

_____ Establish operating procedure with the Information Technology Unit of the Logistics Section for the use of telephone and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all branch/unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's/EOC Coordinator's action planning meetings and policy decisions.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or Finance and Administration Section.

_____ Ensure your personnel and time records are provided to your Section Chief at the end of each operational period**.**

_____ Brief your relief at shift-change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Serve as a resource to members of the EOC staff in matters related to your technical specialty.

_____ Support response and recovery efforts through the application of GIS mapping capabilities.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the GIS Mapping Unit Leader position and close out logs when authorized by the Planning and Intelligence Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

PLANNING AND INTELLIGENCE SECTION

DOCUMENTATION UNIT LEADER

PRIMARY: City Clerk's Office

SUPERVISOR: Planning and Intelligence Section Chief

OVERALL RESPONSIBILITY

Compile and distribute the city's EOC Action Plans and After-Action Reports, maintain accurate and complete incident files, and preserve incident files for legal, analytical, and historical purposes.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Maintain an accurate and complete record of significant disaster events.
- Assist other parts of the EOC organization in setting up and maintaining files, journals, and special reports.
- Collect and organize all written forms, logs, journals, and reports from all sections at the completion of each shift.
- Maintain and preserve disaster or emergency files for legal, analytical, and historical purposes.
- Compile, copy, and distribute the EOC Action Plans as directed by the Section Chief.
- Compile, copy, and distribute the After-Action Report as directed by the Section Chief.
- Compile, copy, and distribute other reports and documents as directed by the Section Chief.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Planning and Intelligence Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Documentation Unit Leader by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your branch/unit, establish work area, assign duties, and ensure the branch/unit journal/log is started.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure incoming branch/unit personnel are briefed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214**), maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.

- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA in the Recovery phase.

_____ Develop a plan for your branch/unit operations and support of field operations. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your branch/unit.

_____ Maintain current status reports and displays.

_____ Keep the Planning and Intelligence Section Chief advised of your branch/unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief.

_____ Establish operating procedure with the Information Technology Unit of the Logistics Section for the use of telephone and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate potential situation changes, such as severe aftershocks (in the event of an earthquake), in all branch/unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your branch/unit. Ensure they are aware of priorities.

_____ Monitor your branch/unit activities and adjust staffing and organization to meet current needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's/EOC Coordinator's action planning meetings and policy decisions.

_____ Plan ahead and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or Finance and Administration Section.

_____ Ensure your branch/unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Brief your relief at shift-change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Meet with the Planning and Intelligence Section Chief to determine what EOC materials should be maintained for official records.

_____ Contact other EOC sections and units and inform them of the requirement to maintain official records. Assist them as necessary in setting up a file records system.

_____ Coordinate documentation with the Situation Status Unit and Resource Status Unit.

_____ Following planning meetings, assist in preparing any written action plans or procedures.

_____ Ensure that the EOC Action Plans and After-Action Report are compiled, approved, copied, and distributed to EOC Sections and Units.

_____ Establish a system for collecting all section and unit journals/logs at the completion of each operational period. Coordinate with the Finance and Administration Section to be sure documentation is forwarded and collected.

_____ Periodically collect, maintain, and store messages, records, reports, logs, journals, and forms, submitted by all sections and units for the official record.

_____ Prepare an overview of the documented disaster events periodically or upon request from the Planning and Intelligence Section Chief.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Documentation Unit Leader position and close out logs when authorized by the Planning and Intelligence Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

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LOGISTICS SECTION

LOGISTICS SECTION CHECKLISTS

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LOGISTICS SECTION

GENERAL

PURPOSE

This Section establishes procedures and assigns responsibilities to ensure the effective management of large-scale operations under the Standardized Emergency Management System and National Incident Management System. It provides information and guidance to the Logistics Section of the City of Big Bear Lake's Emergency Management Organization and the Emergency Operations Center.

OVERVIEW

The Logistics Section's primary responsibility is to ensure the facility, supply, transportation, and mobilization of resources to support the response effort at the disaster sites, staging areas, mobilization centers, public shelters, EOCs, etc. This Section provides all necessary resources, information systems, facilities, equipment, and procurement support. Methods for providing personnel and obtaining and using facilities and services to support emergency response at all operational sites during emergency or disaster conditions are the same as those used during normal operations unless authorized by the EOC Director or through emergency orders of the City Council.

The primary mission of the Logistics Section is to support the resource and logistical needs of the Emergency Operations Center and that of field operations. This is accomplished through the various functional elements of the Logistics Section.

Due to the lean structure of the city organization, certain EOC functions may be carried out as collateral staff responsibilities. Logistics functions, whether staffed or not, may include:

- Supply and Procurement
- Facilities
- Information Technology
- Personnel Resources

OBJECTIVES

The Logistics Section ensures all other sections are supported for the duration of the incident. Any communication services, facility or transportation requests, supplies, and other services required by the different sections will be ordered through the Logistics Section. The Section also supervises the negotiation and administration of vendors and

supply contracts and procedures in coordination with the Finance and Administration Section. This Section works closely with the Finance and Administration Section on procurements, purchasing, contracting, and cost analysis.

The Logistics Section will accomplish the following specific objectives during a disaster or emergency:

- Collect information from other sections to determine logistical needs and prepare for expected operations.
- Coordinate the provision of logistical support with the EOC Director.
- Prepare required reports identifying the activities performed by the Logistics Section.
- Determine the city's logistical support needs and plan for immediate and sustained operations requirements.
- Obtain, dispatch, and track incident logistics, including equipment, facilities, supplies, equipment operators, vehicles, and contracted services.
- Maintain proper and accurate documentation of actions taken to preserve all required records for future use and Cal OES and FEMA filing requirements.

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LOGISTICS SECTION

LOGISTICS SECTION CHIEF

PRIMARY: Public Works Department

SUPERVISOR: EOC Director

OVERALL RESPONSIBILITY

Oversee the support and services needed for those assisting the response effort in the city, including providing communications, facilities, transportation, supplies, and services.

DESCRIPTION OF POSITION RESPONSIBILITIES

Ensure the logistics function is carried out consistent with SEMS/NIMS guidelines, including:

- Meeting all support needs for the incident, including facilities, transportation, supplies, equipment maintenance, fueling, and communications.
- Establishing the appropriate level of organization within the Section and continuously monitoring the effectiveness of that organization. Making changes as required.
- Preparing to form additional branches/groups/units as the situation dictates.
- Exercising overall responsibility for coordinating the Section's branch/group/unit activities.
- Coordinating the provision of logistical support for the EOC.
- Report to the EOC Director on all matters related to section activities.

Due to the lean structure of the city organization, many EOC functions will be carried out as collateral staff responsibilities. The Planning and Intelligence Section Chief position is responsible for the following functions:

- Supply and Procurement
- Facilities
- Information Technology
- Personnel Resources

READ ENTIRE CHECKLIST AT STARTUP
AND AT THE BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the EOC Director.

_____ Obtain a briefing on the situation.

_____ Set up your section workstation, including maps and status boards. Use your EOC Section materials and on-site supplies.

_____ Review your position responsibilities.

_____ Identify yourself as the Logistics Section Chief by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Review the EOC organization in place. Know where to go for information or support.

_____ Determine if other section staff are at the EOC.

_____ Confirm all key Logistics Section personnel or alternates are in the EOC or have been notified. Recall the staff members who are required for the emergency.

_____ Request additional personnel for the Section to maintain a 24-hour operation.

_____ Brief incoming section personnel before assuming their duties.

Briefings should include:

- Current situation assessment.
- Identification of specific job responsibilities.
- Identification of co-workers within the job function and geographical assignment.
- Current objectives.

- Availability of communications.
- Location of the work area.
- Identification of eating and sleeping arrangements as appropriate.
- Procedural instructions for obtaining additional supplies, services, and personnel.
- Identification of operational period work shifts.

_____ Inform the EOC Director and General Staff when your Section is fully operational.

_____ Start and maintain a unit log.

_____ Review the responsibilities of branches/groups/units in your Section. Develop a plan for carrying out all responsibilities.

_____ Prepare work objectives for section staff and make staff assignments.

_____ Meet with other activated Section Chiefs.

_____ From the Planning and Intelligence Section, obtain and review significant incident reports and additional field operational information that may pertain to or affect your section operations. Provide information to appropriate branches/units.

_____ Based on the current and forecasted situation, determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Carry out responsibilities of the Logistics Section branches/groups/units that must be staffed.

_____ List issues that need to be accomplished within the next operational period.

_____ Keep current on the situation and resources associated with your Section.

_____ Maintain current status and displays at all times.

_____ Keep the EOC Director advised of your branch/unit status and activity and any problems that need or will require solutions.

_____ Provide situation and resource information to the Situation and Resource Unit of the Planning and Intelligence Section periodically or as the situation requires.

_____ Brief the General Staff on operating procedures for telephone, data, and radio systems.

_____ From the Planning and Intelligence Section and field sources, determine the transportation system status into and within the affected area. Find out priorities and estimated times to restore the evacuation route system and general transportation system.

_____ Ensure your section logs and files are maintained.

_____ Monitor your section activities and adjust section organization as needed.

_____ Ensure internal coordination between branch/group/unit leaders.

_____ Update status information with other sections.

_____ Resolve problems that arise in conducting your section responsibilities.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all section planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of the priorities.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policies.

_____ Make sure all contacts with the media are coordinated with the Public Information Officer (PIO).

_____ Participate in the EOC Director's action planning meetings.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or Finance and Administration Section Units.

_____ Ensure your section personnel and time records are provided to the Finance and Administration Section at the end of each operational period.

_____ Brief your relief at shift change. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Meet with the Finance and Administration Section Chief and review financial and administration support needs and procedures. Determine the level of financial authority of the Logistics Section.

_____ Following action planning meetings, ensure orders for additional communications, facilities, transportation, and other services have been placed and are being coordinated within the EOC and field units.

_____ Meet with other Section Chiefs to determine and coordinate resource needs.

_____ Obtain, dispatch, and track all incident logistics, including equipment, facilities, supplies, equipment operators, vehicles, and contracted services.

_____ Maintain proper and accurate documentation of all actions taken to ensure all required records are preserved for future use and CalOES and FEMA filing requirements.

DEACTIVATION

_____ Authorize the deactivation of organizational elements within your Section when they are no longer required.

_____ Ensure any open actions are handled by your Section or transferred to other EOC elements as appropriate.

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Deactivate your Section and close out logs when authorized by the EOC Director.

_____ Check out and leave a forwarding number where you can be reached.

LOGISTICS SECTION

SUPPLY AND PROCUREMENT UNIT LEADER

PRIMARY: Public Works Department

SUPERVISOR: Logistics Section Chief

OVERALL RESPONSIBILITY

Coordination of all inventories, management, tracking, and distribution of incident supplies, material, and equipment.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Prepare and maintain an emergency resource roster. This roster should contain sources of supplies and services where current agreements exist and include a 24-hour emergency resource contact list and associated purchase orders.
- Identify additional sources of supplies, services, and equipment as requested.
- Prepare and maintain display charts that reflect the status and location of all allocated resources.
- Establish and maintain a resource reporting system for field and EOC units.
- Provide information to Situation and Resource Unit and Documentation Unit of the Planning and Intelligence Section for action planning and briefings.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Logistics Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Supply and Procurement Unit Leader by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your unit, establish the work area, assign duties, and ensure unit journal/log is started.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure incoming unit personnel are briefed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.

- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your unit operations and support field operations. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your Unit.

_____ Maintain current status reports and displays.

_____ Keep the Logistics Section Chief advised of your unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief for updating information to the Planning and Intelligence Section.

_____ Establish operating procedures with the Information Technology Unit for telephone, radio, and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate potential situation changes, such as severe aftershocks (in the event of an earthquake), in all unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your unit. Ensure they are aware of priorities.

_____ Monitor your unit activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever possible and thoroughly document decisions and actions.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's/EOC Coordinator's action planning meetings and policy decisions.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or Finance and Administration Section.

_____ Ensure your unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Brief your relief at shift change. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Prepare and maintain the emergency resource roster.

_____ In coordination with the Finance and Administration Section-Purchasing Unit, order, receive, and issue disaster-related equipment, supplies, and resources, with detailed tracking and receiving logs, including timetables.

_____ Develop a system to track resources deployed for disaster response.

_____ Establish a reporting procedure for resources at specified locations.

_____ Ensure all records identify the scope of work and site-specific locations.

_____ Coordinate supply requirements with personnel, vendors, contractors, and mutual aid partners.

_____ Direct the collection, organization, and display status of incident resources to include allocation, deployment, and staging areas.

_____ Provide a resources overview and summary information to the Situation and Resource Unit of the Planning and Intelligence Section as requested and written status reports on resource allocations as requested by the Section Chiefs.

_____ Assist in action planning and provide input based on the evaluation of the resource allocations, resources ordered, available, committed, and any projected resources shortfalls.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Supply and Procurement Unit Leader position and close out logs when authorized by the Logistics Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

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LOGISTICS SECTION

FACILITIES UNIT LEADER

PRIMARY: Public Works Department

SUPERVISOR: Logistics Section Chief

OVERALL RESPONSIBILITY

Ensure that adequate facilities are provided for the response effort, including securing access to the facility, and providing staff, furniture, supplies, and materials necessary to configure and maintain the facility in a manner adequate to accomplish the emergency response or recovery mission.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Coordinate and oversee the management and support of the EOC and other essential city facilities and sites used during disaster operations.
- Coordinate with other EOC branches/groups/units needing Facilities Unit support.
- Support activities for restoration of disrupted services and utilities to facilities.
- Coordinate with Finance and Administration Section on any claims or fiscal matters relating to the operations of facilities.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Logistics Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Facilities Unit Leader by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your unit, establish a work area, assign duties, and ensure unit journal/log is started.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure incoming unit personnel are briefed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.

- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your unit operations and support of field operations. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your unit.

_____ Maintain current status reports and displays.

_____ Keep the Logistics Section Chief advised of your unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief for updating information to the Planning and Intelligence Section.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your unit. Ensure they are aware of priorities.

_____ Monitor your Unit activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's/EOC Coordinator's action planning meetings and policy decisions.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or Finance and Administration Section.

_____ Ensure your unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Brief your relief at shift change. Ensure in-progress activities are identified, and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Maintain information in the unit regarding:

- Facilities opened and operating.
- Facility managers and contact information.
- Supplies and equipment at various locations.
- Specific operations and capabilities of each location.

_____ As the requirement for emergency-use facilities is identified, coordinate the acquisition of required space to include any use permit, agreement, restrictions, or negotiations required.

_____ In coordination with the Operations Section, provide support to facilities used for disaster response and recovery operations, such as staging areas, shelters, etc.

_____ Identify technology needs to the Information Technology Unit.

_____ Identify equipment, material, and supply needs to the Supply and Procurement Unit.

_____ Identify personnel needs to the Personnel Branch.

_____ Identify transportation needs and requirements to the Transportation Unit.

_____ Identify facility security requirements to the Law Enforcement Branch of the Operations Section.

_____ Account for personnel, equipment, supplies, and materials provided to each facility.

_____ Coordinate the receipt of incoming resources to facilities.

_____ Ensure operational capabilities are maintained at facilities.

_____ Oversee the distribution of utilities, fuel, water, and essential supplies to all disaster operation facilities.

_____ Ensure basic sanitation and health needs at mass care facilities (toilets, showers, etc.) are met.

_____ Ensure access and other related assistance for residential care and special needs persons are provided in facilities.

_____ Provide facilities for sheltering essential workers, employees' families, and volunteers.

_____ Provide facilities for animal boarding.

_____ Coordinate water for consumption and sanitation at all facilities.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Facilities Unit Leader position and close out logs when authorized by the Logistics Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

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LOGISTICS SECTION

INFORMATION TECHNOLOGY UNIT LEADER

PRIMARY: Contracted Service Provider

SUPERVISOR: Logistics Section Chief

OVERALL RESPONSIBILITY

Manage all data, communications, and telephone needs of the EOC, city facilities, and incident facilities. Includes information technology systems, services, equipment, and tools.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Coordinate communications, telephone, and data within the EOC, emergency response facilities, and emergency support facilities.
- Coordinate and oversee all contracted information technology services and systems.
- Support field response resources and components with communications and information technology needs.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Logistics Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Information Technology Unit Leader by printing your name on the EOC organization chart next to your position.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure incoming personnel are briefed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your unit operations and support of field operations. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your unit.

_____ Maintain current status reports and displays.

_____ Keep the Logistics Section Chief advised of your status and activity and any problems that need or will require solutions.

_____ Establish operating procedures for telephone and data systems use and provide them to other sections/branches/units.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate potential situation changes, such as severe aftershocks (in the event of an earthquake). Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your unit. Ensure they are aware of priorities.

_____ Monitor your unit activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's/EOC Coordinator's action planning meetings and policy decisions.

_____ Request additional resources through the Logistics or Finance and Administration Section.

_____ Plan and anticipate situations and problems before they occur.

_____ Ensure all your unit personnel and time records are provided to your supervisor at the end of each operational period.

_____ Brief your relief at shift change. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Coordinate with all sections and branches/groups/units on operating procedures for telephone, data, and communication systems use. Receive any priorities or special requests.

_____ Contact communications and network utility providers, contracting and cooperating government agencies, to establish communications.

_____ Coordinate with city departments and the EOC to develop a plan to minimize communication issues (surge, cross talk, power charging) that include data and telephone needs.

_____ Monitor operational effectiveness of EOC communications systems. Obtain additional and redundant communications capability.

_____ Plan for the staffing and repair of communications equipment and systems.

_____ Protect equipment from adverse conditions, including weather, aftershocks, electromagnetic pulse, power surges, etc.

_____ Provide input into the action planning process and conduct IT related briefings at operational briefings.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input into the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Information Technology Unit Leader position, and close out logs when authorized by the Logistics Section Chief or the EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

LOGISTICS SECTION

PERSONNEL UNIT LEADER

PRIMARY: Human Resources/Risk Management Department

SUPERVISOR: Logistics Section Chief

OVERALL RESPONSIBILITY

Manage all activities related to the ordering, dispatching, and tracking of EOC and emergency support personnel requests and use of personnel resources. Includes volunteer personnel if not the responsibility of another EOC Section.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Coordinate personnel support requests received at the EOC, including staff and volunteers, or from city response elements in the field or at emergency response support facilities.
- Identify sources and maintain an inventory of support staff and volunteer resources. Request personnel resources from city departments, allied and cooperating agencies, non-governmental organizations, and chartered and volunteer organizations.
- Ensure Disaster Service Workers and Disaster Service Worker Volunteers are registered and integrated into the emergency response system. Spontaneous and unaffiliated volunteers must sign the CA Loyalty Oath Statement and be sworn in. The City Clerk may assist with this process.
- Assign and track personnel within the EOC and at emergency response support facilities. (includes Department Operations Centers, Evacuation Centers, Shelters, etc.)
- Consider recommending activating a Volunteer Resource Unit within the Logistics Section.
- Coordinate the Critical Incident Stress Debriefing if needed.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211**

_____ Report to the Logistics Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Personnel Branch Director by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your branch/unit, establish a work area, assign duties, and ensure branch/unit journal/log is started.

_____ Determine 24-hour staffing requirements and request additional support.

_____ Ensure incoming branch/unit personnel are briefed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214),** maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.

- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your branch/unit operations and support of field. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your branch/unit.

_____ Maintain current status reports and displays.

_____ Keep the Logistics Section Chief advised of your branch/unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief for updating information to the Planning and Intelligence Section.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all branch/unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your branch/unit. Ensure they are aware of priorities.

_____ Monitor your branch/unit activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's/EOC Coordinator's action planning meetings and policy decisions.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the appropriate Logistics or Finance and Administration Section.

_____ Ensure your branch/unit personnel and time records are provided to your Section Chief at the end of each operational period**.**

_____ Brief your relief at shift change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Receive and process requests for personnel. Determine the required number of personnel, special qualifications or training, location where needed, and person to report to upon arrival. Determine an estimated time of arrival for dispatched personnel and relay this back to the requesting department/agency/branch/unit.

_____ Track personnel and volunteers processed by the Branch. Maintain sign in and out logs. Maintain accountability of personnel and volunteers used in the response. Process personnel and volunteers released from assignments per the demobilization plan and unit of the Planning and Intelligence Section if established.

_____ Maintain information regarding:

- Personnel and volunteers processed.
- Personnel and volunteers deployed and assigned by agency and location.
- Personnel and volunteers on standby.
- Personnel requests not filled.

_____ Ensure training of assigned response staff and volunteers to perform emergency functions. Coordinate with the Safety Officer to ensure training for personnel includes safety and hazard awareness and complies with any OSHA requirements.

_____ Coordinate crisis counseling for emergency workers as needed. Coordinate Critical Incident Stress Debriefing as needed.

_____ Coordinate feeding, shelter, and care of personnel, employees' families, and volunteers with other Logistics Section Units and the Care and Shelter Branch of the Operations Section.

_____ Plan for childcare for city employees. Coordinate with Facilities Unit for suitable facilities and the Care and Shelter Branch of the Operations Section.

_____ Assist and support employees and their families who may be disaster survivors/victims.

_____ Request additional personnel needs through the Operational Area EOC.

_____ Anticipated the need for additional volunteers. Coordinate media broadcasts seeking volunteers with the PIO and Volunteer Resource Unit. Be specific as to what volunteer work and skills are needed.

_____ Coordinate transportation of personnel and volunteers with the Logistics Section.

_____ Keep the PIO advised of the volunteer situation. If no more volunteers are needed or the system is saturated with volunteers, advise the PIO of that condition, and take steps to reduce it.

_____ Provide periodic personnel and volunteer resource summary reports to the Situation Unit of the Planning and Intelligence Section.

_____ Provide input into the action planning process relative to your area of responsibility.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Personnel Branch and close out logs when authorized by the Logistics Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

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LOGISTICS SECTION

TRANSPORTATION UNIT LEADER

PRIMARY: Public Works Department

SUPERVISOR: Logistics Section Chief

OVERALL RESPONSIBILITY

Responsible for transportation of personnel, equipment, supplies, and disaster survivors.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Coordinate the transportation of personnel, supplies, food, and equipment, fueling service, maintenance, and repair of vehicles and other transportation equipment and resources within the city, by all available means.
- Coordinate all public transportation resources.
- Work with Operations Section (Public Works, Utilities, and Law Enforcement Branches) to determine status of transportation routes.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(ICS Form 211)**

_____ Report to the Logistics Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your personal operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Transportation Unit Leader by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your Unit, establish work area, assign duties, and ensure unit journal/log is opened.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure that all your incoming unit personnel are fully briefed.

_____ Based on the situation as known or forecast determine likely future Unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(ICS Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster. Document:

- Messages received
- Action taken
- Decision justification and documentation
- Requests filled

- personnel, time on duty and assignments

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your unit operations and support of field operations as requested. Assign specific responsibilities.

_____ Keep up to date on the situation and resources associated with your unit. Maintain current status reports and displays.

_____ Keep the Logistics Section Chief advised of your unit status and activity, and on any problem areas that now need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief for updating information to the Planning and Intelligence Section.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate potential situation changes such as severe aftershocks (in the event of an earthquake) in all unit planning. Develop a backup plan for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs, and forward to your Section Chief.

_____ Conduct periodic briefings for your unit. Ensure they are aware of priorities.

_____ Monitor your unit activities and adjust staffing and organization as appropriate to meet current needs.

_____ Use face-to-face communication in the EOC whenever possible, and document decisions and policy.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's/EOC Coordinator's action planning meetings and policy decisions if requested.

_____ Plan ahead and anticipate situations and problems before they occur.

_____ Request additional resources through the appropriate Logistics or Finance and Administration Section Units as needed.

_____ Ensure that all your unit personnel and time records are provided to your Section Chief at the end of each operational period**.**

_____ Brief your relief at shift-change. Ensure that in-progress activities are identified, and follow-up requirements are known.

POSITION OPERATIONAL DUTIES

_____ Coordinate with the Planning and Intelligence Sections and Operations Sections to determine which disaster routes are available for emergency use.

_____ Coordinate with other sections and branches/groups/units to identify transportation priorities.

_____ Establish a transportation plan for movement of:

- Personnel, supplies, and equipment to the EOC, field units, shelters, and Casualty Collection Points (CCPs).
- Individuals to medical facilities.
- Emergency workers and volunteers to and from work sites.

_____ Coordinate with the Operations Section on the movement of disabled and elderly persons.

_____ Coordinate with local transportation agencies and schools to establish availability of resources for use in evacuations and other operations as needed.

_____ As reports are received from field units and EOC sections, and as sufficient information develops, analyze the situation, and anticipate transportation requirements.

DEACTIVATION

_____ Ensure that all required forms or reports are completed prior to your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Transportation Unit Leader position, and close out logs when authorized by the Logistics Section Chief or EOC Director.

_____ Check out and leave forwarding phone number where you can be reached.

LOGISTICS SECTION

COMMUNICATIONS UNIT LEADER

PRIMARY: Public Works Department

SUPERVISOR: Logistics Section Chief

OVERALL RESPONSIBILITY

Manage all communications, radio, and telecommunication activities for the EOC.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Notify support agencies and oversee the installation, activation and maintenance of all radio and telephone communications services inside of the EOC and between the EOC and outside agencies.
- Determine the appropriate placement of all radio transmitting equipment brought to the EOC to support operations. Approval of all radio frequencies to minimize interference conditions.
- Provide necessary communication system operators and ensure effective continuous 24-hour operation of all communications services.
- Copy and log incoming radio and telephone reports on situation reports, major incident reports, resource requests and general messages.
- Make special assignment of radio and telephone services as directed by the EOC Director.
- Organize, place, and oversee the operation of any amateur radio services working in support of the EOC.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Logistics Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Communications Unit Leader by printing your name on the EOC organization chart next to your position.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure incoming personnel are briefed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency or disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your unit operations and support of field operations. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your unit.

_____ Maintain current status reports and displays.

_____ Keep the Logistics Section Chief advised of your status and activity and any problems that need or will require solutions.

_____ Establish operating procedures for telephone and data systems use and provide them to other sections/branches/units.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate potential situation changes, such as severe aftershocks (in the event of an earthquake). Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your unit. Ensure they are aware of priorities.

_____ Monitor your unit activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's/EOC Coordinator's action planning meetings and policy decisions.

_____ Request additional resources through the Logistics or Finance and Administration Section.

_____ Plan and anticipate situations and problems before they occur.

_____ Ensure all your unit personnel and time records are provided to your supervisor at the end of each operational period.

_____ Brief your relief at shift change. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Meet with section and branch/unit coordinators and obtain EOC on-site and external radio communications capabilities, needs, restrictions, and operating procedures.

_____ Establish a primary and alternate plan for radio communications.

_____ Coordinate with all city departments and the EOC to establish a radio communications plan to minimize communication issues utilizing established communications, the private sector, amateur radio, and volunteers. Provide completed **ICS Form 205** to the Planning Section.

_____ Keep the Operations Section Chief updated on radio activities and the situation in the city, as appropriate.

_____ Request additional staffing to assist you as needed.

_____ Route incoming radio messages through EOC runners or other system for distribution to EOC staff.

_____ Coordinate radio activities between the city and cooperating and assisting agencies.

_____ Coordinate with volunteer and private sector organizations to supplement communications needs.

_____ Establish procedures to ensure staffing and repair of communications equipment.

_____ Provide briefings as requested at action planning meetings.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input into the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Information Technology Unit Leader position, and close out logs when authorized by the Logistics Section Chief or the EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

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FINANCE AND ADMINISTRATION SECTION

FINANCE AND ADMINISTRATION SECTION CHECKLISTS

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FINANCE AND ADMINISTRATION SECTION

GENERAL

PURPOSE

This Section establishes procedures and assigns responsibilities to ensure the effective management of large-scale operations under the Standardized Emergency Management System and National Incident Management System. It provides information and guidance to the Finance and Administration Section of the City of Big Bear Lake's Emergency Management Organization and the Emergency Operations Center.

OVERVIEW

The Finance and Administration Section maintains the financial systems necessary to keep the city functioning during a disaster or emergency.

These systems include:

- Payments
- Revenue collection
- Claims and compensations
- Cost recovery documentation

The Finance and Administration Section supports services and materials procurement and cost tracking. It is also responsible for conducting ongoing cost analyses of the Emergency Operations Center and field operations expenditures and providing cost-saving recommendations. The functional elements of the Finance and Administration Section carry out these activities.

Due to the lean structure of the city organization, certain EOC functions may be carried out as collateral staff responsibilities. Finance and Administration functions, whether staffed or not, may include:

- Time Keeping
- Cost Accounting
- Compensation and Claims

OBJECTIVES

The Finance and Administration Section serves in a support role in all disasters and emergencies to ensure the procurement and payment for services and materials,

maintain a running tabulation of emergency expenditures, recommend cost-saving measures, and collect and organize records for state and federal cost recovery.

Objectives include:

A. For **all disasters or emergencies**:

1. Determine how much the city's electronic financial systems are accessible and usable.
2. Determine if the city's banks can continue handling financial transactions.
3. Maintain, as best possible, the financial continuity of the city's financial systems (payroll, payments, and revenue collection).
4. Put into place and disseminate information about the EOC's disaster accounting system to other sections and departments, as necessary.
5. After a state or federal disaster declaration, coordinate and initiate the recovery process of city costs.
   - Coordinate the collection and documentation of disaster and emergency costs with the other sections and departments.
   - Coordinate with the disaster financial assistance agencies for the required inspections, documentation, audits, and other necessary work to recover costs.

B. For disasters and emergencies where the city's **electronic financial systems and bank are accessible and usable**:

1. Inform the other sections and city departments that the payroll and payments processing will be handled on a "business-as-usual" basis, except that a Cost Center will be used for disaster/emergency-related costs.
2. Continue with objectives A.1. through A.5 above.

C. For disasters and emergencies where the city's electronic financial systems and bank are either inaccessible or unusable for a short period (less than one week):

1. Inform the other sections and city departments that payroll and payments will be on hold for a short time and that processing will continue generally as of a specified date.
2. Continue with objectives A.1. through A.5 above.

D. For disasters/emergencies where the **city's electronic financial systems and bank systems are either inaccessible or unusable** for an extended period (one week or more):

1. Inform the other sections and city departments that disaster accounting procedures will be necessary for the next payroll, all critical payments, and what those procedures are.
2. Continue with objectives A.1. through A.5 above.

FINANCE AND ADMINISTRATION SECTION

FINANCE AND ADMINISTRATION SECTION CHIEF

PRIMARY: Finance Division

SUPERVISOR: EOC Director

OVERALL RESPONSIBILITY

Supervise financial support for the response and recovery to the disaster and emergency. Ensure the payroll and revenue collection processes continue, activate a disaster accounting system, and procure supplies and equipment as needed.

DESCRIPTION OF POSITION RESPONSIBILITIES

Ensure the Finance and Administration function is performed consistent with city policies and procedures, including accounting for the unique and specific needs of the incident. Activities may include:

- Maintaining financial records of the emergency.
- Tracking and recording of all response costs.
- Procuring supplies and equipment and processing purchase orders.
- Handling travel and expense claims.
- Providing administrative support to the EOC.
- Managing personal injury and property damage claims.

Establish the appropriate level of organization within the Section and monitor for effectiveness. Make changes as required.

Coordinate with the Planning and Intelligence Section - Recovery Planning Unit to accurately and timely document records needed for cost recovery.

Ensure the Section supports other EOC sections consistent with priorities established in the EOC Action Plan.

Keep the EOC Director updated on all significant financial developments.

Due to the lean structure of the city organization, many EOC functions will be carried out as collateral staff responsibilities. The Finance and Administration Section Chief position is responsible for the following functions:

- Time Keeping

- Cost Accounting
- Compensation and Claims

READ ENTIRE CHECKLIST AT STARTUP
AND AT THE BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the EOC Director.

_____ Obtain a briefing on the situation.

_____ Set up your section workstation, including laptop and status boards. Use your EOC section materials and on-site supplies.

_____ Review your position responsibilities.

_____ Identify yourself as the Finance and Administration Section Chief by putting on the vest with your title. Clarify any issues regarding your authority and assignment and others in the organization.

_____ Review the organization in place at the EOC. Know where to go for information or support.

_____ Determine if other Section staff are at the EOC.

_____ Determine if a Cost Center and Disaster Accounting Code has been assigned. If not, coordinate the same and widely broadcast it to the EOC and city departments.

_____ Confirm key Finance and Administration Section personnel or alternates are in the EOC or have been notified. Recall the staff members who are required for the emergency.

_____ Activate organizational elements within your Section and designate leaders for each element or combination.

- Time Unit
- Cost Accounting Unit
- Compensation and Claims Unit

_____ Request additional personnel for the Section to maintain a 24-hour operation as needed.

_____ Brief incoming section personnel before assuming their duties. Briefings should include:

- Current situation assessment.
- Identification of specific job responsibilities.
- Identification of co-workers within the job function and geographical or functional assignment.
- Availability of communications.
- Location of a work area.
- Identification of eating and sleeping arrangements as needed.
- Procedural instructions for obtaining supplies, services, and personnel.
- Identification of operational period work shifts.

_____ Inform the EOC Director and General Staff when your Section is fully operational and of the cost center assigned.

_____ Start and maintain section unit log.

_____ Review the responsibilities of branches/groups/units in your Section. Develop a plan for carrying out the responsibilities.

_____ Prepare work objectives for section staff and make staff assignments.

_____ Meet with other EOC Section Chiefs.

_____ From the Planning and Intelligence Section Chief, obtain and review significant incident reports and additional field operations information that may pertain to or affect your Section operations. Provide information to appropriate branches/units.

_____ From the Logistics Section Chief, obtain and review major procurements, purchases, and contracts initiated and in progress.

_____ Based on the current and forecasted situation, determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using a daily Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by the Cal OES and FEMA.

_____ Carry out responsibilities of the Finance and Administration Section branches/groups/units that must be staffed.

_____ List key issues to be accomplished within the next operational period.

_____ Keep current on the situation and resources associated with your Section.

_____ Maintain current status and displays at all times.

_____ Keep the EOC Director advised of your branch/unit status and activity and any problems that need or will require solutions

_____ Provide situation and resource information periodically to the Planning and Intelligence Section and any other applicable Sections.

_____ Develop operating procedure with the Information Technology Unit of the Logistics Section for the use of telephone and data. Make any priorities or special requests known.

_____ Ensure your Section logs and files are maintained.

_____ Monitor your Section activities and adjust section organization as needed.

_____ Ensure internal coordination between branch/group/unit leaders.

_____ Resolve problems that arise in conducting your section responsibilities.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all section planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.

_____ Use face-to-face communication in the EOC whenever needed and thoroughly document decisions and actions.

_____ Make sure all contacts with the media are coordinated through the Public Information Officer (PIO).

_____ Participate in the EOC Director's action planning meetings.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or Finance and Administration Section.

_____ Brief your relief at shift change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Authorize the use of a cost center for cost recovery tracking.

_____ Ensure the payroll process continues.

_____ Ensure the revenue collection process continues.

_____ Collect your section personnel time records and provide copies to the Time Unit at the end of each operational period.

_____ Ensure personnel and equipment time records and records of expendable materials used (including field records) are received from other Sections and submitted to the Time Unit at the end of each operational period.

_____ Coordinate donations of money received.

_____ Coordinate with the Cost Accounting Unit to recommend cost savings to the General Staff.

_____ Meet with assisting and cooperating agency representatives as needed.

_____ Provide input in the EOC Director's action planning sessions on finance and cost analysis matters.

_____ Coordinate with the Documentation Unit to ensure that all financials are properly prepared and completed.

DEACTIVATION

_____ Authorize deactivation of organizational elements within the Finance and Administration Section when they are no longer required.

_____ Ensure open actions are handled by your Section or transferred to other EOC elements.

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Deactivate the Finance and Administration Section and close out logs when authorized by the EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

FINANCE AND ADMINISTRATION SECTION

TIME UNIT LEADER

PRIMARY: Finance Division

SUPERVISOR: Finance and Administration Section Chief

OVERALL RESPONSIBILITY

Maintain the Disaster Time Tracking System and procedures to capture and document personnel time relating to a disaster or emergency.

Track hours worked by paid personnel, volunteers, contract labor, mutual aid, and all others. Ensure daily personnel time recording documents are prepared and they comply with the agency's time policy. Ensure time records identify scope of work and site-specific work location for each person.

Personnel time records should be collected and processed each operational period. Records must be verified, checked for accuracy, and posted according to policy. Excess hours worked must also be calculated. Time records must be compiled in appropriate format for cost recovery purposes.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Track, record, and report staff time for all personnel and volunteers working in the emergency or disaster.
- Establish and maintain essential data for all personnel working in the emergency or disaster.
- Ensure daily personnel time recording documents are prepared and comply with city, Cal OES, and FEMA time recording policies.
- Document timekeeping information for reimbursement from the state and federal governments.
- Prepare and maintain a cumulative time report for the emergency or disaster.
- Coordinate documentation of time with other sections and city departments.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Finance and Administration Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Time Unit Leader by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your branch/unit, establish work area, assign duties, and ensure branch/unit journal/log is started.

_____ Ensure incoming branch/unit personnel are briefed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using a daily Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency and disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by the Cal OES and FEMA.

_____ Develop a plan for your branch/unit operations and support of field. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your branch/unit.

_____ Maintain current status reports and displays.

_____ Keep the Finance and Administration Section Chief advised of your branch/unit status and activity and any problems areas that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief for updating information to the Planning and Intelligence Section.

_____ Establish operating procedure with the Information Technology Unit of the Logistics Section for the use of telephone, radio, and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all branch/unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your branch/unit. Ensure they are aware of priorities.

_____ Monitor your branch/unit activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever necessary, and thoroughly document decisions and actions.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to provide input into the EOC Director's/EOC Coordinator's action planning meetings and policy decisions.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or other Finance and Administration Section.

_____ Ensure your branch/unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Ensure personnel time records are obtained from all EOC sections/branches/units.

_____ Brief your relief at shift-change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Activate and maintain a Disaster Time Keeping System and procedures to capture and document personnel time relating to the event and in coordination with other sections and departments. Inform all sections and departments of the Disaster Time Keeping System and of any Cost Center Tracking Code to be used.

_____ Coordinate time documentation, assign time codes, and identify items to tracked by the Disaster Time Tracking System.

_____ Prepare state and federal documentation to recover allowable disaster personnel time.

_____ Contact and assist Incident Commanders through the Operations Section to obtain their cumulative time totals for the events or disaster, daily, and as needed.

_____ Provide analyses, summaries, and estimates of time for the Finance and Administration Section Chief, Director of Emergency Services, EOC Director, and City Council. The report should provide cumulative analyses, summaries, and total disaster / event related time for the city.

_____ Coordinate with EOC sections and departments to collect time tracking documentation.

_____ Prepare claims of damage to city property and notify and file the claims with insurers.

_____ Periodically review all logs and forms produced by Unit to ensure:

- Work is complete.
- Entries are accurate and timely.
- Work complies with City of Big Bear Lake requirements and policies.

_____ Determine the need for additional staffing and order personnel as needed.

_____ Determine specific requirements for the time recording function.

_____ Initiate, gather, or update time records and reports from all applicable personnel assigned to the emergency and disaster for each operational period.

_____ Ensure daily personnel time recording documents are accurate and prepared in compliance with city policies.

_____ Ensure employee identification information is verified to be correct on the time report.

_____ Ensure time reports are signed.

_____ Make a notation of overtime hours.

_____ Establish and maintain a file for employee time records.

_____ Maintain records security.

_____ Close out time documents before personnel leave their emergency assignment.

_____ Keep time records for each operational period.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Time Unit Leader position and close out logs when authorized by the Finance and Administration Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

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FINANCE AND ADMINISTRATION SECTION

COST ACCOUNTING UNIT LEADER

PRIMARY: Finance Division

SUPERVISOR: Finance and Administration Section Chief

OVERALL RESPONSIBILITY

Maintain the Disaster Accounting System and procedures to capture and document costs relating to a disaster and emergency and in coordination with other sections and departments. If the Cost Recovery Unit is activated, it should work closely with the Unit to collect and reconcile documentation that is essential to cost recovery.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Activate and maintain a Disaster Cost Accounting System.
- Prepare and maintain a cumulative cost report for the event or disaster.
- Coordinate documentation of costs with other sections and city departments.
- Document information for reimbursement from the state and federal governments.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Finance and Administration Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Cost Accounting Unit Leader by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your branch/unit, establish work area, assign duties, and ensure branch/unit journal/log is started.

_____ Ensure incoming branch/unit personnel are briefed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using a daily Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by the Cal OES and FEMA.

_____ Develop a plan for your branch/unit operations and support of field operations. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your branch/unit.

_____ Maintain current status reports and displays.

_____ Keep the Finance and Administration Section Chief advised of your branch/unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief for updating information to the Planning and Intelligence Section.

_____ Establish operating procedure with the Information Technology Unit of the Logistics Section for the use of telephone, radio, and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all branch/unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your branch/unit. Ensure they are aware of priorities.

_____ Monitor your branch/unit activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever necessary, and thoroughly document decisions and actions.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to provide input into the EOC Director's/EOC Coordinator's action planning meetings and policy decisions.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or Finance and Administration Section.

_____ Ensure your branch/unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Ensure personnel time records are obtained from all EOC sections/branches/units.

_____ Brief your relief at shift-change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Activate and maintain a Disaster Accounting System, Cost Center, and procedures to capture and document costs relating to the event and in coordination with other sections and departments. Inform all sections and departments which Cost Center to use.

_____ Coordinate cost documentation and determine what cost codes and items need to be tracked by the Disaster Accounting (Number) System.

_____ Contact and assist Incident Commanders through the Operations Section and obtain their cumulative cost totals for the events or disaster, daily.

_____ Provide analyses, summaries, and estimates of costs for the Finance and Administration Section Chief, Director of Emergency Services, EOC Director, and City Council. The report should provide cumulative analyses, summaries, and total disaster/event related expenditures for the city.

_____ Coordinate with EOC sections and departments to collect all required documentation.

_____ Receive and allocate payments.

_____ Organize and prepare records for audit.

_____ Prepare cost management recommendations.

_____ Determine the need for additional staffing and order personnel as needed.

_____ Coordinate with the other Units of the Finance and Administration Section.

_____ Maintain records security.

_____ Close out time documents before personnel leave their emergency assignment.

_____ Keep cost records for each operational period.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Cost Accounting Unit Leader position and close out logs when authorized by the Finance and Administration Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

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FINANCE AND ADMINISTRATION SECTION

COMPENSATION AND CLAIMS UNIT LEADER

PRIMARY: Human Resources/Risk Management Department
SUPERVISOR: Finance and Administration Section Chief

OVERALL RESPONSIBILITY

Receive, investigate, process, and manage requests for compensation and claims against the city during an emergency or disaster.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Record, track, and document incident-related compensation and claims.
- Investigate, as needed, requests for compensation and claims against the city.
- Manage the processing of requests for compensation and claims.
- Coordinate with insurers, third-party administrators, and legal advisors on claims against the city.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(ICS Form 211)**

_____ Report to the Finance and Administration Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Compensation and Claims Unit Leader by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your branch/unit, establish a work area, assign duties, and ensure branch/unit journal/log is started.

_____ Ensure incoming branch/unit personnel are briefed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using a daily Activity Log **(ICS Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.
- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by the Cal OES and FEMA.

_____ Develop a plan for your branch/unit operations and support of field operations. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your branch/unit.

_____ Maintain current status reports and displays.

_____ Keep the Finance and Administration Section Chief advised of your branch/unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief for updating information to the Planning and Intelligence Section.

_____ Establish operating procedure with the Information Technology Unit of the Logistics Section for the use of telephone, radio, and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate situation changes, such as severe aftershocks (in the event of an earthquake), in all branch/unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your branch/unit. Ensure they are aware of priorities.

_____ Monitor your branch/unit activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever necessary, and thoroughly document decisions and actions.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to provide input into the EOC Director's/EOC Coordinator's action planning meetings and policy decision.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through Logistics or Finance and Administration Section.

_____ Ensure your branch/unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Ensure personnel time records are obtained from all EOC sections/branches/units.

_____ Brief your relief at shift-change time. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Maintain a log of all injuries occurring during the disaster or emergency.

_____ Develop and maintain a log of existing and potential claims.

_____ Prepare claims to damage to city property and notify and file the claims with insurers.

_____ Periodically review logs and forms produced by the Unit to ensure:

- Work is complete.
- Entries are accurate and timely.
- Work complies with City of Big Bear Lake requirements and policies.

_____ Determine if there is a need for additional staffing and order personnel as needed.

_____ Ensure Compensation-for-Injury and Claims logs and forms are complete and routed to the appropriate department for processing.

_____ Ensure the investigation of accidents and claims.

_____ Provide reports of injuries and coordinate with the Safety Officer to mitigate hazards.

_____ Maintain records security.

_____ Close out time documents before personnel leave their emergency assignment.

_____ Keep compensation and claims records for each operational period.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Compensation and Claims Unit Leader position and close out logs when authorized by the Finance and Administration Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

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FINANCE AND ADMINISTRATION SECTION

PURCHASING UNIT LEADER

PRIMARY: Finance Division

SUPERVISOR: Finance and Administration Section Chief

OVERALL RESPONSIBILITY

Coordination of all procurement of incident supplies, material, equipment, and services.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Order, receive, and keep records of all incident supplies, material, equipment, and service purchases.
- Manage all equipment rental agreements. Process all administrative paperwork associated with equipment rental and supply contracts.
- Initiate vendor contracts associated with EOC activities within purchase authority limits established by City Council, Director of Emergency Services, EOC Director, or Finance and Administration Section.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Finance and Administration Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Purchasing Unit Leader by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your unit, establish the work area, assign duties, and ensure unit journal/log is started.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure incoming unit personnel are briefed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.

- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your unit operations and support field operations. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your Unit.

_____ Maintain current status reports and displays.

_____ Keep the Logistics Section Chief advised of your unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief for updating information to the Planning and Intelligence Section.

_____ Establish operating procedures with the Information Technology Unit for telephone, radio, and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate potential situation changes, such as severe aftershocks (in the event of an earthquake), in all unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your unit. Ensure they are aware of priorities.

_____ Monitor your unit activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever possible and thoroughly document decisions and actions.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's/EOC Coordinator's action planning meetings and policy decisions.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or Finance and Administration Section.

_____ Ensure your unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Brief your relief at shift change. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Review and prepare EOC purchasing procedures.

_____ Contact appropriate branch/group/unit leaders about their needs and any special procurement procedures.

_____ In coordination with the Logistics Section-Supply Unit, order, receive, and issue disaster-related equipment, supplies, and resources, with detailed tracking and receiving logs, including timetables.

_____ Prepare, sign, and manage all contracts and rental agreements.

_____ Interpret contracts/agreements and resolve claims or disputes.

_____ Coordinate with the Compensation and Claims Unit on procedures for handling claims.

_____ Identify to the Logistics Section Chief any significant resource request(s) that cannot be met through local procurement. Suggest alternative methods to solve the problem.

_____ Ensure a system is in place which meets city's property management and control requirements. Ensure proper accounting for all newly purchased property.

_____ Complete final processing and send documents for payment.

_____ Direct the collection, organization, and display status of incident resources to include allocation, deployment, and staging areas.

_____ Provide an authentication system in case of conflicting resource status reports.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Supply and Procurement Unit Leader position and close out logs when authorized by the Logistics Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

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FINANCE AND ADMINISTRATION SECTION

COST RECOVERY UNIT LEADER

PRIMARY: Finance Division

SUPERVISOR: Finance and Administration Section Chief

OVERALL RESPONSIBILITY

The EOC Cost Recovery Unit is responsible for collecting data required for submission to CalOES, FEMA, and other entities providing post-disaster public assistance funds.

DESCRIPTION OF POSITION RESPONSIBILITIES

- Track, record, and document information for reimbursement from the state and federal governments.
- Prepare all required state and federal documentation as necessary to recover all allowable disaster costs.
- Coordinate documentation of costs with other sections and departments.
- Ensure that all EOC functions and all departments are recording work activities, expenses, damages, and are in compliance with specific city, Cal OES, and FEMA disaster cost accounting policies and procedures.
- Document information for reimbursement from the state and federal governments.
- Access and monitor the Disaster Accounting System.
- Ensure that the city receives all emergency assistance and disaster recovery costs for which it is eligible.
- Coordinate documentation of costs with other sections and city departments.
- Coordinate cost recovery with disaster assistance agencies.

READ ENTIRE CHECKLIST AT STARTUP
AND AT BEGINNING OF EACH SHIFT

CHECKLIST ACTIONS

STARTUP ACTIONS

_____ Check in upon arrival at the EOC. **(EOC Form 211)**

_____ Report to the Finance and Administration Section Chief.

_____ Obtain a briefing on the situation.

_____ Determine your operating location and set up, as necessary.

_____ Review your position responsibilities.

_____ Identify yourself as the Cost Recovery Unit Leader by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.

_____ Clarify any issues regarding your authority and assignment and what others in the organization do.

_____ Activate elements of your unit, establish the work area, assign duties, and ensure unit journal/log is started.

_____ Determine 24-hour staffing requirements and request additional support as required.

_____ Ensure incoming unit personnel are briefed.

_____ Based on the current and forecasted situation determine current and future section/branch/unit needs.

GENERAL OPERATIONAL DUTIES

_____ Using Activity Log **(EOC Form 214)**, maintain all required records and documentation to support the After-Action Report and the history of the emergency/disaster.

Document:

- Messages received.
- Action taken.
- Decision justification and documentation.

- Requests filled.
- EOC personnel, time on duty, and assignments.

Detailed information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

_____ Develop a plan for your unit operations and support field operations. Assign specific responsibilities.

_____ Keep current on the situation and resources associated with your Unit.

_____ Maintain current status reports and displays.

_____ Keep the Logistics Section Chief advised of your unit status and activity and any problems that need or will require solutions.

_____ Provide periodic situation or status reports to your Section Chief for updating information to the Planning and Intelligence Section.

_____ Establish operating procedures with the Information Technology Unit for telephone, radio, and data systems. Make any priorities or special requests known.

_____ Review situation reports as they are received. Verify information where questions exist.

_____ Anticipate potential situation changes, such as severe aftershocks (in the event of an earthquake), in all unit planning. Develop a backup for all plans and procedures requiring off-site communications.

_____ Determine and anticipate your support needs and forward them to your Section Chief.

_____ Conduct periodic briefings for your unit. Ensure they are aware of priorities.

_____ Monitor your unit activities and adjust staffing and organization to meet needs.

_____ Use face-to-face communication in the EOC whenever possible and thoroughly document decisions and actions.

_____ Refer all media contacts to your Section Chief.

_____ Be prepared to participate in the EOC Director's/EOC Coordinator's action planning meetings and policy decisions.

_____ Plan and anticipate situations and problems before they occur.

_____ Request additional resources through the Logistics or Finance and Administration Section.

_____ Ensure your unit personnel and time records are provided to your Section Chief at the end of each operational period.

_____ Brief your relief at shift change. Ensure in-progress activities are identified and follow-up requirements are discussed.

POSITION OPERATIONAL DUTIES

_____ Access and monitor the Disaster Accounting System Cost Center and procedures to capture and document costs relating to the event, in coordination with other sections and departments. Inform all sections and departments that the Cost Center is to be used.

_____ Coordinate cost documentation and make decisions on cost codes and items to be tracked by any Disaster Accounting (Number) System that has been established.

_____ Act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law.

_____ Prepare all required state and federal documentation as necessary to recover all allowable disaster costs.

_____ Ensure that each section is documenting cost recovery information from the onset of the event or disaster; collect required cost recovery documentation daily at the end of each shift.

_____ Coordinate with the Cost Accounting Unit, Compensation and Claims Unit, Time Unit, and Documentation Unit on collecting and reconciling recoverable expenses and documentation.

_____ Work with EOC sections and appropriate departments to collect all required documentation.

_____ Determine if there is a need for additional staffing and order personnel as needed.

_____ Ensure that all records identify scope of work and site-specific work location.

_____ Keep records on each operational period.

DEACTIVATION

_____ Ensure required forms or reports are completed before your release and departure.

_____ Be prepared to provide input to the After-Action Report.

_____ Determine what follow-up to your assignment might be required before you leave.

_____ Deactivate the Supply and Procurement Unit Leader position and close out logs when authorized by the Logistics Section Chief or EOC Director.

_____ Check out and leave a forwarding phone number where you can be reached.

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ATTACHMENTS

1. EOC Forms
2. External Service Providers
3. Cooperating and Assisting Agency Phone List

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EOC FORMS

1. EOC 213 General Message Form
2. EOC 214 Activity Log
3. EOC Action Plan
    a. Provided as supplemental document and not attached to this plan.

GENERAL MESSAGE EOC 213)

1. Incident Name (Optional):		
2. To (Name and Position):		
3. From (Name and Position):		
4. Subject:	**5. Date:**	**6. Time**
7. Message:		
8. Approved by: Name: _____ Signature: _____ Position/Title: _____		
9. Reply:		
10. Replied by: Name: _____ Position/Title: _____ Signature: _____		
EOC 213	Date/Time: _____	

ACTIVITY LOG (EOC 214)

1. Incident Name:	2. Operational Period: Date From:	Date To:
	Time From:	Time To:

3. EOC Section/Branch/Unit	4. Assigned Supervisor(pos & name)	5. Home Department/Agency

6. Resources Assigned:

Name	EOC Position	Home Department/Agency

7. Activity Log:

Date/Time	Notable Activities

8. Prepared by: Name: _____ Position/Title: _____ Signature: _____

EOC 214, Page 1 Date/Time: _____

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EXTERNAL SERVICE PROVIDERS

ORGANIZATION	SERVICE PROVIDED
Bear Valley Community Hospital 41870 Garstin Drive Big Bear, CA 92315	Hospital/Emergency Department
Big Bear Area Regional Wastewater Agency	Wastewater Treatment
Big Bear City Community Services District	Water Service
Big Bear Fire Authority	Fire and Rescue
Big Bear Municipal Water District	Lake Management
Big Bear Unified School District	Schools
Big Bear Valley Electric Service	Electric Service
Big Bear Valley Recreation and Parks District	Parks and Recreation
California Highway Patrol CHP, Arrowhead Area 31230 Highway 18/P.O. Box 997 Running Springs, CA 92382	Law Enforcement
Mountain Transit	Public Transportation
San Bernardino County Fire Protection District Headquarters 157 West 5th Street, 2nd Floor San Bernardino, CA 92415-0451	Fire and Rescue
San Bernardino County Department of Public Health Headquarters 351 North Mountain View Avenue San Bernardino, CA 92415	Public Health
San Bernardino County Sheriff's Department Big Bear Lake Patrol Station 477 Summit Boulevard Big Bear, CA 92315	Contracted Law Enforcement
San Bernardino County Office of Emergency Services 1743 Miro Way Rialto, CA 92376	Emergency Management

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COOPERATING AND ASSISTING AGENCY PHONES

ORGANIZATION	PHONE
American Red Cross San Bernardino County Chapter	442-286-0079 Victorville/High Desert 909-888-1481 Rancho Cucamonga
Bear Valley Community Hospital	909-866-6501
Big Bear Area Regional Wastewater Agency	909-584-4018
Big Bear City Community Services District	909-585-2565
Big Bear Fire Authority	909-866-7566
Big Bear Municipal Water District	909-866-5796
Big Bear Unified School District	909-866-4631
Big Bear Valley Electric Service	800-808-2837
Big Bear Valley Recreation and Parks District	909-866-9700
California Highway Patrol Arrowhead Area Station	909-867-2791
Mountain Transit	909-878-5200
San Bernardino County Fire Protection District Headquarters	909-387-5974
San Bernardino County Department of Public Health Headquarters	800-722-4777
San Bernardino County Sheriff's Department Big Bear Lake Patrol Station	909-866-0100
San Bernardino County Office of Emergency Services	909-356-3998

CITY OF BIG BEAR LAKE
CITY MANAGER'S OFFICE
39707 BIG BEAR BOULEVARD
BIG BEAR LAKE, CA 92315
(909) 866-5831