



# Emergency Operations Plan

Revised: 6/2019  
Reviewed: 6/2019

## **When To Activate The EOC**

The EOC should be activated when field response agencies need support during any significant incident. Any department head or their designee may activate the EOC in one of three activation levels.

## **Levels of Activation**

The City of West Allis has three activation levels.

### **Level I Activation – Minimal Staffing**

Key personnel needed to conduct operations as designated by the incident commander. Level I activation is when the damage has occurred to a limited area and/or limited time frame such as flooding caused by a super-cell thunderstorm.

Partial/Policy Group Only – City Administrator, Police and Fire Chief or their Designee, Director of Public Works or their designee; Health Commissioner or designee; support staff -Director of Information Technology and Director of Building Inspection, Lieutenant of Communications.

### **Level II Activation – General Staffing**

Level II activation should be called when an incident escalates beyond the need for a policy group only. All general staff functions in accordance with the ICS System should be filled: Operations, Planning, Logistics, and Finance. The following Command Staff positions should be filled during a level II activation: P.I.O, Liaison and a Safety Officer.

### **Level III Activation – Full Staffing**

Level III activation should be called during major events that will extend beyond a day or two. Level III activation will add additional personnel to the EOC in the form of outside agencies and support personnel for the general staff (i.e. Logistics will receive a service branch and a support branch coordinator.)

## **How To Activate The EOC**

The EOC must be activated through the City of West Allis Police/Fire Dispatch Center.

In the event of any significant incident, the shift commander on either the police or fire department will contact the City's Emergency Management Director or his/her designee. The Emergency Management Director will determine the level of activation based on the information provided by the shift commander/s.

Upon the decision to activate, the Emergency Management Director will contact the Mayor and City Administrator and the following will occur:

- The Emergency Management Director will contact the Dispatch Center Supervisor and give the level of activation: Level I, Level II, or Level III.
- The Dispatch Center Supervisor will contact the appropriate personnel based on the level of activation. *This document will be kept at the Dispatch Center and will be updated on an annual basis.*
- The Dispatch Center Supervisor shall contact the following personnel prior to filling the ICS roles: Assistant Chief of Operations (Fire), Captain of Administrative Services Bureau (Police), Lieutenant of Training (Police), Lieutenant of Communications (Police). These members have all been trained in setting up the EOC and shall be called immediately.

Once assembled, this group shall make a determination as to the need for additional support personnel (in particular, additional personnel from the IT Department.)

- The Dispatch Center Supervisor his/her designee shall contact Milwaukee County Emergency Management and notify them of the EOC activation. A Level I activation does not require a representative from Milwaukee County Emergency Management to participate at the EOC. Level II or Level III activations will require notification for a representative from Milwaukee County Emergency Management to participate at the EOC.

### **Activation of the Phone Bank**

Whenever the EOC is activated serious consideration should be made to activate the phone bank. See pages 19 for details.

#### **Staffing:**

Staffing the phone bank is the responsibility of the Communications Center. The phone bank will be staffed with police department clerical personnel and may be supplemented with police reserve members, off duty fire personnel, other city personnel, and/or personnel from other agencies as deemed appropriate by the Communications Lieutenant. The initial level of staffing will be determined by the Lieutenant of Communications or in his/her absence, the Lieutenant's designee(s) (Typically a Police Communications Supervisor).

#### **Phone Bank Information:**

Phone Number – **414-302-8188**

Phone Lines – **12**

Phone Bank Location – **Assembly Room**

Laptop Computers - **12**

### **Deactivation of the Phone Bank**

At some point in the emergency, the phone bank will need to be deactivated. Deactivation of the phone bank shall be determined by the policy group.

Deactivation shall be accomplished in the following manner: A phone message will be created that directs the public to a predetermined agency via the appropriate phone number. The policy group will base their decision on the type of incident and who they determine the lead recovery agency will be.

(e.g. – Flooding: Recovery Agency – DPW/Engineering; Phone Number 414-302-8360)

### **Organization of the Emergency Operations Center**

#### **Staffing:**

The EOC staffing level includes EOC Management supported by the Operations, Planning, Logistics, and Finance Sections. The Emergency Management Director heads the management contingent. In a Level II and Level III activation, the management contingent should include a Public Information Officer, Safety Officer, and a Liaison Officer. The management contingent may include a Deputy Emergency Management Director as directed by the Emergency Management Director.

The section leaders manage each section with a general knowledge of the varied functions within his or her section. Section Leaders are senior management personnel selected by the Emergency Management Director. Sections are staffed with specialists with commensurate skills, knowledge, and abilities to adequately represent their respective counterparts in the field and or departmental organizations.

**Level II Activation**

**Policy Group: (EOC Assigned Phone: 414-302-8118)**

Fire Chief – Emergency Management Director  
City Administrator  
Police Chief  
Health Commissioner  
Communications Director – Public Information Officer (PIO)

**Operations: (EOC Assigned Phone: 414-302-8119)**

Director of Public Works  
Deputy Police Chief  
Assistant or Deputy Fire Chief

**Planning: (EOC Assigned Phone: 414-302-8117)**

Deputy Police Chief  
Assistant or Deputy Fire Chief

**Logistics: (EOC Assigned Phone: 414-302-8116)**

Deputy Director of Public Works  
Director of Purchasing  
Director of Information Technology

**Finance: 414-302-8252 (City Hall)**

Director of Finance  
Deputy Director of Finance

**Emergency Management Director**

**Function Description:**

The Emergency Management Director is typically the person who has the overall best knowledge of the functioning of the EOC.

**Responsibilities:**

1. Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.
2. Exercise overall management responsibility for the coordination between emergency response agencies within the jurisdictional area.
3. In conjunction with the General Staff, set jurisdictional priorities for response efforts. Ensure that all department and agency actions are accomplished within the priorities established at the EOC, in accordance with the City's Emergency Operations Plan (EOP).
4. Ensure that inter-agency coordination is accomplished effectively.

**Activation Phase:**

- Determine the appropriate level of activation based on the situation as known.

- ❑ As appropriate, respond to the EOC and determine operations status.
- ❑ Obtain briefing from whatever sources are available, and brief Mayor and Council Members.
- ❑ Appoint and ensure that Section Coordinators are in place as soon as possible and are staffing their respective sections.
  - Operating Section Coordinator
  - Planning/Intelligence Section Coordinator
  - Logistics Section Coordinator
  - Finance/Administration Section Coordinator
- ❑ Ensure that the Management Section is staffed as soon as possible at the level needed.
  - Public Information Officer
  - Liaison Officer
  - Safety Officer
  - Security Officer
  - EOC Coordinator
- ❑ Ensure that the role of "scribe" is assigned and that they document policy decisions.
- ❑ Schedule the initial Action Planning meeting.
- ❑ Confer with the General Staff to determine what representation is needed at the EOC from other emergency response agencies.
- ❑ Assign a liaison officer to coordinate outside agency responses to the EOC.

#### **Operational Phase:**

- ❑ Monitor general staff activities to ensure that all appropriate actions are being taken.
- ❑ In conjunction with the Public Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.
- ❑ Ensure that the Liaison Officer is providing for and maintaining effective inter-agency coordination.
- ❑ Based on current status reports, establish initial strategic objectives for the EOC.
- ❑ In coordination with Management Staff, prepare EOC objectives for the initial Action Planning Meeting.
- ❑ Convene the initial Action Planning Meeting. Ensure that all Section Coordinators, Management Staff, and other key agency representatives are in attendance. Ensure that appropriate Action Planning procedures are followed.
- ❑ Once the Action Plan is completed by the Planning/Intelligence Section, review, approve and authorize its implementation.
- ❑ Conduct periodic briefings for elected officials or their representatives.
- ❑ Formally issue an Emergency Proclamation as necessary, and coordinate local government proclamations with other emergency response agencies, as appropriate.
- ❑ Brief your relief at shift change, ensuring that ongoing activities are identified and followed-up requirements are known.

#### **Demobilization Phase:**

- ❑ Authorize demobilization of section, branches, and units when they are no longer required.
- ❑ Notify higher level EOCs and other appropriate organizations of the planned demobilization, as appropriate.
- ❑ Ensure that any open actions not yet completed will be handled after demobilization.
- ❑ Ensure that all required forms or reports are completed prior to demobilization.
- ❑ Be prepared to provide input to the after action report.
- ❑ Deactivate the EOC at the designated time, as appropriate.
- ❑ Proclaim termination of the emergency response and proceed with recovery operations.

## **Operations Section Chief**

### **Function Description:**

Operations Section Coordinator, a member of the General Staff, is responsible for the management and coordination of all EOC related operational functions. The Operations Section Coordinator will ensure, based on the incident, that all necessary operational functions have been activated and are appropriately staffed. Depending on the incident the Section Chief could be part of a Unified Command Structure.

### **Responsibilities:**

1. Ensure that the Operations function is carried out including coordination of activities for all operational functions assigned to the EOC.
2. Ensure that operational objectives and assignments identified in the EOC Action Plan are carried out effectively.
3. Establish the appropriate level of branch and unit organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.
4. Exercise overall responsibility for the coordination of Branch and Unit Activities within the Operations Section.
5. Ensure that the Planning/Intelligence Section is provided with Status Reports and Major Incident Report.
6. Conducted periodic Operations briefings for the EOC Director as required or requested.
7. Supervise the Operations Section.

### **Activation Phase:**

- Check in upon arrival at the EOC and obtain an ICS-214 form for documentation purposes.
- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Meet with the EOC Director, if the Planning/Intelligence Section Coordinator is not available at time of arrival; obtain preliminary situation briefing.
- Based on the situation, activate appropriate Branches within the section. Designate Branch Coordinators:
  - Fire Branch & Rescue
  - Law Branch
  - Care & Shelter Branch
  - Public Works Branch
- Determine if there are mutual aid requests for these functional areas. Initiate coordination with appropriate mutual aid systems as required.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Obtain a current communications status briefing from the Communications Branch Coordinator in Logistics. Ensure that there are adequate equipment and radio frequencies available as necessary for the section.
- Determine estimated times of arrival of section staff from the Personnel Unit in Logistics.
- Confer with the EOC Director to ensure that the Planning/Intelligence and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.
- Coordinate with the Liaison Officer regarding the need for Agency Representatives in the Operations Section.
- Coordinate with the Planning/Intelligence Section Coordinator to determine the need for any Technical Specialist (e.g., GIS Tech, Geologist, Chemist, etc.)
- Establish radio or phone communications links with their Operations Section, if necessary.

- ❑ Based on the situation known or forecasted, determine likely future needs of the Operations Section.
- ❑ Identify key issues currently affecting the Operations Section; meet with section personnel and determine appropriate section objectives for the first operational period.
- ❑ Review the responsibilities of branches in Section; develop an Operations Plan detailing strategies for carrying out Operations objectives.
- ❑ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

**Operational Phase:**

- ❑ Ensure that Operations Section position logs and other necessary files are maintained.
- ❑ Ensure that situation and resources information is provided to the Planning/Intelligence Section on a regular basis or as the situation requires, including Status Reports and Major Incident Reports.
- ❑ Ensure that all media contacts are referred to the Public Information Officer.
- ❑ Conduct periodic briefings and work to reach consensus among staff and to establish objectives for forthcoming operational periods.
- ❑ Attend and participate in EOC Director's Action Planning meetings.
- ❑ Provide the Planning/Intelligence Section Coordinator with the Operations Section's objectives prior to each Action Planning Meeting.
- ❑ Work closely with each Branch Coordinator to ensure that Operations Section objectives, as defined in the current Action Plan, are being addressed.
- ❑ Ensure that the branches coordinate all resource needs through the Logistics Section.
- ❑ Ensure that intelligence information from Branch Coordinators is made available to the Planning/Intelligence Section in a timely manner.
- ❑ Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of emergency expenditures and daily time sheets).
- ❑ Brief the EOC Director on all major incidents; forward a copy to the Planning/Intelligence Section.
- ❑ Complete a Major Incident Report for all major incidents; forward a copy to the Planning/Intelligence Section.
- ❑ Brief Branch Coordinators periodically on any updated information you may have received.
- ❑ Share status information with other sections as appropriate.

**Demobilization Phase:**

- ❑ Authorize demobilization of section, branches, and units when they are no longer required.
- ❑ Notify higher-level EOC's and other appropriate organizations of the planned demobilization, as appropriate.
- ❑ Ensure that any open actions not yet completed will be handled after demobilization.
- ❑ Ensure that all required forms or reports are completed prior to demobilization.
- ❑ Be prepared to provide input to the after action report.
- ❑ Deactivate the EOC at the designated time, as appropriate.

**Planning/Intelligence Section Chief**

**Function Description:**

The Planning/Intelligence Section is a primary function for any local government EOC. The section will gather information from a variety of sources, analyze and verify information, and

prepare and update internal EOC information and map displays. The Situation Analysis function may be activated under any EOC activation. The Section has an important function in overseeing the Planning Meetings and in preparing the EOC Action Plan. The Section will collect and process internal EOC documentation, and prepare advance planning information as necessary. Technical Specialists assigned to the EOC will initially be part of the Planning/Intelligence Section. The Section Coordinator reports directly to the EOC Director.

### **Responsibilities:**

1. Ensure that the following responsibilities of the Planning/Intelligence Section are addressed as required:
  - a. Collecting, analyzing, and displaying situation information.
  - b. Preparing periodic Situation Reports.
  - c. Preparing and distributing the EOC Action Plan and facilitating the Action Planning meeting.
  - d. Conducting Advanced Planning activities and report.
  - e. Providing technical support services to the various EOC sections and branches, and documenting and maintaining files on all EOC activities.
2. Establish the appropriate level of organization for the Planning/Intelligence Section.
3. Exercise overall responsibility for the coordination of unit activities within the section.
4. Keep the EOC Director informed of significant issues affecting the Planning/Intelligence Section.
5. In coordination with the other section coordinators, ensure that Status Reports are completed and utilized as a basis for situation reports, and the EOC Action Plan.
6. Supervise the Planning/Intelligence Section.

### **Activation Phase:**

- Ensure that the Planning/Intelligence Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Based on the situation, activate units within the section as needed and designate Unit Leaders for each element:
  - Situation Analysis Unit
  - Advance Planning Unit
  - Documentation Unit
  - Demobilization Unit
- Request additional personnel for the section as necessary to maintain a 24-hour operation.
- Establish contact with the Operational Area EOC when activated, and coordinate Situation Reports with their Planning/Intelligence section.
- Meet with Operations Section Coordinator, and obtain and review any major incident reports.
- Review the responsibilities of units in the section; develop plans for carrying out all responsibilities.
- Make a list of key issues to be addressed by the Planning/Intelligence Section; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.
- Keep the EOC Director informed of significant events.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

### **Operational Phase:**

- Ensure that Planning/Intelligence Section position logs and other necessary files are maintained.



- ❑ Ensure that The Situation Analysis Unit is maintaining current information for the situation report.
- ❑ Ensure that major incident reports and status reports are completed by the Operations Section and are accessible by Planning/Intelligence.
- ❑ Ensure that a situation report is produced and distributed to EOC Sections and the Operational Area EOC at least once, prior to the end of the operational period.
- ❑ Ensure that all status boards and other displays are kept current and that posted information is neat and legible.
- ❑ Ensure that the Public Information Branch has immediate and unlimited access to all status reports and displays.
- ❑ Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.
- ❑ Facilitate the EOC Director's Action Planning meetings approximately two hours before the end of each operational period.
- ❑ Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting.
- ❑ Ensure that the EOC Action Plan is completed and distributed prior to the start of the next operational period.
- ❑ Work closely with each unit within the Planning/Intelligence Section to ensure the section objectives, as defined in the current EOC Action Plan, are being addressed.
- ❑ Ensure that the Advanced Planning Unit develops and distributes a report which highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall strategic objectives of the EOC.
- ❑ Ensure that the Documentation Unit maintains files on all EOC activities and provides reproduction and archiving services for the EOC, as required
- ❑ Provide technical specialists to all EOC sections as required.
- ❑ Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section.

**Demobilization Phase:**

- ❑ Authorize demobilization of section, branches, and units when they are no longer required.
- ❑ Notify higher level EOCs and other appropriate organizations of the planned demobilization, as appropriate.
- ❑ Ensure that any open actions not yet completed will be handled after demobilization.
- ❑ Ensure that all required forms or reports are completed prior to demobilization.
- ❑ Be prepared to provide input to the after action report.

Deactivate the EOC at the designated time, as appropriate.

**Logistics Section Chief**

**Function Description:**

The Logistics Section provides facilities, services, resources, and other support services both to agencies responding to the emergency, and to meet internal EOC operating requirements. The Logistics Section Coordinator reports to the EOC Director.

**Responsibilities:**

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing communication services, resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.

2. Establish the appropriate level of a branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
3. Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.
4. Coordinate closely with the Operations Section Coordinator to establish priorities for resource allocation to activated Incident Commands within the affected area.
5. Keep the EOC Director informed of significant issues affecting the Logistics Section.
6. Supervise the Logistics Section.

#### **Activation Phase:**

1. Ensure that the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.
2. Based on the Situation, activate branches/units within the section as needed and designate Unit Leaders for each element:
  - a. Communications Branch
  - b. Supply/Procurement Unit
  - c. Transportation Unit
  - d. Facilities Unit
  - e. Personnel Unit
  - f. Resource Tracking Unit
3. Mobilize sufficient section staffing for 24-hour operations.
4. Establish communications with the Logistics Section at the Operational Area EOC if activated.
5. Advise Branches and Units within the section to coordinate with appropriate branches in the Operations Section to prioritize and validate resources requests from Incident Command Posts in the field. This should be done prior to acting on the request.
6. Meet with the EOC Director and General Staff and identify immediate resource needs
7. Meet with the Finance/Administration Section Coordinator and determine the level of purchasing authority for the Logistics Section.
8. Assist branch and Unit Leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the Action Plan.
9. Provide periodic Section Status Reports to the EOC Director.
10. Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

#### **Operational Phase:**

- Ensure that Logistics Section position logs and other necessary files are maintained.
- Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods.
- Provide the Planning/Intelligence Section Coordinator with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.
- Attend and participate in EOC Action Planning meetings.
- Ensure that the Supply/Procedural Unit coordinates closely with the Purchasing Unit in the Finance/Administration Section and that all required documents and procedures are completed and followed.
- Ensure that transportation requirements, in support of response operations, are met.
- Ensure that all requests for facilities and facility support are addressed.
- Ensure that all resources are tracked and accounted for, as well as resources ordered through Mutual Aid.
- Provide section staff with information updates as required.

### **Demobilization Phase:**

- ❑ Authorize demobilization of section, branches, and units when they are no longer required.
- ❑ Notify higher level EOCs and other appropriate organizations of the planned demobilization, as appropriate.
- ❑ Ensure that any open actions not yet completed will be handled after demobilization.
- ❑ Ensure that all required forms or reports are completed prior to demobilization.
- ❑ Be prepared to provide input to the after action report.
- ❑ Deactivate the EOC at the designated time, as appropriate.

### **Finance Section Chief**

#### **Function Description:**

The Finance/Administration function in the EOC manages all financial, administrative and cost analysis aspects of the emergency. Initially, this work may be done in the EOC, but in later stages of the emergency, this function may be accomplished at other locations.

#### **Responsibilities:**

1. Ensure that all financial records are maintained throughout the emergency.
2. Ensure that all on-duty time is recorded for all emergency response personnel.
3. Ensure that all on-duty time sheets are collected from EOC assigned personnel and that departments are collecting this information from Field Level Supervisors or Incident Commanders and their staffs.
4. Ensure that there is a continuum of the payroll process for all employees responding to the emergency.
5. Determine purchase order limits for the procurement function in Logistics.
6. Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.
7. Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
8. Provide administration support to all EOC Sections as required, in coordination with the Personnel Unit.
9. Activate units within the Finance/Administration Section as required; monitor section activities continuously and modify the organization as needed.
10. Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.
11. Supervise the Finance/Administration Section.

#### **Activation Phase:**

- ❑ Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- ❑ Based on the situation, activate units within the section as needed and designate Unit Coordinators for each element:
  - Time Keeping Unit
  - Purchasing Unit
  - Cost Accounting Unit
  - Recovery Unit
  - Compensation & Claims Unit
- ❑ Ensure that sufficient staff is available for a 24-hour schedule or as required.

- ❑ Meet with the Logistics Section Coordinator and review financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to the Logistics Section.
- ❑ Meet with all Unit Leaders and ensure that responsibilities are clearly understood.
- ❑ In conjunction with Unit Leaders, determine the Initial Action Planning objectives for the first operational period.
- ❑ Notify the EOC Director when the Finance/Administration Section is operational.
- ❑ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

**Operational Phase:**

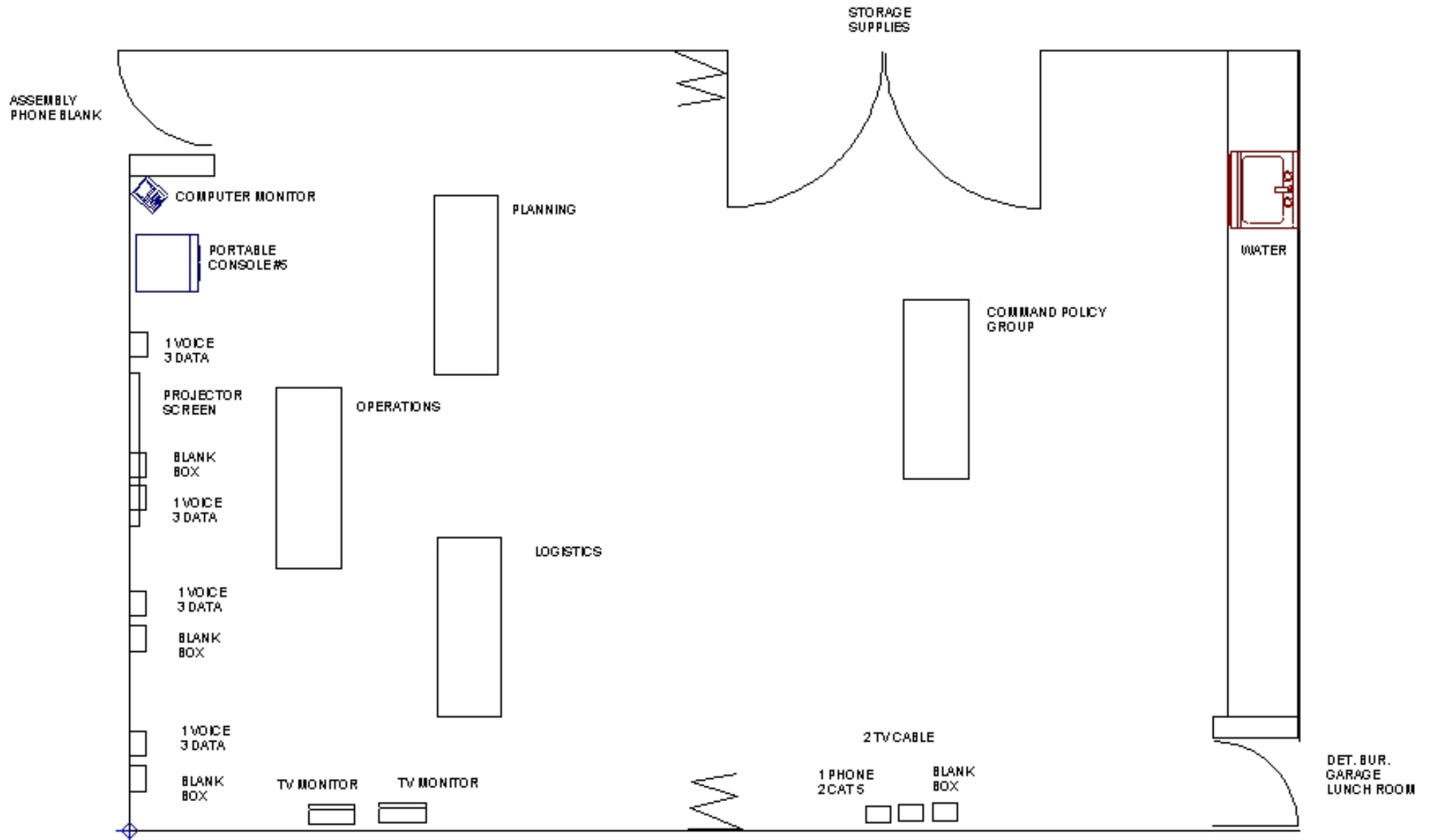
- ❑ Ensure that Finance/Administration Section position logs and other necessary files are maintained.
- ❑ Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.
- ❑ Participate in all Action Planning meetings.
- ❑ Brief all Unit Leaders and ensure they are aware of the EOC objectives as defined in the Action Plan.
- ❑ Keep the EOC Director, General Staff, and elected/other officials aware of the current fiscal situation and other related matters, on an on-going basis.
- ❑ Ensure that the Recovery Unit maintains all financial records throughout the emergency.
- ❑ Ensure that the Time Keeping Unit tracks and records all agency staff time.
- ❑ In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.
- ❑ Ensure that the Compensation & Claims Unit processes all worker's compensation claims, resulting from an emergency, in a reasonable time frame, given the nature of the situation.
- ❑ Ensure that the Time Keeping Unit processes all time sheets and travel expense claims promptly.
- ❑ Ensure that the Finance/Administration Section provides administrative support to other EOC Sections as required.
- ❑ Ensure that all recovery documentation is accurately maintained by the Recovery Unit during the response, and submitted on the appropriate forms to Federal Emergency Management Agency (FEMA) and/or Governor's Office of Emergency Services.

**Demobilization Phase:**

- ❑ Authorize demobilization of section, branches, and units when they are no longer required.
- ❑ Notify higher level EOCs and other appropriate organizations of the planned demobilization, as appropriate.
- ❑ Ensure that any open actions not yet completed will be handled after demobilization.
- ❑ Ensure that all required forms or reports are completed prior to demobilization.
- ❑ Be prepared to provide input to the after action report.
- ❑ Deactivate the EOC at the designated time, as appropriate.



# EMERGENCY OPERATIONS CENTER FLOOR PLAN



## **Phone Bank**

### **Overview**

The phone bank is designed to be set up at either EOC location. The phones would need to be transported from the main EOC (police department) to the backup EOC (fire department administration building). There are 12 phones in total and all are stored at the police department.

All 12 phones are designed to be answered when an individual dials 414-302-8188. In addition, each phone has its own designated phone number which can and should be given out in the event a caller wants to speak to the same call taker from a previous call.

### **Maintaining the Phones**

The phones are basically computers and if left unused for a period of time will need updating. The longer the period between uses the longer it will take to update the phones when activated.

To prevent long updating times the following procedure has to be followed. The phones need to be activated every six to 12 months. The phones will need to be removed from the storage box and plugged into a phone jack. Rather than plugging the phones into the jacks individually, members are to use the PHY adapter and NetGear switch to assure all aspects of the phone bank are operational. It is the responsibility of the Public Safety arm of the city's I.T. Department to assure the phones are up-to-date.

### **EOC Phone System Manager**

Any issues with the EOC phone system should be referred to Jack Coffey from I.T. His designated backup is Robert Barwick in Purchasing. One if not both members should be notified anytime the EOC is activated.