County of Orange
and
Orange County
Operational Area

Alternate Emergency Operations Center
Standard Operating Procedure
June 2016

Record of Changes

Date of Revision	Revision Description	Section/Component	Revision Completed By

Table of Contents

1   Introduction

1.1   Purpose

The County and Operational Area Emergency Operations Center (County and OA EOC) performs a critical function by supporting emergency response activities through strategic coordination, resource acquisition, and information gathering. As part of this mission, the County of Orange has a plan to establish an Alternate EOC (Alternate EOC) when the primary dedicated County and OA EOC is not functional.

The purpose of the Alternate EOC Standard Operating Procedure (SOP) is to:
- Describe the procedures that should be taken when the Alternate EOC is activated.
- Integrate Alternate EOC operations with the Incident Command System (ICS), Standardize Emergency Management System (SEMS) and the National Incident Management System (NIMS). Greater detail on these systems are located in the OA and County EOP.

The Orange County Emergency Organization shall use the County of Orange and Orange County Operational Area (OA) Emergency Operations Plan (EOP) and Annexes concept of operations for coordination and supporting activities. This Standard Operating Procedure (SOP) outlines clear actions and activities to establish an Alternate EOC which will serve as the facility for the emergency organization.

1.2   Scope

The scope of Alternate EOC is to provide a back-up solution to the County and OA's primary, dedicated EOC located at 2644 Santiago Canyon Road, Silverado, should the facility be compromised. This SOP does not address those situations where an isolated, large-scale, long duration event requires the County to consider implementing a secondary EOC.

If activated, the Alternate EOC will be activated to serve all of the functions of the primary County and OA EOC including:

- Management and coordination of County and OA emergency response
- Situational awareness
- Decision making
- Public information
- Resource support
- Multi-Agency coordination

The Alternate EOC is managed by the Director of Emergency Services under the advisement and in consideration of the recommendations received from the EOC Manager, and EOC Section Chiefs.

1.3   Alternate EOC Location

The Alternate EOC location has three options including:
- The use of another local government EOC, such as a City EOC, or County Agency Department Operations Center (DOC)
- The use of pre-determined location within a local jurisdiction
- The use of a mobile command post vehicle

Alternate EOC locations have been identified with the following jurisdictions or County agencies:
- City of Irvine
- City of Mission Viejo
- Health Care Agency
- Orange County Sheriff's Department

A list of addresses and maps to these locations can be found in Attachment A.

Facility-use agreements with non-county agencies are maintained in the Orange County Sheriff's Department, Emergency Management Division.

1.4   Planning Assumptions

When the Alternate EOC SOP is activated, the following assumptions exist in order to ensure accountability and sustainment of operations is achieved.   These assumptions include:
- Temporary 10-14 day use of the Alternate EOC site until CEO Real Estate locates and establishes a long-term location for the County and OA EOC.
- A Memorandum of Understanding (MOU) or Facility Use Agreement with a non-county jurisdiction is in place.
- The Director of the OCSD Emergency Management Division (EMD) or designee will be the initial primary point of contact to request activation of the Alternate EOC site.
- OCSD Emergency Management Division agrees to coordinate and facilitate the setup of the Alternate EOC once access is provided.
- If available, use of tables, chairs, WIFI and other equipment at the location. If there is no equipment available, OCSD EMD will provide the necessary equipment to support the Alternate EOC operation.

- This SOP was developed with the assumption that OCSD staff is available and able to respond to assist with the execution of this SOP.
- The decision to activate the Alternate EOC is independent of decisions regarding the Emerency Communications Bureau (ECB) or OCSD Communications Division.

2   Concept of Operations

2.1   Activation of the Alternate EOC

Activation of the OA or County EOC will follow the standard activation criteria as described in the OA and County EOP and supporting Annexes. If the primary County and OA EOC is found to be inoperable and EOC responders are needed to respond to an impending or sudden emergency, activation of the Alternate Emergency Operations Center will be considered by:

- The Director of Emergency Services (DES) and/or the Operational Area Coordinator (OAC) (see OA and County EOP.)
- The Director of Orange County Sheriff's Department Emergency Management Division who is the County EOC Manager.
- The Orange County Sheriff's Department, Department Commander who is responsible for the personnel assigned to Loma Ridge who may have to evacuate.

2.1.1   If the Primary EOC is activated and has to be relocated:

Once the determination is made to activate the Alternate County and OA EOC, the Logistics Section Chief will be assigned to execute this SOP.

2.1.2   If the Primary EOC is not activated and the Loma Ridge facility is unavailable:

The County EOC Manager will communicate and coordinate with the DES and/or OAC.

The DES and/or OAC and County EOC Manager will choose the location based on the complexity of the current event or incident, the location of the event or incident, if the Alternate EOC jurisdiction is impacted, and available operational capability such as electrical, communications, etc. at the Alternate EOC location. OCSD EMD will coordinate and manage the logistics regarding the activation of the Alternate County and OA EOC.

2.2   Notification to Supporting Alternate EOC Jurisdiction

Once the decision is made to activate the Alternate County and OA EOC, the EOC Manager or designee will contact pre-identified jurisdictions or County agencies advising them of the need to activate the Alternate County and OA EOC.

Once the location is confirmed, the EOC Manager or designee will advise Control One the Alternate EOC is being activated and its location.

2.3   Safety Assessment

The OCSD EMD staff member who arrives at the Alternate EOC location first shall perform in the dual role of Safety Officer/EOC Liaison to ensure that the tentative Alternate EOC location is safe. The Safety Officer will meet with the facility manager from the jurisdiction where the selected location for the Alternate EOC is. The Safety Officer and facility manager will visibly inspect the facility and ascertain of the building is functional and safe.

- Visually inspect the facility to identify any non-structural or structural damage that may affect full activation of the County and OA EOC at the location.
- If the building's safety is questionable, request an immediate inspection by Orange County Public Works Building Inspector via the Control One Supervisor.
- If there is no visible damage or functional impacts, continue to set up the Alternate EOC.

2.4   Notification to EOC Responders

2.4.1   If the Primary EOC is activated:

The Logistics Section Chief or, if activated, the Logistics Section-Personnel Unit Leader will be assigned the task of contacting incoming County and OA EOC Personnel of the Alternate EOC location and time to report.

2.4.2   If the Primary EOC is not activated:

OCSD EMD will make initial contact with the primary County and OA EOC Responders. OCSD EMD will provide the location of the selected Alternate EOC and time to report. Once the Logistics Section is established, this task will be reassigned to them.

2.5   Communications Systems

All functioning and available notification systems as described in the OA and County EOP will be used for notifications including:

- Phone
- E-mail
- AlertOC
- Radio

2.6   Transition from the Primary EOC to the Alternate EOC

The Logistics Section, EOC Facility Unit Leader on site at the Alternate EOC will communicate when the Alternate EOC is active and functional to Logistics Section Chief, or the EOC Manager if the Logistics Section Chief is not activated.

Transition to the Alternate EOC when the Primary EOC is activated will occur in phased manner when the Primary County and OA EOC does not require immediate evacuation.   Transition plans may follow this approach:

1st group to transition to Alternate EOC includes these positions, if activated. Additional positions will be added to groups as determined by the DES and/or OAC in conjunction with the Section Chiefs:
- DES and/or OAC
- All Policy Group positions activated
- Assistant EOC Liaison
- Public Information Manager
- ½ Hotline Staff
- ½ Public Information Officer (PIO) Support Staff
- Planning Section Positions: Not the Planning Section Chief
    - Situation Analysis Unit Leader and Support Staff
    - Damage Assessment
    - Support pool positions:
        - Messengers
        - Documentation
- All Logistics Section Positions
- All Finance Section Positions
- Operations Section: Not the Operations Section Chief
    - All Branches including Directors and Group Supervisors

2nd group to transition approximately 45 minutes later:
- EOC Manager
- EOC Liaison

- Safety Officer
- Security Officer
- Operations Section Chief
- Planning Section Positions:
    - Planning Section Chief
    - Documentation Unit Leader
- ½ Hotline Staff
- ½ PIO Support Staff

The EOC Manager will designate the last person to leave in order to secure the facility and ensure all required equipment, materials and information has been transferred to the new location. This decision is based on safety and security of personnel, and by the position currently activated within the EOC

3   Alternate EOC Set- Up Procedures

The Alternate EOC will be set up using ICS and SEMS establishing the five functions including: Management, Operations, Planning and Intelligence, Logistics, and Finance and Administration. Based on the complexity of the event, County and OA EOC positions will be activated based on need as described in the OA and County EOP. Checklists specific to the assignments and establishment of the Alternate EOC are located in Attachment C.

3.1   Alternate EOC Supplies and Equipment

The EOC Manager will assign a member of the OCSD EMD staff to serve as the Facility Unit Leader. This position is responsible to ensure pickup and delivery of the Alternate EOC equipment and supplies.

3.2   Set Up of Alternate EOC

The Facility Unit Leader or designee will be responsible to notify and request assistance from the following County agencies to set up communication systems:

- OCSD Information Technology (IT) Systems
    - WIFI and computers
- OCSD Communications Audio/Visual Unit
    - Projectors and Displays
    - Video downlink
- CEO IT/OC IT Telecommunications
    - VOIP Telephone
- OCSD Facilities Operations
    - Connection of generator to OCSD equipment

The Alternate EOC layout configuration is located in Attachment B.

4   Deactivation of the Alternate EOC

The DES and/or OAC has the authority to determine when it is appropriate to deactivate the Alternate County and OA EOC.

This determination will be based on the following factors:

- The primary County and OA EOC is back on-line and functional to move operations back to Loma Ridge.
- CEO/Real Estate has established a long-term location for the County and OA EOC to relocate operations.
- The Alternate EOC is no longer required to support the activities within the Operational Area, including recovery operations.

At the time of deactivation, it shall be the responsibility of each Section to ensure the demobilization process or the transition plan to the long-term facility is developed and followed.

The temporary Alternate EOC location should be returned to a state of readiness and closeout checklist should be followed with the jurisdiction's facility cooridnator.

5   Attachments

Attachment A -   Alternate EOC Address List and Maps to Locations
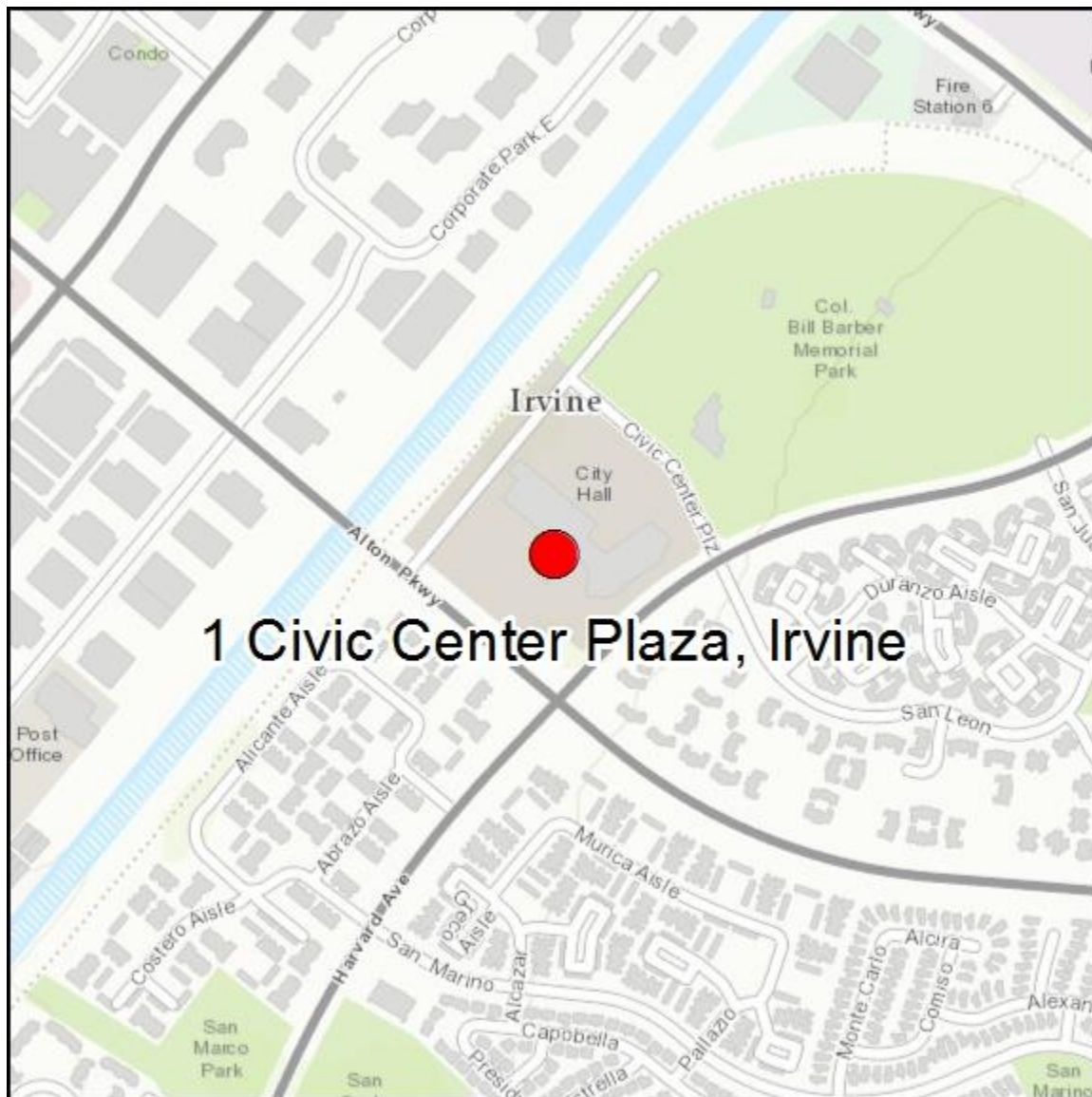
Attachment B -   Alternate EOC Layout Configuration

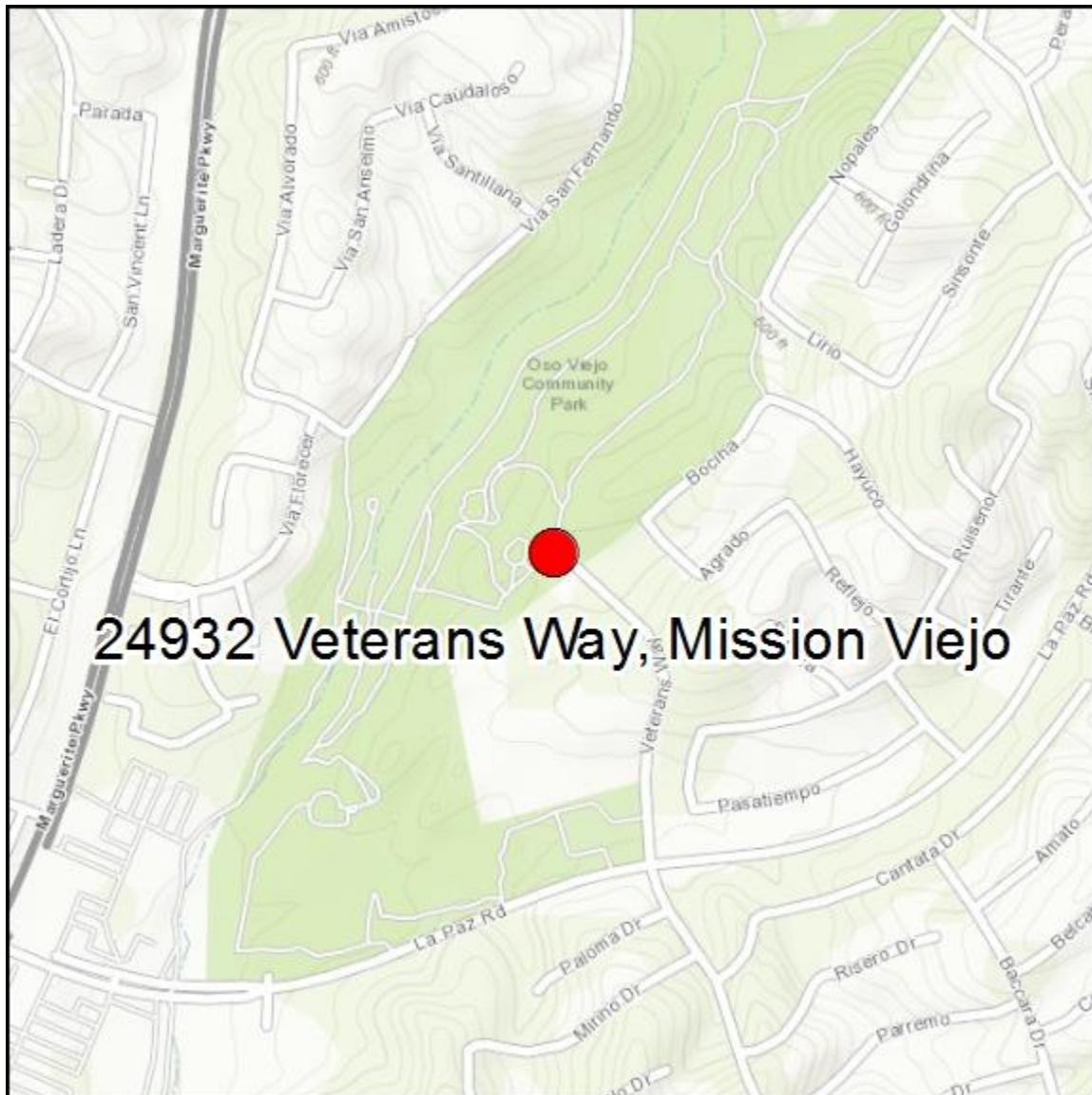Attachment C -   Checklists

Attachment A - Alternate EOC Addresses and Maps to Locations

City of Irvine:
- City Hall,   Community Room and/or Irvine EOC
  1 Civic Center Plaza, Irvine

City of Mission Viejo:

- Norman P. Murray Community and Senior Center
  24932 Veterans Way, Mission Viejo

24932 Veterans Way, Mission Viejo

City of Mission Viejo:

- **Mission Viejo City Hall: Community Room**
  200 Civic Center, Mission Viejo

200 Civic Center, Mission Viejo
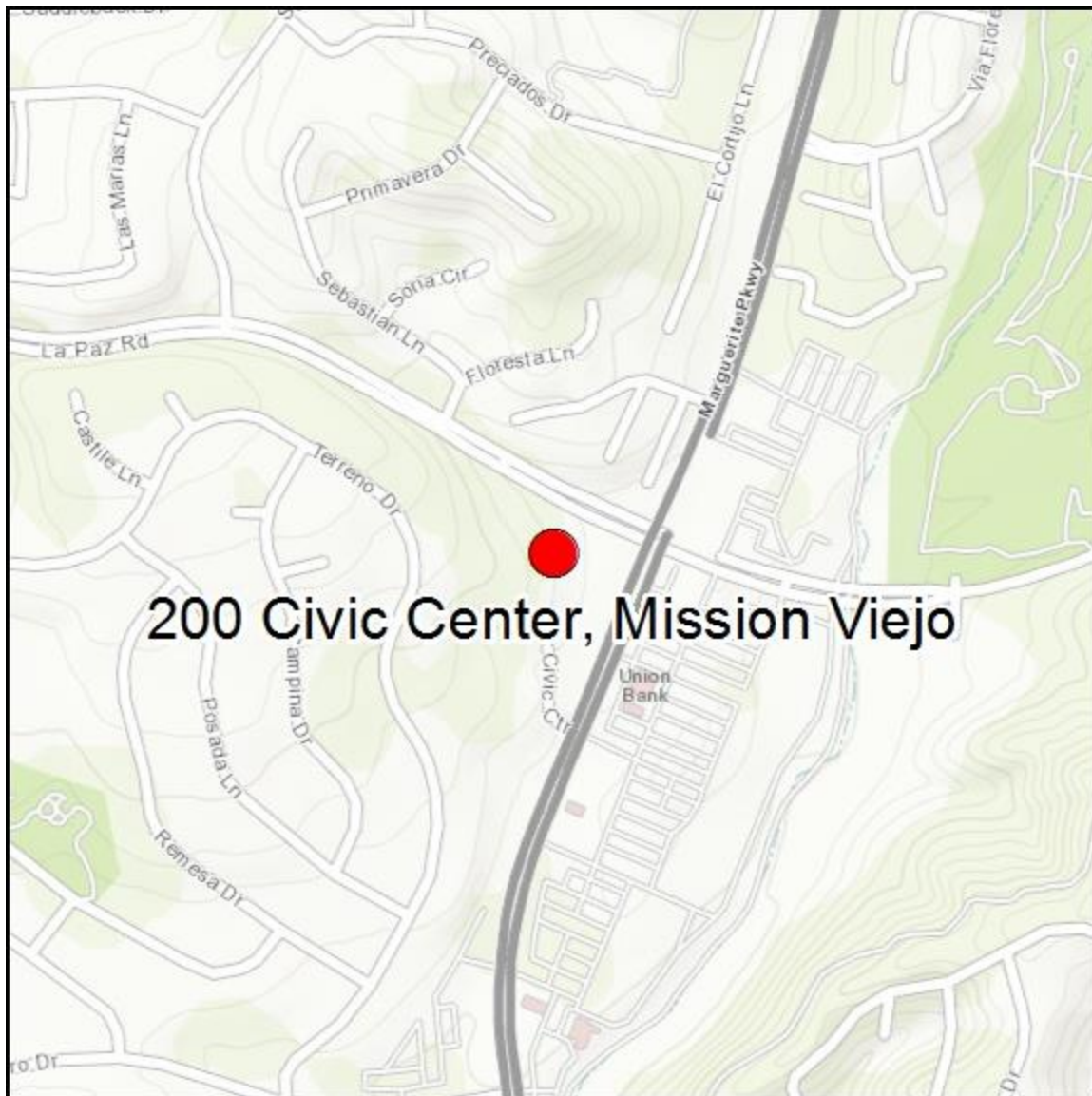
Orange County Health Care Agency:
- Emergency Operations Center
  2228 Ritchey Street, Santa Ana
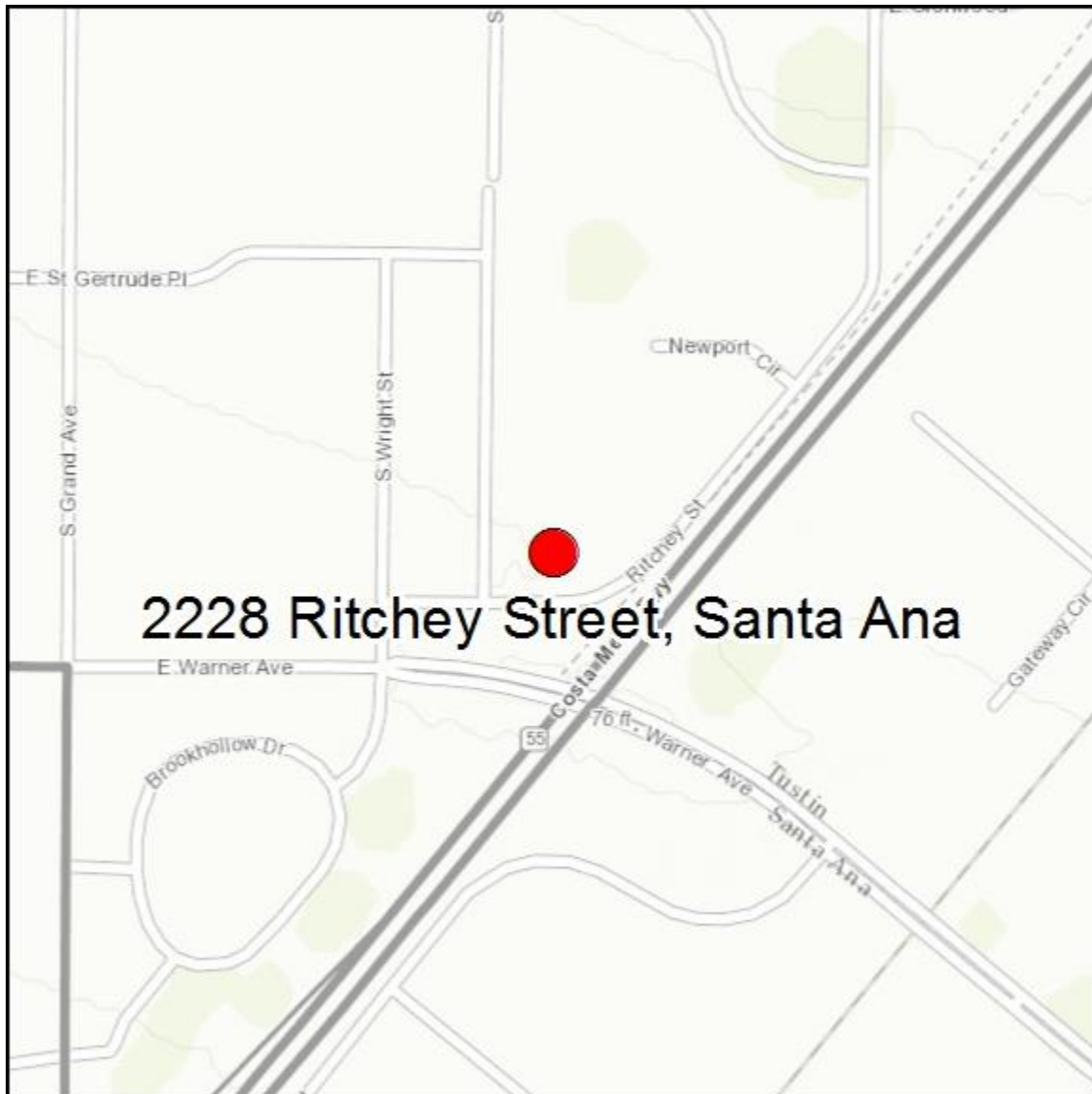
Orange County Sheriff's Department:

- Brad Gates Building, 2nd Floor Conference Room
  320 North Flower, Santa Ana

- Saddleback (Southeast) Sub-Station
  20202 Windrow, Lake Forest

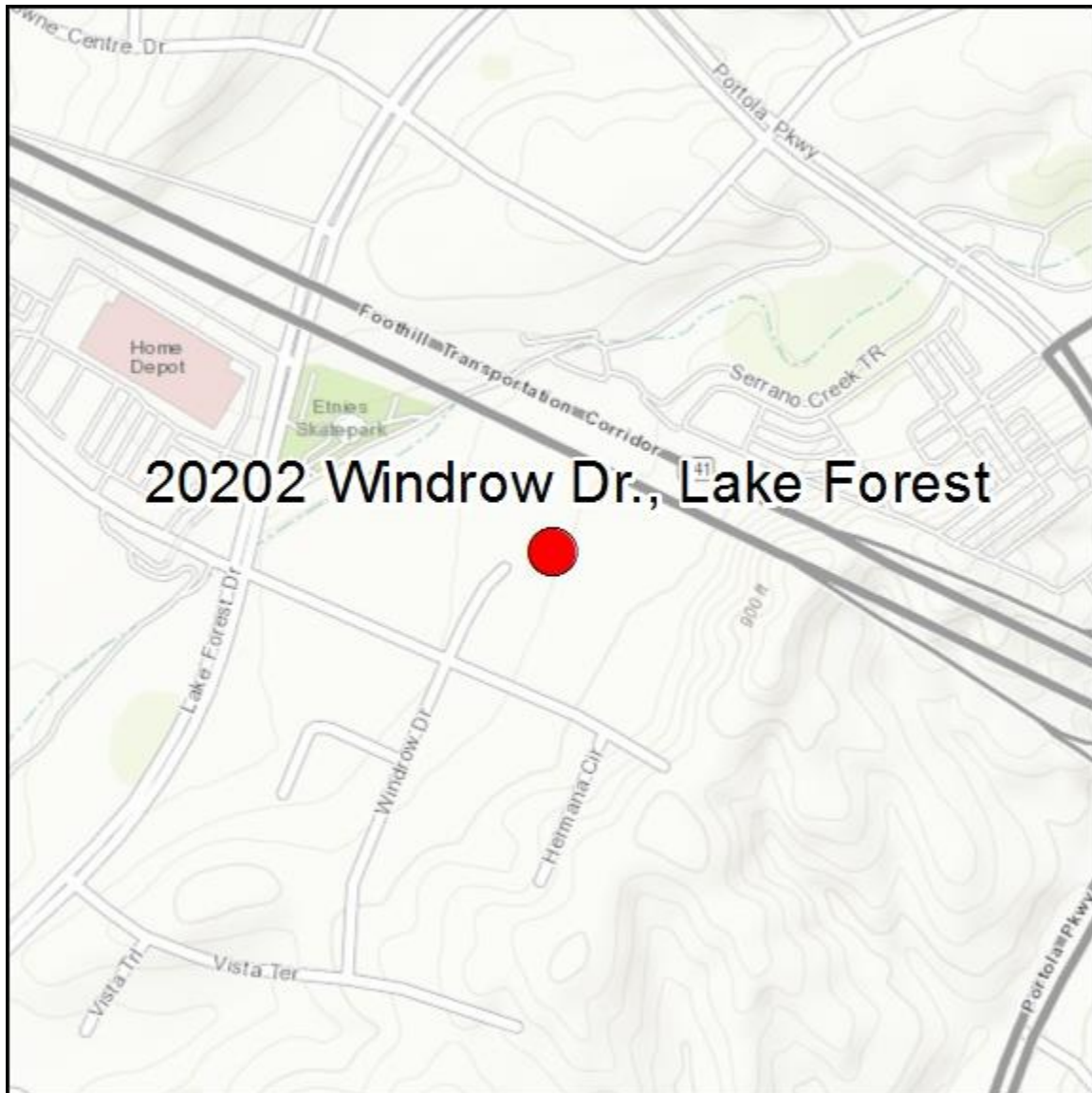## Attachment B – Alternate EOC Layout Configuration

REGISTRATION AND SECURITY TABLE
**SET UP OUTSIDE MAIN ENTRANCE TO EOC

LOGISTICS SECTION

FINANCE SECTION

OPERATIONS SECTION- HEALTH CARE BRANCH

OPERATIONS SECTION- CARE AND SHELTER BRANCH

COPY AND FAX STATION

OPERATIONS SECTION- PUBLIC WORKS AND UTILITIES BRANCH

OPERATIONS SECTION- FIRE BRANCH AND CAL OES/AGENCY LIAISONS

OPERATIONS SECTION- OPS SECTION CHIEF LAW ENFORCEMENT BRANCH

PLANNING AND INTELLIGENCE SECTION & SASS

POLICY TABLE

EOC LIAISON

PIO SUPPORT STAFF

HOTLINE

HOTLINE

RACES AND ALERT & WARNING

Attachment C – Alternate EOC Floor Layout

Attachment C – Alternate EOC SOP Checklists

Position Checklists for all positions will use the County of Orange/Operational Area EOP and supporting Annexes as their foundations for response and recovery from an emergency event. Checklists listed on the following pages refer only to the specific responsibilities and tasks outlined to transition and/or establish a functional Alternate EOC.

County and Operational Area EOC Manager – Alternate EOC SOP Checklist

Name: Date:

Start Time: End Time:

This position reports to the Director of Emergency Services/Operational Area Coordinator

❑ Coordinate with the DES/OAC to determine the activation of the Alternate EOC.
   o Determine location of the Alternate EOC using the pre-identified list.
   o Determine the level of Activation and position required.
❑ Contact the jurisdiction with the identified Alternate EOC location and check if available.

If the Primary EOC is activated and transition to Alternate EOC needs to occur:
❑ Coordinate with the DES/OAC on assignment of the transition plan to the Planning and Intelligence Section Chief as described in section 2.6 of the Alternate EOC SOP.
❑ Assign the Assistant EOC Liaison to respond to the Alternate EOC Location and establish communications with the Jurisdiction's On-Site Facilities Point of Contact to perform an assessment and begin coordination of set-up.
❑ Ensure the DES/OAC has assigned the task of moving supplies, set up and establishment of the Alternate EOC to the Logistics Chief.
❑ Ensure the DES/OAC has assigned the notification of EOC responders to the Logistics Section.
❑ Once the Alternate EOC Location is confirmed, provide the information to Control One.
❑ Coordinate with the DES/OAC on assignment of the transition plan to the Planning and Intelligence Section Chief as described in section 2.6 of the Alternate EOC SOP.
❑ Ensure all required equipment, materials and information has been transferred to the new location and the EOC is secured.

If the Primary EOC is not activated, Loma Ridge is unavailable and the Alternate EOC needs to be established:
❑ Assign an OCSD EMD staff member to the Assistant EOC Liaison/Safety Officer Role.
❑ Assign an OCSD EMD staff member to the role of Logistics-Facilities Unit Leader to coordinate pick-up, delivery of Alternate EOC supplies.

❑ Inform Control One the Alternate EOC is being activated, location and temporary contact phone number.
❑ Determine which key EOC staff have been notified and assign temporary Alternate EOC Sections as needed.

Deactivation of the Alternate EOC:

❑ Coordinate with the DES/OAC and the Planning and Intelligence Section, Demobilization Unit Leader to determine when the Alternate EOC should be deactivated.
Deactivation is based on the following factors:
  o The primary County and OA EOC is back on-line and functional to move operations back to Loma Ridge.
  o CEO/Real Estate has established a long-term location for the County and OA EOC to relate operations.
  o The Alternate EOC is no longer required to support the activities within the Operational Area, including recovery operations.
❑ Ensure each Section understands and is following the demobilization process or the transition plan to the long-term facility.
❑ Confirm with Logistics Section, Facilities Unit Leader that the temporary Alternate EOC location is returned to its original state.
❑ Inform Control One the Alternate EOC is being deactivated.

Assistant EOC Liaison/EOC Safety Officer - Alternate EOC SOP Checklist

Name:	Date:
Start Time:	End Time:

This position reports to the Director of Emergency Services/Operational Area Coordinator

Note: This position will be the initial On-Site Point of Contact with the Jurisdiction and perform a safety check and communicate with the EOC Manager. Additionally, this position will work closely with the establishment of the Alternate EOC location with the Logistics-Facilities Unit Leader.

- ❑ Make contact with the jurisdictions facilities/maintenance specialist for pre-identified Alternate EOC site.
- ❑ Survey the facility to identify any unsafe situations or non-functional essential services; i.e., poor electrical, water, unidentified structural or non-structural damage.
- ❑ Communicate to the EOC Manager if the facility is usable and ready for set-up.
- ❑ Assist the Logistics-Facility Unit Leader with set-up and establishment of the Alternate EOC.
- ❑ Advise the EOC Manger when the facility is ready to receive EOC Responders.

Logistics Section Chief – Alternate EOC Checklist

Name: Date:

Start Time: End Time:

This position reports to the Director of Emergency Services/Operational Area Coordinator

- ❑ Ensure delivery of the Alternate EOC trailer and supplies
- ❑ Make contact with the Assistant EOC Liaison/Safety Officer and ascertain the status of the building and impacts to the facility, if any.
- ❑ Ensure Facilities support personnel is requested for the following areas:
  - Sheriff IT
  - Sheriff Communications
  - CEO Telecommunications/ATT
- ❑ Communicate with the Logistics-Facility Unit Leader regarding the status of set-up at the Alternate EOC location and communicate progress with the EOC Manager.
- ❑ Ensure Registration and Security is being set up outside of the EOC for check-in and check-out.
- ❑ Assist with any transportation needs of EOC responders to the Alternate EOC location.
- ❑ Oversee the transition plan for the Logistics Section to the Alternate EOC location as described in section 2.6 of the Alternate EOC SOP.
- ❑ Make contact with the Planning and Intelligence Section Chief and provide an update on current electrical, internet and connectivity available in the EOC so the Planning and Intelligence Section can determine the best way to display information.
- ❑ Develop a communications plan and distribute to the EOC based on available capabilities.
- ❑ Ensure the notification to EOC responders scheduled for future shifts is communicated regarding the Alternate EOC location.   If the Logistics-Personnel Unit Leader is not staffed, this is the responsibility of the Logistics Section Chief.

Deactivation of the Alternate EOC:

**Note -This is handled by the Facilities Unit Leader, but will be carried out by the Logistics Section Chief if the Facility Unit Leader is unavailable or not activated.

❑ Assist each section with the demobilization process or the transition plan to the long-term facility.

❑ Package the Alternate EOC equipment in the appropriate storage containers for transportation to storage or the long term Alternate EOC facility.

❑ Track expended and used items requiring replacement and procurement to re-stock supplies.

❑ Ensure the temporary Alternate EOC location is returned to its original state.

❑ Perform a final walkthrough with the jurisdiction's facility point of contact on any outstanding items, issues or concerns. Communicate any issues with the EOC Manager.

❑ Inform the EOC Manager when demobilization or transition of the Alternate EOC resources is completed.

Communications/Alert and Warning Unit Leader – Alternate EOC Checklist

Name:	Date:
Start Time:	End Time:

This position reports to the Logistics Section Chief

- ❑ Assess the impact on current communications capabilities at the Alternate EOC and brief the EOC Manager on solutions.
- ❑ Make contact with Control One on their operating status and the status of EAS.
- ❑ Coordinate with the Facilities Unit Leader and determine and prepare a written list of communications priorities based on the nature of the emergency and impacts on the Alternate EOC operations.
- ❑ Develop an Alternate EOC Communications Plan based on the capabilities and provide a copy to the Planning and Intelligence Section for dissemination (** Note this communication plan is dependent on the current incident/event and immediate impacts.)

EOC Facility Unit Leader – Alternate EOC Checklist

Name:	Date:
Start Time:	End Time:

This position reports to the Logistics Section Chief

- ❑ Drive the Alternate EOC supply trailer to the Alternate EOC location.

- ❑ Make contact with the providing jurisdiction's facility person for orientation and to establish communications.

- ❑ Make contact with the Assistant EOC Liaison/Safety officer prior to setting up the facility to ensure there are no safety hazards identified with the facility.

- ❑ Coordinate with jurisdiction's facility personnel regarding any concerns regarding heating, ventilation, air conditioning, or sanitation.

- ❑ Remove the set up maps from the Facility Unit Leader binder and make assignments for set-up.

- ❑ Distribute the Registration Bin first for set up including:
  - ❑ Registration Position Binder
  - ❑ Registration Check in Forms
  - ❑ Vest Bin and Placards
  - ❑ Appropriate Signage
  - ❑ Identification Badges

- ❑ Supervise staff from Information Technology Systems, Audio and Visual Technical Support, and Telecommunications to ensure facility operations activities are set-up and completed.

- ❑ Communicate with the Logistics Section Chief and/or EOC Manager when the Alternate EOC set-up is completed.

- ❑ Maintain accurate records on the use of personnel, equipment, systems and materials, and all expenditures.

- ❑ Facilitate requests for equipment and supplies where possible (Position guides, emergency plans, telephone directories, message forms, activity logs, etc.).

- ❑ Ensure all Alternate EOC staff is notified of any telephone number, computer log in, and password changes.

- ❑ Order any additional items required (e.g., portable toilets and shower facilities, batteries lighting units, etc.) through the Resources and Support Unit Leader.

Deactivation of the Alternate EOC:

**Note -This is handled by the Facilities Unit Leader, but will be carried out by the Logistics Section Chief if the Facility Unit Leader is unavailable or not activated.

❑ Assist each section with the demobilization process or the transition plan to the long-term facility.
❑ Package the Alternate EOC equipment in the appropriate storage containers for transportation to storage or the long term Alternate EOC facility.
❑ Track expended and used items requiring replacement and procurement to re-stock supplies.
❑ Ensure the temporary Alternate EOC location is returned to its original state.
❑ Perform a final walkthrough with the jurisdiction's facility point of contact on any outstanding items, issues or concerns. Communicate any issues with the EOC Manager.
❑ Inform EOC Manager when demobilization or transition of the Alternate EOC resources is completed.

EOC Facility Group Supervisors – Alternate EOC Checklist

Name: Date:

Start Time: End Time:

These positions report to the Logistics Facility Unit Leader.

Information Systems Support:
- ❑ Report to the Logistics-Facility Unit Leader and receive a briefing on set-up and a copy of the room set-up plan.
- ❑ Establish connection with the data and satellite equipment from the Alternate EOC supply truck.
- ❑ Set up 3 computers for Situational Awareness displays as identified on the set-up map. Advise the Audio/Visual Team when completed so they can set up the projection system.
- ❑ Set up and test the connectivity of the WI-FI equipment.
- ❑ Set-up computers within the different sections and ensure connectivity to WebEOC.
- ❑ Set up appropriate printers and work with telecommunications to establish a fax connection.
- ❑ Report any issues, or non-functional systems to the Logistics-Facility Unit Leader.

Audio Visual Support:
- ❑ Once Information Systems Support has placed the display computers, hook up the situation awareness projection systems including projector and screens.
- ❑ Set up the portable public address system near the Planning and Intelligence Section.
- ❑ Test the connectivity availability for receiving media channels and helicopter downlink capabilities.
- ❑ Report any issues, or non-functional systems to the Logistics-Facility Unit Leader.

Telecommunication Support:
- ❑ Install the VOIP telephones to the portable telecomm server.
- ❑ Test the backup satellite phones for operability
- ❑ Establish telecommunications capabilities for the printers installed by Information Systems.
- ❑ Report any issues, or non-functional systems to the Logistics-Facility Unit Leader.

Deactivation:

- ❑ Ensure all equipment in need of maintenance and or repair is properly reported to the Facility Unit Leader.
- ❑ Package the Alternate EOC equipment in the appropriate storage containers for transportation to storage or the long term Alternate EOC facility.
- ❑ Track broken and used items requiring replacement and procurement.

Planning and Intelligence Section Chief/Situation Analysis Unit Leader – Alternate EOC Checklist

Name:	Date:
Start Time:	End Time:

This position reports to the Director of Emergency Services/Operational Area Coordinator

- ❑ Coordinate with the DES/OAC on assignment of the transition plan to the Planning and Intelligence Section Chief as described in section 2.6 of the Alternate EOC SOP.
- ❑ Discuss with the DES and/or OAC, EOC Manager and Logistics Chief and/or Facilities Unit Leader what the current operational capabilities are available in the EOC and decide on the appropriate way to display information and communicate with the Operational Area.
- ❑ Decide on the process to display information in the EOC
  - ❑ Projectors with WebEOC
  - ❑ Easels and Post-it/write on pads
- ❑ Based on communication availability, develop with Logistics the EOC communications plan and priority order in which the OA should provide information based on connectivity and capabilities available at the Alternate EOC:
  - ❑ WebEOC
  - ❑ Email
  - ❑ Phone
  - ❑ Radio, etc.
- ❑ Provide a situation summary to the Operational Area explaining the communications process
- ❑ Conduct inventory and make sure all supplies necessary to perform situation analysis are available.
  - ❑ Status Boards
  - ❑ Marking pens
  - ❑ Message Forms
  - ❑ Maps
  - ❑ Thumb tack/pins
  - ❑ Hardcopy forms
- ❑ Make any updates or revisions to the Transition and Demobilization Plans, as required.

❑ Planning and Intelligence is responsible for all tracking and collection of documentation as described in the County of Orange and Operational Area Emergency Operations Plan.