

EMERGENCY OPERATIONS PLAN

EOC Command & Control

1. PURPOSE

To outline the concept of managing and coordinating large scale, usually City-wide, emergency operations from the centralized EOC location, and to establish plans and procedures for the operation of the Emergency Operations Center.

- To establish provisions for obtaining, analyzing, and reporting operational information to support operations in the EOC.
- To establish communications and coordination with adjacent local governments and the state government.
- Establish the jurisdictional Incident Command System (ICS) for all incidents and operate in a Unified Command System (UCS) when deemed appropriate necessary by the Incident Commander or Chief Elected Official.

2. SITUATION

The Mayor or Chief Administrative Officer has determined the disaster situation warrants opening the Emergency Operations Center. The Emergency Operations Center includes all those communication facilities necessary for direction and control of City departments during emergencies, as well as communicating with local utilities, service organizations and the State. Communications supporting mutual aid to adjacent municipalities can also be accomplished. Refer to the Communications Appendix for specific communications methods used.

- The EOC is fully self-supporting, with internal power generators, heating and air conditioning and water supply. However, an alternate operations site is available at the Fire Training School and an EOC Mobile Command Vehicle (Car 42) as well as the City's Incident Command Bus.

3. ASSUMPTIONS

Emergency situations occurring within New Haven are handled routinely by the City's emergency services. In most emergency situations, most management activities can be controlled on scene by the Incident Commander allowing field forces to concentrate on essential on scene tasks. In large-scale disaster situations, centralized direction and control, i.e. activation of the emergency management organizations and the EOC, is the most effective approach to emergency management operations. EOC management operations will be interfaced with Incident Command System field operations.

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4. ORGANIZATION

The Mayor is in overall charge of managing large-scale emergency situations, mobilizing resources and ordering large-scale evacuations.

The Emergency Management Director serves as a staff assistant to the Mayor and is responsible for the activities in the EOC, coordinating between departments, information collection and all communications with Region 2 and the State EOC.

The Fire Chief or senior fire officer present, is in charge of the emergency scene. There may be multiple disaster sites, each under the control of a different fire officer, and all ultimately under the control of the Fire Chief.

- Staff representatives from the departments of the City, while under direct control of their own office, will:
- Be responsive to the guidance of the Emergency Management Office to effect coordinated communications in an emergency.
- Be familiar with and follow the procedures outlined in the City's Emergency Operations Plan.
- Be capable of operating equipment for communicating with their department and other agencies involved in their department's mission.
- Have current information on the missions and capabilities of their department.
- Specific details of the responsibilities of each department are outlined in the basic plan and annexes.

4.1 EMERGENCY RESPONSE TEAM (ERT)

4.1.1 ACTIVATION

When the City government becomes aware that an emergency response situation exists or an "increased readiness posture" is suggested the Mayor will immediately be notified. If the Mayor determines the event requires a City-wide response the Emergency Response Team (ERT) will be notified by the EOC or PSAP, and directed to report to the Emergency Operations Center. The Chief Administrative Officer may also direct the ERT team to convene. The CAT consists of the following personnel.

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- Mayor
- Chief Administrative Officer
- Fire Chief
- Police Chief
- Public Works Director
- Public Information Officer
- Corporation Counsel
- Emergency Management

The ERT will meet to assess the nature and extent of the emergency situation and to recommend a course of action. At a minimum, the impact of the following will be considered.

- Injuries or fatalities
- Government property damage
- Utility infrastructure damage
- Private property damage
- Other damage impacting recovery
- Media coverage
- Operational condition of City departments
- Legal responsibility of the City
- Support needed by the City
- Any response that has already begun

On completion of the assessment, the Mayor, or his designee, will brief City department heads and other officials on the extent and nature of the disaster and the City's plan of operation.

4.1.2 NOTIFICATION

On direction of the Mayor or Chief Administrative Officer to open the Emergency Operations Center, the EOC or PSAP will contact all individuals listed in the Everbridge EOC Notification List.

4.1.3 SUPPORT STAFF

On notification that the ERT is being activated, the Emergency Management Office will immediately contact an EOC Support Staff and direct them to report to the EOC. This staff consists of City employees or CERT personnel knowledgeable in the overall operation of the City and is selected in advance by the CAO or Deputy EMD. The Support Staff will be available to gather information, initiate the response directed and begin minimal EOC operations until a full staff is assembled.

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5. OPENING FUNCTIONS

The Emergency Management staff or senior member of the Support Staff present in the EOC will accomplish the following opening procedures.

- Notify appropriate departments and the Connecticut Department of Emergency Management & Homeland Security Region 2 Office that the EOC has been opened. (Contact the State EOC during any time period the Area 2 Office is not in operation.)
- Check all EOC equipment, in particular, communications and power systems.
- Insure appropriate, capable staff has been assigned by departments.
- Coordinate with the PIO for public announcement of the EOC opening.
- Insure that adequate supplies, services and materials are available and make arrangements for food, fuel, etc. to support EOC personnel.
- Initiate necessary accountability procedures (EOC Logs).
- Verify the effectiveness of warnings to special locations such as schools, hospitals, nursing homes, major industries, institutions and places of public assembly.

6. STAFFING

In addition to the members of the CAT and Support Staff initially responding to the emergency, personnel assigned to the following positions are on call to report to the EOC. The first shift will be contacted by the Support Staff on direction of the CAO.

The CAO will determine which departments are needed to respond to the current situation. If an individual in the first shift cannot be contacted the second shift representative from that agency will be called. Personnel in the second shift will serve as replacements for the first shift if EOC operations continue over an extended period.

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FIRST SHIFT

- Mayor
- CAO
- Chief of Staff
- OEM Deputy Director
- Asst. Fire Chief
- Asst. Police Chief
- Public Works Director
- OBIE Building Official
- LCI Director
- PSAP Director
- Parks Department Director
- School Superintendent ¹
- Public Information Officer
- Health Director
- Purchasing Agent
- Elderly Services Director
- Controller
- Community Services Administrator
- Legislative Services Director

SECOND SHIFT

- Mayor's Executive Assistant
- Deputy CAO
- OEM Staff
- Fire Officer ²
- PSAP ²
- Police Supervisor ²
- Traffic and Parking
- DPW Deputy Director
- Chief Engineer
- LCI Deputy Director
- OBIE Building Official ¹
- Parks Deputy Director
- Deputy Controller
- Health Emergency Response Coordinator
- Legislative Services representative ²
- Education COO Office
- PIO representative ²
- PSAP representative ²
- Purchasing representative ²
- Elderly Services representative ²
- Disability Services representative ²

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- ¹ or designee
- ² assigned by department chief or director

Department heads are responsible for notifying the individuals listed above by job position and the individuals they select to fill the assigned by department positions that they are subject to be called into the EOC. Department heads are also responsible for providing the Office of Emergency Management with names of the individuals they have selected and business, home, pager and cellular numbers for the members of their department assigned to the EOC. Departments are also responsible for providing alternates and necessary information when staff members will be unavailable for an extended period.

In addition to City staff, personnel from the utilities, area service organizations, the hospitals, and other agencies may be assigned to work in the EOC. The Office of Emergency Management is responsible for maintaining contact lists for these organizations and will request support as directed by the CAO.

7. STAFF RESPONSIBILITIES

There are three general duty assignments within the EOC staff. Only one Operations Officer is on duty; however the situation will determine the number of other positions filled. More detailed instructions for each position are located in the EOC desks.

7.1 EOC OPERATIONS OFFICER

The operations officers are individually selected City officials familiar with New Haven's layout, the organization of the City Government and local support agencies and experienced in EOC operations. It is generally the OEM Deputy Director, Operations or Deputy Director, Administration. It may also be a Senior Manager of the Fire or Police Department. The operations officer will be prepared at all times to brief the Mayor and other officials on the extent of injuries and damage in the City and the status of response and recovery operations. The operations officer will also be prepared to assume any other duties as assigned by the Mayor. They are responsible for all EOC activities during one shift. This includes:

- Insuring all incoming calls are properly handled; all problems and incoming information are routed to the proper agency for action; and those problems are followed until resolution.
- Maintaining a detailed general log of all activities and insuring department representatives maintain appropriate logs.
- Insuring their shift is properly staffed and for notifying personnel of the next shift to report.
- Providing the EOC staff on duty with necessary support (meals, supplies, etc.) and maintaining the EOC and its equipment (lights, phones, etc.) in working order.

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7.2 AGENCY REPRESENTATIVES

These staff members are representatives of City Departments, local utilities, relief agencies, State offices, area hospitals, etc. who are responsible for:

- Advising the Mayor, other officials and the EOC Operations Officer on their agency's capabilities and current operations.
- Acting on the problem reports assigned to them by the Operations Officer.
- Coordinating their agency's operations with that of other services represented in the EOC.

7.3 EOC COMMUNICATIONS

The EOC telephone operators may be City employees or CERT personnel who have customer service skills and EOC Operations training. They are responsible for answering any incoming calls, in particular those from the general public. They are responsible for:

- Recognizing those emergency calls which should be immediately routed to Public Safety Communications.
- Successfully dealing with the public via telephone, calming those callers upset by the emergency conditions.
- Insuring all necessary information is obtained from the caller.
- Ensuring all calls are transferred to the appropriate officials.

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EOC Location 200 Orange St. New Haven, CT 06510

