Emergency Operations Center (EOC) Interface Forum

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2007 EMI SIG Meeting

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Goal

Become familiar with the actions taken and the information needs of Operations Centers at each level (Headquarters, Field Element, and facility)

Objectives

- Identify the information needs during notification, activation, and response to an emergency

- Become familiar with the roles of other centers during each stage of the emergency

Motivation

The information demands *(from Headquarters and other agencies)* can overwhelm site response personnel and adversely affect site response.

OA Wildfire Report, December 2000

Motivation

"At the federal level, there was a startling lack of situational awareness as Katrina came ashore. On the day of landfall, DHS ignored, disregarded, or simply failed to obtain readily available reports that would have – and should have – led to an understanding of the increasingly dire situation in New Orleans and the remainder of the Gulf Coast."

Senate Homeland Security and Governmental Affairs Committee's

Katrina investigation

Motivation

Changes since ECN Broadcast, *EOC Interface Forum,* in April 2001

- Different National level Structures
- Different Departmental Structure
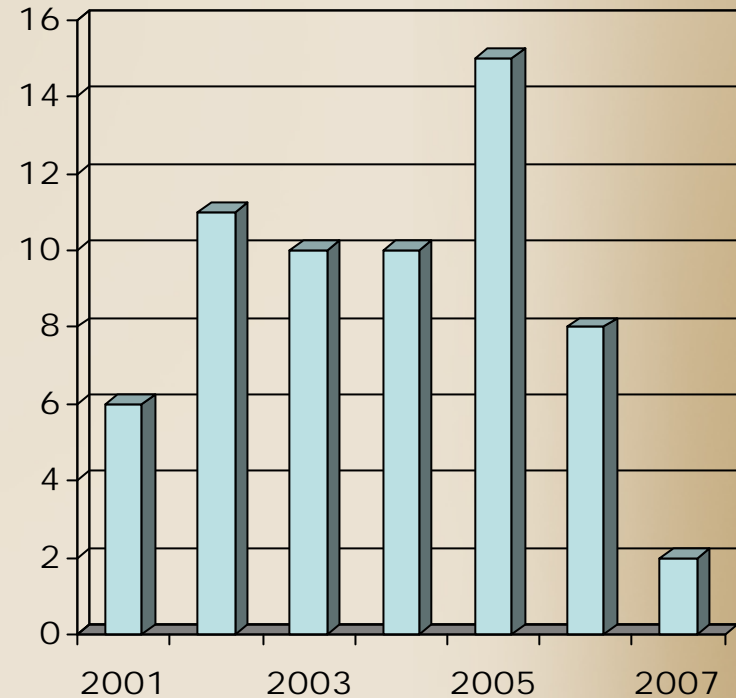- Fewer Exercises with HQ Play

EXPECT THE UNEXPECTED

Motivation

Unchanged since ECN Broadcast

– Few Actual Emergencies

(2.2% of all Occurrence Reports in the ORPS Database are Operational Emergencies)

Operational Emergencies

EOC Interface Forum

- 2001 - Survey provided before broadcast
  - Questions in 5 areas
    - Notification
    - Activation
    - Response
    - Termination
    - Other problem areas

- 2007 – No Survey in advance
  - We will look at the same questions
  - Consider whether answers have changed
  - Consider whether new complexities exist

Notification

- What do you want/need to know?

- Who do you get the info from?

- Who do you have to call?

- Who makes the notification call from your facility? A manager or a communicator?

- Who receives the call at your facility? A manager or a communicator?

Operations Office Response

- Submitting site
- Notification #
- Whether it is initial or update notification
- Notification received from (date/time/name/telephone/organization)
- Event site
- Building/Facility
- Event Category/classification
- Date/time of discovery
- Date/time of initial classification
- Date/time of reclassification
- Date/time of termination
- Description of Incident
- Emergency Action(s) taken
- Assistance requested

- Release type
- Material released
- Estimated quantity
- Estimated start time
- Estimated duration
- Extremely Hazardous material
- Wind Speed
- Wind Direction
- Precipitation
- Stability Class
- Prognosis of situation
- Protective Action Recommendations/Decisions
- Known Health Effects
- Press release anticipated (y/n)
- Last Press Release Issued (date/time)

Who makes the call?

- Nearly all 2001 respondents said communicators – NOT decision makers – make or receive the calls

What info does HQ want?

- Phone call preceded or followed by a fax or e-mail
- As much of the following as possible
    - that an Operational Emergency has been declared and, if appropriate, the classification of the emergency;
    - the description of the emergency;
    - the date and time the emergency was discovered;
    - the damage and casualties;
    - whether the emergency has stopped other facility/site operations or program activities;
    - the protective actions taken and/or recommended;
    - the notifications made;
    - the weather conditions at the scene of the emergency;
    - the level of any media interest at the scene of the emergency or at the facility/site; and
    - the contact information of the DOE or NNSA point of contact.

DOE O 151.1C, Chapter VII, 4a(3) [CRD 12e]

What info does HQ want for an exercise, if an EMT is NOT playing?

- Same as for a real emergency
  - Watch Office personnel need the training
  - Note that it is an exercise
- Notification that the exercise has ended

What does HQ do with the info?

- *Watch Office*
  - *Notifications to the:*
    - *Emergency Manager*
    - *EMT*
    - *Cognizant Senior Management and PSOs*
  - *Posting to the WebEOC Watch Log*
- *EMT Operates on the Information*
  - *Senior Management*
  - *Congressional and Public Affairs*
  - *Interagency Coordination*
  - *Resource Support*

What does HQ do with the info?

- *Notifies appropriate offices to form an EMT, based on pre-designated lists*

- *Analyzes incoming information, with affected program office involved*

- *Prepares briefings and/or reports for DOE/NNSA senior management*

- *Coordinates/provides support response operations to the field based on the event*

- *Coordinates response actions with other Federal agencies as needed*

Activation

- Do you activate for everything or only certain severity levels?

- How long does it take?
  - Day?
  - Night?

- Is your activation phased?

- Who runs things while your team stands up?

HQ EMT Activation

- Who makes the decision to activate?
- Does the HQ EMT activate for every emergency?
- How long for the HQ EMT to activate?

HQ EMT Activation

- How long does it take to shift to the Alternate EOC?

Field Element Activation

Does any Field Element base their activation decision on the situation, like the HQ EMT?

Field Element and Site Activation

- How long to activate?
  - 2001 Responses were
    - Day – ½ hour; some faster; all within an hour
    - Night – 1 hours; some faster; all within 2 hours
- Who is initially in charge?
  - 2001 Responses were
    - EOC Support Staff - 2
    - Emergency Duty Officer – 3
    - Emergency Manager – 2
    - Fire Department - 1
    - IC - 1
    - The IC and PSS - 1

Response

- Who is in charge? What does your facility have to do?

- Who do you brief? How often?

- What info do you need/want?

- Who do you get it from?

- What links do you have?

Response

2001 Responses

- Who is in charge?

    IC reports to the EOC

- Who do you brief? How often?

    Brief the Emergency Director and the rest of the EMT about once an hour

- Who do you get info from?

    No Field Element had specified a reporting frequency for lower levels

Response - HQ

- Who is in charge?

- Who do you brief? How often?

- Who do you get info from?

Termination

- When/why do you decide to terminate?

- Who has to approve termination?

- Who do you have to tell?

- If others are still activated, how do their reports get handled?

Termination

2001 Results

- Facilities and Field Elements stayed active, did not terminate until event resolved

- HQ may terminate once situation is stable

Other Problems

- **2001 Responses**
  - Direct discussions between Managers at different levels (Facility and Field Element; Field Element and HQ). Didn't always share discussions.

  - Coordinating with other agencies (i.e. FBI, FEMA, etc.) If you do not practice your plan and meet the people who will respond face-to-face, you will encounter significant problems.

Other Problems

- **Additional issues?**

EXPECT THE UNEXPECTED

Summary

- Briefly discussed the information needs and roles at various levels (facility, Field Element, HQ) and stages of an emergency

- Understanding the needs and functions should help subordinate levels "push" appropriate information up the chain
  - Helps the lower levels from feeling harassed

- Practice helps develop a common operating picture

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