

# City of Indio

## Emergency Operations Plan

### Part II: Supporting Documents

#### September 2023



take center stage



**Table of Contents**  
**Part II**

SECTION 1: EOC ORGANIZATION AND GENERAL RESPONSIBILITIES ..... 1-1

- 1.1 EOC Concept of Operations ..... 1-1
- 1.2 EOC Location ..... 1-1
- 1.3 EOC Organizational Structure ..... 1-2
- 1.4 Generic Responsibilities and Checklists ..... 1-3
  - 1.4.1 EOC Activation ..... 1-3
  - 1.4.2 Shift Start-up ..... 1-3
  - 1.4.3 Ongoing Activities ..... 1-4
  - 1.4.4 Shift Completion ..... 1-4
  - 1.4.5 Demobilization ..... 1-5

SECTION 2: MANAGEMENT SECTION ..... 2-1

- 2.1 Management Section Overview ..... 2-1
- 2.2 Management Section Position Checklists ..... 2-3
  - 2.2.1 City Council ..... 2-3
  - 2.2.2 City Attorney ..... 2-5
  - 2.2.3 City Manager/Director of Emergency Services ..... 2-7
  - 2.2.4 EOC Director ..... 2-10
  - 2.2.5 EOC Assistant Director ..... 2-13
  - 2.2.6 Liaison Officer ..... 2-16
  - 2.2.7 EOC Manager ..... 2-18
    - 2.2.7.1 EOC Support Unit ..... 2-21
  - 2.2.8 Public Information Officer (PIO) ..... 2-23
  - 2.2.9 Safety Officer ..... 2-27
  - 2.2.10 Security Officer ..... 2-29

SECTION 3: OPERATIONS SECTION ..... 3-1

- 3.1 Operations Section Overview ..... 3-1
- 3.2 Operations Section Position Checklists ..... 3-2
  - 3.2.1 Operations Chief ..... 3-2
  - 3.2.2 Fire Branch Director ..... 3-6
    - 3.2.2.1 Radiological Unit Leader ..... 3-9
    - 3.2.2.2 Heavy Rescue Unit Leader ..... 3-12
    - 3.2.2.3 Hazardous Materials (HazMat) Unit Leader ..... 3-14
  - 3.2.3 Law Enforcement Branch ..... 3-16
    - 3.2.3.1 Evacuation Unit Leader ..... 3-18
    - 3.2.3.2 Coroner Unit Leader ..... 3-21
  - 3.2.4 Care and Shelter Branch Director ..... 3-23

# City of Indio Emergency Operations Plan

## Part II: Supporting Documents

3.2.5	Public Works Branch Director .....	3-26
3.2.5.1	Animal Control Unit Leader .....	3-29
3.2.5.2	Construction and Engineering Unit Leader .....	3-31
3.2.5.3	Debris Management Group Supervisor.....	3-34
3.2.5.4	Flood Control Unit Leader.....	3-37
3.2.5.5	Utilities Unit Leader .....	3-39
3.2.6	Schools Branch.....	3-41
SECTION 4: PLANNING and INTELLIGENCE SECTION .....		4-1
4.1	Planning and Intelligence Section Overview.....	4-1
4.2	Planning and Intelligence Section Position Checklists.....	4-2
4.2.1	Planning and Intelligence Chief.....	4-2
4.2.2	Situation Assessment Unit .....	4-6
4.2.3	Documentation Unit.....	4-9
4.2.4	Action Planning Unit .....	4-11
4.2.5	Recovery Planning Unit .....	4-13
4.2.6	Demobilization Unit .....	4-15
4.2.7	Technical Specialists.....	4-17
SECTION 5: LOGISTICS SECTION .....		5-1
5.1	Logistics Section Overview.....	5-1
5.2	Logistics Section Position Checklists.....	5-2
5.2.1	Logistics Chief.....	5-2
5.2.2	Technology and Communications Unit.....	5-4
5.2.3	Personnel Unit.....	5-7
5.2.4	Procurement and Supply Unit .....	5-10
5.2.5	Facilities Support Branch Unit .....	5-12
5.2.6	Resource Tracking Branch Unit .....	5-14
5.2.7	Donation Management Unit.....	5-16
5.2.8	Food Unit.....	5-18
SECTION 6: FINANCE and ADMINISTRATION SECTION.....		6-1
6.1	Finance and Administration Section Overview .....	6-1
6.2	Finance and Administration Section Position Checklists .....	6-2
6.2.1	Finance and Administration Chief.....	6-2
6.2.2	Purchasing Unit.....	6-4
6.2.3	Compensation and Claims Unit.....	6-6
6.2.4	Cost Accounting Unit.....	6-8
6.2.3.1	Time Recording Unit .....	6-10



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## List of Figures

Figure 1-1: EOC Detailed Organization Chart..... 1-2

## **SECTION 1: EOC ORGANIZATION AND GENERAL RESPONSIBILITIES**

### ***1.1 EOC Concept of Operations***

The City of Indio Emergency Operations Center (EOC) is used to support on-scene activities through the prioritization and allocation of resources. The EOC is the location that centralizes the collection and dissemination of information about the emergency and makes policy-level decisions.

The following functions are performed in the City of Indio EOC:

- Analysis, evaluation, reporting, and assessment of all data pertaining to emergency operations.
- Coordinating emergency response operations.
- Serving as the central point for providing emergency information and instructions to the public.
- Coordinating the operational and logistical support of City resources committed to the emergency.
- Maintaining contact and coordination with other local government EOCs and Riverside County OA EOC.
- Collecting information from, and disseminating information to other jurisdictions, State agencies, military, and Federal agencies.
- Return the City to normal operations.

### ***1.2 EOC Location***

The primary EOC is located at 45222 Towne Street, Indio, CA 92201.

An Alternate EOC is located at the Indio Corporate Yard, 83101 Avenue 45, Indio, CA 92201.

### 1.3 EOC Organizational Structure

Figure 1-1 below depicts the City of Indio EOC organizational structure.

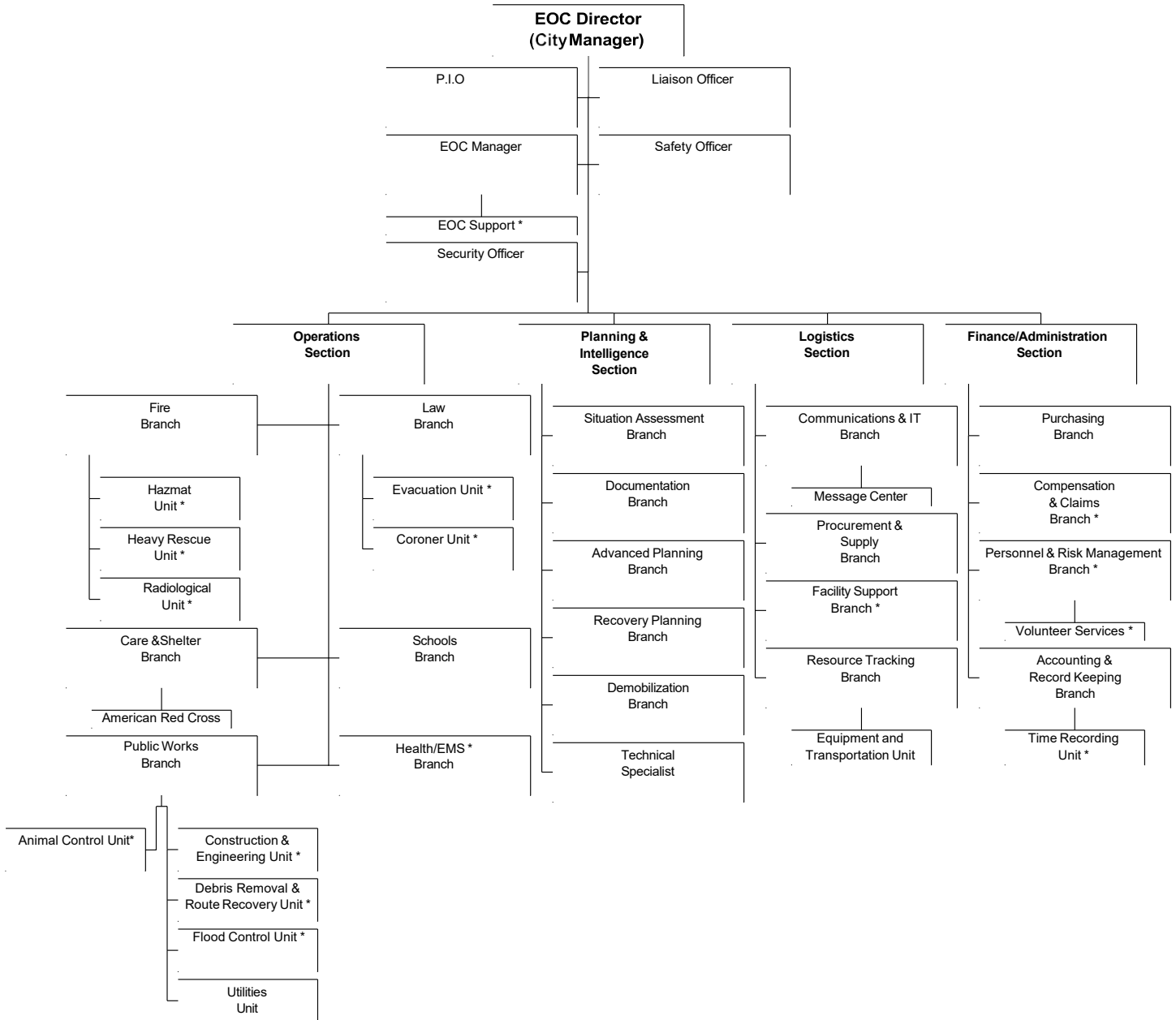


Figure 1-1: EOC Detailed Organization Chart

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## **1.4 Generic Responsibilities and Checklists**

The following sub-sections contain checklists that may be used by all positions in the EOC. Position-specific checklists are contained in the following sections describing the responsibilities for the individual positions.

### **1.4.1 EOC Activation**

Each EOC staff member upon activation of the EOC should perform the following activities.

- Receive assignment and briefing from your immediate supervisor.
- Determine your personal operating location and set up as necessary.
- Report to the EOC Director, EOC Manager, your Section Chief, or your Branch Director as appropriate.
- Review this checklist and your specific position checklists.
- Put on your position identifier (vest or name tag).
- Open and maintain an Activity Log (ICS 214) by documenting all actions and decisions. Turn Activity Log(s) into the Documentation Unit Leader in Planning and Intelligence when completed and/or at the end of shift.

### **1.4.2 Shift Start-up**

Each EOC staff member at the start of each shift must perform the following activities:

- Sign into the EOC on the EOC logbook.
- Put on your position identified (vest or name tag).
- Report to your Section Chief or Branch Director for any updates or assignments.
- Review relevant reports to get an updated assessment of the situation as it applies to your staff position.
- If applicable, receive a debriefing from the staff member that you are relieving.

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### **1.4.3 Ongoing Activities**

All EOC members should perform the following activities as part of their normal operations:

- Participate in all applicable Section and Branch meetings.
- Obtain copies of all EOC Incident Action Plans.
- Document all actions and decisions on an activity log.
- Maintain all required records and documentation to support the After-Action Report and the history of the incident:
  - Messages received
  - Actions taken
  - Decision justification and documentation
  - Requests filled
  - Refer all contacts with the media to the Public Information Officer.
  - Work with your Supervisor and Section Chief if you require additional staffing for your function.
  - Request additional resources as needed (paper, phone lines, fax, printer, etc.) through the appropriate Section Unit.
  - Observe and assist staff that exhibit signs of stress or fatigue. Report concerns to the appropriate Section Chief or EOC Director.
  - Participate in a Critical Incident Stress Debriefing session when conducted.

### **1.4.4 Shift Completion**

Each EOC staff member upon completion of their shift must perform the following activities:

- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to the Time Keeping and Cost Accounting of the Finance and Administration Section.
- Ensure that all required forms or reports are completed prior to your release and departure.
- Thoroughly brief your relief on the current situation for your position. Ensure that in-progress activities are identified and follow-up requirements are known.
- Leave forwarding phone number where you can be reached.



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### **1.4.5 Demobilization**

Each EOC staff member upon notice that the EOC or his section of the EOC is being demobilized must perform the following activities.

- Ensure that all required forms and reports are completed prior to your release and departure.
- Close out your activity logs and ensure that all relevant status boards are current.
- Determine what follow-up actions to your assignment might be required and ensure that any open actions not yet completed will be handled after demobilization.
- Provide input to the After-Action Report as directed by your supervisor.
- Ensure staff cleans up work areas and returns facility to normal.
- Leave forwarding phone number where you can be reached.
- Determine what follow-up to your assignment might be required before you leave.
- Participate in a Critical Incident Stress Debriefing session and also ensure that all staff and volunteers attend one.

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## SECTION 2: MANAGEMENT SECTION

### 2.1 *Management Section Overview*

The Management Section sets policy for the jurisdiction, provides overall support and coordination, and has the ultimate accountability for the EOC. The section does not dictate field tactics.

- **EOC Director.** This position may or may not be filled by the City Manager, acting as the Director of Emergency Services. The EOC Director is responsible for overall management of the Emergency Operation Center, and has the authority for the commitment of personnel and equipment for any emergency in the incorporated area of the City as well as authorizing the commitment of resources to be provided outside of the City as requested.
- **EOC Assistant Director.** Works with the EOC Director, is responsible to insure the City's EOC is capable of being activated at all times, and acts as EOC Director in their absence.
- **EOC Manager.** Responsible for the City EOC (physical set-up) and serves as an aide to the EOC Director. This position may serve as the City's Liaison to the Operational Area once it is established. Coordinates functional areas in the City's EOC in the identification of resources and/or response activities. Provides information on emergency management issues to the EOC Director.
- **Liaison Officer.** Serves as the initial point of contact for outside agencies and jurisdictions. Responsible for representing the City and its response to the emergency to outside groups and agencies. Any requested agency that sends a representative will work directly with the Liaison Officer.
- **Security Officer.** Responsible for controlling personnel access to and from the EOC and other facilities as determined and in accordance with policies established by the EOC Director. Responsible to check-in staff and register personnel assigned to the EOC.
- **Safety Officer.** Routinely inspects and corrects any deficiencies in the EOC operating environment. The Safety Officer also ensures that staff working in the EOC are not stressed or working for extended periods that may jeopardize their health.

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- **Public Information Officer.** Serves as the point of contact for the media and other organizations seeking information on the emergency. Responsible for developing and managing public information and media relations. Assists in developing emergency public information, news releases, and announcements. Plans and conducts news media briefings and assists with public relations and rumor control. Coordinates with the County EOC for the establishment of a Joint Information Center (JIC) as needed.

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## **2.2 Management Section Position Checklists**

### **2.2.1 City Council**

#### **Position Overview**

Members of the City Council are city policymakers with the authority to ratify a declaration of a local emergency, approve emergency orders, and provide a point of contact for public input regarding the emergency and response and recovery efforts.

#### **Responsibilities**

- Adopt/ratify emergency proclamations, resolutions and ordinances.
- Ratify the local emergency within seven days, whenever the Director Emergency Services (City Manager) has proclaimed the local emergency.
- Review the need for continuing a local emergency every fourteen days until the local emergency is terminated.
- Obtain a briefing on the situation from the Director of Emergency Services or designee. Ensure that the City Manager or designee has clear policy direction.
- Participate in coordinated, periodic press conferences and news media interviews after briefings.
- Support a multi-agency disaster response.
- Accompany VIPs and government officials on tours of the emergency/disaster area as appropriate.

#### **Initial Actions**

- Obtain a briefing from City Manager (Director of Emergency Services) or designee.

#### **Intermediate Actions**

- Convene as requested by the City Manager or designee to receive briefings, review and take action on emergency legislation or policy decisions.
- Call emergency meetings of the City Council to proclaim and/or ratify a local emergency and approve emergency orders as needed:
  - A quorum of the City Council is needed to ratify a local proclamation. Emergency proclamations should be ratified within seven days.
- Approve extraordinary expenditure requirements as necessary

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### **Extended Actions**

- Review at least every 14 days the need for continuing the local emergency and proclaim the termination of the local emergency as conditions warrant.
- Consult with the City Manager and policy group, to develop temporary emergency policies for managing the strategic aspects of the emergency.
- Maintain communications with citizens (by visiting various disaster sites, including public shelters) coordinate your activities with the public information officer.
- Coordinate with the Public Information Officer for Press Briefings.
- Consider developing an emergency planning task force with local business or trade association to discuss concerns and disseminate pre-event planning information and post-event recovery information.
- Consider developing a plan to provide "citizen and business aid" and identify a location which can be utilized for information and assistance to citizens and businesses impacted by the emergency. Encourage post-event discussions in the community to identify perceived areas of improvements.

### **Demobilization**

- Be prepared to provide input to the After-Action Report.
- Proclaim termination of the emergency and proceed with recovery operations.
  - Do not terminate the local emergency proclamation until all recovery issues have been addressed.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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## **2.2.2 City Attorney**

### **Position Overview**

The City Attorney provides counsel to the City Council and City Manager or designee during emergencies/disasters on the applicability of pertinent local, State and Federal regulations, emergency ordinances, and other issues requiring the support of the city attorney.

### **Responsibilities**

- Review the applicable local, county, state and federal statutes, laws, regulations and ordinances pertaining to emergency services and disaster relief.
- Prepare proclamations, emergency ordinances and other legal documents required by the City Council and City Manager.
- Advise the City Council, City Manager and policy group on the legality and or legal implication of contemplated emergency actions.
- Develop the rules, regulations and laws required for the acquisition and or control of critical resources.
- Ensure legal's interests are represented in the Emergency Management Organization for policy and priority-setting discussions.

### **Initial Actions**

- Obtain a briefing from City Manager (Director of Emergency Services) or designee.
- Clarify any issues regarding authority and assignment.
- Ensure all required legal documents are available in the EOC.
- Identify and list sources of potential liability and advise appropriate staff as to the means of minimizing the risks to the City, its staff and volunteers.
- Assist in the development of the Policy group objectives in support of the EOC.
- Use face-to-face communications in the EOC, whenever possible.
- Brief relief staff upon shift change.

### **Intermediate Actions**

- Maintain a log of actions, decisions and messages. All records and documentation will support the After Action Report and the history of the emergency/disaster.

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- Review applicable City ordinances and the emergency plan.
  - Review the Emergency Services Act provisions on Emergency Proclamations.
  - Advise Director of Emergency Services on procedures for enacting emergency proclamations, emergency ordinances and resolutions, and other legal requirements.
  - Render legal opinions on matters of interest to the City as appropriate.
  - Suspend automatic approval deadlines for all land use, subdivision and zoning applications as appropriate.

### **Extended Actions**

- Review at least every 14 days the need for continuing the local emergency and proclaim the termination of the local emergency as conditions warrant.
- Consult with the City Manager or designee, to develop temporary emergency policies for managing the strategic aspects of the emergency.
- Coordinate with City Manager and City Council for review/extension of emergency proclamation at the next City Council meeting.

### **Demobilization**

- Provide legal justification for mitigation measures.
- Leave contact numbers as to where you can be reached before leaving the EOC.
- Be prepared to provide input to the After-Action Report.
- Advise the City Council to Proclaim termination of the emergency and proceed with recovery operations.
  - Do not terminate the local emergency proclamation until all recovery issues have been addressed.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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### **2.2.3 City Manager/Director of Emergency Services**

#### **You report to: The City Council**

You supervise EOC Director, Assistant EOC Director, Liaison Officer, Security Officer, EOC Manager, Safety Officer, PIO, Operations Chief, Planning and Intelligence Chief, Logistics Chief, and Finance and Administration Chief

#### **Position Overview**

The Director of Emergency Services has the overall responsibility for the management and coordination of the emergency event. The City manager, in his/her capacity as Director of Emergency Services assures that the EOC is staffed and operated at a level commensurate with the emergency. The City Manager or designee generally serves as the Director of Emergency Services (DES) as specified in the Emergency Operations Plan. Within SEMS/NIMS structure, the Director of Emergency Services has overall responsibility for managing the City's emergency response and recovery efforts. This position is responsible for the overall management of the City's emergency management organization.

#### **Responsibilities**

- Approves all objectives, action plans, and public information releases.
- Coordinates with the Policy/Management Group and the City Council in the development of emergency policies and keeps them apprised of the situation.
- Ensures that contact with the Operational Area (OA) has been established.

#### **Initial Actions**

- Upon notification of an emergency, or event in or near the City, or at the request of the Operational Area, ensures that the City's EOC is activated at an appropriate level.
- Upon arrival in the EOC, receive briefing from the EOC Manager or Emergency Management Program Staff.
- Direct the Assistant EOC Director and/or EOC Manager to activate Management Staff and Section Staff, as needed. These positions may include: Liaison Officer, Security Officer, Safety Officer, Public Information Officer (PIO), Operations Chief and Staff, Planning and Intelligence Chief and Staff, Logistics Chief and Staff, and the Finance and Administration Chief and Staff.
- Inform the City Council of the situation, emergency conditions, and response actions being taken or considered.
- Set objectives with the Section Chiefs and Management Group and provide recommendations to the Policy Group.



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## **Intermediate Actions**

- Conduct routine briefings with the Management Staff and Sections Chiefs to discuss status updates and available options. Topics to be considered are:
  - Command and coordination issues
  - Situation reporting problems/accuracy
  - Transportation issues, i.e., closed or dangerous routes, etc.
  - Staff issues
  - Rumor control and public information
  - Emergency logistical support/mutual aid
  - Utility disruptions (including communication difficulties)
  - Evacuation possibilities
  - Personnel shortages
  - Liability Issues
- Set objectives and assign the Planning and Intelligence Chief to develop the Incident Action Plan; approve the plan before dissemination to all EOC staff and if appropriate to field command posts.
- Direct the Deputy City Manager to develop a 24 hour staffing plan with each Section Chief and to work with Logistics to ensure the EOC has food, water, adequate working facilities, trash removal services, etc.
- Consider the need to proclaim a LOCAL EMERGENCY; have the City Attorney, if available, draft the proclamation. If the City Attorney is not available, utilize one of the pre-scripted proclamations.
- Monitor staffing and resource requirements; direct staff to request additional materials/services through the Operational Area.
- Request representatives from appropriate County and State agencies, Special Districts and/or private volunteer organizations to send a representative to the City EOC to assist in coordination of their efforts and the City's.
- If requested, send a City Liaison to the Operational Area EOC for coordination.
- Approve all news releases; establish parameters in which the PIO may develop information for releases; and arrange for the City Manager to be the City's spokesperson for all news conferences.

## **Extended Actions**

- Participate in all applicable Section, Branch, policy meetings and EOC briefings.
- Discuss recovery/re-entry needs with the Section Chiefs.
- Ensure that the Finance and Administration Chief is tracking all costs associated with the emergency and is beginning the process to request State and Federal reimbursement.
- Develop a demobilization plan with all Section Chiefs.

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- Ensure that all City EOC staff and volunteers participate in a Critical Incident Stress Debriefing session prior to leaving. Schedule a follow up Critical Incident Stress Debriefing(s) for all City staff, especially field and EOC responders.
  - Coordinate with the Policy Group and Operations Section Chief if there are expected visits from political officials to view the disaster site.
  - Direct staff to take actions to restore normal City operations as soon as practicable.

### **Demobilization**

- Authorize demobilization of sections as necessary. Authorize Section Chiefs to demobilize branches, or units when they are no longer required.
- Notify Riverside County Operational Area, adjacent facilities, and other EOCs as necessary of planned time for EOC deactivation.
- Ensure that any open action items not yet completed will be taken care of after EOC deactivation.
- Confirm with Section Chiefs that all required forms or reports are completed prior to EOC 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.
- Proclaim termination of the emergency and proceed with recovery operations.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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## **2.2.4 EOC Director**

### **You report to: Director of Emergency Services**

You supervise The Assistant EOC Director, Liaison Officer, Security Officer, EOC Manager, Safety Officer, PIO, Operations Chief, Planning and Intelligence Chief, Logistics Chief, and Finance and Administration Chief

### **Position Overview**

The EOC Director, may be the City Manager, or is the person appointed by the City Manager to act as the EOC Director. This position responsible for overall management of the Emergency Operation Center.

### **Responsibilities**

- Approves all news releases, action plans, and public information releases.
- Coordinates with the Policy/Management Group and the City Council in the development of emergency policies and keeps them apprised of the situation.
- Ensures that contact has been established with the Operational Area (OA).

### **Initial Actions**

- Upon notification of an emergency event in or near the City, or at the request of the Operational Area, ensures that the City's EOC is activated at the appropriate level.
- Upon arrival in the EOC, receive briefing from the EOC Manager or Emergency Management Program Staff.
- Direct the EOC Manager to activate Management Staff and Section Staff, as needed. These positions may include: Deputy EOC Director, Liaison Officer, Security Officer, Safety Officer, Public Information Officer (PIO), Operations Chief and Staff, Planning and Intelligence Chief and Staff, Logistics Chief and Staff, and the Finance and Administration Chief and Staff.
- Inform the City Council (via the Mayor) of the situation, emergency conditions, and response actions being taken or considered.
- Set objectives with the Section Chiefs and Management Group and provide recommendations to the Policy Group.

### **Intermediate Actions**

- Conduct routine briefings with the Management Staff and Sections Chiefs to discuss status updates and available options. Topics to be considered are:
  - Management and staffing issues
  - Situation reporting problems/accuracy
  - Transportation issues, i.e., closed or dangerous routes, etc.
  - Possible search and rescue - heavy or light
  - Medical issues

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- Rumor control and public information
  - Emergency logistical support/mutual aid
  - Utility disruptions (including communication difficulties)
  - Evacuation possibilities
  - Personnel shortages
  - Liability Issues
- Set objectives and assign the Planning and Intelligence Chief to develop the Incident Action Plan; approve the plan before dissemination to all EOC staff and if appropriate to field command posts.
  - Direct the EOC Manager to develop a 24 hour staffing plan with each Section Chief and to work with Logistics to ensure the EOC has food, water, adequate sleeping facilities, trash removal services, etc.
  - Consider the need to proclaim a LOCAL EMERGENCY; have the City Attorney, if available, draft the proclamation. If the City Attorney is not available, utilize one of the pre-scripted proclamations.
  - Monitor staffing and resource requirements; direct staff to request additional materials/services through the Operational Area.
  - Request representatives from appropriate County and State agencies, Special Districts and/or private volunteer organizations to send a representative to the City EOC to assist in coordination of their efforts and the City's.
  - If requested, send a City Liaison to the Operational Area EOC for coordination.
  - Approve all news releases; establish parameters in which the PIO may develop information for releases; and arrange for the City Manager to be the City's spokesperson for all news conferences.

### **Extended Actions**

- Discuss recovery needs with the Section Chiefs.
- Ensure that the Finance and Administration Chief is tracking all costs associated with the emergency and is beginning the process to request State and Federal reimbursement.
- Develop a demobilization plan with all Section Chiefs.
- Ensure that all City EOC staff and volunteers participate in a Critical Incident Stress Debriefing session prior to leaving. Schedule a follow up Critical Incident Stress Debriefing(s) for all City staff, especially field and EOC responders.
- Coordinate with the Policy Group and Operations Section Chief if there are expected visits from political officials to view the disaster site.
- Direct staff to take actions to restore normal City operations as soon as practicable.

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### **Demobilization**

- Authorize demobilization of sections as necessary. Authorize Section Chiefs to demobilize branches, or units when they are no longer required.
- Notify Riverside County Operational Area, adjacent facilities, and other EOCs as necessary of planned time for EOC deactivation.
- Ensure that any open action items not yet completed will be taken care of after EOC deactivation.
- Confirm with Section Chiefs that all required forms or reports are completed prior to EOC 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.
- Proclaim termination of the emergency and proceed with recovery operations.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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## **2.2.5 EOC Assistant Director**

You report to: EOC Director

You supervise: The EOC Manager, Liaison Officer, Security Officer, Safety Officer, PIO, Operations Chief, Planning and Intelligence Chief, Logistics Chief, and Finance and Administration Chief

### **Position Overview**

The EOC Assistant Director is responsible for overall management of the Emergency Operation Center and the City's emergency management organization.

### **Responsibilities**

- Acts as the EOC Director in their absence or on the alternate shift.
- Provide guidance, supervision, and management of the EOC working environment and associated systems.
- Approves all news releases, action plans, and public information releases.
- Ensures that contact has been established with the Operational Area (OA) and EOC activities are coordinated with the OA and other area EOCs.

### **Initial Actions**

- Upon notification of an emergency event in or near the City, or at the request of the Operational Area, ensures that the City's EOC is activated at the appropriate level.
- Upon arrival in the EOC, receive briefing from the EOC Manager or Emergency Management Program Staff.
- Direct the EOC Manager to activate Management Staff and Section Staff, as needed. These positions may include: Deputy EOC Director, Liaison Officer, Security Officer, Safety Officer, Public Information Officer (PIO), Operations Chief and Staff, Planning and Intelligence Chief and Staff, Logistics Chief and Staff, and the Finance and Administration Chief and Staff.
- Declare the City's EOC operational when sufficient resources are in place and functional.
- Confirm that the EOC Manager or Situation Assessment Branch Director has established contact with the Operational Area (OA) and reported that the City's EOC has been activated. If not, ensure that the OA is notified as soon as possible.
- Request all Section Chiefs, PIO, Liaison Officer, Security Officer, and EOC Manager to determine the status of their functions and report back for a briefing.
- Direct the Operations Section Chief to coordinate damage assessment and reporting.

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- Direct the Planning and Intelligence Section Chief to coordinate damage assessment information and documentation of the incident by establishing a Message Center.
  - Direct the Logistic Section Chief to begin an inventory of available City equipment, transportation vehicles, and any other necessary supplies/material which could be needed.
  - Ensure coordination with the OA and field command posts.
  - Assist the Section Chiefs and Management Group set EOC objectives.

### **Intermediate Actions**

- Conduct routine briefings with the Management Staff and Sections Chiefs to discuss status updates and available options. Topics to be considered are:
  - Command and coordination issues
  - Situation reporting problems/accuracy
  - Transportation issues, i.e., closed or dangerous routes, etc.
  - Possible search and rescue - heavy or light
  - Medical issues
  - Rumor control and public information
  - Emergency logistical support/mutual aid
  - Utility disruptions (including communication difficulties)
  - Evacuation possibilities
  - Personnel shortages
  - Liability Issues
- Assist the Planning and Intelligence Chief to develop the Incident Action Plan; approve the plan before dissemination to all EOC staff and if appropriate to field command posts.
- Assist the EOC Manager to develop a 24 hour staffing plan with each Section Chief and to work with Logistics to ensure the EOC has food, water, adequate sleeping facilities, trash removal services, etc.
- Consult with the EOC Director in considering the need to proclaim a LOCAL EMERGENCY.
- Monitor staffing and resource requirements.
- Approve all news releases.

### **Extended Actions**

- Discuss recovery/re-entry needs with the Section Chiefs.
- Ensure that the Finance and Administration Chief is tracking all costs associated with the emergency and is beginning the process to request State and Federal reimbursement.
- Develop a demobilization plan with all Section Chiefs.

- 
- Ensure that all City EOC staff and volunteers participate in a Critical Incident Stress Debriefing session prior to leaving. Schedule a follow up Critical Incident Stress Debriefing(s) for all City staff, especially field and EOC responders.
  - Coordinate with the Policy Group and Operations Section Chief if there are expected visits from political officials to view the disaster site.
  - Direct staff to take actions to restore normal City operations as soon as practicable.

### **Demobilization**

- Authorize demobilization of sections as necessary. Authorize Section Chiefs to demobilize branches, or units when they are no longer required.
- Notify Riverside County Operational Area, adjacent facilities, and other EOCs as necessary of planned time for EOC deactivation.
- Ensure that any open action items not yet completed will be taken care of after EOC deactivation.
- Confirm with Section Chiefs that all required forms or reports are completed prior to EOC 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.
- Proclaim termination of the emergency and proceed with recovery operations.



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## **2.2.6 Liaison Officer**

### **POSITION TITLE: Liaison Officer**

You report to: EOC Director

### **Position Overview**

The Liaison Officer serves as the initial point-of-contact for outside agencies and jurisdictions. Responsible for representing the City and its response to the emergency to outside groups and agencies. EOC Mutual Aid personnel report to the Liaison Officer for their assignments. The Liaison officer will conduct cooperator briefings when needed based on activation of those departments.

### **Responsibilities**

- Represent the City and its response to the emergency to outside groups and agencies.
- Provide assignments & briefings to EOC Mutual Aid personnel.

### **Initial Actions**

- Receive assignment and briefing from the EOC Director.
- Establish a work area with other Support Staff members.
- Develop a telephone list of important numbers of outside agencies and levels of government. Ensure that outside agencies have your phone number.
- Establish communications links with the Operational Area (if needed), appropriate special districts, and volunteer organizations. Become familiar with EOC communications other than the telephone, e.g., radio, fax, and e-mail.
- Inform the EOC Director of any substantial changes in the situation with adjoining jurisdictions. Provide this information to all Section Chiefs.
- Coordinate with the PIO and rumor control staff to keep current.

### **Intermediate Actions**

- Participate in all Section Chief and Support Staff briefings.
- Keep the EOC Director updated on activities and the situation in surrounding communities, as appropriate.
- Obtain a periodic status update from the Operational Area regarding the situation and resources. Provide this information to all Section Chiefs and the EOC Director.
- Coordinate with the PIO to obtain copies of all news releases.

### **Extended Actions**

- Obtain copies of all EOC Incident Action Plans.

- 
- Continue communication with other jurisdictions, primarily the Operational Area during the demobilization period.
  - Participate in a Critical Incident Stress Debriefing session.

**Demobilization**

- Ensure that all required forms or reports are completed prior to 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 Liaison Officer position and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.

**Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

---

## **2.2.7 EOC Manager**

### **POSITION TITLE: EOC Manager**

You report to: EOC Director

### **Position Overview**

Responsible for the City EOC (physical set-up and readiness) and serves as an aide to the EOC Director and Assistant Director. This position may serve as the City's Liaison to the Operational Area once it is established.

### **Responsibilities**

- Provide guidance, supervision, and management of the EOC working environment and associated systems.
- Ensure information and communication support is in place and functioning.
- Manage the administrative function of operating an EOC and arrange for staffing of the EOC.
- Coordinate functional areas in the EOC in the identification of resources and/or response activities.
- Provide information on emergency management issues to the EOC Director.

### **Initial Actions**

- Receive briefing from the EOC Director.
- Survey the EOC to assure that:
  - Telephones have been properly hooked up.
  - Radio Room is operational and staffed (if needed)
  - Security for the EOC has been established.
  - All persons in the EOC are either wearing their position identification vest or a badge issued upon entering the EOC.
  - All sections have located their operational kits and have proper materials to begin to work.
  - Evaluate the EOC systems for adequacy (water, ventilation, sanitation, electrical, fuel, food, etc.).

- 
- Internal lines of communication are understood by all EOC staff.
  - Internal maps and EOC phone lists have been distributed.
  - If not already done, begin or continue to notify designated EOC staff to report.

### **Intermediate Actions**

- Keep the EOC Director informed of all activities and update the situation as it evolves.
- Participate in all briefings conducted by the EOC Director.
- Assist the Planning and Intelligence Section Chief in the distribution of the Emergency Action Plan.
- Coordinate with the Logistics Chief to ensure that the EOC has food, water, sleeping facilities, rest areas, and trash removal services.
- Monitor the EOC staff and assist any section or area which may be having difficulty in carrying out their assigned function.
- Develop an EOC staffing plan with each Section Chief and the EOC Director.
- Assure that those designated to work in the EOC for second shift or day two, etc., are notified.
- Assist the Liaison Officer with coordination with the Operational Area and/or other agencies.
- Ensure that all necessary supplies (fax paper, copier paper, etc.) are available or have been requested through the Logistics Section.

### **Extended Actions**

- Continue to monitor the flow of activity in the EOC, identify any issues in efficiency, and work with the appropriate staff to rectify the situation.
- Assist in coordination of demobilization activities.
- Continue to assist the public information function until no longer necessary.
- Assure that the Liaison Officer has notified all governmental agencies and private volunteer agencies of the demobilization of the City's EOC.
- Assure that any follow-up activity or reports are assigned and being handled by the appropriate department and/or agency.
- Participate in a Critical Incident Stress Debriefing session.

### **Demobilization**

- 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.
  - Close out logs when authorized by the EOC Director.
  - Leave forwarding phone number where you can be reached.

**Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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### **2.2.7.1 EOC Support Unit**

#### **POSITION TITLE: EOC Support Unit**

You report to: EOC Manager

#### **Position Overview**

The EOC Support Unit is responsible for supplying the information technology and staff support needs to the efficiently operate within the EOC.

#### **Responsibilities**

- In coordination with the EOC Manager, responsible for providing technical assistance needs to the EOC. This may include sites away from the EOC as well as providing these items to personnel unable to leave tactical field assignments, as directed.

#### **Initial Actions**

- Receive assignment and briefing from the EOC Manager.
- Determine internet, printing, and system access and other requirements for EOC Personnel.
- Coordinate with the Logistics Chief, EOC Manager, and Purchasing Branch to determine if any prior Memorandums of Understanding (MOU) are in place for obtaining needed supplies.
- Survey personnel working in the EOC to determine any special needs or restrictions.
- Coordinate with the Procurement and Supply Director and the Finance and Administration Chief in determining the method of payment for items purchased.

#### **Initial Actions**

- Assist EOC Manager, when requested to do so.
- Brief EOC Manager frequently on EOC status.
- Participate in all Logistics Section meetings.
- Identify connectivity issues and alternate worksite locations. Ensure locations are available to connect to city networking systems if possible. Notify Situation Assessment Director for posting of locations in the EOC.

- 
- Inventory and maintain accurate records regarding quantity and types of equipment items available.
  - If the areas where supplies are being stored become a security issue due to theft, pilfering, etc., coordinate with the Security Officer for security coverage.
  - Request additional staff (if needed) for equipment distribution and installation of equipment, etc., from the Logistics Chief.
  - Assist the Liaison Officer and PIO with technical assistance with briefings, interviews or information being shared on various platforms to the community.
  - Assist in locating needed furniture and/or supplies for the EOC work areas.

### **Extended Actions**

- When demobilization is imminent coordinate with the Logistics Chief regarding storage and/or return of excess supplies.
- Ensure that all communications are copied to the Message Center.
- Monitor staff for signs of stress.
- Provide for staff relief and rest areas.
- Participate in a Critical Incident Stress Debriefing Session.

### **Demobilization**

- 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 EOC Support Branch and close out logs when authorized by the Logistics Chief.
- Leave forwarding phone number where you can be reached.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion

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## 2.2.8 Public Information Officer (PIO)

### POSITION TITLE: Public Information Officer (PIO)

You report to: EOC Director

#### Position Overview

The PIO is specially trained to serve as the point of contact for the media and other organizations seeking information on the emergency response. The mission of this position is to inform the public, provide briefing materials to government officials, and manage the influx of media personnel.

#### Responsibilities

- Develop and manage public information and media relations.
- Assist in development of emergency public information, news releases, and announcements.
- Plan and conduct news media briefings and assisting with public relations.
- Ensure that all media information is cleared from one point and that it is as accurate as possible.
- Prevent conflicting reports from reaching the media and help to diffuse rumors.

#### Immediate Actions

- Receive assignment and briefing from the EOC staff.
- Activate the Emergency Public Information staff to assist with rumor control, field PIO, administrative support, and media/volunteer control.
- Establish a Media Center in the EOC. Assure that there are enough telephones, a television set, desks, and any other supplies or equipment which may be needed. Maintain Media Center status boards and update as appropriate.
- Prepare to monitor activities with the following topics needed to be covered for the public:
  - What to do (and why).
  - What NOT to do (and why).
  - Information (for parents) on status and actions of schools (if in session).
  - Closed, hazardous, contaminated, congested areas to avoid.
  - Curfews.
  - Road, bridge, freeway overpass, and dam conditions; alternate routes to take.
  - Evacuation – routes, instructions (including what to do if vehicle breaks down), arrangements for persons without transportation.
  - Location of mass care, medical, coroner, public safety facilities, food, and safe water.



- 
- Information/Instructions for families of missing persons (who to contact, etc.).
  - Status of hospitals.
  - First aid information.
  - Emergency phone numbers (otherwise, people should not use the phone); stress to out of area media that people should **not** telephone into the area. Lines must be kept open for emergency calls.
  - Instructions, precautions about utility use, sanitation, how to turn off utilities.
  - Essential services available – hospitals, medical centers, grocery stores, banks, pharmacies, etc.
  - Weather hazards (if appropriate).
  - Channels, Radio Frequencies to monitor for disaster information updates.
- Determine special needs populations (visual or hearing impaired; non-English speaking; elderly, etc.) and develop appropriate material for dissemination. Contact foreign language newspapers and/or radio/TV stations to broadcast alert and warning information to the special population groups.
  - Release general survival/self-help information, as appropriate.
  - Establish media and public hotlines (Rumor Control) and publish telephone number(s). Develop scripts for PIO/Rumor Control staff answering phones.
  - Respond to media/public calls. Record telephone messages for media and public hot lines and update as the situation changes. Release hotline telephone numbers to the public.
  - Request additional Emergency Public Information (EPI) staff from the Operational Area and/or arrange to use temporary hires, if necessary.
  - Establish contact with the on-scene PIO to assure that there is a Media Control Point near the incident.
  - Coordinate EPI and information releases with the OA PIO and other affected jurisdictions' PIO's as necessary and as time allows.
  - Determine the status of local media outlets and telephone service.
  - Gather information on the emergency situation and response actions; maintain EPI status boards and maps; monitor EOC status boards and resolve conflicts.
  - Monitor commercial television and radio for information and rumor control.
  - Review pre-scripted, general information for accuracy and appropriateness to situation.

### Intermediate Actions

- Attend all EOC/Section Chief briefings with the EOC Director.

- 
- Develop periodic press releases and arrange for press conferences, as appropriate.
  - Arrange media briefings/press conferences on a regular or as-needed basis.
  - Arrange for official spokesperson.
  - Announce briefing times.
  - Arrange media tours/filming (one crew at a time) of EOC and interviews with EOC spokesperson, if such action will not hinder response efforts.
  - Coordinate additional methods of distributing emergency instructions as required.
  - Provide EPI in foreign languages as required.
  - Make situation reports to the OA PIO at least daily and provide copies of all press releases.
  - Develop procedures with all involved volunteer or NGO agencies for release of information concerning the status of relatives/friends in the disaster area.
  - Keep the EOC Director informed of all actions taken.

#### **Extended Actions**

- Continue to release status information on request.
- Conduct situation briefings for visitors. Arrange accommodations and transportation for official visitors and media, as necessary.
- Accommodate state and federal information officers and assist them in releasing information on assistance programs.
- Gather all records kept 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.
- Survey EPI staff, EOC staff, and local media for suggestions to improve EPI response procedures.
- Review EPI Plan and update as necessary.
- Participate in a Critical Incident Stress Debriefing session and ensure all PIO staff also attends.

#### **Demobilization**

- 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 Emergency Public Information Officer position and close out logs when authorized by the EOC Director.
  - Leave forwarding phone number where you can be reached.

**Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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## **2.2.9 Safety Officer**

### **POSITION TITLE: Safety Officer**

You report to: EOC Director

### **Position Overview**

The Safety Officer acts as an advisor to the EOC Director and the EOC Manager.

### **Responsibilities**

- Routinely inspects and corrects any deficiencies in the EOC operating environment. The Safety Officer also ensures the City policies and procedures are followed and that employee wellbeing is a priority,
- Ensures that staff working in the EOC are not over stressed or working extended periods that may jeopardize their health.

### **Initial Actions**

- Receive assignment and briefing from the EOC Director.
- Tour the entire EOC area and determine the scope of on-going operations.
- Evaluate conditions and advise the EOC Director of any conditions and actions, which might result in liability, e.g., oversights, improper response actions, etc.
- Study the facility to learn the location of all fire extinguishers, emergency exits, and first aid stations.
- Ensure safe working conditions for all city personnel, both in the EOC and in the field. Advise the EOC Director regarding concerns.
- Ensure that all facilities used in support of EOC operations have safe operating conditions.
- Stop or modify all unsafe operations.
- If the event which caused the activation of the EOC is an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks, including safe entry to and exit from buildings.
- Create plan and brief EOC staff on evacuation and meeting locations in the event of an earthquake.

### **Intermediate Actions**

- Coordinate with Security to obtain assistance for any special safety requirements.
- Attend all EOC/Section Chief briefings with the EOC Director.

- 
- Keep the EOC Director informed of all actions taken.
  - Request additional Safety staff from the EOC Director and/or arrange to use temporary hires, as necessary.
  - Coordinate with Finance and Administration Section Chief on any personnel injury claims or records preparation as necessary for proper case evaluation and closure.

### **Extended Actions**

- Continue to monitor safety conditions.
- Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to the EOC Director. Ensure staff is being provided rest periods and relief.
- Ensure that any 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.
- Leave forwarding phone number where you can be reached.
- Thoroughly brief your relief at shift change.
- Participate in a Critical Incident Stress Debriefing session and ensure all Safety staff also attends.

### **Demobilization**

- 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 Safety Officer position and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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## **2.2.10 Security Officer**

### **POSITION TITLE: Security Officer**

You report to: EOC Director

#### **Position Overview**

The Security Officer is responsible for controlling personnel access to and from the Emergency Operations Center (EOC) and other facilities.

#### **Responsibilities**

- In accordance with policies established by the EOC Director, control personnel access to and from the EOC and other facilities.
- Check in staff and register personnel assigned to the EOC.

#### **Initial Actions**

- Receive assignment and briefing from the EOC Director.
- Determine operating location(s) and set-up as necessary.
- Determine what security requirements currently exist, and establish if additional staffing is needed.
- Determine needs for special communications (e.g., radios, cell phones, etc.). Make needs known to Information Systems and Communications Branch Directors in the Logistics Section.
- Assist in sealing-off any danger areas. Provide EOC access control as required.
- As requested, provide special security for any critical facilities, supplies, or materials.

#### **Intermediate Actions**

- Provide executive security as appropriate or required.
- Provide security input and recommendations as appropriate for conditions to the EOC Director.
- Working with the PIO and Liaison Officer, establish a system to credential all media representatives before allowing them into the Media Center.

#### **Extended Actions**

- Ensure that any required forms or reports are completed prior to your release and departure. Turn forms/reports into the Planning and Intelligence Section Chief.
- Be prepared to provide input to the After-Action Report.

- 
- Determine what follow-up to your assignment might be required before you leave.
  - Leave forwarding phone number where you can be reached.
  - Thoroughly brief your relief at shift change.
  - Participate in a Critical Incident Stress Debriefing session and ensure all Security staff also attends.

**Demobilization**

- Ensure that all required forms or reports are completed prior to 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.
- Leave forwarding phone number where you can be reached.

**Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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## **SECTION 3: OPERATIONS SECTION**

### ***3.1 Operations Section Overview***

The Operations Section primary function is to monitor the response efforts in the field and coordinate organizational elements of the EOC in accordance with the EOC goals and objectives. The Operations Section carries out the objectives of the EOC Incident Action Plan and requests additional resources as needed. The specific designation of the Operations Section Chief depends on the nature of the incident and the current situation to what position would fill the Operations Section Chief position.

In a full activation, the Operations Section will be organized into the following Branches and Units:

- Fire & Rescue
- Law Enforcement
- Public Works
- Care & Shelter
- Construction & Engineering
- Debris Management
- IWA Branch

It should be noted that based on the size and type of incident, some of the above listed EOC Branches and the Units assigned to them may be filled at the County EOC level, the field level, or combined with another EOC position.



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## **3.2 Operations Section Position Checklists**

### **3.2.1 Operations Chief**

#### **POSITION TITLE: Operations Chief**

You report to: EOC Director

You supervise: Fire and Rescue Branch Director, Law Enforcement Branch Director, Care and Shelter Branch Director, Public Works Branch Director, Utilities Branch Director and Construction & Engineering.

#### **Position Overview**

The Operations Chief monitors all emergency response operations and is responsible for understanding the current situation; establishing priorities; predicting probable resource needs; preparing alternative strategies for procurement and resources management; and coordinating all requests for mutual aid and other operational resources.

#### **Responsibilities**

- Ensure that operational objectives and assignments identified in the EOC Incident Action Plan are carried out effectively.
- Establish the appropriate level of organization within the Section and continuously monitor the effectiveness of the organization and make adjustments as required.
- Exercise overall responsibility for the coordination of Branch and Unit activities within the Operations Section.
- Conduct periodic Operations briefings for the EOC Director, as required or requested.
- Conduct period briefings to the EOC Director and Management Staff

#### **Initial Actions**

- Receive assignment and briefing from the EOC Director.
- Determine other positions to be activated. Appoint Fire and Rescue, Law Enforcement, Care and Shelter Public Works, Utilities, and Construction & Engineering; distribute their position checklists and position identifiers.
- Establish the Operations Section work area in the EOC.
- Brief all Operations Section Branch Directors on current situation and develop the section's EOC Incident Action Plan with emphasis on immediate projections of needs. Designate time for next briefing.

- 
- Designate times for briefings and updates with the Planning and Intelligence Section Chief and all Operations Section Branch Directors to develop/update section's EOC Incident Action Plan.
  - Ensure that each Branch or units are adequately staffed and supplied.
  - Coordinate with the Construction & Engineering to expedite the repair of critical building functions and inspections of areas/buildings, as appropriate.
  - Ensure that teams working in the field report the following information:
    - Collapsed/hazardous buildings
    - Fires
    - Downed power lines
    - Exposed broken gas mains/gas leaks
    - Any potential dangerous situations
    - Impassable streets
  - Inform the EOC Director and the Planning and Intelligence Chief of the above information as it is received.
  - Brief the EOC Director routinely on the status of the Operations Section.

**Intermediate Actions**

- Obtain regular status reports from Planning and Intelligence Section and/or command posts.
- Conduct Section briefings on a regular basis.
- Ensure that all Section staff receives a copy of any EOC Incident Action Plans and are clear on established incident priorities.
- Routinely update other Section Chiefs and the EOC Director on all progress made in meeting incident priorities.
- Develop a Section staffing plan for extended activation.
- Develop projected staffing and equipment needs, in conjunction with the Planning and Intelligence Chief; and provide the information to the Logistics Section.

---

### **Extended Actions**

- Ensure that all Section Branch Directors assist the Finance and Administration Chief by providing accurate personnel time records broken down in the following categories:
  - Department/Agency worker is from
  - Disaster/Incident Related Overtime
  - Contract Labor Hours
  - Location or incident worked on
  - Personnel benefit costs
  - Description of work performed
- Assist Section Branch Directors and Unit Leaders in tracking all incident actions, needs, staffing, and other issues.
- Assure that all communications are copied to the Message Center.
- When appropriate, develop a demobilization plan with the Planning and Intelligence Section.
- Ensure dissemination and implementation of the demobilization plan to all command posts.
- Develop Section debriefing report with Section staff and provide to Planning and Intelligence Section.
- Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to the EOC Director.
- Provide for staff rest periods and relief.

### **Demobilization**

- Authorize deactivation of organizational elements within your Section when they are no longer required.
- Ensure that any open actions are handled by your Section or transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to 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.
- Leave forwarding phone number where you can be reached.

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## Supporting EOC Checklists

- 1.4.1       EOC Activation
- 1.4.2       Shift Start-up
- 1.4.3       On-going Activities
- 1.4.4       Shift Completion
- 1.4.5       Demobilization

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### 3.2.2 Fire Branch Director

#### **POSITION TITLE: Fire Branch Director**

You report to: Operations Chief

You supervise: All units activated in the Fire & Rescue Branch

\* These positions may not be filled at the local EOC level, depending on the size and location of the incident. If not filled at the local level, these positions may be filled at the OA EOC level or at the field level.

#### **Position Overview**

The Fire and Rescue Branch Director is responsible for coordinating personnel, equipment and resources committed to fire, field medical, search and rescue, and hazardous materials elements of the incident.

#### **Responsibilities**

- Coordinate fire, hazardous materials, and urban search and rescue operations.
- Complete and maintain status reports for major incidents requiring or potentially requiring operational area, state and federal response, and maintain status of unassigned fire and rescue resources.
- Coordinate with the Law Enforcement Branch Director on Search and Rescue and evacuation and repopulation activities.
- Coordinate with the EMS Branch Director\* on EMS and other medical activities.
- Implement the objectives of the EOC Incident Action Plan assigned to the Fire and Rescue Branch.
- Prepare Branch Situation Report as requested.
- Assist and serve as an advisor to the Operations Section Chief as required.

#### **Initial Actions**

- Receive briefing with other Branch Directors from the Operations Section Chief.
- Determine the status of all Fire Department assets and operational activities.
- Determine if any of the following positions need to be activated within the Fire and Rescue Branch: Hazardous Materials Unit Leader, Heavy Rescue Unit Leader. If so, appoint needed unit leaders and distribute checklists and position identifiers.
- Identify the location of any field command posts and establish communications with them.

- 
- Obtain necessary protective respiratory devices, clothing, equipment, and antidotes for personnel to perform assigned tasks in hazardous radiological and/or chemical environments.
  - Determine Fire Department priorities: suppression, rescue, and/or medical. Work closely with the County of Riverside Environmental Health Services Agency.
  - Monitor field activities and update the Operations Chief and the Planning and Intelligence Chief as situation changes.
  - Develop Fire Department response priorities with the Operations Chief and Operations Section Branch Directors. Communicate priorities to the field command posts.
  - Based upon established priorities and objectives, develop appropriate plans for redeployment of Fire Department assets in the field. Obtain approval of the Operations Section Chief and then communicate the plan to all Fire Department Field Incident Commanders.

### **Intermediate Actions**

- Facilitate request(s) for fire mutual aid, as needed, through regular Fire Mutual Aid channels. Make sure the Operational Area is notified of the requests.
- If there is a need for heavy rescue or hazardous materials spill response, activate those Unit Leaders within the Fire and Rescue Branch, and request appropriate teams (Heavy Rescue and/or HazMat) from the Riverside County Fire Department.
- Ensure that the Heavy Rescue and/or Hazardous Materials team(s) response activities are (1) coordinated with established City objectives by assigning those technical team(s) to the appropriate field command post and (2) monitored by the appropriate Operations Section Chief and/or Branch Directors.
- Update the Operations Chief frequently.
- Participate in all EOC briefings and assist in setting objectives and priorities with the Advanced Planning Unit Leader.

### **Extended Actions**

- As strategic objectives are met, prepare a demobilization plan for the area and staff involved. With the Planning and Intelligence Chief, identify other objectives, and discuss them in the next briefing.
- Monitor the field activities and provide information as needed and set by the emergency action plan.
- Monitor staff for signs of stress. Report concerns to the Operations Chief.
- Provide for staff relief and rest areas.
- Participate in development of the demobilization plan.

- 
- Participate in a Critical Incident Stress Debriefing session.

**Demobilization**

- 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 Fire and Rescue Branch and close out logs when authorized by the Operations Chief.
- Leave forwarding phone number where you can be reached.

**Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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### 3.2.2.1 Radiological Unit Leader

**POSITION TITLE: Radiological Unit Leader\***

\* This position will not be filled at the local EOC level, depending on the size and location of the incident. If not filled at the local EOC level, these positions may be filled at the OA EOC or in the field.

You report to: Fire and Rescue Branch Director

#### **Position Overview**

The Radiological Unit Leader is responsible for ensuring that radiological monitoring is being conducted, when needed.

#### **Responsibilities**

- Inspects monitoring equipment and distributes it as needed.
- Coordinates monitoring results with County of Riverside Emergency Management Department, Environmental Health, and appropriate City/County EOC staff.

#### **Initial Actions**

- Receive briefing from the Fire and Rescue Branch Director with other branch staff.
- Determine the status (operability and location) of all radiological monitoring equipment in the City.
- Put all trained City radiological monitoring staff on stand-by. If no trained personnel available in the City, request assistance from the Operational Area.
- Determine area(s) for monitoring.
- Ensure that all field monitoring teams have appropriate protective equipment and clothing.
- Issue appropriate protective equipment and dosimeters to all radiological monitoring staff. Develop a process to check radiation levels of all field monitors on a routine basis.
- Develop a deployment and reporting process for the radiological monitoring process. Obtain the approval of the Fire and Rescue Branch Director.
- Have a plan ready for disposition of any radioactive material found.

#### **Intermediate Actions**

- Receive ongoing reports from all field monitoring sites. Report this information to the Fire and Rescue Branch Director (for transmittal to the County of Riverside Environmental Health Agency) or to the designated County of Riverside Radiological Officer.



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- Provide the Fire and Rescue Branch Director frequent updates.
  - Identify, in conjunction with the County of Riverside Environmental Health Agency, medical facilities with the capability to decontaminate radiological contaminated casualties.
  - Ensure that appropriate field decontamination stations are operational, as needed. Coordinate with the County of Riverside Environmental Health Agency.
  - Prepare, as necessary, for in-place sheltering.
  - Coordinate with the Law Enforcement Director to establish evacuation routes and erect (with the assistance from Development Services Director), barriers to block passage into danger areas.
  - Ensure that all field monitors are using appropriate techniques and receive adequate rest periods.
  - Coordinate with other City EOC staff, as needed.
  - Request additional radiological monitoring equipment or personnel from the Operational Area EOC.
  - Advise of the need to upgrade shelter facilities during increased readiness period to reduce shelter deficits.

### **Extended Actions**

- Maintain and actively review a log of all radiological field monitoring staff to include, but not limited to:
  - \_ Name and regular work assignment or location.
  - \_ Area assigned to monitor.
  - \_ Record of personal dosimeter readings.
  - \_ Record time exposed during monitoring activities.
- Keep the County of Riverside Environmental Health Agency advised of the status of monitoring activities.
- Provide all radiological monitoring staff with appropriate information about their exposure and follow up dosimeter checks as determined by the County of Riverside Health Officer.
- Ensure that all radiological monitoring staff attends a Critical Incident Stress Debriefing session.

### **Demobilization**

- 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 Radiological Unit and close out logs when authorized by the Operations Chief.
  - Leave forwarding phone number where you can be reached.

**Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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### 3.2.2.2 Heavy Rescue Unit Leader

**POSITION TITLE: Heavy Rescue Unit Leader\***

\* This position will not be filled at the local EOC level, depending on the size and location of the incident. If not filled at the local EOC level, these positions may be filled at the OA EOC or in the field.

You report to: Fire and Rescue Branch Director

#### Position Overview

The Heavy Rescue Unit Leader provides coordination with Heavy Rescue Team(s).

#### Responsibilities

- Ensure that Heavy Rescue Team(s) are assigned according to objectives and priorities set by the requesting EOC.

#### Initial Actions

- Receive briefing from the Fire and Rescue Branch Director.
- Determine the area(s) requiring Heavy Search and Rescue effort. Prioritize them. Determine special equipment needs. Coordinate with the Fire Branch Director and the Operations Chief to establish a priority of rescues and assist in briefing the EOC Director.
- Request Heavy Rescue Team(s) and specialized equipment through normal channels or the Operational Area Fire and Rescue Coordinator.
- Assign responding Heavy Rescue Team(s) to appropriate area field command post. Notify the field command post of the Team's ETA and assignment.
- Develop "Rescue" status board identifying areas(s) to be searched, those in progress, results, and ETA to when the working site will be cleared.

#### Intermediate Actions

- Keep the Fire and Rescue Director updated on all changes in the situation.
- Participate in all Branch briefings.
- Monitor progress and discuss with the Fire and Rescue Branch Director the need to request additional help if there are multiple buildings to be searched. If approved, request additional resources from the Operational Area.
- Communicate frequently with either the assigned field command post or directly with team members, whichever method is the most appropriate.

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### **Extended Actions**

- Determine when it is appropriate to demobilize the Heavy Search and Rescue operations and develop an appropriate demobilization plan.
- Coordinate feeding and sleeping arrangements for the Heavy Rescue Team(s), if needed.
- Ensure that Heavy Rescue Team members are given appropriate rest periods and have an established rest area.
- Prepare a debriefing report on the Heavy Search and Rescue operations.
- Participate in a Critical Incident Stress Debriefing session.

### **Demobilization**

- 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 Heavy Rescue Unit and close out logs when authorized by the Operations Chief
- Leave forwarding phone number where you can be reached.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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### 3.2.2.3 Hazardous Materials Unit Leader

#### **POSITION TITLE: Hazardous Materials Unit Leader\***

\* This position will not be filled at the local EOC level, depending on the size and location of the incident. If not filled at the local level, these positions may be filled at the OA EOC level or in the field.

You report to: Fire and Rescue Branch Director

#### **Position Overview**

The Hazardous Materials (HazMat) Unit Leader is the point of contact for mutual aid Hazardous Materials Team(s).

#### **Responsibilities**

- Monitor HazMat response activities.
- Communicating the set EOC Incident Action Plan and objectives.
- Ensure that appropriate public information notices are provided to the Fire & Rescue Branch Director.

#### **Initial Actions**

- Receive briefing from the Fire and Rescue Branch Director.
- Identify City resources available to mitigate some or all of the situation.
- Request a Hazardous Material Team(s) through normal channels. If unable to fill request, contact the Operational Area.
- Obtain protective respiratory devices or clothing for response personnel as dictated by the situation.
- Identify the material involved and health ramifications, if not already done.
- Provide protective action activities to the PIO should a press release need to be made to the general public.
- Begin planning evacuation routes and identifying the staff necessary to evacuate the danger area.
- Coordinate with the local or County EOC for possible mass care and sheltering needs.
- Identify resources and staff necessary to perform any type of decontamination on individuals evacuated from the danger area.
- Notify the County Health Officer of the situation through the Operational Area.

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### **Intermediate Actions**

- Monitor the response activities through the appropriate field command post.
- Keep the Fire and Rescue Director updated on all situation changes and field activities.
- Assist the field team(s) in contacting the owner of the causative agent, if not already done.
- Notify all appropriate governmental agencies of the hazardous materials incident(s)

### **Extended Actions**

- Ensure field units are relieved on a regular basis and a rest area is provided.
- Estimate the time the City might be able to release the responding Hazardous Materials Team(s) back to the Operational Area.
- Once the hazardous materials incident has been taken care of, prepare a debriefing report for the Fire and Rescue Branch Director.
- Participate in a Critical Stress Debriefing session.

### **Demobilization**

- 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 Hazardous Materials Unit and close out logs when authorized by the Operations Chief.
- Leave forwarding phone number where you can be reached.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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### **3.2.3 Law Enforcement Branch**

#### **POSITION TITLE: Law Enforcement**

You report to: Operations Chief

You supervise: All units activated under the Law Enforcement Branch

#### **Position Overview**

The Law Enforcement Branch is responsible for coordinating evacuations; enforcing laws and emergency orders; establishing safe traffic routes; ensuring security is provided at incident facilities; ensuring access control to damaged areas; ordering and coordinating appropriate mutual aid resources; and search teams.

#### **Responsibilities**

- Traffic management.
- Fatalities management.
- Facilities security.
- Coordinate Coroner's activities
- Assist and serve as an advisor to the Operations Section Chief as required.

#### **Initial Actions**

- Receive assignment and briefing from the Operations Chief.
- Determine the status of all Law Enforcement assets and operational activities.  
Report status to the Operations Chief.
- Determine Law Enforcement objectives and communicate those to the Operations Chief.
- Establish EOC Incident Action Plans to meet the needs of the mutual aid requests to protect life and property, secure perimeters around risk areas or evacuated areas, and provide security for emergency workers, as needed.
- Monitor all Law Enforcement activities.
- Prepare Branch Situation Report as requested.
- Participate in all Operations Section briefings

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### **Intermediate Actions**

- Develop a staffing plan for a 24-hour operation.
- Monitor the situation and, if directed by the Operations Chief, begin development of evacuation plan and routes.
- Notify the Care and Shelter Unit Leader of all evacuation plans. Work with the Care and Shelter Unit Leader to determine safe evacuation sites and/or shelter locations.

### **Extended Actions**

- Ensure that all communications are copied to the Message Center.
- Keep the Operations Chief informed of all Law Enforcement activities.
- Coordinate as necessary with the Public Information Officer for the release of public protective actions, evacuations, road closures, etc.
- Begin demobilization as soon as practicable.
- Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to the Operations Chief. Ensure all staff participates in a Critical Incident Stress Debriefing session.
- Provide for staff rest periods and relief.

### **Demobilization**

- 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 Law Enforcement Branch and close out logs when authorized by the Operations Chief
- Leave forwarding phone number where you can be reached.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization



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### 3.2.3.1 Evacuation Unit Leader

#### POSITION TITLE: Evacuation Unit Leader

\* This position may not be filled at the local EOC level, depending on the size and location of the incident. If not filled at the local level, these positions may be filled at the OA EOC level or in the field

#### Position Overview

The Evacuation Unit Leader is responsible for an orderly, systematic evacuation of City residents and visitors due to an extreme emergency.

#### Responsibilities

- Responsible for an orderly, systematic evacuation of City residents and visitors due to an extreme emergency.

#### Initial Actions

- Receive briefing from the Law Enforcement Director.
- Establish the lead time needed prior to evacuation.
- Develop an evacuation plan with the following priorities in mind:
  - Public safety
  - Medical and health services
  - Delivery of essential provisions and other necessary resources
- Coordinate with the Public Works Branch, the Utilities Branch, the Care and Sheltering Unit, local transit company, and other necessary staff to develop a cohesive evacuation plan.
- Develop evacuation routes and request the Public Information Officer to begin drafting an evacuation notice for the public with specific instructions and routing information as well as information for evacuating special needs populations.
- Arrange with Public Works Unit for barricades and inform them of where the barricades are to be placed.
- Provide appropriate evacuation information to emergency responders.
- Provide appropriate evacuation information to the evacuees.
- Provide security for evacuated areas and sheltering of evacuees.
- Arrange for evacuation of the elderly and infirm or others with special needs.

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- Identify potential problem areas along evacuation routes, i.e., weight restrictions, narrow bridges, road sections susceptible to secondary effects of an incident, etc.
  - Estimate the number of people to be evacuated and explain transportation policy (i.e., movement, control, use of public and private vehicles, etc.).
  - Designate areas along movement routes where evacuees can obtain fuel, water, medical aid, vehicle maintenance, information, and comfort facilities.
  - Identify areas for parking and vehicle security in reception areas.

### **Intermediate Actions**

- Coordinate with the Care and Shelter Director, and Logistics Section to ensure adequate supplies at all shelter and mass care sites.
- Ensure that all barricades are up and located as identified in the evacuation plan developed for the incident.
- Notify the Operational Area of the evacuation.
- Deploy additional Law Enforcement Officers to canvass the evacuation area to provide a verbal notification of evacuation for those who may not have received the alert.

### **Extended Actions**

- Keep the Law Enforcement Director updated on the situation and of any changes.
- As soon as practical and safe develop a reentry plan with the Operations Chief, Care and Shelter Director, Logistics Chief, Law Enforcement Director, and the EOC Manager.
- Request the PIO to publish and arrange EAS broadcast for the reentry order with route instructions.
- Arrange transportation for those without transportation, the elderly, and homeless.
- Prepare a debriefing report of the evacuation and provide it to the Law Enforcement Director.
- Participate in a Critical Incident Stress Debriefing Session.

### **Demobilization**

- 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.

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- Determine what follow-up to your assignment might be required before you leave.
  - Deactivate the Evacuation Unit and close out logs when authorized by the Operations Chief.
  - Leave forwarding phone number where you can be reached.

**Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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### 3.2.3.2 Coroner Unit Leader

#### POSITION TITLE: Coroner Unit Leader

\* These positions will not be filled at the local EOC level, depending on the size and location of the incident. If not filled at the local level, these positions will be filled at the OA EOC level or at the field level.

You report to: Law Enforcement Branch Director

#### Position Overview

The Coroner Unit serves as the point of contact for the County of Riverside Sheriff/Coroner's Office and provides assistance with dealing with human remains until such time as the Coroner's Office can take over.

#### Responsibilities

- Point of contact for the County of Riverside Sheriff/Coroner's Office.
- Provides assistance with dealing with human remains until such time as the Coroner's Office can take over.

#### Initial Actions

- Receive briefing from the Law Enforcement Branch Director.
- Establish contact with each operational field command post to determine the number of deceased persons in each area.
- Establish contact with the County of Riverside Coroner's Office to provide status reports on the number of fatalities and to coordinate activities until Coroner staff arrives.
- Ensure body bags and other necessary supplies and equipment are on hand for Coroner staff.
- Ensure temporary cold storage facilities or vehicles are procured.
- Establish Fatality Collection Areas (FCA's) to facilitate body recovery operations (Morgue or temporary morgue facilities).
- Coordinate transportation of remains to FCA's.
- Ensure that the Coroner's staff identifies remains and notify next of kin.

#### Intermediate Actions

- Participate in all Branch briefings.
- Keep the Law Enforcement Director updated on the status of Coroner's activities and FCA's.

#### Extended Actions

- Ensure security at each FCA.

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- Keep the appropriate field command post informed as to the status and locations of FCA's.
  - Prepare a demobilization plan as soon as the Coroner has sufficient staff to take over the function.
  - Notify the Law Enforcement Director as to when the Coroner staff takes over the FCA's and what additional or continuing Law Enforcement assistance will be needed.
  - Prepare a Coroner Operations debriefing report upon demobilization for the Law Enforcement Director.
  - Participate in a Critical Incident Stress Debriefing Session.

**Demobilization**

- 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 Coroner Unit and close out logs when authorized by the Operations Chief.
- Leave forwarding phone number where you can be reached.

**Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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### **3.2.4 Care and Shelter Branch Director**

#### **POSITION TITLE: Care and Shelter Branch Director**

You report to: Operations Chief

You supervise: City Shelter staff

#### **Position Overview**

The Care and Shelter Branch is responsible for opening and operating evacuation centers and mass care facilities (until, and if, the American Red Cross can assume responsibility), coordinating efforts with the County of Riverside Department of Social Services, Animal Services, American Red Cross, school districts, and other volunteer agencies.

#### **Responsibilities**

- Coordination with Riverside County Operational Area for shelters, evacuation care and receptions and shelter centers, and animal shelters.
- Coordination with volunteer agencies
- Provision of central registration and inquiry service to reunite families and respond to outside welfare inquiries
- Coordination of the flow of information between the EOC and Care and Shelter facilities.
- Work with access and functional needs specialist (Planning Section) and Donations and Volunteer unit (Logistics).

#### **Initial Actions**

- Receive briefing from the Operations Section Chief.
- Determine the number of evacuees with special needs, such as the critically ill, handicapped, elderly, infirm, non-English speaking, and incarcerated persons. To the extent possible coordinate with the American Red Cross to designate space within shelters to house these types of individuals.
- Inventory the operational status of all facilities listed as shelter, including the following information:
  - Structural soundness
  - Utility services
  - Adequate sanitation facilities, including showers
  - Capacity for cooking, serving and dining areas and equipment
  - Housing capacity
  - Handicapped access

- 
- If shelters are opened, coordinate information with the American Red Cross and Desert Sands Unified School District; assist in providing staff and logistical support. May need to request appropriate representatives from these groups to send a liaison to the EOC.
  - Identify and monitor any open shelters, evacuation centers, and animal shelters.
  - Acquire from each open shelter on a routine basis an up-to-date list of all registered shelter or mass care occupants.

### **Intermediate Actions**

- Participate in all branch briefings.
- Keep the Operations Section Chief apprised of the situation.
- Work with the PIO to develop appropriate shelter and mass care information to be released through the news media.
- Periodically poll all open shelters or mass care facilities to determine the number of individuals registered, the amount of available space, and any support needed (i.e., special dietary needs, medications, etc.).
- Coordinate with the PIO for alternative forms of communications to and from any open shelter or mass care site, as needed or requested from those areas.

### **Extended Actions**

- Monitor all shelter and mass care operations to ensure there is adequate staffing, communications, supplies, etc.
- Assist the American Red Cross in demobilization of shelters, as necessary.
- Request the PIO to inform the press of all shelters or mass care areas being closed.
- Prepare a Care and Shelter debriefing report.
- Participate in a Critical Incident Stress Debriefing Session.

### **Demobilization**

- 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 Care and Shelter Branch and close out logs when authorized by the Operations Chief.
- Leave forwarding phone number where you can be reached.

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### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization



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### 3.2.5 Public Works Branch

#### **POSITION TITLE: Public Works Branch Director**

You report to: Operations Chief

You supervise: Construction and Engineering Unit Leader, Debris Management Group supervisor.

#### **Position Overview**

The Public Works Branch is activated to ensure that appropriate staff members are available to assist other emergency responders (in coordination with the Operations, Planning, and Logistics Sections) with assignments such as the operation of heavy equipment, providing flood fighting assistance, clearing debris from roadways and water ways, assisting with utility restoration, and road way repairs as needed.

#### **Responsibilities**

- Responsible for coordinating City assets for public works, road repair, debris clearance, and flood control.

#### **Initial Actions**

- Receive briefing from the Operations Chief.
- Ensure undamaged equipment is accessible and clear of potential damage.
- Begin to determine the immediate status of City owned and leased buildings, roads, and department employees on duty for assignment.
- Determine the need to appoint other Unit Leaders Construction and Engineering, Debris Removal, and Flood Control; distribute appropriate checklists and position identifiers, if available.
- Ensure that Construction and Engineering, Debris Removal, and Flood Control Teams working in the field report back the following information:
  - Collapsed/hazardous buildings
  - Fires
  - Downed power lines
  - Exposed broken gas mains/gas leaks
  - Street light outages
  - Any potential dangerous situations
- Inform the Operations Chief of the above information as it is received.
- Determine the status of gas, electric, water, and telephone service.
- Develop immediate objectives and an EOC Incident Action Plan to begin efforts to restore damaged areas.

- 
- Identify current and future resource needs, and requisition material/service requirements through the Logistics Chief.
  - Work with the Facility Inspection Unit to ensure that buildings are inspected, tagged, and, if necessary, demolished to protect the safety of those in the area.
  - Establish contact with the Valley Sanitation District for assistance in dealing with any sewage or other removal issues.
  - Begin to mobilize personnel, equipment, and vehicles for deployment.

### **Intermediate Actions**

- Establish contact with established field command posts to obtain a status report of critical facilities, sanitation facilities, and public buildings.
- Ensure branch activities are coordinated with other involved branches or sections and agencies.
- Request assistance from Law Enforcement or Fire and Rescue Branches as necessary.
- Keep the Operations Chief informed of the situation, and immediately report any new or changed information.
- Develop a plan for 24-hour operations. Contact off-shift employees to inform them of their emergency schedule.
- Ensure that the public works status is reported to the Operational Area.
- Request additional structural engineers from the Operational Area, if needed, using mutual aid if necessary.
- Monitor the status of public works field activities from all Branch Directors.

### **Extended Actions**

- Document all activities and decisions on an activity log.
- Obtain debriefing reports from all Branch Directors and compile a complete debriefing report on the Public Works function.
- Participate in a Critical Incident Debriefing session.

### **Demobilization**

- 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 Public Works Branch and close out logs when authorized by the Operations Chief

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- Leave forwarding phone number where you can be reached.

**Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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### 3.2.5.1 Animal Control Unit Leader

#### POSITION TITLE: Animal Control Unit Leader

You report to: Operations Section Chief

#### Position Overview

\* These positions may not be filled at the local EOC level, depending on the size and location of the incident. If not filled at the local level, these positions will be filled at the OA EOC level or at the field level.

The Animal Control Unit Leader serves as the City's point of contact for local Animal Control and to ensure that animal control activities are coordinated throughout the City.

#### Responsibilities

- Coordinate animal control activities throughout the City.
- Control loose animals.
- Identify emergency animal shelters.
- Coordinate with County Animal Control for the use of REARS and additional County approved temporary animal shelters.

#### Initial Actions

- Receive briefing from the Operations Section Chief or Liaison Officer.
- Inform all field command posts that all stray animals or questions from the community about animals and pets should be referred to the City EOC.
- Obtain a status on the number and types of loose or homeless animals in the City.
- Identify potential emergency shelters by contacting volunteer animal rights organizations for assistance.
- Identify Veterinarians to be on call for animal emergencies.
- Obtain staff for each emergency animal shelter to be established from volunteer groups and the Logistics Section.

#### Intermediate Actions

- Monitor and facilitate the situation.
- Keep the Care and Shelter Branch and the Law Enforcement Director updated on the situation and any changes.
- Poll each established field command post for status of stray animals or other animal related issues on a periodic basis.
- Request mutual aid assistance if necessary

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### **Extended Actions**

- Ensure continued coordination between City and County Animal Services
- Participate in a Critical Incident Stress Debriefing Session.

### **Demobilization**

- 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 Animal Control Unit and close out logs when authorized by the Public Works Branch Director.
- Leave forwarding phone number where you can be reached.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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### 3.2.5.2 Construction and Engineering Unit Leader

#### POSITION TITLE: Construction and Engineering Unit Leader

You report to: Public Works Branch Director

#### Position Overview

The Construction and Engineering Unit supports emergency response operations under the Operations section. This unit provides guidance for initial size-up, rapid needs assessment, and preliminary disaster reports on the affected, damaged, and destroyed during an emergency event. This includes surveying infrastructure systems, such as roads and bridges within the jurisdictional area.

#### Responsibilities

- Coordinate with structural engineers for building assessments.
- Ensure unsafe areas and structures are clearly marked and the public informed.
- Supervise any construction and/or engineering projects to repair damaged buildings, streets, and critical facilities.
- Develop short, mid-, and long-term reconstruction priorities and plans.

#### Initial Actions

- Receive briefing from the Public Works Branch Director.
- Obtain status of:
  - Roadways
  - Public buildings
  - Critical facilities
- Identify what efforts are in progress to restore and/or repair damaged public buildings, roads, and utilities.
- Coordinate with the Operations Section Chief or Public Works Director regarding any buildings which may require immediate demolition.
- Determine the structural safety of emergency operations facilities, public shelters, and reception and care centers in a post-earthquake (or other devastated) environment.
- Determine the safety of evacuation routes in a post-earthquake (or other devastated) environment.

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- Develop a status report and provide to the Operations Section Chief.
  - Establish contact with neighboring jurisdictions, County roads and Caltrans.
  - Identify and inventory City construction resources.
  - Work with the Finance and Administration Section and Logistics Section to identify vendors to provide support to Indio construction and engineering needs.
  - Develop an action plan to first identify, and then determine, how to mitigate further damage for the short term, and options for final disposition of damaged areas (i.e. restore, condemn, etc.).
  - Coordinate with Public Works Branch Director to determine what construction and engineering resources are needed, if any.

### **Intermediate Actions**

- Participate in all Branch briefings.
- Establish need for heavy equipment and request Logistics Section to assist in procurement.
- Keep the Public Works Director informed of status and update frequently.
- Provide cost estimates for any construction work being done or to be done to mitigate or restore damaged facilities and roads.
- Establish teams of construction and engineering staff (City and volunteer) and develop a plan for surveys and reports of on how to respond to their assigned area of damage.
- Develop a plan to assign construction and engineering assets based upon priorities set by the EOC Director and Section Chiefs in the most recent EOC Incident Action Plan.

### **Extended Actions**

- Keep the Operations Chief updated on the situation and of any changes.
- Determine the length of time extraordinary construction and engineering response and recovery activities will continue and what resources are needed.
- Work with the Public Works Director to develop a plan for long term construction activities. Provide costs to Finance and Administration Chief.
- Provide a summary of all construction and engineering activities and progress, every 24 hours to the Public Works Director.
- As soon as practicable, develop a demobilization plan to release any mutual aid resources, volunteers, and City staff in that order.
- Participate in a Critical Incident Stress Debriefing Session.

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### **Demobilization**

- 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 Construction and Engineering Unit and close out logs when authorized by the Public Works Branch Director
- Leave forwarding phone number where you can be reached.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization



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### 3.2.5.3 Debris Management Group

#### **POSITION TITLE: Debris Management Group Supervisor**

You report to: Public Works Branch Director

#### **Position Overview**

The Debris Management Group will develop and coordinate a debris management and removal plan. This involves identifying and adhering to removal criteria established by local, state and federal agencies to ensure eligibility for cost recovery and to comply with the law.

#### **Responsibilities**

- Coordinate with OA EOC to activate County Debris Management Plan.
- Oversee debris removal projects within the city jurisdiction.

#### **Initial Actions**

- Obtain a status on all roads and streets within the City and neighboring jurisdictions from available sources, i.e., any open field command posts, Fire, Law Enforcement, Public Works units.
- With the assistance of Law and Fire, identify and prioritize roads and areas for debris removal and clearance.
- Coordinate with Operations Section with respect to route information, clearance, and recovery.
- Develop a plan of action and assign teams to monitor debris removal operations.
- Coordinate closely with the Logistics Chief to obtain proper protective clothing (gloves, face masks, hard hats, or utility boots) as needed.
- Establish contact with private vendors to develop a plan for debris pick up during response and recovery activities, obtain status of sewer systems and repair activities in progress and status of residential and business refuse pickup services during the emergency.

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### **Intermediate Actions**

- Request vendors assisting in debris removal in the affected areas to communicate with the EOC for closer coordination, should refuse and sewage become big issues.
- Keep the Public Works Director updated as to activities and changes in the situation.
- Monitor the field activities of debris removal and route recovery teams.
- Develop a staffing plan for 24-hour debris removal and route recovery activities.
- Identify the need for any heavy equipment and coordinate the procurement with the Logistics and Finance Section. Ensure that any specialized equipment received has a qualified operator and transporter with it.
- Determine which landfill for debris to be hauled to. Determine the route for emergency workers to use.

### **Extended Actions**

- Monitor progress of the debris removal on a regular basis.
- Coordinate route recovery efforts with Law Enforcement Departments and Riverside County Department of Transportation, as necessary.
- Prepare a demobilization plan to stage shutdown of activities as the situation becomes controllable with City assets.
- Participate in a Critical Incident Stress Debriefing Session.

### **Demobilization**

- 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 Debris Removal and Route Recovery Unit and close out logs when authorized by the Operations Chief.
- Leave forwarding phone number where you can be reached.

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### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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### **3.2.5.4 Flood Control Unit Leader**

#### **POSITION TITLE: Flood Control Unit Leader**

\*This position and its duties and responsibilities may be filled by the Riverside County Flood Control Agency. A representative may fill the position at the City's EOC or at the OA EOC.

You report to: Public Works Branch Director

#### **Position Overview**

The Flood Control Unit Leader is responsible for conducting flood mitigation and flood fighting operations.

#### **Responsibilities**

- Coordinate with the Law Enforcement and Fire Branch Directors for notification and evacuation measures.
- Coordinate with the Public Works Branch Director and IWA Branch unit for debris clearance from affected waterways.
- Ensure surveys for potential breakage are conducted of all dams in the affected area.

#### **Initial Actions**

- Receive briefing from the Public Works Branch Director.
- Establish contact with County of Riverside Flood Control Department.
- Identify areas of known potential problems and begin monitoring these areas.
- Work with the Construction and Engineering Unit Leader to coordinate debris removal from affected waterways.
- Coordinate flood fighting operations with County Flood Control and the Fire Branch.
- Monitor water levels and keep the Operations Section Chief and EOC Director updated on a regular basis.
- Coordinate with the Law Branch to begin planning evacuation routes and identifying the staff necessary to evacuate the danger area.

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### **Intermediate Actions**

- Keep the Public Works Branch Director and the Operations Section Chief informed of the situation, and immediately report any new or changed information.
- Work with the PIO to develop appropriate flood information to be released through the news media.
- Coordinate with the Care and Shelter Director for possible mass care and sheltering needs.
- Work with the Public Works Branch and Logistics Section to obtain any needed supplies and/or equipment (e.g., sand bags, water pumps, generators, etc.).
- Coordinate with the Operational Area providing information on current situation.
- Develop a staffing plan with the Personnel for 24-hour flood activities or as directed by the Public Works Branch Director.

### **Extended Actions**

- Participate in a Critical Incident Debriefing session.

### **Demobilization**

- 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 Flood Control Unit and close out logs when authorized by the Operations Chief.
- Leave forwarding phone number where you can be reached.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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### 3.2.5.5 Utilities Unit Leader

#### **POSITION TITLE: Utilities Unit Leader**

You report to: Public Works Branch Director

#### **Position Overview**

\* This position may not be activated in local EOC and may be filled by another position within the Operations Section or in the field

The Utilities Unit Leader acts as the Liaison between private utility companies and the City.

#### **Responsibilities**

- Ensure the maintenance and restoration of:
- Electric transmission lines, substations, and distribution systems.
- Water transmission systems, Internet service, distribution systems, storage units, and supply sources.
- Neutralize secondary threats resulting from the disaster.

#### **Initial Actions**

- Determine the status of gas, electric, water, Internet and telephone service.
- Develop priorities and coordinate with utility companies (i.e., electrical, gas, water, etc.) for restoration of utilities to critical and essential facilities.
- Ensure that utilities teams working in the field report back the following information:
  - Collapsed/hazardous buildings
  - Fires
  - Downed power lines
  - Exposed broken gas mains/gas leaks
  - Street light outages
  - Any potentially dangerous situations
- Establish and maintain communications Care and Shelter Branch

#### **Intermediate Actions**

- Keep the Public Works Branch Director updated on the situation; report any changes as soon as possible.
- Ensure that each utility company is keeping you informed of the status of their utility, special problems, and their availability to respond.
- Advise the PIO of public utility status.

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- Work with the utility companies to ensure that problems pertaining to the special needs of the elderly, handicapped, and those whose primary language is not English are being addressed.
  - Coordinate supply requirements which cannot be met from assigned resources with the Logistics Chief.
  - Coordinate transportation and equipment needs which cannot be met from assigned resources through Logistics Section.

### **Extended Actions**

- Document all activities and decisions made on an activity log.
- Participate in a Critical Incident Stress Debriefing Session.

### **Demobilization**

- 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 Utilities Branch and close out logs when authorized by the Operations Chief.
- Leave forwarding phone number where you can be reached.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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### **3.2.6 Schools Branch**

#### **POSITION TITLE: Schools Liaison**

You report to: Care and Reception Branch

#### **Position Overview**

The Schools Unit Leader assists in the coordination of schools to be used as shelters during an emergency incident.

#### **Responsibilities**

- Coordinate the flow of information between the City's EOC and local school districts.
- Provide statistical information regarding schools to the EOC.

#### **Initial Actions**

- Receive an initial briefing from the Operations Section Chief.
- Inventory schools for the following information:
  - Number of schools affected by the incident;
  - Name and address of school(s) affected by the incident;
  - Number of students/employees injured;
  - Number of fatalities;
  - Number of school(s) evacuated and location to which students and staff were evacuated;
  - Structural soundness;
  - Utility services (including communications);
  - When and if schools will be available for shelter facilities;
  - Number of buses available for transporting students (City, County, and/or vendor owned);
  - Adequate sanitation facilities, including showers;
  - Capacity of cooking areas, serving areas, dining areas, and equipment;
  - Housing capacity; and
  - Handicapped access.
- Provide the above information to the American Red Cross and the Situation Assessment Branch Director in the Planning and Intelligence Section.



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- Determine the number of school buses (City, County, and/or vendor owned) available throughout the City. Request the OA to pole the surrounding areas to determine the number of school buses that can be used to assist with evacuations in the City.
  - If shelters are being opened, coordinate information with the Care and Shelter Branch.
  - Notify the Operations Chief of any health related issues identified at any school site (i.e., sewage leaks, etc.).
  - Coordinate with the Construction and Engineering Unit Leader to ensure school locations are structurally safe and operational. If the emergency incident is an earthquake, ensure that the Construction and Engineering Unit Leader re-inspects shelter locations following all aftershocks.

### **Intermediate Actions**

- Participate in all Operations Section briefings.
- Establish contact with the PIO to determine the process needed to get information to the general public regarding schools that are closed, schools that are open and informational instructions for families with children who were attending school at the time of the emergency (e.g., evacuation locations).
- Coordinate with the Communications Branch Director for alternative forms of communications to and from any open schools, as needed or requested from the schools.

### **Extended Actions**

- Ensure that all communications are copied to the Message Center.
- Keep the Operations Chief updated and report any changes in the situation as soon as possible.
- Develop a demobilization plan for all active shelters with the Care and Shelter Branch.
- Prepare an After-Action Report and turn it in to the Operations Chief.
- Participate in a Critical Incident Stress Debriefing session.

### **Demobilization**

- 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 Schools Branch and close out logs when authorized by the Operations Chief.
- Leave forwarding phone number where you can be reached.

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### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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## **SECTION 4: PLANNING and INTELLIGENCE SECTION**

### ***4.1 Planning and Intelligence Section Overview***

The Planning and Intelligence Section's primary function is to gather incident related information from a variety of sources, including all EOC sections, DOC's and field; analyze and verify the information; and prepare and update the EOC information documents and map displays for the purpose of providing situational awareness and common operating picture (SA/COP) for all personnel. The Plans and Intel section also has an important role in overseeing meetings and briefings, and in preparing the EOC Action Plan (EAP).

Responsibilities are to:

- Collect initial situation and safety/damage assessment information.
- Display situation and operational information in the Emergency Operations Center (EOC) using maps and visual aids.
- Disseminate intelligence information to the EOC staff.
- Conduct mapping and recording operations.
- Prepare summary safety/damage assessment reports for dissemination to City departments, Riverside County departments and agencies, Cal OES, FEMA, and the Riverside County Operational Area (OA).
- Prepare required reports identifying the extent of damage and financial losses.
- Determine the City's post-event condition.
- Provide Planning and Intelligence support to other Sections.
- Ensure accurate recording and documentation of the incident.
- Prepare the City's EOC Action Plan.
- Prepare the City's After-Action Report.
- Prepare a post-disaster recovery plan.
- Maintain proper and accurate documentation of all actions taken to ensure that all required records are preserved for future use and State OES and FEMA filing requirements.

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## **4.2 Planning and Intelligence Section Position Checklists**

### **4.2.1 Planning and Intelligence Chief**

#### **POSITION TITLE: Planning and Intelligence Chief**

You report to: EOC Director

You supervise: All sections activated under the Planning and Intelligence section.

#### **Position Overview**

The Planning and Intelligence Chief has the management responsibility for all planning activities relating to response, demobilization, and recovery operations. This position oversees the development of the EOC Incident Action Plan.

#### **Responsibilities**

- Manage the Planning and Intelligence Section staff.
- Gather and analyze all situation data.
- Develop reports and recommend actions for the EOC Director and the EOC Manager for EOC Incident Action Plans.
- Conducts planning meetings and prepare the action plan for each operational period.
- Report directly to the EOC Director and coordinate closely with other Section Chiefs, in particular the Operations Section Chief.

#### **Initial Actions**

- Check-in with the EOC Director to receive initial briefing on:
  - General situation
  - Immediate tasks for the section
  - Organization of EOC staff
  - Communications capabilities between the City and the Operational Area
- Analyze the situation and determine the level of staffing:
  - Assign Planning/Intelligence Section Directors as needed (Situation Assessment Director, Documentation Director, Advance Planning

- 
- Director, Recovery Planning Director, Demobilization Director, and Technical Specialist).
  - Brief Directors after meeting with the EOC Director.
  - Set up Planning/Intelligence Section Center work area in the EOC.
    - Determine communication capabilities and restrictions both for on-site and external communications (phone, fax, e-mail, radio, etc.).
  - Check and fill equipment and supplies needs.
  - Assist the EOC Director in conducting planning meetings to evaluate and/or re-evaluate the situation, objectives, priorities, operational period, assignments, and needed logistics. (The outcomes of these meetings are the basis for the emergency action plan).

### Intermediate Actions

- Brief EOC Director and EOC staff on initial intelligence:
  - Nature and scope of incident/disaster.
  - Current and potential threats to life and property.
  - Recommended courses of action to mitigate immediate threats.
- Meet frequently with the PIO to update status for news releases.
- Obtain briefings and updates as appropriate from Section Chiefs.
- Conduct periodic Planning and Intelligence Section meetings to:
  - Brief/update the emergency action plan
  - Assign tasks to appropriate sections/units
  - Identify critical issues/needs, shortfalls
  - Brief sections on previously assigned tasks
- Prepare the initial situation report.
- Monitor resource usage to forecast shortfalls.
- Coordinate the EOC emergency action plan, publish and distribute copies to the EOC Director, all Sections Chiefs, and if necessary all division command posts.
- Develop possible incident objectives and priorities based on:
  - Public health and welfare
  - Emergency information or public instructions
  - Possible shortages of personnel or supplies
  - Identification of danger areas
  - Determination of needs
- Analyze all information to forecast any developments or trends.

- 
- Collect projected activity reports from Section Chiefs and Planning/Intelligence Section Directors at appropriate intervals.
  - Ensure that all requests are routed/documented through the Planning/Intelligence Section.
  - Continue EOC situation briefings and action planning sessions as needed.
  - Monitor resource usage to forecast shortfalls.
  - Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration section:
  - Notification of any emergency expenditures
  - Daily time-sheets

**Extended Actions**

- Keep the EOC Director updated on the situation and of any changes.
- Review current priorities and policies from Planning/Intelligence Section Chief and EOC Director.
- Request EOC Director to authorize the deactivation of Section.
- When deactivation is approved, contact agencies and/or persons worked with and advise them of:
  - When deactivation will take place
  - Whom they should contact (include phone number) for the completion of ongoing actions or new requirements
- Coordinate with EOC Director and Section Chiefs to determine the need for an EOC Demobilization Plan. If the plan is deemed necessary, prepare a written demobilization action plan that will at a minimum address the following:
  - Release plan strategies and general information
  - Priorities for release
  - Transfer of authorities/responsibilities/missions
  - Completion and submittal of all required documentation
- Ensure that each Section has completed the following:
  - Final reports
  - Close-out of Section activity log
  - Transfer of ongoing missions and/or actions to appropriate full-time staff for recovery operations

- 
- Direct Section staff to attend the After-Action Review to be held after the EOC deactivation. Staff should be prepared to discuss:
    - General overview of the operation
    - General overview of EOC operation
    - Procedures/concepts that worked well
    - Procedures/concepts that need to be improved
  - Ensure staff cleans up work areas and returns facility to normal.
  - Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to the EOC Director. Provide for staff rest periods and relief.
  - Participate in a Critical Incident Stress Debriefing Session and ensure that all Planning/Intelligence staff and volunteers attend one also.

### **Demobilization**

- 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 Planning and Intelligence Chief position and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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## 4.2.2 Situation Assessment Unit

### POSITION TITLE: Situation Assessment Unit Leader

You report to: Planning and Intelligence Chief

#### Position Overview

This position oversees the collection, organization, analysis, and display of situation information related to the emergency. Also ensuring that information collected from all sources is validated prior to posting on status boards.

#### Responsibilities

- Collect, process, and organize situation information.
- Prepare situation summaries.
- Ensure all EOC status boards are accurate and up to date.
- Prepares maps and intelligence information for use in the emergency action plan.
- Maintain a “reference library” of reports and other documents.

#### Initial Actions

- Check-in with the EOC Planning and Intelligence Chief to receive initial briefing on:
  - General situation
  - Immediate tasks for the Section
  - Organization of EOC staff
  - Communication capability between the City and the Operational Area
- Set-up section work area:
  - Post organization/seating chart
  - Post maps (either standard or computerized)
  - Set-up status boards (either on computer or white board)
  - Update phone rosters
  - Check and fill equipment and supply needs
- Determine with Section Chiefs and the Documentation Unit and GIS Specialist appropriate information to be displayed on status boards.
- Prepare input to and facilitate in the emergency action planning session. The goal of the meeting is to cover the following topics:
  - Time period the plan covers
  - The mission priorities
  - Listing of objectives to be accomplished (should address the priorities and be measurable in some way)
  - Statement of strategy to achieve the objectives (identify whether there is more than one way to accomplish the objective, and which way is preferred)
  - Assignments necessary to implement strategy
  - Organizational elements to be activated to support the assignments (may also list organizational elements that will be deactivated during or



- 
- at the end of the period)
  - Logistical or other technical support required
- Maintain current status on information coming from division command posts and, if activated, the Operational Area:
    - Current information displayed on status boards
    - Current information displayed on maps
  - Distribute current information to all Section Chiefs and EOC Director.

### **Intermediate Actions**

- Maintain section logs and files.
- Refer all contacts with the media to the EOC Public Information Officer.
- Participate in periodic Planning and Intelligence Section meetings.
- Contact Operational Area Planning and Intelligence Section to establish the best methods for receiving and providing intelligence information. Additionally, setup a schedule for information to be received in order to be put in the EOC situation report.
- Brief the Planning and Intelligence Chief on major problem areas that need immediate action.
- Contact Section Chiefs on essential elements of information as it becomes available; establish the best methods for receiving and providing intelligence information. Additionally, set-up a schedule for information to be received in order to be put in the EOC situation report.
- Keep the command posts informed of the overall situation.
- Maintain an open file of situation reports and major incident reports for review with other branches or agencies.
- Provide information to EOC Public Information Officer for use in developing media and other briefings.
- Brief relief staff at shift change time.

### **Extended Actions**

- Keep the EOC Director and Planning and Intelligence Section Chief updated on the situation and of any changes.
- Coordinate all information received for After-Action Report.
- Assist transition into recovery operations/documentation.

- 
- Maintain disaster operations files, records, and legal documents for proscribed retention period.
  - Attend post disaster EOC debriefing.
  - Ensure staff cleans up work areas and returns facility to normal.
  - Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to Planning and Intelligence Section Chief. Provide staff rest periods and relief.
  - Participate in a Critical Incident Stress Debriefing Session.

**Demobilization**

- 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 Assessment Branch and close out logs when authorized by the Planning and Intelligence Section Chief.
- Leave forwarding phone number where you can be reached.

**Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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### 4.2.3 Documentation Unit

#### **POSITION TITLE: Documentation Unit Leader**

You report to: Planning and Intelligence Chief

#### **Position Overview**

The Documentation Unit is responsible for maintaining complete documentation of the emergency. This includes damage assessment reports, EOC action reports, after action reports (AAR), sign in sheets, and activity logs (ICS 214), and other incident files. The unit is also responsible for the duplication of materials; and for the preservation of incident files for legal, analytical, and historical purposes.

#### **Responsibilities**

- Assisting other Sections in setting up and maintaining documentation during a disaster.
- Maintain display boards of the current situation.
- Provide duplication services to EOC staff.
- File, maintain and store incident files and vital records for legal, analytical, and historical purposes.

#### **Initial Actions**

- Check in with the Planning and Intelligence Chief to receive initial briefing on:
  - General situation
  - Immediate tasks for the Section
  - Organization of EOC staff
- Establish situation/incident master file. At a minimum, the file should consist of:
  - Copies of all fax logs
  - Copies of all declarations and requests for any declarations
  - City Flash Report(s)
  - City Situation Report(s)
  - Copies of all Section and Branch activity logs
  - Copies of all reports either submitted to or generated by the EOC
  - Copies of all staff/organization charts
  - Copies of phone rosters
- Prepare distribution list for EOC Incident Action Plans.
- Make copies and distribute EOC Incident Action Plans.
- Ensure all telephone, radio, and general messages in the EOC are documented. Keep a copy of all phone messages.

- 
- Use pre-established message forms for documentation of all EOC communications.
  - Determine with the Planning and Intelligence Chief and Situation Assessment Unit appropriate information to be displayed on status boards.
  - Receive and log all documentation relating to requests and response for personnel or supplies to the respective Section Chiefs and Directors, and Officers.
  - Maintain an on-going activity log of all EOC activities, decisions, communications, and reports. Copies of news releases, public information notices, employee directives, Operational Area status summaries, etc., should be included.

### **Intermediate Actions**

- After the action planning meetings, assist in the preparation of any written EOC Incident Action Plans or procedures.
- Participate in periodic Planning and Intelligence Section meetings.
- Ensure copies of all documentation generated during the operation are submitted to the Planning/Intelligence Section.
- Brief relief at shift change time.

### **Extended Actions**

- Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to Section Chief. Provide staff rest periods and relief.
- Participate in a Critical Incident Stress Debriefing Session.

### **Demobilization**

- 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 Documentation Branch and close out logs when authorized by the Planning and Intelligence Chief.
- Leave forwarding phone number where you can be reached.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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## 4.2.4 Action Planning Unit

### **POSITION TITLE: Action Planning Unit Leader**

You report to: Planning and Intelligence Chief

#### **Position Overview**

The Action Planning Unit is the element most responsible for facilitating the EOC action planning process and producing the final plan. EOC action planning requires a collaborative effort by all members of the EOC, and while management and section chiefs play roles in development and implementation of the EAP, the Action Planning Unit is ultimately responsible for producing the EAP.

#### **Responsibilities**

- Initiate the EOC action planning process the planning “P” (in coordination with the EOC Director)

#### **Initial Actions**

- Receive briefing from the Planning and Intelligence Chief with other Section staff.
- Gather information from the Situation Assessment Unit.
- Monitor the situation with the Planning and Intelligence Section.
- Develop possible incident objectives and priorities:
  - Public Health and Welfare
  - Emergency information or public instructions
  - Possible shortages of personnel or supplies
  - Identification of danger areas
  - Determination of needs
- Develop an EOC Incident Action Plan which includes the following based on the priorities and objectives approved by the Sections Chiefs and EOC Director:
  - Planning period (time frame the EOC Incident Action Plan covers)
  - Clear objective(s)
  - Goals
  - Assets needed to be deployed to achieve objectives
  - Mutual aid requested and when it is expected
  - Length of shifts and/or when relief will be needed
- Obtain approval of the EOC Director of each EOC Incident Action Plan and Status Report; distribute the EOC Incident Action Plan and Status Report to ALL EOC staff and to any support agencies, off-site special districts involved in the incident, and any field command posts.

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### **Intermediate Actions**

- Keep the Planning and Intelligence Chief and Situation Assessment Director advised of changing information.
- Gather and assemble the various EAP components into a complete EOC action Plan for each operational period.
- Keep in close communication with the Liaison Officer for clear view of information from other agencies and the Operational Area.

### **Extended Actions**

- Attend all section briefings.
- Keep the Planning/Intelligence Chief advised of all activities and decisions.
- Participate in the development of a demobilization plan.
- Ensure that the demobilization plan is communicated and/or distributed to all essential groups or agencies.
- Update information and forecasts as objectives are met and new ones are identified. Keep all others in the EOC advised.
- Participate in a Critical Incident Stress Debriefing Session.
- Assist in compiling the Planning/Intelligence Section post incident report.

### **Demobilization**

- 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 Advanced Planning Branch and close out logs when authorized by the Planning and Intelligence Chief.
- Leave forwarding phone number where you can be reached.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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## 4.2.5 Recovery Planning Unit

### **POSITION TITLE: Recovery Planning Branch Director**

You report to: Planning and Intelligence Chief

#### **Position Overview**

The Recovery Planning Unit is responsible for organizing and directing the Recovery Planning in the City.

#### **Responsibilities**

- Form a Recovery Planning Team to assist the City in recovering from the incident, utilizing assigned representatives from each City Department affected by the incident.
- Coordinate with the Planning and Intelligence Chief and EOC Director the process of working with the City Manager and business and civic leaders to establish and implement a long-range plan for recovery for the City.
- Insure that the OA is updated on the level and types of damage in the City.

#### **Initial Actions**

- Receive briefing from Planning and Intelligence Chief with other Section staff.
- Monitor situation status activities and determine the extent of damages to City operations.
- Implement recovery plan for City operations.
- Separate and prioritize tasks and assign to the appropriate department.
- Determine how the recovery operations will be financed.

#### **Intermediate Actions**

- Establish incident files relating to damage in the City.
- Make sure that photographs, videos, and written documentation of the damage has been recorded.
- Formulate a plan with City Departments to facilitate recovery of City Departments.
- Work with the business community to formulate a plan for recovery of business operations.
- Monitor situation status activities and determine the extent of damages to business operations.
- Implement recovery plan for businesses.

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- Attend the FEMA Applicants Briefing and develop forms for City Departments to use when reporting expenditures which could be reimbursed by the State and/or FEMA.
  - Be prepared to assist Cal OES and FEMA with a Preliminary Damage Assessment (PDA) of the City.
  - Maintain a log of messages sent and received and all significant actions taken. Maintain record of all personnel participating and their hours on duty.
  - Update Finance/Administration Section Chief and Planning/Intelligence Section Chief with all pertinent information.

**Extended Actions**

- Document all actions and decisions on an activity log.
- Keep the Planning and Intelligence Chief advised of all activities and decisions.
- Attend all Section briefings.
- Participate in a Critical Incident Stress Debriefing Session.

**Demobilization**

- 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 Recovery Planning Branch and close out logs when authorized by the Planning and Intelligence Chief.
- Leave forwarding phone number where you can be reached.

**Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization



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## 4.2.6 Demobilization Unit

### POSITION TITLE: Demobilization Unit Leader

You report to: Planning and Intelligence Section Chief

#### Position Overview

The Demobilization Branch Director is responsible for preparing the demobilization plan to ensure an orderly, safe, and cost effective release of personnel and equipment. The Demobilization Unit Leader is responsible for preparing a Demobilization Plan.

#### Responsibilities

- Develops plan strategies and general information (personnel and equipment) and their priorities for release.
- Ensures completion and submittal of all required documentation.
- Develops a check-out procedure to ensure all deactivated personnel have cleared their operating position.

#### Initial Actions

- Receive assignment and briefing from the Planning and Intelligence Section Chief.
- Review incident resource records to determine probable size of the demobilization effort.
- Assess and fill needs for additional personnel, work space and supplies.
- Obtain incident command objectives, priorities and constraints on demobilization.
- Meet with Agency Representatives to determine:
  - Agencies not requiring formal demobilization
  - Personnel rest and safety needs
  - Coordination procedures with cooperating/assisting agencies
- Be aware of ongoing Operations Section resource needs.
- Establish process with Documentation Unit to submit demobilization documents.

#### Intermediate Actions

- Obtain identification and description of surplus resources and probable release times.
- Determine finance, supply, and other check-out stops.
- Evaluate incident logistics and transportation capabilities to support the demobilization effort.
- Prepare demobilization plan (Plan to include the following sections):
  - General - discussion of demobilization procedure
  - Responsibilities - specific implementation responsibility and activity
  - Release Priority - according to agency and kind and type of resources

## City of Indio Emergency Operations Plan

### Part II: Supporting Documents



- Release Procedures - detailed steps and process to be followed
- Directories - maps, telephone numbers, instructions, etc.
- Obtain approval of demobilization plan from the Section Chiefs and EOC Director.
- Distribute plan to each processing point.
- Ensure that all sections understand their responsibilities within the demobilization plan.
- Monitor implementation of demobilization plan.
- Brief the Planning/Intelligence Section Chief on progress of demobilization.

#### **Extended Actions**

- Ensure that all communications are copied to the Message Center.
- Participate in a Critical Incident Stress Debriefing Session.

#### **Demobilization**

- 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 Demobilization Branch and close out logs when authorized by the Planning and Intelligence Section Chief.
- Leave forwarding phone number where you can be reached.

#### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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## 4.2.7 Technical Specialists

### POSITION TITLE: GIS Specialist

You report to: Planning and Intelligence Section Chief

#### Position Overview

Technical Specialists are advisors with special skills that may be needed to support a specific incident.

#### Responsibilities

- Act as a resource to members of the EOC staff in their respective technical specialty.

#### Initial Actions

- Receive briefing from Planning and Intelligence Chief with other Section staff.
- Assess the current emergency and provide necessary information to the Planning/Intelligence Chief relative to projected duration and intensity of the emergency.

#### Intermediate Actions

- Participate in all EOC briefings and assist in setting objectives and priorities with the Advance Planning Director.
- Provide information to the Logistics Chief relative to special equipment needs.

#### Extended Actions

- Keep the Planning and Intelligence Chief advised of all activities and decisions.
- Ensure that all communications are copied to the Message Center.
- Brief your relief at shift change.
- Leave your name, number and place where you can be located if an emergency should occur.
- Participate in a Critical Incident Stress Debriefing Session.

#### Demobilization

- 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 Technical Specialist position and close out logs when authorized by the Planning and Intelligence Chief.
- Leave forwarding phone number where you can be reached

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### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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## **SECTION 5: LOGISTICS SECTION**

### ***5.1 Logistics Section Overview***

The Logistics Section's primary responsibility is to ensure the acquisition, transportation, and mobilization of resources to support the response effort at the disaster sites, public shelters, and the EOC. This section provides all necessary personnel, supplies, and equipment procurement support.

The Logistics Section ensures that all other sections are supported for the duration of the incident. Any personnel, equipment, supplies, or services required by the other sections will be ordered through the Logistics Section. Key units within the Logistics Section include:

- Technology and Communication Unit
- Personnel Unit
- Resource Tracking Unit
- Supply and Procurement Unit
- Facilities Unit
- Food Unit
- Donations and Volunteer Management Unit

These Units work together to determine the short and long-term resource requirements of the EOC and field, and ensure acquisition and maintenance of communications, information technology, and transportation resources and systems; volunteer coordination and donations management; facilities, equipment and supplies; and other logistical support, as needed.

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## **5.2 Logistics Section Position Checklists**

### **5.2.1 Logistics Chief**

**POSITION TITLE: Logistics Chief**

You report to: EOC Director

You supervise: All branches and units activated under the Logistics Section

#### **Position Overview**

The Logistics Section Chief is responsible for managing and coordinating logistical response efforts and the acquisition, transportation, and mobilization of resources.

#### **Responsibilities**

- Locate, order, and utilize critical resources in the aftermath of a major disaster.
- Maintain both paper and digital copies of all assets available to the City and ensure costs associated with operating those assets are maintained.
- Establish the appropriate level of Branch staffing within the Logistics Section. Monitor the effectiveness of the organization and modify as required.
- Ensure adequate trained staff are available to maintain and operate assets before, during and after an emergency.
- Coordinate closely with the Operations Chief to establish priorities for resource allocation to activated Incident Commands within the affected area.
- Keep the EOC Director informed of all significant issues relating to the Logistics Section.

#### **Initial Actions**

- Receive situation briefing from the EOC Director.
- Activate Logistics Section Staff, as needed.
- Brief Logistics Staff on current situation and develop the Section's initial emergency action plan. Designate time for next briefing.
- Attend damage assessment meetings.

# City of Indio Emergency Operations Plan

## Part II: Supporting Documents

### Intermediate Actions

- Establish a donation center to receive donated goods, if needed. Delegate to the Procurement and Supply Branch the responsibility to manage this area and request staff as needed.
- Obtain information, status of areas and updates regularly from Section Staff. Assist when necessary.
- Attend routine meetings with the EOC Director and Section Chiefs.
- Communicate frequently with the EOC Director.
- Obtain needed supplies with assistance of the Finance and Administration Chief, as needed.
- Inform the EOC Director and EOC Manager of the need to coordinate with the Operational Area for mutual aid if unable to obtain requested material, supplies, or personnel through normal channels.

### Extended Actions

- Ensure that all communications are copied to the Message Center.
- Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to EOC Director. Provide staff rest periods and relief.
- Participate in a Critical Incident Stress Debriefing Session and ensure that all Logistics Section staff and volunteers attend one also.

### Demobilization

- 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 Logistics Section Chief position and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.

### Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

**City of Indio Emergency Operations Plan**  
 Part II: Supporting Documents

**5.2.2 Technology and Communications Unit**

**POSITION TITLE: Technology and Communications Unit**

You report to: Logistics Chief

**Position Overview**

The position is responsible for managing all computing needs including desktop/laptop computers, network and communications (internet/wireless, telephones, radios, etc.) printing, audio/visual, and other technology needs for the EOC.

**Responsibilities**

- Coordinate and facilitate telecommunications systems available to establish communications links between the City, Special Districts, essential volunteer agencies, Operational Area, and field command posts. Coordinates computer support for the EOC

**Initial Actions**

- Receive briefing from the Logistics Chief.
- Assess current status of internal and external telephone systems and radio systems. Report status to the Logistics Chief.
- Determine status and operability of primary computer systems and applications of City computer support.
- Report status to Logistics Section Chief.
- Inventory information services staff available in the City to assist in the restoration of essential systems. If none available, contact local vendors for services. If still not available, work through the Logistics Section Chief to request mutual aid from the Operational Area.
- Develop an action plan to address the systematic repair/restoration of essential computer systems.
- Activate the City's "Hot Site" (an area where all City mainframe computers are duplicated and ready to run upon notification), if one has been set up. If not, work with the Finance/Administration Section to determine which computer vendors have a "disaster" clause and will supply the needed equipment. Arrange for such equipment.
- Establish computer needs of the EOC, and in particular, the Planning and Intelligence Section, to support the response activities (e.g., laptop computers for field use) and documentation requirements. Coordinate with the Section Chiefs and the EOC Director



## City of Indio Emergency Operations Plan

### Part II: Supporting Documents

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- Meet with Logistic Section to determine external sources of communications equipment should the need arise.
- Advise the Logistics Chief if there is a need for Amateur Radio support. This should be communicated to the EOC Manager for a request to the Operational Area to provide as mutual aid.

#### Intermediate Actions

- Establish a mechanism to communicate with field units or command post in the event of a telephone outage or system overload.
- Attend Logistics Section meetings.
- Communicate frequently with the Logistics Chief.
- Coordinate with appropriate vendors for communications and computer support and repair operations.
- Develop an Amateur Radio (RACES) staffing plan with the County RACES Officer, as needed.
- Coordinate communications among various volunteer communications agencies (CV Radio Club, ARIES, etc.).

#### Extended Actions

- Monitor staff for signs of stress and fatigue. Report concerns to the Logistics Chief.
- Develop a plan to transfer computer operations back to City site(s) as soon as feasible and close down any alternative site(s) used during the restoration of the City's capabilities.
- Observe staff for signs of stress and report concerns to the Logistics Chief.
- Provide for staff rest periods and relief.
- Participate in a Critical Incident Stress Debriefing Session.

#### Demobilization

- 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 Communications Branch and close out logs when authorized by the Logistics Chief.
- Leave forwarding phone number where you can be reached.

# City of Indio Emergency Operations Plan

## Part II: Supporting Documents

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### Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

## City of Indio Emergency Operations Plan

### Part II: Supporting Documents

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#### 5.2.3 Personnel Unit Leader

##### **POSITION TITLE: Personnel Unit Leader**

You report to: Logistics Section Chief

##### **Position Overview**

The Personnel Unit is responsible for ensuring the staffing of the EOC and providing personnel resources as requested in support of the EOC and field operations. This includes developing an EOC organization chart. This unit obtaining, coordinating, and allocating all non-fire and non-law enforcement mutual aid requests; registering and coordinating volunteers as disaster service workers. The unit also has responsibility for maintaining rosters, contact information, and emergency contacts of all personnel resources.

##### **Initial Actions**

- Inventory all available staff.
- Establish a Labor Pool area to collect and register all available staff and volunteers.
- Coordinate with appropriate City Department Directors or Supervisors to coordinate re-assignment of staff to disaster related jobs.
- Receive requests and assign available staff as needed.
- Maintain adequate numbers of available personnel.
- Assist in the maintenance of staff morale.
- Provide guidance to the EOC Director and Management Group regarding any Union issues which may arise in the reassignment of staff to “out-of-class” tasks during the emergency.
- Receive briefing from Logistics Section Chief with other Section Directors. Assist in development of a section emergency action plan.
- Analyze the situation and identify any possible areas where City liability may become an issue.
- Document all actions contemplated and/or taken.
- Establish Labor Pool area and communicate operational status to the EOC Sections and Director as well as to the PIO as a location for volunteers to report, if requested.
- Develop or implement the process for registering and swearing in of volunteers as Disaster Service Workers
- Obtain assistance from all Section Chiefs to establish long term staffing needs.

# City of Indio Emergency Operations Plan

## Part II: Supporting Documents

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### Intermediate Actions

- Keep the Logistics Section Chief informed of status and submit any necessary reports.
- Identify activities that may require detailed investigation after the event is controlled.
- Develop a staffing plan for all staff increments of time appropriate to the situation and communicate it to all Section Chiefs and EOC Director.
- Ensure maintenance of staff time sheets; obtain clerical support if necessary. Coordinate this with the Documentation Unit (Planning Section) and Finance Section.
- Assist in publishing an informational sheet for employees regarding when and where to report and for volunteers regarding City needs.
- Maintain a Message Center in the Labor Pool area for re-assigned personnel.
- Brief the Logistics Chief as frequently as necessary on the status of labor pool numbers and composition.

### Extended Actions

- Provide summary reports as requested.
- Assist other Finance and Administration and Logistics Section staff members in final documentation of their activities as they relate to fiscal matters.
- Provide any other assistance as requested by the Section Chiefs.
- Develop staff rest and nutritional area.
- Observe and assist staff who exhibit signs of stress and other fatigue. Report concerns to Logistics Section Chief. Provide for staff rest periods and relief.
- Participate in a Critical Incident Stress Debriefing Session and arrange for all City staff and involved volunteers to also attend a session.
- Coordinate with demobilization unit to demobilize activated EOC positions and to begin staffing regular City positions as soon as possible.
- Participate in a Critical Incident Stress Debriefing Session.

### Demobilization

- 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.

## City of Indio Emergency Operations Plan

### Part II: Supporting Documents

---

- Determine what follow-up to your assignment might be required before you leave.
- Deactivate the Personnel Unit and close out logs when authorized by the Logistics Section Chief.
- Leave forwarding phone number where you can be reached.

#### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

## **5.2.4 Procurement and Supply Unit**

### **POSITION TITLE: Procurement and Supply Unit**

You report to: Logistics Chief

#### **Position Overview**

The Procurement and Supply Unit oversees the purchasing and stocking of critical materials. This includes: Ensuring purchases are made consistent with emergency purchasing procedures; establishing stocks of critical materials in proximity to their use; continuously monitoring purchases tracking costs and critical resources; Ensuring materials are delivered and deployed.

#### **Responsibilities**

- Responsible for the management of material resources in support of emergency response actions.
- Expedites the procurement of resources, including nutritional support for the EOC and field command posts.
- Coordinates with the Finance and Administration Section to manage the collection and maintenance of cost data.

#### **Initial Actions**

- Receive briefing from the Logistics Chief.
- Meet with and brief all City staff responsible for purchasing supplies for the City.
- Establish and communicate the operational status to the Logistics Chief.
- Collect and coordinate essential supplies. Prepare to assist with equipment leasing and/or purchase upon request of the logistics chief. Consider transportation needs for equipment and supplies when responding to request.
- Survey all City facilities to develop a supply inventory, to include but not limited to:
  - Water
  - Food
  - Office supplies
  - Sanitation services for EOC
- Coordinate with Departments to inventory the equipment and supplies they may have stored and identify the storage location(s).
- Develop procedures for procurement of supplies, personnel, etc.

# City of Indio Emergency Operations Plan

## Part II: Supporting Documents

### Intermediate Actions

- Track the status of all supplies as “available” location”, not available”, “requested and ETA”, “requested from Operational Area”.

### Extended Actions

- Identify additional supply needs. Make request/needs known through the Logistics Chief.
- Keep the Logistics Chief updated on activities and decisions made.
- Set up procedures for return of unused supplies.
- Observe and assist staff who exhibit sign of stress or fatigue. Report concerns to the Logistics Chief.
- Participate in a Critical Incident Stress Debriefing Session.

### Demobilization

- 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 Procurement and Supply Branch and close out logs when authorized by the Logistics Chief.
- Leave forwarding phone number where you can be reached.

### Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

## City of Indio Emergency Operations Plan

### Part II: Supporting Documents

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#### 5.2.5 Facilities Unit Leader

##### **POSITION TITLE: Facilities Support Unit Leader**

You report to: Logistics Chief

##### **Position Overview**

The Facilities Unit responsibility is to ensure essential facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials as necessary to configure the facilities in a manner to accomplish the mission. This unit must also ensure the facilities are maintained and in a clean and sanitary condition and the infrastructure (power, water, HVAC system, and restrooms operate satisfactorily.

##### **Responsibilities**

- Ensures acquired buildings, building floors, and workspaces are returned to their original state when no longer needed.
- Locates alternate buildings for City staff to work in either on a short or long term basis, depending upon the situation.

##### **Initial Actions**

- Receive briefing from the Logistics Chief.
- Inventory all City owned and/or leased facilities.
- Prioritize those facilities by City use, and request a damage assessment of each one from Public Works Director.
- For any leased buildings used by the City, contact the building owner or manager to obtain a status report. If unable to contact the building owner, request a damage assessment from Operations section.
- Coordinate with Public Works Director to repair any damaged City building.
- Determine which City facilities are not functional. Develop a plan to identify which City service must be re-located. Arrange for alternative sites. The Logistics and Finance and Administration Chiefs and the EOC Director must approve the plan and the leasing of any facility.

##### **Intermediate Actions**

- Request additional staff to assist in this function from the Logistics Section Chief.
- Track and document all City functions transferred to alternative sites/facilities due to the emergency, to include but not limited to:



# City of Indio Emergency Operations Plan

## Part II: Supporting Documents

- Address of alternative facility
- City function re-assigned to other facilities
- Building owner or contact person
- Length of lease
- Work with the Procurement and Supply unit and Technology and Communication Unit to obtain necessary supplies needed for City staff to work in alternative sites. All possible attempts should be made to salvage City equipment and supplies prior to purchase or lease.

### **Extended Actions**

- Keep the Logistics Chief updated on activities and decisions made.
- Develop a plan to relocate City staff back to regular work sites as soon as possible.
- Participate in a Critical Incident Stress Debriefing Session.

### **Demobilization**

- 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 Facility Support Branch and close out logs when authorized by the Logistics Chief.
- Leave forwarding phone number where you can be reached.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

### **5.2.6 Resource Tracking Unit**

#### **POSITION TITLE: Resource Tracking Unit Leader**

You report to: Logistics Chief

#### **Position Overview**

The Resource Tracking Branch Unit is responsible for tracking and documenting resources including personnel, critical resources, transportation and support equipment. Maintains a master list of resources and personnel assigned in support of the EOC goals and objectives. \*See Equipment and Transportation Unit below for additional duties.

#### **Responsibilities**

- Receives records and passes on information relating to resources already in place, resources requested but not yet on scene, and estimates of future resource needs.
- Coordinates closely with the Operations Section (to determine resources currently in place and resources needed).
- Coordinates closely with the Planning and intelligence Section to give updates on resources allocations and needs.
- Post and keeps current all information on the resource status display boards and maps in the EOC.

#### **Initial Actions**

- Obtains briefing from the Logistics Section Chief.
- Set up the collection, organization, and display status of incident resources to include allocation, deployment and staging areas.
- Working with the Planning and Intelligence Chief and field command posts obtain as list of resources which have been or need to be ordered.
- Obtain necessary equipment and supplies (status boards, marking pens, reporting forms, set up, etc.)
- Establish a check-in procedure of resources at specified incident locations.
- Maintain master list of all resources checked in at the incident and personnel responsible for resources that are received.

#### **Initial Actions**

- Provide for an authentication system in case of conflicting status reports on resources.
- Provide a resources overview and summary information to Situation Assessment Branch as requested and written status reports on resource allocations as directed by the Logistics Section Chief.

# City of Indio Emergency Operations Plan

## Part II: Supporting Documents

- Assist in strategy planning based on the evaluation of the resources allocations, resources inbound, and projected resources shortfalls.
- Keep the Operations Chief informed as to available resources.
- Make recommendations to Logistics Chief of resources that are not employed or should be deactivated.

### **Extended Actions**

- Monitor staff for signs of stress. Report concerns to the Logistics Chief
- Provide for staff relief and rest areas.
- Participate in a Critical Incident Stress Debriefing Session.

### **Demobilization**

- 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 Resource Tracking Branch and close out logs when authorized by the Logistics Chief.
- Leave forwarding phone number where you can be reached.

### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

## City of Indio Emergency Operations Plan

### Part II: Supporting Documents

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#### 5.2.7 Donations Management Unit

##### **POSITION TITLE: Donations Management Unit Leader**

You report to: Logistics Section Chief

##### **Position Overview**

The Donations Management Unit is responsible for coordination of donations management. This includes internal organizational elements and resources as well as external partner agencies. The Donations Management Unit Leader supervises the unit, works with the Planning Section staff to identify donation needs of life-safety supplies and services and develops a plan to receive and distribute the resources to affected community members; and coordinates with the Resources Unit to track all donation resources.

##### **Responsibilities**

- Develops a donation management plan to support community resource requests.
- Assessing the situation and determining needs for both monetary and in-kind donations.
- Determining priorities for allocating donations
- Establishing mechanisms for receiving and distributing monetary donations.
- Serves as point of contact with private sector that want to donate goods and services.

##### **Initial Actions**

- Receive briefing from the Logistics section Chief.
- Coordinate with Care and Shelter Branch for any outstanding requests for goods or services.
- Determine what equipment and vehicles are needed and where they need to go for pickups.
- Developing and disseminating public information regarding donations with PIO.
- Opening, and operating sites for collecting, storing, and distributing in-kind donations.
- Coordinate with Finance and Admin Section Chief regarding City policy on donations.
- Identify staff available to work and develop adequate staffing plan so that donations may be dealt with in a timely manner

# City of Indio Emergency Operations Plan

## Part II: Supporting Documents

### Extended Actions

- Update the Logistics Chief of any changes in status of Donations Management Unit.
- Monitor and maintain inventory of donated goods used in the EOC.
- Develop a plan for donation services for 24, 48, 72 hours in advance.
- Monitor staff for signs of stress and fatigue; plan for staff rest periods.
- Participate in a Critical Incident Stress Debriefing Session

### Demobilization

- 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 Donations Management Unit and close out logs when authorized by the Logistics Section Chief.
- Leave forwarding phone number where you can be reached

### Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

### **5.2.8 Food Unit**

#### **POSITION TITLE: Food Unit Leader**

You report to Logistics Section Chief

#### **Position Overview**

The Food Unit develops and disseminates a feeding plan that identifies cost limits, authorized vendors, catering companies, types of food, special diets, etc. The unit must also set meal schedules; set up and manage eating areas for staff; establish a personnel-feeding account for EOC, staff, and field personnel at local restaurants; and brief all EOC personnel on the location, cost limitations, and incident number used for each location or caterer.

#### **Responsibilities**

- Develops a meal plan to support EOC and field operations (i.e. EOC, field units, shelter(s), etc.)
- Establish list of restaurants and caterers that can provide meals with varying menus and safe handling.
- Ensuring food service providers meet appropriate health and safety measures.
- Coordinate closely with the Section Chiefs (to determine dietary needs).
- Obtaining necessary equipment, supplies, and facilities to establish food service (including hot/cold storage and/or handling. Accounting for shifts working 24 hours.

#### **Initial Actions**

- Receive briefing from the Logistics section Chief.
- Coordinate with Personnel Unit for total number of staff for feeding, establish purchase orders with finance section.
- Determine what equipment and vehicles are needed and where they need to go for pickups.
- Identify those vendors with contracts to supply the City with meals during emergency situations. Put these vendors on notice that resources may be needed.
- Establish meal sign in sheets for each meal serves, ensure adequate waste management services are in place to remove and discard food waste.
- Identify staff available to work and develop a 24-hour staffing plan so that meals may be dealt with in a timely manner.

#### **Intermediate Actions**

- Confirm which streets are impassable and what alternate routes are necessary.
- Coordinate this with the Care and Shelter Branch in the Operations Section.

# City of Indio Emergency Operations Plan

## Part II: Supporting Documents

### Extended Actions

- Update the Logistics Chief of any changes in status of equipment and/or caterer cancellations.
- Monitor and maintain inventory of food and water use in the EOC.
- Develop a plan for meal services for 24, 48, 72 hours in advance.
- Monitor staff for signs of stress and fatigue; plan for staff rest periods.
- Participate in a Critical Incident Stress Debriefing Session.

### Demobilization

- 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 Food Unit and close out logs when authorized by the Logistics Section Chief.
- Leave forwarding phone number where you can be reached.

### Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

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## **SECTION 6: FINANCE and ADMINISTRATION SECTION**

### ***6.1 Finance and Administration Section Overview***

Finance and Administration manages all financial, administrative and cost analysis aspects of the incident and/or any administrative aspects not handled by other functions. Initially, this work may be done in the EOC, but in later stages of the emergency, this function may be accomplished at other locations.

The Finance and Administration Chief is responsible for all fiscal activities related to the disaster situation. The Finance and Administration Section may consist of only one person initially who performs all duties. As an incident grows, if staffing allows, it is likely that the Finance and Administration Section personnel will increase. This section also determines purchasing/spending limits for the procurement function in the logistics section. This unit will need to track and pay all costs related to the incident, with an additional focus on Recovery (both recovery of incident-related costs, as well as other, mainly financial aspects, of long-term community recovery).

There are several important aspects of this function. First, in a major disaster, the state and federal governments will provide certain reimbursements to local jurisdictions. Tracking local expenditures and damages is necessary to receive reimbursements. If tracking by systematic means is not done during an emergency, it may take years to retrace and document expenditures.

Second, during every major disaster, people get hurt, or property is damaged during the response phase. These events usually lead to claims against the responding agency or jurisdiction. The Finance and Administration Section is responsible for investigating all known claims as quickly as possible.



## **6.2 Finance and Administration Section Position Checklists**

### **6.2.1 Finance and Administration Chief**

**POSITION TITLE: Finance and Administration Chief**

You report to: EOC Director

You supervise: All units activated under the Finance and Admin Section

**Position Overview**

The Finance and Administration Chief is responsible for the monitoring the utilization of all City financial assets, insuring that all necessary time and expense records are maintained, and that any potential claims against the City are identified and tracked.

**Responsibilities**

- Oversee the acquisition of supplies and services necessary to meet the demands of the emergency.
- Supervise the documentation of expenditures relevant to the emergency incident.
- Oversee the tracking of potential claims against the City.

**Initial Actions**

- Obtain briefing from the EOC Director.
- Assign, as needed, Purchasing Unit, Compensation and Claims Unit, Accounting and Record-Keeping Unit, and Time Recording Unit; distribute corresponding checklists and position identifiers, (i.e., vests).
- Confer with Finance/Administration Section staff after meeting with the EOC Director to develop the Section's priorities.
- Establish a Financial/Administration Section area in the EOC. Ensure adequate documentation/recording personnel are requested.

**Intermediate Actions**

- Obtain briefings and updates from EOC Director as appropriate. Relate pertinent financial status reports to appropriate Chiefs and Directors.
- Advise all City department heads as to the coordination of financial accountability for extraordinary expenditures in response to the emergency.
- Participate in routine briefings held by the EOC Director.
- Schedule planning meetings with Section Directors to update/revise the section's priorities.

# City of Indio Emergency Operations Plan

## Part II: Supporting Documents

### Extended Actions

- Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to EOC Director. Provide for staff rest periods and relief.
- Participate in a Critical Incident Stress Debriefing Session and ensure that all Finance/Administration staff and volunteers attend.
- Assist in implementation of the documentation portion of the incident demobilization plan.
- Assist the Recovery Planning Unit in the Planning/Intelligence Section with the tracking of all claims for reimbursement and submittal of the proper documentation.
- Provide a Finance/Administration Section Debriefing paper to the Planning/Intelligence Section.

### Demobilization

- 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 Finance and Administration Chief position and close out logs when authorized by the EOC Director.
- Leave forwarding phone number where you can be reached.

### Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

## **6.2.2 Purchasing Unit**

### **POSITION TITLE: Purchasing Unit Leader**

You report to: Finance and Administration Chief

#### **Position Overview**

The Purchasing Unit is responsible for the documentation of equipment and personnel usage costs, supplies/material purchase orders/invoices, contract purchase orders/invoices, and journal vouchers relating to the emergency. In addition, this branch is responsible for the provision of cost information for the processing of all financial reimbursement claims and working closely with the Logistics section.

#### **Responsibilities**

- Document personnel and equipment usage costs.
- Document supplies/material purchase orders/invoices.
- Document contract purchase orders/invoices.
- Document journal vouchers relating to the emergency.
- Provide cost information for the processing of all financial reimbursement claims.

#### **Initial Actions**

- Receive assignment and briefing from the Finance and Administration Section Chief.
- Set up any necessary special account numbers or project codes to track expenses for the emergency.
- Provide all sections with appropriate accounting forms and/or information necessary for cost recovery.
- Ensure the separate accounting of all purchases specifically related to the incident.
- Coordinate with the Procurement and Supply Unit in the Logistics Section.

#### **Intermediate Actions**

- Provide any required fiscal reports concerning the incident
- Keep the Finance and Administration Chief informed of status.
- Coordinate with the Finance and Administration Chief to identify any special or unusual type of record keeping or necessary documentation.
- Ensure that all purchases are in accordance with set procedures.

# City of Indio Emergency Operations Plan

## Part II: Supporting Documents

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### Extended Actions

- Ensure that all communications are copied to the Message Center.
- Provide summary reports as requested on expenditures due to the emergency.
- Assist other Finance and Administration and Logistic Section staff members in final documentation of their activities as they relate to fiscal matters.
- Assist the Finance and Administration staff in development of a Finance debriefing paper for Planning/Intelligence Section.
- Provide any other assistance as requested by the Finance and Administration Chief.
- Participate in a Critical Incident Stress Debriefing Session.

### Demobilization

- 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 Purchasing Branch and close out logs when authorized by the Finance and Administration Chief.
- Leave forwarding phone number where you can be reached.

### Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

### **6.2.3 Compensation and Claims Unit**

#### **POSITION TITLE: Compensation and Claims Unit**

You report to: Finance and Administration Chief

#### **Position Overview**

The Compensation and Claims Unit is responsible for investigating and processing physical-injury and property damage claims arising from an emergency/disaster.

#### **Responsibilities**

- Collecting and processing all information for all forms required by workers compensation and local agencies.
- Maintaining files of all injuries and illnesses associated with the personnel active in the EOC or field.
- Participates in the assessment of damages to City owned property for possible reimbursement from insurance companies.

#### **Initial Actions**

- Receive assignment and briefing from the Finance and Administration Section Chief.
- Coordinate with Safety Officer to identify any safety concerns associated with injuries/claims.
- Completing all forms required by workers compensation programs and local agencies

#### **Intermediate Actions**

- Keep the Finance and Administration Chief informed of status and submit any necessary reports.
- Identify any special or unusual type of record keeping or documentation necessary.
- Identify activities that may require detailed investigation after the event is controlled.

#### **Extended Actions**

- Provide summary reports as requested.
- Assist other Finance and Administration and Logistic Section staff members in final documentation of their activities as they relate to fiscal matters.
- Provide any other assistance as requested by the Finance and Administration Chief.
- Participate in a Critical Incident Stress Debriefing Session

## City of Indio Emergency Operations Plan

### Part II: Supporting Documents

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#### **Demobilization**

- 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 Compensation and Claims Branch and close out logs when authorized by the Finance and Administration Chief
- Leave forwarding phone number where you can be reached.

#### **Supporting EOC Checklists**

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization

### **6.2.4 Cost Accounting Unit**

**POSITION TITLE: Cost Accounting Unit Leader**

You report to: Finance and Administration Chief

**Position Overview**

The Cost Accounting Unit Leader is responsible for recording all incident cost data, analyzing and preparing estimates of costs and maintaining accurate records of costs.

**Responsibilities**

- Collects all cost data, performing cost effectiveness analyses, providing cost estimates and cost saving recommendations for the incidents.
- Responsible for the provision of cost information for the processing of all financial reimbursement claims.

**Initial Actions**

- Receive briefing from the Finance and Administration Section Chief.
- Provide all sections with appropriate accounting forms and/or information necessary for cost recovery.
- Ensure the separate accounting of all purchases specifically related to the incident.
- Verify with all Section Chiefs that cost related documents are being sent to you. If no plan has been developed, prepare a plan and share with all Section Chiefs.
- Coordinate with the Finance and Administration Section Chief on cost reporting procedures.
- Obtain and record all cost data.
- Prepare incident cost summaries.
- Prepare resources-use cost estimates for planning.

**Intermediate Actions**

- Make recommendations for cost savings to Finance and Administration Section Chief.
- Maintain cumulative incident cost records.
- Insure that all cost documents are accurately prepared.
- Provide any required fiscal reports concerning the incident.
- Coordinate with the Finance and Administration Chief to identify any special or unusual type of record keeping or documentation that is necessary.
- Brief the Finance and Administration Chief on current problems, recommendations, outstanding issues, and follow-up requirements

# City of Indio Emergency Operations Plan

## Part II: Supporting Documents

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### Extended Actions

- Ensure that all communications are copied to the Message Center.
- Provide summary reports as requested on expenditures due to the emergency.
- Provide for records security which may include keeping copies of records at a remote site.
- Provide any other assistance as requested by the Finance and Administration Chief.
- Participate in a Critical Incident Stress Debriefing session.

### Demobilization

- 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 Cost Accounting Unit and close out logs when authorized by the Finance and Administration Chief.
- Leave forwarding phone number where you can be reached.

### Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization



### **6.2.3.1 Time Recording Unit Leader**

#### **POSITION TITLE: Time Recording Unit Leader**

You report to: Cost Accounting Unit Leader

#### **Position Overview**

The Time Recording Unit Leader maintains records of all personnel time worked at the emergency, which includes all volunteers that may or may not be previously registered as Disaster Service Workers.

#### **Responsibilities**

- Maintain records of all personnel time worked at the emergency, including volunteer time.

#### **Initial Actions**

- Receive assignment and briefing from the Accounting and Record Keeping Branch Director
- Ensure the documentation of personnel hours worked and volunteer hours worked in all areas relevant to the City emergency response. Confirm the use of the Emergency Incident Time Sheet by all Section Chiefs.
- Set up any necessary special account numbers to track personnel costs for the emergency.
- Provide all Sections with appropriate emergency incident time sheets, forms, and/or information necessary for cost recovery.
- Ensure the separate accounting of all purchases specifically related to the incident.
- Ensure that daily personnel time recording documents are prepared and compliance to time policy is met.
- Brief the Accounting and Record Keeping Branch Director on current problems, recommendations, outstanding issues and follow-up requirements.

#### **Intermediate Actions**

- Make sure that copies of all records go to the Documentation Director in the Planning/Intelligence Section at end of shift.
- Keep the Accounting and Record Keeping Branch Director informed of status.
- Provide summary reports as requested on expenditures due to the emergency.
- Coordinate with the Accounting and Record Keeping Branch Director to identify any special or unusual type of record keeping or documentation that is necessary.

# City of Indio Emergency Operations Plan

## Part II: Supporting Documents

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### Extended Actions

- Ensure all communications are copied to the Message Center.
- Time reports from assisting agencies should be released to the respective agency representatives prior to demobilization.
- Provide any other assistance as requested by the Accounting and Record Keeping Branch Director.
- Participate in a Critical Incident Stress Debriefing Session.

### Demobilization

- 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 Time Recording Branch and close out logs when authorized by the Accounting and Record Keeping Branch Director.
- Leave forwarding phone number where you can be reached.

### Supporting EOC Checklists

- 1.4.1 EOC Activation
- 1.4.2 Shift Start-up
- 1.4.3 On-going Activities
- 1.4.4 Shift Completion
- 1.4.5 Demobilization