

City of Santa Barbara



EOC Activation Plan

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Confidential Section To be omitted

Confidential Section To be omitted

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Section
To be
omitted

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The Emergency Operations Center (EOC)

Introduction

This Emergency Operations Center (EOC) Activation Plan is for use by members of the City Staff who have EOC responsibilities during an emergency or disaster. Since some of the phone numbers are privileged information, this directory shall be **Confidential** and each page will be so marked. **Please do not photocopy this directory.** If you have a need to have a directory provided to a staff member, please contact the Office of Emergency Services at 564-5711 to have a directory issued to that person.

It is the Departments responsibility to assign a staff person as contact to make any and all staff changes as necessary. The name of that staff person must be submitted to the Office of Emergency Services in the Fire Department attention Yolanda McGlinchey or e-mailed to YMcGlinchey@SantaBarbaraCA.gov.

When phone/pager/cellular numbers or personnel change (i.e. retirements, resignation, promotions, etc.) you must notify City OES immediately. If at any time before scheduled revisions there are changes in your staff please send those changes to YMcGlinchey@SantaBarbaraCA.gov in the Office of Emergency Services.

This initial version of the EOC Activation Plan has designations following the names of subordinate managers (STB1, STB2, etc.)

The Office of Emergency Services will update this information quarterly. At all times the Office of Emergency Services will maintain a current EOC Activation Plan. **It is imperative that every City staff member with EOC responsibilities keep their EOC Activation Plan up-to-date.**

James Armstrong
City Administrator
Director of Emergency Services

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DISTRIBUTION LIST

NO.	NAME	DEPARTMENT/DIVISION
1.	City Administrator*	Administration / Emergency Services Director
2.	Asst. City Administrator	Administration / Policy Group
3.	Fire Coordinator	Fire / Policy Group
4.	Police Coordinator	Police / Policy Group
5.	Public Works Director	Public Works / Policy Group
6.	Administrative Services Director	Administrative Services / Policy Group
7.	Airport Director	Airport / Policy Group
8.	Community Development Director	Community Development / Planning – Policy Group
9.	Finance Director*	Finance / Policy Group
10.	Library Director	Library / Logistics – Policy Group
11.	Parks & Recreation Director*	Parks & Recreation – Policy Group
12.	Waterfront Director	Waterfront / Policy Group
13.	Mayor	Administration
14.	Assistant to the City Administrator	Administration / PIO
15.	Asst. City Attorney III	City Attorney / Legal
16.	Watch Commanders Office	Police Department
17.	City EOC	Fire Department
18.	Emergency Services Manager	Fire / Management

* Denotes EOC Section Leader

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NO.	NAME	DEPARTMENT/DIVISION
19.	Battalion Chief Office	Fire / Operations
20.	Division Fire Chief *	Fire/Operations
21.	Deputy Police Chief *	Police / Operations Section
22.	Asst. Public Works Director/ City Engineer*	Public Works / Operations Section
23.	Asst. Comm. Dev. Director *	Community Development / Planning & Intelligence
24.	Emergency Operations Chief	Santa Barbara County OES
25.	County EOC	Santa Barbara County OES
26.	UCSB Emergency Manager	UCSB - w/o Alert Call List & Checklists
27.	Risk Manager / Administrative Services	SB City College – w/o Alert Call List & Checklist
28.	Manager of Strategic Planning and Compliance	MTD – w/o Alert Call List & Checklist
29.	Alternate EOC	Airport
30.	All Council members (6 copies)	Administration
31.	Extra	OES

* Denotes EOC Section Leader

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RECORD OF REVISIONS				
Date of Revision	Section	Remove pages	Replace with	Entered By
11/12/08		Whole Document	New Document	
02/08/08	TOC	i - ii	i - ii	
	1	3 – 6	3 – 6	
	2	9 – 10	9 – 10	
	3	11 – 12	11 – 12	
	4	17 – 18	17 – 18	
	5	19-22	19-22	
	6	23 – 31	23 – 31	
	6	35 – 40	35 – 40	
	8	67 – 68	67 - 69	
09/29/08		Whole Document	Whole Document	
01/2009		Whole Document	Whole Document	
06/2009		Whole Document	Whole Document	
01/2010		Whole Document	Whole Document	
06/2010	1	Pgs. 5-6	Pgs. 5-6	
06/2010	2	Pgs. 9-10	Pgs. 9-10	
06/2010	3	Pgs. 11-12	Pgs. 11-12	
06/2010	5	Pgs. 21-24	Pgs. 21-24	
06/2010	6	Pgs. 26-46	Pgs. 26-46	

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Date of Revision	Section	Remove pages	Replace with	Entered By
10/2010		Whole Document	Whole Document	

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The Emergency Operations Center (EOC)

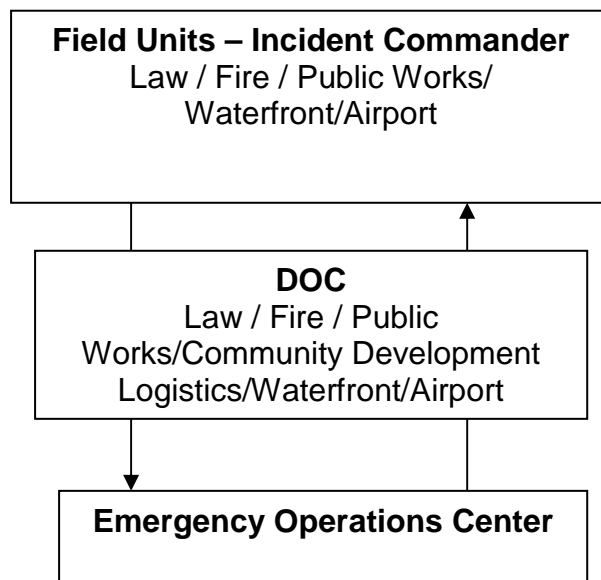
Purpose of the EOC

When a major emergency or disaster strikes, centralized emergency management is necessary. The EOC provides this needed centralized management. When activated, representatives from City departments will report to the EOC to coordinate City decision making, simultaneously coordinate department activities, and liaison with different levels of government as well as with private entities.

The EOC provides a centralized focus of authority and information and allows for face-to-face coordination among personnel who must set priorities for use of resources and evaluate the need to request mutual aid.

Field Element:

The role of the Emergency Operations Center (EOC) is to support both the Field Operations and Department Operations Centers (DOC). The Incident Commander(s) in the field have the responsibility to report their incident status and necessary resource requests, to manage the incident, to the DOCs. The DOCs then communicate all incident status and resource requests to the EOC. All pertinent information is then used by the Policy Group and Planning and Intelligence to create the Action Plan for the next operational period. The flow of information is shown in the chart below:



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The following functions are performed in the City’s EOC:

Functions	Responsibility
Receive and disseminate notifications of warnings	Director of Emergency Services / Emergency Services Mgr.
Coordinate emergency operations between: <ol style="list-style-type: none"> 1. Agencies, jurisdictions, city departments, different levels of government 2. Utility companies, school district, non-profit organizations and outside agencies 3. The media 	<ol style="list-style-type: none"> 1. All EOC Sections 2. EOC Liaison 3. PIO Team
Develop polices and determine if a local proclamation is needed	Director of Emergency Services / Policy Group
Disseminate public information, provide legal advice	EOC Management Section
Prioritize emergency response and the allocation of resources	Operations Section
Collect Intelligence and disseminate information to EOC, Department Operating Centers (DOC), and Operational Area EOC. (Operational Area will contact State and Federal agencies on behalf of the City.)	Planning / Intelligence Section
Coordinate the logistics support of resources and personnel and ensure the integrity of communications and information services. Ensure that there are policies regarding bidding in regards to contract work during an emergency. Work with Finance to track all contracts to assure reimbursement.	Logistics Section
Track costs of response personnel, equipment, and damage to city property. Coordinate the financial recovery of the city.	Finance Section

When to Activate the EOC

The EOC is activated when field response agencies and DOCs need support during any significant incident. At the discretion of the Director of Emergency Services or designee the EOC may be partially or fully staffed to meet the demands of the incident.

When the City’s EOC is activated the Emergency Services Manager will contact the County Operational Area and Policy Group (City Department Heads) and inform them of where they will be convening.

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Levels of Activation

The City of Santa Barbara has three (3) levels of activation:

- **Level One – Minimum Staffing.** Key personnel needed to conduct operations as designated by the Incident Commander and the Director of Emergency Services or designee. (Usually used during a warning phase or a build up phase.) At the discretion of the Director of Emergency Services the EOC may not be physically set up at this level.

Level Two – Functional Position Staffing. Additional personnel for specific functions needed to conduct operations as designated by the Incident Commander and the Director of Emergency Services or designee. One or more of the DOCs may be activated depending on the nature of the incident. At the discretion of the Director of Emergency Services the EOC will be set up to support the DOC(s).

- **Level Three – Full Staff.** The level of activation would be a complete and full activation, with all organizational elements at full staffing according to the Standardized Emergency Management System.

Note: All DOCs will be activated at Level Three.

Activation / Recall Procedures

In the event of any significant incident the Police Watch Commander or Fire Battalion Chief will contact the Director of Emergency Services and Emergency Services Manager, or designee. The Director of Emergency Services in collaboration with the Incident Commander in the field, will determine level of EOC activation. For incident specific events any employee, through their department's chain of command, may request that the Director of Emergency Services or designee activate the EOC.

Upon decision to activate, the Director of Emergency Services will contact the Mayor and City Council and the following will occur:

Emergency Services Manager will:

- Contact the Communications Center Supervisor with the following information:
 - The EOC is being activated at Level ____
 - EOC contact number is: _____

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- Contact all City Department Heads and report level of activation and where they will be convening as the Policy Group.
- Contact all EOC Section Coordinator's
 - o All EOC Section Coordinators will ensure that their staff is contacted and that their Sections are properly staffed.
- Contact the County Office of Emergency Services Operational Area Staff Duty Officer at 805-XXX-XXXX and send a Status Report as soon as possible to indicate City EOC activation.
- Continue briefing with Incident Commander and Director of Emergency Services until initial planning meeting and current objectives have been created.

All EOC staff shall keep an up-to-date copy of the EOC Activation plan with them at all times.

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Emergency Operations Center (EOC) Set-Up Checklist

The primary Emergency Operations Center (EOC) is located at Santa Barbara City Fire Department, Station 1, 121 W. Carrillo Street. The alternate EOC is located at the Airport Administration Building, 601 Firestone Road, Goleta in the Administrative Conference Room. (See Appendix A, Section 8, page 80)

NOTE: ALL EOC STAFF ARE TO PARK IN EITHER THE CANON PERDIDO OR FIGUEROA STREET CITY PARKING LOTS. IF YOU PARK YOUR PERSONAL VEHICLE ON THE STREET, LEAVE YOUR BUSINESS CARD ON YOUR DASHBOARD SO THAT IT CAN BE SEEN BY THE CITY PARKING ENFORCEMENT OFFICERS.

The following actions are taken when the primary EOC is activated.

THE FIRST RESPONDING EOC STAFF WILL:

Report to the EOC, Station 1:

- Go to the back door of the Station and, using the keypad on the door, enter the number “XXXX” wait for the green light and enter the building.
 - **Go through the door to the double-doors** facing you turn.
 - **Turn on the lights**, immediately on the left and lower the projection screen (large black switch near light switch)
 - **Go to the computer cabinet (large grey box above computers) open the door, then press “PRESET” press “1”, then press “Enter”;** **close the cabinet door** Turn off the overhead speakers in the EOC by pushing down the switch located inside the cabinet on the left. (White light switch)
 - **Go to the cabinet (behind the computers) marked “Keyboards & other remotes.**
 - Take the remote for the project, blue tooth keyboard and mouse
 - Turn on the remote; wait for the image, go to the EOC Closet and then sign-in as “**eocmanager**” and the password (retrieve the password-see instructions below)
 - A schematic for the room will automatically appear on the screen. (the EOC Activation above the light switch has information for the EOC Manager)
 - **Go to the EOC Closet**, there is a lock box to the right of the double doors. **Enter “XXXXX”** making sure that you hear a click sound for each number. To put the key back, enter the same number, remembering to listen for the click, and place the key back into the holder.
 - **The light switch for the closet is inside in on your left.**
 - **Keys for the computer crash cart and computer cabinet are in the Key Box located in the EOC Closet. The key box will be to your right as you open the EOC closet door.**

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- Take the key for the crash cart, open and take out the computers. Place the computers at their designated stations, according to the schematic on the projector screen or in the EOC Activation Plan on page 13.
- The keys for cart are to go back into key box, leave the crash cart open.
- **The Key Box contains generic access cards and password for the laptops.**
 - **Take the envelop that says, "Password" and place the password on all the write-on boards.**
 - Username: is on your computer, ie., **eocmanager**
 - Password: "Will be assigned"
 - Be sure the "Wi-Fi" indicator light is on and blue
- Begin to take out the EOC Sectional bins** and place at corresponding tables.
- Locate the "Stop Sign-In Please" sign** and put it out in the Foyer
- Place GIS container in the BullPen**
- ALL SECTIONS ARE RESPONSIBLE FOR SETTING UP THEIR OWN AREAS.**

AS STAFF ARRIVES THEY WILL ASSIST WITH SET UP OF EOC, FOYER AND BULLPEN

AS TIME AND STAFF PERMITS:

- Remove telephone from each section's storage container and plug the telephone into the corresponding telephone jack. **Ensure the telephone number marked on the phone and the receptacle match;** leave remaining items in storage containers.
- Be prepared to:** Answer the telephone, take messages, log events in the logbook and ensure that arriving staff are signing in.
- If you need extra tables:** They are located in the hall closet in the BullPen.

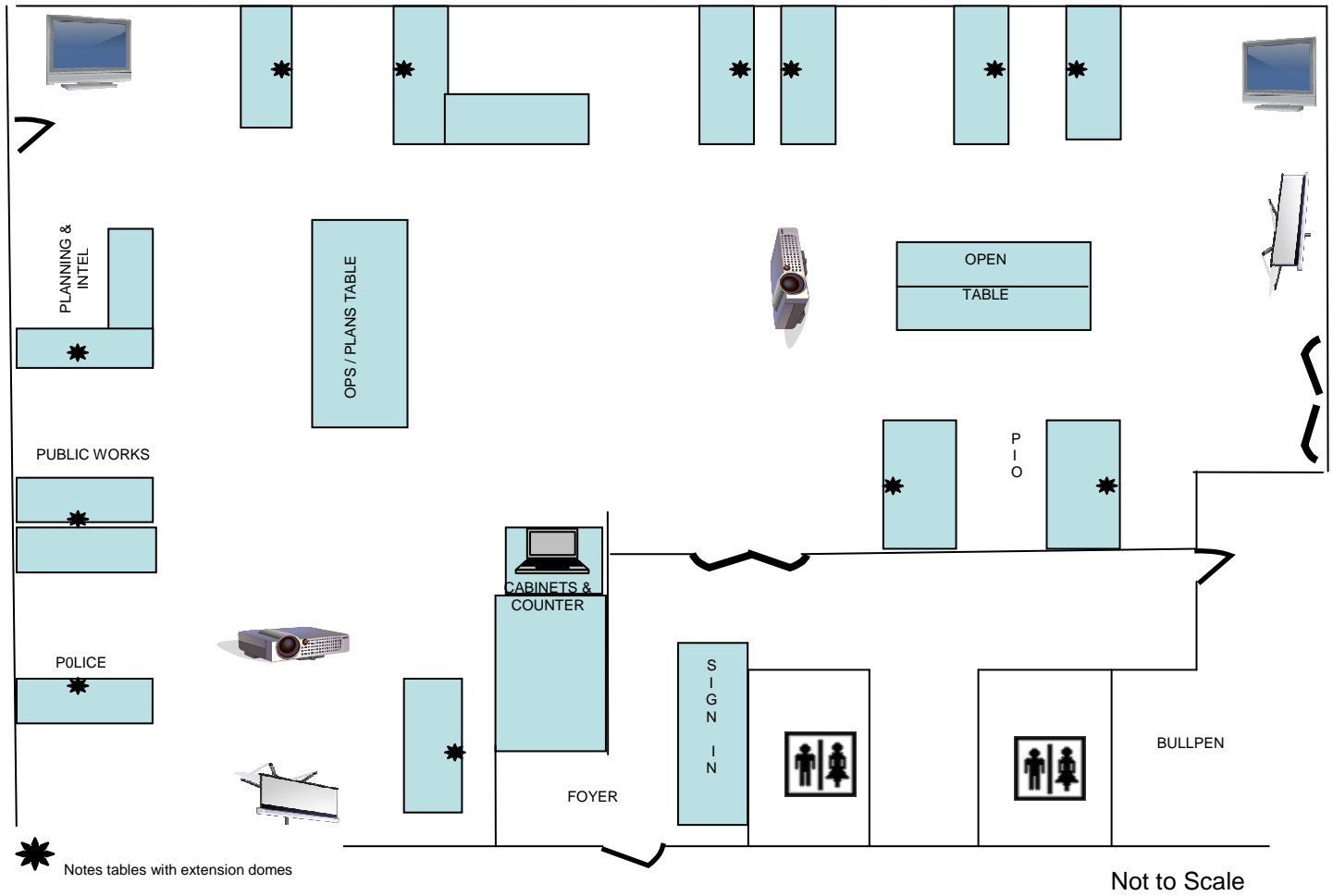
DEACTIVATION OF EOC:

- All EOC Sections are responsible to clean up and deactivate their sections. All equipment and supplies are to be placed back into the bins and stacked in the EOC closet.
- Give all pertinent information, such as contact information for on-call staff to the Planning/Intelligence Section.
- All Computers are to be "**Logged Off**", not shut down, and put back into their corresponding shelf in the crash cart.
- Be sure that all 214s have been signed by the Section Coordinator and given to the Sign-In table, **BE SURE TO SIGN OUT!!**
- EOC Manager will have overall responsibility for locking up computers, computer cabinet and EOC Closet.
- All passwords for the computers will expire after 30 days. Any documentation needed after that will be requested through the OES Manager.

NOTE: All information regarding the EOC equipment is found in the EOC Technical Procedures Manual. The Technical Manual can be found just below the EOC Activation Plan in the EOC.

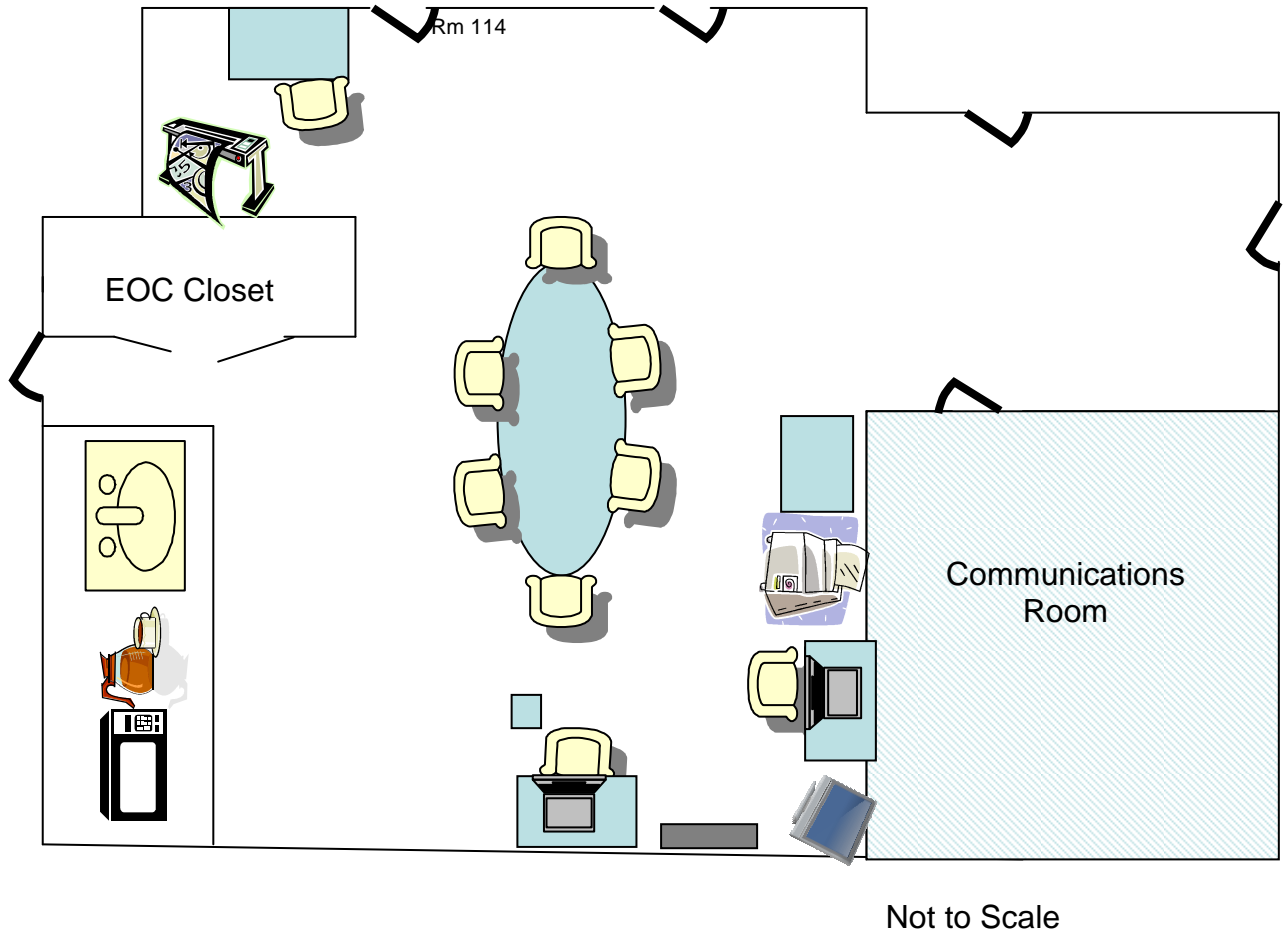
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EMERGENCY OPERATIONS CENTER DIAGRAM



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EMERGENCY OPERATIONS CENTER DIAGRAM BULLPEN FOR PIO AND GIS STAFF



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**EMERGENCY OPERATIONS CENTER
Sectional Phone List**

EOC SECTION/E-MAIL ADDRESS	NUMBER
POLICY GROUP Name@SantaBarbaraCA.gov	
EOC FAX NUMBER – In Bullpen	
OPERATIONS	
Name@SantaBarbaraCA.gov Fire	
Name@SantaBarbaraCA.gov Police	
Name@SantaBarbaraCA.gov Public Works	
Name@SantaBarbaraCA.gov Waterfront	
Name@SantaBarbaraCA.gov Airport	
PLANNING	
Name@SantaBarbaraCA.gov	
Name@SantaBarbaraCA.gov GIS Tech	
LOGISTICS	
Name@SantaBarbaraCA.gov	
Public Information Officer Name@SantaBarbaraCA.gov	
<u>Numbers In the Bullpen</u>	
FINANCE Name@SantaBarbaraCA.gov	
Name@SantaBarbaraCA.gov	

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EOC SECTION/E-MAIL ADDRESS	NUMBER
EOC MANAGER Name@SantaBarbaraCA.gov	
LIAISON Name@SantaBarbaraCA.gov	
Other e-mail: EOC Field County Liaison	Name@SantaBarbaraCA.gov Name@SantaBarbaraCA.gov

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ORGANIZATION OF THE EMERGENCY OPERATIONS CENTER

STAFFING:

The Emergency Operations Center (EOC) staffing level includes: EOC Management supported by the Operations, Planning & Intelligence, Logistics, and Finance/Administration Sections. The Management contingent is headed by the EOC Director. The Management contingent may also include a Deputy EOC Director/EOC Manager and is directly supported by the Public Information Officer, Safety Officer, Security Officer and an outside Agency Liaison.

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

Minimum staffing to activate the EOC will consist of the EOC Director, Operations, Planning & Intelligence, Logistics, Finance/Administrative Section Leaders (or designees). Minimum EOC staff is expected to have the EOC functional within one hour of notification.

OUTSIDE AGENCY REPRESENTATION

An outside Agency Liaison will directly support the EOC Director and furnish a direct conduit to and from EOC Management and the other outside agency liaisons assigned to the EOC. The outside agency liaisons will report to the EOC Liaison supporting the EOC Director and will be afforded support capabilities as available. In the event additional outside agency liaison positions are needed, they will be provided support capabilities in an ancillary location as close as practical to the EOC. Outside agency representatives assigned to the EOC will be able to communicate directly with EOC Sections as appropriate to facilitate collaborative emergency response activities.

Outside agency representatives will be expected to communicate protective action recommendations from the EOC to their respective constituencies and assist the City as appropriate to mitigate the affects of the emergency on the City's population and the public at large. Assistance could include the allocation of outside agency resources, implementation of mutual aid both inside and outside of the City's jurisdiction, and the provision of follow-on support activities.

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INFORMATION FLOW IN THE EMERGENCY OPERATIONS CENTER

INFORMATION INTO THE EOC

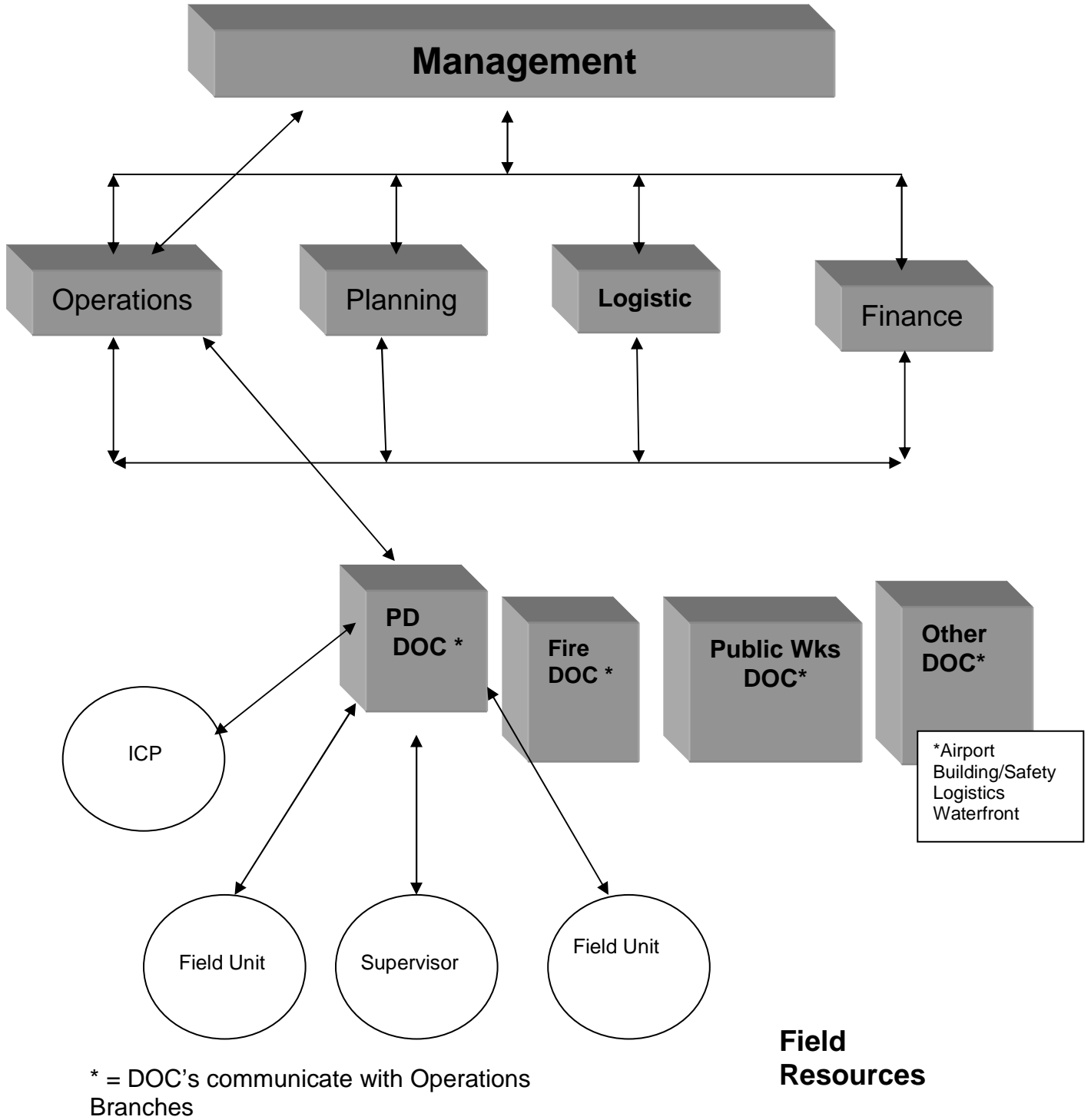
The EOC will receive information by field Incident Commander/Command Post and/or Department Operating Centers (DOCs), Dispatch, radio, or telephone. See diagram on page 19.

METHOD OF TRANSMITTAL

1. The EOC will receive messages from the field incident commander, command post, or DOC.
2. The message will then be distributed to the proper EOC Sections. The information is then displayed on a white board and in RIMS; as necessary.
3. **All documents** are then forwarded / returned to Planning/Intelligence Unit for filing to assist with recovery.

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INFORMATION FLOW CHART



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EOC Staffing List

MANAGEMENT SECTION

EMERGENCY SERVICES DIRECTOR

EOC Manager/Liaison

Alt. EOC Managers

Yolanda McGlinchey, EOC Manager

POLICY GROUP

MAYOR

COUNCIL MEMBERS

LEGAL OFFICER

INFORMATION OFFICERS

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Unified Command

OPERATIONS SECTION

FIRE BRANCH

LAW BRANCH

PUBLIC WORKS BRANCH

AIRPORT BRANCH

WATERFRONT BRANCH

PLANNING/INTELLIGENCE SECTION

SECTION COORDINATOR

***SITUATION STATUS /
ANALYSIS***

DOCUMENTATION

***MOBILIZATION/
DEMOBILIZATION***

ADVANCED PLANNING

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TECHNICAL SPECIALIST

GIS Unit within the Sit Stat:

Safety Assessment Unit:

LOGISTICS SECTION

SECTION COORDINATOR

Logistics EOC Support:

**DEPARTMENTAL OPERATING
CENTER (DOC)**

DOC SUPPORT

PERSONNEL

PROCUREMENT

FACILITIES

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TRANSPORTATION

RESOURCE TRACKING

COMMUNICATIONS

City Radio/Phones Unit:

Information Systems Unit:

FINANCE SECTION

**FINANCE SECTION
COORDINATOR**

TIME REPORTS

COMPENSATION /CLAIMS

COST ACCOUNTING

**DAMAGE SURVEY REPORT
RECORD KEEPING**

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ALERT CALL OUT LIST

MANAGEMENT SECTION

Emergency Services Director

- Bus
Res
Cell

Emergency Services Manager

- Bus
Res
Cell
- Bus
Res
Cell
- Bus
Res
Cell
- Bus
Res
Cell
- Bus
Res
Cell

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Policy Group

- Bus
Res
Cell

- Bus
Res
Cell

- Bus
Res
Cell

- Bus
Res
Cell

- Bus
Res
Cell

- Bus
Res
Cell

- Bus
Res
Cell

- Bus
Res
Cell

- Bus
Res
Cell

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Policy Group (cont)

- Bus
Res
Cell

- Bus
Res
Cell

- Bus
Res
Cell
Airport SOC

- Bus
or
Res
Cell

- Bus
Cell

- Bus
Res
Cell

- Bus
Res
Cell

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Policy Group (cont)

- Bus
Res
Cell

- Bus
Res
Cell

- Res
Cell

- Bus
Res
Cell

- Bus
Res
Cell

Mayor and Council

- Bus
Res
Cell

- Bus
Res
Cell

- Bus
Res
Cell

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Mayor and Council (cont)

- Bus
Res
Cell

- Bus
Res
Cell

- Bus
Res
Cell

- Bus
Res
Cell

Legal Officer

- Bus
Res
Cell

Public Information Officer (PIO)

- Bus
Res
Cell

- Bus
Res
Cell

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Public Information Officer (PIO) (cont)

- Bus
Res
Cell
- Bus
Res
Cell

Liaison (to be assigned)

Safety Officer

- Bus
Res
Cell

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OPERATIONS SECTION

OPERATIONS SECTION COORDINATOR(S)

Fire Branch

- Bus
Res
Cell
- Bus
Disp

Law Branch

- Bus
Res
- Cell
Bus

Public Works Branch

- Bus
Res
Cell
- Bus
Res
Cell

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Public Works Departmental Operating Center (DOC) Group Supervisor

- Bus
Res
Cell
- Bus
Res
Cell

Airport Branch

- Bus
Res
Cell
Airport SOC
- Bus
Res
Cell
Airport SOC
- Bus
Res
Cell
Airport SOC

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Waterfront Branch

- Bus
Res
Cell

- Bus
Res
Cell

- Bus
Res
Cell

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PLANNING / INTELLIGENCE SECTION

Planning Section Coordinator

• Bus
Res
Cell

• Bus
Res
Cell

Situation Status/Analysis

• Bus
Res
Cell

• Bus
Res
Cell

Documentation

• Bus
Res
Cell

• Bus
Res
Cell

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Mobilization / Demobilization

- Bus
Res
Cell

- Bus
Res
Cell

Advanced Plans

- Bus
Res
Cell

- Bus
Res
Cell

Technical Specialist

GIS Unit – within Sit Stat

- Bus
Res
Cell

- Bus
Res
Cell

- Bus
Res
Cell

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Technical Specialist (cont)

Safety Assessment

- Bus
Res
Cell

- Bus
Res
Cell

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LOGISTICS SECTION

Logistics Section Coordinator

- Bus
Res
Cell
- Bus
Res
Cell

Logistics EOC Support:

- Bus
Res
Cell
- Bus
Res
Cell
- Bus
Res
Cell

Logistics Department Operating Center (DOC) Group Supervisor

- Bus
Res
Cell
- Bus
Cell

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Logistics Dept Operating Center (DOC) Group Supervisor (cont)

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Personnel Unit

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Supply Unit

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Facilities Unit

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Transportation Unit

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Resource Tracking

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Communications

City Radio/Phones Unit:

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Information Systems Unit:

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Logistics DOC Support:

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FINANCE SECTION

Finance Section Coordinator

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Time Reports

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Compensation/Claims Unit

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Cost Accounting

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Damage Survey Reports / Record Keeping

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Director of Emergency Services

Function Description

Positions reporting to the Director of Emergency Services will vary depending upon the SEMS level. Standard functions may include, but are not limited to:

- Coordinators of Functional Sections (called General Staff), Operations, Planning & Intelligence, Logistics, and Finance Section Coordinators
- Management Staff
 - OES Manager
 - Public Information Officer
 - Liaison Officer
 - Safety Officer
 - Security Officer

Responsibilities

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

Activation Phase

- Determine appropriate level of activation based on situation as known.
- As appropriate, respond to the EOC and determine operations status.
- Obtain briefing from whatever sources are available; brief Mayor and Council Members.
- Appoint and ensure that Section Coordinators are in place as soon as possible and are staffing their respective sections.
 - Operations Section Coordinator
 - Planning/Intelligence Section Coordinator

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- Logistics Section Coordinator
- Finance/Administration Section Coordinator

- Ensure that the Management Section is staffed as soon as possible at the level needed.
 - Public Information Officer
 - Liaison Officer
 - Safety Officer
 - Security Officer
 - EOC Coordinator
- Ensure that policy decisions are documented by a scribe.
- Schedule the initial Action Planning meeting.
- Confer with the General Staff to determine what representation is needed at the EOC from other emergency response agencies.
- Assign a liaison officer to coordinate outside agency response to the EOC, and to assist as necessary in establishing an Inter-agency Coordination Group.

Operational Phase

- Monitor general staff activities to ensure that all appropriate actions are being taken.
- In conjunction with the Public Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.
- Ensure that the Liaison Officer is providing for and maintaining effective inter-agency coordination.
- Based on current status reports, establish initial strategic objectives for the EOC.
- In coordination with Management Staff, prepare EOC objectives for the initial Action Planning Meeting.
- Convene the initial Action Planning meeting. Ensure that all Section Coordinators, Management Staff and other key agency representatives are in attendance. Ensure that appropriate Action Planning procedures are followed. (refer to Planning/Intelligence Section, "Action Planning Guidelines")
- Once the Action Plan is completed by the Planning/Intelligence Section, review, approve and authorize its implementation.
- Conduct periodic briefings for elected officials or their representatives.

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- Formally issue an Emergency Proclamation as necessary, and coordinate local government proclamations with other emergency response agencies, as appropriate.
- Brief your reliefs at shift change, ensuring that on going activities are identified and follow-up requirements are known.

Demobilization Phase

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

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Mayor and City Council

Functional Description

Represent the City of Santa Barbara at the local, state and federal level, and to work with members of the Public Information Officer's team to provide accurate information to the citizens of Santa Barbara and members of the media.

Activation Phase:

- The City Administer, or designee, will contact Mayor and Council Members to give briefing on current situation
- If warranted, report to the Media Center, Room 15, 735 Anacapa Street, and contact the Public Information Officer or Liaison to Mayor and Council
- Survey the impacted areas of the City with designated liaison
- Work with members of the Public Information Officer's to provide interviews to the media

Operational Phase:

- When the City Administrator/Director of Emergency Services proclaims a Local Emergency, an emergency City Council meeting will be set up by Staff to ratify the Proclamation
 - NOTE: Be prepared to review emergency proclamation every 14 days until terminated
- Work with Liaison to Mayor and Council and Lead Public Information Officer to conduct VIP Tours
- Continue to work with members of the Public Information Officer's to conduct media interviews
- Provide visible representation of Santa Barbara to the public, other elected officials, state, and federal assistance officials

Recovery Phase:

- Liaison with government agencies to enhance recovery operations as soon as it is practical
- Keep the Liaison to the Mayor and Council or Public Information Staff advised of your location and contact numbers at all times
- When possible, make notes of activities to assist with accurately documenting the history of the event

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Public Information Officer

FUNCTION DESCRIPTION

The Public Information Officer (PIO) serves as the primary point of contact between the EOC, the media and the public. The PIO will prepare information releases, brief, media representatives, and provide for press conference. Normally, the PIO function will also oversee the Rumor Control activity.

A primary source of information for the PIO function will be from the Situation Analysis Unit in the Planning/Intelligence Section. While not all information in the unit may be appropriate for the public, the information in Situation Analysis should be the best available and will have been verified for accuracy. The Public Information Officer will provide guidance as appropriate to other departments/agencies on the release of emergency related information.

GENERAL DUTIES:

- Serve as the dissemination point for all media releases within the affected area. Other agencies wishing to release information to the public should coordinate through the Public Information function.
- Coordinate as necessary to ensure that the public within the affected area receives complete, accurate, timely, and consistent information about lifesaving procedures, health preservation instructions, emergency status and other information, and relief programs and services.
- Review and coordinate all related information releases.
- Maintain a relationship with the media representatives and hold periodic press conferences as required.

RESPONSIBILITIES:

- Serve as the central coordination point for the agency or jurisdiction for all media releases.
- Develop the format for press conferences, in conjunction with the EOC Director.
- Maintaining a positive relationship with the media representatives.

Activation Phase

- Check-in upon arrival at the EOC.
- Report to EOC Director.
- Obtain a briefing on the situation.
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.

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- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Determine 24-hour staffing requirements.
- Determine the need for group or unit establishment. Make required personnel assignments as staff arrives at the EOC.
- Request additional resources through the appropriate Logistics Section Unit.
- Based on the situation as known or forecast determine likely future Branch/Unit needs.
- Anticipate** situations and problems before they occur.
- Using activity log (**ICS-214**), maintain all required records and documentation to support the After-Action Report and the history of the incident. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments***Precise information is essential to meet requirements for possible reimbursement by State OES and FEMA.***

Operational Phase:

- Keep up-to-date on the situation and resources associated with the incident.
- Maintain current status reports and displays.
- Keep the EOC Director advised of your status and activity and on any problem areas that now need or will require solutions.
- Establish operating procedure with the Information Systems Branch of the Logistics Section for use of telephone, radio and data systems. Make any priorities or special requests known.
- Review situation reports as they are received. Verify information where questions exist.
- Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- Assign a City Council liaison to assist with information dissemination.
- Anticipate** support requirements and forward to your Section Coordinator.
- Monitor your position activities and adjust staffing and organization to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your Section Coordinator at the end of each operational period.

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- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- Secure guidance from the EOC Director regarding the release of available information.
- Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Provide an estimate of the impact and severity and make recommendations as appropriate.
- Coordinate all media events with the EOC Director.
- Ensure that all departments, agencies and response organizations in the jurisdiction are aware that they must coordinate release of emergency information through the PIO and that all press releases must be cleared with the EOC Director before releasing information to the media
- Establish a Media Center at a site away from the EOC, Command Post and incident for media use and dissemination of information. Provide necessary workspace, materials, telephones and staffing. Announce safe access routes to Media Information Center for media.
- Schedule and post times and locations of news briefings in the EOC, Media Information Center and other appropriate areas.
- Prepare and provide approved information to the media. Post news releases in the EOC, Media Information Center and other appropriate areas.
- Develop an information release program.
- Interact with other branches/units to provide and obtain information relative to public information operations.
- Coordinate with the Situation Status Unit of the Planning/Intelligence Section and define areas of special interest for public information action. Identify means for securing the information as it is developed.
- Maintain an up-to-date picture of the situation for presentation to media.
- Obtain, process, and summarize information in a form usable in presentations.
- Provide periodic briefings and press releases about the disaster situation throughout the affected areas. Refer media representatives to incident level PIOs for specific information.
- As required, periodically prepare briefings for the jurisdiction executives or elected officials.
- Ensure that a rumor control function is established as necessary, and has the means for identifying false or erroneous information. Develop procedure to be used to squelch such information.
- Provide sufficient staffing and telephones to efficiently handle incoming media and public calls and to gather status information.
- Consider establishing and staffing a hot line to answer inquiries from the public.

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- Prepare, update and distribute to the public a Disaster Assistance Information Directory containing locations to obtain food, shelter, supplies, health services, etc.
- Prepare a briefing sheet to be distributed to all employees at the beginning of each shift so they can answer questions from the public, such as shelter locations, water distribution sites, etc.
- Broadcast emergency information/updates on local Cable Channel either through the message board or live taping of City Council or EOC Director.
- Arrange for meetings between media and City officials or incident personnel.
- Provide escort service to the media and VIPs; arrange for tours and photo opportunities when available staff and time permit. Coordinate VIP tours with Liaison Officer and City Council
- Assist in making arrangements with adjacent jurisdictions for media visits.
- Determine which radio and TV stations are operational.
- Determine requirements for support to the emergency public information function at other EOC levels.
- Monitor broadcast media, and use information to develop follow-up news releases and rumor control.
- When federal emergency response teams respond, coordinate activities through the Operational Area to ensure coordination of local, state and federal public information activities.
- Ensure that announcements, information and materials are translated and prepared for special populations (non-English speaking; non-readers; elderly; the hearing, sight and mobility impaired; etc.).
- Prepare materials that describe the health risks associated with each hazard, the appropriate self-help or first aid actions and other appropriate survival measures.
- Work with Operations Section to prepare instructions for people who must evacuate from a high-risk area, including the following information for each threat: evacuation routes; suggestions on types and quantities of clothing, food, medical items, etc. the evacuees should bring; location of evacuation centers and shelters.
- Issue timely and consistent advisories and instructions for life safety, health and assistance:
 - What **to do** and **why**.
 - What **not to do** and **why**.
 - Hazardous areas and structures to stay away from.
 - Evacuation routes, instructions and arrangements for persons without transportation or special needs (non-ambulatory, sight-impaired, etc.).
 - Location of mass care shelters, first aid stations, food and water distribution points, etc.
 - Location where volunteers can register and be given assignments.

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- Street and freeway overpass conditions, congested areas to avoid and alternate routes to take.
 - Instructions from the coroner and public health officials pertaining to dead bodies, potable water, human waste and spoiled food disposal.
 - Weather hazards when appropriate.
 - Public information hotline numbers.
 - Status of Local Proclamation, Governor's Proclamation or Presidential Declaration.
 - Local, state and federal assistance available; locations and times to apply.
 - Disaster Application Center (DAC) locations, opening dates and times.
 - How and where people can obtain information about relatives/friends in the incident area. (Coordinate with the Red Cross and Santa Barbara County Department of Social Services on the release of this information.)
- Issue other information pertaining to the incident (acts of heroism, historical property damaged or destroyed, prominence of those injured or killed, other human interest stories)
- Through the Operational Area, coordinate with state, federal or private sector agencies to get technical information (health risks, weather, etc.) for release to the public and media.
- Ensure file copies are maintained of all information released.
- Provide copies of all releases to the EOC Director.
- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

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

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Rumor Control

The function of Rumor Control is to establish within the EOC an activity designed to respond rapidly and with correct and timely information to any and all rumors raised as a result of the emergency.

Rumor Control is generally established as a part of the PIO function, but may be established as a separate unit within the Management Staff as necessary. The Rumor Control Coordinator must work closely with the PIO function and with the Planning/Intelligence Section.

Responsibilities

- Provides staffing rumor control telephone bank.
- Establish a “Disaster Hotline” with an up-to-date recorded message.
- Ensure that all rumors are responded to in a timely manner and with factual information.

Operational Phase

- Obtain “confirmed” disaster information.
- Operate a telephone bank for receiving incoming inquiries from the general public.
- Correct rumors by providing factual information based on confirmed data.
- Establish a “Disaster Hotline” recorded message and provide updated message information periodically.
- Refer inquiries from members of the media to the lead PIO or designated staff.

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Emergency Services Manager

Function Description

The Emergency Services Manager is typically the person who has the overall best knowledge of the functioning of the EOC.

Responsibilities

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

Activation Phase

- Determine appropriate level of activation based on situation as known.
- As appropriate, respond to the EOC and determine operations status
- Obtain briefing from whatever sources are available; brief Mayor and Council Members.
- Appoint and ensure that Section Coordinators are in place as soon as possible and are staffing their respective sections.
 - Operations Section Coordinator
 - Planning/Intelligence Section Coordinator
 - Logistics Section Coordinator
 - Finance/Administration Section Coordinator
- Ensure that the Management Section is staffed as soon as possible at the level needed.
 - Public Information Officer
 - Liaison Officer

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- Safety Officer
- Security Officer
- EOC Coordinator
- Ensure that policy decisions are documented by a scribe.
- Schedule the initial Action Planning meeting.
- Confer with the General Staff to determine what representation is needed at the EOC from other emergency response agencies.
- Assign a liaison officer to coordinate outside agency response to the EOC, and to assist as necessary in establishing an Inter-agency Coordination Group.

Operational Phase

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

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Demobilization Phase

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

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Operations Section Coordinator

Function Description

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

Responsibilities

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

Activation Phase

- Check in upon arrival at the EOC and through the Message Center; obtain an ICS – 214 form for documentation purposes.
- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Meet with the EOC Director, if Planning/Intelligence Section Coordinator is not available at time of arrival; obtain a preliminary situation briefing.
- Based on the situation, activate appropriate Branches within the section. Designate Branch Coordinators.
 - Fire Branch & Rescue

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- Law Branch
- Care and Shelter Branch
- Public Works Branch (referred in SEMS as Construction & Engineering Branch)
- Determine if there are mutual aid requests for these functional areas. Initiate coordination with appropriate mutual aid systems as required.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Obtain a current communications status briefing from the Communications Branch Coordinator in Logistics. Ensure that there is adequate equipment and radio frequencies available as necessary for the section.
- Determine estimated times of arrival of section staff from the Personnel Unit in Logistics.
- Confer with the EOC Director to ensure that the Planning/Intelligence and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.
- Coordinate with the Liaison Officer regarding the need for Agency Representatives in the Operations Section.
- Coordinate with the Liaison Officer regarding the need for Agency Representatives in the Operations Section.
- Coordinate with the Planning/Intelligence Section Coordinator to determine the need for any Technical Specialist (e.g., GIS Tech, Geologist, Chemist, etc.)
- Establish radio or phone communications with Department Operations Centers (DOCs) and/or with Incident Commander(s) as directed, and coordinate accordingly.
- Determine activation status of other EOCs in the Operational Area or adjacent areas and establish communication links with their Operations Section, if necessary.
- Based on the situation known or forecasted, determine likely future needs of the Operations Section.
- Identify key issues currently affecting the Operations Section; meet with section personnel and determine appropriate section objectives for the first operational period.
- Review responsibilities of branches in Section; develop an Operations Plan detailing strategies for carrying out Operations objectives.
- Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

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Operational Phase

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

Demobilization Phase

- Authorize demobilization of section, branches and units when they are no longer required.
- Notify higher level EOCs and other appropriate organizations of the planned demobilization, as appropriate.
- Ensure that any open actions not yet completed will be handled after demobilization.

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- Ensure that all required forms or reports are completed prior to demobilization.
- Be prepared to provide input to the after action report.
- Deactivate the EOC at the designated time, as appropriate.

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Planning/Intelligence Section Coordinator

Function Description:

The Planning/Intelligence Section is a primary function for any local government EOC. The Section will gather information from a variety of sources, analyze and verify information, and prepare and update internal EOC information and map displays. The Situation Analysis function will be activated under any EOC activation. The Section has an important function in overseeing the Planning meetings and in preparing the EOC Action Plan. The Section will collect and process internal EOC documentation, and prepare advance planning information as necessary. Technical Specialists assigned to the EOC will initially be part of the Planning/Intelligence Section. The Section Coordinator reports directly to the EOC Director.

Responsibilities:

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

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Activation Phase:

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

Operational Phase:

- Ensure that Planning/Intelligence Section position logs and other necessary files are maintained.
- Ensure that The Situation Analysis Unit is maintaining current information for the situation report.
- Ensure that major incident reports and status reports are completed by the Operations Section and are accessible by Planning/Intelligence (Utilize RIMS forms if available).
- Ensure that a situation report is produced and distributed to EOC Sections and the Operational Area EOC at least once, prior to the end of the operational period.
- Ensure that all status boards and other displays are kept current and that posted information is neat and legible.

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

Demobilization Phase

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

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Logistics Section Coordinator

Function Description:

The Logistics Section provides facilities, services, resources and other support services both to agencies responding to the emergency, and to meet internal EOC operating requirements. Incident, DOC (Department Operation Center) or agency requests for support directed to the EOC will be channeled through the EOC Operations Section. The Logistics Section Coordinator reports to the EOC Director.

Responsibilities:

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing communication services, resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.
2. Establish the appropriate level of branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
3. Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.
4. Coordinate closely with the Operations Section Coordinator to establish priorities for resource allocation to activated Incident Commands within the affected area.
5. Keep the EOC Director informed of all significant issues relating to the Logistics Section.
6. Supervise the Logistics Section.

Activation Phase:

1. Ensure the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.
2. Based on the situation, activate branches/units within section as needed and designate Unit Leaders for each element:
 - Communications Branch
 - Supply/Procurement Unit
 - Transportation Unit
 - Facilities Unit
 - Personnel Unit
 - Resource Tracking Unit

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3. Mobilize sufficient section staffing for 24-hour operations. Establish communications with the Logistics Section at the Operational Area EOC if activated.
4. Advise Branches and Units within the section to coordinate with appropriate branches in the Operations Section to prioritize and validate resource requests from DOCs or Incident Command Posts in the field. This should be done prior to acting on the request.
5. Meet with the EOC Director and General Staff and identify immediate resource needs.
6. Meet with the Finance/Administration Section Coordinator and determine level of purchasing authority for the Logistics Section.
7. Assist branch and Unit Leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the Action Plan.
8. Provide periodic Section Status Reports to the EOC Director.
9. Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase:

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

Demobilization Phase

- Authorize demobilization of section, branches and units when they are no longer required.
- Notify higher level EOCs and other appropriate organizations of the planned demobilization, as appropriate.

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- Ensure that any open actions not yet completed will be handled after demobilization.
- Ensure that all required forms or reports are completed prior to demobilization.
- Be prepared to provide input to the after action report.
- Deactivate the EOC at the designated time, as appropriate.

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Finance Section Coordinator

Function Description:

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

Responsibilities:

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

Activation Phase:

- Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- Based on the situation, activate units within section as needed and designate Unit Coordinators for each element:
 - Time Keeping Unit

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- Purchasing Unit
- Cost Accounting
- Unit Recovery Unit
- Compensation & Claims Unit
- Ensure that sufficient staff is available for a 24-hour schedule, or as required.
- Meet with the Logistics Section Coordinator and review financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to the Logistics Section.
- Meet with all Unit Leaders and ensure that responsibilities are clearly understood.
- In conjunction with Unit Leaders, determine the initial Action Planning objectives for the first operational period.
- Notify the EOC Director when the Finance/Administration Section is operational.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase:

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

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Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.

Demobilization Phase

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

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APPENDIX A**ALTERNATE EOC INSTRUCTIONS****FIRST STAFF TO ARRIVE WILL:**

- Remove all items from the Conference Room that may interfere with Alt. EOC operations.
- Set up the tables per the "Alternate Emergency Operation Center" diagram, pg.81.
- Another diagram is located on the west wall of the conference room, near the entrance, and in the Planning / Intelligence container.
- Obtain the EOC containers from the Custodial Room in the west hallway (see diagram)
- Place each section's container on its corresponding table.
 - o Place empty EOC Storage containers under the table.
 - o Direct the Policy Group to Laurie Owens' Office.
 - o PIO Staff will sign in and report to Terri Gibson's Office
- Remove telephones from Airport section's storage container in the Custodial Closet and plug the telephone into the corresponding telephone jack. Ensure the telephone number marked on the phone and the number on the receptacle match.
- Leave remaining items in storage containers. Arriving EOC personnel will unpack their supplies.
- Unpack the Message Center Container. Locate the logbook, sign-in forms and message forms and pens. Be prepared to man the Message Center until Planning/Intelligence Section staff arrives.
 - o Answer the telephone, take messages, log events in the logbook and ensure that arriving staff are signing in.

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**ALTERNATE EMERGENCY OPERATIONS CENTER
 Airport Conference Room – 601 Firestone Road
 Sectional Phone List**

EOC SECTION	
POLICY GROUP	
EOC FAX NUMBER	
OPERATIONS COORDINATOR	
Fire	
Police	
Public Works	
Airport	
PLANNING	
Sign-In/Documentation	
LOGISTICS	
FINANCE	
PIO	
Media Center	
LIAISON	
RED CROSS	

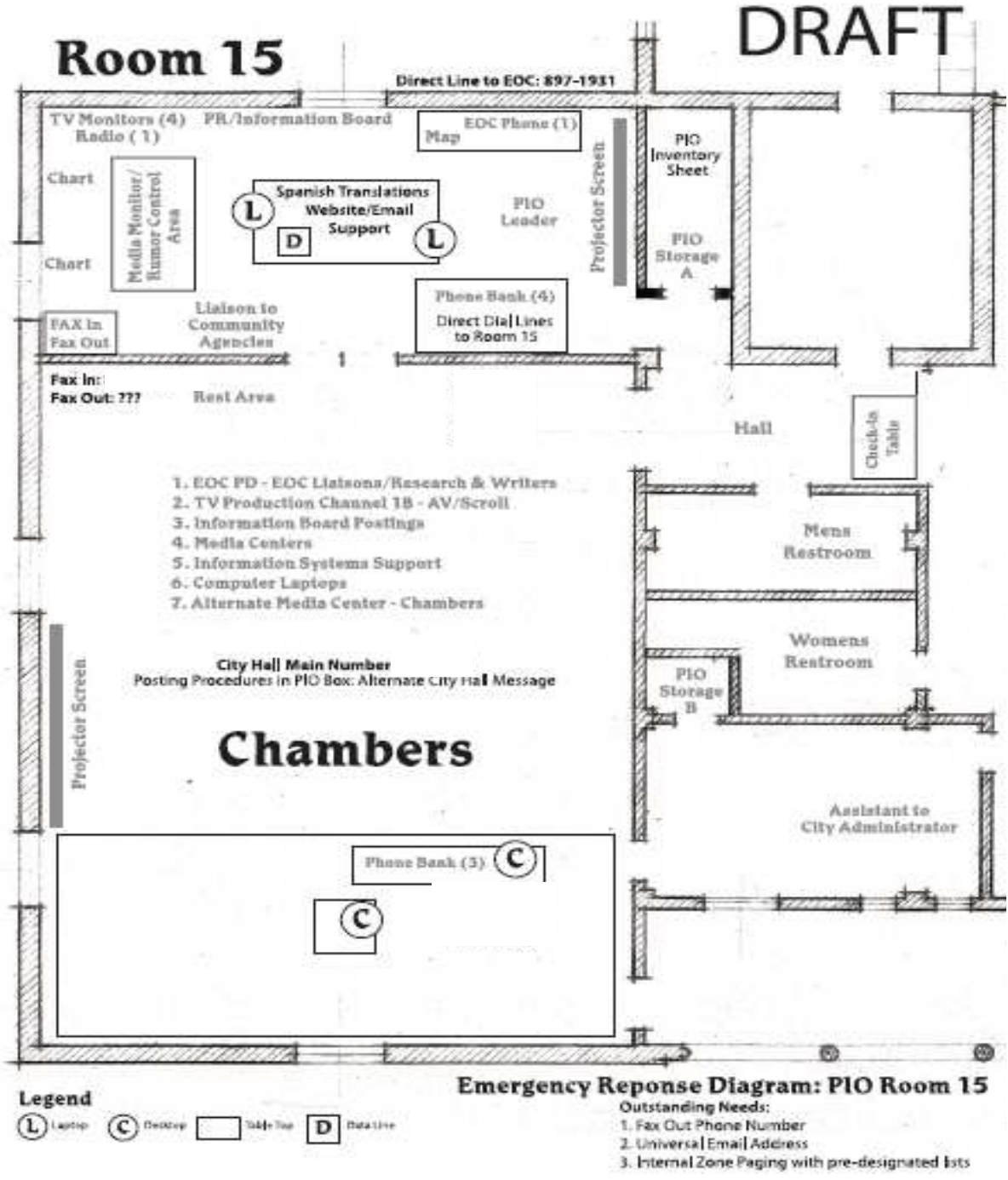
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MEDIA CENTER – RM 15

APPENDIX B



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APPENDIX C a.

Airport DOC Emergency Numbers

Located: Airport Administration, 601 Firestone Road

Conference Room 1

Red Cross		Analog
Liaison		Analog
Liaison		Analog
Liaison		Analog
FAX machine		Analog
Check-In		Digital

Conference Room 2

Airport		Analog
Fire		Analog
Police		Analog
Logistics		Analog
Finance		Analog
Planning		Analog

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APPENDIX C b.

Logistics DOC Set-Up

**DIAGRAM OMITTED DUE TO
CONFIDENTIAL NUMBERS**

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APPENDIX C c.

Waterfront/Building & Safety DOC Emergency Numbers

Waterfront
132-A Harbor Way

Conference Room	
-----------------	--

Community Development
630 Garden Street
Fishbowl

Building & Safety	
-------------------	--

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APPENDIX D

<u>County Operational Area</u> <u>EOC Telephone Directory</u> <u>805-XXX-XXXX – 24 hours Duty Officer number</u>			
	Prefix=		
<u>Section</u>		<u>Extension</u>	
PIO			
Plans/Intel			
Fire			
Law			
Public Health			
Public Works			
Logistics			
ARES			
EOC Check-In			
EOC Director			
EOC Deputy Director			
Finance			
Red Cross			
Call Center			Prefix=
EOC Main Fax line			
PIO Fax			
Paging access code= *80 (Pause) 10			

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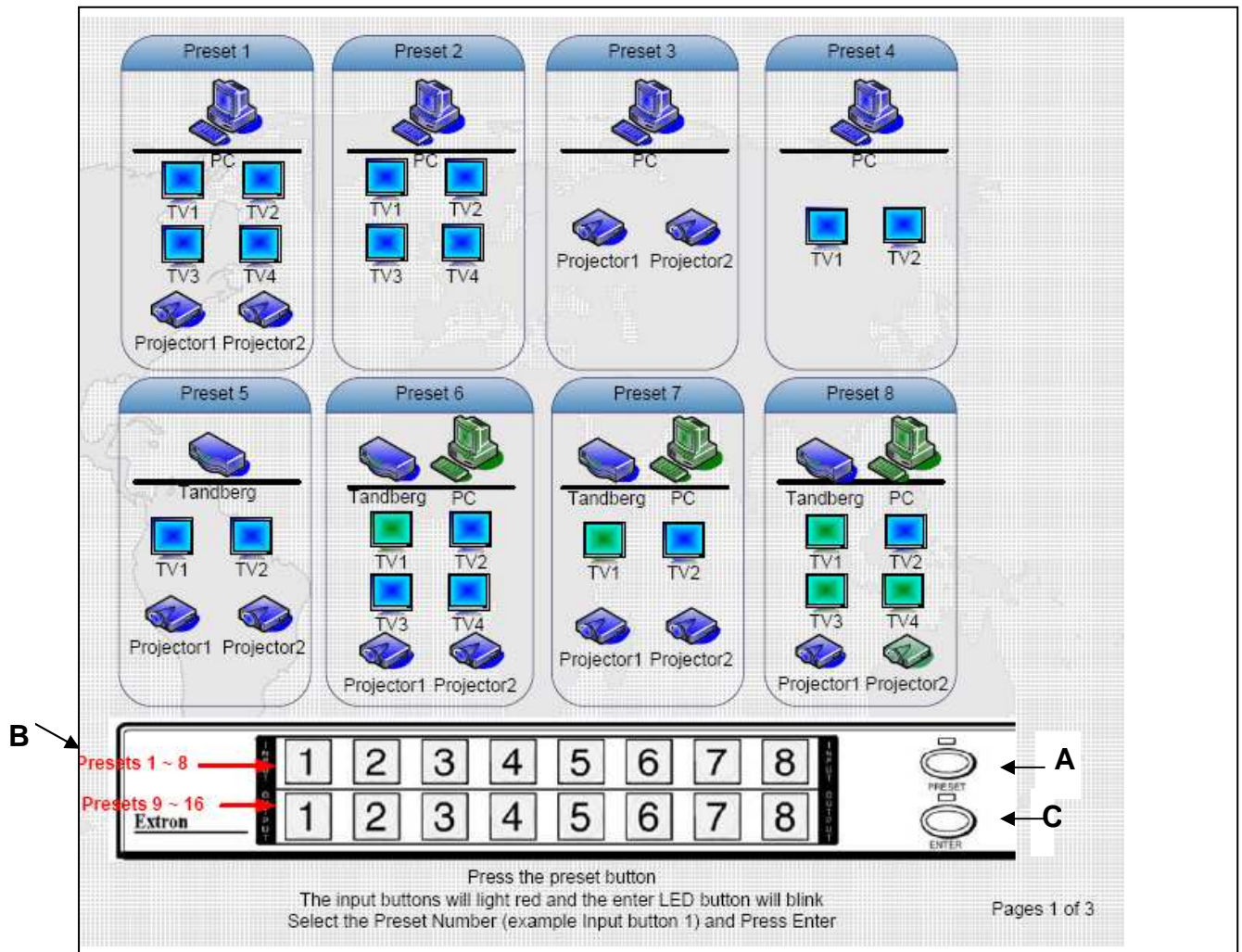
City EOC Audio/Visual Diagram

APPENDIX E

Obtain AV Cabinet Key from EOC box located on the Emergency Services Manager desk in Room 14 (in the Bullpen).

Once the cabinet is open:

- € Press the preset button – **A**
- € Select the Preset Number, for the EOC press Input button 1 and Press Enter - **B**
- € The input buttons will light red and the enter LED button will blink - **C**



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STATION ONE ACCESS PROCEDURES

All four exterior doors and the communications room utilize this Proximity Card / Pin Number access control system.

The four exterior doors are:

1. Front Door.
2. EOC Lobby (Back Ramp).
3. Stair to 2nd floor/Elevator (Back Ramp).
4. Turnout Locker Room (Between the Station and Annex).

When you come upon a door with this system you can enter number **XXXXX**. To use your If the number is authorized you will see a **RED** light then a **GREEN** light flash. The door is now unlocked. If the door only flashes RED, contact Fire Department's Logistics Officer at 805-XXX-XXXX for assistance.



To use the number punch it in on the keypad, no * or # is needed

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