

SEATTLE EMERGENCY OPERATIONS CENTER

LEADERSHIP GUIDE

**Seattle Office
of Emergency
Management**



EOC LEADERSHIP GUIDE

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1. EOC ACTIVATION

1.1 Activation Checklist

First 15 Minute Priorities:

- Notify all OEM Staff of activation (notification system)
- Notify key ESF/Dept Reps needed in EOC
- Initial EOC activation/ notification email – quick Snap Shot

Initially standing-up the EOC:

Staff Assigned

1. [] Notify ALL OEM staff that EOC is activated (*Sample message: OEM-EOC ACTIVATED FOR LARGE FIRE. CHECKIN FOR ASSIGNMENT. ESF REPS BEING NOTIFIED. NELSON/SEATTLE*)
2. [] Setup “Check-in” desk/table in foyer area outside of west Operations Room entry door; populate white board by restrooms with: *Incident Name, Mission #, Mode of Activation, Date & Time*
3. [] Forward & staff the SDO (233-5147) and main office (233-5076) #s into the ACD telephones in EOC (Planning table and/or Call Taking Room); two-step process (*follow instruction checklist located at originating telephones*)
4. [] Monitor the “OPS CALL” 800 MHz radio talk group with either a portable and/or remote unit on Planning Section table
5. [] **G-Drive:** Bring-up share drive activation folder G:\ EOC Activation Folder; right click on folder & rename (*naming convention is: 2011-12-08 Snow #11-1212*)
6. [] On the AV System Panel at the AV Control Station, select “Preset” on left menu bar, select “Preset 1” under “Activation Status” and push “Take” button for all the systems to power-up with all sources routed
7. [] Notify (via EOC telephone hotline links) SPD Communications Center (684-8639 and email address spdcd@seattle.gov) and FAC (386-1498) “Dispatch Supervisor” that the EOC is activated and share with them the EOC mode, situation and ESF Reps represented in EOC
8. [] Notify WA State Emergency Management Duty Officer (800-258-5990) of our EOC activation and request an incident/mission number; share with them the EOC mode and situation (email address: dutyofficer@emd.wa.gov)
9. [] Notify King County Emergency Management Duty Officer (pager 206-423-6119 or 206-296-3830) of our EOC activation and share with them the EOC mode, situation and state mission number (email address: ecc.kc@kingcounty.gov)
10. [] Notify Customer Service Bureau (684-2489) that the EOC is activated (email address: CustomerServiceCoordinator@Seattle.Gov)
11. [] Notify Security Control (24 hrs 684-8077) that the EOC is activated

12. Notify Mayor, Police Chief, and Fire Chief (utilize the ESF/EOC Contact sheet from the Secure Room)

13. Access WebEOC and create the log-in Incident (*naming convention is: Incident 2009-11-23 Winter Weather Mission XX-XXXX**[for pre-planned event check to ensure WebEOC is working properly within 24 hours of activation]*)
 - Within the WebEOC Incident, create the “BASE INCIDENT” and any “Sub-Incidents” (populate with initial information)
 - Contact GIS to create maps
 - Also within the WebEOC Incident, populate the “EOC Mission” board that includes the Mission, Operational Period & Objectives
 - Sign-in with name and position
 - **For WebEOC technical support call 877-771-0911 or email support@esi911.com**

14. Consider need for additional notifications (via not. sys., direct call, email, etc.)
 - ESF Reps to EOC / DMC / Cabinet / Other EOC staff & Agencies

15. Begin identifying ESF/Department Reps responding

16. Power-up copier machine

17. Log into seattle-eoc@seattle.gov email and monitor; log into position-specific email accounts

18. **Send out initial “EOC Activation” email notification to ALL OEM email distribution groups in the Global Address List**

19. **G Drive:** Record initial situational awareness information known:
 - Access “Snap Shot Report” template and write-up initial information; template is in “EOC Planning Section” – “00 Situation Unit” – “SnapShot Reports” folder
 - Save with naming convention: *01 Snapshot 2009-12-08 Snow*

20. **G Drive:** Post an initial map of incident site and/or area on Document Camera and project on one of the screens

21. **G Drive:** Access the “EOC Operation Schedule” template in the “EOC Planning Section” folder and create the initial schedule (schedule will be set by EOC Director in consultation with Operations, Planning & Logistics Section Chiefs)
 - Save with naming convention: *01 OpsSchedule 2009-12-08 Snow*

22. **G Drive:** Access the “Essential Elements of Information” strategy template in the “EOC Planning Section” – “00 Sit Unit” and begin initially identifying the information needs for the incident (modify the list as needed for the event)
 - Save with naming convention: *01 EEI 2009-12-08 Snow*
 - Disseminate the EEI Strategy within WebEOC via a “Task Assignment” to “Others” and type in “All Departments” and also advise Operations Section Chief

23. **G Drive:** Access the “Info PPT” in the renamed “Current EOC Activation” folder and update
 - Update first slide with Incident Name, Mission # and Date
 - Update the Operational Period(s)
 - Mission and Objectives
 - Save with naming convention: *01 InfoPPT 2009-12-08 Snow*
24. Post on EOC Org Chart, at EOC entry, the names of people filling ESF Rep and EOC management positions
25. Identify those EOC position-specific emails currently staffed and operational



1.2 EOC Activation

The Office of Emergency Management (OEM) maintains the Seattle Emergency Operations Center (EOC) and is prepared to activate it during times of emergency or disaster. The mission of the Seattle EOC is to minimize the impact of incidents on the community through coordinated planning, information sharing and resource management between all City departments, partnering agencies and the public.

Activation Authority

Typically the Director of the Office of Emergency Management, in consultation with the Mayor or his/her designee, authorizes the activation of the EOC. However, any department director or incident commander may request activation when they see a need to develop plans of action, coordinate resources, gather information, or seek assistance in resolving policy issues during events.

Factors to consider when determining if EOC activation is needed, and to what level, are:

- The nature, scale, and severity of the hazard and immediate known or possible impacts (which may include secondary risks or impacts).
- The potential for the hazard and/or secondary impacts to increase.
- The degree and extent of support needed to achieve response and/or recovery objectives.
- The time of day and day of the week.
- The amount of media or public attention garnered by the incident.
- The benefit achieved by coordinating departmental operations from a centralized location.
- Other unrelated incidents underway or planned events scheduled.

Staff Duty Officer

OEM maintains a Staff Duty Officer (SDO) program that provides 24 hour coverage for potential coordination needs and in case the EOC requires activation. Several city departments, including SPD, SFD, SDOT, SPU and SCL are provided guidance annually through memoranda to call the OEM SDO should there be a potential need to open the EOC. Examples of the SDO notification include:

- Any Department Director requests that the Emergency Operations Center (EOC) be opened.
- Activation of a Department Operations Center for an incident.
- Significant events at any city or governmental facility (including schools).
- Major waterway incidents that impact Ferry System, Cruise Ship traffic, and/or restrictions associated with waterways.
- Landslides that affect major transportation routes/systems, critical infrastructure or require evacuation of residents.
- Mass Casualty Incidents (MCI) such as an airplane crash, ferry sinking, or passenger train wreck.
- Significant hazardous materials releases on land or waterways.
- Fire responses significantly impacting major transportation routes/systems, causing visible distraction, impacting vulnerable populations and/or displacement of multiple families.

- Any natural occurrence such as severe weather, flooding, tornado, heavy snow, earthquake, etc., with imminent life-safety impact and/or where local resources may be exhausted or multiple agencies may need to coordinate activities.
- National Weather Service Warnings.
- Major disruptions to infrastructure including water and sewer systems, information technology, energy and transportation systems.
- Urban Flooding impacting more than 20 households.
- **Any event or incident that has significant media involvement and has multi-department/agency response and coordination.**
- Deployments of city resources to disasters outside of the county that will last more than 24 hours.

SDOs are made aware of incidents from different sources including the State Operations Officer, King County OEM, an Emergency Support Function Representative, or a communications center from a city department. The Duty Officer Actions identified below are taken from the SDO Procedures Manual, General Incident Checklist.

DUTY OFFICER ACTIONS

- Notification to OEM Director/Deputy
- Conference call with OEM staff and/or key departments/agencies
- Notifications to appropriate Department Reps to the EOC
- Recommended EOC activation
- If situation warrants, notify King County OEM (***Duty Officer Cell phone 206-423-6119 and/or ECC 206-296-3830***)
- If situation warrants, notify WA State EOC (***1-800-258-5990***) and when EOC activates obtain mission number

OEM Director/Deputy Director

If the decision to activate the EOC is not clear, the OEM Director may consult with select members of the OEM staff, ESF Representatives, Department Directors the Mayor or other key advisors before making a decision regarding EOC activation. Once the decision is made, the OEM Director becomes the EOC Director and initiates actions identified in the EOC Activation Checklist.

2. GENERAL EOC INFORMATION

The EOC Leadership Guide is a collection of information that provides reference materials such as procedures, checklists, and directions on equipment found in the Seattle Emergency Operations Center (EOC). This Guide provides a starting point for those working in leadership roles during EOC Activations and will be reviewed and updated as needed.

The Comprehensive Emergency Management Plan (CEMP) and other planning efforts coordinated by the Seattle Office of Emergency Management are used not only during disasters but also for every day emergencies. There are no specific ‘triggering’ mechanisms for activating components of the CEMP as it may be appropriate to use portions of one Emergency Support Function (ESF) while other ESFs are conducting normal business practices. For example, an apartment building fire that displaces several families is often coordinated among the Seattle Fire Department, Human Services Department, Parks Department, and American Red Cross with no EOC activation. The OEM Staff Duty Officer is made aware of the situation and may help facilitate coordination issues. Agencies perform roles according to the Emergency Operations Plan or Emergency Support Functions and when the emergency needs additional coordination, the EOC will be activated.

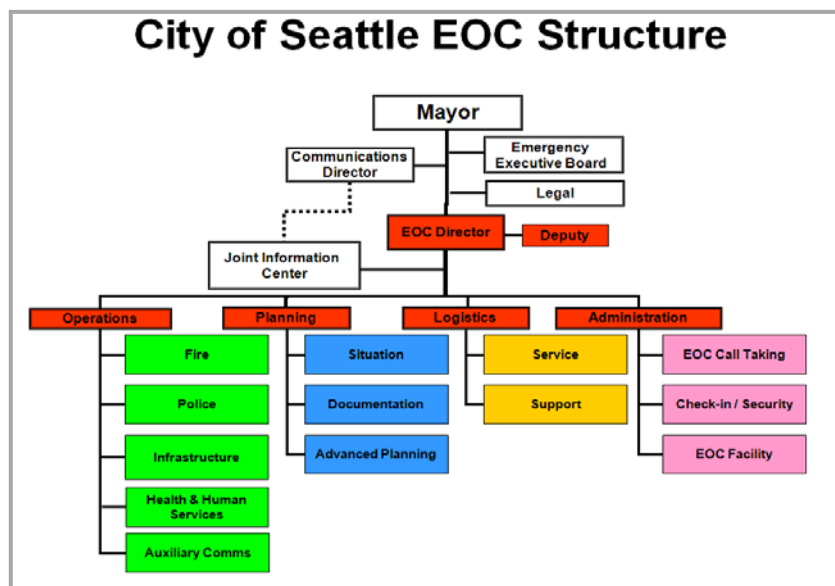
The EOC Leadership Guide supports components of our CEMP; primarily the Emergency Operations Plan, Emergency Support Functions, and Incident Specific Annexes. There are five primary sections to the EOC Responder Guide; general, policy, position specific, equipment, and incident checklists. This Guide replaces the 2010 Seattle Emergency Operations Center Checklists and Procedures notebook and includes other documents that were often used during activations but were kept in various folders and locations. This Guide will be reviewed and updated as needed based on lessons learned from EOC Activations, changing technology, and EOC operational needs.



2.1 EOC Organizational Structure

During activations, the EOC uses the Incident Command System concepts of “unity of command/coordination,” “modular organization,” “management by objectives,” manageable span of control,” “common terminology,” etc., and Emergency Support Functions, which aligns duties along functional lines. The OEM Director acts as the EOC Director during any activation. All section chief positions in the EOC are staffed by OEM personnel except Logistics, which is staffed by Finance and Administrative Services (FAS).

- **Operations Section:** This includes the branches of Police, Fire, Health and Human Services, and Infrastructure. The EOC Operations Section is the lead for ensuring coordination among the branches.
- **Planning Section:** This section is staffed by OEM professional staff along with volunteers from other City departments and the community. The section’s responsibilities include providing the overall situational awareness necessary to coordinate services and facilitate planning, and documenting the activities that are occurring.
- **Logistics Section:** This function is staffed by employees from Finance and Administration Services, Personnel, and Department of Information Technology. The section focuses on acquisition, deployment, and decommissioning of resources needed for response activities.
- **Administration Section:** This section is ordinarily staffed by OEM professional staff or volunteers. It is responsible for the security and maintenance of the emergency operations facility, and the care and safety of its tenants.
- **Joint Information Center:** This function is led by the Mayor’s Office and is staffed by Public Information Officers from various departments. It is responsible for providing consistent messaging in ways that will reach the target audiences regarding the incident and the city’s response.
- **Mayor’s Emergency Executive Board:** This body is comprised of Mayor’s senior staff and Cabinet members who collectively contribute to high-level problem resolution and policy development.
- **Legal:** This function is staffed by the Seattle City Attorney’s Office. Their role is to develop legal documents such as the Proclamation of Civil Emergency and also to advise the Mayor and EOC Director on legal issues.
- **Communications Director:** This position supports the Mayor and oversees the Joint Information Center ensuring that the Mayor is fully informed regarding public messaging and activities.





2.2 EOC Mission and Objectives

The Emergency Operations Center (EOC) is a dedicated facility and is always ready to host coordination efforts associated with any aspect of the Comprehensive Emergency Management Plan (CEMP). The Emergency Operations Plan (EOP) and Emergency Support Functions (ESFs) are always active and various departments use components of these plans regularly for a variety of incidents including large fires, hazardous material spills, urban flooding, and windstorms. When a major incident occurs or when a routine incident grows requiring multi-agency or multi-disciplinary coordination, the EOC is activated.

EOC Mission

The mission of the Seattle EOC is to minimize the impact of emergencies and disasters on the community through coordinated planning, information sharing and resource management between all City departments, partnering agencies and the public.

Standing EOC Objectives

City objectives contribute to effective response coordination. Working as a team, the OEM Director, OEM staff, Emergency Support Function Representatives, and EOC volunteers, develop a common set of strategic City objectives that guide EOC personnel in their actions during activations. City objectives are updated each operational period (typically 12 to 24 hours) or as needed depending on the incident.

For those incidents that occur without notice, standing EOC objectives can be used until there is sufficient time to develop custom objectives. The following serve as the EOC initial objectives for a no notice activation:

1. Develop and maintain situation awareness.

- Collect, organize, analyze damage assessments from departments and other partners.
- Publish an Essential Elements of Information (EEI) strategy each operational period or as directed.
- Issue Situation and Snapshot Reports on regular and frequent basis.
- Arrange for subject matter experts to conduct specialized analysis.
- Coordinate Mapping.
- Rapidly incorporate information from social media.

2. Develop and execute a City-wide strategy for response and recovery.

- Establish and maintain the Consolidated Action Plan planning cycle.
- Publish a City Consolidated Action Plan each operational period or as directed.
- Define impacts to vulnerable populations and address through City Consolidated Action Plan.
- Hold EOC Director and Section Chief briefings frequently each operational period.
- Ensure areas of operation and responsibility are clearly defined at all levels.
- Provide logistical support to operations.
- Support restoration of critical services such as utilities and healthcare.
- Conduct advanced planning.
- Designate the department(s) responsible for managing local Points of Distribution, City Staging Areas, Camps, Bases, Heli-Bases, Donation Centers and other facilities and functions.

3. Coordinate communication between City departments, external agencies and the community.

- Establish and maintain communications with all partners.
- Support Auxiliary Communication Service.
- Participate in local and regional conference calls.
- Establish a Joint Information Center.
- Participate in the regional Joint Information System.

4. Promote unity of effort with City departments and external agencies.

- With participation from all ESF Representatives, develop one City strategy.
- Leverage all available City resources, as needed, based on City goals, priorities, and strategy.
- Include vulnerable population impacts, and how to address them, in Director and Section Chief briefing agenda.
- Advocate for and support a regional approach to addressing the needs of vulnerable populations and for restoring essential services such as public transportation, mass care and healthcare.
- Assign a Zone (Seattle) Representatives to the King County ECC.
- Coordinate requests for assistance from the City to regional, state and federal partners.
- Wherever possible, provide support to neighboring jurisdictions.

5. Address impacts to the community in a comprehensive manner.

- Utilize advanced planning to identify challenge and opportunities as early as possible.
- Initiate recovery operations as soon as possible.
- Closely coordinate impact analysis and planning with regional partners.

2.3 EOC Modes of Emergency Operations

EOC modes of activation provide a way to quickly summarize and communicate the level of response by the City. OEM staff use the modes of activation to help organize EOC staffing levels, operations and planning efforts.

EOC MODES OF ACTIVATION				
	Increased Readiness	Major Incident Activation	Disaster Activation	Catastrophe Activation
Trigger	OEM Staff Duty Officer is made aware of an emerging situation that has the potential for causing significant damage, interruptions and/or life safety concerns.	Situation originates at, or intensifies to, a stage where the cross-service interaction of two or more City departments would be aided by direct contact of their representatives in the EOC.	Proportions and/or demands of the situation are of such initial magnitude, or have intensified to such a level, that a Proclamation of “Civil Emergency” is required.	Situation is so severe, or grows to such an intense level, that it requires an immediate Proclamation of “Civil Emergency”, and the immediate intervention of massive levels of outside resources to aid the City with stabilization.
Potential EOC Responders	OEM Staff Duty Officer, and/or additional OEM staff as needed <i>* May or may not involve the use of the EOC facility.</i>	<ul style="list-style-type: none"> • EOC Director • All Section Chiefs & Support • JIC Supervisor & staff • Impacted ESF Reps • Other stakeholders as needed 	<ul style="list-style-type: none"> • Emergency Executive Board • EOC Director • All Section Chiefs & Support • JIC Supervisor & staff • Impacted ESF Reps • Other stakeholders as needed • External liaisons 	<ul style="list-style-type: none"> • Emergency Executive Board • EOC Director • All Section Chiefs & Support • JIC Supervisor & staff • Impacted ESF Reps • Other stakeholders as needed • External liaisons
Notifications	OEM Director, Mayor, select Department Representatives	Mayor, City Council President, Dept. Directors, King County and WA State EMD Duty Officers	Mayor, City Council President, Dept. Directors, King County and WA State EMD Duty Officers	Mayor, City Council President, Dept. Directors, King County and WA State EMD Duty Officers



2.4 EOC General Information & Guidelines

The Seattle EOC is the facility where city officials and stakeholders meet to coordinate disaster response and recovery efforts. It is located on the northwest corner of 5th avenue and South Washington Street and is co-located with the Seattle Fire Alarm Center.

All EOC Responders

In an effort to make our EOC as healthy an environment as possible, if you are not feeling well and especially, if you have a fever, please DO NOT respond to the EOC.

EOC Activation Sign In/Out

- All personnel working in the Seattle EOC are required to sign in when they enter the facility and sign out when they leave. The sign-in area is located at the southwest entry. Government or agency identification may be required for entry.
- At the table as you enter the Operations Room, complete and wear a name badge. Event information will be on the long table to your left when you enter the EOC. Pick up materials there for briefing.

Basic Needs

- **Food** - Those working in the EOC should arrive with emergency food or special dietary requirements. OEM staff will try to arrange food service for those working in the EOC but there will be occasions when providers are unable to deliver. There is emergency food and water located in the EOC.
 - The EOC has a coffee maker and coffee on hand
 - There is a kitchenette with a refrigerator and microwave available
- **Showers** – Showers are located in both the men’s and women’s restroom. EOC Responders should bring their own towels, toiletries and change of clothes.
- **Sleeping** - There is no designated sleeping area in the EOC. There are a few sleeping mats or cots and there are some space blankets available. Unused office space or storage areas can become sleeping rooms.
- **Tools/Reference Materials** – Several city departments have been assigned roller cabinets in the EOC where they may store tools that will assist them during their assignment. These may include manuals, maps, communications devices and charges, or other materials.

Facility Basics

- Building Access
 - The building remains locked at all times and is accessed with a proximity card.
 - Show identification if requested.
 - There is a call box outside the front door for visitor entry.
- Smoking is permitted outside in the breezeway between the EOC and Fire Station or 25 feet from entry doors.
- The EOC has both UPS and generator back up for many work areas.

Contact the EOC

Phone: 206-233-5076

Address: 105 5th Av S, #300



- Parking – There is no free or dedicated parking for EOC Responders. There are several public parking lots near the EOC but there is no free parking areas close by.
- Office supplies are available in the Operations Room of the EOC in marked cabinets.

Communications Devices

- **800 MHz Radios** – There are 800 MHz radios located in the Comms Room as well as department specific radios at selected work stations in the Ops Room. A bank of battery chargers is available in the Joint Information Center.
- **Device Chargers** – There are no cell phone chargers in the EOC so EOC Responders should bring their own charging devices.

2.5 Media in the Seattle EOC during Activations

During a large-scale emergency or regional disaster affecting the City of Seattle, media outlets will want first-hand information from city officials via the City's Emergency Operations Center (EOC). The City, via the Joint Information Center (JIC), benefits from a structured, working partnership in the EOC with local, national and international media during disasters to facilitate timely, accurate emergency messaging and other pertinent information to the public.

The following guidelines have been developed to provide access to media while ensuring minimal disruption to activities on the Operations Floor during EOC activations.

Check-in/Accountability:

- JIC members shall maintain primary responsibility to greet media upon their arrival and facilitate their entrance into the building. Depending on JIC staffing levels, EOC Admin Section may be asked to serve as back-up personnel.
- Greeters should ensure the main door to the Operations Floor is closed upon media arrival.
- At a minimum, the JIC Supervisor or EOC Director should be notified that media are on-site.
- JIC members shall maintain primary responsibility for assigning escorts and facilitating movement of media through the lobby, media room or other designated areas.
- Media escorts should be easily identified via a vest or other indicator as determined by the EOC.

Designated Space for Media and Media Interviews:

- The Media Briefing Room is the primary space designated for all media.
- Formal news briefings as well as incidental on-camera interviews should be conducted in this established location.
- When practical, the monitor in the Media Room may serve as a backdrop and display the City logo or other relevant visual, i.e., maps, websites, charts, etc.
- There may be occasion when the EOC lobby, Policy Room or other adjacent areas are used for interviews.
- At the discretion of the EOC Director, media may be allowed to conduct interviews from the Operations Floor. (See further details: **Media on the Operations Floor**, below.)

Preparation of EOC Personnel for Media Interviews:

- In addition to the Mayor, the EOC Director or others may be invited to talk with the media. The JIC Supervisor should ensure personnel who speak to the media have been appropriately briefed so as to reinforce, not detract from the message strategy.

Access to Operations Floor:

- Generally, it should be understood that media access to the Operations Floor during activations will be very limited and/or potentially disallowed altogether at any time, depending on a number of factors, i.e., nature of the emergency, type of information being shared, tempo of the operations, number of personnel in the room, etc.
- At the discretion of the EOC Director and JIC Supervisor and in consultation with the Operations, Plans and Admin Section Chiefs, media may be granted access to the Operations Floor during activations.

Media on the Operations Floor

- Appropriate circumstances for media to be on the Operations Floor may include: pre-designated time frames for media to capture b-roll, before a pre-announced activation begins, or when operations are such that media presence would not create an undue burden and/or media coverage could potentially enhance the work of the EOC.
- Scheduling of media visits should be coordinated via the JIC, taking into account the operational clock to ensure visits do not interfere with all-EOC brief-outs.
- Advanced notice to personnel should be made prior to media entering the Operations Floor.
- After media have left the Operations Floor, an announcement should again be made notifying personnel of such.
- At no time should the presence of media distract from the priorities of the EOC activation or work being conducted on the Operations Floor.

2.6 City-wide Employee Email Broadcast

Direct Broadcast allows for citywide distribution of email. With some minor exceptions, a Direct Broadcast email will reach every City email account. OEM staff has permission to send Direct Broadcast emails in an emergency. This capability would be used to provide time sensitive warnings to City employees. Since many employees do not listen to public media (radio, television or internet) while working, employees and their supervisors may be unaware of an unfolding emergency incident. Issuing Broadcast emails from the City Emergency Operations Center is intended to augment, not replace, other means of warning City employees such as emails issued by the Mayor's office, passing information through department representatives or the Emergency Alert System.

Some examples of when Direct Broadcast from the EOC might be used are:

- Sudden alteration of Metro bus and rail service schedules due to deteriorating weather conditions that would have serious impacts to the commute
- Warning about an in progress terrorist attack involving government facilities either in the City or in the region
- Shelter in place/Evacuation information
- Rumor control

Who Can Authorize a Broadcast Email

The Mayor, his Communication Director or their designee may authorize the release of Direct Broadcasts. In the event these individuals are not available, the EOC Director may authorize a Direct Broadcast email when there is a need to rapidly issue a Direct Broadcast in order to prevent loss of life or property or to preserve operational capability of the City government.

Procedure

OEM Staff Duty Officers (SDO) are responsible for sending the authorized Direct Broadcast email. **SDOs may not authorize a Direct Broadcast.** The Seattle-EOC Outlook email account is the only EOC email account that can send Direct Broadcast emails.

Sending a Direct Broadcast:

1. From an Outlook client which is correctly configured to support this process using an account with the necessary rights, open a new blank email
2. Set the message to be Plain Text to reduce potential viewing problems and:
 - Try not to send attachments
 - Only include public facing web pages (try not use INWEB and other internal only web content)
3. Enter the following in the FROM field:

Seattle-EOC@Seattle.Gov (UserID = Seattle-EOC)

4. Address the message:
 - TO: the same account you are sending FROM:
 - BC: the Distribution List: MO_Direct_Broadcast

Please remember that there are departments which have exempted all their employees from the MO_Direct_Broadcast list and only have 1 or 2 contact individuals as members who have assumed the responsibility of forwarding on critical emails. These departments are: Legislative (choice); Law (choice); Seattle Public Library (technical – different email system)

5. SEND the message



2.7 Information – Web Sites

City of Seattle

Seattle Alerts

<http://alerts.seattle.gov/>

City Home page

<http://www.seattle.gov/>

Office of Emergency Management (OEM)

<http://www.seattle.gov/emergency/>

Seattle Department of Transportation – Travelers Information Map

<http://web5.seattle.gov/travelers/>

City Light Outage System

<http://www.seattle.gov/light/sysstat/>

Seattle Public Utilities

<http://www.seattle.gov/util/>

King County Region

King County Emergency Management

<http://www.kingcounty.gov/safety/prepare.aspx>

King County Metro Transit

<http://metro.kingcounty.gov/>

King County Metro Transit Alerts

<http://metro.kingcounty.gov/signup/index.html>

Regional Public Information Network

<http://www.kingcounty.gov/safety/prepare/RPIN.aspx>

Taking Winter by Storm – Education Program

<http://www.govlink.org/storm/>

Other

National Weather Service

<http://www.wrh.noaa.gov/sew/>

FEMA Region 10

<https://www.fema.gov/region-x-ak-id-or-wa#>

Washington State Department of Transportation

<http://www.wsdot.wa.gov/traffic/seattle/>

Washington State Emergency Management Division

<http://mil.wa.gov/emergency-management-division>

Rain Watch

<http://www.atmos.washington.edu/SPU/>

2.8 EOC Relocation (Content from OEM COOP 2013)

It may be necessary to perform coordination and functions of the EOC from an alternate facility. Three different locations outside of downtown Seattle are identified as sites that will accommodate EOC functions should the primary EOC become unusable. Relocation from the primary EOC to an alternate site are described below.

Alternate Emergency Operations Center (EOC) Locations

1. Primary Continuity Facility Site
University of Washington EOC
2. Secondary Continuity Facility
Gates Foundation
3. Tertiary Continuity Facility
South Seattle College

Overview - Primary Continuity Facility

University of Washington EOC is a pre-established, functional EOC that would allow EOC staff to quickly set up and begin the functions necessary to respond to a large-scale disaster. It is approximately 5 miles north of the primary EOC and offers a number of transportation routes. One major drawback is that in order to get to the facility from the south, individuals will need to cross Lake Union/Montlake Cut. Depending on the conditions of the bridges, this may make the EOC unreachable.

Overview – Secondary Continuity Facility

The Gates Foundation is located adjacent to the Seattle Center Complex, which is approximately 1 mile north of the existing EOC. It does not offer a pre-established EOC setting, but does provide large rooms that allow for workstations to be established and has a robust back-up capacity. Because of the location it would be easily accessed regardless of road or transportation impacts.

Overview – Tertiary Continuity Facility

South Seattle College is located in the southwest portion of the City approximately 6 miles from the existing EOC. It offers a number of different rooms and configurations, depending on the need. It is a natural gathering spot for the West Seattle Community and offers ample parking and easy ingress/egress. Much like the University of Washington, accessing the location requires crossing bridges over the Duwamish River. Depending on the condition of those bridges, accessing the site could be problematic.

EOC Director Responsibilities and Checklist

Remain in Seattle EOC and continue to lead operations until advised that the Seattle EOC functions are re-established at continuity facility.

- Contact continuity facility director/owner and request permission to relocate operations to their facility.
- Convene an EOC Director briefing for all EOC personnel
- Coordinate with EOC Deputy Director on when to shift all Seattle EOC operations to the alternate site.
- Notify Mayor, Council President, Chief of Police, and Fire Chief.
- Coordinate with EOC Operations Chief regarding allocation of OEM staff and vehicles for transportation to the alternate facility.
- Take assigned laptop and power cord, 800 MHz radio and charger, cell phone and charger, parking pass and directions to continuity facility.
- Monitor OEM OpsCall enroute.
- Relocate using assigned City vehicle.

Upon arrival at continuity facility:

- Give OEM vehicle keys to Admin Section Chief
- Contact continuity facility director/owner.
- Receive Situation Report from Deputy Director.

Deputy Director Responsibilities and Checklist

Lead the Advance Team, relocate to the designated continuity facility and direct re-establishment of Seattle EOC functions.

- Assign OEM Staff and ESF Reps to the Advance Team
 - Recommended – Planning Section Chief, Administrative Section Chief
 - Work with Operations Section Chief and Branch Directors to select ESF Reps for Advance Team
- Obtain traffic report for route to continuity facility from Planning Section Chief.
- Take assigned laptop and power cord, 800 MHz radio and charger, cell phone and charger, parking pass and directions to continuity facility.
 - Ensure Advance Team takes their equipment
- Arrange transportation for ESF Reps assigned to the Advance Team
- Take SDO Vehicle
 - Have Sit Unit Leader, Plan Unit Leader and Administrative Section Chief ride along
- Monitor OEM OpsCall enroute.

Upon arrival at continuity facility:

- Give OEM vehicle keys to Admin Section Chief
- Make contact with continuity facility director/owner
- From Advance Team members, designate person to arrange/coordinate parking
- From Advance Team members, designate Operations Section Chief
- Designate work areas in continuity facility by ESF and ICS function
- Ensure Staff Duty Officer telephone line is forwarded when appropriate
- In coordination with Seattle EOC Director, determine when to shift operations over to the continuity facility.

EOC Operations Section Chief Responsibilities and Checklist

Unless otherwise directed, remain in Seattle EOC and continue to coordinate and support operations until directed to relocate.

- Notify of decision to relocate and anticipated timeline for transition of EOC operations to the continuity facility.
 - State EOC
 - King County EOC
 - SPD Dispatch
 - SFD Fire Alarm Center
- Throughout transition, keep Director and Deputy Director briefed on operational issues.
- Assign available OEM staff or ESF Rep to staff check-out station at EOC to ensure all relocating personnel sign out.
- Establish contact with EOC Deputy Director at continuity facility and determine when transition of operations will occur.
- Ensure Staff Duty Officer telephone line is forwarded before departing for continuity facility.
- When directed to transition operations, ensure EOC is secure and all EOC equipment powered off.
- Take assigned laptop and power cord, 800 MHz radio and charger, cell phone and charger, parking pass and directions to continuity facility.
- Monitor OEM OpsCall enroute.
- Drive OEM unit vehicle or personal vehicle.

Upon arrival at continuity facility:

- Give OEM vehicle keys to Admin Section Chief
- Report to EOC Deputy Director.
- Resume Operations Section Chief duties.

EOC Planning Section Chief Responsibilities

Unless otherwise directed, remain in Seattle EOC and continue to coordinate planning until directed to relocate.

- Obtain traffic report for route to continuity facility and provide traffic report to all relocating personnel.
- Throughout transition, keep Director and Deputy Director briefed on planning issues and situation.
- Meet with Deputy Director and determine who in the Planning Section will be assigned to the Advance Team and who will remain in the Seattle EOC.
 - o Recommend: Sit Unit and Plan Unit Leaders to Advance Team.
- Take assigned laptop and power cord, 800 MHz radio and charger, cell phone and charger, parking pass and directions to continuity facility.
- Take completed EOC check-out list to continuity facility.
- Monitor OEM OpsCall enroute.

Upon arrival at continuity facility:

- Give OEM vehicle keys to Admin Section Chief
- Give the completed EOC check-out list to staff member at continuity facility check-in desk
- Report to EOC Deputy Director.
- Resume duties as EOC Planning Section Chief
- Check in Planning Section Staff and notify EOC Deputy Director when all personnel have safely arrived.

EOC Planning Section Personnel Assigned to Advance Team

Unless otherwise directed, join the Advance Team and immediately relocate to the continuity facility and establish Planning Section.

- Take printed maps as needed
- Save copies of all current Situation and Snapshot Reports, CAP and G Drive documents on to OEM USB drive (located in Secure room)
- Take the following to the continuity facility:
 - o OEM Go-kit (located in secure room)
 - o 2 printed copies of the most recent Situation and Snapshot reports
 - o 2 printed copies of WebEOC Global Update PDF.
 - o OEM USB Drive
 - o Assigned laptop and power cord, 800 MHz radio and charger, cell phone and charger, parking pass and directions to continuity facility.
- Monitor OEM OpsCall enroute
- Ride in SDO Vehicle with EOC Deputy Director
 - 1.

Upon arrival at continuity facility:

- Give OEM vehicle keys to Admin Section Chief

- Deputy Director will designate Acting Planning Section Chief and Planning Section work area in continuity facility
- Determine if computers at continuity facility are available for use and notify Deputy Director.
- Using OEM USB drive, load onto the appropriate computers current Situation and Snapshot Reports, CAP and G drive documents.
- Assign one member of the Advance Team to staff the check-in function at front entrance of continuity facility for arriving continuity personnel.
- Reconstitute OEM email groups
- Request permission from Deputy Director to forward and test OEM Duty Officer Line.
- Monitor OEM Ops Call
- Post Maps
- Provide one printed copy of WebEOC Global, Situation Report and Snapshot Report to the Operations Section at the continuity facility.
- Notify Deputy Director when all Planning Section staff have arrived at the continuity facility

EOC Administration Section Chief Responsibilities and Checklist

Unless otherwise directed, join the Advance Team and immediately relocate to the continuity facility and establish Administration Section.

- Post sign on EOC front door “To Contact EOC – Call 233-5147”.
- Take assigned laptop and power cord, 800 MHz radio and charger, cell phone and charger, parking pass.
- Monitor OEM OpsCall enroute.
- Ride in SDO Vehicle with Deputy Director.

Upon arrival at continuity facility:

- Give OEM vehicle keys to Admin Section Chief
- Contact continuity facility director/owner and determine parking arrangements
- Post at the parking entrance to parking lot and direct continuity personnel to parking

EOC Logistics Section Chief Responsibilities

Unless otherwise directed, remain in Seattle EOC and continue to coordinate and support logistics until directed to relocate.

- Throughout transition, keep Director and Deputy Director briefed on logistics issues.
- Meet with Deputy Director and determine who in the Logistics Section will be assigned to the Advance Team and who will remain in the Seattle EOC.
 - Recommend: EOC Deputy Logistics Section Chief and portion of logistics staff
- Take printed copy of all pending Logistics Section resource requests
- Take directions to continuity facility.

Upon arrival at continuity facility:

- Give OEM vehicle keys to Admin Section Chief
- Report to EOC Deputy Director

- Resume duties as EOC Logistics Section Chief
- Notify Deputy Director when all Logistics Section staff have arrived at the continuity facility

EOC Deputy Logistics Section Chief/Logistics Personnel Responsibilities

Unless otherwise directed, join the Advance Team and immediately relocate to the continuity facility and establish Logistics Section.

- Put electronic copies of all current logistics documents, including resource requests onto OEM Logistics Section USB drive (Located in Secure Room in EOC) and take to continuity facility
- Take directions to continuity facility.
- Take OEM unit assigned vehicle and provide transport for four continuity personnel.

Upon arrival at continuity facility:

- Give OEM vehicle keys to Admin Section Chief
- Report to EOC Deputy Director who will assign work area for Logistics Section.
- Re-establish Logistics Section at continuity facility.
- Coordinate with EOC Logistics Section Chief for transfer of logistics function to continuity facility.

Relocation Instructions for Continuity Personnel

- Take all personal property
- If your department has portable radios in the EOC take them with you along with their charger
- Consider taking any plans, documents, maps, reports and any other records that might be needed at continuity facility
 - Contact the Admin Section Chief for a USB drive if needed
- Notify your chain of command and any partner agencies in the region you are coordinating with that you are relocating – provide the general EOC number XXX-XXX-XXXX or your cell number
- If you are assigned to the Advance Team, provide operational briefing to personnel remaining in the EOC
- If you require transportation, contract the EOC Operations Section Chief
- Be sure to log out of WebEOC and sign out of the EOC

Upon arrival at the continuity facility:

- Park in the designated area
- Sign in
- If you drove a City car, give your vehicle keys to the Admin Section Chief
- Report to the EOC Deputy Director for assignment to your workstation\area
- Report to your Branch Director and set up your workstation\area

3. POLICY

3.1 Emergency Executive Board (EEB)

The Emergency Executive Board is the policy element in the EOC and consists of the Mayor/Deputy Mayor, senior advisors and staff, and key City of Seattle department directors. The exact combination of Department Directors depends on the type of disaster and which departments have roles in the response and/or recovery. The Board provides advice to the Mayor on policy level issues that arise due to an ongoing emergency or disaster. The EOC Director participates in the EEB and is responsible for ensuring that its members are provided with up-to-date situation and status information to support their response management activities.

Reports To:

The Mayor

RESPONSIBILITIES

- Identify and communicate the strategic goals for overall management during emergency situations to the EOC Director.
- Provide policy level advice to the Mayor.
- Make decisions regarding policies and emergency ordinances, as needed.
- Ensure city-wide unity of effort to address the objectives of the incident response and recovery.

START UP DUTIES

- Check in upon arrival at EOC.
- Make contact with the Mayor or his senior representative at the EOC.
- Obtain a briefing on the situation.
- Review position responsibilities.
- Begin a “Position Log” of all actions (contacts, directives, decisions, etc.).
- Anticipate the need for specific emergency orders and proclamations as necessary.

OPERATIONAL DUTIES

- Provide high level direction on the city-wide goals and intent of operations being implemented in the EOC.
- Collaborate and determine the need for any governmental declarations of emergency or emergency measures.
- Provide guidance on policy level issues as necessary.
- Participate in news conferences as appropriate.
- Maintain log of “Policy Decisions” within WebEOC.



DEACTIVATION DUTIES

- Submit all logs, reports, documents to the Documentation Unit Leader in the Planning Section.
- Coordinate with the EOC Director on any issues that may need attention or policy direction after the Policy Coordination Group demobilizes.
- Leave forwarding phone number where key EEB members or designees can be reached.

3.2 Law Department Advisors

Law Department Advisors provide legal advice to the Mayor (or Acting Mayor), City departments and staff present in the EOC, and draft emergency proclamations and orders in support of emergency management. Legal advice is given directly to the Mayor when possible and not relayed through another person. Additional examples of legal documents and reference information is located on G Drive / Law Department and available to those working within this capacity.

Reports To:

Mayor

Positions Managed by the Law Department Advisors:

- None

RESPONSIBILITIES

General

- Law Department Advisors assigned to the Mayor’s Emergency Executive Board at the EOC are there to provide professional legal advice to the Mayor or his/her designee during emergencies and disasters.
- In coordination with the Mayor and his advisors, provides legal advice for the disaster response efforts.
- Keeps Mayor, Emergency Executive Board, and the EOC Staff informed on all legal issues.

Note: Persons designated “Deputy Mayor” do not have Code authority to issue any proclamation or order. In the absence of the Mayor, only the **City Council President or President ProTem has the authority to issue emergency orders.**

CAP Specific

- Reviews CAP for any legal issues associated with emergency orders and proclamations.

START UP DUTIES

- Check in upon arrival at EOC.
- Make contact with the Mayor, EOC Director and other policy level individuals as appropriate.
- Obtain a briefing on the situation.
- Review position responsibilities.
- Review with the EOC Director the need for a Proclamation of Emergency or other emergency powers.
 - Identify necessary resources, and outline special powers needed to respond to the emergency.

OPERATIONAL DUTIES

- Prepare emergency proclamations and emergency orders as necessary to support the disaster response.
- Provide general legal counsel to the Mayor and the Mayor’s Emergency Executive Board concerning policy issues as they arise.

DEACTIVATION DUTIES

- Ensure that any open actions not yet completed will be taken care of after deactivation.
- Coordinate with EOC Director on when orders should be issued ending any emergency orders or proclamations.
- Determine what follow-up to your assignment might be required before you leave.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Submit all logs, reports, documents to the Documentation Unit.
- Be prepared to provide input to the after-action report.
- Leave forwarding phone number where you can be reached.

3.3 Proclamation of Civil Emergency and Emergency Orders

Should a situation be serious enough, the Mayor may proclaim a “Civil Emergency”. Through the Proclamation of Civil Emergency, normal purchasing protocols may be suspended, emergency powers enacted and civilians commandeered or recruited to assist in response to and recovery from the disaster.

Emergency orders are established to protect lives, property, the environment, and the economy during disasters. Examples of emergency powers include initiating curfews, prohibiting the sale of alcohol or firearms and restricting purchase of fuel.

The City Attorney’s Office is responsible for providing legal advice to the Mayor, the City Council and EOC Director in this area. It also assists with drafting the Emergency Proclamation and associated Orders to evoke Emergency Powers.

The emergency proclamation and any orders, once signed by the Mayor must be filed with the City Clerk within 48 hours of their issuance, or as soon as practical. The City Council will endeavor to act on the proclamation or order within 48 hours of its being presented. The Council may ratify and confirm, modify or reject the proclamation or order. Any such action by the Council is prospective.

A similar process is followed to terminate the proclamation once it is determined that it is no longer needed.

The decision to proclaim a Civil Emergency is made by the Mayor, however it is often recommended by the EOC Director. In developing recommendations considerations include:

- Need to engage in emergency contracting and purchasing protocols
- Need to initiate emergency powers
- The impact on the community including its ability to recover

Protocol for Filing a Proclamation of Civil Emergency

Once the decision has been made to issue a Proclamation of Civil Emergency the following protocol is followed.

This protocol applies to proclamations of civil emergency under SMC 10.02.010, and the issuance of emergency orders under SMC 10.02.020. The same procedures apply for both proclamations and emergency orders.

1. At the direction of the Mayor, a draft order is prepared by the City Attorney’s Office representative in the EOC.
2. The draft is reviewed by Mayor and/or the Mayor’s staff.
3. The Order is signed by the Mayor.
 - a. The order is enforceable from the moment it is signed until it is superseded by Council Resolution or another Emergency Proclamation or Order.
 - b. There is no requirement that the Mayor’s signature be witnessed or notarized.
4. The original Order is to be filed with the City Clerk by Mayor’s staff immediately after it is signed or as soon as practical. The Order should be delivered in the following formats:
 - a. Two hard copies (one unsigned and the signed original copy)

Reference
Seattle Municipal Code 10.02 – Civil Emergencies
Seattle Comprehensive Emergency Management Plan, Emergency Operations Plan

- b. Electronic Copy (MS Word – unsigned, Adobe Acrobat, signed).
 5. The City Clerk files the Order, and delivers electronic and hard copies to the Council President and his/her staff.
 6. Council President reviews it and sets a meeting.
 7. Council shall endeavor to act on the Order within 48 hours of receiving it from the City Clerk.
 8. Council may request advice from the City Attorney including a briefing in Executive Session, in which case the City Clerk and City Attorney Open Public Meeting Act (OPMA) monitor will be present. After review, the Council may:
 - a. Adopt the Order by Resolution without making any changes, in which case the Council President signs the Resolution;
 - or–
 - b. Reject the Order in its entirety;
 2. --or--
 - c. Make changes to the Order by Resolution, in which case:
 - i. Council works from the electronic copy (MS Word format) provided by the City Clerk.
 - ii. Council adopts the modified Resolution;
 - iii. The Council President signs the Resolution;
 - iv. The Resolution and amended Order are returned to the City Clerk, who then forwards the documents to the Mayor and City Attorney’s Office representative in the EOC, and EOC Planning Section.
 - or–
 - d. Do nothing, in which case the Order remains in effect.
9. The final version of the Order is then transmitted to the Governor’s office by Mayor’s Office or the City Clerk.
10. Once adopted, Orders will be tracked in Web EOC by the EOC Planning Section. Questions regarding the scope or application of the Order should be directed to the City Attorney.
11. The Mayor’s Legislative Liaison will track the movement and status of all proclamations and emergency orders, and keep Council and City Attorney’s Office informed as to the status.

3.4 Seattle Municipal Code - Chapter 10.02 - CIVIL EMERGENCIES

(As of 4-15-2015)

Statutory reference—For statutory provisions on emergency services, see RCW Ch. 38.52.

Cross reference— For further provisions regarding the Mayor's emergency powers, see Chapter 12A.26 of this Code.

10.02.010 - Proclamation of civil emergency

- A. Whenever riot, unlawful assembly, insurrection, other disturbance, the imminent threat thereof, or any fire, flood, storm, earthquake or other catastrophe or disaster occurs in the City and results in or threatens to result in the death or injury of persons or the destruction of property or the disruption of local government to such extent as to require, in the judgment of the Mayor, extraordinary measures to prevent the death or injury of persons and to protect the public peace, safety and welfare, and alleviate damage, loss, hardship or suffering, the Mayor shall forthwith proclaim in writing of the existence of a civil emergency.
- B. Such civil emergency shall cease to exist upon the issuance of a proclamation by the Mayor or by a resolution passed by a vote of not less than 2/3 of all the members of the City Council terminating the same. Such proclamation shall be issued by the Mayor or by a resolution passed by a vote of not less than 2/3 of all the members of the City Council when such extraordinary measures are no longer required for the protection of the public peace, safety and welfare. Before a civil emergency is declared terminated, either by proclamation by the Mayor or by a resolution passed by a vote of not less than 2/3 of all the members of the City Council, the Mayor or Council will consult with the City's Police Chief, Fire Chief, Director of Public Health—Seattle & King County and the Director of Emergency Management to determine if there are any fiscal, public safety response or disaster recovery imperatives that require the continuation of emergency measures.
- C. Any such proclamation by the Mayor shall be filed immediately after issuance of the proclamation, or as soon as practical, with the City Clerk for presentation to the City Council for ratification and confirmation, modification, or rejection. The Council may, by resolution, modify or reject the proclamation and if rejected, it shall be void. If the Council modifies or rejects the proclamation, said modification or rejection shall be prospective only, and shall not affect any actions taken prior to the modification or rejection of the proclamation. The Council shall endeavor to act on any proclamation of civil emergency within 48 hours of its being presented to the Council by the Mayor.

(Ord. 124136, § 1, 2013; Ord. 123668, § 1, 2011; Ord. 120606 § 1, 2001; Ord. 102850 § 1, 1973.)

10.02.020 - Authority of Mayor to issue certain orders

- A. Upon the proclamation of a civil emergency by the Mayor, and during the existence of such civil emergency, the Mayor may, in a form that meets the requirements of Section 10.02.025, make and proclaim any or all of the following orders:
 - 1. An order imposing a general curfew applicable to the City as a whole, or to such geographical area or areas of the City and during such hours, as he deems necessary, which effective hours and affected area or areas may be modified from time to time;
 - 2. An order requiring any or all business establishments to close and remain closed until further order;
 - 3. An order requiring the closure of any or all bars, taverns, liquor stores, and other business establishments where alcoholic beverages are sold or otherwise dispensed; provided that with

- respect to those business establishments which are not primarily devoted to the sale of alcoholic beverages and in which such alcoholic beverages may be removed or made secure from possible seizure by the public, the portions thereof utilized for the sale of items other than alcoholic beverages may, in the discretion of the Mayor, be allowed to remain open;
4. An order requiring the discontinuance of the sale, distribution or giving away of alcoholic beverages in any or all parts of the City;
 5. An order requiring the discontinuance of the sale, distribution or giving away of firearms and/or ammunition for firearms in any or all parts of the City;
 6. An order requiring the discontinuance of the sale, distribution or giving away of gasoline or other liquid flammable or combustible products in any container other than a gasoline tank properly affixed to a motor vehicle;
 7. An order requiring the closure of any or all business establishments where firearms and/or ammunition for firearms are sold or otherwise dispensed; provided that with respect to those business establishments which are not primarily devoted to the sale of firearms and/or ammunition and in which such firearms and/or ammunition may be removed or made secure from possible seizure by the public, the portions thereof utilized for the sale of items other than firearms and ammunition may, in the discretion of the Mayor, be allowed to remain open;
 8. An order closing to the public any or all public places including streets, alleys, public ways, schools, parks, beaches, amusement areas, and public buildings;
 9. An order prohibiting the carrying or possession of a firearm or any instrument which is capable of producing bodily harm and which is carried or possessed with intent to use the same to cause such harm, provided that any such order shall not apply to peace officers or military personnel engaged in the performance of their official duties;
 10. An order requesting federal and/or state assistance in combating such civil emergency;
 11. An order establishing economic controls in aid of and supplementary to and consistent with federal orders relating to price stabilization or controls including: the convening and establishing of ration boards; auditing retail and wholesale ration accounts; monitoring price control operations and reporting violations to appropriate authorities; assisting in providing essential supplies to disaster victims; advising appropriate authorities concerning rationing, price control, wage and rent controls and allocation of food and other essential commodities;
 12. An order directing the use of all public and private health, medical, and convalescent facilities and equipment to provide emergency health and medical care for injured persons;
 13. An order authorizing, in cooperation with utility management and appropriate state and federal agencies, the shutting off, restoration, and operation of utility services in accordance with priorities established for combating such civil emergency;
 14. An order providing for the evacuation and reception of the population of the City or any part thereof; and
 15. Such other orders as are imminently necessary for the protection of life and property;
- B. Any order proclaimed according to subsection 10.02.020.A shall be filed with the City Clerk immediately after issuance of the order, or as soon as practical, for presentation to the City Council for ratification and confirmation, modification or rejection, and if rejected shall be void. The Council shall consider the statements set forth in Section 10.02.025 and may, by resolution, modify or reject the order. If the Council modifies or rejects the order, said modification or rejection shall be

prospective only, and shall not affect any actions taken prior to the modification or rejection of the order. The Council shall endeavor to act on any order within 48 hours of its being presented to the Council by Mayor.

(Ord. 124136, § 2, 2013; Ord. 120606 § 2, 2001; Ord. 116368 § 203, 1992; Ord. 102850 § 2, 1973.)

10.02.025 - Civil rights protected.

An order pursuant to Section 10.02.020 shall contain the following:

- A. A statement of the facts upon which the order is based; and
- B. A statement that the Mayor believes it is in the best interest of public safety, rescue and recovery efforts and the protection of property that the exercise of certain rights be temporarily limited; and
- C. A statement that the conditions of the order are designed to provide the least necessary restriction on those rights.

(Ord. 120606 § 3, 2001.)

10.02.030 - Authority of Mayor to enter into contracts and incur obligations

- A. Upon the proclamation by the Mayor of a civil emergency resulting from a disaster caused by enemy attack, sabotage, or other hostile action, or by fire, flood, storm, earthquake, or other natural cause, and during the existence of such civil emergency, the Mayor, in carrying out the provisions of RCW Chapter 38.52, shall have the power by order to enter into contracts and incur obligations ("Order") necessary to combat such disaster, protect the health and safety of persons and property, and provide emergency assistance to the victims of such disaster. Such powers shall be exercised in the light of the exigencies of the situation without regard to time-consuming procedures and formalities prescribed by ordinance (excepting mandatory constitutional requirements), including, but not limited to, budget law limitations and requirements of competitive bidding and publication of notices pertaining to the performance of public work, entering into contracts, the incurring of obligations, the employment of temporary workers, the rental of equipment, the purchase of supplies and materials, the levying of taxes, and the appropriation and expenditures of public funds; provided, that the Mayor shall, wherever practical, advise and consult with the City Council with respect to disaster response activities, and any such Order shall, immediately after issuance of the Order, or as soon as practical, be presented to the City Council pursuant to subsection 10.02.030.B for review and appropriate legislation including:
 - 1. Findings by resolution with respect to actions taken;
 - 2. Authorization of payment for services, supplies, equipment loans and commandeered property used during disaster response activities;
 - 3. Approval of gifts, grants or loans accepted by the Mayor during the emergency; and
 - 4. Levy of taxes to meet costs of disaster response and recovery operations.
- B. Any such order shall be filed immediately after issuance of the Order, or as soon as practical, with the City Clerk for presentation to the City Council for ratification and confirmation, modification or rejection, and if rejected any such Order shall be void. If the City Council modifies the Order, such modification shall be effective only if it is agreed to by the ordered or contracting party. If the ordered or contracting party refuses to accept the modification, the Order shall be deemed to be rejected by the City Council. If the City Council rejects the Order, such rejection shall not affect the City's responsibility for any actions taken prior to the rejection of the Order, including the City's

responsibility for the actual costs incurred by those who were ordered by or entered into contracts with the City.

- C. The Director of Finance and Administrative Services shall be authorized to draw and to pay the necessary warrants for expenditures made pursuant to Order and authorized by the City Council. If the applicable fund is solvent at the time payment is ordered, the Director may elect to make payment by check.

(Ord. 124136, § 3, 2013; Ord. 123361, § 239, 2010; Ord. 122200, § 1, 2006; Ord. 120794 § 193, 2002; Ord. 120114 § 32, 2000; Ord. 116368 § 204, 1992; Ord. 102850 § 3, 1973.)

10.02.040 - Use of services and equipment of municipalities and citizens.

In addition to and/or in connection with the exercise of the powers specified in Sections 10.02.020 and 10.02.030, the Mayor shall in accordance with RCW Chapter 38.52 and in carrying out the provisions thereof:

- A. Utilize to the maximum extent practicable the services, equipment, supplies and facilities of existing departments, offices, and agencies of the City, state and other municipal corporations organized under the laws of the state; and
- B. In the event of a disaster and upon the proclamation by the Governor of the existence of such disaster, command the service and equipment of as many citizens as the Mayor considers necessary in the light of the disaster proclaimed; provided, that citizens so commandeered shall be entitled during the period of such service to all privileges, benefits and immunities as are provided by RCW Chapter 38.52 and federal and state civil defense regulations for registered civil defense or emergency services workers.

(Ord. 102850 § 4, 1973.)

10.02.050 - Disaster readiness and response plan.

Plans and programs for executing emergency powers including a disaster readiness and response plan shall be prepared and kept current under the direction of the Mayor who shall submit such plans and programs and proposed amendments thereto to the City Council for review and approval by resolution. Upon such approval the Mayor shall be authorized to exercise in accordance with such plans and programs the powers provided therein.

(Ord. 102850 § 5, 1973.)10.02.050

10.02.060 - Disaster Management Committee.

- A. There shall be a Disaster Management Committee consisting of:
1. The department heads or their designees of the following departments and offices, or their successor agencies: City Light, the City Budget Office, the Office of Economic Development, the Department of Finance and Administrative Services, the Seattle Fire Department, the Office of Housing, the Human Services Department, the Department of Information Technology, the Office of Intergovernmental Relations, the Law Department, the Legislative Department, the Department of Parks and Recreation, the Seattle Department of Human Resources, the Seattle Police Department, Seattle Public Library, the Department of Neighborhoods, Seattle Center, the Office of Sustainability and the Environment, Seattle Public Utilities, and the Seattle Department of Transportation; and

2. The Director of Public Health—Seattle & King County or his or her designee; and
 3. Representatives of other agencies or organizations, or other persons with expertise in disaster management as shall be appointed by the Mayor.
- B. The Mayor shall designate the chair of the Disaster Management Committee.
- C. Members of the Committee described in subsection A3 shall serve without compensation, but may be reimbursed for reasonable and necessary expenses incurred in the performance of their duties.
- D. The Committee shall meet at least quarterly at the places and times as shall be prescribed by the Mayor, and shall:
1. Advise the Mayor on all matters pertaining to disaster readiness and response capabilities within the City;
 2. Periodically review and make recommendations for the revision and/or maintenance of up-to-date disaster response plans for the City consistent with RCW Chapter 38.52 and including:
 - a. Preparations for and the carrying out of executive emergency powers;
 - b. The delegation and subdelegation of administrative authority by the Mayor;
 - c. The performance of emergency functions including firefighting, police, medical and health, welfare, rescue, engineering, transportation, communications and warning services, evacuation of persons from stricken areas, plant protection, restoration of utility services, and other functions relating to civilian protection together with all activities necessary or incidental to the preparation for and carrying out of such functions;
 - d. Requirements for department operation including management succession, procedures for providing 24-hour capability, mobilization procedures, special disaster response procedures, plans for records protection, personnel procedures, finance plans, and training procedures for disaster response.
 3. Provide cooperation and coordination with the disaster response plans of other local organizations and agencies;
 4. Prepare and recommend to the Mayor plans for mutual aid operations with the state and political subdivisions thereof;
 5. Recommend expenditures for disaster preparations and training.

(Ord. 124567, § 94, 2014; Ord. 123668, § 1, 2011; Ord. 123361, § 240, 2010; Ord. 122200, § 2, 2006; Ord. 120606 § 4, 2001; Ord. 102850 § 6, 1973.)

10.02.070 - Emergency purchases of supplies.

Upon the proclamation of a civil emergency by the Mayor, and during the existence thereof, emergency purchases of supplies, materials and equipment are authorized to be made in accordance with the following procedure:

- A. Preprinted emergency purchasing forms shall be provided by the Director of Finance and Administrative Services for use for all emergency purchases or contracting for supplies, materials or labor during the existence of such emergency, which forms shall provide for the filling in of appropriate information prescribed by the Director including: date and time of purchase; name and address of supplier; quantity, unit, description, unit price and total price of item; name and appropriate identification number from the City employee identification card of the person making the purchase; date required and date delivered; description of use of item, including disaster work

order number, description of disaster work and location of use; and name and appropriate identification number from the City employee identification card of the person receiving the item.

- B. An employee identification card shall be used in all cases to verify that the purchaser is an employee of the City.
- C. A log of all purchases made during any emergency shall be maintained by each department and by the Director of Finance and Administrative Services.
- D. The heads of departments using emergency purchase forms shall account for all costs incurred in making such purchases.
- E. Upon termination of the emergency, the heads of departments shall review all emergency purchase orders issued by their respective departments, and shall verify and authenticate such orders, and submit a summary thereof through the Director of Finance and Administrative Services to the City Council for authorization of payment.

(Ord. 123361, § 241, 2010; Ord. 120794 § 194, 2002; Ord. 120606 § 5, 2001; Ord. 102850 § 7 1973.)

10.02.080 - City Budget Director to be informed of certain purchases and review mutual aid agreements.

The City Budget Director, in cooperation with City departments making purchases or expenditures during the existence of an emergency, shall be informed of all such purchases or expenditures for potential reimbursement under appropriate state or federal disaster assistance programs or other available state or federal grant funds. The City Budget Director shall also review all mutual aid agreements and services received thereunder by the City during any such civil emergency and shall certify to the Director of Finance and Administrative Services the services received and any payment due therefor.

(Ord. 123361, § 242, 2010; Ord. 120794 § 195, 2002; Ord. 118912 § 34, 1998; Ord. 117408 § 24, 1994; Ord. 116368 § 205, 1992; Ord. 102850 § 8, 1973.)

10.02.090 - Seattle Department of Human Resources

The Seattle Department of Human Resources with the cooperation of City departments shall be responsible for the registration of City employees and volunteers as civil defense or emergency services workers pursuant to RCW Chapter 38.52 and shall formulate and recommend a plan and program for compensation and reimbursement of persons so registered.

(Ord. 124567, § 95, 2014; Ord. 120181 § 113, 2000; Ord. 118397 § 98, 1996; Ord. 102850 § 9 1973.)

10.02.100 - Notification of Governor, news media and public.

The Mayor shall cause each proclamation or order issued by him pursuant to the authority of this chapter to be delivered to the Governor of the state and, to the extent practicable, to all news media within the City, and shall utilize as many other available means, including, but not limited to, posting on public facilities and public address systems, as may be practical to use, in order to give the widest dissemination of such proclamations and orders to the public.

(Ord. 120606 § 6, 2001; Ord. 102850 § 10, 1973.)

10.02.110 - Violation—Penalty.

It is unlawful for anyone to fail or refuse to obey an order proclaimed by the Mayor pursuant to the provisions of this chapter. Anyone convicted of a violation of this section shall be punishable by a fine of not more than Five Hundred Dollars (\$500.00) or by imprisonment for not more than one hundred eighty (180) days, or both such fine and imprisonment.

(Ord. 102850 § 11, 1973.)

Enforcement

Chapter 12A.26 - MAYOR'S EMERGENCY POWERS

Cross reference— For additional provisions on civil emergencies, see Chapter 10.02 of this Code.

12A.26.040 - Failure to obey.

A person is guilty of failure to obey the Mayor's emergency order when he or she knowingly violates any order issued under authority of Sections 10.02.010 or 10.02.020.

(Ord. 120606 § 8, 2001; Ord. 102843 § 12A.45.040, 1973.)

Purchasing

20.60.114 - Emergency purchases

Circumstances which require immediate purchase of Goods or Services to respond to an emergency are exempted from this Chapter and may be acquired by any City officer or employee authorized by ordinance or Department policy. The City officer or employee shall conduct competitive solicitation to the extent practicable given the emergency and in keeping with the dollar value of the acquisition. Any emergency purchase shall be documented by the Department with a written explanation of the emergency.

(Ord. 124452, § 9, 2014; Ord. 121720 § 1, 2005; Ord. 120794 § 10(part), 2002; Ord. 120181 § 34, 2000; Ord. 118397 § 24, 1996; Ord. 116007 §§ 17, 27(part), 1991; Ord. 102151 § 8, 1973.)



4. POSITION SPECIFIC

4.1 EOC Director

The EOC Director has responsibility for the overall management of the Emergency Operations Center. In conjunction with Command and General Staff, develop and implement the overall strategic goals and objectives and ensure the unity of effort by all city departments and agencies engaged in the city's response and recovery efforts.

Reports To:

Mayor

Positions Managed by the EOC Director:

- General Staff (Operations, Planning, Logistics, Administration Section Chiefs)
- Joint Information Center Supervisor
- Specially appointed command staff positions

RESPONSIBILITIES

General

- The EOC Director is responsible for the overall management of the Emergency Operation Center and its response coordination activities.
- Provides supervision over all command and general staff while the EOC is activated.
- Establishes the appropriate level of EOC organization, and continuously monitors the effectiveness of that organization. Makes changes as required.
- Exercises overall management responsibility for the strategic coordination of the response efforts within the affected area.
- In coordination with the Mayor and his advisors, sets strategic priorities for the activities of the Emergency Operations Center (EOC).
- Keeps Mayor, Emergency Executive Board, and the EOC Staff informed on all matters regarding the general situation and the allocation of resources.
- Keeps the Council informed on all matters regarding the situation via the Mayor's Council Liaison or directly if so ordered.
- Ensures that multi-agency or interagency coordination is accomplished effectively within the EOC.

CAP Specific

- Directs the preparation of the Consolidated Action Plan.
- Approves the final Consolidated Action Plan.

INITIAL EOC ACTIVATION DUTIES

- Initiate EOC call-out and determine who needs to be involved.

- Determine appropriate level of EOC activation based on situation as known.
 1. Assign staff to initiate check-in procedures.
 2. Mobilize appropriate personnel for initial activation of EOC.
 3. Ensure that EOC is properly set up and ready for operations.
 4. Identify the “EOC Operational Schedule”
- Ensure “EOC Activation Checklist” is implemented and completed.
- Designate EOC General and Command staff (Operations, Planning, Logistics, EOC Admin).
- Designate Joint Information Center Supervisor until the Mayor’s Office Communications Director can do so.
- Check in upon arrival at EOC.
- Put on the vest that identifies the function.
- Make contact with the Mayor and other policy level individuals as appropriate.
- Obtain a briefing on the situation.
- Log onto a computer and WebEOC. *(add email account when setup)*
- Review position responsibilities.
- Approve 24-hour staffing plan for EOC positions and Department Representatives. Request additional support as required.
- Make appropriate notifications to other agencies (King County OEM, Washington State DEM, Customer Service Bureau, 9-1-1, Fire Alarm Center)
- Review the need for a Proclamation of Emergency or other emergency powers.
 - o Identify necessary resources, and outline special powers needed to respond to the emergency.

OPERATIONAL DUTIES

- Manage EOC resources and direct EOC operations.
- Notify City organization (including Incident Command) that EOC is activated and direct the use of WebEOC for incident status and mission assignments.
- Ensure situational awareness is achieved and maintained. This task involves the collection, evaluation, display, and dissemination of information about the emergency situation to help support the City’s response operations. Information collection sources include, but are not limited to: emergency response organizations, Incident Command, Customer Service Bureau, 9-1-1, Fire Alarm Center (FAC), department call centers, 2-1-1, Mayor and Council offices, media, neighboring jurisdictions, State and Federal governments, volunteer groups, private sector businesses, citizens, etc.
- Determine whether public warning is required and what the message should be; anticipate need for call center if the public is encouraged to call back. (Options: commercial media, EAS, Community Warning System, e-mail distribution lists, city web page, Fire and Police public address systems, etc.)
- Authorize the release of public warning statements by the EOC.
- Brief the Mayor on:
 - o Reason for activating the EOC, level of operation and staffing
 - o Who is in command of field operations
 - o Scale of first response and impacts of event
 - o Other facts and circumstances that are known
 - o Actions underway or about to be taken by departments and agencies
 - o Relevant issues where there are information gaps and when we can expect answers including situation prognosis
 - o Goals and objectives for the EOC

- Immediate actions that need to be taken by the Mayor
 - Initial public messages
 - Suggested time for the next formal briefing for the Mayor
 - Keep the Mayor’s Executive Assistant informed of EOC activities
- Arrange on the Mayor’s behalf convening of the Emergency Executive Board for policy deliberations
 - Act as facilitator at the meeting
 - Assign call set up, note taking, invitations to EEB, etc.
 - Report results of EEB meeting in next EOB briefing and approve of meeting notes for WebEOC
- Supervise the following tasks for information processing:
 - Maintaining a significant events log.
 - Establishing communication links with DOC’s, Off-site operations (command posts), with adjacent jurisdictions/agencies (EOC’s) and with other organizational levels as appropriate.
 - Aggregating damage information from all available sources. Completion of an initial damage assessment including summaries on status of damage.
 - Identifying resource needs.
 - Displaying appropriate information in the EOC.
 - Preparing briefings for senior officials.
 - Preparing and submitting necessary reports including situation reports and “snap shot updates.”
- Determine EOC emergency mission and actions based on:
 - Type of incident.
 - Location of the incident.
 - Weather conditions.
 - Populations at risk and disaster relief services required.
 - Critical infrastructures and services affected.
 - Operational status of City departments.
- Ensure the designation and coordination of sites such as evacuation assembly areas, personnel and equipment staging areas, first aid or triage areas, mass care site, etc. Determine and document the boundaries of incident site(s).
- Maintain a current operation estimate of the situation in coordination with EOC Section Chiefs, Mayor and other policy level staff.
- Coordinate logistical support for response personnel and disaster victims.
- Ensure check and balance of status boards, message flow, etc.
- Ensure Consolidated Action Plans are being prepared, monitored and followed.
- Confer with EOC Section Chiefs and other general staff to determine what representation is needed at the EOC from other agencies.
- In conjunction with the Communications Director, ensure the coordination of public information through the use of the EOC Joint Information Center. Remind the JIC to post relevant information to the Regional Public Information Network and coordinate with neighboring JICs. Participate in news conferences and review media releases as required.
- Approve procedure for information releases and press briefings.
- Plan for future EOC staffing patterns including EOC Director schedule

DEACTIVATION DUTIES

- Announce in advance targeted time of EOC closure and return to normal operations.



- Debrief the EOC activation and evaluate lessons.
- Deactivate the EOC and close out logs when emergency situation no longer requires activation.
- Ensure that any open actions not yet completed will be taken care of after deactivation.
- Determine what follow up to your assignment might be required before you leave.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Submit all logs, reports, documents to the Documentation Unit.
- Leave forwarding phone number where you can be reached.
- Notify adjacent facilities and other EOCs as necessary of planned time for deactivation.
- Assign preparation of a formal After Action Report.
- Assign request for State approval of exercise credit for activation.
- Ensure Staff Duty Officer position and telephone number is back in place for 24/7 duty.

EOC Policy Level Decisions

During an EOC Activation, there are many issues and situations that are brought to the attention of the EOC by Department Operations Centers or field units through their respective EOC Representatives. Most of the time these issues require multi-agency or multi-disciplinary coordination but do not require policy level decision making. There are times when issues are brought forward that require policy level decisions.

The Mayor’s Emergency Executive Board (EEB), or an appropriate sub-set of Department Directors of the EEB, will meet with the EOC Director to identify and discuss issues that have wide-spread impacts on the community as well as city government. Considerations include but are not limited to:

- Impacts on government operations at all levels
- Economic and business impacts; small businesses as well as large corporations
- Impacts on vulnerable populations
- Impacts on people living, working and visiting Seattle as well as other jurisdictions that may be affected.

Policy level issues may be identified by the Mayor or members of the EEB, ESF Representatives or EOC Leadership or may be brought forward by another jurisdiction. When a potential policy level decision is identified the following procedure should be followed:

- The person recognizing the policy issue will contact the Operations Section Chief and describe the situation.
- The Operations Section Chief will notify the EOC Director that a potential policy issue exists. The EOC Director will ask for recommendations or if the situation is urgent or time critical may choose to bring it immediately to the attention of the EEB.
- If the decision does not require immediate action, the Operations Section Chief will convene a group to discuss the issue and consider potential recommendations. This discussion should be focused and include subject matter experts that could be impacted.

Using the form titled Emergency Operations Center – Mayoral Policy Briefing Paper, the Operations Chief or designee will write up the situation and potential recommendations.

EMERGENCY OPERATIONS CENTER – MAYORAL POLICY BRIEFING PAPER

The below document template is located on [G Drive/EOC Activation/Policy](#).

Issue YYYY-MM-DD #1 - <Issue_Title>

Lead Agency:	Name
Supporting City Agencies:	List
Key Issue:	Summary of issue. No more than 3 sentences.
Recommendation Approval by EEB:	
Decision Date & Time:	

Issue Background

- Add background information as bullet points –(Attach longer documents to this form/cover page rather than embedding them here.)
- Include analysis supporting recommendation.

Reviewed Options

Options <i>(Summary of option)</i>	EOC Team Analysis <i>(Advantages, drawbacks, and final reason for rejection as the recommendation)</i>

Proclamation of Civil Emergency and Emergency Orders

Should a situation be serious enough, the Mayor may proclaim a “Civil Emergency”. Through the Proclamation of Civil Emergency, normal purchasing protocols may be suspended, emergency powers enacted and civilians commandeered or recruited to assist in response to and recovery from the disaster.

Emergency orders are established to protect lives, property, the environment, and the economy during disasters. Examples of emergency powers include initiating curfews, prohibiting the sale of alcohol or firearms and restricting purchase of fuel.

The City Attorney’s Office is responsible for providing legal advice to the Mayor, the City Council and EOC Director in this area. It also assists with drafting the Emergency Proclamation and associated Orders to evoke Emergency Powers.

The emergency proclamation and any orders, once signed by the Mayor must be filed with the City Clerk within 48 hours of their issuance, or as soon as practical. The City Council will endeavor to act on the proclamation or order within 48 hours of its being presented. The Council may ratify and confirm, modify or reject the proclamation or order. Any such action by the Council is prospective.

A similar process is followed to terminate the proclamation once it is determined that it is no longer needed.

The decision to proclaim a Civil Emergency is made by the Mayor, however it is often recommended by the EOC Director. In developing recommendations considerations include:

- Need to engage in emergency contracting and purchasing protocols
- Need to initiate emergency powers
- The impact on the community including its ability to recover

Protocol for Filing a Proclamation of Civil Emergency

Once the decision has been made to issue a Proclamation of Civil Emergency the following protocol is followed.

This protocol applies to proclamations of civil emergency under SMC 10.02.010, and the issuance of emergency orders under SMC 10.02.020. The same procedures apply for both proclamations and emergency orders.

12. At the direction of the Mayor, a draft order is prepared by the City Attorney’s Office representative in the EOC.
13. The draft is reviewed by Mayor and/or the Mayor’s staff.
14. The Order is signed by the Mayor.
 - a. The order is enforceable from the moment it is signed until it is superseded by Council Resolution or another Emergency Proclamation or Order.
 - b. There is no requirement that the Mayor’s signature be witnessed or notarized.
15. The original Order is to be filed with the City Clerk by Mayor’s staff immediately after it is signed or as soon as practical. The Order should be delivered in the following formats:
 - a. Two hard copies (one unsigned and the signed original copy)
 - b. Electronic Copy (MS Word – unsigned, Adobe Acrobat, signed).

Reference
Seattle Municipal Code 10.02 – Civil Emergencies
Seattle Comprehensive Emergency Management Plan, Emergency Operations Plan

16. The City Clerk files the Order, and delivers electronic and hard copies to the Council President and his/her staff.
17. Council President reviews it and sets a meeting.
18. Council shall endeavor to act on the Order within 48 hours of receiving it from the City Clerk.
19. Council may request advice from the City Attorney including a briefing in Executive Session, in which case the City Clerk and City Attorney Open Public Meeting Act (OPMA) monitor will be present. After review, the Council may:
 - a. Adopt the Order by Resolution without making any changes, in which case the Council President signs the Resolution;
–or–
 - b. Reject the Order in its entirety;

3. --or--
 - c. Make changes to the Order by Resolution, in which case:
 - i. Council works from the electronic copy (MS Word format) provided by the City Clerk.
 - ii. Council adopts the modified Resolution;
 - iii. The Council President signs the Resolution;
 - iv. The Resolution and amended Order are returned to the City Clerk, who then forwards the documents to the Mayor and City Attorney's Office representative in the EOC, and EOC Planning Section.
–or–
 - d. Do nothing, in which case the Order remains in effect.
20. The final version of the Order is then transmitted to the Governor's office by Mayor's Office or the City Clerk.
21. Once adopted, Orders will be tracked in Web EOC by the EOC Planning Section. Questions regarding the scope or application of the Order should be directed to the City Attorney.
22. The Mayor's Legislative Liaison will track the movement and status of all proclamations and emergency orders, and keep Council and City Attorney's Office informed as to the status.

4.2 EOC Operations Section

The Operations Section Chief leads the Operations Section. The Operations Section Chief is responsible for overarching coordination with all department and functional operations supporting the response through implementation and execution of the City’s Consolidated Action Plan. This Section works collaboratively with its respective Department and ESF Representatives in coordinating actions, tasks and requests for resources, and working with the EOC Logistics Section to fill those resource needs that cannot be met with existing resources. Department Representatives assigned to the EOC Operations Section receive incoming situation reports from their departments or agencies, department status, resource requests, and field intelligence. Incoming information will be routed to the appropriate EOC section. Department or ESF Representatives provide two-way communication and information from the EOC to their departments and field Incident Commands as appropriate. Each Branch is led by a Branch Director and includes representation not only from City Departments but also from other jurisdictions as well as non-governmental organizations.

Reports To:

EOC Director / EOC Deputy Director

Positions Managed by the Operations Section Chief

- Deputy Operations Section Chief
- Fire Branch
- Police Branch
- Health and Human Services Branch
- Infrastructure Branch
- Auxiliary Communications Branch

RESPONSIBILITIES

General

- Ensure that all appropriate Branches within the Operations Section of the EOC are staffed and activated as needed.
- Ensure individuals are maintaining proper and accurate documentation of all actions taken to ensure that all required records are preserved.
- Report to the EOC Director on all critical activities pertaining to the Operations Section.
- Work closely with the Planning Section to support their information gathering and reporting efforts.
- Coordinate the collection and verification of situation and damage assessment information from represented departments and organizations.
- Coordinate the collection of “intelligence” information specifically from the Washington State Fusion Center, Seattle Police Department, Public Health Seattle King County and other trusted sources.
- Coordinate the city-wide strategic response including multi-agency and multi-disciplinary efforts.
- Anticipate probable resource needs and capabilities and coordinate among departments to fill needs.

- Identify non city-owned resources as soon as possible and work with the Logistics Section to identify sources and management of incoming resources.
- Prepare alternative strategies for response management.
- Identify short-, mid-, and long-term recover strategies.
- Participate in the development of the Incident After-Action Report and Corrective Action Plan.

START UP DUTIES

- Check in upon arrival at EOC.
- Put on the vest that identifies the function.
- Report to the EOC Director.
- Create a situation briefing for incoming EOC personnel.
- Log onto WebEOC as ***“Operations Section Chief.”***
- Set up a work station, including maps and status boards.
- Review position responsibilities.
- Clarify any issues regarding authority and assignment.
- Determine initial operational objectives in collaboration with Planning Section Chief and EOC Director.
- Activate organizational elements within the Operations Section as needed and designate leaders for each Branch.
- Coordinate with EOC Leadership to update incident specific Essential Elements of Information (EEI) strategy.
- Ensure Operations Section personnel are documenting incident issues on the EOC Incident updates (in WebEOC); and ensure maintenance of all required records and information to support the history of the emergency and the After-Action Report.
- Adopt a proactive approach. Think ahead and anticipate situations and problems before they occur.
- Ensure that Department Representatives understand Essential Elements of Information and are sharing the information they gather with the Planning Section.

OPERATIONAL DUTIES

- Coordinate information with EOC Director, Planning Section Chief, Logistics Section Chief, Administration Section Chief, and the Joint Information Center.
- Assist the Planning Section Chief and leadership in establishing operational objectives.
- Ensure that Department Representatives are aware of Essential Elements of Information and are documenting the information they gather based on the EEI.
- Identify coordination issues among ESFs.
- Conduct periodic coordination meetings with Operations Section Branch Directors.
- Ensure that appropriate ESF and Department Representatives at the Operations Table participate in Consolidated Action Planning and Advanced Planning meetings.
- Identify potential policy issues and work collaboratively to develop recommendations for consideration by the EOC Director and Emergency Executive Board.
- Encourage coordination among branches for multi-disciplinary issues and facilitate resolution of conflict. Inform EOC Director of potential issues that may rise to the policy level.

- Monitor assigned staff for signs of excessive stress or fatigue. Ensure that they are taking breaks, eating properly and getting adequate rest.

Operations Section Branch Directors

- Ensure operational objectives and assignments identified initially and in Consolidated Action Plans, especially those that are cross-functional, are coordinated and clearly understood among all members of the Operations Section, to include their respective departments.
- Ensure Department Representatives are receiving situational reports from their respective departments and documenting and sharing that information with other EOC representatives, including the Situation Unit in the Planning Section.
- Ensure requests for resources are submitted by the appropriate department, completed in an appropriate format, and coordinated with the Logistics Section.
- Coordinate the sharing of information for the public with the JIC Supervisor as it pertains to operations and public safety.
- Notify the Operations Section Chief and Planning Section of any significant events immediately.
- Inform the Operations Section Chief or Deputy Chief of anticipated coordination or resource needs.
- Establish, assess, and maintain the appropriate level of department representation within your Branch of the Operations Section, continuously monitoring the effectiveness and modifying accordingly. The chart below provides examples of possible department/agency representation by Branch.

Infrastructure	Health & Human Svcs	Police	Fire	Auxiliary Comms Svcs
SDOT, King County (KC) DOT, Sound Transit, PSE, SCL, SPU, DoIT, KCDNRP, BNSF, WSDOT, Port of Seattle, FAS, DPD, ATT, Verizon	Public Health Seattle KC, HSD, Parks, ARC, Salvation Army, WAVOAD, 211, hospitals, Animal Control, CSB	SPD, WSFC, KCSO, WSP, FBI, ATF	SFD, WATF1 (USAR Rep), Haz Mat subject matter expert, EQ subject matter expert	Seattle OEM registered emergency workers

DEACTIVATION DUTIES

- Authorize the deactivation of elements with the Operations Section when they are no longer required.
- Ensure that any unresolved issues are handled or assigned to the appropriate EOC unit or City department.
- Ensure that all required forms, event logs or reports are completed and forwarded to the Documentation Unit.
- Be prepared to provide input for the After-Action Report.
- Clean up the work spaces of the Operations Section, determine the need to restock equipment/supplies and submit the information to the OEM Operations Coordinator for action.
- Obtain contact methods for Branch Directors and Department Representatives that are different that our standard Department Representatives list.



EOC Operations Section Responders

When the Seattle EOC is activated, designated ESF Representatives are notified and report to the EOC. Operations Section personnel assigned to represent their department or discipline have been given the authority to act on behalf of their agency and have knowledge of their departments/agencies capabilities.

Notified to Respond to Seattle EOC

- Indicate to the Seattle EOC your estimated time of arrival.
- Communicate with your Department / Agency Director that you have been notified to respond to Seattle EOC for activation.
- Gather necessary SOPs, communications equipment and personal disaster supplies for your response to the Seattle EOC.

Arrival at Seattle EOC

- Wear and show your City Employee ID and/or organizational photo identification.
- Check-in at the “Check-in Desk” before entering into Operations Room of the EOC.
- Make and wear a name tag, review the incident mission and objectives board and pick-up any current activation documentation.
- Proceed into the Operations Floor and check-in with the Operations Section Chief and/or your Branch Director.
- Find your work station in Operations Room.
- Pull-out SOPs, reference materials and equipment out of storage cabinets, if stored onsite.

WebEOC

- Log-in on the work station computer and log-into WebEOC.
- Once in WebEOC, go to the “Sign-in / Sign-out” board and sign-in your relevant contact information – important for call takers/radio operators and others in the Seattle EOC.
- Use “Incidents & Update Incidents” in WebEOC to document actions (i.e., communications with others via phone, radio, email; actions taken; coordination efforts and interactions with others; resource requests and movement; decisions made; policy concerns and decisions).

EOC Responder Expectations

- Obtain and maintain situational awareness with Department/Field Operations/External Agency Partners.
- Obtain and maintain status of resources deployed, resource capacity and potential resource needs.
- Coordinate with other ESF Responders, Department, External Agency Partners, EOC Management/Sections Leadership.
- Actively participate in planning activities and anticipate potential short- and long-term issues and needs.
- Maintain ongoing two-way communication of information sharing, actions, policy decisions, requests, etc. with Department, Field Operations, External Agency Partners and EOC Management/Sections Leadership.

Assessment of Capabilities & Needs

- Within the EOC, obtain current incident status and information by checking respective WebEOC boards (mission & objectives, incidents, significant events, resource requests) and talking with other ESF/Department Reps, Operations Section Chief and staff.
- Conduct assessment of your department/agencies' current capabilities, responses, availability of resources and anticipate future needs; assess your response capability along with your department/agencies' needs for normal day-to-day services, if that is still a factor.
- Identify anticipated agency resource assets and needs as it relates to the incident, now and in the future.

Ongoing Coordination & Communications:

- Coordinate operational activities with other ESF/Department Reps from departments and agencies, both internal and external to Seattle, represented at the EOC work areas.
- Take a proactive stance; actively seek out information internally and externally, offer resource assistance as appropriate, and coordinate to help others for effective and efficient response.
- Facilitate the mobilization of department resources.
- Inform the Branch Director and/or Operations Section Chief of concerns, possible problems and resources availability or needs; coordinate with Branch Director if in place.
- Identify policy issues and coordinate with Operations Section Chief and EOC Director for referral to the Emergency Executive Board.
- Maintain communications with your department leadership and other relevant personnel or units; information sharing and communications needs to be two-way.
- As part of your Branch, collaboratively develop a strategy and recommendation on how to effectively manage missions and future tasks – Consolidated Action Plan.

Transition of Duties to Incoming Replacement

- If the EOC continues activation, verify need for replacement Department Rep for your position and identify who that person is and when they will arrive at the Seattle EOC.
- Brief incoming replacement and provide / direct them to all respective documentation for your position activities.
- In WebEOC, go to the "Sign-in / Sign-out" board and sign-out; make sure your replacement signs-in with their relevant contact information – again important for call takers/radio operators and others in Seattle EOC.
- Leave any and all event paper documentation at your position as it will become part of the Event Documentation File.
- Before leaving the building, check-out at the Check-In & Out/Security Desk.

Essential Elements of Information

In order for the EOC to gain situational awareness, key information is needed. The Essential Elements of Information (EEI) creates the framework for the types of information needed to gain a sense of scope, impacts and severity of an emergency. The EOC Planning Section leads the effort and must rely on information gathered by Department and ESF Representatives in the Operations Section as well as other agencies such as the National Weather Service or the UW Seismology to develop situational awareness.

The Planning Section upon activation will quickly identify the type of information needed and the frequency by which that data will be collected. An example of immediate EEIs that Department and ESF Representatives will be asked to collect are:

1. What is the situation?
2. What are the impacts?
3. What are we doing about it?
4. What are your unmet needs and the urgency of those needs?
5. Are you mobilizing beyond current on-duty personnel? If yes, specify.
6. Are you able to maintain normal service delivery? If not, what has changed?
7. What information needs to be shared with public?

As Department and ESF Representatives provide answers to these basic questions, the Planning Section begins to build the 'big picture' using information from the EEIs as well as information gleaned from other sources including the State EOC, King County EOC, National Weather Service, and other sources.

EEIs are modified generally during each operational period depending on the current situation and needs of responding agencies. They are one of the tools used by the Planning Section in development of the Consolidated Action Plan and may also be useful to the Advanced Planning Unit.

The EEI is a tool to help get department and ESF representatives up and running quickly. It is also key in developing situational awareness not just immediately following an incident but also throughout the incident.

Event specific EEIs are provided as examples and may serve as a starting point for any incident or event.



Essential Elements of Information - Earthquake

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
Situational Status by Departments <ul style="list-style-type: none"> • Incident sites • Who is at Incident • Incident Command / Unified Command – dept/agencies • Area of operations • Contact Info at Incident Sites 	<ol style="list-style-type: none"> 1. Number of fires and location 2. Number and location of hazardous materials incidents 3. Number of structural collapses 4. Areas under evacuation 5. Incident Commands established and location 6. What are your unmet needs and the urgency of those needs? 7. Are you mobilizing beyond current on-duty personnel? If yes, specify. 8. What is the status of employees? 9. Are you able to maintain normal service delivery? If not, what has changed? 	All Departments	
DISPATCH = SPD 911 Center, FAC, Charles St, SCL Control Center, etc	<ol style="list-style-type: none"> 1. Operational status of personnel and facilities 2. Call volume; Nature/trend of calls, types of concerns 3. Status of partner agency dispatch centers in region (if known) 	SPD, SFD, SPU, SCL, SDOT	
DEPARTMENT OPS CENTER = SPOC, NOC, RMC, SDOT Control Center, HMAC	<ol style="list-style-type: none"> 1. Operational status of personnel and facilities 2. Activation status 3. Access to WebEOC\Internet 	SFD, SPD, SCL, SDOT, DoIT, Public Health	
CALL CENTERS = 211, Customer Service Bureau, Neighborhood Service Centers	<ol style="list-style-type: none"> 1. Operational status of personnel and facilities 2. Anticipated hours of operation 3. Call volume; nature/trend of calls; types of concerns 	CSB, DoN	211/Crisis Clinic

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
COMMUNICATION SYSTEMS = Status of Communications and Radio Systems	<ol style="list-style-type: none"> 1. 800 MHz - damage, outages and system overload 2. 450 MHz – outage and system overload 3. Patching or prioritization done or requests received 4. Landline and cell phone system – outage and system overload 5. City telephone system status 6. City network status and connectivity to internet 7. Amateur radio status 	DoIT SDOT DoIT DoIT DoIT DoIT ACS	Qwest, Sprint/Nextel, AT&T
CITY FACILITIES = Initial Status of building	<ul style="list-style-type: none"> • Initial assessment of facilities – damaged, habitability, evacuated, • Identify significant impacts to operations due to facility damaged 	SPU, SCL, SDOT, Library, Parks, SPD, SFD, Seattle Center, FAS,	
BUILDINGS EVALUATION = Status of Building Evaluations and Tagging Placard and Advisory	<ol style="list-style-type: none"> 1. Number of available teams 2. Estimated time to start building evaluations or 3. Buildings already evaluated - report by tag color 4. Schedule of buildings to be evaluated 	DPD, FAS	
HEALTHCARE SYSTEMS = Hospitals, Disaster Medical Control Center, HMAC, Airlift Northwest, Blood Center, Dialysis Centers, Long Term Care Facilities,	<ol style="list-style-type: none"> 1. Report damage significant enough to impair critical operations 2. Any listed facility under immediate threat of fire or similar hazard 3. Operational status; able to provide all critical services or if not, list what services are limited or not available 4. List facilities evacuated or where evacuation is anticipated 5. Report problems with accessibility 6. Characterize patient call load at emergency rooms 	Public Health / Harborview	Hospitals

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
HUMAN SERVICES = Human Services Impacts	<ul style="list-style-type: none"> • Report damage to food banks and existing shelters • Characterize ability to continue providing scheduled outreach to clients in community. • Seattle Housing Authority facilities damaged, evacuated, or anticipate evacuation • Status of Tier One Shelters • Known or planned shelter activations in region • Status of City Shelter Cache supplies and accessibility to those Caches • Status of existing Warming Shelters (if applicable) 	HSD, Seattle Housing Authority, Public Health, FAS	Non-profit agencies
INJURIES & FATALITIES	<ol style="list-style-type: none"> 1. Estimated injured 2. Estimated fatalities 3. Estimated number trapped in collapsed structures 	SFD, SPD, Public Health	
LANDSLIDES = Status of Landslide	Location, size, impact, etc.	SPU, SDOT, DPD, PARKS	
PUBLIC TRANSPORTATION = Bus, Passenger Rail, Ferries, Airports	Status of Mass Transit Services Impacts to Services and Facilities - Metro Buses, Greyhound, Metro Access, Taxis, Light Rail, Sound Transit, Amtrak, Ferry System, SeaTac, Boeing Field	EOC Planning Section	KC Metro, State EOC, Port of Seattle, KCECC, Amtrak
ROADS AND BRIDGES	<ul style="list-style-type: none"> • List requests for life safety support from other departments and status of those requests • Number and status of bridge inspection teams • List of bridges inspected and status • Characterize impacts to arterial roadways • Characterize impacts to freeway, viaduct and floating bridges • Describe <u>initial</u> priorities for repair\restoration\detours plan 	SDOT	WSDOT, King County Roads

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
<p>PLANNED EVENTS = Identify any city public or private events occurring</p>	<p>Location, # of people involved, contacts, etc.</p>	<p>SPD</p>	<p>Parks, Seattle Center</p>
<p>POWER/ENERGY = Power outages and locations; electricity, gas, dams, etc.)</p>	<ol style="list-style-type: none"> 1. List requests for life safety support from other departments and status of those requests 2. Status of infrastructure damage and capability assessment 3. Describe known power and gas outages, reason for outage and number of customers impacted 4. List location and describe severity of pipeline fires (natural gas or other fuel) 5. Impacts to fuel pipelines 6. Estimate when and where power or gas service will be restored 7. Mutual Aid requested 	<p>SCL</p>	<p>PSE, KCECC, State EOC</p>
<p>PUBLIC INFO = How Public is Being Informed & When?</p>	<ul style="list-style-type: none"> • Status of immediate earthquake message to public – has message been broadcasted or not • Schedule and location of known news conferences • List of blogs, crisis maps and other social media being monitored • Status of regional Joint Information System • 	<p>Seattle EOC JIC</p>	<p>KCECC JIC</p>

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
<p>RESOURCES = Status of additional resource requests/demands -</p>	<ul style="list-style-type: none"> • List resources Logistics Section is responsible for obtaining and\or pending requests from departments to have Logistics take lead on • Known critical resource requests pending • Status of King County and State Logistics Sections – Operational or not • Status of City Fueling Stations • List of known resources reported to be responding to Seattle • Location of, or areas planned for, Staging Areas • Summarize current County and State plans to bring resources into region\Seattle • List of buildings, public or private, that responders have utilized for response operations 	<p>EOC Logistics Section</p>	
<p>SHIPPING/FREIGHT = Impacts to railways, port, airport</p>	<p>Impacts to movement of goods and services</p>	<p>EOC Planning Section</p>	<p>Port of Seattle EOC, BNSF, US Coast Guard</p>
<p>SOLID WASTE = Garbage removal impacts</p>	<p>Impacts to waste management, providers and transfer stations</p>	<p>SPU</p>	<p>Waste Management</p>

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
<p>WATER/WASTE WATER = Impacts to city drainage/waste water and water systems</p>	<ol style="list-style-type: none"> 1. List requests for life safety support from other departments and status of those requests with emphasis on impacts to firefighting 2. Status water and waste water infrastructure damage\service impacts 3. List known or potential significant hazards from water requiring immediate attention such as dam failure, reservoir or storage tank failure or significant water main rupture 4. Describe Area without water or waste water service and number of customers impacted 5. Estimate when and where water and waste water service will be restored 6. Location of flooding caused by broken water mains causing significant impacts 7. Anticipated flood risk\impacts due to predicted weather and damage to storm water system 8. Status of water blivets readiness for deployment 9. Any boil water notices or others 	<p>SPU</p>	<p>KC Waste Water</p>
<p>CONTINUITY OF GOVERNMENT</p>	<ul style="list-style-type: none"> • Location and status of Mayor • Location and status of Council President • Location and status of City Attorney • Status of Councilmembers and City Hall Facility 	<p>SPD SPD SPD SPD</p>	
<p>WEATHER = Current and forecast weather conditions (12 – 24 hrs) -</p>	<p>Temperature, wind, rain, Immediate Forecast, Long Term Forecast</p>	<p>EOC Planning Section</p>	<p>NWS</p>

Essential Elements of Information - Influenza Pandemic

Essential Element	Specific Information Details (report using WebEOC unless otherwise directed)	Lead ESF/Agency	Schedule
Situational Status by Departments	<ol style="list-style-type: none"> 1. Summary of major incidents that have occurred and location 2. What are your unmet needs and the urgency of those needs? 3. Are you mobilizing beyond current on-duty personnel? If yes, specify. 4. Are you able to maintain normal service delivery? If not, what has changed? 	All Departments	Report by 0700 hours daily
DISPATCH = SPD 911 Center, FAC, Charles St, SCL Control Center, etc	Describe operational status of dispatch center.	Departments that operate dispatch centers	Report immediately when problem occurs and provide frequent updates.
DEPARTMENT OPS CENTER = SPOC, NOC, RMC, SDOT Control Center, HMAC	Department Operations Center activated? <ul style="list-style-type: none"> • Hours of operation If not activated, is the Department Operations Center scheduled to be activated in the future, and if so, when?	Departments that have operations centers	Report by 0700 hours daily or immediately if urgent
CALL CENTERS = 211, Customer Service Bureau, Neighborhood Service Centers	Call Center activated? <ul style="list-style-type: none"> • Hours of operation Report trends in calls for information or service relevant to the response.	Departments that operate Call Centers	Report by 0700 hours daily or immediately if urgent
COMMUNICATION SYSTEMS = Status of Telephone and Radio Systems	List communication systems which are either inoperable or operating at a degraded level or is there a risk of one or more systems failing? List the systems involved and describe the problem.	All Departments	Report immediately when problem occurs and provide frequent updates.

Essential Element	Specific Information Details (report using WebEOC unless otherwise directed)	Lead ESF/Agency	Schedule
CITY FACILITIES = Initial Status of building	Is any City facility closed or operating under reduced hours? If so, explain why and list what specific services impacted.	All Departments	Report when problem occurs & provide frequent updates
HEALTHCARE SYSTEMS = Hospitals, Disaster Medical Control Center, HMAC, Airlift Northwest, Blood Center, Dialysis Centers, Long Term Care Facilities,	Summary of hospital status. Summary of the status of dialysis and other specialized healthcare services. Characterize the extent of infection in the community. Report shortages of key medical resources and supplies. Status of SNS resources. Summarize medication dispensing activities. Summarize isolation and quarantine measures taken. Has an Alternate Care Facility or Mass Facility plan been activated? Have altered standards of care been authorized?	PHSKC	Report by 0700 hours daily or immediately if urgent
FATALITIES	Number of confirmed local fatalities, of all types, since start of emergency. Number of confirmed local fatalities caused by the influenza since last report. Number of confirmed fatalities caused by the influenza since start of emergency –local, regional and national.	PHSKC	Report by 0700 hours daily or immediately if urgent

Essential Element	Specific Information Details (report using WebEOC unless otherwise directed)	Lead ESF/Agency	Schedule
ILLNESS and ABSENCE	Report number of employees absent: <ul style="list-style-type: none"> • The number of staff who were scheduled to work. • The number of staff who were absent due to personal illness. • The number of staff who were absent due to a family member’s illness. • The number of staff who were on a pre-approved vacation, personal leave day, or other paid day off. • The number of staff reported as absent for whom the reason for the absence is unknown. 	All Departments	Report by 0700 hours daily or immediately if urgent
HUMAN SERVICES = Human Services Impacts	Report difficulties encountered in the delivery of critical services.	Human Services Department	Report by 0700 hours daily or immediately if urgent
PUBLIC TRANSPORTATION = Bus, Passenger Rail, Ferries, Airports	Report difficulties encountered in the delivery of transportation services.	Seattle Department of Transportation	Report by 0700 hours daily or immediately if urgent
ROADS AND BRIDGES =	Report damage to, or changes in maintenance and repair schedule, of critical roads and bridges.	Seattle Department of Transportation	Report by 0700 hours daily or immediately if urgent
PLANNED EVENTS = Identify any city public or private events occurring	Report scheduled large planned events, including protests. Report cancellation of large planned events due to influenza.	Seattle Police Department	Report by 0700 hours daily or immediately if urgent

Essential Element	Specific Information Details (report using WebEOC unless otherwise directed)	Lead ESF/Agency	Schedule
POWER/ENERGY = Power outages and locations; electricity, gas, dams, etc.)	Report difficulties encountered in the delivery of electrical power, natural gas services as well as impacts to critical infrastructure. Report widespread power or gas outages	Seattle City Light	Report by 0700 hours daily or immediately if urgent Report widespread power or gas outages immediately
PUBLIC INFO = How Public is Being Informed & When?	Provide copies of draft press release to EOC Director for review. Report scheduled news conferences and interviews	Mayor’s Office (JIC)	As needed
RESOURCES = Status of additional resource requests & demands	Report shortages of critical goods and services such as fuel. Report anticipated or actual shortages of critical City supplies or services	Finance and Administrative Services	Report by 0700 hours daily or immediately if urgent
SHIPPING/FREIGHT = Impacts to railways, port, airport	Report difficulties encountered in the delivery goods within the City, region and nation.	Seattle Department of Transportation	Report by 0700 hours daily or immediately if urgent
SOLID WASTE = Garbage removal impacts	Report difficulties encountered in the delivery of services as well as impacts to critical infrastructure.	Seattle Public Utilities	Report by 0700 hours daily or immediately if urgent
WATER/WASTE WATER = Impacts to city drainage/waste water and water systems	Report difficulties encountered in the delivery of services as well as impacts to critical infrastructure.	Seattle Public Utilities	Report by 0700 hours daily or immediately if urgent

<p>CONTINUITY OF GOVERNMENT</p>	<p>Report activation of line of succession plan</p> <ul style="list-style-type: none"> Identify alternates who have been activated and provide contact information 	<p>All Departments</p>	<p>Report by 0700 hours daily or immediately if urgent</p>
<p>WEATHER</p>	<p>Forecast for Seattle and surrounding region</p>	<p>Seattle Public Utilities</p>	<p>Daily when available.</p>



Essential Elements of Information – Terrorism

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
SECURITY	<ol style="list-style-type: none"> 1. From a national and local perspective (be sure to utilize unique sector sources of information and contacts); suspicious activity, threats or incidents related to the 9/11 event or which have a possible\suspected terrorism nexus 2. Bomb threats or other significant threats citywide with a possible\suspected terrorism nexus 3. Call volume; increased call volume or trends causing concern 4. Planned events; location, # of people involved, contacts, etc 5. Law enforcement emergency mobilization or changes in 911 security plan 6. Protests – location, size, issue involved 7. Alerts\warnings received from other law enforcement agencies 	SPD	FBI, US Coast Guard, Fusion Center, Seattle Center
DEPARTMENT or AGENCY OPS CENTER = SPOC, Fusion Center	<ol style="list-style-type: none"> 1. Operational status of personnel and facilities 2. Activation status 	SPD	Fusion Center
EMERGENCY MEDICAL FIRE RESPONSE	<ol style="list-style-type: none"> 1. Operational status of personnel and facilities 2. Report two alarm or larger fires 3. Mass casualty incidents 	SFD	

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
<p>COMMUNICATION SYSTEMS = Status of Communications and Radio Systems</p>	<ol style="list-style-type: none"> 1. From a national and local perspective (be sure to utilize unique sector sources of information and contacts) , reports of significant cyber attacks capable of impacting critical infrastructure\key resources, City emergency response capability or delivery of critical City services 2. 800 MHz –problems or outage 3. 450 MHz –problems or outage 4. Landline and cell phone system – outage and system overload 5. City telephone system status - problems or outage 6. City network status and connectivity to internet - reported problems or outage 7. Amateur radio status - reported problems or outages 	<p>DoIT</p> <p>DoIT</p> <p>SDOT</p> <p>DoIT</p> <p>DoIT</p> <p>DoIT</p> <p>ACS</p>	<p>Qwest, Sprint/Nextel, AT&T</p>
<p>BUSINESS SECTOR</p>	<ol style="list-style-type: none"> 1. From a national and local perspective (be sure to utilize unique sector sources of information and contacts); report suspicious activity, threats or incidents related to the 9/11 event or which have a possible\suspected terrorism nexus 2. When applicable, provide analysis of impacts to private sector with emphasis on Critical Infrastructure and Key Resources 	<p>Business Representative</p>	
<p>FACILITIES = Status of building</p>	<ul style="list-style-type: none"> • Any facility problem or issue that may impact emergency response capability 	<p>SPU, SCL, SDOT, Library, Parks, SPD, SFD, Public Health, Seattle Center, FAS, Port, Metro\Sound Transit</p>	

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
HEALTHCARE SYSTEMS = Hospitals, Disaster Medical Control Center, HMAC, Airlift Northwest, Blood Center, Dialysis Centers, Long Term Care Facilities,	<ol style="list-style-type: none"> 1. From a national and local perspective (be sure to utilize unique sector sources of information and contacts); report suspicious activity, threats or incidents related to the 9/11 event or which have a possible\suspected terrorism nexus 2. Problems that may impair\delay\interrupt delivery of critical healthcare services 	Public Health	Hospitals
HUMAN SERVICES = Human Services Impacts	<ul style="list-style-type: none"> • Problems that may impair\delay\interrupt delivery of critical human services 	HSD, Public Health	Non-profit agencies
PUBLIC TRANSPORTATION = Bus, Passenger Rail, Ferries, Airports	<ul style="list-style-type: none"> • From a national and local perspective (be sure to utilize unique sector sources of information and contacts); significant incidents, suspicious activity or threats that may impair\delay\interrupt public transportation services 	SDOT	KCECC, Metro\Sound Transit, Amtrak, Port of Seattle
ROADS AND BRIDGES =	<ul style="list-style-type: none"> • Seattle region; significant damage or emergency closure of arterial roads or bridges that could potentially impact emergency response capability 	SDOT	KCECC, Metro\Sound Transit, Amtrak, Port of Seattle
PLANNED EVENTS = Identify any city public or private events occurring	<ul style="list-style-type: none"> • Location, # of people involved, contacts, etc. 	SPD	Parks, Seattle Center
POWER/ENERGY = Power outages and locations; electricity, gas, dams, etc.)	<ol style="list-style-type: none"> 1. From a national and local perspective (be sure to utilize unique sector sources of information and contacts); outages, damage, threats, suspicious activity involving power\energy infrastructure (electrical, natural gas, dams, pipelines) where criminal activity is the suspected\possible cause or which could have significant impacts 2. Outages of power and natural gas service, reason for outage and number of customers impacted 	SCL	PSE, KCECC,

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
PUBLIC INFO = How Public is Being Informed & When?	<ul style="list-style-type: none"> From a national and local perspective (be sure to utilize unique sector sources of information and contacts); commercial media and social media reports of suspicious activity, threats or incidents related to the 911 event or which have a possible\suspected terrorism nexus 	Transportation Public Information Officer Assigned	
RESOURCES = Status of additional resource requests/demands -	<ul style="list-style-type: none"> Problems with City resources that may impact emergency response capability such as vehicle fuel shortages, problems with vehicle repair capability etc.. 	EOC Logistics Section	
SHIPPING/FREIGHT = Impacts to railways, port, airport	<ol style="list-style-type: none"> From a national and local perspective (be sure to utilize unique sector sources of information and contacts); report significant interruptions to shipping and freight services Monitor status of Longshoreman labor issue 	Port of Seattle	Amtrak, US Coast Guard
WATER/WASTE WATER = Impacts to city drainage/waste water and water systems	<ol style="list-style-type: none"> From a national and local perspective; (be sure to utilize unique sector sources of information and contacts) outages, damage, threats, suspicious activity involving water\waste water infrastructure where criminal activity is the suspected\possible cause or which could have significant impacts Report outages of water\waste water service, reason for outage and number of customers impacted 	SPU	KCECC
CONTINUITY OF GOVERNMENT	<ul style="list-style-type: none"> Location and status of Mayor 	SPD	
WEATHER = Current and forecast weather conditions (12 – 24 hrs) -	<ul style="list-style-type: none"> Current and forecasted weather 	EOC Planning Section	NWS

Essential Elements of Information (EEI) - Snowstorm

Roadway Snow and Ice Treatment (SDOT)

Anti-icing

- When are anti-icing operations scheduled to commence?
- What roadway structures, street segments, and targeted areas will be covered?
- When are anti-icing operations scheduled to conclude?
- How is the effectiveness of the anti-icing strategy determined?

Overview of driving conditions

- What are the street conditions of designated Service Level 1, 2, and 3 snow routes?
- What is the condition of hill street segments?
- What is the condition of roads not identified as Level I, II, III?

Status of street closures in effect or anticipated

- Are street closures being entered and updated in the SharePoint street closure list?
- What are the critical/major street closures?
- What is the surface condition and status of the Viaduct?
- What is the surface condition and status of the West Seattle Bridge?
- What treatments and/or actions are taking place on these and other elevated roadway structures?

Resource status

- How many plows, sanders, anti-ice vehicles are currently in operation?
- What are the anticipated operational strategies for the upcoming operational period?
- Have contractors been hired to augment SDOT resources?
- Have mutual aid plowing resources been requested?
- Has SDOT received any requests to provide mutual aid plowing?

Transit Bus and Van Service

Operations

- Is Metro\Sound Transit operating their snow plows in Seattle and what areas are being targeted? **(Metro)**
- Is SDOT maintaining routes (as supported in the Plan) as requested by Metro\Sound?(SDOT)
- What “stage” is Metro\Sound Transit operating as identified in their plan? **(Metro)**

Special Standby Requests

- Are there any needs or requests for buses to serve as warming shelters? (Apartment/building fire housing # of people, etc.) **(Metro)**
- Are there any needs or requests for buses to support evacuation operations? **(Metro)**

Emergency Requests for SDOT Assistance (Metro)

- How many and types of requests?
- Maintain list of pending requests and type of need.
- Identify any significant delays in completing these requests.
- Were there any requests turned down because they do not meet the criteria?

ACCESS Vans

- Is ACCESS able to complete all service requests? **(Metro)**
 - For unfulfilled requests, what is the nature of those requests, and is ACCESS continuing to attempt to solve the problem?
 - Are there any unfulfilled requests for life safety services?
- Is ACCESS experiencing a surge in requests for service from new, unregistered customers and how is that surge being handled? **(Metro)**

Light Rail and Commuter Rail (EOC Planning Section, Situation Unit)

- Is the Link Light Rail or Sounder Commuter system experiencing any decrease in service?
- Have any modifications been made in service levels and hours?

Railroads (EOC Planning Section, Situation Unit)

- Are all rail systems working and freight services operational? (i.e., Amtrak, BNSF, etc.)

Intercity Bus Service (EOC Planning Section, Situation Unit)

- Is Greyhound operating at full service? If not, what modifications are occurring?
- Are they dealing with customer care issues and temporary bus housing?
- When will Greyhound return to normal service levels?

Interstates

- What is the roadway status of major State and Federal routes and highways (focus on I-5, I-405, I-90, SR-520 routes surrounding/adjacent to Lake Washington) **(EOC Planning Section, Situation Unit)**
 - Have any restrictions been put in place? (Traction tires, certain hours/avalanche control, etc.)
- Are the Express Lanes operating on schedule and/or any modifications of operation anticipated? **(SDOT)**

County and Neighboring Jurisdictions Roadways (EOC Planning Section, Situation Unit)

- What is the roadway status of key neighboring jurisdictional and county?

School Systems & Transportation

- Has the school system completed student transport? If not, when? **(Seattle Public Schools & Private Schools)**
- Are there any students stranded at bus stops or on bus routes? **(Metro\Seattle Public Schools)**
- Is there a need for sheltering students who are stranded at bus stops or on buses? **(Metro\Seattle Public Schools)**
- Identify any of the stranded students who have special circumstances (such as medication needs or in a wheelchair). **(Metro\Seattle Public Schools)**

Power Outages (SCL)

- Has City Light’s system experienced any power outages?
 - Identify the outage area and how many affected (residential / business).
 - Provide estimated time of restoration and if there are any complications.
- Are any outages affecting critical infrastructure or health care facilities?
 - Has Public Health been notified?

Water, Waste Water and Solid Waste (SPU)

- Has SPU experienced any interruptions to services?
 - Identify the outage area and how many affected (residential / business).
 - Is SPU providing “customer care” to impacted customers?
 - Provide estimated time of restoration and if there are any complications.
- Are any outages affecting critical infrastructure or health care facilities?
 - Has Public Health been notified?
- Number of reports of private water line breaks
- How are garbage collection services impacted and what modifications in service delivery are being made?
- Are there any landslide activities occurring and what are the impacts (city property, private property, utilities, roadways, etc.)?

Shelters (HSD)

- Are “Severe Weather Shelters” in operation?
 - How many individuals are using the shelters?
 - What are the location and hours of operation?
 - Have any modifications been made to locations and hours?
- Are any human services providers experiencing impacts? Is any assistance needed?
- Are any other case management/sheltering concerns occurring and being coordinated? (home fires, ARC responses, etc.)

Weather (EOC Planning Section, Situation Unit)

- What is the current National Weather Service forecast?
- When is the next National Weather Service webinar?
- What is the Weather Net, RainWatch perspective?
- What is SDOT, SPU SCL interpretation of the forecast?
- What are local television news stations forecasting?

Airport Operations (EOC Planning Section, Situation Unit)

- Is Seattle-Tacoma International Airport fully operational?
 - What is the current level of air service operations?
 - What is the anticipated level of service over the next 24 hours?
 - Is the airport sheltering stranded passengers?
 - How many people are “sheltering” at the airport?
 - Are other agencies providing sheltering assistance?
 - Do the airlines have sufficient de-icing supplies to maintain full operations?
 - Are the driving conditions and light rail service levels keeping traffic moving at the airport?
- Is King County International Airport fully operational?

EOC Policy Level Decisions

During an EOC Activation, there are many issues and situations that are brought to the attention of the EOC by Department Operations Centers or field units through their respective EOC Representatives. Most of the time these issues require multi-agency or multi-disciplinary coordination but do not require policy level decision making. There are times when issues are brought forward that require policy level decisions.

The Mayor’s Emergency Executive Board (EEB), or an appropriate sub-set of Department Directors of the EEB, will meet with the EOC Director to identify and discuss issues that have wide-spread impacts on the community as well as city government. Considerations include but are not limited to:

- Impacts on government operations at all levels
- Economic and business impacts; small businesses as well as large corporations
- Impacts on vulnerable populations
- Impacts on people living, working and visiting Seattle as well as other jurisdictions that may be affected.

Policy level issues may be identified by the Mayor or members of the EEB, ESF Representatives or EOC Leadership or may be brought forward by another jurisdiction. When a potential policy level decision is identified the following procedure should be followed:

- The person recognizing the policy issue will contact the Operations Section Chief and describe the situation.
- The Operations Section Chief will notify the EOC Director that a potential policy issue exists. The EOC Director will ask for recommendations or if the situation is urgent or time critical may choose to bring it immediately to the attention of the EEB.
- If the decision does not require immediate action, the Operations Section Chief will convene a group to discuss the issue and consider potential recommendations. This discussion should be focused and include subject matter experts that could be impacted.

Using the form titled Emergency Operations Center – Mayoral Policy Briefing Paper, the Operations Chief or designee will write up the situation and potential recommendations.

EMERGENCY OPERATIONS CENTER – MAYORAL POLICY BRIEFING PAPER

The below document template is located on [G Drive/EOC Activation/Policy](#).

Issue YYYY-MM-DD #1 - <Issue_Title>

Lead Agency:	Name
Supporting City Agencies:	List
Key Issue:	Summary of issue. No more than 3 sentences.
Recommendation Approval by EEB:	
Decision Date & Time:	

Issue Background

- Add background information as bullet points –(Attach longer documents to this form/cover page rather than embedding them here.)
- Include analysis supporting recommendation.

Reviewed Options

Options <i>(Summary of option)</i>	EOC Team Analysis <i>(Advantages, drawbacks, and final reason for rejection as the recommendation)</i>

4.3 EOC Planning Section

The Planning Section Chief leads the Planning Section. The Planning Section coordinates the gathering, analysis and distribution of information regarding the incident to help guide operational decision making. The Planning Section also leads the development of the Consolidated Action Planning (CAP) process, and the Advanced Planning Unit. The following explains the function and responsibilities of the Planning Section Chief at the City of Seattle Emergency Operations Center (EOC).

Reports To

EOC Director

Positions Managed by the Planning Section Chief

- Situation Unit Leader
- Advanced Planning Unit Leader
- Documentation Unit Leader

RESPONSIBILITIES

General

- Ensure that all units within the Planning Section of the EOC are staffed and activated as needed.
- Oversee the documentation of all actions taken to ensure that all required records are preserved.
- Report to the EOC Director on all critical activities pertaining to the Planning Section.
- Coordinate collection and verification of situation and damage assessment information.
- Coordinate the collection of “intelligence” information specifically from the Washington State Fusion Center, Seattle Police Department, Public Health Seattle King County and other trusted sources.
- Ensure situation and operational information is displayed in the Emergency Operations Center (EOC) using maps and visual aids.
- Manage the dissemination of response and situation assessment information to the EOC Director, EEB, Management Team and other members of the General Staff.
- Ensure summary damage assessment reports are prepared and accurate for dissemination to City, non-governmental agencies, businesses, King County ECC, State of Washington EOC, and FEMA/DHS.
- Coordinate the preparation of required reports identifying the extent of damage and financial losses.
- Oversee the writing and dissemination of Situation Reports and Snap Shot Reports throughout the event according to schedules identified by the EOC Director (schedules will be incident dependent and announced).
- Ensure that all situation and snapshot reports are vetted through the Joint Information Center prior to dissemination.
- Provide the EOC Director with materials for periodic briefings in the EOC and for the Emergency Executive Board.

- In coordination with the Operations Section, develop or modify Essential Elements of Information (EIs) for use by Department and ESF Representatives to help build situational awareness throughout the EOC.
- Coordinate closely with members of the Operations Section to ensure accurate and current information is included in reports and planning documents.
- Ensure accurate recording and documentation of the incident in electronic files as well as hard copies where necessary.
- Contribute to the After-Action Report and Improvement Plan.

Consolidated Action Plan (CAP) Specific

- The Planning Section Chief is responsible for the overall production of the CAP.
- Schedules, sets agenda and attends all planning meetings necessary.
- Lead planning and operational briefings as directed by the EOC Director. Remember to add JIC Supervisor to any briefings.

START UP DUTIES

- Check in upon arrival at EOC.
- Put on the vest that identifies the function.
- Report to the EOC Director.
- Create a situation briefing for incoming EOC personnel.
- Log onto WebEOC as ***“Planning Section Chief.”***
- Set up a work station to include supplies and reference materials needed to complete your assignment.
- Review position responsibilities.
- Clarify any issues regarding authority and assignment.
- Determine initial operational objectives in collaboration with Operations Section Chief and EOC Director.
- Assign staff to ensure that all responsibilities of the Section are met.
- Review and update Essential Elements of Information (EEI) strategy.
- Instruct Planning Section personnel to document incident issues on the EOC Incident log (in WebEOC); and maintain all required records and information to support the history of the emergency and the After-Action Report.
- Review responsibilities of Units in your section. Develop plan for carrying out all responsibilities.
- Adopt a proactive approach. Think ahead and anticipate situations and problems before they occur.

OPERATIONAL DUTIES

- Ensure operational objectives are posted for each operational period or as needed. Maintain a log of decisions, actions and messages that influenced the creation of objectives using WebEOC.
- Keep abreast of situations and action items associated with the Planning Section; ensure Unit Leaders provide appropriate and current information to the Situation Unit to be displayed in EOC using the audio visual system and WebEOC.
- Ensure that the Planning Section event logs and other required documentation are maintained by the Units.
- Anticipate changes in the situation and modify staffing and product timelines as needed.
- Maintain constant dialogue with Operations Section Chief and EOC Director on major problem and emergency policy areas.
- Share status information with other Sections as appropriate.
- Check out of the EOC when you leave the premises and at the conclusion of your shift.
- Monitor assigned staff for signs of excessive stress or fatigue. Ensure that they are taking breaks, eating properly and getting adequate rest.
- Brief relief staff upon shift change.

DEACTIVATION DUTIES

- Authorize the deactivation of the organization elements of the Planning Section when no longer required.
- Ensure that any unresolved issues are handled or assigned to the appropriate EOC unit or City department.
- Ensure that all required forms, event logs or reports are completed.
- Be prepared to provide input and lead the After-Action Report.
- Determine the need to restock equipment/supplies for your position before you leave.

Provide a contact number as to where you can be reached before leaving the EOC.



Situation Unit Leader

The Situation Unit Leader facilitates the collection and organization of incident information and ensures critical data is recorded, analyzed/vetted, reported, displayed and disseminated to EOC staff and partners.

Key role is Information Processing. This involves the collection, evaluation, analysis, display, and dissemination of information about the incident to help support the City’s response operations and provide ongoing situational awareness. Information sources are: Department Reps in the EOC, Department Operating Centers (DOCs), traditional and social media, King County and neighboring jurisdictions, State and Federal governments, volunteer groups, private sector businesses, citizens, etc.

Reports To:

Planning Section Chief

Positions Managed by the Situation Unit Leader (when established):

- Data Collectors / Situation Analysts
- Report Writers
- Mapping Staff
- Audio-Visual Display Coordinator
- Web EOC Administrator

RESPONSIBILITIES

General

- Supervise all operations of the Situation Unit.
- Coordinates with the Planning Section Chief to ensure the “Essential Elements of Information” strategy identifies the types of incident information to be collected.
- Oversee the collection, organization, and analysis of incident situation information on an established schedule.
- Ensure that information collected from all sources is validated prior to including in a Report or released to other Sections.
- Ensure that all appropriate Reports are prepared for dissemination to EOC staff, partners and policy level.
 - Establish dissemination plan:
 - Unless otherwise specified, Snapshot, Situation and CAP’s should be sent to the following OEM Outlook groups:
 - OEM Mayors All Staff
 - OEM Colleges and Universities
 - OEM_DMC Admin Group
 - OEM_DMC Committee
 - OEM_DMC Information Group
 - OEM Duty Officer
 - OEM DeptReps
 - OEM EOC DeptReps Administration
 - OEM EOC Support Team
 - OEM LOS Directors and Alternates

- OEM LOS Points of contact Group
- OEM Mayor and Council Members Group
- OEM Mayors Emergency Executive Board Assistants
- OEM Mayors Emergency Executive Board Group
- OEM Mayors Senior Staff Group
- OEM Seattle 800 MHz Radio Group
- OEM Staff
- OEM Strategic Work Group of DMC
- OEM Strategic Work Group of DMC Infogroup
- OEM Zone 5
- When sending Snapshot reports to this distribution list, paste the report in the body of the email and attach the document file.
 - Posted in WebEOC
- Ensure that all maps, status boards, and other displays contain current and accurate information.
- Collect and request information from all mapping systems as appropriate.
- Directly inform the Planning Section Chief of incident information that has significant life / safety impacts or will drastically effect the status of response efforts
- The Situation Unit Leader is responsible for preparation of the following items:
 - EOC Essential Elements of Information
 - EOC Snap Shot Report
 - EOC Situation Report
 - EOC Maps
 - EOC Damage Assessment Report

START UP DUTIES

- Check in upon arrival at EOC.
- Put on the vest that identifies your function.
- Receive a briefing from the Planning Section Chief on the EOC Elements of Essential Information Strategy for information collection and dissemination.
- Log onto WebEOC as ***“Planning Section.”***
- Read the current Operational Objectives, Consolidated Action Plan, and Reports
- Review the current WebEOC and EOC displays.
- Review position responsibilities.
- Identify, prioritize, and forward to the Planning Chief any initial information that you have received pertaining to:
 1. Potential threat to life.
 2. Potential threat to property.
 3. Heavy financial impact.
 4. Need for public warning.
- Review the need for the activation of additional functions under the Situation Unit and activate as needed:
 - Make required personnel assignments as staff arrives at the EOC.
 - Provide arriving personnel with a briefing of duties and responsibilities.
 - Assign work locations and preliminary work tasks to arriving personnel.
 - Determine financial and administrative support needs. Report this information to the Planning Section Chief.

- Determine the 24-hour staffing/future requirements for the Situation Unit.
- Obtain a situational briefing from current Planning Section Chief and Unit staff.
 - The nature and scope of the incident.
 - Operational objectives.
 - The Area(s) of Operation.
 - The estimated type and extent of damages to homes and infrastructure.
 - Immediate and forecasted risks to life and property.
 - Response actions currently underway and planned.
 - Relevant information regarding weather, forecasts, hazard analyses.
 - Status of City, County and State Emergency Proclamations.
 - Status of Federal Disaster Declarations.
 - City EOC activation level, hours of operation, briefing schedule.

OPERATIONAL DUTIES

- **Key role is Information Processing.** This involves the collection, evaluation, analysis, display, and dissemination of information about the incident to help support the City’s response operations. Information sources are: Department Reps in the EOC, Department Operating Centers (DOCs), media, King County and neighboring jurisdictions, State and Federal governments, volunteer groups, private sector businesses, citizens, etc. Typical tasks associated with information processing may include:
 - Monitoring the “Significant Events” board in WebEOC and edit as necessary.
 - Collect and analyze situation information from all available sources.
 - Preparing summaries on status of impacts/damage and actions.
 - Preparing briefings for senior management officials.
 - Displaying appropriate information in the EOC.
 - Preparing and submitting necessary reports when required.
- Utilize “Essential Elements of Information” as strategy to define collection and display of critical incident information
- Coordinate with appropriate EOC staff to ensure the most current information is maintained in WebEOC
- Review collected information for consistency and clarify inconsistencies before information is displayed
- Work with GIS staff for necessary maps to visually depict incident information
- Monitor the seattle-eoc@seattle.gov email account for incoming information; route or display received information appropriately
- Ensure WebEOC boards assigned to the Planning Section are kept current and advise the Planning Section Chief if information needed from other Sections is not kept current.
- Make sure that information reports or displays you prepare are clear and understandable.
- Supervise the operational elements of the Situation Unit and ensure the Situation Unit work station is continually staffed or that the responsibilities for the position are passed to the Planning Section Chief
- Provide recommendations to the Planning Section Chief
- List key issues currently facing your Section, anticipated personnel needs, action items to be accomplished within the next operational period.
- Ensure that the tasks assigned to this Unit as per the “EOC Consolidated Action Plan” are carried out effectively.
- Provide Unit staff assignments and specific actions that require immediate attention.

- Provide support to other EOC Responders consistent with priorities established by the Planning Section Chief.
- Brief Planning Section Chief on major problem areas needing immediate action or will require solutions.
- Provide situation and resources information to Planning Chief on a periodic basis or as the situation requires.
- Attend Section meetings and briefings.
- Monitor assigned staff for signs of excessive stress or fatigue. Ensure that they are taking breaks, eating properly and getting adequate rest.

DEACTIVATION DUTIES

- Provide the Section Chief with recommendations regarding timing and sequence of demobilizing the Situation Unit. Ensure that all Unit staff are offered the opportunity to attend a debriefing.
- Advise the Planning Section Chief of any open actions or unmet needs.
- Submit all logs, reports, documents to the Documentation Unit.
- 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.
 - Document major response challenges encountered and operational lessons learned.
 - Prepare written recommendations for the Section Chief containing suggested improvements in response plans, EOC procedures, response coordination or other potential response enhancements.
- Determine what follow-up to your assignment might be required before you leave.
- Leave forwarding phone number where you can be reached.
- Ensure that work areas are cleaned and all equipment and supplies are checked in and properly stored. Locate the check-in sheet with your arrival time and record the time you are leaving.

Advanced Planning Unit Leader

The Advanced Planning Unit Leader is responsible for ensuring the coordination, facilitation and development of the Consolidated Action Plan (CAP) as well as long range planning. The Advanced Planning Unit utilizes data collected from the current situation and anticipates potential problems and solutions that could develop over a given timeframe.

Key role is analyzing and developing multiple solutions to an issue or potential problem. This involves working collectively with the Situation Unit, Operations Section personnel, and Emergency Operations Center Leadership Team.

Reports To:

Planning Section Chief

Representatives Who May Contribute to This Effort

- Department representatives as needed
- Business and non-governmental representatives
- Other agency representatives (county, state, federal or other local jurisdictions)
- EOC leadership positions

RESPONSIBILITIES

General

- Supervise all operations of the Advanced Planning Unit.
- Coordinates with the Planning Section Chief to establish the schedule for the Consolidated Action Plan (CAP) and any long term planning efforts.
- Works closely with the Situation Unit to ensure information and analysis of the information is current.
- Develops and coordinates all aspects of the CAP with EOC leadership including the EOC Director, All Section Chiefs and the JIC Supervisor.
- Coordinates with members of the Operations Section regarding planning for future activities and needs in both response and recovery efforts.
- Utilize existing information to anticipate cascading impacts and response options that may address those.
- Directly inform the Planning Section Chief of incident information that has significant life / safety impacts or will drastically effect the status of response efforts

INITIAL EOC ACTIVATION DUTIES

- Check in upon arrival at EOC.
- Put on the vest that identifies your function.
- Receive a briefing from the Planning Section Chief.
- Log onto WebEOC as ***“Planning Section.”***
- Review the current WebEOC and EOC displays.
- Review position responsibilities.
- Review the need for the activation of additional functions under the Advanced Planning Unit and activate as needed:

- Brief personnel assigned to this unit of their duties and responsibilities.
- Assign work locations and preliminary work tasks to arriving personnel.
- Determine financial and administrative support needs. Report this information to the Planning Section Chief.
- Determine the 24-hour staffing/future requirements for the Advanced Planning Unit.

OPERATIONAL DUTIES

- **Key role is planning for the future.** This involves the collection and evaluation of information regarding the incident and anticipation of future activities and challenges. Information sources are: Department Reps in the EOC, Department Operating Centers (DOCs), media, King County and neighboring jurisdictions, State and Federal governments, volunteer groups, private sector businesses, citizens, etc. Typical tasks associated with information processing may include:
 - Development and coordination of the Consolidated Action Plan for the next operational period.
 - Looking ahead at anticipated or potential activities that could impact current response or recovery efforts.
 - Consideration of short-, mid-, and long-term recovery issues.
- Review collected information and clarify inconsistencies before using it as a basis for future planning.
- Work with GIS staff for necessary maps to visually depict potential future impacts.
- Update WebEOC with topic areas that your unit is developing as well as completed CAPs.
- Ensure that all personnel in your unit are using the most current planning assumptions and information.
- Coordinate with ESF Representatives and others in development of each CAP.
- Identify partners for future planning efforts including business, volunteer organizations and other governmental organizations.
- In a major or catastrophic event, a Seattle Disaster Recovery Office may be established to lead recovery efforts (see Disaster Recovery Framework). Develop a relationship with the Recovery Director as soon as possible to share information and strategies.
- Coordinate with ESF 14 and/or the Disaster Recovery Office.
- Provide recommendations to the Planning Section Chief.
- List key issues currently facing your Unit, anticipated personnel needs, and action items to be accomplished within the next operational period.
- Brief Planning Section Chief on major problem areas that now need or will require solutions.
- Monitor assigned staff for signs of excessive stress or fatigue. Ensure that they are taking breaks, eating properly and getting adequate rest.

DEACTIVATION DUTIES

- Provide the Section Chief with recommendations regarding timing and sequence of demobilizing the Advanced Planning Unit. Ensure that all Unit staff are offered the opportunity to attend a debriefing.
- Advise the Planning Section Chief of any open actions or unmet needs.
- Coordinate with the Seattle Recovery Director or OEM staff member assigned to recovery efforts and share all pertinent information regarding recovery.
- Submit all logs, reports, documents to the Documentation Unit.
- 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.
 - Document major response challenges encountered and operational lessons learned.
 - Prepare written recommendations for the Section Chief containing suggested improvements in response plans, EOC procedures, response coordination or other potential response enhancements.
- Determine what follow-up to your assignment might be required before you leave.
- Leave forwarding phone number where you can be reached.
- Ensure that work areas are cleaned and all equipment and supplies are checked in and properly stored. Locate the check-in sheet with your arrival time and record the time you are leaving.



Documentation Unit Leader

The Documentation Unit Leader is responsible for collecting, recording, and safeguarding all documents relevant to the incident. This unit maintains copies of the Mayoral Declaration and Executive Orders. *(The originals are maintained by the City Clerk).* They will also ensure that documents developed in the EOC are maintained in electronic files and in some cases paper files. Electronic files during active events are kept in WebEOC and in the EOC Shared Drive available to EOC Responders and OEM staff. After the EOC is closed, OEM staff will move the completed electronic folder on the Shared Drive into the Office Share Drive (O Drive) under Activations. This Unit is also responsible for making paper copies of select documents and putting them in appropriate display areas or providing them to various EOC Sections.

Reports To:

Planning Section Chief

Positions Managed by the Documentation Unit Leader (when established):

- Duplication support
- Activation documents and files

RESPONSIBILITIES

General

- Supervise all operations of the Documentation Unit.
- Coordinates with the Planning Section Chief to ensure final documents are filed in the appropriate location of WebEOC, the EOC Activation Folder located on the G Drive or hard copy files.
- Work with the EOC Director or staff to obtain documentation from policy level discussions that include decision points and time tables and file those notes in the appropriate location (WebEOC or EOC Activation folder G Drive). Sensitive information regarding decisions may be kept in the EOC Director's personal files.
- Obtain a signed copy of the proclamation or any Executive Orders before they are sent to the Council and file in either WebEOC or EOC Activation folder on G Drive.
- Copies and distributes key documents to appropriate locations or positions in a timely manner.
- Ensures that Situation Reports and Snap Shot Reports are filed in final event folders.
- Copy and distribute Consolidated Action Plans (CAPS) to the EOC Director, JIC Supervisor, All Section Chiefs and other select EOC positions as determined by the incident or Planning Section Chief.
- Ensure that documents are posted on assigned clipboards which are located at the west entrance of the EOC are up to date. Current clipboards are identified as:
 - Washington State EOC News Releases
 - King County News Releases
 - State Proclamation
 - Seattle Proclamation
 - Seattle Situation Reports
 - DOC/Department Situation Reports
 - King County Situation Reports
 - Consolidated Action Plan (CAP)
 - There are other clipboards not pre-identified for posting materials

- Place copies of materials needed by ESF or Department Reps as they begin their shift on the table inside the EOC west entry door.

START UP DUTIES

- Check in upon arrival at EOC.
- Put on the vest that identifies your function.
- Receive a briefing from the Planning Section Chief.
- Log onto WebEOC as **“Planning Section.”**
- Establish appropriate files on EOC Share Drive.
- Ensure that an event has been established and named in WebEOC.
- Review position responsibilities.
- Review the need for additional staff for the Documentation Unit and activate as needed:
 - Make required personnel assignments as staff arrives at the EOC.
 - Provide arriving personnel with a briefing of duties and responsibilities.
 - Assign work locations and preliminary work tasks to arriving personnel.
 - Determine financial and administrative support needs. Report this information to the Planning Section Chief.
 - Determine the 24-hour staffing/future requirements for the Documentation Unit.
- Identify initial documentation that should be saved in files.
- Establish a paper filing system for those documents that need to be saved in that manner (see City of Seattle Records Retention guidelines).
- Identify information that should be placed on clipboards or at the front entry for EOC Responders.

OPERATIONAL DUTIES

- **Key role is managing documentation.** This involves the collection, securing, copying, and distribution of documentation about the incident within the EOC. The Documentation Unit:
 - Maintains electronic and paper filing systems for the event.
 - Copies and distributes paper copies of key documents to select personnel and locations (clipboards and tables) within the EOC.
- Coordinate with appropriate EOC staff to ensure that key decision points or issues are documented in WebEOC or key documents are filed electronically in the EOC Share Drive.
- Supervise the operational elements of the Documentation Unit and ensure that key roles are assigned at all times.
- Provide recommendations to the Planning Section Chief
- List key issues currently facing your Section, anticipated personnel needs, and action items to be accomplished within the next operational period.
- Provide support to other EOC Sections in regards to filing documents and providing copies.
- Brief Planning Chief on major problem areas that now need or will require solutions.
- Attend Section meetings and briefings.
- Monitor assigned staff for signs of excessive stress or fatigue. Ensure that they are taking breaks, eating properly and getting adequate rest.

DEACTIVATION DUTIES

- Provide the Planning Section Chief with recommendations regarding timing and sequence of demobilizing the Documentation Unit. Ensure that all Unit staff are offered the opportunity to attend a debriefing.
- Advise the Planning Section Chief of any open actions or unmet needs.
- Ensure that all documents related to the event are filed appropriately and turned over to the Planning Section Chief.
- 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.
 - Document major response challenges encountered and operational lessons learned.
 - Prepare written recommendations for the Section Chief containing suggested improvements in response plans, EOC procedures, response coordination or other potential response enhancements.
- Determine what follow-up to your assignment might be required before you leave.
- Leave forwarding phone number where you can be reached.
- Ensure that work areas are cleaned and all equipment and supplies are checked in and properly stored. Locate the check-in sheet with your arrival time and record the time you are leaving.



EOC Naming Conventions

The Seattle Emergency Operations Center (EOC) uses the same general file configurations for all events and incidents. A separate drive (G) and file folder (EOC Activation) is active and accessible to those working in the EOC at all times. When the EOC is activated, the Planning Section is tasked with establishing file and document names for event records.

The **Documentation Unit** is responsible for establishing incident files using the following naming conventions.

WebEOC

- Log in to WebEOC. The default under “**Incident**” takes you to an event that should read **Incident 2015-xx-xx New – Placeholder**.
- Change the ‘xx-xx’ to today’s month and day. Change the ‘New – Placeholder’ to the name of the event as determined by the EOC Director or EOC Leadership Team. This name should clearly describe the event such as ‘Snowstorm’, Oil Spill’, Earthquake, and will be used throughout the event. If a State Mission Number has been assigned include it at the end of the title.
- The new Incident should read: **Incident 2015-04-06 Earthquake #15-1234**.

Computer Drives and Folders

All staff working on Seattle EOC desktop computers should log on as ‘eoc-user’. All documentation for EOC activations is maintained on a designated drive that is available to all staff using the ‘eoc-user’ account. It is also available to OEM staff logged in as themselves.

EOC ([\\oemfs1\Data](#)) (G) Drive

Rename the folder titled ‘EOC Activation Folder’ using a similar convention as WebEOC. Start with the date of the start of the incident (yyyy-mm-dd) followed by a brief description, followed by the state mission number. An example would be **2015-04-06 Earthquake #15-1234**.

File folders stored within this folder are set up by EOC Section and Branch and should retain their naming convention.

Document Names

Consistent naming conventions of documents help those trying to find specific information and guidelines have been established. For multi-day activations, the date in the naming convention for all documents reflects the initial date on the Incident Name. There is no need to include a mission number in the naming convention for individual documents.

Informational PowerPoint Displays – ## (place in the series 1, 2, 3), short subject name, date yyyy-mm-dd, event name. An example of information displayed on the projection system of a second Power Point message might be: ‘**02 InfoPPT 2015-04-06 Earthquake**’.

Essential Elements of Information (EEI) Strategy - ## (place in the series 1, 2, 3), short subject name, date yyyy-mm-dd, event name. An example of the second EEI of the event: '02 EEI 2015-04-06 Earthquake'.

Snap Shot Reports - ## (place in the series 1, 2, 3), short subject name, date yyyy-mm-dd, event name. An example of the second Snap Shot report of the event: '02 Snapshot 2015-04-06 Earthquake'.

Situation Reports - ## (place in the series 1, 2, 3), short subject name, date yyyy-mm-dd, event name. An example of the second Situation report of the event: '02 SitRep 2015-04-06 Earthquake'.

Consolidated Action Plans (CAP) - ## (place in the series 1, 2, 3), short subject name, date yyyy-mm-dd, event name. An example of the second CAP of the event: '02 CAP 2015-04-06 Earthquake'.

Other documents developed during the event including EOC Director Briefings, schedules or notes from policy and planning meetings should follow similar naming conventions.

Essential Elements of Information

In order for the EOC to gain situational awareness, key information is needed. The Essential Elements of Information (EEI) creates the framework for the types of information needed to gain a sense of scope, impacts and severity of an emergency. The EOC Planning Section leads the effort and must rely on information gathered by Department and ESF Representatives in the Operations Section as well as other agencies such as the National Weather Service or the UW Seismology to develop situational awareness.

The Planning Section upon activation will quickly identify the type of information needed and the frequency by which that data will be collected. An example of immediate EEIs that Department and ESF Representatives will be asked to collect are:

1. What is the situation?
2. What are the impacts?
3. What are we doing about it?
4. What are your unmet needs and the urgency of those needs?
5. Are you mobilizing beyond current on-duty personnel? If yes, specify.
6. Are you able to maintain normal service delivery? If not, what has changed?
7. What information needs to be shared with public?

As Department and ESF Representatives provide answers to these basic questions, the Planning Section begins to build the 'big picture' using information from the EEIs as well as information gleaned from other sources including the State EOC, King County EOC, National Weather Service, and other sources.

EEIs are modified generally during each operational period depending on the current situation and needs of responding agencies. They are one of the tools used by the Planning Section in development of the Consolidated Action Plan and may also be useful to the Advanced Planning Unit.

The EEI is a tool to help get department and ESF representatives up and running quickly. It is also key in developing situational awareness not just immediately following an incident but also throughout the incident.

Event specific EEIs are provided as examples and may serve as a starting point for any incident or event.



Essential Elements of Information - Earthquake

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
Situational Status by Departments <ul style="list-style-type: none"> • Incident sites • Who is at Incident • Incident Command / Unified Command – dept/agencies • Area of operations • Contact Info at Incident Sites 	<ol style="list-style-type: none"> 1. Number of fires and location 2. Number and location of hazardous materials incidents 3. Number of structural collapses 4. Areas under evacuation 5. Incident Commands established and location 6. What are your unmet needs and the urgency of those needs? 7. Are you mobilizing beyond current on-duty personnel? If yes, specify. 8. What is the status of employees? 9. Are you able to maintain normal service delivery? If not, what has changed? 	All Departments	
DISPATCH = SPD 911 Center, FAC, Charles St, SCL Control Center, etc	<ol style="list-style-type: none"> 1. Operational status of personnel and facilities 2. Call volume; Nature/trend of calls, types of concerns 3. Status of partner agency dispatch centers in region (if known) 	SPD, SFD, SPU, SCL, SDOT	
DEPARTMENT OPS CENTER = SPOC, NOC, RMC, SDOT Control Center, HMAC	<ol style="list-style-type: none"> 1. Operational status of personnel and facilities 2. Activation status 3. Access to WebEOC\Internet 	SFD, SPD, SCL, SDOT, DoIT, Public Health	
CALL CENTERS = 211, Customer Service Bureau, Neighborhood Service Centers	<ol style="list-style-type: none"> 1. Operational status of personnel and facilities 2. Anticipated hours of operation 3. Call volume; nature/trend of calls; types of concerns 	CSB, DoN	211/Crisis Clinic

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
COMMUNICATION SYSTEMS = Status of Communications and Radio Systems	<ol style="list-style-type: none"> 1. 800 MHz - damage, outages and system overload 2. 450 MHz – outage and system overload 3. Patching or prioritization done or requests received 4. Landline and cell phone system – outage and system overload 5. City telephone system status 6. City network status and connectivity to internet 7. Amateur radio status 	DoIT SDOT DoIT DoIT DoIT DoIT ACS	Qwest, Sprint/Nextel, AT&T
CITY FACILITIES = Initial Status of building	<ol style="list-style-type: none"> 1. Initial assessment of facilities – damaged, habitability, evacuated, 2. Identify significant impacts to operations due to facility damaged 	SPU, SCL, SDOT, Library, Parks, SPD, SFD, Seattle Center, FAS,	
BUILDINGS EVALUATION = Status of Building Evaluations and Tagging Placard and Advisory	<ol style="list-style-type: none"> 1. Number of available teams 2. Estimated time to start building evaluations or 3. Buildings already evaluated - report by tag color 4. Schedule of buildings to be evaluated 	DPD, FAS	
HEALTHCARE SYSTEMS = Hospitals, Disaster Medical Control Center, HMAC, Airlift Northwest, Blood Center, Dialysis Centers, Long Term Care Facilities,	<ol style="list-style-type: none"> 1. Report damage significant enough to impair critical operations 2. Any listed facility under immediate threat of fire or similar hazard 3. Operational status; able to provide all critical services or if not, list what services are limited or not available 4. List facilities evacuated or where evacuation is anticipated 5. Report problems with accessibility 6. Characterize patient call load at emergency rooms 	Public Health / Harborview	Hospitals

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
HUMAN SERVICES = Human Services Impacts	<ul style="list-style-type: none"> • Report damage to food banks and existing shelters • Characterize ability to continue providing scheduled outreach to clients in community. • Seattle Housing Authority facilities damaged, evacuated, or anticipate evacuation • Status of Tier One Shelters • Known or planned shelter activations in region • Status of City Shelter Cache supplies and accessibility to those Caches • Status of existing Warming Shelters (if applicable) 	HSD, Seattle Housing Authority, Public Health, FAS	Non-profit agencies
INJURIES & FATALITIES	<ol style="list-style-type: none"> 1. Estimated injured 2. Estimated fatalities 3. Estimated number trapped in collapsed structures 	SFD, SPD, Public Health	
LANDSLIDES = Status of Landslide	Location, size, impact, etc.	SPU, SDOT, DPD, PARKS	
PUBLIC TRANSPORTATION = Bus, Passenger Rail, Ferries, Airports	Status of Mass Transit Services Impacts to Services and Facilities - Metro Buses, Greyhound, Metro Access, Taxis, Light Rail, Sound Transit, Amtrak, Ferry System, SeaTac, Boeing Field	EOC Planning Section	KC Metro, State EOC, Port of Seattle, KCECC, Amtrak
ROADS AND BRIDGES	<ul style="list-style-type: none"> • List requests for life safety support from other departments and status of those requests • Number and status of bridge inspection teams • List of bridges inspected and status • Characterize impacts to arterial roadways • Characterize impacts to freeway, viaduct and floating bridges • Describe <u>initial</u> priorities for repair\restoration\detours plan 	SDOT	WSDOT, King County Roads

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
<p>PLANNED EVENTS = Identify any city public or private events occurring</p>	<p>Location, # of people involved, contacts, etc.</p>	<p>SPD</p>	<p>Parks, Seattle Center</p>
<p>POWER/ENERGY = Power outages and locations; electricity, gas, dams, etc.)</p>	<ol style="list-style-type: none"> 1. List requests for life safety support from other departments and status of those requests 2. Status of infrastructure damage and capability assessment 3. Describe known power and gas outages, reason for outage and number of customers impacted 4. List location and describe severity of pipeline fires (natural gas or other fuel) 5. Impacts to fuel pipelines 6. Estimate when and where power or gas service will be restored 7. Mutual Aid requested 	<p>SCL</p>	<p>PSE, KCECC, State EOC</p>
<p>PUBLIC INFO = How Public is Being Informed & When?</p>	<ul style="list-style-type: none"> • Status of immediate earthquake message to public – has message been broadcasted or not • Schedule and location of known news conferences • List of blogs, crisis maps and other social media being monitored • Status of regional Joint Information System • 	<p>Seattle EOC JIC</p>	<p>KCECC JIC</p>

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
<p>RESOURCES = Status of additional resource requests/demands -</p>	<ul style="list-style-type: none"> • List resources Logistics Section is responsible for obtaining and/or pending requests from departments to have Logistics take lead on • Known critical resource requests pending • Status of King County and State Logistics Sections – Operational or not • Status of City Fueling Stations • List of known resources reported to be responding to Seattle • Location of, or areas planned for, Staging Areas • Summarize current County and State plans to bring resources into region\Seattle • List of buildings, public or private, that responders have utilized for response operations 	<p>EOC Logistics Section</p>	
<p>SHIPPING/FREIGHT = Impacts to railways, port, airport</p>	<p>Impacts to movement of goods and services</p>	<p>EOC Planning Section</p>	<p>Port of Seattle EOC, BNSF, US Coast Guard</p>
<p>SOLID WASTE = Garbage removal impacts</p>	<p>Impacts to waste management, providers and transfer stations</p>	<p>SPU</p>	<p>Waste Management</p>

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
<p>WATER/WASTE WATER = Impacts to city drainage/waste water and water systems</p>	<ol style="list-style-type: none"> 1. List requests for life safety support from other departments and status of those requests with emphasis on impacts to firefighting 2. Status water and waste water infrastructure damage\service impacts 3. List known or potential significant hazards from water requiring immediate attention such as dam failure, reservoir or storage tank failure or significant water main rupture 4. Describe Area without water or waste water service and number of customers impacted 5. Estimate when and where water and waste water service will be restored 6. Location of flooding caused by broken water mains causing significant impacts 7. Anticipated flood risk\impacts due to predicted weather and damage to storm water system 8. Status of water blivets readiness for deployment 9. Any boil water notices or others 	<p>SPU</p>	<p>KC Waste Water</p>
<p>CONTINUITY OF GOVERNMENT</p>	<ul style="list-style-type: none"> • Location and status of Mayor • Location and status of Council President • Location and status of City Attorney • Status of Councilmembers and City Hall Facility 	<p>SPD SPD SPD SPD</p>	
<p>WEATHER = Current and forecast weather conditions (12 – 24 hrs) -</p>	<p>Temperature, wind, rain, Immediate Forecast, Long Term Forecast</p>	<p>EOC Planning Section</p>	<p>NWS</p>

Essential Elements of Information - Influenza Pandemic

Essential Element	Specific Information Details (report using WebEOC unless otherwise directed)	Lead ESF/Agency	Schedule
Situational Status by Departments	<ol style="list-style-type: none"> 1. Summary of major incidents that have occurred and location 2. What are your unmet needs and the urgency of those needs? 3. Are you mobilizing beyond current on-duty personnel? If yes, specify. 4. Are you able to maintain normal service delivery? If not, what has changed? 	All Departments	Report by 0700 hours daily
DISPATCH = SPD 911 Center, FAC, Charles St, SCL Control Center, etc	Describe operational status of dispatch center.	Departments that operate dispatch centers	Report immediately when problem occurs and provide frequent updates.
DEPARTMENT OPS CENTER = SPOC, NOC, RMC, SDOT Control Center, HMAc	Department Operations Center activated? <ul style="list-style-type: none"> • Hours of operation If not activated, is the Department Operations Center scheduled to be activated in the future, and if so, when?	Departments that have operations centers	Report by 0700 hours daily or immediately if urgent
CALL CENTERS = 211, Customer Service Bureau, Neighborhood Service Centers	Call Center activated? <ul style="list-style-type: none"> • Hours of operation Report trends in calls for information or service relevant to the response.	Departments that operate Call Centers	Report by 0700 hours daily or immediately if urgent
COMMUNICATION SYSTEMS = Status of Telephone and Radio Systems	List communication systems which are either inoperable or operating at a degraded level or is there a risk of one or more systems failing? List the systems involved and describe the problem.	All Departments	Report immediately when problem occurs and provide frequent updates.

Essential Element	Specific Information Details (report using WebEOC unless otherwise directed)	Lead ESF/Agency	Schedule
CITY FACILITIES = Initial Status of building	Is any City facility closed or operating under reduced hours? If so, explain why and list what specific services impacted.	All Departments	Report when problem occurs & provide frequent updates
HEALTHCARE SYSTEMS = Hospitals, Disaster Medical Control Center, HMAC, Airlift Northwest, Blood Center, Dialysis Centers, Long Term Care Facilities,	<p>Summary of hospital status.</p> <p>Summary of the status of dialysis and other specialized healthcare services.</p> <p>Characterize the extent of infection in the community.</p> <p>Report shortages of key medical resources and supplies.</p> <p>Status of SNS resources.</p> <p>Summarize medication dispensing activities.</p> <p>Summarize isolation and quarantine measures taken.</p> <p>Has an Alternate Care Facility or Mass Facility plan been activated?</p> <p>Have altered standards of care been authorized?</p>	PHSKC	Report by 0700 hours daily or immediately if urgent
FATALITIES	<p>Number of confirmed local fatalities, of all types, since start of emergency.</p> <p>Number of confirmed local fatalities caused by the influenza since last report.</p> <p>Number of confirmed fatalities caused by the influenza since start of emergency –local, regional and national.</p>	PHSKC	Report by 0700 hours daily or immediately if urgent

Essential Element	Specific Information Details (report using WebEOC unless otherwise directed)	Lead ESF/Agency	Schedule
ILLNESS and ABSENCE	Report number of employees absent: <ul style="list-style-type: none"> • The number of staff who were scheduled to work. • The number of staff who were absent due to personal illness. • The number of staff who were absent due to a family member’s illness. • The number of staff who were on a pre-approved vacation, personal leave day, or other paid day off. • The number of staff reported as absent for whom the reason for the absence is unknown. 	All Departments	Report by 0700 hours daily or immediately if urgent
HUMAN SERVICES = Human Services Impacts	Report difficulties encountered in the delivery of critical services.	Human Services Department	Report by 0700 hours daily or immediately if urgent
PUBLIC TRANSPORTATION = Bus, Passenger Rail, Ferries, Airports	Report difficulties encountered in the delivery of transportation services.	Seattle Department of Transportation	Report by 0700 hours daily or immediately if urgent
ROADS AND BRIDGES =	Report damage to, or changes in maintenance and repair schedule, of critical roads and bridges.	Seattle Department of Transportation	Report by 0700 hours daily or immediately if urgent
PLANNED EVENTS = Identify any city public or private events occurring	Report scheduled large planned events, including protests. Report cancellation of large planned events due to influenza.	Seattle Police Department	Report by 0700 hours daily or immediately if urgent

Essential Element	Specific Information Details (report using WebEOC unless otherwise directed)	Lead ESF/Agency	Schedule
POWER/ENERGY = Power outages and locations; electricity, gas, dams, etc.)	Report difficulties encountered in the delivery of electrical power, natural gas services as well as impacts to critical infrastructure. Report widespread power or gas outages	Seattle City Light	Report by 0700 hours daily or immediately if urgent Report widespread power or gas outages immediately
PUBLIC INFO = How Public is Being Informed & When?	Provide copies of draft press release to EOC Director for review. Report scheduled news conferences and interviews	Mayor’s Office (JIC)	As needed
RESOURCES = Status of additional resource requests & demands	Report shortages of critical goods and services such as fuel. Report anticipated or actual shortages of critical City supplies or services	Finance and Administrative Services	Report by 0700 hours daily or immediately if urgent
SHIPPING/FREIGHT = Impacts to railways, port, airport	Report difficulties encountered in the delivery goods within the City, region and nation.	Seattle Department of Transportation	Report by 0700 hours daily or immediately if urgent
SOLID WASTE = Garbage removal impacts	Report difficulties encountered in the delivery of services as well as impacts to critical infrastructure.	Seattle Public Utilities	Report by 0700 hours daily or immediately if urgent
WATER/WASTE WATER = Impacts to city drainage/waste water and water systems	Report difficulties encountered in the delivery of services as well as impacts to critical infrastructure.	Seattle Public Utilities	Report by 0700 hours daily or immediately if urgent
CONTINUITY OF GOVERNMENT	Report activation of line of succession plan <ul style="list-style-type: none"> Identify alternates who have been 	All Departments	Report by 0700 hours daily or immediately if



	activated and provide contact information		urgent
WEATHER	Forecast for Seattle and surrounding region	Seattle Public Utilities	Daily when available.



Essential Elements of Information – Terrorism

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
SECURITY	<ol style="list-style-type: none"> 1. From a national and local perspective (be sure to utilize unique sector sources of information and contacts); suspicious activity, threats or incidents related to the 9/11 event or which have a possible\suspected terrorism nexus 2. Bomb threats or other significant threats citywide with a possible\suspected terrorism nexus 3. Call volume; increased call volume or trends causing concern 4. Planned events; location, # of people involved, contacts, etc 5. Law enforcement emergency mobilization or changes in 911 security plan 6. Protests – location, size, issue involved 7. Alerts\warnings received from other law enforcement agencies 	SPD	FBI, US Coast Guard, Fusion Center, Seattle Center
DEPARTMENT or AGENCY OPS CENTER = SPOC, Fusion Center	<ol style="list-style-type: none"> 1. Operational status of personnel and facilities 2. Activation status 	SPD	Fusion Center
EMERGENCY MEDICAL FIRE RESPONSE	<ol style="list-style-type: none"> 1. Operational status of personnel and facilities 2. Report two alarm or larger fires 3. Mass casualty incidents 	SFD	

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
<p>COMMUNICATION SYSTEMS = Status of Communications and Radio Systems</p>	<ol style="list-style-type: none"> 1. From a national and local perspective (be sure to utilize unique sector sources of information and contacts) , reports of significant cyber attacks capable of impacting critical infrastructure\key resources, City emergency response capability or delivery of critical City services 2. 800 MHz –problems or outage 3. 450 MHz –problems or outage 4. Landline and cell phone system – outage and system overload 5. City telephone system status - problems or outage 6. City network status and connectivity to internet - reported problems or outage 7. Amateur radio status - reported problems or outages 	<p>DoIT</p> <p>DoIT</p> <p>SDOT</p> <p>DoIT</p> <p>DoIT</p> <p>DoIT</p> <p>ACS</p>	<p>Qwest, Sprint/Nextel, AT&T</p>
<p>BUSINESS SECTOR</p>	<ol style="list-style-type: none"> 1. From a national and local perspective (be sure to utilize unique sector sources of information and contacts); report suspicious activity, threats or incidents related to the 9/11 event or which have a possible\suspected terrorism nexus 2. When applicable, provide analysis of impacts to private sector with emphasis on Critical Infrastructure and Key Resources 	<p>Business Representative</p>	
<p>FACILITIES = Status of building</p>	<ul style="list-style-type: none"> • Any facility problem or issue that may impact emergency response capability 	<p>SPU, SCL, SDOT, Library, Parks, SPD, SFD, Public Health, Seattle Center, FAS, Port, Metro\Sound Transit</p>	

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
HEALTHCARE SYSTEMS = Hospitals, Disaster Medical Control Center, HMAC, Airlift Northwest, Blood Center, Dialysis Centers, Long Term Care Facilities,	<ol style="list-style-type: none"> From a national and local perspective (be sure to utilize unique sector sources of information and contacts); report suspicious activity, threats or incidents related to the 9/11 event or which have a possible\suspected terrorism nexus Problems that may impair\delay\interrupt delivery of critical healthcare services 	Public Health	Hospitals
HUMAN SERVICES = Human Services Impacts	<ul style="list-style-type: none"> Problems that may impair\delay\interrupt delivery of critical human services 	HSD, Public Health	Non-profit agencies
PUBLIC TRANSPORTATION = Bus, Passenger Rail, Ferries, Airports	<ul style="list-style-type: none"> From a national and local perspective (be sure to utilize unique sector sources of information and contacts); significant incidents, suspicious activity or threats that may impair\delay\interrupt public transportation services 	SDOT	KCECC, Metro\Sound Transit, Amtrak, Port of Seattle
ROADS AND BRIDGES =	<ul style="list-style-type: none"> Seattle region; significant damage or emergency closure of arterial roads or bridges that could potentially impact emergency response capability 	SDOT	KCECC, Metro\Sound Transit, Amtrak, Port of Seattle
PLANNED EVENTS = Identify any city public or private events occurring	<ul style="list-style-type: none"> Location, # of people involved, contacts, etc. 	SPD	Parks, Seattle Center
POWER/ENERGY = Power outages and locations; electricity, gas, dams, etc.)	<ol style="list-style-type: none"> From a national and local perspective (be sure to utilize unique sector sources of information and contacts); outages, damage, threats, suspicious activity involving power\energy infrastructure (electrical, natural gas, dams, pipelines) where criminal activity is the suspected\possible cause or which could have significant impacts Outages of power and natural gas service, reason for outage and number of customers impacted 	SCL	PSE, KCECC,

Essential Element	Specific Information Details	Lead ESF/Agency	Supporting ESF/Agencies
PUBLIC INFO = How Public is Being Informed & When?	<ul style="list-style-type: none"> From a national and local perspective (be sure to utilize unique sector sources of information and contacts); commercial media and social media reports of suspicious activity, threats or incidents related to the 911 event or which have a possible\suspected terrorism nexus 	Transportation Public Information Officer Assigned	
RESOURCES = Status of additional resource requests/demands -	<ul style="list-style-type: none"> Problems with City resources that may impact emergency response capability such as vehicle fuel shortages, problems with vehicle repair capability etc.. 	EOC Logistics Section	
SHIPPING/FREIGHT = Impacts to railways, port, airport	<ol style="list-style-type: none"> From a national and local perspective (be sure to utilize unique sector sources of information and contacts); report significant interruptions to shipping and freight services Monitor status of Longshoreman labor issue 	Port of Seattle	Amtrak, US Coast Guard
WATER/WASTE WATER = Impacts to city drainage/waste water and water systems	<ol style="list-style-type: none"> From a national and local perspective; (be sure to utilize unique sector sources of information and contacts) outages, damage, threats, suspicious activity involving water\waste water infrastructure where criminal activity is the suspected\possible cause or which could have significant impacts Report outages of water\waste water service, reason for outage and number of customers impacted 	SPU	KCECC
CONTINUITY OF GOVERNMENT	<ul style="list-style-type: none"> Location and status of Mayor 	SPD	
WEATHER = Current and forecast weather conditions (12 – 24 hrs) -	<ul style="list-style-type: none"> Current and forecasted weather 	EOC Planning Section	NWS

Essential Elements of Information (EEI) - Snowstorm

Roadway Snow and Ice Treatment (SDOT)

Anti-icing

- When are anti-icing operations scheduled to commence?
- What roadway structures, street segments, and targeted areas will be covered?
- When are anti-icing operations scheduled to conclude?
- How is the effectiveness of the anti-icing strategy determined?

Overview of driving conditions

- What are the street conditions of designated Service Level 1, 2, and 3 snow routes?
- What is the condition of hill street segments?
- What is the condition of roads not identified as Level I, II, III?

Status of street closures in effect or anticipated

- Are street closures being entered and updated in the SharePoint street closure list?
- What are the critical/major street closures?
- What is the surface condition and status of the Viaduct?
- What is the surface condition and status of the West Seattle Bridge?
- What treatments and/or actions are taking place on these and other elevated roadway structures?

Resource status

- How many plows, sanders, anti-ice vehicles are currently in operation?
- What are the anticipated operational strategies for the upcoming operational period?
- Have contractors been hired to augment SDOT resources?
- Have mutual aid plowing resources been requested?
- Has SDOT received any requests to provide mutual aid plowing?

Transit Bus and Van Service

Operations

- Is Metro\Sound Transit operating their snow plows in Seattle and what areas are being targeted? **(Metro)**
- Is SDOT maintaining routes (as supported in the Plan) as requested by Metro\Sound?(SDOT)
- What “stage” is Metro\Sound Transit operating as identified in their plan? **(Metro)**

Special Standby Requests

- Are there any needs or requests for buses to serve as warming shelters? (Apartment/building fire housing # of people, etc.) **(Metro)**
- Are there any needs or requests for buses to support evacuation operations? **(Metro)**

Emergency Requests for SDOT Assistance (Metro)

- How many and types of requests?
- Maintain list of pending requests and type of need.
- Identify any significant delays in completing these requests.
- Were there any requests turned down because they do not meet the criteria?

ACCESS Vans

- Is ACCESS able to complete all service requests? **(Metro)**
 - For unfulfilled requests, what is the nature of those requests, and is ACCESS continuing to attempt to solve the problem?
 - Are there any unfulfilled requests for life safety services?
- Is ACCESS experiencing a surge in requests for service from new, unregistered customers and how is that surge being handled? **(Metro)**

Light Rail and Commuter Rail (EOC Planning Section, Situation Unit)

- Is the Link Light Rail or Sounder Commuter system experiencing any decrease in service?
- Have any modifications been made in service levels and hours?

Railroads (EOC Planning Section, Situation Unit)

- Are all rail systems working and freight services operational? (i.e., Amtrak, BNSF, etc.)

Intercity Bus Service (EOC Planning Section, Situation Unit)

- Is Greyhound operating at full service? If not, what modifications are occurring?
- Are they dealing with customer care issues and temporary bus housing?
- When will Greyhound return to normal service levels?

Interstates

- What is the roadway status of major State and Federal routes and highways (focus on I-5, I-405, I-90, SR-520 routes surrounding/adjacent to Lake Washington) **(EOC Planning Section, Situation Unit)**
 - Have any restrictions been put in place? (Traction tires, certain hours/avalanche control, etc.)
- Are the Express Lanes operating on schedule and/or any modifications of operation anticipated? **(SDOT)**

County and Neighboring Jurisdictions Roadways (EOC Planning Section, Situation Unit)

- What is the roadway status of key neighboring jurisdictional and county?

School Systems & Transportation

- Has the school system completed student transport? If not, when? **(Seattle Public Schools & Private Schools)**
- Are there any students stranded at bus stops or on bus routes? **(Metro\Seattle Public Schools)**
- Is there a need for sheltering students who are stranded at bus stops or on buses? **(Metro\Seattle Public Schools)**
- Identify any of the stranded students who have special circumstances (such as medication needs or in a wheelchair). **(Metro\Seattle Public Schools)**

Power Outages (SCL)

- Has City Light’s system experienced any power outages?
 - Identify the outage area and how many affected (residential / business).
 - Provide estimated time of restoration and if there are any complications.
- Are any outages affecting critical infrastructure or health care facilities?
 - Has Public Health been notified?

Water, Waste Water and Solid Waste (SPU)

- Has SPU experienced any interruptions to services?
 - Identify the outage area and how many affected (residential / business).
 - Is SPU providing “customer care” to impacted customers?
 - Provide estimated time of restoration and if there are any complications.
- Are any outages affecting critical infrastructure or health care facilities?
 - Has Public Health been notified?
- Number of reports of private water line breaks
- How are garbage collection services impacted and what modifications in service delivery are being made?
- Are there any landslide activities occurring and what are the impacts (city property, private property, utilities, roadways, etc.)?

Shelters (HSD)

- Are “Severe Weather Shelters” in operation?
 - How many individuals are using the shelters?
 - What are the location and hours of operation?
 - Have any modifications been made to locations and hours?
- Are any human services providers experiencing impacts? Is any assistance needed?
- Are any other case management/sheltering concerns occurring and being coordinated? (home fires, ARC responses, etc.)

Weather (EOC Planning Section, Situation Unit)

- What is the current National Weather Service forecast?
- When is the next National Weather Service webinar?
- What is the Weather Net, RainWatch perspective?
- What is SDOT, SPU SCL interpretation of the forecast?
- What are local television news stations forecasting?

Airport Operations (EOC Planning Section, Situation Unit)

- Is Seattle-Tacoma International Airport fully operational?
 - What is the current level of air service operations?
 - What is the anticipated level of service over the next 24 hours?
 - Is the airport sheltering stranded passengers?
 - How many people are “sheltering” at the airport?
 - Are other agencies providing sheltering assistance?
 - Do the airlines have sufficient de-icing supplies to maintain full operations?
 - Are the driving conditions and light rail service levels keeping traffic moving at the airport?
- Is King County International Airport fully operational?

Incident Snapshot Report (ISNAP)

The Incident Snapshot Report (ISNAP) is intended to provide a quick overview of the state of city services and level of damage following a major incident. It is transmitted as soon as possible after a preliminary assessment of the impacts of the disaster. More comprehensive information is transmitted in Situation Reports. This format was initially developed for an eight county region surrounding Puget Sound and is transmitted to the Washington State EOC where it is rolled up onto a WebEOC board providing an easy glance at conditions in multiple counties.

The Planning Section, Situation Unit develops the ISNAP with input from Department and ESF Representatives in the EOC. It is generally completed only once, early in the incident for major or catastrophic events.

The Situation Unit forwards the Seattle ISNAP to King County Emergency Coordination Center (ECC) who submits a consolidated, county-wide ISNAP to the State EOC. This form should be completed and submitted to King County, with a copy to the State EOC, within four hours of activation of the Seattle EOC.

ISNAP reports will be generated when requested:

- by the King County ECC, or
- by the Seattle EOC Director

Upon notification that a report is to be generated:

1. The Planning Section Chief tasks the Situation Unit Leader with collection of information for the ISNAP report.
2. The Situation Unit Leader coordinates with each Operations Section Branch Director to gather information for their respective field (i.e. Infrastructure gathers information on transportation, utilities, electricity, etc.) using the collection form in Appendix B
3. Each Branch Director assigns responsibility for gathering information to appropriate ESF Representatives
4. Within 2 hours of notification, Branch Directors will provide completed form to the EOC Situation Unit. When saving the form, the branch collecting the information should be included in the name of the document (i.e. 2014-05-20_ISNAP_Transportation)
5. The EOC Situation Unit then consolidates the report and completes the official ISNAP. The appropriate form can be found at: *G:\EOC Activation Folder\EOC Planning\00 Sit Unit\ISnap-KCECC.*
6. Within 1 hour of receiving information, the Planning Section's, Situation Unit will provide Planning Section Chief with a final draft ISNAP report.
7. The final draft is then presented to EOC Director and/or Deputy Director for review. Other personnel such as the Operations Section Chief or JIC Supervisor may be asked to review it as needed.

Once reviewed, the Planning Section will finalize report and provide to the King County ECC.



Snap Shot Reports

Snap Shot Reports are short, concise updates issued regularly throughout the operational period. They describe what has changed since the previous report and are generally prepared and distributed every one to two hours. The template provides a model that can be modified to reflect the current event or incident and is formatted to be easily read on all types of personal devices and computers.

Responsibilities:

EOC Planning Section Chief

- Coordinates with the EOC Director and Operations Section Chief to determine the schedule for sending out this report.
- Reviews the template with members of the Situation Unit to determine any modifications to the categories of information to be collected.
- Reviews Snap Shot Report before distribution and ensures that it has been reviewed by the JIC Supervisor and EOC Director.
- Advises the Situation Unit to proceed with sending report to EOC distribution lists.

Situation Unit

- Names the Snap Shot Report following the conventions identified for the event.
- Coordinates with members of the Operations Section to gather needed information for this report.
- Ensures that information is as accurate as possible and is received from the right source (ex: fatalities are confirmed by the Medical Examiner's office).
- Identifies potential sensitive information and confers with the Planning Section Chief as to whether or not it should be included in this report.
- Completes the Snap Shot for the appropriate time frame.
- Sends the draft report to the EOC Planning Section Chief for review and for coordination of review of JIC Supervisor and EOC Director.
- Distributes Snap Shot Report to Seattle-eoc email distribution lists.
- File final version of each Snapshot Report in the appropriate electronic file for the event and enter it in WebEOC.

The ***Email Distribution Lists*** include but are not limited to the following groups:

- OEM_Mayors_ALL_Staff
- OEM_DMC_Admin_Group
- OEM_DMC_Committee_Group
- OEM_DMC_Information_Group
- OEM_Duty_Officer
- OEM_EOC_DeptReps
- OEM_EOC_DeptReps_Admin
- OEM_EOC_Support_Team
- OEM_LOS_Directors_and_alternates_Group
- OEM_LOS_Points_of_contact_Group
- OEM_Mayor_&_Council_Members_Group



- OEM_Mayor's_Emergency_Executive_Board_Assistants_Group
- OEM_Mayor's_Emergency_Executive_Board_Group
- OEM_Mayor's_Senior_Staff_Group
- OEM_Seattle_800_MHz_Radio_Group
- OEM_Staff
- OEM_Strategic_Work_Group_of_DMC
- OEM_Zone5

The Snap Shot Report template is shown on the following page.

****Snap Shot Report Template******City of Seattle Office of Emergency Management
Emergency Operations Center (EOC)**

Incident Date and Name [redacted] (Example: 2010-07-27 Excess Heat #10-1234)

Update Report #: [redacted] (sequential numbering; example #001)

Date: [redacted]

Time: [redacted]

This report is intended to provide updated information in a timely, speedy manner and thus this information is dynamic.

Significant Incidents (include: Location, Incident Cause/Problem, Crews/Staff responding, Actions)

Recovery Actions (include if pertinent: human impacts, infrastructure, public information)

Public Messaging**Current EOC Representatives**

DPD – Planning & Development
DoIT – Information Technology
DoN – Neighborhoods
Finance & Administrative Services
Fire
Human Services Department
Office of Housing
Parks
Personnel
Police
Public Health
SCL – City Light
SDOT – Transportation
Seattle Center
Seattle Libraries
SPU – Public Utilities

(When Saving Report, Naming Convention: #00 (sequential numbering) Snapshot 2010-07-26 Excess Heat)



Situation Reports

Situation Reports are comprehensive reports generally issued every six to twelve hours depending on the scope and dynamics of the incident. These reports provide summaries of the situation and actions taken by the City of Seattle for the operational period specified on the report. This form is intended as a starting point and may be modified either before or during an incident depending on the situation and information needs during the event.

Responsibilities:

EOC Planning Section Chief

- Coordinates with the EOC Director and Operations Section Chief to determine the schedule for sending out this report.
- Reviews the template with members of the Situation Unit to determine any modifications to the categories of information to be collected.
- Reviews Situation Report before distribution and ensures that it has been reviewed by the JIC Supervisor and EOC Director.
- Advises the Situation Unit to proceed with sending report to EOC distribution lists.

Situation Unit

- Names the Situation Report following the conventions identified for the event.
- Coordinates with members of the Operations Section to gather needed information for this report.
- Ensures that information is as accurate as possible and is received from the right source (ex: fatalities are confirmed by the Medical Examiner's office).
- Identifies potential sensitive information and confers with the Planning Section Chief as to whether or not it should be included in this report.
- Completes the Situation Report for the appropriate time frame.
- Sends the draft report to the EOC Planning Section Chief for review and for coordination of review of JIC Supervisor and EOC Director.
- Distributes Situation Report to Seattle-eoc email distribution lists.
- File final version of each Situation Report in the appropriate electronic file for the event and enter it in WebEOC.

The ***Email Distribution Lists*** include but are not limited to the following groups:

- OEM_ Mayors_ALL_Staff
- OEM_DMC_Admin_Group
- OEM_DMC_Committee_Group
- OEM_DMC_Information_Group
- OEM_Duty_Officer
- OEM_EOC_DeptReps
- OEM_EOC_DeptReps_Admin
- OEM_EOC_Support_Team
- OEM_LOS_Directors_and_alternates_Group
- OEM_LOS_Points_of_contact_Group



- OEM_Mayor_&_Council_Members_Group
- OEM_Mayor's_Emergency_Executive_Board_Assistants_Group
- OEM_Mayor's_Emergency_Executive_Board_Group
- OEM_Mayor's_Senior_Staff_Group
- OEM_Seattle_800_MHz_Radio_Group
- OEM_Staff
- OEM_Strategic_Work_Group_of_DMC
- OEM_Zone5

The Situation Report template is shown on the following page.

****Situation Report Template****

City of Seattle Office of Emergency Management Emergency Operations Center (EOC)

Incident Date and Name [REDACTED] (Example: 2010-07-27 Excess Heat #10-1234)

EOC Activation Mode: [REDACTED]

WA EMD Mission #: [REDACTED]

Situation Report #: [REDACTED] (sequential numbering; example #001)

Issued (Date & Time): [REDACTED]

Covers (Timeframe): [REDACTED]

Prepared by (Name & Position): [REDACTED]

Next Report: [REDACTED]

*****NOTE: New Information in BOLD and RED.*****

General Situation and Impacts

[REDACTED]

Operational Status (EOC & Department Operating Centers)

[REDACTED]

Road Closures:

[REDACTED]

Parks Closures

[REDACTED]

Power Outages

[REDACTED]

Human Services

[REDACTED]

Staffing Actions



EOC Objectives

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Notifications (To Officials & Key Partners, i.e., Mayor, Chiefs, Dispatch Centers, KCECC, WA EOC, etc.)



Public Messaging



Major City Actions



Next Operational Period: *Concerns and Actions*



Weather Forecast (<http://www.wrh.noaa.gov/sew/>) (as of  hours)

Tonight: 

Tomorrow: 

Extended: 

About this Report: This is the official Situation Report of the City of Seattle. It is intended for a general audience and contains high-level strategic situational information about unfolding emergencies in the City of Seattle. Use it to find out what is happening and what the City intends to do. You can contact the Seattle EOC at 206-233-5147.

(When Saving Report, Naming Convention: #00 (sequential numbering) Situation Report 2010-07-26 Excess Heat)

EOC Consolidated Action Plan

The Consolidated Action Plan (CAP) is the document that guides the EOC in the course of its operations. Specifically the CAP defines the strategies as well as the objectives and missions that will need to be accomplished to meet that strategy. The EOC Advanced Planning Unit is responsible for capturing and documenting the CAP. However the development of the CAP is very much a collaborative process involving most, if not all, stakeholders in the EOC.

Action planning is a fundamental responsibility of the EOC. This planning process results in the assessment of the situation and the establishment of the EOC objectives and a city-wide response strategy. The CAP formally documents incident goals, operational period objectives, and the response strategy defined by EOC leadership during response planning. It contains general tactics to achieve goals and objectives within the overall strategy, while providing important information on event and response parameters. Equally important, the CAP facilitates dissemination of critical information about the status of response assets themselves. Because incident parameters evolve, action plans must be revised on a regular basis (at least once per operational period) to maintain consistent, up-to-date guidance across the EOC.

The Seattle EOC CAP Template includes the following major categories which may be condensed or expanded depending on the situation. It is approved by the EOC Director and is available on the EOC Shared Drive.

- Mission of the Seattle EOC
- Seattle Strategies
- Seattle Planning Assumptions
- Operational Objectives
- EOC Staffing
- Objective Assignments / EOC Response Actions
- Weather
- Communications
- Attachments

EOC Operational Objectives

EOC operational objectives are established quickly when the EOC is opened. Standing objectives may serve that purpose, particularly for no notice events. For events with notice, a planning team is assembled to develop initial EOC Operational Objectives prior to the opening of the EOC. Standing objectives are:

- Develop and maintain situation awareness.
- Develop and execute a City-wide strategy for response and recovery.
- Coordinate communication between City departments, external agencies and the community.
- Promote unity of effort with City departments and external agencies.
- Address impacts to the community in a comprehensive manner

EOC CAP Process

The Planning P (see diagram) articulates the process for developing a Consolidated Action Plan.

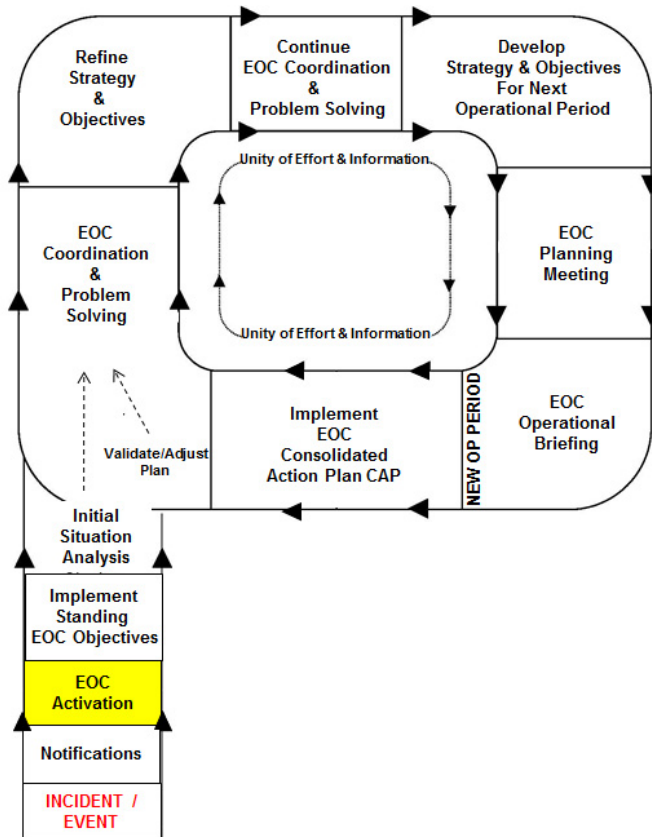
Regardless of the event, one of the first activities that will take place will be to conduct an initial assessment and gather information about the situation. This initial assessment, along with the EOC objectives, is what will drive EOC operations during the initial hours of the activation.

Objectives are set for the next operational period. The Section Chiefs, key ESF leads and the Planning Section collaborate to establish Operational Period Objectives. The objectives are then approved by the EOC Director.

The planning section then coordinates the development of strategies, missions and tasks with ESF leads and EOC department representatives meeting the Strategic Objectives.

The planning meeting reviews, de-conflicts, and finalizes the CAP with key branch, ESF, and department leads as well as the JIC Supervisor.

The CAP is distributed widely among EOC personnel and is shared by ESF and department representatives with their stakeholders.



4.4 EOC Logistics Section

The EOC Logistics Section Chief leads the Logistics Section. The Logistics Section coordinates and manages the procurement, delivery, distribution, tracking, and demobilization of City emergency resources including:

- supplies, equipment, materials and services beyond those managed by City Departments,
- contracted Services,
- transportation services,
- personnel and volunteer resource management.

Managing and coordinating resource support functions are highly situational, dynamic and require the Seattle EOC Logistics section to be agile. While certain aspects and logistical policies may be tailored to the hazard or specific incident, the processes outlined in this annex are designed to work for all hazards.

The Logistics Section coordinates with Department and ESF Representatives in planning for, anticipation and pre-staging of critical services and resources during emergency response operations. Ensuring that resources secured through this section are demobilized when no longer needed is also a responsibility of this Section.

Reports To

EOC Director

Positions Managed by the Logistics Section Chief

- Services Branch
- Support Branch

RESPONSIBILITIES

General

- Ensure that all appropriate Branches within the Logistics Section of the EOC are staffed and activated as needed.
- Ensure that actions taken are documented and that all required records are preserved.
- Report to the EOC Director on all critical activities pertaining to the Logistics Section.
- In coordination with the EOC Director, Operations Section Chief and Planning Section Chief, establish priorities for resource acquisition.
- Work closely with members of the Operations Section to anticipate future resource needs.
- Work with the Operations Section to identify sources and management of anticipated non city-owned resources.
- Coordinate acquisition, management and demobilization of resources with appropriate agencies or vendors that are procured through the Logistics Section.
- Assist departments in the procurement of equipment or supplies when they have exhausted their local and known suppliers.
- Coordinate regional, statewide, or national mutual aid agreements that are not department specific such as WAMAS, EMAC or PNEMA.

- In coordination with the Operations Section and appropriate organizations, ensure that base camps, staging areas, and Community Points of Distribution are established when needed and staffed with trained personnel.
- In coordination with ESF 1, identify and secure methods of transportation and routes for moving resources.
- Establish contact with the King County ECC and determine status of logistical functions at King County ECC, neighboring cities, and Washington State EOC.
- Identify or acquire alternate or supplemental facilities for City Offices that need space from which to conduct mission essential functions.
- Coordinate with the Operations Section in the development and/or execution of mutual aid agreements.
- Track resources acquired by the Logistics Section from procurement through distribution and demobilization.
- With approval of the EOC Director, determine the level of purchasing authority to be delegated to the Logistics Section.
- Document all costs associated with resources acquired by the Logistics Section and report regularly to the EOC Director.
- Bring to the attention of the EOC Director and Operations Section Chief delays in the procurement of resources or significant challenges.
- Regularly evaluate logistics strategies for efficiency and effectiveness and prepare alternative strategies for those functions that are not working well.
- Evaluate Logistics Section staffing regularly for signs of fatigue and stress and identify future staffing needs.
- Establish objectives for the Logistics Section based on the Operational Objectives of the EOC during each operational period.
- Work with the Planning Section on preparation of the Consolidated Action Plan (CAP) and other advanced planning efforts.
- Provide input to Situation and Snap Shot reports as appropriate.
- Ensure that the Donations Management Plan is executed when necessary.
- Participate in the development of the Incident After-Action Report and Corrective Action Plan.
- Adopt a proactive approach. Think ahead and anticipate situations and problems before they occur.

START UP DUTIES

- Check in upon arrival at EOC.
- Put on the vest that identifies the function.
- Report to the EOC Director.
- Log onto WebEOC as ***“Logistics Section Chief.”***
- Set up a work station.
- Review position responsibilities.
- Clarify any issues regarding authority and assignment.
- Meet with the EOC Director to determine the level of purchasing authority that is delegated to the Logistics Section.
- Activate the Service and Support Branches within the Logistics Section as needed and designate leaders for each Branch.

- Instruct Logistics Section personnel to document their activities on appropriate forms in WebEOC; and maintain all required records and information to support the history of the emergency and the After-Action Report.
- Review responsibilities of Units in your section. Develop a plan for carrying out all responsibilities.
- Adopt a proactive approach. Think ahead and anticipate situations and problems before they occur.

OPERATIONAL DUTIES

- Carry out responsibilities of the Logistics Section Units that are not currently staffed.
- Maintain a log of decisions, actions and messages using WebEOC.
- Attend planning meetings as necessary.
- Make a list of key issues facing the Logistics Section. Clearly establish action items to be accomplished with assembled personnel.
- Keep abreast of situations and resources associated with the Logistics Section.
- Ensure that Logistics Section event logs and other required documentation are maintained by the Units.
- Anticipate potential situation changes in regards to staffing needs and prioritization of tasks.
- Maintain current displays associated with the Logistics Section. Make sure the information reports or displays are prepared in clear and understandable language. Pay particular attention to any “routine” or “form” language that may be out of date or irrelevant.
- Ensure that emergency procurement processes are followed and documented.
- Ensure that support systems are in place for ordered resources such as equipment operators, housing if needed and safety equipment appropriate to the conditions.
- Ensure that transportation methods and routes are identified to move ordered resources.
- Ensure that all requests for facilities include required services such as IT support, janitorial, and utilities.
- Ensure that all resources ordered by the Logistics Unit are tracked and accounted for, as well as resources ordered through mutual aid. Provide situation and resources information to the Planning Section as the situation requires.
- Conduct periodic briefings for the Logistics Section. Ensure that all Units within the Logistics Section are aware of priorities. Determine if there are unmet needs or problems.
- Ensure internal coordination occurs among Units and with appropriate EOC Sections.
- Brief EOC Director, Planning Section Chief and Operations Section Chief on major problem areas that need immediate attention or will require less time sensitive solutions, possibly at the policy level.
- Share status information with other Sections as appropriate.
- Brief relief staff upon shift change.

DEACTIVATION DUTIES

- Authorize the deactivation of the organization elements of the Logistics Section when no longer required. Develop and implement a demobilization plan.
- Ensure that any unresolved issues are handled or assigned to the appropriate EOC unit or City department.
- Ensure that all required forms, event logs or reports are completed.



- Ensure that all documentation is saved to the proper file folders and WebEOC. Hard copies of documents that are not electronic or that have original signatures go to the Planning Section Documentation Unit.
- Be prepared to provide input to the After-Action Report.
- Determine the need to restock equipment/supplies for your position before you leave.
- Provide a contact number as to where you can be reached before leaving the EOC.
- Sign out of Web EOC and on the EOC Sign In Sheet.

Support Branch Director

The Support Branch Director of the EOC Logistics Section oversees the coordination of requests that support the Operations Section. This position is responsible for several functions including procurement of supplies and equipment, facilities, and transportation and distribution of resources.

Reports To

EOC Logistics Section Chief

Positions managed by the Support Branch Director (if needed)

- Supplies and Equipment Unit
- Facilities Support Unit
- Transport Support Unit
- Personnel Support Unit
- Communications Support Unit
- Distribution Support Unit

General

- Ensure that appropriate Units within the Support Branch are staffed and activated as needed.
- Ensure all actions taken are documented and that all required records are preserved.
- Report to the EOC Logistics Section Chief on all critical activities pertaining to the Support Branch.
- Participate with Planning Section personnel as needed for development of CAPs.
- Coordinate and track resource requests of services, equipment and supplies procured through vendors.
- Coordinate the use of City facilities to support response and recovery operations.
- Coordinate acquisition of additional space or temporary buildings to support response and recovery operations.
- Ensures responding agencies and departments have access to vehicles, fuel, repair services and other support required to respond effectively.
- Assist responding agencies and departments in identifying and acquiring additional personnel or teams to support the response effort.
- Coordinates communications equipment needs with ESF 2 for temporary or alternate facilities to include voice and data support.
- Manage the storage and distribution (warehouse, storage area) of response and recovery resources from receiving and distribution centers through deliver to points of use (CPOD, Shelters).
- Work closely with members of the Operations Section to anticipate future resource needs and management of the resources.
- Track resources acquired by the Logistics Section from procurement through distribution and demobilization.

START UP DUTIES

- Check in upon arrival at EOC.
- Put on the vest that identifies the function.
- Report to the EOC Logistics Section Chief.
- Log onto WebEOC as **“Logistics Section.”**
- Set up a work station.
- Review position responsibilities.
- Clarify any issues regarding authority and assignment.
- Review responsibilities of Units in the Support Branch. Develop a plan for carrying out all responsibilities.
- Meet with the Logistics Section Chief to identify additional staffing needs for the Support Branch and to review incident specific priorities and issues.
- Document all activities on appropriate forms in WebEOC; and maintain all required records and information to support the history of the emergency and the After-Action Report.
- Adopt a proactive approach. Think ahead and anticipate situations and problems before they occur.

OPERATIONAL DUTIES

- Carry out responsibilities of the Support Branch that are not currently staffed.
- Maintain a log of decisions, actions and messages using appropriate forms and/or WebEOC.
- Attend Logistics Section planning meetings as necessary.
- Make a list of key issues facing the Support Branch. Clearly establish action items to be accomplished with assembled personnel.
- Keep abreast of situations and resources associated with the Support Branch.
- Ensure that members of the Support Branch complete event logs and other required documentation.
- Anticipate potential situation changes and adjust accordingly.
- Review resource priorities with the Logistics Section Planning Chief regularly.
- Ensure that procurement processes are followed and documented.
- Ensure that orders for additional resources necessary to meet known or expected demands are coordinated and in-place.
- Ensure that support systems are in place for ordered resources such as equipment operators, housing if needed and safety equipment appropriate to the conditions.
- Ensure that transportation methods and routes are identified to move ordered resources.
- Ensure that all requests for facilities include required services such as IT support, janitorial, and utilities.
- Ensure that all resources ordered by the Logistics Unit are tracked and accounted for, as well as resources ordered through mutual aid.
- Provide situation and resources information to the Planning Section as the situation requires.
- Brief Logistics Section Chief on major problem areas that need or will require solutions, possibly at the policy level.
- Coordinate with other EOC Units, Branches and Sections as appropriate.
- Brief relief staff upon shift change.

DEACTIVATION DUTIES

- Authorize the deactivation of the organization elements of the Logistics Section Support Branch when no longer required. Develop and implement a demobilization plan.
- Ensure that any unresolved issues are handled or assigned to the appropriate EOC unit or City department.
- Ensure that all required forms, event logs or reports are completed.
- Ensure that all documentation is saved to the proper file folders and WebEOC. Hard copies of documents that are not electronic or that have original signatures go to the Planning Section Documentation Unit. Check with the Documentation Unit on any filing questions; electronic or hard copy.
- Be prepared to provide input to the After-Action Report.
- Determine the need to restock equipment/supplies for positions in the Support Branch before you leave.
- Provide a contact number as to where you can be reached before leaving the EOC.
- Sign out of Web EOC and on the EOC Sign In Sheet.



Service Branch Director

The Service Branch Director of the EOC Logistics Section oversees the coordination of requests that require special planning and management. Assignments may vary depending on the incident but generally the Service Branch manages mutual aid agreements, donations management, and support for incoming resources from partner agencies.

Reports To

EOC Logistics Section Chief

Positions managed by the Service Branch Director (if needed)

- Mutual Aid Unit
- Donation Management Unit
- Community Partner Liaison Unit

General

- Ensure that appropriate Units within the Service Branch are staffed and activated as needed.
- Ensure all actions taken are documented and that all required records are preserved.
- Report to the EOC Logistics Section Chief on all critical activities pertaining to the Service Branch.
- Participate with Planning Section personnel as needed for development of CAPs.
- Coordinate any requested Mutual Aid or Interlocal Agreements that are not department specific and being managed by individual departments.
- Work with assisting and receiving agencies to ensure conditions of agreements are clear and understood by all parties.
- Coordinate and share information with King County ECC regarding resource sharing with other jurisdictions.
- Work with identified points of contact regarding WAMAS, EMAC, and PNEMA agreements to mobilize, track, and demobilize resources.
- Work with the Logistics Section Chief and members of the Operations Section to identify donations management needs including monetary donations as well as donated goods.
- Coordinate the identification and procurement of warehouses and distribution centers for donated goods.
- Coordinate support needs for incoming resources such as housing, staging areas, facility or warehouse spaces that could be used as a base of operations. Some incoming resources may need large indoor and outdoor areas for loading and unloading large pallets or parking heavy machinery and large trucks.

START UP DUTIES

- Check in upon arrival at EOC.
- Put on the vest that identifies the function.
- Report to the EOC Logistics Section Chief.
- Log onto WebEOC as ***“Logistics Section.”***

- Set up a work station.
- Review position responsibilities.
- Clarify any issues regarding authority and assignment.
- Review responsibilities of Units in your section. Develop a plan for carrying out all responsibilities.
- Meet with the Logistics Section Chief to identify additional staffing needs for the Support Branch and to review incident specific priorities and issues.
- Document all activities on appropriate forms in WebEOC; and maintain all required records and information to support the history of the emergency and the After-Action Report.
- Adopt a proactive approach. Think ahead and anticipate situations and problems before they occur.

OPERATIONAL DUTIES

- Carry out responsibilities of the Service Branch that are not currently staffed.
- Maintain a log of decisions, actions and messages using appropriate forms and/or WebEOC.
- Attend Logistics Section planning meetings as necessary.
- Make a list of key issues facing the Service Branch. Clearly establish action items to be accomplished with assembled personnel.
- Keep abreast of situations and resources associated with the Service Branch.
- Ensure that members of the Service Branch complete event logs and other required documentation.
- Anticipate potential situation changes and adjust accordingly.
- Review priorities with the Logistics Section Planning Chief regularly.
- Provide status updates with agencies that have provided resource assistance. These may include anticipated demobilization of the resource or additional resource needs.
- Ensure that terms of agreements are established and agreed upon by all parties.
- Ensure that all resources ordered by the Logistics Section are tracked and accounted for, as well as resources ordered through mutual aid.
- Provide situation and resources information to the Planning Section as the situation requires.
- Brief Logistics Section Chief on major problem areas that need immediate attention or will require less time sensitive solutions, possibly at the policy level.
- Coordinate with other EOC Units, Branches and Sections as appropriate.
- Brief relief staff upon shift change.

DEACTIVATION DUTIES

- Authorize the deactivation of the organization elements of the Logistics Section Service Branch when no longer required. Develop and implement a demobilization plan.
- Ensure that any unresolved issues are handled or assigned to the appropriate EOC unit or City department.
- Ensure that all required forms, event logs or reports are completed.
- Ensure that all documentation is saved to the proper file folders and WebEOC. Hard copies of documents that are not electronic or that have original signatures go to the Planning Section Documentation Unit. Check with the Documentation Unit on any filing questions; electronic or hard copy.
- Be prepared to provide input to the After-Action Report.
- Determine the need to restock equipment/supplies for positions in the Service Branch before you leave.



- Provide a contact number as to where you can be reached before leaving the EOC.
- Sign out of Web EOC and on the EOC Sign In Sheet.



Emergency Procurement

When the EOC is activated, the Logistics Section is responsible for acquisition and management of resources that are not being handled by City Departments.

A qualifying emergency is rare. An emergency includes situations that are a threat to public safety, health or welfare, or that requires immediate acquisition or repair to preserve or prevent damage or loss to public property, City operations and business, machinery or equipment. An emergency includes a City disaster declared by the Mayor, or an individual Department may declare a Department emergency according to Department procedures.

Spending levels, contractor and vendor lists, and procedures are updated regularly and are available on the City Purchasing link on the City of Seattle Inweb site. Emergency Purchasing procedures are provided in hard copy along with an example of a vendor list for emergency translation. Below are links to specific links developed by the City Purchasing Unit.

City Purchasing Website

<http://inweb/purchasing/default.htm>

It's An Emergency – Provides an overview and contact points for various contracts and services

<http://inweb/purchasing/ItsAnEmergency.htm>

Goods and Services - one page overview

<http://inweb/purchasing/pdfs/EmergencyPurchases.pdf>

Step by step procedures to begin an emergency procurement for public works projects

<http://inweb/contracting/constructiondocsEmergency.htm>

Food catering services

<http://inweb/purchasing/pdfs/CityofSeattleFoodCaterers.pdf>

Vehicle Rental

<http://inweb/purchasing/pdfs/City4x4InwebPage.pdf>

Hotels

<http://inweb/purchasing/pdfs/LodgingInstructions.pdf>



*Emergency Purchases**

A qualifying emergency is rare. An emergency includes situations that are a threat to public safety, health or welfare, or that requires immediate acquisition or repair to preserve or prevent damage or loss to public property, City operations and business, machinery or equipment. An emergency includes a City disaster declared by the Mayor, or an individual Department may declare a Department emergency according to Department procedures.

Emergency Purchase Procedures

A Department may find an emergency situation which requires immediate acquisition of the goods and services. For emergency purchases, proceed as follows:

1. Determine that an emergency requires immediate acquisition of goods or services. The Department determines what qualifies as an emergency purchase and who is authorized to purchase. Most Departments have internal procedures for an emergency.
2. Determine that items must be purchased immediately to forestall future losses to the City. Emergency purchase authorization is only for items imperative to the immediate response.
3. Use a City Blanket Contract if possible. FEMA usually requires us to conduct a normal bid process, unless it is impossible to do. If time does not allow a bid, the City must at least collect 3 quotes before FEMA will reimburse. FEMA usually also requires a fixed, firm unit price, and does not reimburse hourly rates. However, if competition is not practical and the emergency is imperative, go directly to a Vendor of your choice.
4. Put the orders in writing right away or as soon as possible, and attach the City Terms & Conditions. FEMA will require this to get reimbursement.
5. By State and Federal Law, Prevailing Wage requirements apply during an emergency. Prevailing Wages are usually required for skilled craft or labor jobs.
 - If you use a Blanket Contract, prevailing wage requirements are already done. Proceed to order services.
 - If not, notify the Contractor that Prevailing Wages may apply before the Contractor starts work. When possible, provide the State L&I wage rates and ask the Contractor to file an Intent to Pay before the Contractor starts. If that is not possible, complete those steps as soon as practical.
6. Departments should establish a Project Number to record and account for all invoice payments and costs, although this is a Department decision.
7. Departments can charge to a Blanket, issue a Direct Voucher if less than \$7,000, or use a City Credit Card if appropriate. If the Vendor requires, you can ask City Purchasing for an E-Number to place the order.
8. After the emergency, report purchases above \$10,000, as required by SMC. As soon as practical after the purchase, send a purchase requisition to City Purchasing for purchases of more than \$10,000, providing the following information. City Purchasing will send a confirming Purchase Order to the Vendor.
 - Title or description of the emergency
 - Department Name



- Name of the Authorized Purchaser
- Description of the goods and services purchased
- Cost of the goods or services
- Vendor name
- Copy of the invoice
- Voucher Number if available

**From City Purchasing Website – document dated June 2010*

Resource Request Form via WebEOC

When a need arises to request a resource thru the EOC Logistics Section:

- *Work with your respective field and/or department (DOC) to fulfill resource needs*
- *Department Reps in the EOC should be the primary conduit for resource requests into the EOC Logistics Section*

Log-into WebEOC and the Control Panel will display with the Boards and Menus (*remember to “Sign-in” first before taking any other steps in WebEOC*)

Step #1 – Access Resource Request Form:

- Under “Menus” section of the Control Panel, click on the words “Operations Section” and another sub-menu will open listing – ACS Messages, Incident Updates, Resource Requests, and Tasks
- On the sub-menu, click on the words “Resource Requests” and a “Resource Request List” summary board opens
- In the upper part of the board header, click on the grey “Add” button
- Once you click, a “Resource Request Form” input screen will open and automatically assigns a “Resource Request Tracking Number” (i.e., RR-201133110677) that is displayed at the top in grey

Step #2 – Fill-out Resource Request Form Fields:

- At this input screen, begin filling-out all the appropriate fields of the form
- At the very bottom, ensure that you click the “Save” button
- Once you click “Save,” it takes you back to the overall “Resource Request List” and you now view your request along with others that have been entered
- You can use this view to monitor the status of your resource request

Step #3 – Following the Progress of the Request in Logistics Section:

The EOC Logistics Section will receive your request by actively monitoring the “Resource Request List” board and looking for all new “Initiated” requests and level of “Importance” to begin processing

- Any additional follow-up regarding a request form will be through their respective EOC Logistics Section staff
- Once your request is approved by the EOC Logistics Section Chief/Deputy Chief, the “Initiated” status will change and proceed through the Logistics Section
- Each Logistics Section position will provide routine updates and feedback on the status of your request



Mutual Aid Agreements

When an incident extends beyond the capabilities of local jurisdictions, mutual aid is often used by various disciplines to expand their ability to respond to the incident. In some cases such as law enforcement and fire resources, there are state laws that provide the framework for mutual aid (RCW 43.43.960-975).

Several City Departments participate in a variety of agreements that are used regularly during emergencies as well as during events when the EOC is activated. They include Inter-Local Agreements, Memoranda of Understanding, or Mutual Aid Agreements with one or multiple agencies outside of the City of Seattle. There are also agreements between city departments to provide resources or services that are not normal business practices. City Departments that participate in one or more of these types of agreements that can be used during emergencies include but are not limited to:

- Seattle City Light
- Seattle Public Utilities
- Seattle Department of Transportation
- Finance and Administrative Services
- Human Services Department
- Parks Department

City Departments are expected to exhaust local resources including existing mutual aid agreements before seeking additional resources from King County, Washington State, or federal agencies.

During EOC Activations, the Logistics Section will coordinate additional mutual aid primarily through the following mechanisms.

- Washington State Intrastate Mutual Aid System (WAMAS)
- Emergency Management Assistance Compact (EMAC)
- Pacific Northwest Emergency Management Arrangement (PNEMA)

Washington State Intrastate Mutual Aid System (WAMAS) (RCW 38.56)

The intrastate mutual aid system is established to provide for mutual assistance in an emergency among political subdivisions and federally recognized Indian tribes that choose to participate as member jurisdictions. Participation in this system is voluntary.

WAMAS was first used in 2012 during fires in Kittitas County when individuals from Seattle, Pierce County and Snohomish County helped the Kittitas County staff various functions in their EOC. WAMAS was again used extensively in 2014 during the SR 530 landslide that impacted Snohomish County. Snohomish County received assistance from hundreds of individuals throughout Washington State deployed through WAMAS over a 30 day period.

The Logistics Section will ensure that Inter-local agreements are established between the City of Seattle and jurisdictions that are assisting the City under WAMAS.

Emergency Management Assistance Compact (EMAC) (RCW 38.10.010)

The Emergency Management Assistance Compact (EMAC) was established in 1996 and has been utilized very effectively in numerous disasters, making it the cornerstone in the Nation’s mutual aid system. Since its inception, 50 states, the District of Columbia, Puerto Rico, Guam, and the US Virgin Islands have enacted legislation to become EMAC members.

EMAC offers assistance during governor-declared states of emergency through a responsive, straightforward system that allows states to send personnel, equipment and commodities to help disaster relief efforts in other states. Through EMAC, States can also transfer services, such as shipping newborn blood from a disaster-impacted lab to a lab in another state.

The strength of EMAC and the quality that distinguishes it from other plans and compacts lie in:

- its governance structure;
- its relationship with federal organizations, states, counties, territories, and regions;
- the willingness of states and response and recovery personnel to deploy; and
- the ability to move any resource one state wishes to utilize to assist another state

EMAC establishes a firm legal foundation. Once the conditions for providing assistance to a requesting state have been set, the terms constitute a legally binding contractual agreement that makes affected states responsible for reimbursement. The EMAC legislation solves the problems of liability and responsibilities of cost and allows for credentials, licenses, and certifications to be honored across state lines.

Deploying resources through EMAC leverages federal grant dollars (such as HMGP & EMPG) invested in state and local emergency management resource capabilities. Through EMAC states are able to join forces and help one another when they need it the most.

How EMAC Works

1. Governor of impacted state declares a state of emergency
2. Impacted state assesses resource needs and identifies shortfalls for which assistance will be requested
3. EMAC is activated
4. State of Emergency Management personnel (EMAC A-Teams & Authorized Representatives) help to find resources and determine cost and availability
5. Requesting and Assisting States agree on estimated costs to perform mission
6. The states execute the EMAC form REQ-A
7. Resources are sent to the Requesting State from the Assisting State (i.e. mobilized and deployed)
8. When mission is completed, resources return to home state (i.e. demobilized and redeployed)
9. Deployed personnel provide receipts and records and work with home state to develop and review reimbursement package(s)
10. Reimbursement package sent to Requesting State
11. Requesting State reimburses Assisting State*

**If the Assisting State seeks FEMA reimbursement under a Presidential Major Disaster Declaration, this will not change or alter EMAC reimbursement requirements and procedures*

Resource Deployment

If a jurisdiction owns a resource (equipment or personnel) which could be considered for deployment under the Emergency Management Assistance Compact (EMAC), an Intergovernmental/Interlocal Agreement (IGA) needs to be executed between the Washington Military Department (MIL) and the jurisdiction to establish terms and conditions and eligibility for allowable expenditure reimbursement. The City of Seattle Office of Emergency Management updates the IGA with Washington State annually and encourages City Departments with resources that might be deployed under EMAC to do so also. This agreement is not only for use under EMAC but also serves the same role for PNEMA.

If assistance is requested of Washington State and Seattle has the requested resource available, the IGA will be amended with the deployment specific resources and estimated costs. Once the costs are accepted by the Requesting State and the amendment fully executed, a Mission Order will be issued to the offering jurisdiction and deployment will be authorized.

Pacific Northwest Emergency Management Arrangement (PNEMA) (PL 105-381)

PNEMA is an international agreement specifically developed for the Pacific Northwest between select states in the United States and select provinces of Canada. They include the States of Washington, Idaho and Oregon and the Province of British Columbia and the Yukon Territory.

Local jurisdictions access these mutual aid resources through Washington State Emergency Management Division using the same Intergovernmental Agreement as is used for EMAC. Seattle has not received nor assisted under PNEMA.



EMAC – Seattle Deployment

	Emergency Management Assistance Compact (EMAC) Deployment Process	
	<p>Purpose: EMAC is a nation-wide state-to-state disaster-relief compact that offers assistance during governor-declared states of emergency. The system allows states to send personnel, equipment and commodities to assist disaster relief efforts in other impacted states. State of Washington is a signatory and may coordinate with jurisdictions and disciplines within the state when assistance is needed. This procedure outlines the process for Seattle City Departments capable of assisting others through the EMAC system.</p>	
	Definition:	
	Plan, Law, Policy it supports:	Emergency Management Assistance Compact (EMAC); RCW 38.10.010
	Applies to:	Any City Department, with proper State of Washington EMAC contract, interested in assisting jurisdictions across the United States experiencing a major disaster.
	When it is use:	Whenever there is a EMAC request
	Procedure:	
	<ul style="list-style-type: none"> • PRE-EVENT: In order to be eligible to fill an EMAC request, City Departments must have an Intergovernmental Agreement (IGA) in place with the State of Washington. IGAs address the financial and legal requirements of resource sharing. Seattle Office of Emergency Management coordinates with Departments and Washington State Emergency Management Division (EMD) in creating and maintaining current IGAs. 	
	<ul style="list-style-type: none"> • Following a major disaster where the impacted jurisdiction is in need of assistance and there is a ‘governor-declared’ state of emergency, the impacted state will send their requests into the EMAC system. When resource requests are put into the EMAC system and notification received by State of Washington, Seattle Office of Emergency Management will share said requests with appropriate Departments and OEM will serve as the sole point of contact for the City. Encourage Departments to not contact the State of Washington directly. 	
	<ul style="list-style-type: none"> • Upon receipt of such requests, OEM will forward on the requests out to Departments who have an existing IGA under EMAC and may have the appropriate resource(s) to assist. 	
	<ul style="list-style-type: none"> • When considering the EMAC requests, there are the following factors Departments should keep in mind: <ul style="list-style-type: none"> ○ EMAC is a very dynamic process and requests are shared with states throughout 	

	<p>the nation. Expressing the ability to provide assistance does not mean actual deployment. Negotiations occur between the requesting state and all the various offers provided.</p> <ul style="list-style-type: none"> ○ Personnel interested in deployment need to be reminded that they are responding to a disaster zone. Conditions will be less than optimal, hours will be long and they will likely be working with individuals who have been under a lot of stress. ○ Acceptance of an EMAC offer binds the State in a legal contract, so Departments must be prepared to follow through once an offer has been officially signed.
	<ul style="list-style-type: none"> • Departments will review the various EMAC requests that are sent, via OEM, and to determine if a Department resource (personnel, equipment and/or commodities) is available.
	<ul style="list-style-type: none"> • Departments will obtain permission through their respective chain of command to officially offer the resource under EMAC.
	<ul style="list-style-type: none"> • Departments will designate a Point of Contact, (this person will work directly with OEM to gather the information needed by Washington State for deployment.)
	<ul style="list-style-type: none"> • Departments email the Seattle-Eoc@seattle.gov account to notify OEM that your Department has a resource to offer and begin collecting the associated costs for the personnel and/or equipment. In the meantime, OEM will verify that the request is still unfilled and communicate with the respective Department.
	<ul style="list-style-type: none"> • Departments will then complete the Inter-Governmental Agreement (IGA) budget form and send it, via OEM, to the Washington State EMD.
	<ul style="list-style-type: none"> • Washington State EMD negotiates with the requesting state and completes a contract for the services.
	<ul style="list-style-type: none"> • Washington State will send the EMAC contract to OEM for review with POC and the Department's appointed Law Department advisor. The Department POC ensures that the contract is signed by the Department's authorizing authority. Once signed, the POC sends the contract to OEM.
	<ul style="list-style-type: none"> • OEM sends all final contracts back to the Washington State EMD.
	<ul style="list-style-type: none"> • OEM will work with the Department POC and personnel being deployed to finalize and prep for deployment.



	<ul style="list-style-type: none">• OEM and the Department will maintain communication on the resource’s status during their deployment to the impacted jurisdiction.
	<ul style="list-style-type: none">• OEM will be responsible for tracking all City resources deployed under EMAC, and will keep leadership and the Mayor’s Office apprised of ongoing status.



4.5 EOC Administration Section

The Administration Section Chief leads the Administration Section. The Administration Section is responsible for the security and maintenance of the emergency operations facility, and the care and safety of its tenants. In addition, the personnel assigned to this Section answer incoming Office of Emergency Management phone lines, staff the check-in desk and are in charge of building security.

Reports To

EOC Director

Positions Managed by the Planning Section Chief

- EOC Call Taking
- Check In/Out and Security
- EOC Facility

RESPONSIBILITIES

General

- Ensure that all units within the Administration Section of the EOC are staffed and activated as needed.
- Ensure proper and accurate documentation of all actions is recorded in WebEOC.
- Report to the EOC Director on all critical activities pertaining to the Administration Section.
- Ensure the main Office of Emergency Management (OEM) phone number and the Staff Duty Officer (SDO) phone number are transferred to the appropriate EOC phones through the ACD. Maintain adequate staffing for incoming calls.
- Ensure incoming calls made to the OEM office and SDO phone numbers are answered promptly.
- Complete an EOC staff directory if needed (WebEOC sign in may adequately cover this function).
- Ensure that all workers and visitors to the EOC sign in and are directed to the appropriate Section Chief.
- Ensure that the building remains a comfortable environment with needed supplies and operational equipment.
- Identify food and beverage providers and arrange meals as directed by the EOC Director
- Ensure that meal set-up and take down occurs and that proper food handling and hygiene precautions are taken.
- Restock office supplies or get office supplies necessary for the activation.
- Track all costs of purchases initiated by this section including food and drinks, office supplies, hotel rooms, or other purchases.
- Provide staff to serve as messengers as needed.
- Provide staff to perform as note takers for Section meetings or the Emergency Executive Board.

START UP DUTIES

- Check in upon arrival at EOC.
- Put on the vest that identifies the function.
- Report to the EOC Director.
- Set up the check-in/out area in the building lobby.
- Assign staff to screen people arriving at the front door including asking for agency identification for unknown EOC participants.
- Transfer OEM Office and SDO phones into the EOC through the ACD.
- Log onto WebEOC as **“Administration Section Chief.”**
- Set up a work station.
- Review position responsibilities.
- Clarify any issues regarding authority and assignment.
- Determine staffing needs of the Section to ensure that all functions are performed. Assign leads as necessary.
- Instruct Administration Section personnel to document incident issues using WebEOC Incident updates and maintain all required records and information to support the history of the emergency and the After-Action Report.
- Ensure all costs incurred by this section are documented and receipts are saved.
- Review responsibilities of your section. Develop plan for carrying out all responsibilities.
- Adopt a proactive approach. Think ahead and anticipate situations and problems before they occur.

OPERATIONAL DUTIES

- Ensure the security of the facility by checking identification of those arriving to fill EOC positions if unknown to personnel staffing the check in point.
- Ensure all responders sign in and out when they are entering and leaving the EOC.
- Assess staffing levels on phone lines to make sure coverage is adequate for the activation level.
- Ensure that call takers log all significant calls into WebEOC and bring them to your attention. The Administration Section Chief should in turn bring them to the attention of the EOC Director, other Section Chiefs and appropriate personnel.
- Provide enough staff to cover ‘breaks’ for call takers.
- Anticipate potential situation changes in all Section planning.
- Maintain constant dialogue with the JIC Supervisor, Planning Section Chief, Operations Section Chief, Logistics Section Chief and EOC Director on anticipated facility or office supply needs.
- Plan ahead for meals. Identify vendors and delivery options as well as payment method. Consider special dietary needs of those working.
- Plan ahead for facility needs such as vacuuming, garbage dumping, and stocking of toiletries.
- Check out of the EOC when you leave the premises and at the conclusion of your shift.
- Monitor assigned staff for signs of excessive stress or fatigue. Ensure that they are taking breaks, eating properly and getting adequate rest.
- Brief relief staff upon shift change.

DEACTIVATION DUTIES

- Authorize the deactivation of the organization elements of the Administration Section when no longer required.



- Ensure that any unresolved issues are handled or assigned to the appropriate EOC unit or City department.
- Cancel any additional services requested such as facility maintenance or catering services projected for after the EOC closes.
- Ensure that all required forms, event logs or reports are completed and forward them to the Documentation Unit.
- If the EOC is closing, transfer phones back to their original phone lines. (Directions are located at the SDO work area in the OEM office space.)
- Be prepared to provide input and to the After-Action Report.
- Determine the need to restock equipment/supplies for the EOC before you leave.
- Provide a contact number as to where you can be reached before leaving the EOC.



EOC Call Taking

The EOC Call Taking Unit is generally staffed by two or more people and is tasked with answering incoming telephone calls to the Office of Emergency Management general phone number and to the Staff Duty Officer telephone. The EOC has an automatic call distribution system and several phones may be designated as call taker positions. There are four phones located on east wall and Planning Table as well as several phones in the west side Breakout Room #320. Any one or combination of these phones can be set up on the ACD.

Key role is answering incoming calls. This involves answering the incoming line and transferring it to the appropriate position in the EOC. Calls to this line may be from other agencies, the public or internal city departments. As EOC Responders designate their work station and inform their stakeholders of their EOC phone number, calls to individuals or EOC functions generally go directly to their desk. Call takers may take messages for certain functions or may be able to answer the caller's question. Any significant information provided by any source should be accurately recorded in WebEOC and brought to the attention of the EOC Administration Section Chief.

Reports To:

Administration Section Chief

RESPONSIBILITIES

General

- Maintain proper and accurate documentation of all actions in WebEOC.
- Transfer the main Office of Emergency Management (OEM) phone number and the Staff Duty Officer (SDO) phone to appropriate EOC phones and provide adequate staffing for incoming calls.
- Answer phone calls made to the OEM office and SDO phone numbers using the salutation identified by the Administration Section Chief. If one is not stated simply answer "Seattle Emergency Operations Center, how may I help you".
- Transfer calls to the appropriate EOC member or position.
- If that position is not staffed or the phone is busy, take a handwritten message and deliver it to the person or ask for direction from the Administration Section Chief or any EOC Management position if the position is not staffed.
- Report to the EOC Administration Section Chief any information received of a significant nature, both emergency and non-emergency. If the Administration Section Chief is not available, advise the Operations Section Chief.
- Complete an EOC staff directory if needed (WebEOC sign in may adequately cover this function).
- Make sure that incoming lines are always staffed. Ask another person to relieve you if you must take a break or step away.
- If requested to take notes for the Emergency Executive Board or other Section planning meeting, be sure there is coverage for the telephone before you leave or notify your Section Chief.

START UP DUTIES

- Check in upon arrival at EOC.
- Report to the Administration Section Chief.
- Transfer OEM Office telephone number and SDO line into the EOC. (Directions are kept next to the SDO work station in the OEM Office area.)
- Log onto WebEOC as **“Administration Section.”**
- Set up a work station.
- Review position responsibilities.
- Clarify any issues regarding authority and assignment.
- Log into the telephone and begin taking calls.
- Develop an EOC Staff Directory between calls if needed or directed to do so by the Section Chief.
- Document phone calls on appropriate WebEOC boards.

OPERATIONAL DUTIES

- Be aware of staffing levels on phone lines to make sure coverage is adequate for the activation level and advise the Administration Section Chief if you think staffing needs to be increased or decreased.
- Log all significant calls into WebEOC and bring them to the attention of the Administration Section Chief or to the EOC Director or Operations Section Chief if the Administration Section Chief is not available.
- Enter all messages into the Administration Section of WebEOC, Call Message Center. Complete the form and enter the message. To print a hard copy of the message, click on the message after you’ve submitted it and then right click on the form and choose the appropriate printer. Then take the message to the appropriate person in the EOC or the Administration Section Chief if you’re not sure what to do with it.
- Anticipate potential situation changes including future needs of breaks or end of shift.
- Regularly review Consolidated Action Plans (CAPs), Situation Reports, and Snapshot Reports as well as other information regarding the incident logged into WebEOC. This will help you provide answers to regularly asked questions.
- Check out of the EOC when you leave the premises and at the conclusion of your shift.
- Be aware of signs of excessive stress or fatigue. Advise your Section Chief if you need a break, need to leave early for an unexpected reason, or find that you are not suited for dealing with the calls you have received.
- Brief relief staff upon shift change.

DEACTIVATION DUTIES

- If the EOC is closing, transfer phones off the ACD and back to their original phone lines. (Directions are located at the SDO work area in the OEM office space.)
- Ensure that all required forms, event logs or reports are completed and forward them to the Documentation Unit.
- Sign out of WebEOC and sign out of the EOC.
- Be prepared to provide input to the After-Action Report.

Check In and Security

Reports To

EOC Administration Section Chief

RESPONSIBILITIES

General

- Set up and staff an EOC Sign In/Out work area as identified by the Administration Section Chief.
- Staff the front doors, allowing entry to EOC Responders. Note: if visitors indicate they are here for the Fire Alarm Center, use the call box at the front door to verify.
- Meet all workers and visitors to the EOC and ensure that they sign in and are sent to the appropriate Section Chief.
- Request and check agency identification of EOC Responders if not personally known or obvious before allowing entry into the EOC Operations areas.
- If there are security concerns, contact the Administration Section Chief.
- If the event involves a terrorist threat or social unrest, trained security or police officers may be assigned to provide security at the EOC. Staff assigned to this position will work closely with the officer.
- Be aware that media, VIPs, high ranking and elected officials may be visiting the EOC.
- Report to the EOC Administration Section Chief all non-routine activities pertaining to this assignment.
- Remind those leaving to find their name and sign out on the Check-In sheet.
- At the end of the activation, remove sign in sheets and give them to the documentation unit for filing.

START UP DUTIES

- Report to the EOC Administration Section Chief.
- Identify Check In area and set up the work station including sign-in sheets, name badges, pens, and directions for those who will work in the EOC. Forms and supplies are located in the roller cabinet directly inside the EOC West doors.
- Sign in.
- Screen people arriving at the front door including asking for agency identification for unknown EOC participants.
- Log onto WebEOC as **“Administration Section.”**
- Review position responsibilities.
- Clarify any issues regarding authority and assignment.
- Document incident issues on the EOC Incident log (in WebEOC); and maintain all required records and information to support the history of the emergency and the After-Action Report.

OPERATIONAL DUTIES

- To maintain accountability, have all those working in the EOC sign in and out.
- Direct EOC Responders to their Section Chief.

- Check in regularly with the Administration Section Chief regarding the situation, expected visitors including VIPs, and any anticipated security concerns.
- Ensure the security of the facility by determining that all those who enter the EOC belong there.
- Members of the public without an appointment are not allowed in the building during times of EOC activation. If they need to talk to someone, have them wait outside and ask the Administration Section Chief to talk to them.
- When visitors arrive that are not EOC Responders but indicate they are supposed to be at the EOC, have them wait in the lobby while you seek out the appropriate contact point for them.
 - Media = JIC Supervisor
 - VIP = EOC Director or JIC Supervisor
 - Elected Officials = EOC Director
 - Others = Administration Section Chief
- Regularly evaluate staffing needs and coordinate with Administration Section Chief.
- Check out of the EOC and WebEOC when you leave the premises and at the conclusion of your shift.
- Brief relief staff upon shift change.

DEACTIVATION DUTIES

- Ensure that all sign-in sheets are completed and forward them to the Documentation Unit.
- If the EOC is closing, return unused items to the Roller Cabinet inside the EOC West door.
- Note supplies that need to be restocked and advise the 'Facility' position or Administration Section Chief.
- Return all security work areas including the check in/out workstation or any other lobby modifications that were made for the activation to 'normal' set up so it is ready for the next event.
- Be prepared to provide input to the After-Action Report.
- Provide a contact number as to where you can be reached before leaving the EOC.

EOC Facility

Reports To

EOC Administration Chief

RESPONSIBILITIES

General

- Maintain proper and accurate documentation of all actions in WebEOC.
- Report to the EOC Director on all critical activities pertaining to the EOC Facility position.
- Ensure that the building remains a comfortable environment with needed supplies and operational equipment.
- Arrange for repair of office equipment such as copiers and printers.
- For extended or large activations, work with Facilities to arrange proper levels of janitorial service.
- Clean the sidewalk in front of the building during snow events and arrange with Facilities to remove snow from the EOC parking lot.
- Regularly evaluate the need for additional EOC supplies and order them.
- Identify food and beverage providers and arrange meals as directed by the EOC Administration Section Chief.
- Track all costs of purchases initiated by this section including food and drinks, office supplies, hotel rooms, or other purchases.

START UP DUTIES

- Check in upon arrival at EOC.
- Report to the EOC Administration Section Chief.
- Log onto WebEOC as **“Administration Section.”**
- Review position responsibilities.
- Clarify any issues regarding authority and assignment.
- Document incident issues on the EOC Incident log (in WebEOC); and maintain all required records and information to support the history of the emergency and the After-Action Report.
- Document all costs incurred by this section and save receipts.
- Assess immediate needs such as office supplies, janitorial services, food or housing needs, and other issues that need immediate action.
- Adopt a proactive approach. Think ahead and anticipate situations and problems before they occur.

OPERATIONAL DUTIES

- Maintain constant dialogue with the JIC Supervisor, Planning Section Chief, Operations Section Chief, Logistics Section Chief and EOC Director on anticipated facility or office supply needs.
- Arrange for service or repair of office equipment in the EOC.
- Ensure that sidewalks and the building entry are accessible.
- If EOC vehicles need to be used during the activation, ensure they are properly equipped (chains, gas).



- Plan ahead for meals, identify vendors and delivery options as well as payment method. Consider special dietary needs of those working.
- Plan ahead for facility needs such as janitorial needs or snow removal.
- Consider the need for reserving blocks of hotel rooms for EOC staff.
- Check out of the EOC when you leave the premises and at the conclusion of your shift.
- Brief relief staff upon shift change.

DEACTIVATION DUTIES

- Cancel any additional services requested that have not been executed such as janitorial or catering services.
- Ensure that all correspondence, contracts, invoices and other documents are completed and forwarded to appropriate OEM Staff and/or the Documentation Unit.
- Be prepared to provide input to the After-Action Report.
- Initiate the process to restock equipment/supplies for the EOC before you leave.
- Sign out of WebEOC and the Sign In sheet before leaving the building.
- Provide a contact number as to where you can be reached before leaving the EOC.

Telephones, Automatic Call Distribution (ACD)

Automatic Call Distribution (ACD) is a telephone system feature, used commonly in call centers (including 9-1-1), to evenly distribute large numbers of incoming calls between call takers, also known as ‘agents’. For the EOC, an ACD Queue was established for use during activations. This way, there is adequate coverage for the main number, and other key numbers which stand to receive a significant surge in incoming calls.

You will receive calls on an ACD system if you are assigned as a “Call Taker” to take calls coming into the Staff Duty Officer telephone # 206-233-5147 and/or the main OEM telephone # 206-233-5076. An ACD means that multiple staff members can answer calls made to the same phone number. The number of call takers can be expanded or contracted depending on the size of the event. An ACD will send the next call to the first available call taker if all are on the phone, or to the call taker that has been idle the longest.

The two telephone numbers intended to be put into the ACD for activations include:

- **206-233-5147** - the primary operational contact telephone number and Staff Duty Officer number shared with departments and external operational agencies, organizations and partners.
- **206-233-5076** - the main Office of Emergency Management incoming line.

ACD enabled telephones are available in two different locations – Room 320 Call Center and Room 336 Planning Section on the Ops Floor. Because both of these telephone numbers serve dual purpose as our SDO number and OEM’s main office number, it must first be forwarded to an ACD pilot number of 8-2900. To activate the ACD feature, you need to forward the phone which has the number for which you wish to activate ACD and press the forward.

Planning Section/Ops Floor – Room 336			Call Center – Room 320		
206-233-5147 & 206-233-5076			206-233-5147 & 206-233-5076		
SDO & Main OEM Phone Number			SDO & Main OEM Phone Number		
(ACD # 8-2900)			(ACD # 8-2900)		
Position #	ACD Phone #	Pin	Position #	ACD Phone #	Pin
336.42	1-3607	3607	320.01	1-3901	3901
336.43	1-3900	3900	320.02	1-3902	3902
336.44	1-3909	3909	320.03	1-3903	3903
336.45	1-3908	3908	320.04	1-3905	3905
			320.05	1-3904	3904
			320.06	1-3906	3906

Forwarding SDO & Main OEM #s to ACD

SDO Workstation – 206-233-5147

To forward the main OEM office telephone into the ACD system (Room 320 and/or 336):

- Go to the telephone at the SDO Workstation outside of Laurel’s cubicle.
- Keep the handset in the phone cradle.
- Press the FORWARD button.
- Enter the ACD number 8-2900 when the display prompts you to “Enter forward number XXXXX”.
- Press the FORWARD button a second time..
- Once completed, the display will read “Calls Forwarded”.

Denise’s Workstation – 206-233-5147

To forward the main OEM office telephone into the ACD system (Room 320 and/or 336):

- Go to the telephone at Denise’s Workstation.
- Keep the handset in the phone cradle.
- Press the FORWARD button.
- Enter the ACD number 8-2900.
- Press the FORWARD button a second time.
- Once completed, the display by the FORWARD button will display an arrow

To Activate an ACD Enabled Telephone

At the ACD enabled telephone, if the phone display screen says ‘LOGGED OFF’, you must log-in before receiving calls on the ACD. The telephone’s ACD button is the lower right, highlighted button of the telephone. There is no dial tone associated with the ACD button so outgoing calls must be made from your individual line. The telephone’s designed number is on the lower left button of the telephone.

To LOG IN and Accept ACD Calls

- Remove handset
- Push lower right, highlighted button, which is ACD number. The display screen and prompt says ENTER AGENT ID
- Dial the 4 digit PIN # (identified on your telephone under the ACD button) and press the # key twice.
- The display screen says NOT READY and the NOT READY button will activate.
- Replace the handset and push the NOT READY button again to put the telephone in the mode to receive calls.

Taking a Break/Stepping Away from Telephone - NOT READY

- Affects the ACD status of the telephone you are stationed at.
- Push this button if you do not want to receive an ACD call. This is useful if you are leaving your work station for a few minutes or you need to use the regular telephone function.

To LOG-OUT and Discontinue Accepting ACD Calls - MAKE BUSY

- ❑ Push the MAKE BUSY button once to busy out the phone set. The display screen will say SET BUSY ACTIVATED. This affects all lines.
- ❑ Push it a second time to log-off (sign-out) of the ACD for that individual telephone. Your display screen should read LOGGED OUT.
- ❑ With the set logged off, you will still receive calls on the regular telephone line of that telephone.

To Cancel Call Forward to the ACD**SDO Workstation – 206-233-5147**

To disconnect the SDO telephone line from the ACD system:

- Go to SDO telephone at the SDO Workstation in the front office area.
- Keep the handset in the phone cradle.
- Press the FORWARD button.
- Enter the current SDO Staff member's cellphone #. (Upon the EOC closing, it is imperative that the SDO telephone be properly transferred to the current SDO on rotation to maintain emergency contact services.)
- Once completed, the display by the FORWARD button will display an arrow.

Denise's Workstation – 206-233-5147

To disconnect the Main OEM Office telephone from the ACD system:

- Go to the telephone at Denise's Workstation.
- Keep the handset in the phone cradle.
- Press the FORWARD button.
- Enter 47500 to redirect Denise's phone to go to voice mail.
- Press the FORWARD twice to lock in the 47500 into Denise's telephone FORWARD memory and remove it from FORWARD (thus there should be NO arrow in the display).



EOC Telephone Numbers

Oriented by table sets in EOC starting in upper left corner of table towards projector screens and working down around to other side.

Area Code is (206) for all telephones in EOC. **Yellow highlighted** positions Audio-Visual System enabled positions.

NORTH (Projector Screens)

Infrastructure				Health & Human Services			
Position=336.20 Phone=727-3501		Position=336.29 Phone=727-3605 IC #=56		Position=336.30 Phone=727-3506 Voice Mail Box		Position=336.37 Phone=727-3609	
Position=336.21 Phone=727-3601 IC #=40 800 MHz Radio		Position=336.28 Phone=727-3505 800 MHz Radio		Position=336.31 Phone=727-3606 IC #=57 800 MHz Radio Voice Mail Box		Position=336.36 Phone=727-3509 800 MHz Radio	
Position=336.22 Phone=727-3502 PSE Radio		Position=336.27 Phone=727-3604		Position=336.32 Phone=727-3507		Position=336.35 Phone=727-3608 Voice Mail Box	
Position=336.23 Phone=727-3602 IC #=44 800 MHz Radio Voice Mail Box		Position=336.26 Phone=727-3504 800 MHz Radio		Position=336.33 Phone=727-3607		Branch Director Position=336.34 Phone=727-3508 Voice Mail Box	
Position=336.24 Phone=727-3503 Voice Mail Box		Branch Director Position=336.25 Phone=727-3603					

NORTH (Projector Screens)

Police				Fire			
Branch Director Position=336.53 Phone=727-3616 IC #=47		Deputy Ops Section Chief Position=336.60 Phone=727-3520 IC #=70		Position=336.61 Phone=727-3620		Branch Director Position=336.66 Phone=727-3523 IC #=71	
Position=336.54 Phone=727-3517		Position=336.59 Phone=727-3619		Position=336.62 Phone=727-3521 800 MHz Radio		Position=336.65 Phone=7273622 800 MHz Radio	
Position=336.55 Phone=727-3517 800 MHz Radio		Position=336.58 Phone=727-3519		Position=336.63 Phone=727-3621		Position=336.64 Phone=727-3522	
Position=336.56 Phone=727-3518		Position=336.57 Phone=727-3618					

NORTH (Projector Screens)

Operations Section Chief	EOC Director	Audio-Visual Control
Position=336.50 Phone=727-3600 IC #=59 CNS-DCC	Position=336.51 Phone=727-3500 IC #=24 CNS-DCC	Position=336.52 Phone=727-3516 IC #=69

NORTH (Projector Screens)

Planning Section				Logistics Section			
Position=336.38 Phone=727-3510 IC #=61		Position=336.49 Phone=727-727-3615 IC #=68		Deputy Logistics Section Chief Position=336.67 Phone=727-3623 IC #=72		Logistics Section Chief Position=336.78 Phone=727-3529 IC #=74	
Position=336.39 Phone=727-3610 IC #=37		Position=336.48 Phone=727-3515		Position=336.68 Phone=727-3524		Position=336.77 Phone=727-3628	
Position=336.40 Phone=727-3511		Position=336.47 Phone=727-3614 IC #=58		Position=336.69 Phone=727-3624		Position=336.76 Phone=727-3528	
Position=336.41 Phone=727-3611 IC #=62		Position=336.46 Phone=727-3514		Position=336.70 Phone=727-3525		Position=336.75 Phone=727-3627	
Deputy Planning Section Chief Position=336.42 Phone=727-3512 IC #=65 800 MHz Radio ACD CNS-DCC		Position=336.45 Phone=727-3613 IC #=66 ACD		Position=336.71 Phone=727-3526		Position=336.74 Phone=727-3527 800 MHz Radio	
Planning Sec Chief Position=336.43 Phone=727-3612 IC #=26 ACD CNS-DCC		Position=336.44 Phone=727-3513 IC #=67 ACD		Position=336.72 Phone=727-3526		Position=336.73 Phone=727-3626 IC #=73	

NORTH (Projector Screens)

Joint Information Center – Room 333							
Position = 333.01 Phone=727-3629 ACD		PIO Supervisor Position=333.11 Phone=727-3634 IC#=31 Voice Mail Box		Deputy PIO Sup Position=333.12 Phone=727-3634 IC#=36 Voice Mail Box		Position=333.23 Phone=233-5072 MEDIA LINE ACD	
Position = 333.02 Phone=727-3530 ACD		Position=333.10 Phone=727-3534		Position=333.13 Phone=727-3535		Position=333.22 Phone=233-5072 ACD	
Position = 333.03 Phone=727-3630 ACD		Position=333.09 Phone=727-3633		Position=333.14 Phone=727-3635		Position=333.21 Phone=233-5072 ACD	
Position = 333.04 Phone=727-3531 ACD		Position=333.08 Phone=727-3533		Position=333.15 Phone=727-3536		Position=333.20 Phone=233-5072 ACD	
Position = 333.05 Phone= 727-3631		Position=333.07 Phone=727-3632		Position=333.16 Phone=727-3636		Position=333.19 IC#=89 Phone=727-3538	
		Position=333.06 Phone=727-3532		Position=333.17 Phone=727-3537		Position=333.18 Phone=727-3637 IC#=10	

Planning Conference Room 330 – Audio Conference 206-386-9130	
Position = 333.01 I/C#=55 Phone: 727-3540	

NORTH (Projector Screens)

Logistics Support – Room 329			
Position = 329.08 IC# = 54 Phone 727-3640		Position = 329.07 Phone = 727-3541	
Position = 329.01 IC# = 53 Phone = 727-3641		Position = 329.06 Phone = 727-3542	
Position = 329.02 Phone = 727-3642		Position = 329.05 Phone = 727-3543	
Position = 329.03 Phone = 727-3643		Position = 329.04 Phone = 727-3544	

Mayor's Policy Room – 334 – Audio Conference # 206-386-9107			
Position= Phone=727-3656 IC#=75		Position= Phone=727-3558	
Position=334.02 Phone=727-3557 IC#=76		Position=334.03 Phone=727-3657	

NORTH (Projector Screens)

Law Enforcement Room - 319		Infrastructure Room – 321	
Position = 319.01 Phone = 727-3654		Position = 321.01 Phone = 727-3650	
Position = 319.02 Phone = 727-3655		Position = 321.02 Phone = 727-3550	
Position = 319.03 Phone = 727-3555		Position = 321.03 Phone = 727-3649	
Position = 319.05 Phone = 727-3554		Position = 321.04 IC # 52 Phone = 727-3549	
Position = 319.06 IC # 50 Phone = 727-3556		Position = 321.05 Phone = 727-3551	

Call Center – Room 320					
Position = 320.04 Phone = 727-3553 ACD		Position = 320.03 Phone = 727-3652 ACD		Position = 320.02 Phone = 727-3552 ACD	
Position = 320.01 Phone = 727-3651 ACD		Position = 320.06 Phone = 233-5022 ACD		Position = 320.05 Phone = 727-3653 ACD	

NORTH (Projector Screens)

ACS/Warning Room – Room 327					



Contact Information

Caterers for EOC Activation:

Vendor: Jason Wang
Bakeman's Restaurant & Catering
122 Cherry Street
Seattle, WA 98104
206-622-3375 (business phone)
206-245-4078 (Cell Phone)
206-622-2268 (FAX)

EOC Copy Machines

Ricoh Copier
Service Request: 1-800-567-4807
Models: Aficio MPC5000
OEM Serial # V1394900249, Service ID-L5876
EOC Serial # V1394900250, Service ID-L5863
Supplies: Woodburn Company
Account Name: City of Seattle Police Department, Emergency Management
1-800-886-4402

EOC Entrance Control:

ECI: 206-622-0452 (Card Readers, Security Cameras, Bio-Metric (Hand) Reader)
Parking Lot Gate: Automated Gates: 206-767-9080
FAS: Security

- John Fowler at 206-233-7812
Security Control Office at 206-684-8077
- Card Keys: Richard Freist at 206-684-5354

EOC Janitorial Services

Northwest Center
Contact: Dawna Kraft 206-378-6360, dkraft@nwcenter.org
Custodian: Thomas Nguyen 206-307-4333

Ordering Supplies for EOC:

SPD Quartermaster: 684-5496

Complete Office (number 1 account)

- Account manager: Gigi Parrott
- Complete Office supply list in catalogs in cabinet under printer by reception desk
- Phone: 206-628-0059, www.complete-office.com
- Fax: 206-628-8366

Keeney's (number 2 account)

- Catalog in cabinet under printer at reception desk

- Phone: 425-869-7555, www.keeneys.com
- Fax: 425-556-1742

Snow Removal at EOC

From EOC Parking Lot – 206-684-5496

From Sidewalk in front of EOC

- Tenant is responsible
- Order snow removal kit from FAS 206-684-5496

See full FAS Procedures below regarding Parking Lot and Sidewalk snow removal -

Finance and Administrative Services (FAS) Procedures

PARKING LOTS

Upon determination of the snow and ice conditions, the Seattle Police Department (SPD) and/or the tenants are to follow the following procedure for snow removal in the parking lots and/or the driveways at SPD facilities.

1. The tenant calls FAS Maintenance Control Center (MCC) at **206 684 5422** for snow removal service. Someone is available 24/7 at the MCC.
2. The tenant must provide an onsite contact name and “call-back” phone number at the time of the call to the MCC.
3. The MCC will contact Vinson Brothers Landscape (VBL).
4. VBL will dispatch snowplow vehicles and/or equipment and should be onsite within 1 – 4 hrs. of receiving the initial call.
5. The tenant is responsible to monitor the accumulation of snow and to allow adequate time for VBL to respond accordingly.
6. Once onsite, VBL will contact the tenant in order to gain access to the facility.
7. The tenant is responsible to insure that VBL can gain access to the secured parking lots. There is a trip charge, if VBL arrives and cannot reach the tenant and/or not be able to access the facility in order to complete the work. Should this occur the tenant will be responsible for the trip charge. Depending on the time of day, a trip charge is a minimum \$367.00.

The following is a list of the SPD facilities included in the snow removal procedure. The facilities are listed in priority order. The list includes the building/site name, building address, the areas to clear and special instructions, if applicable. VBL have been provided the same information and the property manager, Nancy Stachey or the MCC representative must preapprove instruction given that divert from this protocol.

Building/Site Name	Building Address	Areas to Clear	Special Instructions
West Precinct 911/Communication Center	810 Virginia St 2021 9 th Ave (upper parking lot)	Two driveways off of 8 th Ave, driveway of off Virginia (sally port exit driveway), ramp and upper parking lot	Apply liquid deicer as a pre- application. Snowplow equipment is not to be used. Reference CMA.
Emergency Operation Center	400 S Washington St	Parking lot of off 4 th and 5 th Avenues	
North Precinct	10049 College Way N	Public & secured parking lots	
South Precinct	3001 S Myrtle St	Public & secured parking lots	
Southwest Precinct	2300 SW Webster St	Public & secured parking lots	
Airport Way Center	2203 Airport Way S	Public and secured parking lots	Hours of operations: 6 AM - 6 PM Mon – Fri; No service provided on Sat and Sun.

PEDESTRIAN PATHWAYS

1. The tenant is responsible for applying deicer and/or snow removal on the pedestrian pathways.
2. A pedestrian pathway includes but not limited to the building entryways, sidewalks, walkways, stairways, terraces, patios, etc.
3. Snow removal kits, deicer and related supplies are available through the Quartermaster. The Quartermaster number is **206 684-5496**.
4. The tenant is responsible for ordering the supplies directly through the Quartermaster.
5. The pick-up and delivery of the snow removal supplies is the responsibility of the tenant.
6. The tenant is responsible for keeping a sufficient amount of supplies in stock.
7. F.A.S. does not provide snow removal and/or deicer application services on the pedestrian pathways.
8. At some facilities, the janitorial and/or landscape contractors may apply deicer on the pedestrian pathways during the contractors' normal service hours. This additional service is coordinated through the property manager. The tenant is responsible for contacting the property manager should the service be required. The property manager is Nancy Stachey **206 684-0690**.



5. EQUIPMENT

5.1 EOC Communications Systems

<p>National Warning System (NAWAS)</p> <ul style="list-style-type: none"> ▪ <i>Comms Room (#327)</i> ▪ <i>SDO Workstation</i> 	<p>A special purpose telephone that operates on dedicated American Telephone and Telegraph (AT&T) circuits nationwide, and that enables the transmission of emergency information at all levels of government.</p>
<p>Comprehensive Emergency Management Network (CEMNET) Radio</p> <ul style="list-style-type: none"> ▪ <i>Comms Room (#327)</i> ▪ <i>SDO Workstation</i> 	<p>A Washington state Emergency Management Division (EMD) Lo band VHF two-way radio system, which is used as a primary backup link for emergency and administrative communications between the State EOC and local EOCs throughout the state.</p>
<p>Satellite Phone</p> <ul style="list-style-type: none"> ▪ <i>Comms Room (#327)</i> ▪ <i>EOC Ops Room</i> 	<p>These phones, which are used to backup other means of communications, have both a satellite telephone and radio capability with access to six local, regional and national public safety talkgroups</p>
<p>National Oceanic and Atmospheric Administration (NOAA) Weather Radio</p> <ul style="list-style-type: none"> ▪ <i>Comms Room</i> ▪ <i>SDO Workstation</i> 	<p>NOAA Weather Radio is provided as a public service by the Department of Commerce, which broadcasts NWS warnings, watches, forecasts and other hazard information 24 hours a day.</p>
<p>My State USA (to be replaced by <i>AlertSeattle</i> by August 2015)</p>	<p>My State USA is an internet based notification system that is used by OEM staff to notify selected groups of individuals of critical or time sensitive information including EOC Activations.</p>
<p>Community Notification System (CNS) (to be replaced by <i>AlertSeattle</i> by August 2015)</p>	<p>The CNS enables City departments and the EOC to disseminate recorded and on-the-fly messages that interface with and span the entire spectrum of the City’s telecommunications infrastructure.</p> <ul style="list-style-type: none"> ▪ By using Reverse 911 software, (that at present relies on Qwest listings), CNS can allow for rapid telephone contact with City residents. ▪ By using Dialogic Communications Corporation (DCC) software, it is able to alert City employees for both routine and emergency call-outs and mobilizations.
<p><i>AlertSeattle</i> – (implementation underway – Internal staff alerting by May 15, 2015 and</p>	<p><i>AlertSeattle</i> replaces MyStateUSA (<i>AlertSense</i>) and CNS and will provide emergency notification and alerting</p>

<p>Public alerting active by August 1, 2015)</p> <ul style="list-style-type: none"> • Access through personal computer, tablets and smart phones 	<p>services including:</p> <ul style="list-style-type: none"> • Sending the public emergency information for taking immediate life-protective measures¹ • Rapidly mobilizing emergency responders during events such as active-shootings, serial arsons, urban flooding, landslides or possible oil train derailments • Sending important, non-emergency notifications to individuals who have chosen to receive them <p>Alert recipients may be selected by drawing a shape on a map or using a list. Messages are sent by voice over landline or cell phones as well as by text and e-mail with connection to popular social media services. Alerts may also be sent using IPAWS services.</p>
<p>“Hot” and “Ring Down” Line Telephone Connections</p> <ul style="list-style-type: none"> ▪ Comms Room (#327) ▪ SDO Staff Work Areas ▪ Key EOC Responder & Management Positions 	<p>The Seattle EOC is equipped with two types of dedicated push button telephone connections to department dispatch centers and DOCs, and several other non-City operations centers. The distinction between the two types of lines is based on the route of the line connection, i.e., if it travels through the City Network only it is called a “hot line”; if it requires access through Qwest switches and circuits it is called a “ring down line”.</p>
<p>King Countywide Regional 800 MHz Trunked Radio System</p> <ul style="list-style-type: none"> ▪ Comms Room (#327) ▪ SDO Workstation ▪ Key EOC Responder & Management Positions 	<p>One of the key features of the citywide programming scheme, or fleet map, used for the 800 MHz trunked radio system is the ability for all City dispatch centers and DOCs, and selected outside organization control centers, and the Seattle EOC to talk via dedicated “OPS-INTERCOM” hailing and talk groups.</p>
<p>“All-City” Intercom</p> <ul style="list-style-type: none"> ▪ Comms Room (#327) ▪ OEM Cubicle 	<p>A direct connection intercom system that uses dedicated City fiber circuits.</p>
<p>Amateur Radio Systems</p> <ul style="list-style-type: none"> ▪ Comms Room (#327) 	<p>A variety of amateur radio equipment including those using low, mid-range and high frequency is available in the Comms Room. Auxiliary Communications Service volunteers generally operate this equipment. Supporting voice and digital communications with local neighborhoods, City DOCs and regional EOCs and partner agencies.</p>

¹ Alerts will be delivered within the City’s boundaries as well as other key areas that could be affected by City infrastructure (e.g., communities downstream from City dams on the Pend Oreille and Skagit Rivers)

<p>SHARES HF Radio System</p> <ul style="list-style-type: none"> • Comms Room (#327) 	<p>The SHARES HF Radio Program, administered by the Department of Homeland Security’s National Coordinating Center for Communications (NCC), provides an additional means for users with a national security and emergency preparedness mission to communicate when landline and cellular communications are unavailable. SHARES members use existing HF radio resources to coordinate and transmit messages needed to perform critical functions, including those areas related to leadership, safety, maintenance of law and order, finance, and public health.</p>
<p>WebEOC</p> <ul style="list-style-type: none"> ▪ Selected Individuals 	<p>WebEOC is the software used for information management in the EOC. Those individuals with WebEOC log ins may access information from any computer. The Seattle EOC also has log in privileges to Washington State EMD’s WebEOC system.</p>
<p>Start Meeting</p> <ul style="list-style-type: none"> ▪ Any workstation ▪ Any telephone for audio 	<p>Start meeting is a service that provides audio conferencing and computer screen sharing.</p>
<p>Email</p> <ul style="list-style-type: none"> ▪ EOC Accounts ▪ Individual Accounts 	<p>The City of Seattle currently uses Microsoft Outlook as its email service. There are several EOC distribution lists available. Microsoft Lync is also supported by the City and is available to individual users.</p>



5.2 Hot and Ring Down Telephone Lines

The Seattle EOC is equipped with two types of dedicated push button telephone connections to department dispatch centers and DOCs, and several other non-City operations centers. The distinction between the two types of lines is based on the route of the line connection, i.e., if it travels through the City Network only it is called a “hot line”; if it requires access through Qwest switches and circuits it is called a “ring down line”.

Add on modules are added to select phones throughout the EOC and staff workstations including:

- Comms Room
- SDO Staff Work Areas
- EOC Management Positions

Row 1	Row 2	Row 3	Row 4
FAC	City Lt-DOC		CSB
City Lt-SCC	DPD	FBI-JOC	Comm Shop
SDOT-Disp	Fire-RMC	KCECC	Tel Svcs
SPD-CD	Human Svcs	Sch Security	
SPU-ORC	Parks-Facil	Sch Transportation	
UW PD	Public Health	Sea Steam	
Autodial	SDOT-DOC	Army Corp	
Autodial	Seattle Ctr	Coast Guard	
Autodial	SPOC-Cmdr	UW EOC	
Autodial	SPU-DOC	WSDOT	
Autodial			PAGE

Law Enforcement & City Attorney

There are also dedicated ring down lines located in Room 319, **Law Enforcement and Intelligence**. This room may be used by SPD and/or the City Attorney’s Office. Ring down lines are located on two phones in this room that provide direct access between the EOC and the following functions:

- FBI
- SPD-SPOC
- SPD-Chief Dispatcher
- Hotline-CAC (City Attorney)



5.3 National Warning System (NAWAS)

Threats imposed by disasters make it imperative that all communities have a rapid, reliable and efficient method of warning the public. The National Warning System (NAWAS) is a special purpose telephone system that provides a voice communications capability suited for disseminating warnings to Federal, State and local government agencies and selected military organizations. It was initially developed to warn all areas of the United States of an attack by another country. The system is still maintained by the federal government and is used by federal, state and local authorities to warn of imminent danger.

National warnings are routed through FEMA Region 10 for distribution to State Warning Points. The Washington State Warning Center located at the State EOC is the control point for local jurisdictions within our state. This system is tested regularly by the State Warning Point and is a direct dial to State EOC. It works like a 'party line' where multiple agencies may be on the call at one time. It serves as an alternate method of communication with the State Operations Officer should other communications systems be compromised.

NAWAS phones are clearly marked and are located:

- Comms Room
- SDO Bookcase in the OEM Staff area

Activation

There is no dialing and operation is simple.

- To initiate a call, pick up the handset and listen to make sure there is not a current call in progress. This phone works like a party line but the State is always either the end point or initiator of every call.
- If the line is not in use, you will hear ringing. The phone will be answered by the Washington State Warning Point 24 hours a day.
- ***To speak into the phone, you must depress the rectangular button on the inside of the handset.***
- When the conversation is finished, hang up the handset.



5.4 Remote 800 Mhz Radios

Several table positions on the Operations floor of the EOC have been equipped with remote 800 MHz radios. These particular radios take up less table surface space and still allow specific EOC Responder positions access to key 800 MHz talkgroups.

Remote 800 MHz radios are located at:

- Infrastructure Branch: Transportation, City Light, Public Utilities, Parks
- Health & Human Services Branch: Human Services, Public Health
- Logistics Section: Information Technology
- Planning Section

*** Fire & Police Branch: both tables have portable 800 MHz radios to accommodate need for multiple talkgroups*

How to Operate:

- Select appropriate talkgroup by pressing the talkgroup button (green light illuminates to the left of the selected talkgroup button)
- You can transmit/communicate two different ways; either by picking-up the handset and using the handle press-to-talk function or pressing and holding down the red transit button on the face of the radio unit; volume control is located in the up right hand corner of the unit
- Release either button to hear the other end communication come through the unit speaker
- Switch to other talkgroups by pressing the appropriate button (again, the green light illuminates to the left of the selected talkgroup button)
- You can monitor talkgroup communication with the unit being idle and adjusting the volume appropriately for the speaker





5.5 Satellite Phones

We have two Satellite phones in the EOC Facility:

Seattle EOC Comms Room	877-397-5574	500-180-2059	Radio Room
Seattle EOC OPS Room	800-270-1147	500-758-3894	Director's Desk

Satellite Communications Handset Instructions

To make a call:

- Works like a cell phone
- All calls require dialing the area code and then the seven digit number. (no "1" is needed)
- Once the numbers are entered push "SEND" key to dial
- You will hear a wobbly ring sound – expect a slight delay due to the distance the signal travels.
- Push "END" key to hang-up the call.

To receive a call:

- Push send to answer a ringing phone

To make a radio call aka *Push-to-Talk*:

- The Sat unit always scans talk groups – Home display shows "06-WA-EMD"
- To answer a call – wait for pause, grip the PTT button – located on left side of the unit's case. When you push you may first see "vacant" on the display and hear a long tone
- Keep it depressed until you hear a down/up audio tone – then say your message and release when done. You will see a numeric id number displayed when the other party speaks.
- The back and forth rhythm of PTT takes a little getting used to but after a short while the pattern will set.
- To change talks groups to make a call – push the "-" under "SELECT" on the display – then move with the up & down key, then push "-" under "SELECT" to accept the entry.



Customer Service for Sat System call Network Innovations
403-287-7818

Note: each Light Squared Phone has three numbers for receiving calls (Comm Room)

- Receive call from any phone: 877-397-5574
- Call from Light Squared unit: 500-180-2059
- Call using GETS: 703-943-5460



SMART – Satellite Mutual Aid Radio Talkgroups

Talk Group #	Name	Purpose
01	SPU-EM	City EM Agencies
06	WA-EMD	WA State EM Agencies
07	NWSMART	North West public safety
08	W-SMART	Western public safety
11	I-SMART	Pub/Private Critical Infrastructure
15	J-SMART (DOJ)	National public safety

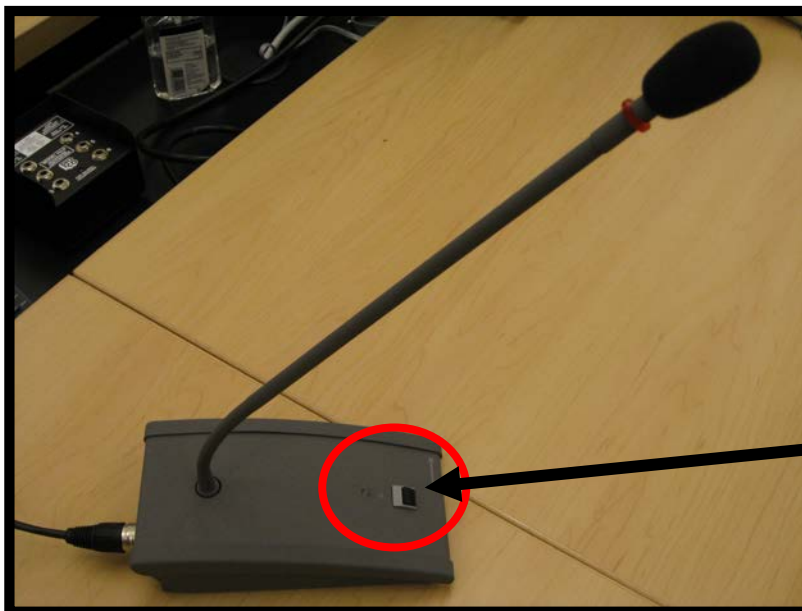
5.6 EOC Table Microphone Operation

On the Operations floor of the EOC, a table microphone is located at each of the six tables. These microphones are typically located towards the center of the table and have some cable length to be utilized at various table positions.

The microphones typically are used for EOC Briefings, whereby an EOC Responder and/or EOC leadership staff member is requested to provide verbal information relevant to the incident and response.

How to Operate:

- Move the microphone close and adjust the “gooseneck” as necessary to bring it in close proximity for speaking
- Press and HOLD the black button at the base of the microphone (the red ring near the top of the microphone will illuminate when in use)
- Speak directly into the microphone
- Release the black button when you are finished speaking
- Return the microphone back to the center of the table




- Press and HOLD black button
- Release when finished speaking



5.7 Start Meeting Conferencing

How to Host a Web Conference on the fly

Launch Screen Sharing

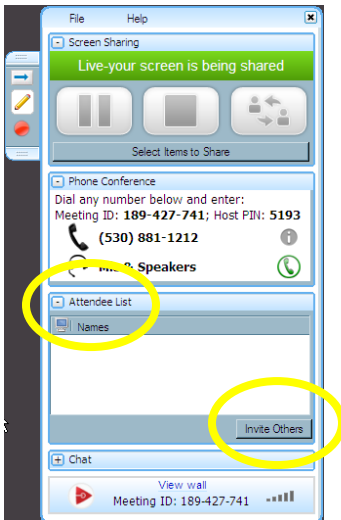
1. Launch StartMeeting desktop icon. 
2. Click **Host a Meeting**
3. Click the 'play' button (or hold off on clicking play until you invite your attendees)



4. Your screen is now live

Invite Attendees

1. Click the **Attendee List**
2. Click **Invite Others**. A window pops up with instruction on joining the meeting



3. Click **Copy to Clipboard**
4. Paste the instructions into an email.

Variations

Launch from inside MS Office

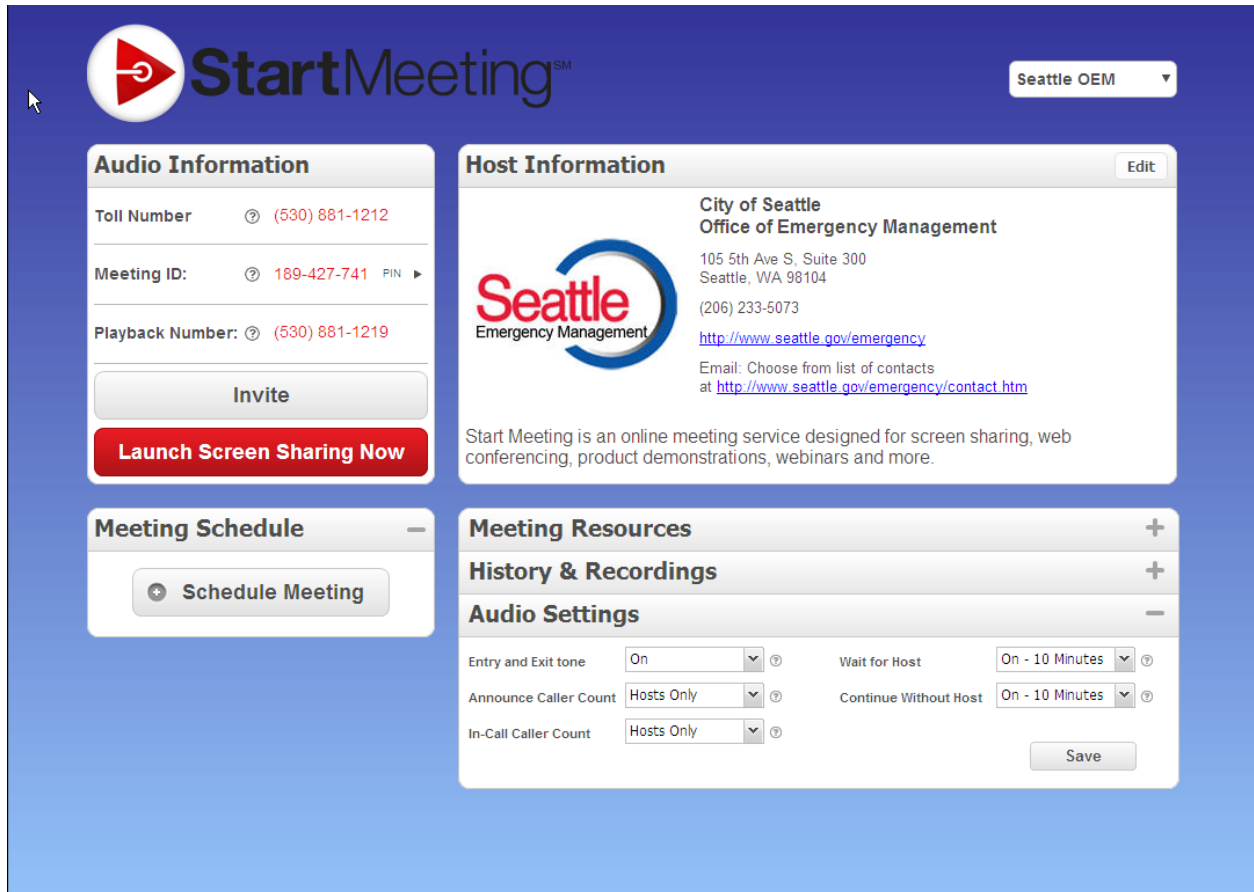
Note: I had a problem with the Add-in for Outlook at had to disable it, but the other Office applications are working fine.

1. Click Meet Now

2. Invite Attendees as above
3. Click the 'play' button

No StartMeeting icon on desktop

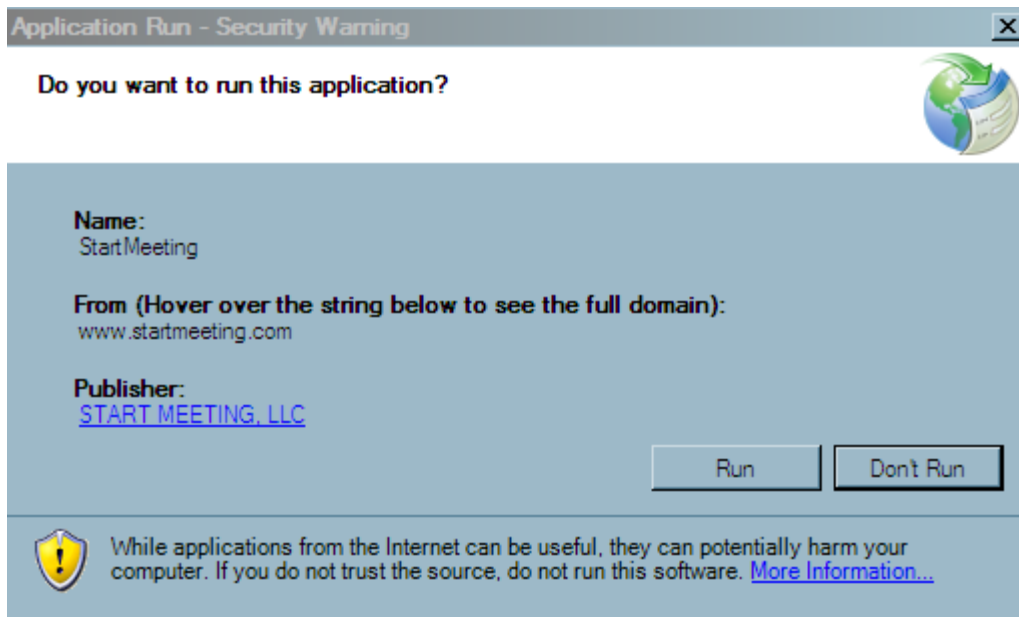
1. Go to <http://www.startmeeting.com>
2. Click the **Host** button.
3. Login with credentials *seattle-oem@seattle.gov/Disaster1!*
4. The OEM meeting wall appears.



5. Click **Invite**. Invite attendees as above. Optionally, you can have StartMeeting send the invites by typing in email addresses into the form that pops up.
6. Click **Launch Screen Sharing Now**
7. Observe that a little pop-up appears asking you to wait. Please do so.
8. If you get a pop-up asking you to run an application from StartMeeting, please do so.

Joining a Web Conference From an Emailed Invite

1. Click the link in the email
2. Observe that a little pop-up appears asking you to wait. Please do so.
3. If you get a pop-up asking you to run an application from StartMeeting, please do so.



4. Enter your name and email in the pop-up and click **Join**

Variations

Join a Meeting from the Desktop Icon

1. Launch StartMeeting
2. Click **Join a Meeting**
3. Enter your name and email in the pop-up and click **Join**

Join a Meeting by entering the URL

1. Enter www.startmeeting.com/wall/189-427-741
2. Click **Join a Meeting**
3. Enter your name and email in the pop-up and click **Join**

Schedule a Meeting

If you have a StartMeeting icon on your desktop:

1. Open Word and find the StartMeeting icon in the upper right. Click it and select Schedule a Meeting.
2. Outlook will open with a draft message pasted into the body of the message. Proceed with scheduling the meeting.

If you don't have a StartMeeting icon on your desktop

1. Go to www.startmeeting.com and log in.
2. Click **Schedule Meeting** in the lower left.
3. Click on a time on the calendar that appears. A box will appear that asks for the Subject and Content of your meeting. The default meeting time is one hour. If you need to change meeting duration or add a repeat schedule, click **Modify Detail...**
4. Close the Meeting Schedule by clicking the X in the upper right.

The screenshot displays the StartMeeting web application. At the top, there is a logo and the text 'StartMeeting™'. Below this, a navigation bar includes a dropdown menu for 'Seattle OEM' and a close button (X) circled in red. The main area is titled 'Meeting Schedule' and features a calendar for March 2013 on the left. The central part of the screen is a grid showing a weekly schedule from 09:00 AM to 04:30 PM. A meeting titled 'NWS Briefing' is scheduled for 12:00 PM on Wednesday, 03/27. The interface also includes an 'Events List' on the left and navigation options like 'Day view', 'Week view', and 'Month view' at the top right. At the bottom, there are links for 'History & Recordings' and 'Web Controls'.

5. To invite others, click the **Invite** button
6. Select your meeting in by clicking the **Select a meeting** drop down list and choosing your meeting
7. You can have StartMeeting send the invites by putting in recipient email addresses in the **Invite by email** box. Use a ; to delimit addresses.

Note: a spam filter could block StartMeeting’s message. If you want to be extra careful, you can click **Copy to Clipboard** then open an Outlook appointment and then paste the contents into the appointment body. You will have to manually set the date and time yourself.

5.8 WebEOC Quick Guide

WebEOC is Seattle’s primary online strategic-level documentation and coordination tool for major emergencies. It records what we know about an incident and the work done to manage it. It is available to anyone who needs to coordinate with the Seattle EOC. To get an account, contact your organization’s emergency manager or the Seattle Office of Emergency Management. You will need to sign a user agreement. For security reasons, accounts lock after 180 days of inactivity. We strongly recommend that you log into WebEOC every 4 months to keep your account active and unlocked. Setting an appointment in Outlook is a good way to make sure you do this.

Logging Into WebEOC

Go to <https://webeoc.seattle.gov>. Chrome and FireFox work best. For Internet Explorer we recommend Internet Explorer 11.

Enter username and password. User names are *first.last* (e.g., John.Doe). If you don’t remember your username or password, you can use the **Forgot Username/Password** link on the login page *if your account is unlocked*. Account recovery information will be sent to your email.

After you click OK, new window asking for a position and incident appears. Most of the time choose the defaults. Exceptions: you have more than one role in an emergency or we have more than one active incident.

New users will have to enter a permanent password to replace their temporary one.

I can’t log in.

First try to use the **Forgot Username/Password** link. If your account is locked or you can’t get to email, call 206-684-HELP. If at the Seattle EOC, contact onsite DoIT support or the Admin Section Chief.

The Control Panel

After you finish logging in the WebEOC Control Panel pops up. Your browser must allow popups for WebEOC.

Boards store data about an incident. View contents by clicking the name. If name is red, there’s new material.

Menus open additional pop-ups that have links to more boards.

WebEOC 7.5 intermedix™

TJ.McDonald as Ops - HHS - Hospitals Log Off

Incident 2015-05-01 May Day

Boards

- EOC Mission + ✕
- Incidents + ✕
- Sign In / Sign Out + ✕
- Significant Events + ✕
- Situation Map + ✕

Menus

1. Useful Links » ✕
2. Policy » ✕
3. JIC - Public Information » ✕
4. Planning Section » ✕
5. Operations Section » ✕
6. Logistics Section » ✕
7. Admin Section » ✕

Signing Into and Out of a Shift

The first thing you should do after logging into WebEOC is to sign into your shift. Doing so gives everyone working the incident the means to contact you effectively.

I just logged in. Why do I need to sign in?

The log-in doesn't give us any information about how to contact you nor does it provide detailed location information.

How do I to sign in?

Open the Sign In / Sign Out board. Click the Add New Record button.

If you have not signed out from a previous shift, you will see that shift information near the top of the form with a Sign Out button. You will not be able to sign in until you have signed out.

Your name fills in automatically.

Time is always entered in military time (24hr, no colon).

Use ten digits for phone numbers.

How do I sign out?

Open the Sign In / Sign Out board.

Find your record. See below for information about how to search, sort and filter.

Click the Sign Out button.

A brief sign out form appears. Modify the time if necessary and click Save.

Gaining Situational Awareness

After you sign-in you can open boards to see what is happening.

How do I know what is happening?

Start with the boards at the top of the Control Panel and move into the menus below.

Open the **EOC Mission** board to view the operation period's mission and objectives.

Open **Incidents**. Often there will be only one. The first incident is the *Base Incident*. If the response is especially complex, there will be sub-incidents.

Scroll the list of incidents for initial incident information.

To learn more about an incident, click on the **View Details** link in the right-most column. When **Incident Details** screen appears, scroll through Updates, Tasks, Public Information and Policy Decisions related to the Incident. Information is sorted most recent first, oldest last.

We recommend you open **Significant Events**. It lists important incident developments.

For geographic orientation open the **Situation Map**. It gathers content from many boards and centralizes it in one place.

For the quickest hit of information, open the Operation menu and look at the **Rolling Log**. We usually use it for smaller incidents and project it in the EOC. It gives an outline of the incident.

Open menus and then the boards you find there to get detailed information on a specific topic. For example, if you need to know what information has been released to the media click the Public

Information menu and then open the **Joint Information Center (JIC) Log**. The contents of **Incident Updates, Tasks, JIC Log** and **Policy Decisions** appears on **Incident Details**. The difference is that Incident Details gives you a cross-section of four kinds of information for ONE incident. Going through the menus shows you one kind of information (e.g., public information) for ALL incidents.

For general information, the recommended place to start is the **Operations Section** menu where you can read **Incident Updates**. It provides situational awareness information.

Other important information is contained in Tasks (in Operations Section menu), Resource Requests (in Logistics menu), and Policy Decisions (in Policy menu).

How do I see who is working the incident?

Open Sign In / Sign Out.

The people currently on shift are displayed. Use the search, sort and filter tools to find the person(s) you are looking for.

To get a complete list of everyone who as ever worked the incident click the All Shifts button.

How do I find all the uploaded documents?

Open the Planning Section menu.

Open the Documentation Log. It gathers all the attachments from all boards in one view.

Use the search, sort and filter tools to find the documents you are looking for.

Creating Incident Updates and Tasks

Incident updates and tasks are the heart of Seattle's WebEOC. If you have a special assignment like being a Public Information Officer, you have your own boards, too.

What is an Incident Update?

Incident Updates are information posted for situational awareness or to document actions taken (i.e., activity log).

What is a Task?

Tasks document work assignments. They have status and assignment fields. They are things that one organization wants another organization to do. To assign the task **talk** to the EOC responder who represents that organization. Putting a task into WebEOC and assigning it will not guarantee that the assignee will know about it. Documenting a task in WebEOC lets the community know the work is in queue to get done, in progress, or has been completed.

Where are the input forms for Incident Updates and Tasks?

There are two ways to get to an input form.

1. Open the **Incidents** form. Click **Update Incident** or **Create Task Assignment**. If more than one incident choose the most appropriate one.
2. Open any menu (except **Useful Links**). Open Incident Updates or Tasks. Click Add New Record. Note: if there are multiple incidents choose the most appropriate one on the form.

How will I know if I receive a task assignment?

You should be contacted in person by the person assigning the task. Seattle does not use WebEOC as a work management system and notification tool. We want to promote face-to-face contact. You can use the Task board's search and filter tools to find tasks assigned to your organization.

What should I do if I get an assignment?

Tasks are assigned to City departments, EOC sections and outside organizations. If you are the EOC representative for the assignee, accept the assignment by opening the **Task** board, finding the task and clicking **Edit**. Once on the edit form change Task Status from *Assigned* to *Accepted*. When done change to *Closed*. If you need to redirect the task, change Assigned To after a conversation with the new Assignee.

WebEOC Boards

The following is a list of all WebEOC boards used by EOC responders, departmental operations centers and agency liaisons.

ACS Messages. The message form used by Seattle Auxiliary Communication Services, the volunteer radio operations group that supports Seattle's emergency response. Found in the **Operations Section** menu. Read-only except for ACS group.

Administrative Announcements. Information relating to the Seattle EOC's management (e.g., meal times). Located in the **Admin Section** menu . Read-only except for Admin Section.

Audit Log. A record of every add, update and remove that has occurred on any board. Useful in troubleshooting response chronology. Found in the **Planning Section** menu. Read-only.

Call Center Messages. Message forms for a call center that the EOC can initiate in the event the call volume in the EOC grows beyond the point where staff can keep up. Found on the **Admin Section** menu. Read-only except for Admin Section.

Documentation Log. Contains every attachment from every board. If you want a one-stop shop for uploaded files this is it. Found on the **Planning Section** menu. Read-only

EOC Mission. Shows the EOC Mission and Objectives for each operational period. Contains a history of mission and objectives so you can see how they change. On the main Control Panel. Read-only except for Planning Section.

Incidents. WebEOC's main board. Every EOC activation has at least one incident, the Base Incident. Sub-Incidents are created as necessary for major secondary events or missions. On the main Control Panel. Read-only except for Planning Section.

Incident Updates. Documents changes to major incidents or actions performed. Found on every menu except Useful Links.

Joint Information Center (JIC) Log. Contains all information related to public information including summaries of new reports and information provided to media. Found on the **JIC - Public Information** menu. Read-only except for JIC.

Policy Decisions. Records decisions made by the Mayor and the Emergency Executive board. Found on the **Policy** menu. Read-only except for Policy group.

Resource Requests. Use this board to request equipment or services from outside the City and outside of normal contracting. Found on the **Logistics** menu. Certain parts editable by Logistics only.

Rolling Log. A timeline for the event. Designed for an overhead display, but useful on a desktop or mobile device, too. Found on the **Planning Section** menu. Read-only except for Planning Section.

Significant Events. Records events that change the direction of the response. On the main Control Panel. Only Planning Section can remove. All users can post via a checkbox on input forms.

Situation Map. Combines information from the ACS Message, Incidents, Incident Updates, JIC Log and Task board in one location for a quick overview of what’s happening. Compared to tactical maps, WebEOC maps are sparser aiming for just the data necessary to give an outline of what is happening.

Tasks. Documents work assignments. Detailed instructions shown above. Found on every menu except Useful Links.

Glossary and Formats

This section explains terms and conventions used in Seattle’s WebEOC implementation.

Time. Military format: 24 hour time with no colon and padded with an initial zero if necessary. Example: 0630. WebEOC will generate an error and you will not be able to save unless times meet the format.

Phone numbers. Always use the full ten digits. Formats are not enforced just in case we get international numbers.

Base Incident. Always the first incident created. Always at the top of the incident list. Covers any Task / Update / Policy / JIC Log Item / Resource Request not covered by a Sub-Incident

Sub Incident. A problem or issue we want to call out and track in detail. They can be defined by geography (e.g., West Seattle), function (e.g., Shelter Operations) or time (e.g., everything on a date).

Finding What You Are Looking For

In big events WebEOC boards fill up fast. WebEOC has three primary tools for helping you find what you need: searchable fields, sortable column headers, and pre-set filters for commonly accessed data.

Searchable Fields

At the top left of each display board is a search tool. It allows you to pick a column to search, enter a search term and execute the search. A clear button resets the form.

You don’t need to match the whole field. For example, typing “Sound” in a search of Incident Update Subjects will yield “Sound Transit”, “Puget Sound” and “Public sounding board”.

Searches are not case-sensitive.

If you search and then search again, the second search will be executed against the results of the first search. Clicking the Clear button clears ALL the searches. There is no way to progressively back out of a series of searches.

Sortable Columns

Columns with light blue titles on WebEOC display lists are all sortable. You can also tell which column sort by placing your mouse cursor over the column name. If the arrow changes to a hand, then the column can sort.

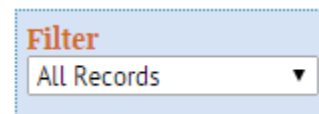
To sort just click the column name. The data will be sorted alphabetically A-Z. Click again and the data will be sorted Z-A..

Seattle WebEOC: **Incident Updates**

ID	Added	Last Updated	Type of Impact	Location	Subject	Description and Status Changes	Controls
272	05/01/2015 23:43	05/01/2015 22:46	Situation Report	(no location described)	EOC Situation Report - 2300	-Initial Entry: 05/01/2015 22:46. Michell.Mouton / Plans Section EOC Situation Report 2300 - 01 SitRep 05-01-15 May Day.doc -EOC Situation Report 2300	Edit

Filtering

Each display view has a drop down list that filters the display on pre-defined criteria. Administrators have to create the filters. If you have an idea for a filter, contact a member of the OEM staff.



To filter select an option.

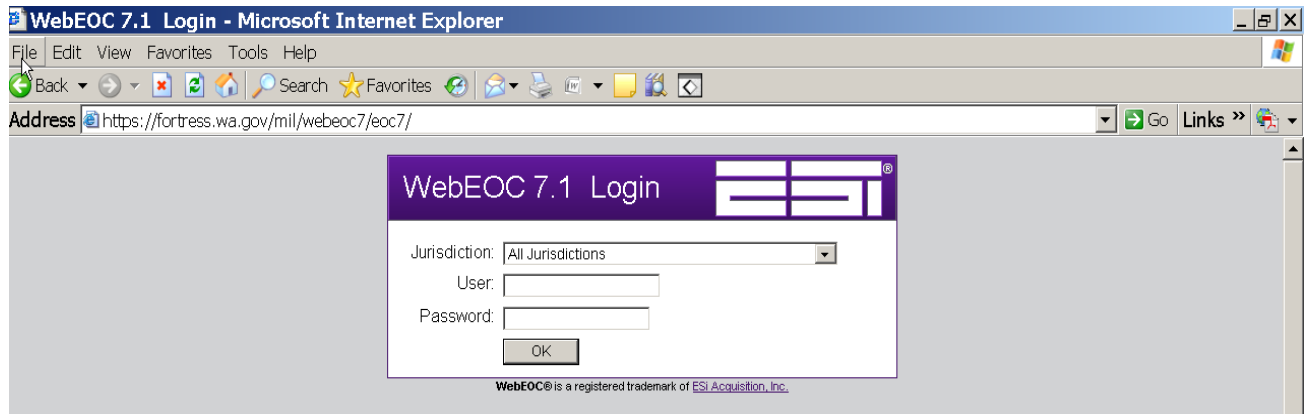
If you filter the list once and then choose another filter, WebEOC removes the first one and implements the second.

5.9 WebEOC Access – Washington State EOC

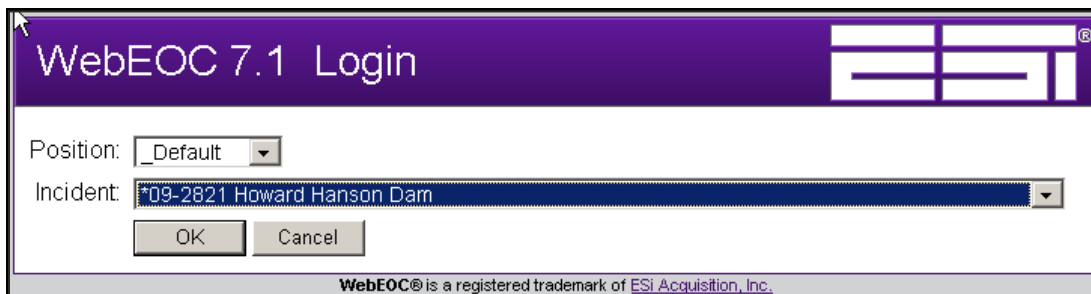
Washington State EOC has provided jurisdictions access into their WebEOC. With this access, as SDOs you may routinely go in to view their activities. Additionally in times of activation, the Planning Section will access to gain any situational awareness and also share information from our EOC activities.

Here is the WA State Web address: <https://fortress.wa.gov/mil/webeoc7/eoc7/>

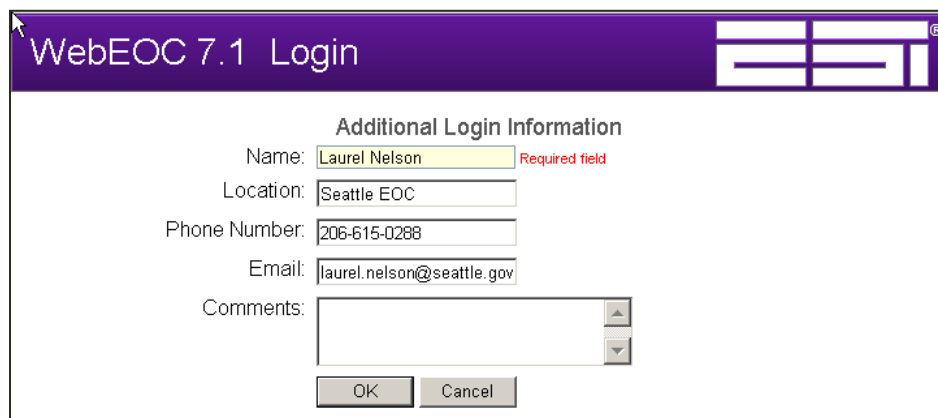
- This will bring up a WebEOC log-in window



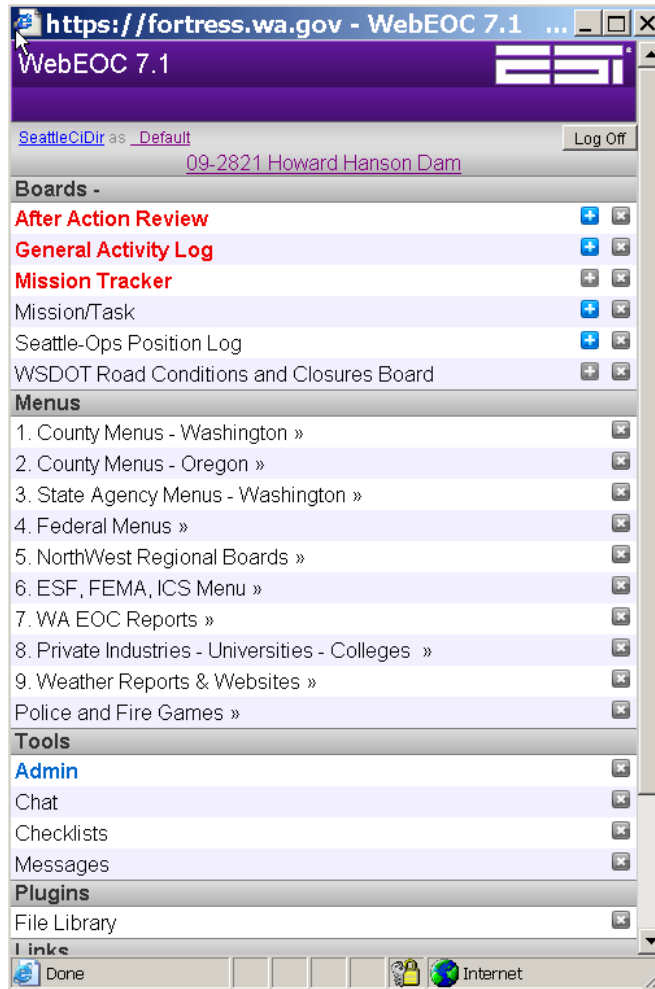
- Our Seattle EOC Account is: **SeattleCiDir** (case sensitive)
- Our Password is: **Emergency3**
- Click “Ok”



- Fill-in the additional information requested.
- Click “Ok”



WA State EOC WebEOC Control Panel contains a number of items.



6. INCIDENT CHECKLISTS

6.1 Winter Weather

(includes snow, high winds, and heavy rain)

Triggers for Initial Action:

- “Winter Weather Advisory” issued by National Weather Service; freezing rain and snow anticipated in the lowlands
- 32 degrees freezing temperatures sustained for 2-days straight (daytime temps don’t rise above freezing)
- Rainfall of greater than 2-3 inches in 24 hour period causing urban flooding and impacts at known sites
- “Wind Advisory” issued by National Weather Service; sustained winds 25 to 39 mph and/or gusts to 57 mph
- USGS landslide threshold; increased landslide hazards and City landslide coordination occurring

Preparedness *(Hazard Assessment, Situational Awareness, Initial Protective Actions)*

- ❑ **Send Inclement Weather Guidelines to All OEM Distribution Groups**
- ❑ **Prepare for Initial Planning Meeting** OEM

Gather short and long-term weather forecast -identify the onset, type, severity and duration, and accumulation to occur (snow, ice, high winds, severe cold temperatures), gather SDOT, SCL and SPU’s specific weather analysis and their assessments on impacts to respective infrastructure and systems, identify planned events, conduct initial briefing with SDOs to prep for planning meeting, arrange for meeting room/conference bridge use, send out initial meeting notification to Dept Reps/ attendees
- ❑ **Conduct Initial Planning Meeting** OEM (lead) & All Departments (Dept Reps/Agencies and ESFs)

Recommended Attendees: SDOT, SCL, SPU, Police, KC Metro, Human Services, Public Health, Fire, Parks,

Agenda:

 - Review weather forecast
 - Review list of upcoming planned events
 - Update list of where people can go to get warm; confirm with sites they will be open; post and disseminate list
 - Identify potential impacts (power outages, health care facilities without heating, homeless, at risk populations)
 - Identify any “Customer Care” concerns and issues
 - Review EOC standard “Common Operational Objectives” and update, as needed along with identifying strategies:
 1. Develop and maintain situational awareness.
 2. Develop and implement city-wide strategy for response and recovery.
 3. Coordinate communications between city departments, external agencies and the community.
 4. Promote unity of effort with City Departments and external agencies.
 5. Address impacts to community in comprehensive manner.
 - Identify actions expected and/or underway

- Determine if any initial assistance/resources needed
- Determine plan for coordinating public information
 - Communicate key safety and department preparedness messages to public
 - Identify contacts and method(s) between jurisdictions for coordinating and/or sharing the release of statements
 - Develop strategy to outreach to all sectors of community
 - Provide key contact departmental numbers and weblinks
 - Develop standard list of key messages for the Mayor to deliver
- Identify any policy concerns and/or issues – Assemble / Notify Emergency Executive Board as needed
- Address procedures on reimbursement for response costs
- **Develop and Distribute initial Consolidated Action Plan**..... OEM
Partners such as community organizations, schools, hospitals, and chamber/business partners
- **Create WebEOC incident and send notice to DMC/Dept Directors, etc.**..... OEM
- **Report on Preparatory Steps Being Taken** All Departments
- **Activate necessary Department Operation Centers (DOCs)** OEM & All Departments
 - Notify OEM Staff Duty Officer (SDO) / EOC when activated
 - Establish communications
 - Identify initial actions
- **Notify Auxiliary Communications Service (ACS) Team** OEM
- **Communicate with City employees** OEM Director, Department Directors & Policy
Mayor communicates expectations of employees and directs Dept Directors to adjust necessary staffing levels
- **Track costs**..... OEM & All Departments
Items: Emergency protective measures and potential uninsured property damage; potentially ensure post-event reimbursement.

Response (Activation, Notifications, Operational & Planning Actions)

- **Activate EOC** OEM, Departments & Policy
 - Department Representatives (recommended): SDOT, SCL, SPU, Police, Fire, HSD, Public Health, Parks, Transit
 - Coordinate city-wide response and recovery efforts
 - Notify Mayor, Council and policy levels
 - Request ESF and Department representatives
 - Request activation of joint information system and center
 - Notify departments, King County, WA State, partners
 - Establish communications and check-in with activated DOCs
 - Confirm activation timeframe, operational periods and staffing needs
- **Establish contact with partner agencies as well as Departments**..... OEM & All Departments
- **Establish situational awareness and analysis** OEM & All Departments
 1. What is the situation?
 2. What are the impacts?
 3. What are we doing about it?
 4. What are your unmet needs and the urgency of those needs?

5. Are you mobilizing beyond current on-duty personnel? If yes, specify.
 6. Are you able to maintain normal service delivery? If not, what has changed?
 7. What information needs to be shared with public?
 - Develop/Update Essential Elements of Information and disseminate; monitor weather
 - Identify current and anticipated impacts to department operations
 - Identify department operations affecting/affected by other department operations
 - Identify current and anticipated impacts to homes, business, critical infrastructure, etc.
- ❑ **Establish Consolidated Action Planning process** **OEM & All Departments**
- *Mission:* The mission of the Seattle EOC is to minimize the impact of emergencies and disasters on the community through coordinated planning, information-sharing and resource management between all City departments, partnering agencies and the public.
 - Identify and/or modify objectives

Emergency Operations Center – Section Responsibilities

Planning Issues (anticipate the near and long term needs)

- ❑ Continued weather forecast
- ❑ Anticipated service level disruption – (including Libraries, Neighborhood District Centers, School District)
- ❑ Contingency plans (power outage, transit disruption, special event impacts, loss of heating/water flow at health care facilities/critical infrastructure, cold temps for homeless population and at risk population outreach and impacts)
- ❑ Anticipated “Customer Care” issues and concerns
- ❑ Policy decisions list
- ❑ Transitions within the EOC (staffing, rehab, IT, etc.)

Public Information Issues (strategize, anticipate needs, and confirm how information is getting to the right people)

- ❑ Carbon monoxide poisoning prevention & power outage safety
- ❑ Waste management issues / garbage services
- ❑ Sites to get warm / If opened, shelter locations and hours of service
- ❑ Services open (or closed). Phone number/web site/contact for more information or to report information.
- ❑ Encourage citizens to check on one another and vulnerable neighbors
- ❑ Maintain and update list of key messages for the Mayor to deliver

ESF/Operational/Logistical Issues (creative, collaborative problem-solving)

- ❑ Confirm SDOT and King County Metro Transit Memorandum of Understanding is implemented; exchange of liaisons
- ❑ If City employees released, notify King County Metro as influx impacts their service delivery
- ❑ FAS/Maintenance staff support SPU, SPD, SFD; Adequate fueling capacity and diesel impacts and chain and salt supplies
- ❑ Determine overall city-wide lodging/hotel management and food service for operational city workers
Address employee transportation options (city vehicles, staff with 4x4s, cross-department coordination)
- ❑ Maintain employee worker safety messages – reporting to work, preparedness, medications, etc.
- ❑ Need for claims adjustors
- ❑ Vulnerable populations concerns (elderly, SHA facilities, homeless, English not a primary language, etc.)
- ❑ Shelter locations – media, King County hot line, City web page, 2-1-1
- ❑ Shelter types – overnight, warming, recharging sites, pet, alternate care facilities, severe weather shelters for homeless
- ❑ Deployment of generators and ongoing fueling (Use of District Service Centers to post information regularly)

Recovery (*Service Levels, Individual/Community Assistance, City/Public Agency Assistance, Economic/Business Resumption*)

- ❑ **Conduct Hotwash**.....OEM & All Departments
- ❑ **Disseminate After Action Report/Improvement Plan instructions**.....OEM & All Departments
- ❑ **Demobilize and notify DMC, Dept Directors, appropriate agencies** OEM & All Departments
Department Operations Centers and Emergency Operations Center
- ❑ **Prepare costs and documentation** OEM & All Departments
Anticipate of federal/state cost recovery
- ❑ **Notify the public and agencies of return to normal service**.....OEM & All Departments

6.2 Excessive Heat Event

Triggers for Initial Action:

- “Heat Advisory” issued by National Weather Service
- Increased reports of heat-related illnesses or impacts (via call volumes/reports from EMS, Public Health, Human Services, 211, Media, Customer Service Bureau, etc.)
- A number of “hot” days and the temperatures do not cool-off in the evenings for several consecutive days
- Infrastructure impacts (fire, utilities, power/energy, transportation) that increase the risk of failures

Preparedness (*Hazard Assessment, Situational Awareness, Initial Protective Actions*)

- ❑ **Prepare for Initial Planning Meeting** **OEM**

Gather short and long-term weather forecast, identify planned events, conduct initial briefing with SDOs to prep for planning meeting, arrange for meeting room/conference bridge use, send out initial meeting notification to Dept Reps/ attendees
- ❑ **Conduct Initial Planning** **OEM (lead) & All Departments (Dept Reps/Agencies and ESFs)**

Recommended Attendees: Public Health, Human Services, Fire, Police, Parks, SCL, SPU, SDOT

Agenda:

 - Review weather forecast
 - Review list of upcoming planned events
 - Review and update “Cooling Center” list; post list in appropriate locations and disseminate
 - Identify potential impacts (power outages, health care facilities without air conditioning, homeless, at risk populations)
 - Identify any “Customer Care” concerns and issues
 - Identify “Operational Objectives”, actions/tasks and strategies to assist in development of EOC Consolidated Action Plan (CAP)
 - Identify initial “Essential Elements of Information (EEI) Strategy” assisting in situational awareness and action planning
 - Identify actions expected and/or underway
 - Determine if any initial assistance/resources needed
 - Determine plan for coordinating public information
 - Communicate key safety and department preparedness messages to public
 - Identify contacts and method(s) between jurisdictions for coordinating and/or sharing the release of statements
 - Develop strategy to outreach to all sectors of community
 - Provide key contact departmental numbers and weblinks
 - Develop standard list of key messages for the Mayor to deliver
 - Identify any policy concerns and/or issues – Assemble / Notify Emergency Executive Board as needed
 - Address procedures on reimbursement for response costs
- ❑ **Distribute initial Consolidated Action Plan**..... **OEM**

Partners such as community organizations, schools, hospitals, and chamber/business partners
- ❑ **Create WebEOC incident and send notice to DMC/Dept Directors, etc.** **OEM**
- ❑ **Report on Preparatory Steps Being Taken** **All Departments**
- ❑ **Activate necessary Department Operation Centers (DOCs)**..... **OEM & All Departments**

- Notify EOC when activated
- Establish communications
- Identify initial actions
- ❑ **Notify Auxiliary Communications Service (ACS) Team** **OEM**
- ❑ **Communicate with City employees**..... **OEM Director, Department Directors & Policy**
Mayor communicates expectations of employees and directs Dept Directors to adjust necessary staffing levels
- ❑ **Track costs** **OEM & All Departments**
Items: Emergency protective measures and potential uninsured property damage; potentially ensure post-event reimbursement.

Response (Activation, Notifications, Operational & Planning Actions)

- ❑ **Actively Monitor Situation** **OEM, Departments & Policy**
Incident may not require EOC to activate, however, OEM and all Departments must maintain situational awareness and monitor overall. If necessary, the EOC will activate.
- ❑ **Activate EOC** **OEM, Departments & Policy**
 - Department Representatives (recommended): HSD, Fire, Police, Public Health, SCL, Parks, SPU, SDOT, Transit
 - Coordinate city-wide response and recovery efforts
 - Notify Mayor, Council and policy levels
 - Request ESF and Department representatives
 - Request activation of Joint Information System and Center (JIS / JIC)
 - Notify departments, King County, WA State, partners
 - Establish communications and check-in with activated DOCs
 - Confirm activation timeframe, operational periods and staffing needs
- ❑ **Establish contact with partner agencies as well as Departments**..... **OEM & All Departments**
- ❑ **Establish situational awareness and analysis** **OEM & All Departments**
 - 8. What is the situation?
 - 9. What are the impacts?
 - 10. What are we doing about it?
 - 11. What are your unmet needs and the urgency of those needs?
 - 12. Are you mobilizing beyond current on-duty personnel? If yes, specify.
 - 13. Are you able to maintain normal service delivery? If not, what has changed?
 - 14. What information needs to be shared with public?
 - Update Essential Elements of Information Strategy and disseminate
 - Monitor weather
 - Identify current and anticipated impacts to department operations
 - Identify department operations affecting/affected by other department operations
 - Identify current and anticipated impacts to homes, business, critical infrastructure, etc.
- ❑ **Establish Consolidated Action Planning process** **OEM & All Departments**
 - *Mission:* The mission of the Seattle EOC is to minimize the impact of emergencies and disasters on the community through coordinated planning, information-sharing and resource management between all City departments, partnering agencies and the public.
 - Identify and/or modify objectives

Emergency Operations Center – Section Responsibilities

Planning Issues (anticipate the near and long term needs)

- Monitor weather forecast
- Contingency plans (power outage, transit disruption, special event impacts, loss of air conditioning at health care facilities/critical infrastructure, homeless population and at risk population outreach and impacts)
- Anticipated “Customer Care” issues and concerns
- Policy decisions list
- Transitions within the EOC (staffing, rehab, IT, etc.)

Public Information Issues (strategize, anticipate needs, and confirm how information is getting to the right people)

- Heat injury prevention (humans and animals)
- Power conservation
- Cooling Center locations and hours of service
- Encourage citizens to check on one another and vulnerable neighbors
- Match methods of information dissemination to targeted audiences
- Maintain and update list of key messages for the Mayor to deliver

ESF/Operational/Logistical Issues (creative, collaborative problem-solving)

- In coordination with all ESF-6 partners, monitor, report and address condition and concerns of vulnerable populations
- Have Health Department report number of heat related illness/death
- When official “Cooling Centers” are not opened, provide a list of publicly-known air conditioned locations and facilities to first responders (Police and Fire) who may interface with the community
- Determine location and need for Cooling Center operations, and monitor status and usage
- Coordinate Cooling Center activations with other jurisdictions
- Actively promote employee worker safety messages – preparedness, medications, etc.

Recovery (Service Levels, Individual/Community Assistance, City/Public Agency Assistance, Economic/Business Resumption)

- Conduct Hotwash**.....**OEM & All Departments**
- Disseminate After Action Report/Improvement Plan instructions**.....**OEM & All Departments**
- Demobilize and notify DMC, Dept Directors, appropriate agencies** **OEM & All Departments**
Department Operations Centers and Emergency Operations Center
- Prepare costs and documentation** **OEM & All Departments**
Anticipate of federal/state cost recovery
- Notify the public and agencies of return to normal service** **OEM & All Departments**



6.3 Hazardous Materials Release

(Includes spills, sheen, and leakage)

Overview

- Incidents may involve pipelines, the port, railroads, transit systems, highway traffic, industrial sites and/or terrorist targets. Incidents may also be spills, sheens and/or leakages in bodies of water or on land.
- Incidents may result from natural events such as floods and earthquakes, industrial and transportation accidents, or criminal acts.
- Incidents may be reported by King County OEM Duty Officer, WA State EMD Duty Officer, Dispatch Centers, Department Reps, Incident Commander, citizen, media and/or responsible party.
- The SDO will utilize this checklist for:
 - HAZMAT incidents that are legally reportable to the Seattle Local Emergency Planning Committee (LEPC) which is managed by the Seattle Fire Department
 - HAZMAT incidents with human, infrastructure, property and environmental impacts and potentially causing casualties, evacuations, requests for resources, mutual aid assistance
 - HAZMAT incidents resulting from terrorist activity

Hazard Assessment

Ask the caller about time of initial call or report; incident type; incident location/address (attempt to get an accurate address); reporting party name, organization and callback #; type of material; if sheen – color, odor and size; any damages – fire, injury, evacuations, closures, media interest, etc; any remedial actions – site secure, duration, etc; additional agencies notified – local, state and federal. Inquire if there is a National Response Center (NRC) Report and if so, request a copy.

Intelligence and Protective Actions

- Determine if 911 has been notified (Caller); if not, ask caller to call 911, if appropriate.
- Determine what response activities are taking place and departments / agencies involved in the response (Caller, Dispatch Centers, Department Reps, Incident Commander)
- Determine if there are any human impacts and /or casualties (Caller, Dispatch Centers, Department Reps, Incident Commander)
- Identify any protective actions and/or public warnings underway or anticipated – evacuations, sheltering, EAS, Community Notification System message, Reverse 911 (Caller, Dispatch Centers, Department Reps, Incident Commander)
- Identify impacts or threats to major road segments or structures (SDOT, Fire, Dispatch Centers, Incident Commander)
- Identify impacts to other infrastructure systems (rail, ports, pipelines, utilities, etc)
- Identify if any other city departments are impacted and/or reduced services
- Identify any requests for assistance

Duty Officer Actions

- Evaluate the threat to people, infrastructure and the environment (Use US DOT Guidebook, internet MSDS searches)
- Notify OEM Director/Deputy of incidents involving casualties or significant protective actions
- OEM group pager message and/or conference call with OEM staff and/or key departments/agencies
- Conduct notifications to appropriate Department Reps to the EOC
- Recommended EOC activation; notify WA State EOC (1-800-258-5990) and when EOC activates obtain mission number

Additional Issues

- If there are sewer runoff concerns and/or sewer spills/impact, contact SPU at 206-386-1800
- If there is a spill reported and/or impacting roadways, contact SDOT Charles Street at 206-233-3735
- Discuss with the OEM Director/Deputy deployment of a field liaison to the incident command post or command center to coordinate information and resource requests
- Discuss whether OEM (or other agency) should make request to Public Health for deployment of any pre-positioned protective equipment caches
- Consider additional notifications to:
 - NWS - Seattle 206-526-6857 24 hrs
 - King County OEM Duty Officer - wastewater, surface water, etc. impacts to county systems and services

☐ Within the LEPC parameters, hazmat incidents should be reported. For all hazmat calls taken by the SDO, forward the incident information and documentation (incident sheets, NRC Reports, etc.) to Lis Rudolph with the Seattle Fire Department (lis.rudolph@seattle.gov). Seattle Fire maintains a record of all hazmat reports and incidents within the jurisdictional boundaries of city of Seattle.

6.4 National Weather Service Weather Webinars

Triggers for Initial Action:

- Notification from the National Weather Service (NWS) that they will be hosting a Webinar to discuss upcoming weather systems and the potential impacts

Preparations

❑ **Prepare for Webinar** OEM/SDO

Once NWS announces a Webinar will occur, it is important to register via their link they email to the seattle-eoc@seattle.gov email account and secure a space as soon as possible, as there is typically limited space available.

- Notify SDOs and SWG members via email** (see sample email below) of:
 - NWS Webinar time/date and invite them to attend if they would like to so (typically hosted in Policy Room).
 - OEM also hosts a SWG Conference Call following the webinar (usually 15 minutes after the Webinar) to summarize on the weather situation and then discuss what actions, activities, issues, concerns, planning efforts are occurring.
 - Provide, in the email, the Conference Call Number and ID (listed below).

**** Email will work fine for work hours, however, if Conference Call coordination needs to be done after hours, direct notification to the SWG members will need to be done.**

❑ **Setup the Webinar & Participate** OEM (lead)

5-10 minutes prior to the Webinar, log into the Webinar at the Policy Room computer and dial into the audio-conference via the Polycom unit on the table. Be prepared to take reports, as you'll be summarizing the weather situation that will be included in the EOC email brief.

❑ **Convene a conference call with SWG** OEM & SWG Members

The conference call usually is scheduled 15 minutes after the NWS Webinar for timeliness.

- *Utilize Start Meeting*
Dial in: 1-530-881-1212
Enter the Meeting ID: 189-427-741
Enter the PIN: 5193 (*Do not share this number*)
- *Conference Call Agenda:*
 - Review weather forecast discussed during the NWS Webinar
 - Identify potential impacts of the weather system (transportation, power outages, public utilities, human services, health care facilities without heating, homeless, at risk populations, other city services, public messaging, etc.)
 - Review list of upcoming planned events (SPD Event notice from SPOC)
 - Identify City response actions based on current knowledge
 1. **No Action Necessary**
 - Based on the information provided, no further action is planned.
 2. **Prepare & Monitor**
 - Based on the information additional actions are deemed necessary.
 - If it is decided that information will need to be captured in a central location, utilize WebEOC.
 - When setting up the baseline incident make sure to use the EOC naming convention, minus the mission number.

- In sharing the information out to partners if you are using WebEOC, include individuals can contact DoIT if they cannot remember their WebEOC password.
- 3. **Activate EOC**
 - If decision is made to activate the EOC refer to the EOC Winter Event Checklist
- ❑ **Compile and Email Notes** **OEM**
 Compile notes from both the NWS Webinar and the conference call. Send out notes to all distribution lists.
 Utilize the EOC naming convention in any documents you produce (date-event).

Sample Email to Groups on NWS Webinar & Coordination Conference Call:

From: (staff duty officer) **On Behalf Of** Seattle-EOC
Sent: Wednesday, December 29, 2010 2:04 PM
To: OEM_ Mayors_ALL_Staff; OEM_DMC_Admin_Group; OEM_DMC_Committee_Group;
 OEM_DMC_Information_Group; OEM_Duty_Officer; OEM_EOC_DeptReps;
 OEM_EOC_DeptReps_Admin; OEM_LOS_Directors_and_alternates_Group;
 OEM_LOS_Points_of_contact_Group; OEM_Mayor_&_Council_Members_Group;
 OEM_Mayor's_Emergency_Executive_Board_Assistants_Group;
 OEM_Mayor's_Emergency_Executive_Board_Group; OEM_Mayor's_Senior_Staff_Group;
 OEM_Seattle_800_MHz_Radio_Group; OEM_Staff; OEM_Strategic_Work_Group_of_DMC
Subject: Seattle EOC - 1400 Weather Update & Response Actions

Seattle EOC Members & Partners

OEM has continued to monitor the weather and staying in contact with SDOT. The weather patterns continue to fluctuate in the region. The National Weather Service (NWS) will come out with another forecast update later this afternoon. Their "Point Forecast" webpage for Downtown Seattle is:
<http://forecast.weather.gov/MapClick.php?lat=47.61264397257416&lon=-122.32452392578125&site=sew&smap=1&unit=0&lg=en&FcstType=text>

The current NWS forecast is:

- **This Afternoon:** Rain showers likely before 4pm, then rain likely, possibly mixed with snow showers. Snow level 400 feet. Mostly cloudy, with a high near 43. Northwest wind around 16 mph. Chance of precipitation is 60%. Total daytime snow accumulation of less than a half inch possible.
- **Tonight:** A 30 percent chance of snow showers before 10pm. Mostly cloudy, with a low around 30. Northwest wind around 6 mph becoming calm. New snow accumulation of less than a half inch possible.
- **Thursday:** Mostly sunny, with a high near 39. Calm wind becoming north around 5 mph.

The following are preparation and response actions being taken by SDOT for this afternoon, into tonight and early morning Thursday:

- Will run a shift from 4PM to 8PM city wide with ten spreader trucks and two flusher trucks to provide coverage for the evening commute, based upon the most recent forecasts.
- Starting at 10PM their regular night shift will take over storm response operations, operating flusher or spreader trucks on an as needed basis throughout the night. Will carefully monitor

the situation during the 10PM to 4AM time period and will respond according to actual conditions on the ground.

- Starting at 4AM on 12/30, will pre-stage ten spreader trucks on Level One and Two routes throughout the city. The application of any granular (rock salt) material will depend on conditions on the ground at the time. The trucks will be operating out of Haller Lake, West Seattle, and Charles St. Will continue the operation of these spreader trucks throughout the morning commute time and into the mid morning time frame, monitoring both the ambient temperature and the ground level surface temperature.
- The current forecasts call for weather conditions to moderate by mid morning on 12-30. Will continue to monitor those conditions and make any scheduling decisions for the weekend based upon their assessment at mid morning on 12-30.

The OEM Staff Duty Officer (206-233-5147 non-public #) will continue to monitor the weather, maintain coordination and respond to the EOC, if necessary.

Employee Name

Employee Title or SDO

Sample SDO & SWG Email on Webinar & Conference Call:

From: Nelson, Laurel
Sent: Wednesday, November 17, 2010 11:10 AM
To: OEM_Strategic_Work_Group_of_DMC; Fikse, Matt
Cc: OEM_Duty_Officer
Subject: CONFERENCE CALL @ 1445 TODAY - Seattle EOC Coordination Following 1400 NWS Weather Briefing
Importance: High

Seattle EOC SWG Members

The Seattle EOC will be participating in the 1400 National Weather Service (NWS) Webinar. Please join us here, in the EOC Operations Room, if you wish.

Then at 1445, following today's NWS Webinar, we will convene a conference call with all of you from key departments to identify and discuss any outstanding issues or actions needed for the upcoming weather for this weekend and into next week.

To participate in the Seattle EOC conference call: 1-800-501-9384, enter ID: 8161069

Matt – We would like you and/or someone from the PIO team to participate.

Thanks everyone!

Employee Name

Employee Title or SDO