

THE BASIC PLAN

A. GENERAL CONCEPT OF OPERATIONS

The Washington State Emergency Operation Center (EOC) will support state agency, local jurisdiction, and tribal nation operations in response to an emergency or disaster. Representatives, when requested from state agencies, will respond to and operate from the EOC as necessary to coordinate their agency's response with overall state operations.

The EOC serves as a Multi-Agency Coordination Center (MACC) designed to support response and recovery operations for local jurisdictions, state agencies, and tribal nations - including incident, area or unified command sites.

The EOC is organized using the basic and scalable components of the Incident Command System (ICS) through incorporation and use of Emergency Support Functions (ESF) and is designed to function at a level consistent with the size and complexity of an event.

The primary roles of the EOC are to coordinate, communicate, dispatch and track resources, and to collect, analyze and disseminate information. This is accomplished through the establishment of attainable, overarching objectives and the associated tasks necessary to accomplish them as identified through the development and use of EOC Action Plans (EOCAP).

B. PHASED RESPONSE PLAN

The phased response plan is designed to staff a response operation that is appropriate for the size and complexity of the event.

The Emergency Management Division's (EMD) State Emergency Operations Officer (SEOO) receives the initial notification of an incident and follows set procedures and checklists established by the Division in response to the event. Two SEOOs are staffed in the Alert and Warning Center (A&WC) on a 24-hour a day basis.

1. Phase I - Routine Operations

Incidents are managed by the SEOOs in the A&WC in cooperation with other local, state and federal agencies. Other staff may be involved as advisors if needed for specific expertise.

During Phase 1 Routine Operations the SEOOs respond to incidents following established procedures as outlined in the Washington State Division of Emergency Management State Emergency Operations Officer Standard Operating Procedures (SOP). (See Annex B, SEOO SOP, Table of Contents.)

SEOOs may also respond to unique circumstances that are not specifically addressed in an SOP. In such cases, the SEOO will use independent judgment, experience and training to determine the best course of action.

2. Phase II - Enhanced Operations (Alert Stage)

An incident is or could potentially grow beyond the capability of the combined efforts of the A&WC Center to handle. In this instance the SEOO, along with select staff, may be tasked to support the incident from the state EOC.

Any one or a combination of the following individuals will make the decision on whether an incident meets the criteria for Phase II:

- ◆ SEOO
- ◆ Response Section Manager
- ◆ Mitigation, Response & Recovery (MRR) Unit Manager
- ◆ Assistant Director
- ◆ Director or Acting Director

During this phase, the SEOO will continue to monitor and process other requests for assistance, separate from the incident that has caused activation of the EOC.

As a general rule, transition from Phase I to Phase II takes place when one or more of the following occurs:

- a. Intelligence data indicates the potential for an emergency that is or may grow beyond the capability of affected local jurisdictions.
- b. A local jurisdiction has activated its EOC and requests state assistance.
- c. The State EOC has deployed staff to the field.

At this phase, a Disaster Manager (DM) and/or EOC Supervisor may be appointed and one or more persons may be initially tasked to the following functions:

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| ◆ Disaster Manager | ◆ Finance and Administration Section Chief |
| ◆ EOC Supervisor | |
| ◆ Operations Section Chief | ◆ Public Information Officer |
| ◆ Planning Section Chief | ◆ Telecommunications Branch Director |
| ◆ Logistics Section Chief | ◆ Other agencies, as needed |

Staffing of these functions will continue until the DM and/or EOC Supervisor determines that the staffing level should be increased or decreased depending on the status of the event and response efforts.

Staff assigned to these positions will carry out the responsibilities outlined in position task books for all positions within that respective functional area. For example, the individual assigned, as Operations Section Chief will carry out all Operations Section responsibilities until such time that additional Operations Section personnel are needed (see Annex D, Position Tasks).

Actions to be taken at this time may include:

Support agencies such as the Washington Military Department (WMD), Emergency Management Division (EMD), Washington State Patrol (WSP), Washington State Department of Ecology (ECOLOGY), etc. actively assess the situation, gather intelligence from the field, and prepare to respond to the state EOC and/or the affected local jurisdiction.

The state EOC and other state agency departmental EOCs are staffed in response to the event. State agencies having ESF responsibilities may be requested to send representatives to state EOC.

Forward liaisons are dispatched to local EOCs, Incident Command Posts (ICP), Emergency-Operating Facilities (EOFs) and area or unified command posts as they are activated and requested by the local jurisdiction.

Notification of the event and the alert actions are made to the following:

- ◆ The Adjutant General
- ◆ Governor's Staff Director and Press Secretary
- ◆ All potentially affected or responding state agencies
- ◆ Local governments
- ◆ Tribes
- ◆ Neighboring states and provinces
- ◆ Required federal agencies

The Governor's Press Secretary disseminates public information regarding the state's alert actions. Information is provided to the Press Secretary by the public affairs staff of the division, Military Department and/or other state agencies.

The Governor, members of the Multi-Agency Coordinating Group (MACG), and/or state response personnel may assess the potential emergency. Actions may include fly-over, ground visits to affected areas, consultations via phone with elected officials (i.e. neighboring governors, county commissioners), or other public appearances, etc.

If additional staff support is required, the DM and/or EOC Supervisor will have the authority to escalate to Phase III EOC activation or any intermediate level of staffing that the situation may dictate.

3. Phase III - Full Operation

An incident's size and complexity requires representation in the EOC by all appropriate ESFs as well as other outside agencies and organizations to support expanded operations. The number of staff and the agencies represented will vary by incident. In this phase, the level of activity dictates that normal operations for selected staff of agencies with ESF roles may cease and that all notified personnel respond to the state EOC in support of the incident, performing functions in accordance with position task lists and previous EOC training. Possible actions to be taken at this time include:

- a. The state EOC and other command posts are fully activated, with representation from appropriate state agencies, along with necessary federal agencies, local government and volunteer organizations. Requests from local governments for state assistance are prioritized and fulfilled commensurate with available resources.
- b. If requested, liaisons to local EOCs are dispatched to the field as the local EOCs or incident command posts are activated.
- c. The MACG continues to assess the emergency, oversee state emergency actions, and advise the Governor's Staff Director. In most cases, the DM position in the EOC will orchestrate the actions of the MACG during an emergency.
- d. The Governor's formal actions can include such actions as the issuance of a proclamation of emergency or activation of the National Guard.
- e. The MACG and/or emergency response personnel continue to oversee and assess the emergency response. Actions may include fly-over, ground visits, and briefings by state agencies, etc.

- f. Continued notifications to local governments, neighboring states, federal agencies and provinces are made, informing them of state emergency actions and coordinating responses.
- g. The Governor's Communication Director exercises the public information system to handle all public information activities (from the state EOC and other locations as desired).
- h. The MACG provides stakeholder management and maintains contact with neighboring states, the White House, the Congressional Delegation and Legislators.
- i. Telephone calls and other events not related to the incident will generally be handled by the SEOO separate from activation-related calls; which will be handled by EOC staff. The SEOO will continue to provide notification, alert and warning functions as required for any incident.

4. Phase IV – Catastrophic Operations

A major catastrophic event has occurred that exceeds the capability of state and local government to provide timely and effective response to meet the needs of the situation. An example would be the occurrence of a large or catastrophic earthquake that has occurred in a high-risk, high-population area. An event of this magnitude would cause numerous casualties, property loss, and disruption of normal life support systems and significantly impact the regional economic, physical, and social infrastructures. As a general rule, transition to this phase occurs when the EOC is conducting response operations. Actions to be taken at this time may include:

- a. The state EOC and other incident command posts are fully activated with representation from appropriate state agencies, along with necessary federal agencies, local government and volunteer organizations. Requests from Local governments for state and federal assistance are prioritized and fulfilled commensurate with available Resources and proclamations.
- b. One or more selected state level ESFs has been activated to respond to the situation.
- c. The Federal Emergency Management Agency (FEMA) Region X and the National Operations Center (NOC) are notified and a Regional Response Coordination Center (RRCC) is activated to establish links with the state EOC until the Joint Field Office (JFO) is established.
- d. A Governor's Proclamation of Disaster is in effect and pending approval of a Presidential Declaration of Disaster to allow use of federal assets.
- e. The MACG continues to assess the emergency, oversee state emergency actions, and advise the Governor's Staff Director.
- f. The Governor, MACG and/or emergency response personnel continue to oversee and assess the emergency response. Actions may include fly-over, ground visits, and briefings by state agencies, etc.
- g. Continued notifications to local governments, neighboring states federal agencies and provinces are made, informing them of state emergency actions and coordinating responses.
- h. The Governor's Communications Director exercises the public information

system and continues to handle all public information activities (from the state EOC and other locations as desired).

- i. The MACG maintains contact with neighboring states, the White House, the Congressional Delegation and Legislators.
- j. The SEOO will continue to handle calls not related to the incident. The SEOO will continue to provide notification, alert and warning functions as required by any incident.

C. MANAGEMENT NOTIFICATIONS FOR EMERGENCIES

1. Notification of the EMD Response Section Manager or the MRR Unit Manager

- a. The SEOO will notify the EMD Response Section Manager or MRR Unit Manager when:
 - 1) "Warnings" are received (e.g. a "Warning Message" other than weather).
 - 2) On all weather related Warnings (except Gale), and all Tsunami Watches and Warnings.
 - 3) The incident is "unusual" and does not happen frequently (e.g., train derailment and missiles in a dumpsite).
 - 4) Petroleum spills over 100 gallons and any other reported hazardous spill that the Director should know about.
 - 5) Significant incidents on state and Interstate Highways.
 - 6) Incidents where sabotage or terrorism is suspected and/or when the Homeland Security Advisory System threat level has been changed.
 - 7) Anything of a sensitive nature that would be of interest to the news media (e.g. search and rescue (SAR) missions involving very important personnel).
 - 8) Updates of significance on the status of an incident already in progress.
 - 9) Incidents where there is no guidance.
 - 10) Local jurisdictions have activated their EOC or issued a Declaration of Emergency.

2. Notification of the Emergency Management Division Director or Assistant Director

The Emergency Operations Manager or the MRR Unit Manager will notify the Director, Assistant Director, or acting Director when:

- a. The severity of the situation warrants.
- b. It is politically prudent.
- c. The event meets the criteria for notification of the Governor's Office

THE DIRECTOR WILL THEN NOTIFY THE ADJUTANT GENERAL AND THE GOVERNOR'S OFFICE.

3. Notification of the Adjutant General - Military Department Director

The Adjutant General will be notified regarding any situation that requires notification of the Governor's Office.

The primary point of contact with the Adjutant General is the Director. However, if the SEOO is unable to immediately contact the Response Section Manager, the MRR Unit Manager, the EMD Director, Acting Director or Assistant Director, he/she will immediately notify the Adjutant General and the Governor's Office about the situation following the criteria listed below. Following notification of the Governor's Office and the Adjutant General, time permitting, the SEOO should continue to attempt contact with the Response Section Manager and others within his/her chain of supervision.

4. Governor's Office

The Emergency Management Division Director, Assistant Director or Acting Director will be the primary contact with the Governor's Office. However, if the SEOO is unable to immediately contact the Response Section Manager, MRR Unit Manager, Assistant Director or Director, he/she will assume the responsibility for notifying the Adjutant General and the Governor's Office in that order.

Whenever a "gray area" for notification is encountered, the SEOO will error on the side of making the notification.

Whenever notification of the Governor's office is required, both the Governor's Chief of Staff and Communications Director will be notified.

- a. The Governor's Chief of Staff and the Governor's Communications Director may be notified regarding emergencies that meet one or more of the following criteria:
 - 1) The event is potentially life threatening (excluding SAR missions).
 - 2) Activation of the Washington National Guard is anticipated or requested.
 - 3) The emergency affects multiple Jurisdictions and is anticipated to continue for more than a few hours.
 - 4) Evacuation of citizens is occurring or anticipated.
 - 5) An event has or is likely to require activation of the state EOC and local EOCs.
 - 6) The event is likely to result in wide news coverage.
 - 7) Any severe weather warning that is likely to cause widespread damage and/or injury/death.
 - 8) Forest fires, which are near homes or communities.
 - 9) Significant hazardous material spills.
 - 10) A detected earthquake above a 4.0 magnitude.
 - 11) Any tsunami warning.
 - 12) Events occurring at a Fixed Hazard Facility such as the chemical stockpile in Umatilla, Oregon (CSEPP), or the Columbia Generating Station (CGS) and the U.S. Department of Energy (DOE-RL) in Benton County.
 - 13) Known or suspected terrorist use of weapons of mass destruction.

- b. When notification of the event is made to the Governor's Staff Director and Communications Director, the following will be discussed:
 - 1) Nature of the event
 - 2) Prognosis, if known
 - 3) Actions being taken
 - 4) Actions recommended (activating the National Guard, going to "alert" mode, etc.)
 - 5) Emergency proclamation
 - 6) Recommended level of public information response
 - 7) Anticipated/recommended schedule for briefing or update

D. EOC ACTIVATION PROCEDURES

1. SEOO

The SEOO will discuss possible EOC activation with the Response Section Manager, MRR Unit Manager, Assistant Director, or Director/Acting Director and determine the extent of staff and agency call out depending on the situation. In the event that the SEOO is unable to contact the Response Section Manager or the MRR Unit Manager, Assistant Director or Director/Acting Director, the SEOO should take steps to activate the EOC based on his/her own independent judgment.

2. Activation Process

Once the decision is made to activate by the director or designated representative, a DM and EOC Supervisor will be appointed and report to the EOC. The DM and EOC Supervisor will then identify the sections to be activated.

3. EMD Staff and ESF Callout

- a. For activations during normal working hours:

Once the DM and EOC Supervisor have been appointed they will inform the SEOOs of the sections and ESFs that are to be staffed. An announcement will be made using the building's speaker system with instructions for available staff within the building to report to the EOC. An alphanumeric page and email will be sent by the SEOO to the EMD staff and State Agency Liaisons (SAL) with instructions to report to the EOC. Selection of position(s) to support the operation will then be determined by the EOC Section Chiefs based on operational needs. The Finance and Administration Section Chief will then be instructed to establish staffing patterns and shift assignments through the use of the Staffing Availability Data Base.

Note: The Staffing Availability Data Base is an automated tool designed specifically for use by EMD staff. All EMD Staff will update their staffing availability through the use of the tool on a bi-monthly basis.

- b. For activations during other than normal working hours:

During other than normal working hours the SEOOs will notify the Response Section Manager or his/her designee who in turn will notify the MMR Unit Manager and Director and an activation level will be determined. The Response

Section Manager will instruct the SEOOs to notify the selected SALs to respond to the EOC and to print out and have available the EMD Staffing Availability Data Base upon his/her arrival to the EOC. The Response Section Manager will report to the EOC and on arrival, refer to the Staffing Availability Data Base and identify the person(s) to serve in positions as DM, EOC Supervisor, and Section Chief(s). With the assistance of the Response Section Manager and other staff as they arrive, SEOOs will notify the selected personnel to respond to the EOC. Selection of position(s) to support the operation will then be determined by the EOC Section Chiefs based on operational needs. The Finance and Administration Section Chief will then be instructed to establish staffing patterns and shift assignments through the use of the Staffing Availability Data Base.

Note: The Staffing Availability Data Base is an automated tool designed specifically for use by EMD staff. All EMD Staff will update their staffing availability through the use of the tool on a bi-monthly basis.

E. PROCLAMATION OF EMERGENCY

A proclamation of emergency will be recommended when one or more of the following occur:

- ◆ The state will pursue federal assistance for either response aid or recovery aid.
- ◆ The National Guard is needed to assist local jurisdictions.
- ◆ The event will potentially overwhelm the capabilities and resources of the affected local jurisdictions.
- ◆ When one or more local jurisdictions have proclaimed emergencies and the state is responding to assist them. (Sometimes local governments will proclaim an emergency, but do not need outside help).
- ◆ The state EOC has been activated for more than 24 hours.
- ◆ The Governor, recognizing the seriousness of the situation, wishes to assure the public that the state is responding with all available resources to protect the public health and safety.

F. ORGANIZATION AND RESPONSIBILITIES

1. EOC Location

The Washington State EOC itself, along with general office space, is located in Building 20, Camp Murray, Washington. Additional office space is located in Building 20b.

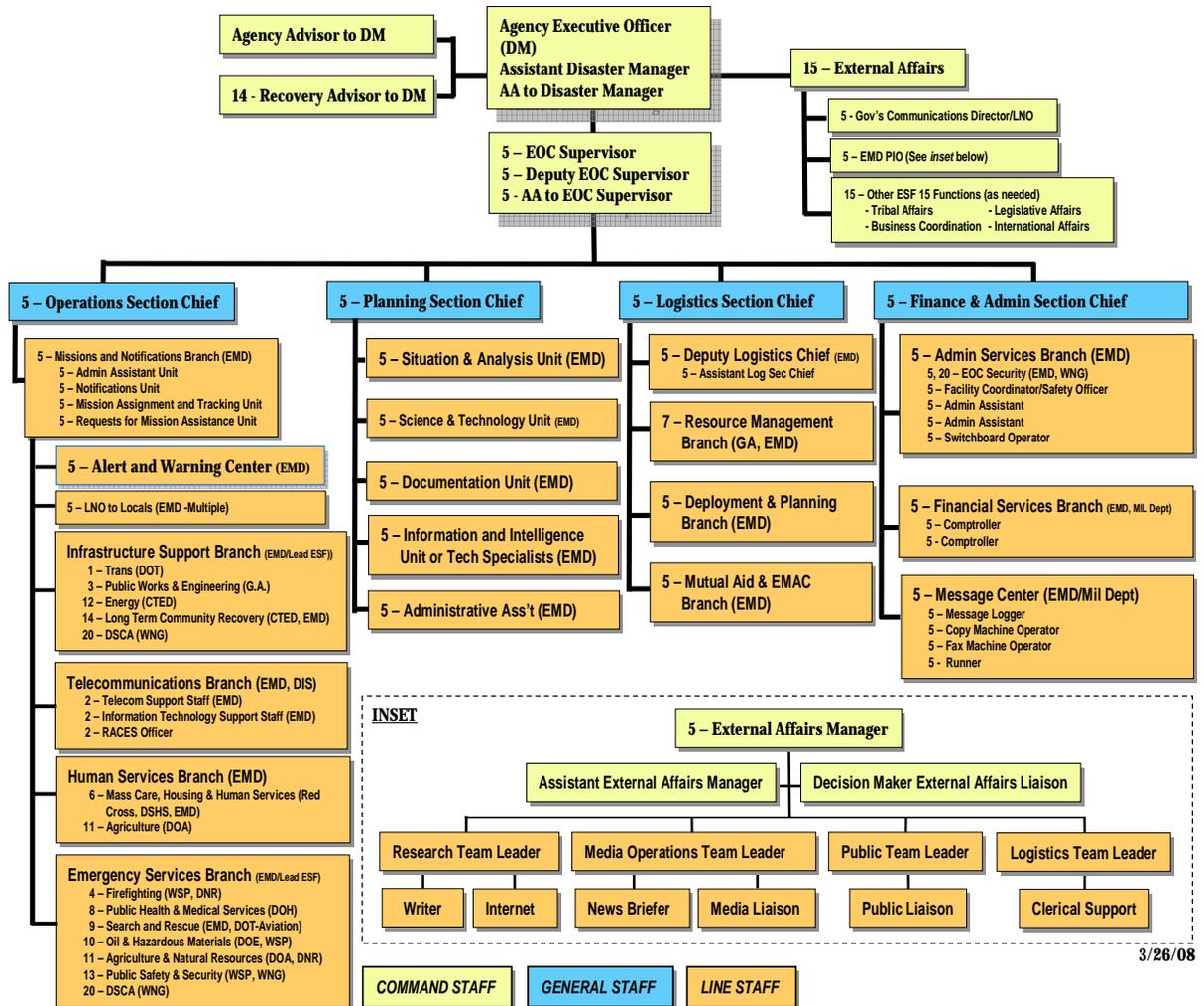
2. EOC Organization

The EOC is organized using the basic concepts of ICS and the National Incident Management System (NIMS). This model includes the following five functional areas:

- ◆ Executive Section (MACG)
- ◆ Operations Section
- ◆ Planning Section

- ◆ Logistics Section
- ◆ Finance and Administration Section

The EOC incorporates state-level ESFs. The below organizational chart illustrates the level of staffing required during full activations. In addition, staff may be assigned to local EOCs as Liaison Officers, field command posts, or local EOFs.



EOC ORGANIZATION CHART

3. EOC Responsibilities

a. Functional Staffing

Each Unit will be responsible for the preparedness of their EOC functional areas of responsibility (see below).

<u>FUNCTIONAL AREA</u>	<u>RESPONSIBILITY</u>
Public Information	Public Information Section
Operations Section	Mitigation, Response, Recovery Unit
Telecommunications Support	Telecommunications Section
Logistics Section	Planning, Exercise and Training Unit
Planning Section	Planning, Exercise and Training Unit
Finance & Administration Section	Programs Unit
Recovery Functions	Mitigation, Response and Recovery Unit
Additional support as required	Enhanced 911 Unit

Unit personnel may be used to augment other EOC positions as appropriate. This may include serving as DM, EOC Supervisor, augmenting the Public Information Team or serving as a Liaison to local jurisdictions.

The public information function of the state EOC is divided into three major functions: Research Team, Media Operations Team and Support Team. When these activities are physically separated from the Operations Room of the EOC, they will function in a complementary and mutually supportive manner through use of liaison officers or a Public Information Officer (PIO) Cell.

Other agencies may be asked to provide staff for a variety of EMD functional positions in the EOC on a 24-hour basis. These personnel will receive functional position briefings and EOC Sustainment training on their respective assignments. They will then be expected to participate in exercises or be called on for actual events.

Ideally, individuals will be cross-trained within their functional areas as well as across functional lines. This will provide a more robust response capability and enhance the ability of individuals to understand all the elements of a fully functioning EOC. Therefore, individuals may be scheduled to fill a position outside of their normal function during exercises/ training and actual events.

b. Executive Section

Governor - The Governor, via the MACG, provides overall direction and control for emergency actions to protect life and property under the scope of the CEMP and the Revised Code of Washington (RCW) 38.52.050.

Whenever an emergency occurs which requires activation of the state EOC, a MACG will be established to assess the situation and oversee state agency actions. The MACG will make recommendations to the Governor's Staff Director regarding additional actions, which should be considered.

The MACG is comprised of:

- ◆ The Governor's Chief of Staff
- ◆ The Governor's Press Secretary
- ◆ The Adjutant General
- ◆ Director, Emergency Management Division
- ◆ Disaster Manager

In addition to the members listed above, other Cabinet level members and state agency directors, as appropriate, will be represented. Examples are: In emergencies where public health is a major concern, the Secretary of the Department of Health should be included on the team. In the event of a major oil spill, the Director of the Department of Ecology should be included on the team.

c. EMD Director

- 1) Makes executive and policy decisions.
- 2) Notifies Governor and the Adjutant General, as appropriate and keeps them informed.
- 3) Coordinates with other state agency directors and Cabinet level members.
- 4) Coordinates with state and local elected officials.
- 5) Coordinates with FEMA Regional Director.
- 6) Coordinates with state directors from neighboring states and provinces.
- 7) Recommends emergency proclamation to Governor.
- 8) Coordinates the state PIO.

d. Disaster Manager

- 1) Recommends executive and policy decisions to the Director.
- 2) Implements executive and policy decisions through the EOC.
- 3) Directs Public Information activities.
- 4) Directs and controls EOC operations through the EOC supervisor.
- 5) Performs activities of the EMD Director in their absence.
- 6) Public Information Section
- 7) Governor's Press Secretary

The Governor's Press Secretary is the Lead State Emergency Public Information Officer. The EMD Public Information Office will provide information support.

e. EOC Supervisory Section

The EOC Supervisor and Deputy EOC Supervisor acts on behalf of the EMD Director and the designated Disaster Manager to manage the EOC. They will provide overall direction and coordination to all EOC sections.

f. Finance and Administration Section

The Finance and Administration Section is responsible for comptroller services

and all internal support to the EOC and EOC staff. This includes, but is not limited to, activation cost tracking, clerical support, staff assignment and scheduling, record/log maintenance, EOC safety and security, facility maintenance, staff feeding, equipment, supplies, logistical support and other administration activities such as the operation of the Message Center.

g. Logistics Section

The Logistics Section plans, implements and controls the efficient, effective flow and storage of goods, services, equipment, personnel, facilities and related information from the point of origin to the point of consumption or demobilization in a unified manner in order to meet the emergency needs of the state and local jurisdictions, reduce costs, ensure appropriate support actions, and decrease delivery time. The Resource Management Branch sources, acquires and coordinates resources to meet the emergency needs of the state and local jurisdictions. The Logistics Planning and Deployment Branch tracks, coordinates movement, receive, stores, and distribute resources to the end user or jurisdiction. This branch is also responsible for establishing Mobilization Centers, Staging Areas, and providing guidance on Points of Distribution. The Mutual Aid Branch coordinates statewide, regional and interstate mutual aid and federal assistance through the use of established mutual aid agreements or compacts and the FEMA Action Request Form (ARF).

h. Planning Section

The Planning Section collects, compiles, evaluates and displays information to assess the overall impact and magnitude of an incident. They focus ahead of the current situation; anticipating and prioritizing projected needs and actions. This also includes the damage assessment function in the early stages of recovery efforts that collect intelligence information to facilitate analysis and forecasting. The Planning Section Chief is responsible for the development of the EOC Situation Report (SITREP) and facilitates the development of the EOCAP.

i. Operations Section

The Operations Section is responsible for overarching coordination with federal, state and provincial agencies during activations of the EOC. It is responsible for receiving mission assistance requests from local jurisdictions, tribal nations and/or state agencies; for determining the appropriate state agency Emergency Support Function that is capable of providing the assistance; for tasking and coordinating the details of the mission with all associated parties; and for tracking the missions' progress until its completion. In coordination with the Logistics Section, the Operations Section tracks availability, distribution and redistribution of resources to include transportation arrangements and other mission accomplishment details. The Operations Section is also responsible for the coordination and direction of state liaison personnel and for directing timely alert, warnings and notifications to state agency, tribal and local governments through the use of Alert and Warning Center resources.

4. Shifts

The EOC, when activated, will operate 24 hours a day utilizing 12-hour shifts. EOC shifts will generally run from 7:00 a.m. (0700) to 7:00 p.m. (1900) on a single day and 7:00 p.m. (1900) to 7:00 a.m. (0700) of the following day. New shifts must arrive promptly and remain after their shift starts for the shift change briefing. The outgoing

“On Duty” EOC Supervisor will conduct the formal shift change briefings and each section will brief their relief.

The EOC will remain activated round-the-clock until the event has terminated and the Director makes the decision to close the EOC and return to Phase I operations.

5. Staffing

The Finance and Administration Section Chief is responsible for establishing a 24-hour staffing pattern in consultation with the DM, EOC Supervisor, and Section Chiefs. As a general rule, in order to inform staff of expected staffing requirements, a staffing pattern will be developed for a minimum of 72 hours regardless of the cause for activation. The need for continued staffing will be situational dependent.

The Finance and Administration Section Chief will identify EMD personnel that are available to fill positions based on their availability as listed in the Staffing Availability Data Base. All EMD staff members are required to input their availability using the Staffing Availability Data Base on bi-monthly basis.