

Appendix 2

STANDARD OPERATING GUIDE FOR CITY OF NEWBURGH EMERGENCY OPERATIONS CENTER (EOC)

A. INTRODUCTION

1. This guide is a supplement to the City of Newburgh Comprehensive Emergency Management Plan, Part III – Response, II-Managing Emergency Response (pgs. III-4 through III-7).
2. The City of Newburgh Emergency Operations Center (EOC), located at City Hall 83 Broadway serves as a location where multiple agencies and departments coordinate emergency response and recovery activities for the City in support of on-scene operations.
3. The Deputy Emergency Manager is responsible for maintaining the EOC in a state of readiness and providing for its continued operation during an emergency.

B. READINESS

1. The Emergency Manager maintains (at the EOC):
 - a) A current alert notification roster of all government, private sector, and volunteer emergency support services personnel assigned to the EOC (both in hard copy and in the EOC computer system).
 - b) A current chart and/or checklist of response activities required during emergencies
 - c) Current maps and data, including a county map depicting municipal boundaries, main roads and waterways; individual maps of each town, village, and city in the county depicting all public roads; population and special facility data for each municipality.
 - d) Current copies of agencies' response plans/procedures.
 - e) A situation display board for recording and reporting during the progress of an emergency
 - f) A “daily activities” log (both in hard copy and in the EOC computer system)
 - g) A current resource inventory (both in hard copy and in the EOC computer system).
 - h) EOC space is to be maintained in an emergency operations mode by the Emergency Manager at all times. During non-emergency periods, the EOC can be used for meetings, training, and conferences.

C. ACTIVATION

1. Each emergency in the City of Newburgh should be classified into one of three Response Levels, according to the scope and magnitude of the situation.

Response Level 0: None emergency situation, facility readiness status maintained through planning sessions, training, drills and exercises.

Response Level 1: Controlled emergency situation without serious threat to life, health, or property, which requires no assistance beyond initial first responders.

Response Level 2: Limited emergency situation with some threat to life, health, or property, but confined to limited area or involving small population.

Response Level 3: Full emergency situation with major threat to life, health, or property, involving large population and/or large area.

2. Initial notification of an emergency is usually received at either the City of Newburgh Police or Fire Communications Centers where the information is recorded.
3. Based upon all available information, the incident commander on scene will assign a Response Level to the incident for the purposes of activating the appropriate City personnel as described below:

For Response Level 1, only the staff of the responding agency are notified and activated as appropriate.

For Response Level 2, select members of the City response organization as determined by the incident commander are notified.

For Response Level 3 classification full EOC staffing is achieved as soon as possible. Except for first responders to the scene, assignment of City response personnel to other locations including the emergency scene will be made through the EOC.

4. In every situation, the Emergency Manager can modify the EOC staffing as the situation requires.
5. For every emergency, the Response Level can shift from one level to another as the event escalates or de-escalates. EOC staffing should also change accordingly.

D. STAFFING

1. The levels of staffing will vary according to the Response Level and the actual demands of the situation.
2. For a Level 3 emergency, with full EOC staffing, staff will be organized into the five ICS groups: Command, Operations, Planning, Logistics and Finance/Administration.
3. For a Level 3 activation, 24-hour continuous-day EOC operations will likely be necessary until the situation de-escalates.
4. Each agency/organization assigned to the EOC will be prepared to maintain continuous operations using two 12 ½ hour shifts (6:00a to 6:30p and 6:00p to 6:30a).

5. Upon the initiation of the 12 ½ hour shifts by the City Manager, each agency will update its shift rosters to the Operations Officer.

E. SITUATION REPORTING

1. The ICS Planning function is responsible for preparation of the Incident Action Plan and emergency situation reporting, and will:

- a) Provide a uniform reporting format for all situation reporting to ensure that the information reported is precise, concise, and clear.
- b) After the occurrence of an emergency, ensure that information on the emergency is collected and reported as soon as possible.
- c) Receive copies of all messages and/or situation reports from the Incident Commander and County and State government officials sent to the EOC pertaining to an emergency situation.
- d) Periodically request situation reports from each agency represented at the EOC.
- e) Select for posting, in chronological order on the situation board, the crucial situation reports and damage assessment information.
- f) In preparation of the Incident Action Plan, analyze the situation reports and prepare an overall situation report. The report should contain the following information:
 1. date and time of emergency
 2. type, response level, and location
 3. specific area affected (including number of people)
 4. number of injured (estimated)
 5. number of dead (estimated)
 6. extend of damage (estimated)
 7. damage or loss of municipal response equipment
 8. roads closed
 9. state of emergency declared
 10. emergency orders issued
 11. mutual aid called upon
 13. major actions taken
- g) Provide the report to the EOC Manager, who reports to the City Manager and the SEMO Regional Office.
- h) Based upon the report, conduct regular briefings to the Command and Operations Section.
- i) Prepare and provide follow-up situation reports on a regularly scheduled basis to the City Manager and the Orange County Emergency Management Office.
- j) Maintain an event log to include all pertinent disaster-related information.
- k) Conduct “after event” meetings to review procedures.

F. SECURITY

1. Internal security at the EOC will be provided by the City of Newburgh Police Department or their designee during a Level 3 emergency; during a Level 2 emergency, any security requirements will be provided as deemed necessary.
2. All persons entering and exiting and EOC will be required to check in at the security desk, located at the main entrance.
3. All emergency personnel will be issued a pass (permanent or temporary) to be worn at all times while in the EOC.
4. Anyone seen in the EOC without a visible pass will be approached by Security personnel and dealt with appropriately.
5. Temporary passes will be returned to the security desk when departing from the premises.