

Best Practices for Managing Your EOC

- **Mary Blakeney – Palm Beach County EM Director**
- **Sandra Tapfumaneyi – Sarasota County EM Chief**
- **Marisa Shivers – Glades County EM Director**



Emergency Management's Role in the EOC

Stay Calm & Be Compassionate

- **Build Trust**
- **Set Expectations**
- **Be organized (stick to the schedule)**
- **Learn from similar jurisdiction's experiences**



Setting the Stage

- Determine Activation Level
- Who do you need?
- Activation Notification Format
- Include report by date and time
- Self-Check
- Are you prepared for what may come?

Palm Beach County EOC Activation Levels

LEVEL 4 – NORMAL OPERATIONS

This is the normal day-to-day operational level for the Division of Emergency Management (DEM) and the County Warning Point (CWP) which are continuously monitoring local, regional, national, and international events, evaluating potential threats, and analyzing their impact on Palm Beach County. Appropriate Division and County personnel, and support organizations are notified and informed through a variety of communication methods based on the urgency required of the incident/event.

LEVEL 3 – ENHANCED MONITORING

The Division of Emergency Management (DEM) transitions to this level for incidents or special events that have the potential for escalation. The County Warning Point (CWP), DEM, and/or other emergency management personnel are actively monitoring the incident/event. Notifications are made to appropriate Division and County personnel, and support organizations that may be required to take action as part of their normal responsibilities.

LEVEL 2 – PARTIAL ACTIVATION

Selected Emergency Operations Center (EOC) staff are notified. The EOC is staffed by the Division of Emergency Management (DEM) personnel, appropriate Sections, their staff, and outside agencies as required to meet the operational needs of the incident.

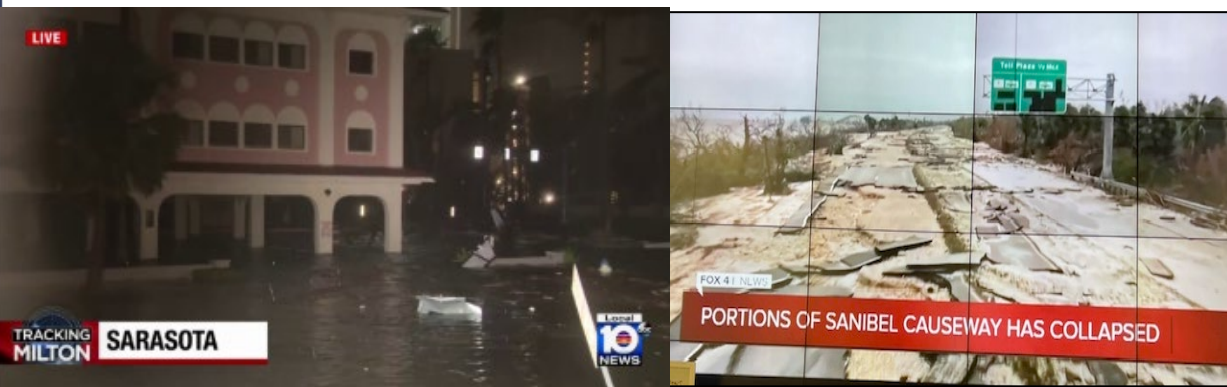
LEVEL 1 – FULL ACTIVATION

All lead and support agencies are notified. The Emergency Operations Center (EOC) is staffed by the Division of Emergency Management (DEM) personnel, the Executive Policy Group, all Sections and Branches, their staff, as well as State and Federal representatives.





It's Happening to YOUR Community



Wed, Oct 9 at 4:47 PM

Just saw a picture on X of a clear tornado approaching Southern Blvd west of Wellington

Also confirmed on radar via a debris signature

Still south of Southern

Tornado at Binks Forest and Paddock Park in Wellington. Hit a house, people are trapped. PBCFR enroute.

Traveled North from there.

Copy

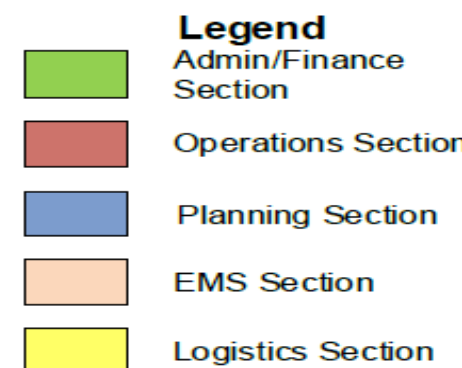
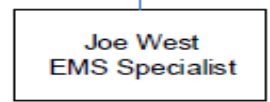
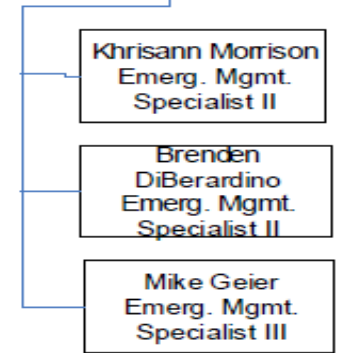
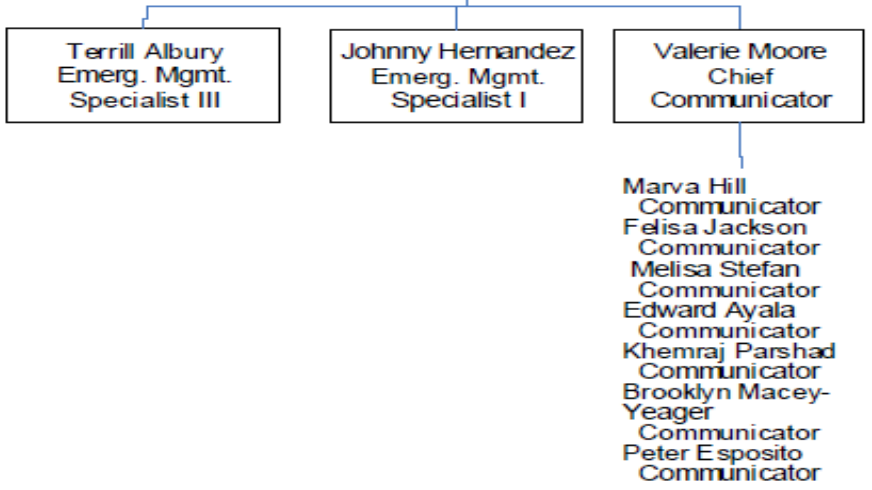
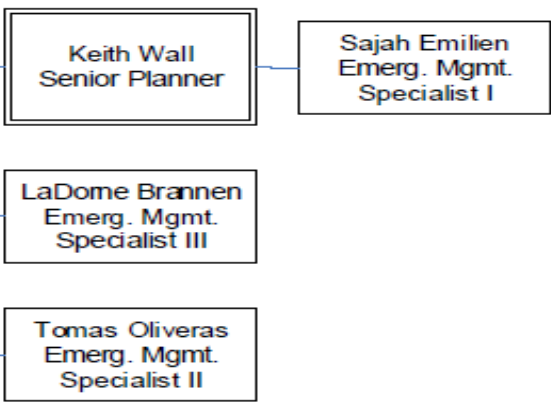
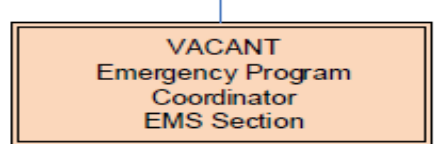
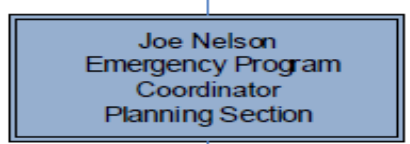
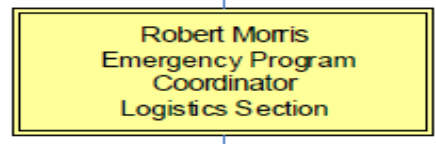
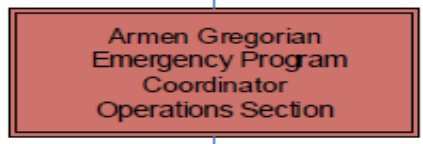
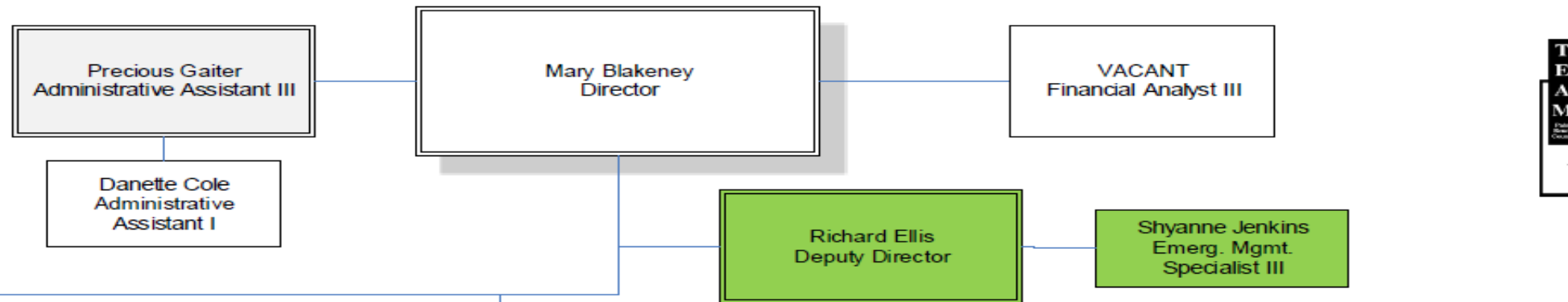
It just went over my house.

My family sending me video. It's in the Acreage.



Organizational Chart Office of Emergency Management

Updated 3/10/2026





Executive Policy Group
 County Administrator
 Mayor, Board of County Commissioners
 Deputy County Administrator
 Public Safety Dept. Director
 Palm Beach County Attorney
 Emergency Management Director
 Palm Beach County Sheriff
 Palm Beach County Fire-Rescue Administrator
 Palm Beach Co. Health Department Director

Board of County Commissioners
 PBC Constitutional Officers
 State Attorney
 Judiciary - 15th Judicial Circuit
 Public Defender
 Property Appraiser
 Tax Collector
 Clerk & Comptroller
 Supervisor of Elections
 PBC School Board
 State and Federal Delegations
 League of Cities
 Military Support/FUNG
 Colleges/Universities


**County Administrator
 Incident Commander**

**Public Information Unit
 (ESF #14)
 Public Affairs**

**Emergency Information Unit
 (EIC)
 Public Safety**

**Safety Officer
 Risk Management**

**Liaison Officer
 Intergovernmental Affairs**



**Palm Beach County
 EOC Activation
 Organization**
 February 2025
previous versions are obsolete

**Planning Section
 (ESF #5)
 PBC Administration**

**Admin/Finance
 Section
 Financial Management &
 Budget**

**Operations Section
 PBC Administration**

**Logistics Section
 PBC Administration**

**Situation Unit
 Public Safety**

**Documentation
 Unit
 Public Safety**

**Resources
 Unit
 Public Safety**

**Demobilization
 Unit
 Public Safety**

**Fusion Center
 Unit
 PBCSO**

**Technical
 Specialist(s)
 Unit**

**Claims &
 Compensation Unit
 Risk Management**

**Time Unit
 Human Resources**

**Cost Unit
 Public Safety**

**Recovery Branch
 Planning, Zoning &
 Building**

**Damage
 Assessment Unit
 Planning, Zoning &
 Building**

**Housing Unit
 Dept. of Housing &
 Economic Sustainability**

**Business & Industry
 Unit (ESF #18)
 Off. Small Business Asst.**

**Infrastructure
 Branch
 Engineering & Public
 Works**

**Transportation Unit
 (ESF #1)
 Palm Tran**

**Public Works Unit
 (ESF #3)
 Engineering & Public
 Works**

**Energy Unit
 (ESF #12)
 Engineering & Public
 Works**

**Debris
 Management Unit
 Solid Waste Authority**

**Emergency
 Services Branch
 PBC Fire-Rescue**

**Firefighting Unit
 (ESF #4)
 PBC Fire-Rescue**

**Search & Rescue
 Unit (ESF #9)
 PBC Fire-Rescue**

**HAZMAT Unit
 (ESF #10)
 PBC Fire-Rescue**

**Law Enforcement
 Unit
 (ESF #16)
 PBCSO**

**Air Operations Unit
 PBCSO**

**Human Services
 Branch
 Community Services**

**Mass Care Unit
 (ESF #6)
 Community Services**

**Health & Medical
 Unit (ESF #8)
 FL DoH - PBC**

**Food & Water Unit
 (ESF #11)
 Community Services**

**Animal Services
 Unit (ESF #17)
 Public Safety**

**Unmet Needs Unit
 Public Safety**

**Emergency
 Operating Areas
 (EOA) Branch
 Parks & Rec**

**EOA Municipal
 Unit
 Parks & Rec**

**EOAs
 #1 - #6**

**Services Branch
 Human Resources**

**Human Resources
 Unit
 Human Resources**

**Volunteers &
 Donations Unit
 (ESF #15)
 United Way**

**EOC Support Unit
 Public Safety**

**Info. Technology
 Support
 Information System
 Services**

**Support Branch
 Facilities Development &
 Operations**

**Communications
 Unit (ESF #2)
 Facilities Development &
 Operations**

**Fleet & Fuel Unit
 Facilities Development &
 Operations**

**Procurement Unit
 Purchasing**

**Facilities Unit
 Facilities Development &
 Operations**

**Base Camp Unit
 Facilities Development &
 Operations**

**Distribution
 Branch
 Dept. of Housing &
 Economic Sustainability**

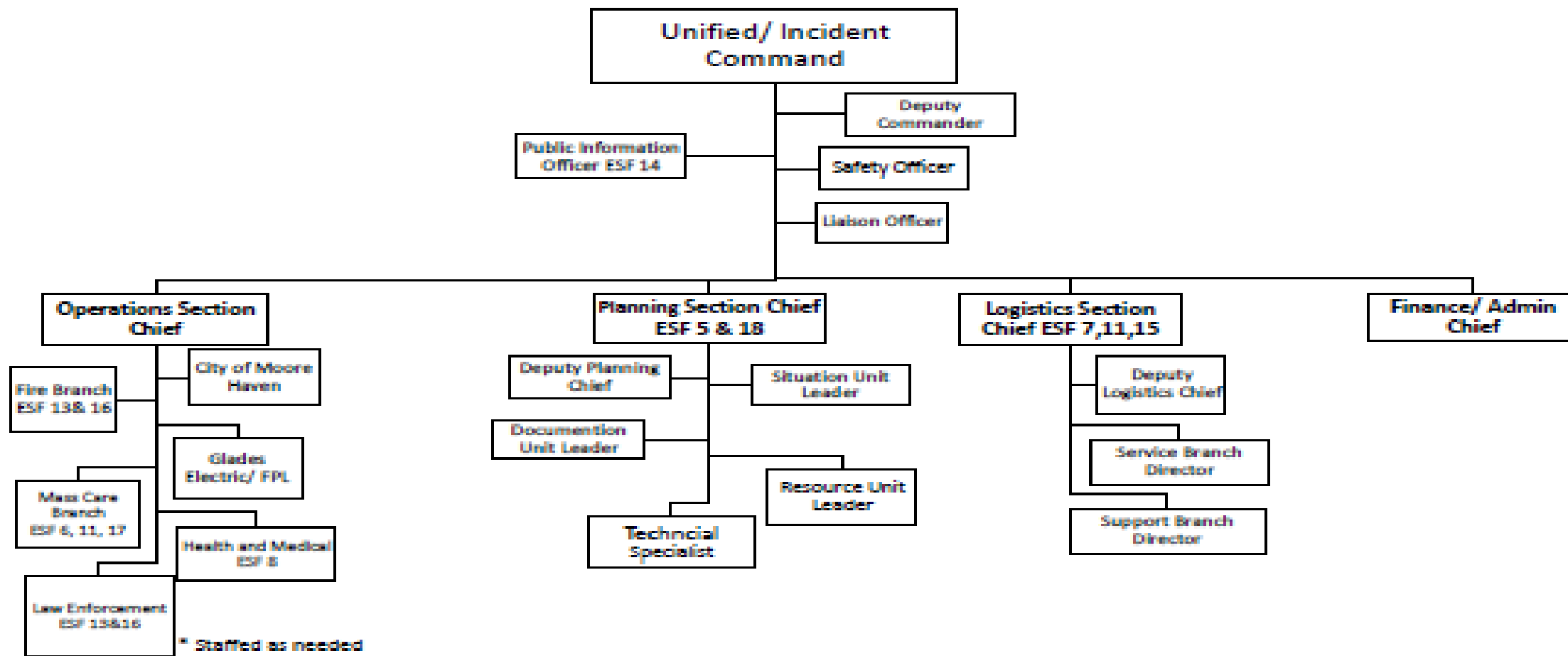
**County Staging
 Area Unit
 Planning, Zoning &
 Building**

**Bulk Distribution
 Unit
 Facilities Development &
 Operations**

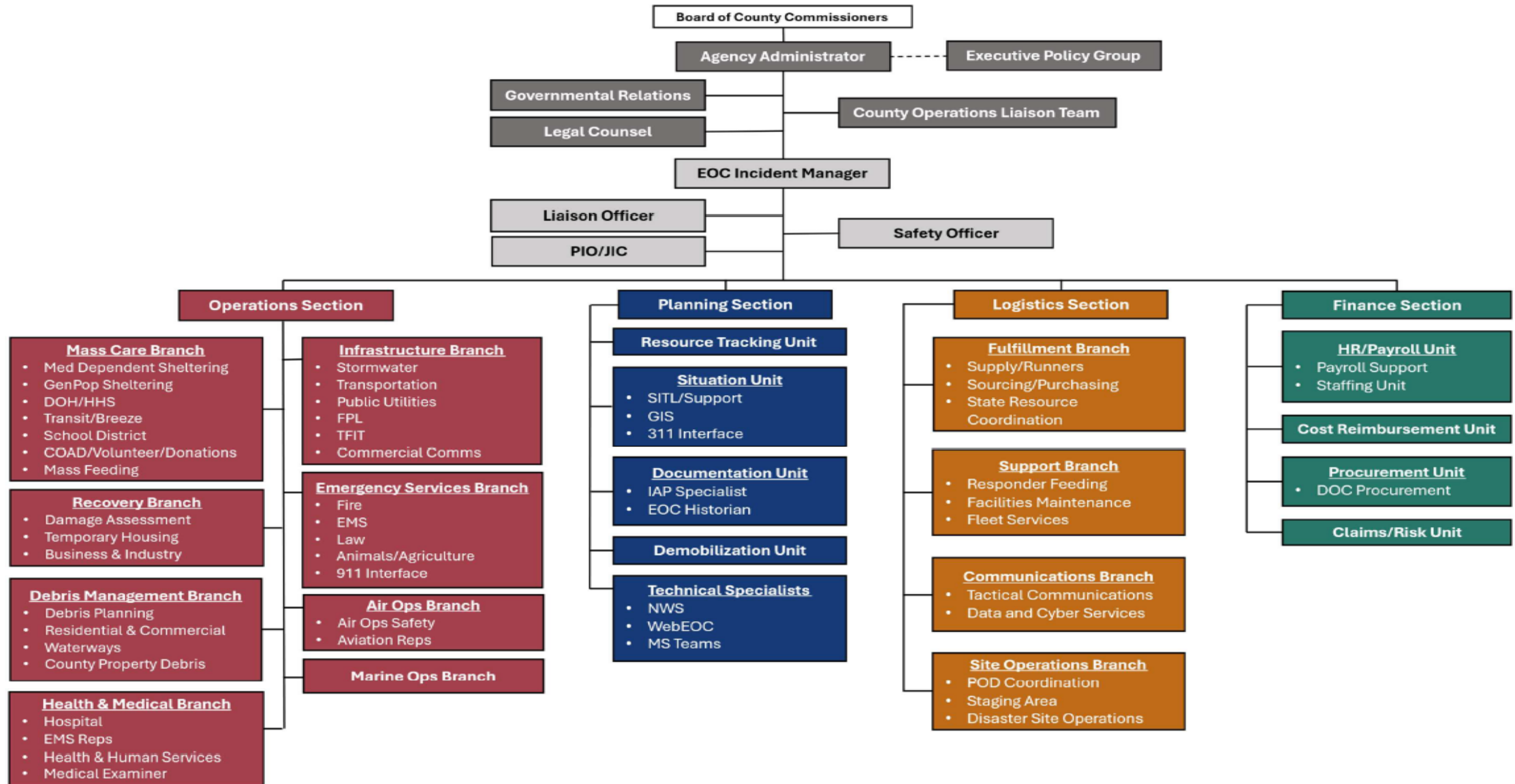
**POD Unit
 Planning, Zoning &
 Building**

Glades County EOC Unified/ Incident Command

2020-2025 CEMP



Sarasota County Emergency Operations Center (EOC)





EOC Staffing

- **County/Agency Staffing**
 - **E-Role/Emergency Disaster Role Program**
- **Vendor Support → Pre-Disaster Contracts, Emergency Purchase Orders, Temporary staffing, etc.**
- **Inmate workers**
- **Volunteers**
- **Interns**





Mutual Aid

Extended event = You will need help

Types:

- EMAC EOC Support Teams
- FEPA EOC Support Teams
- All Hazard IMTs

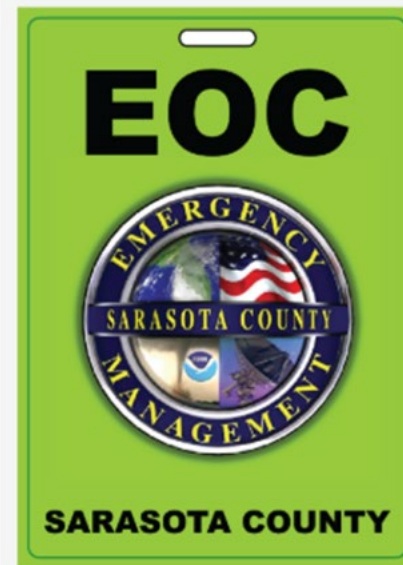
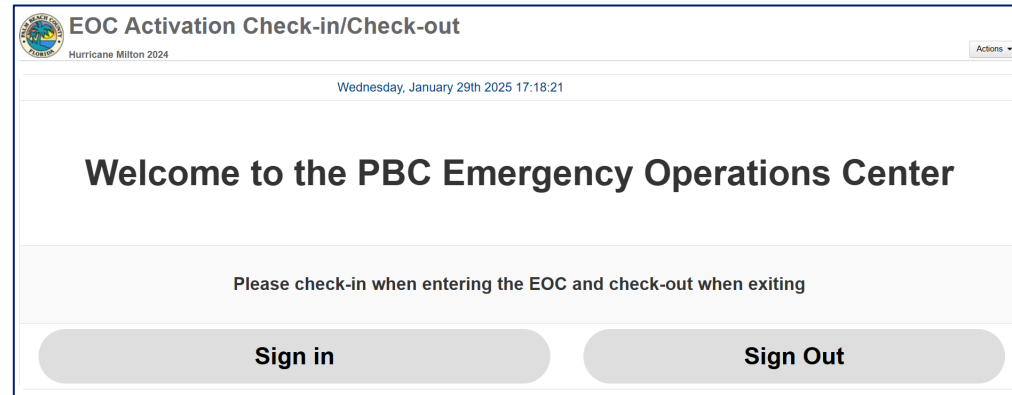
Have a plan

- Provide jurisdictional insight
- Be open to suggestions but remember it is your EOC!



Managing the Arrival: Have a Plan

- Parking
- Check-In Process
- Badging/Security
- EOC Campus Lay Out
- IT/AV Support



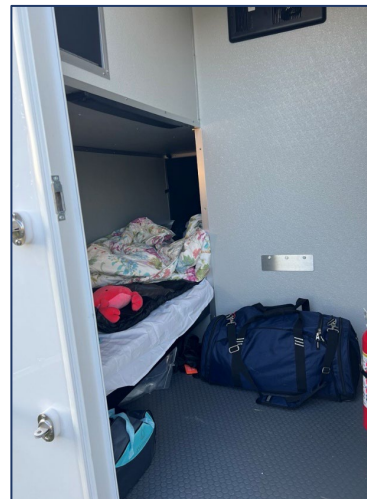


EOC Operational Considerations

- Assignments and Shifts
- Space Considerations
- Food and Water
- Bathrooms and Showers
- Sleeping

EMERGENCY OPERATIONS CENTER REPRESENTATIVES - ALPHA SHIFT

Alpha Seat #	Position	Section	Agency	Staff	Work Phone	Cell Phone	Home/Other Phone	Email
1A	DEM Logistics Liaison	Logistics	DEM					
2A	Logistics Section Chief	Logistics	Administration					
3A	Admin/Finance DEM Liaison	Admin/Fin	DEM					
4A	Deputy Admin/Finance Section Chief	Admin/Fin	OFMB					
5A	Admin/Finance Section Chief	Admin/Fin	OFMB					
6A	Operations Section Chief	Operations	Administration					
7A	Operations Section Deputy Chief	Operations	Administration					
8A	Operations Section Aid	Operations	Parks & Recreation					
9A	Planning Section Chief	Planning	Administration					
10A	DEM Planning Liaison	Planning	DEM					
11A	Recovery Branch Director	Operations	Planning Zoning & Building					
12A	Damage Assessment Unit Leader	Operations	Planning Zoning & Building					
13A	Damage Assessment Unit Leader	Operations	Planning Zoning & Building					
14A	Florida Power & Light	Operations	FPL					
14A	Florida Power & Light	Operations	FPL					
15A	Energy Unit Leader	Operations	Engineering					
16A	Business & Industry Unit Leader	Operations	Small Business					
17A	Business & Industry Unit	Operations						
18A	Housing Unit Leader	Operations	Office of Economic Sustainability					
18A	Housing Unit Leader	Operations	Office of Economic Sustainability					
19A	Unmet Needs Unit Leader	Operations	Division of Emergency Management					
20A	Human Services Branch Director	Operations	Palm Beach County Community Service					
21A	Mass Care Unit Leader	Operations	Palm Beach County Human Services					
22A	Mass Care Unit - Shelter Support/Security	Operations	School District					
22A	Mass Care Unit - Shelter Support/Security	Operations	School District					
23A	Mass Care Unit - Shelter Staffing	Operations	PBC Library					
24A	Mass Care Unit - Shelter/Feeding	Operations	American Red Cross					
25A	Mass Care Unit - Feeding	Operations	Salvation Army					



Command Considerations

- Set the tone
- Morale and mental health
- Limit projecting news broadcasts
- County Leadership and Elected Officials/VIPs
- Disaster recovery vendor





Command

- Establish lessons learned/corrective action tracking immediately
- Coordination with FEMA, state, and external partners
- Find the positive and keep it light, when appropriate



Wellness for EOC Staff

- Mental health professionals
- Responder respite
- Therapy animals
- Stress balls
- Food trucks
- The people you were the week before the disaster will not be who you are after the disaster!



Media and Public Information

- Press Conferences
- Media Interviews
- Local, National, International
- IPAWS
- Social Media
- Ring and Nextdoor
- Flyers and Brochures
- Door-to-door
- Faith-based leaders





EOC Briefings

- Make it BRIEF – Limit speakers
- Have a focal point
- Stick to the schedule
- Virtual option
- Word/Song of the Day





Planning Section

- EOC Schedule
- Flash Reports, Situation Reports, Incident Action Plans (IAPs)
- Documentation and record retention
- EOC Historian
- Demobilization

Sarasota EOC Activation Schedule				
24hr Time	Meetings and Briefings	Conference Calls	Preparation/Pre-Work/Deliverables	Standard Time
0600			SitRep Release <i>[if needed]</i>	6:00 AM
0630	Morning Section Huddle			6:30 PM
0700		FDEM Air Ops Call (EM Suite)	NWS Conference Call	7:00 AM
0730	Command & General Staff (EM Suite)			7:30 AM
0800	EOC Morning Briefing (SitRoom)			8:00 AM
0830	Ops Section Meeting	Agency Admin. Briefing		8:30 AM
0900	Tactics Meeting			9:00 AM
0930	Logistics Section Meeting (115)	DOC Conference Call (147)		9:30 AM
1000	Finance Section Meeting	Planning Section Meeting (114)	County Leadership Meeting (147)	10:00 AM
1030	ES Branch Meeting (EM Suite)	MC Branch Meeting (119)	City Managers Call (147)	10:30 AM
1100	Vol/Don Unit Daily Call (EM Suite)	Planning/COIT Briefing (147)		11:00 AM
1115			FDEM Conference Call	11:15 AM
1130				11:30 AM
1200				12:00 PM
1230	Infrastructure Branch Meeting (EM Suite)		Flash Report Review/Approval (IC) <i>[if needed]</i>	12:30 PM
1300		NWS Conference Call		1:00 PM
1330	Air Ops Branch Meeting (EM Suite)			1:30 PM
1400	DOH/Healthcare Facility Call (EM Suite)	FL VQAD Daily Call		2:00 PM
1430		EPG Meeting (147) <i>[if needed]</i>	SitRep Review	2:30 PM
1500	Objectives Meeting (EM Suite)	FDEM Mass Care Call (119)		3:00 PM
1530	Recovery Branch Meeting (EM Suite)	Constitutional Offices Call (147)		3:30 PM
1600	Planning/COIT Mtg	EOC Staffing Mtg		4:00 PM
1630		County Leadership Meeting (147) <i>[if needed]</i>		4:30 PM
1700				5:00 PM
1715			FDEM Conference Call	5:15 PM
1730			FDEM Air Ops Call (EM Suite)	5:30 PM
1800	Command & General Staff (EM Suite)		IAP Review	6:00 PM
1830	EOC Evening Briefing (SitRoom)			6:30 PM
1900		NWS Conference Call	Final IAP Edits	7:00 PM
1930	Evening Section Huddle			7:30 PM
2000			IAP Approval/Release	8:00 PM

NHC Regular Advisories: SAM/11AM/5PM/11PM

LEGEND

Operations Section	Planning Section	Logistics Section	Facilities Section
Gov. Meetings	Weather Calls	State Calls	COIT / DOC

Time	EOC Scheduled Activity	Actions
0700	New shift reports for duty - Shift Change Briefing (Operations Room)	<ul style="list-style-type: none"> • Face to face briefing. • Review tactics for the current operational period.
0730	Ops Room Briefing (Operations Room) <i>See agenda in Activation Manual</i>	<ul style="list-style-type: none"> • Report out by Command and General Staff • Provide Incident Objectives for this operational period.
0800	New Operational Period – Execute Plan and Assess Progress (Shift A)	<ul style="list-style-type: none"> • Monitor ongoing operations. • Receive progress of assigned tasks. • Review progress of assigned tasks. • Receive periodic situation briefings. • Review work process. • Identify changes that need to be made during current and future operations. • Prepare for Objectives Meeting.
0800	Command Meeting – (Bonvento Conference Room)	<ul style="list-style-type: none"> • Address financial and policy issues. • Prepare for media briefing as needed. • Liaison with elected officials as needed. • Review current Incident Action Plan. • Review previous SitReps. • Discuss other hot topics.
0900	Develop/Update Objectives Meeting (Bonvento Conference Room)	<ul style="list-style-type: none"> • Establish priorities. • Identify constraints and limitations. • Identify necessary SOGs/Coordinating Procedure. • Identify staff assignments. • Agree on division of Command workload. • Discuss any modifications to IAP based on NHC advisory (if applicable).
1000	Municipal Conference Call (Bonvento Conference Room)	<ul style="list-style-type: none"> • Conduct Municipal Conference Call
1300	Command and General Staff Meeting/Briefing (Conference Room #1)	<ul style="list-style-type: none"> • Meet and brief Command and General staff on IC direction, objectives and priorities, assign work tasks. • Resolve problems and clarify staff roles and responsibilities.



WebEOC Daily Operations Report



Palm Beach County
Department of Public Safety
Division of Emergency Management
Mary Blakeney, Director



Daily Operational Report
561-712-6428
CountyWarningPoint@pbc.gov

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This message is intended for State, Local, and Federal government employees and authorized response partners only.
Information and incidents in this message may be EXEMPT from mandatory disclosure under §119.071 F.S.

Issue Date/Time:	Duty Officer	Communicators
Saturday 01/25/2025 08:44:31	Brenden DiBerardino	Edward Ayala/Brooklyn Macey
Operational Period: 01/24/2025 0800 to 01/25/2025 0800		
Activation Level: Level III - Enhanced Monitoring		Felisa Jackson/John Casablanca

Highlights of Previous Operational Period

Activation Level III (Enhanced Monitoring).

0800 hours - Activation Level III (Enhanced Monitoring) - The Palm Beach County Emergency Operations Center activated to Level III (Enhanced Monitoring) in response to cold weather.

0900 hours - Flash Report #1 - The Palm Beach County Division of Emergency Management issued Flash Report #1 due to the activation of the Cold Weather Emergency Shelter Plan.

0900 hours - Cold Weather Emergency Shelter Plan - The Palm Beach County Division of Emergency Management activated the Cold Weather Emergency Shelter Plan for the western region of Palm Beach County. The Belle Glade Transitional Shelter and Lake Village at the Glades was opened on 1/24/25 at 1900 hours and will be closed on 1/25/25 at 0900 hours. The Belle Glade Transitional Shelter and Lake Village at the Glades received 6 adults and 5 children.

1331 hours - Cold Weather Advisory - The National Weather Service issued a Cold Weather Advisory for Inland Palm Beach County, effective until 1/25/25 at 0800 hours.

1600 hours - Flash Report #2 - The Palm Beach County Division of Emergency Management issued Flash Report #2 due to the activation of the Cold Weather Emergency Shelter Plan.

1600 hours - Cold Weather Emergency Shelter Plan - The Palm Beach County Division of Emergency Management activated the Cold Weather Emergency Shelter Plan for the eastern region of Palm Beach County. The Westgate Community Center was opened on 1/24/25 at 1900 hours and will be closed on 1/25/25 at 0900 hours. The Westgate Community Center received 13 adults.

1725 hours - Wastewater Release - 560 E Main Place, Pahokee - Palm Beach County Water Utilities reported a raw sewage release of less than 1,000 gallons from a broken force main due to blockage. No storm drains or waterways were impacted. Clean-up actions were reported as complete. This incident was reported directly to the State Watch Office.

Notifications:

State Watch Office, Duty Officer, and Activation Level III Group reference Activation Level III.

EOC Flash Report Group reference Flash Report #1 and #2.

Cold Weather Shelter Group reference Cold Weather Emergency Shelter Plan.

Current Situation		
Activation Level III (Enhanced Monitoring).		
Road Closure - West Palm Beach Water Utilities is performing emergency underground utility repairs due to a wastewater release from a broken underground pipe. The westbound lanes are partially closed on Okeechobee Blvd, from Rosemary Ave to Tamarind Ave, until further notice.		
Health Advisory - The Florida Department of Health Palm Beach County issued a Health Advisory for Dubois Park due to the bacteria levels in the water.		
Bridge Closure - The George Bush Bascule Bridge over the Intracoastal Waterway will be closed from 0800 hours on Saturday, 1/25/25, to 0800 hours on Saturday, 2/1/25, for essential maintenance and repair to the bridge house, machinery, and associated bridge span gear indexing. During this seven day closure, both vehicle and pedestrian traffic will be redirected.		
Operational Objectives		
Monitoring the news, traffic, and the weather for potential hazards.		
Monitoring ambient and wind chill temperature forecast.		
Current Hazards		Radar
High risk of rip currents effective until 1900 hours.		
Winds chills will drop into the low to mid 30s overnight into Saturday morning across most of the interior.		
Hazardous marine conditions.		
Number of Calls		
Telephone	141	Lake Okeechobee Level
Radio	15	Feet Above/Below Normal
Pages	0	K-B Drought Index
Text Message	953	Fire Danger Index
Email	1425	
Faxing	0	
Other	29	
Public Notifications	0	
Prepared by:	Edward Ayala	Approved by: Brenden DiBerardino

Current Weather Conditions		
West Palm Beach:	Mostly sunny, with a high near 69. Wind chill values as low as 45 early. Northeast wind 9 to 11 mph, with gusts as high as 20 mph.	
Belle Glade:	Sunny, with a high near 68. Wind chill values as low as 38 early. North wind 10 to 13 mph becoming northeast in the afternoon. Winds could gust as high as 18 mph.	



Sarasota County: Teams and Smartsheet

12/29/24 **Activation Level 2: Partial** **County Status: PARTIAL**

Essential Elements of Information (5 Minute-Page Refresh)

Debris Recovery - Milton (View Only) | Report Abuse | Help

Recovery Section - Debris Management

-2 Days Remaining

Event Name: Hurricane Milton

Progress As of 01/16/25

2,480,894 Estimated CY Collected (from all methods)

Cubic Yards per Method	CY
Haulers	2,327,474
Public Drop-Off**	18,620
Force Account	29,200
Municipalities	58,100
ENVY	47,500

Preliminary RESIDENTIAL Damage Assessment (COMPLETED 10/18)

Unincorporated	Town of Longboat Key	City of Sarasota	City of Venice	City of North Port	TOTAL Residential Damage Estimates
Destroyed - 103	Destroyed - 0	Destroyed -	Destroyed - 11	Destroyed - 0	\$448,030,054
Major - 878	Major - 21	Major -	Major - 99	Major - 62	
Minor - 2,438	Minor - 20	Minor -	Minor - 415	Minor - 12	Destroyed: 114, Major: 1,000
Affected - 4,899	Affected - 117	Affected -	Affected - 1,078	Affected - 0	Minor: 2,883, Affected: 5,592
Estimate: \$375,560,905	Estimate: \$13,550,085	Estimate: \$11,000,000	Estimate: \$41,365,944	Estimate: \$4,547,120	

Preliminary Unincorporated COMMERCIAL Damage Assessment (COMPLETED 10/16)

Commercial - Residential	Commercial - Non-Residential	TOTAL Commercial Damage Estimates
Destroyed - 7	Destroyed - 2	\$164,203,000
Major - 307	Major - 53	
Minor - 622	Minor - 28	Destroyed: 9, Major: 360
Affected - 98	Affected - 88	Minor: 650, Affected: 101
Estimate: \$154,775,425	Estimate: \$9,427,575	

Finance and Administration (as of 1/21/25)

Public Assistance Estimates	# of DDL Hours
\$202,513,924	110,615
County-wide	SC Gov Staff

PA Estimates (County-Wide)

Category A - \$78,098,717
Category B - \$49,301,502
Category C - \$1,170,000
Category D - \$152,926
Category E - \$30,287,848
Category F - \$34,381
Category G - \$43,416,000
Category Z - \$52,750

PA Estimates (BOCC)

Category A - \$88,258,717
Category B - \$42,700,543
Category C - \$1,170,000
Category D - \$2,926
Category E - \$28,081,648
Category F - \$24,381
Category G - \$35,416,000
Category Z - \$52,750

Utilities Systems

Wastewater Systems	Collection/Lift Stations
Sea Ridge	North County
Central County	Central County
Venice Gardens	South County

Potable Water Systems	Barrier Islands
System Storage	Potable Water
Carlton	Sanitary Sewer
Peace River	
Wanatee County	

Infrastructure

Road Closures	Network Tracking
1 Down to Damaged Bridge, construction to being established to utilize road around bridge for Coon Key bridge - SR 9 Traffic. Last used (COC) will work to implement. Likely will be a long-term solution due to extent of damage.	1 Number Down
1 Manatee Road closed south of Blind Pass Beach	138 Number Restored
North Casey Key Road now accessible	0 Number Planned Down
	0 Number Partial Down

Logistics (Real Time From Resource Sheet)

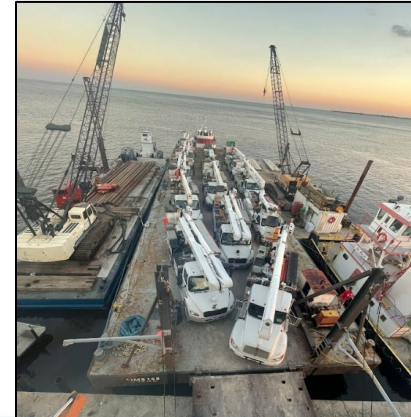
BOG Resource Requests	State Resource Requests
20 # of Active SC Requests - Milton	141 # of State Request - Milton
140 # of SC Requests - Milton	141 # of Active State Request - Milton

311 Call Data (10/28/24 through 10/28/24 @ 1425)

Cumulative Calls: 36,592
 Top 3 Departmental Call Types:
 1 Solid Waste (Gray Skies)
 2 PDS (Blue Skies)

Operations Section

- **Damage Assessments**
- **Life Safety/Search and Rescue**
- **Infrastructure Restoration**
- **Human Services and Mass Care**



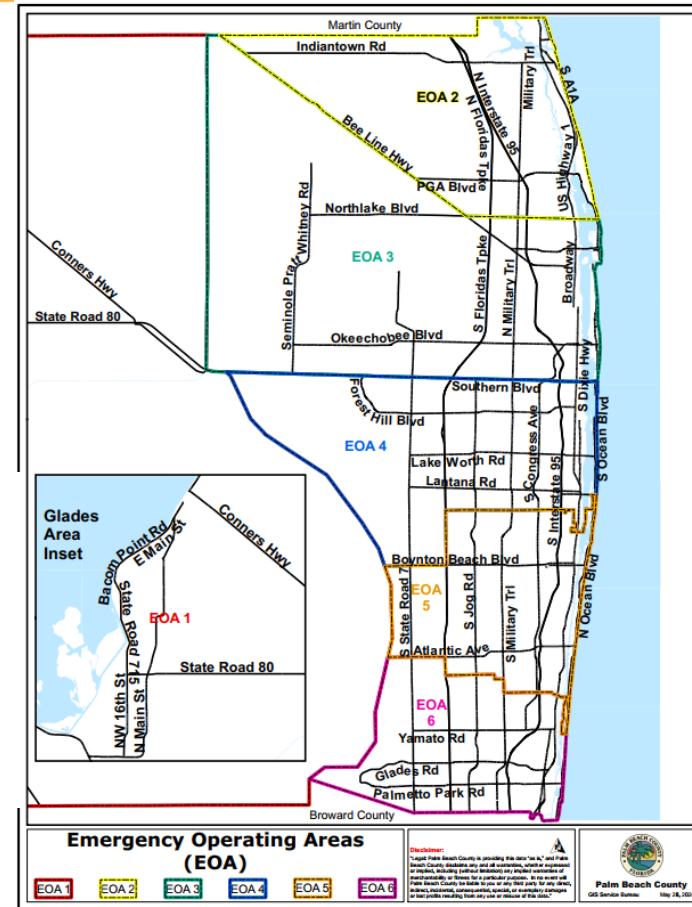
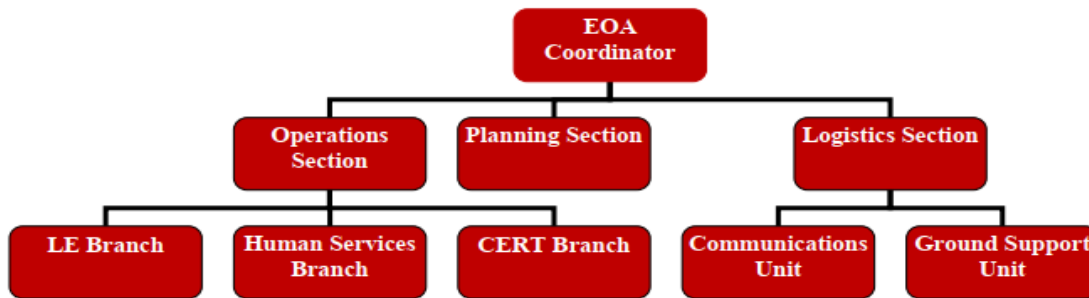
Operations Section

- Specialty Teams and Equipment
- Special Operations/Missions
- Air and Marine Ops
- Field Ops/Special Trips
- Think outside the box!



Operations Section

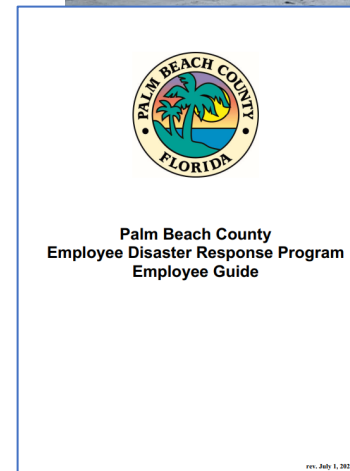
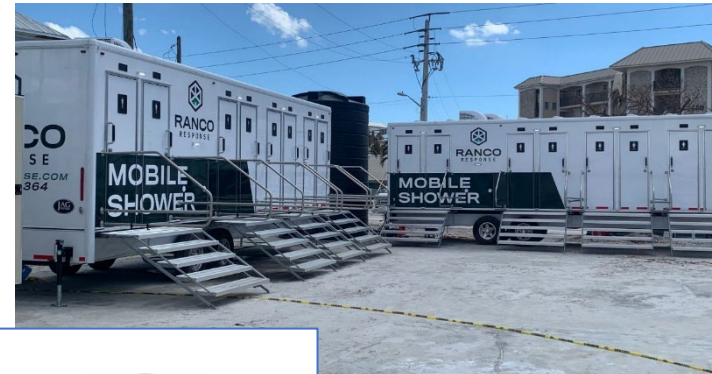
- Organizational Divide
- Engage with municipal, special districts, private sector
- Field Offices





Logistics Section

- EOC Facility and Personnel Support
- County Staging Area (CSA)
- Resource Management
- Communications
- Emergency sites support
 - Finding locations
 - Establishing wrap round services



Logistics Section

- Responder Base Camps
- Comfort Stations
- Transition to recovery
- Facilities/Property Unit
- Be careful not to overload assignments



Additional Considerations

- Do NOT forget to eat/sleep
- You will get overwhelmed
- Be careful what you write down, email, or text
- Recognize your EOC/EM Team
- Interview people before they demobilize



Questions?



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