

Best Practices for Managing Your EOC





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May 15, 2025

Emergency Management's Role

- Stay Calm and Be Compassionate
- Build Trust
- Set Expectations
- Monitor for conflicts and address right away
- Be organized (stick to the schedule, communicate)
- 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

is is the normal day-to-day operational level for the Division Emergency Management (DEM) and the County Warning int (CWP) which are continuously monitoring local, glonal, national, and international events, evaluating tential threats, and analyzing their impact on Palm Beach unty. Appropriate Division and County personnel, and pport organizations are notified and informed through a riety of communication methods based on the urgency quired 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 (6)





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.

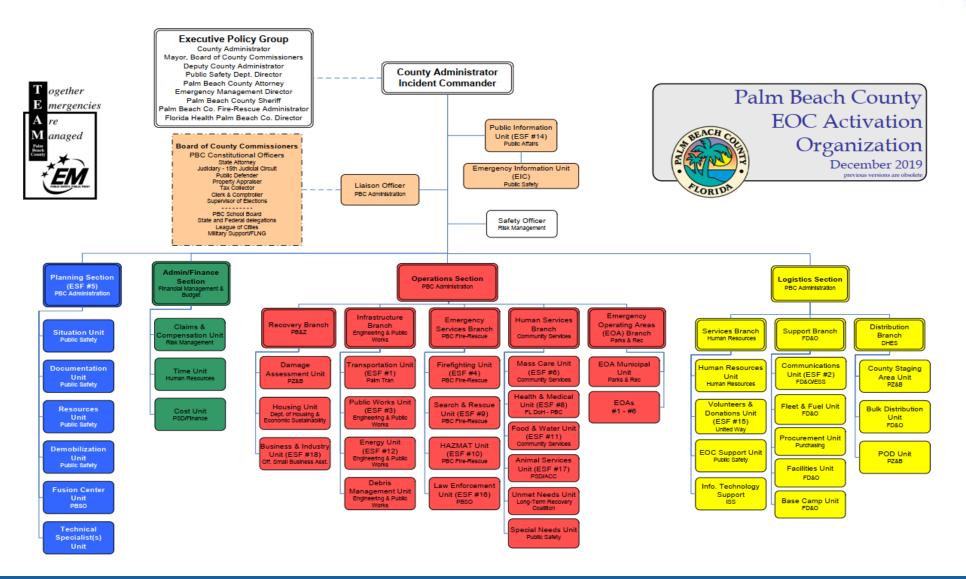
Traveled North from there.

Сору

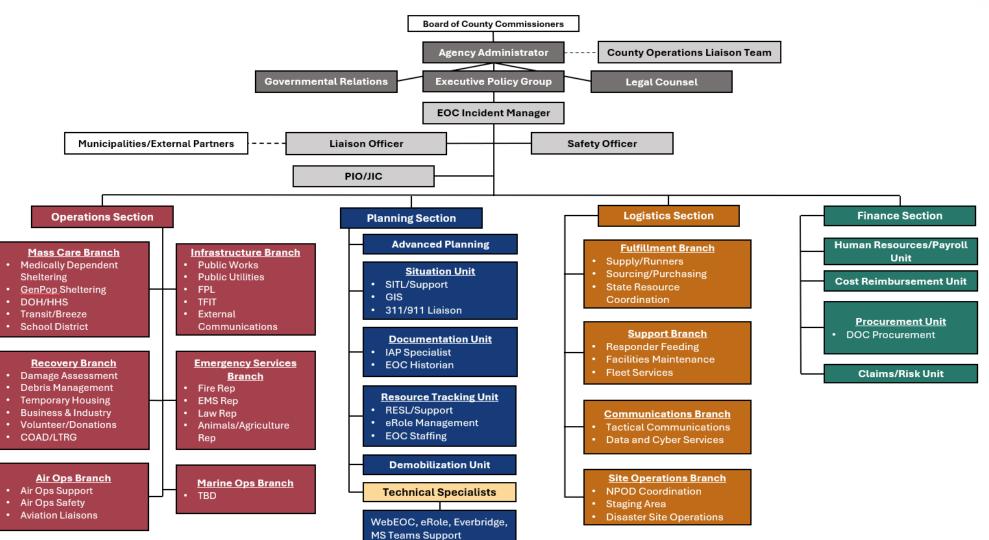
It just went over my house.

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

EOC Organizational Structure







EOC Staffing

- County/Agency Staffing
 - E-Role/Emergency Disaster
 Role Program
- Vendor Support
 - Pre-Disaster Contracts
 - **•** Emergency Purchase Orders
 - \circ Temp staffing
- Inmate workers
- Volunteers







Mutual Aid

- Extended event = You will need help
- Types:
 - **o EMAC EOC Support Teams**
 - **o 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 Activation Check-in/Check-or HurrIcane Milton 2024 Wednesday, Janua	y 29th 2025 17:18:21		Actions -
Welcome to the PBC	Emergency C	perations Center	,
Please check-in when en	tering the EOC and check-	out when exiting	
Sign in		Sign Out	

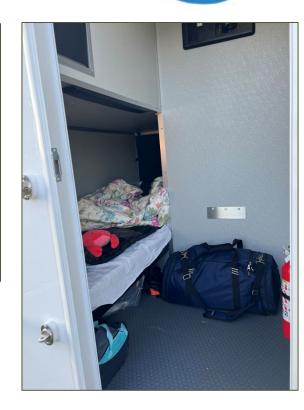


EOC Operational Considerations

- Assignments and Shifts
- Space Considerations
- Feeding
- Bathrooms and Showers
- Sleeping

Alpha Seat #	Postion	Section	Agency	Staff	Work Phone	Cell Phone	Home/Othe r Phone	Em
1A	DEM Logistics Liaison	Logistics	DEM					
2A	Logistics Section Chief	Logistics	Administration					
вА	Admin/Finance DEM Liaison	Admin/Fin	DEM					
4A	Deputy Admin/Finance Section Chief	Admin/Fin	OFMB					
5A	Admin/Finance Section Chief	Admin/Fin	OFMB					
5A	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					
	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 Sustainibility					
18A	Housing Unit Leader	Operations	Office of Economic Sustainibility					
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					
	700							: 4





Command Considerations



- Set the tone for the response
- Morale and mental health
- County Leadership and Elected Officials/VIPs
- Disaster recovery vendor





Command

- Establish lessons
 learned/corrective action
 tracking immediately
- Coordination with
 FEMA/FDEM 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
- Everbridge and IPAWS
- Social Media
- Ring and Nextdoor
- Flyers and Brochures
- Door to door







EOC Briefings



- Make it BRIEF Limit speakers
- Staff should come to the podium
- Stick to the schedule
- Virtual option
- Word/Song of the Day







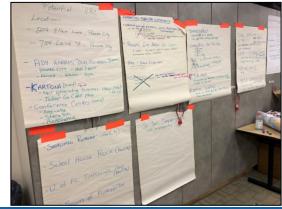
Planning Section

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

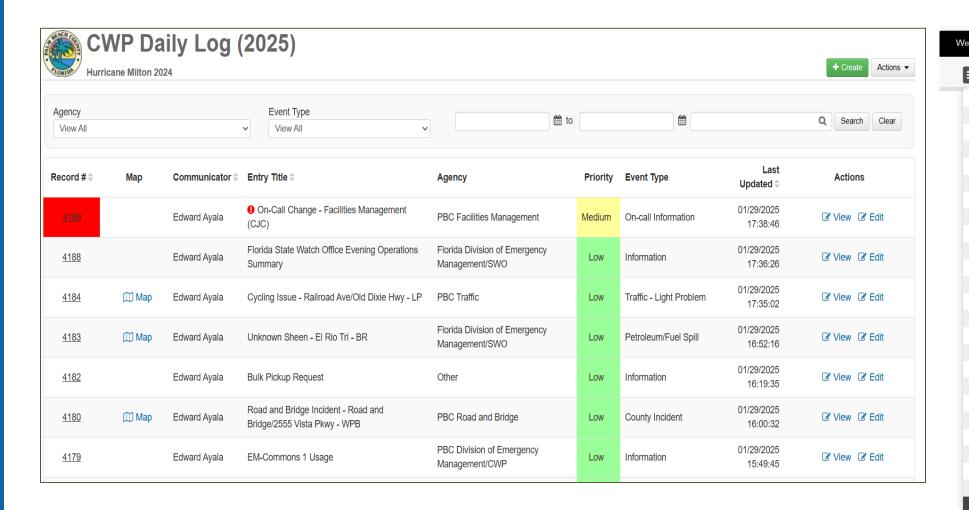


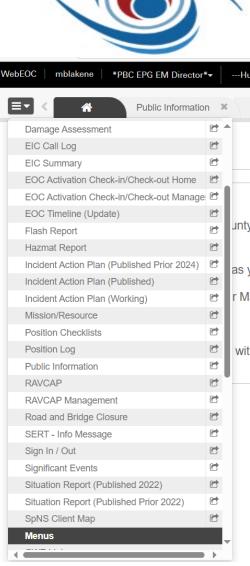
Daily Activation Schedule

Time	EOC Scheduled Activity	Actions			
0700	New shift reports for duty - Shift Change Briefing (Operations Room)	 Face to face briefing. Review tactics for the current operational period. 			
0730	Ops Room Briefing(Operations Room) See agenda in Activation Manual	 Report out by Command and General St Provide Incident Objectives for this operational period. 			
0800	New Operational Period – Execute Plan and Assess Progress (Shift A)	Monitor ongoing operations. Receive progress of assigned tasks. Review projects of assigned tasks. Reeview vertoodic situation briefings. Review work process. Identify changes that need to be made during current and fiture operations. Prepare for Objectives Meeting.			
0800	Command Meeting – (Bonvento Conference Room)	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 (Bouvento Conference Room)	Establish priorities. Identify constraints and limitations. Identify necessary SOG#Coordinating Procedure. Identify staff assignments. Agree on division of Command workload Discuss any modifications to IAP based o MHC advisory (if applicable).			
1000	Municipal Conference Call (Bonvento Conference Room)	Conduct Municipal Conference Call			
1300	Command and General Staff Meeting/Briefing (Conference Room #1)	 Meet and brief Command and General stron IC direction, objectives and priorities, assign work tasks. Resolve problems and clarify staff roles and responsibilities. 			



Palm Beach: WebEOC





WebEOC Daily Operations Report





Sarasota County: Teams and Smartsheet

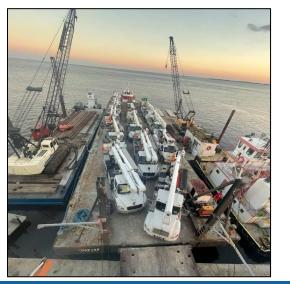
L&E Expiration 12/29/24	· 🕲 🤇		Essential El	Activation Le	evel 2: Partial ation (5 Minute-Pa	age Refresh)) 🕲 🕲 (Courty Status PARTIAL Subsciency
Debris Re	covery - Miltor	n (View Only, i	Sarasoia County		Report Abus	A	Finance and Admini	stration (as of 1/21/25)
							Public Assistance Estimates	# of DDL Hours
-2		Recovery Section - Debris Management					\$202,513,924	110,615
Days Remaining		Eve	ent Name: Hurricane Milton			Sarasota Cox	County-wide	SC Gov Staff
							I'A Estimates (County-Wide)	PA Estimates (BOCC)
Progres	ss ———				_	As of	Category A - \$78,098,717	Category A - \$68,258,717
-		Auto Manta and Article				01/10/25	Category B - \$49,301,502	Category B - \$42,700,543
		Cubic Yards per Method Haulers 2	.327,474	60,000	An		Category C - \$1,170,000	Category C - \$1,170,000
2 /	80,894	_	,327,474 8,620	40,000	,		Category D - \$152,926	Category D - \$2,926
	ed CY Collected		9,200	20.000		~	Category E - \$30,287,646	Category E - \$26,081,646
	all methods)	Municipalities 5	8,100	5	V	~~~	Category F - \$34,381 Category G - \$43,416,000	Category F - \$24,381 Category G - \$35,416,000
(un mounouoj	EDOT 4	7 500	4- 7			Category Z - \$52,750	Category Z - \$52,750
	Prelim	inary RESIDENTIA	L Damage Assessm	ent (COMPLETED 10	W18)		Category 2 - \$02,700	Gategory 2 - 302,700
Inincorporated	Town of Longboat Key	City of 8arasota	City of Venice	City of North Port	TOTAL Residential Da	image Estimates		
estroyed - 103	Destroyed - 0	Destroyed -	Destroyed - 11	Destroyed - 0	\$446,030	0,054	Utilities	Systems
ajor - 878	Major - 21	Major -	Major - 99	Major - 62			Westewater Systems	Collectore/Lift Stations
inor - 2,438	Minor - 20	Minor -	Minor - 415	Minor - 12	Destroyed	Major	•	•
fected - 4,699	Affected - 117	Affected -	Affected - 1,076	Affected - 0	114	1,060	Bee Ridge	North County
timate: 75.580.905	Estimate: \$13.556.085	Estimate: \$11.000.000	Estimate: \$41.385.944	Estimate: \$4,547,120	Minor	Affected	Central County	Central County
					2.883	5.592	Central Country	Central Country
					2,000	0,002	Vence Cardena	South County
	Preliminary Un	incorporated COM	MERCIAL Damage A	ssessment (COMPL	ETED 10/16)		Potable Water Systems	Barner Islanda
Commercia	i - Residential	Co	ommerolal - Non-Residential TOTAL Commerolal Da					•
Destroyed - 7 Destroye		Destroyed	- 2		\$164,203	3,000	System Storage	Potuble Water
ajor - 307		Major - 53			Destroyed	Major	Cariton	Sentery Sever
inor - 622 ffected - 96		Minor - 28 Affected -			9	360	•	
stimate: \$154,775	i,425	Estimate:	\$9,427,575		Minor	Affected	Peace Roor	Infrastructure
							Nanatee County	infrastructure
					650	101	Road Closures	Network Tracking
							 Due to damaged bridge, contra- flow is being established to 	1
Logistic	S (Real Time From Recour	roe Sheet)	311 Call Data	(10/06/24 through 10/30/24	e 1425)		utilize easi bound bridge for Coon Key bridge - SPO Traffic	Number Down
100 Bernet		man Research					Unit and FDOT will work to implement. Likely will be a long-	138 Number Restored
SCG Resource Requests State Resource Requests 20 141		141	Cumulative Calls:	36,592			term solution due to extent of damage.	0
∠U Fot Active SC Requests		141 Request - Milton	Top 3 Departmental Call Types:				Blind Pass Beach - North Casey Key Road now	Number Planned Down
140		141	 Solid Waste (Gra 2 PDS (Blue Skies) 				accessible	0
		State Request -	z r'ub (diue bkies	1				Number Partial Down

Operations Section



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







Operations Section



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





Operations Section



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



Planning Section

CERT Branch

Logistics Section

ommunications

Unit

Ground Support

Unit

Operations

Section

Human Services

Branch









LE Branch

Logistics Section



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



Palm Beach County Employee Disaster Response Program Employee Guide



rev. July 1, 2021



Logistics Section



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



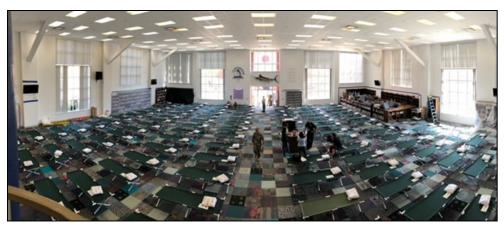


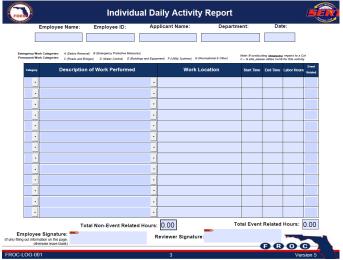


Finance Admin Section



- Contracts
- Procurement
- Expenditures
- Human Resources and Risk
- Documentation and record keeping Take Pictures!





Lessons Learned

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





Questions?





"Enduring Together – Persevering with Purpose"

- GHC

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