

TOWN OF MILAN
COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

ANNEX III

STANDARD OPERATING GUIDE
FOR
EMERGENCY OPERATIONS CENTER (EOC) OPERATIONS

**TOWN OF MILAN COMPREHENSIVE EMERGENCY MANAGEMENT PLAN
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A. INTRODUCTION

1. This Guide is a supplement to the Town of Milan Comprehensive Emergency Management Plan.
2. The Emergency Operations Center (EOC), located at the Milan Town Hall serves as a location where multiple agencies and departments coordinate emergency response and recovery activities in support of on-scene operations.
3. The Town of Milan Supervisor or Emergency Services Coordinator, if designated, is responsible for maintaining the EOC in a state of readiness and providing for its continued operation during an emergency.

B. READINESS

1. The ESC 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.
 - b. A current chart and/or checklist of response activities required during emergencies.
 - c. Current maps and data, including a map depicting municipal boundaries, main roads and waterways.
 - d. Current copies of the Town of Milan Comprehensive Emergency Management Plan.
 - e. A situation display board for recording and reporting during the progress of an emergency.
 - f. A “daily activities and communications” log
 - g. A current resource inventory.
 - h. EOC space is to be maintained in an emergency operations mode by the Emergency Manager at all times.

C. ACTIVATION

1. Each emergency should be classified into one of three Response Levels, according to the scope and magnitude of the situation:
 - Response Level 0**: Non-emergency, situation.
 - 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, usually within one municipality or involving small population.

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

2. Initial notification of an emergency is usually received at the Dutchess County Communications Center/Warning Point where the information is recorded.
3. Upon initial notification of an emergency (or a potential emergency), the Communications Center will immediately notify Town of Milan Supervisor/ESC, for the assignment of a response level.
4. For Response Level 0 and 1, no additional activation of the EOC is required. During off hours, the Emergency Services Coordinator (or substitute) can operate from wherever they are.
5. For Response Level 2, the full staff of the Emergency Management Office, will report to the EOC as determined by the Town Supervisor/ESC depending on the type of emergency.
6. For Response Level 3, the full Town EOC staffing will report to the EOC.
7. In every situation, the Town Supervisor/ESC can modify the EOC staffing as the situation requires.
8. 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, or as otherwise designated).
5. Upon the initiation of the 12 ½ hour shifts by the Town Supervisor/ESC, each agency will update its shift rosters to the Operations Officer.
6. For lesser emergencies (Levels 0, 1 & 2), where there is no need for a major response, the formal use at the EOC of distinct ICS groups may be limited. In these situations, the Town Supervisor/ESC will normally be responsible for all ICS functions and may utilize distinct ICS

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groups as needed.

E. SITUATION REPORTING

1. The ICS Planning function is responsible for 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 local, State and County government officials sent to the EOC pertaining to an emergency situation.
 - d. Periodically request situation reports from each participating 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. Analyze the situation reports and prepare an overall situation report. The report should contain the following information:
 - date and time of emergency
 - type, response level, and location
 - specific area affected (including number of people)
 - number of injured (estimated)
 - number of dead (estimated)
 - extent of damage (estimated)
 - damage or loss of municipal response equipment
 - roads closed
 - states of emergency declared
 - emergency order issued
 - mutual aid called upon
 - major actions taken
 - g. Provide the report to the Town Supervisor and the County Office of Emergency Management.
 - h. Based upon the report, conduct regular briefings to the Command and Operations Groups.
 - i. Prepare and provide follow-up situation reports on a regularly scheduled basis to the Town Supervisor/ESC.

