

# **Emergency Support Function (ESF) #5 Information and Planning**

## **Primary Agency/ESF Coordinator**

City of Rolla Emergency Management Agency

## **Support Agencies:**

County/City Departments as relevant

## **I. PURPOSE**

The purpose of Emergency Support Function (ESF) #5 Information and Planning is to support local government activities for all-hazard emergencies and disasters. ESF #5 provides the core management and administrative functions to support EOC operations.

## **II. SCOPE**

ESF #5 serves as the support for all departments and agencies across the spectrum of incident management from mitigation and preparedness to response and recovery. ESF #5 facilitates information flow in the pre-incident phase in order to place assets on alert or to pre-position assets for quick response.

During the post-incident response phase, ESF #5 activities include those functions that are critical to support and facilitate multi-agency planning and coordination. This includes:

- Alert and notification
- Deployment and staffing of emergency response teams
- Incident action planning
- Coordination of operations
- Logistics and material
- Direction and control
- Information management
- Facilitation of requests for assistance
- Resource acquisition and management (to include allocation and tracking)
- Worker safety and health
- Facilities management
- Financial management
- Other support as required

## **III. SITUATION AND PLANNING ASSUMPTIONS**

## **A. Situation**

1. Many hazards in the City of Rolla have the potential for causing disasters requiring support from the County/City and/or centralized coordination.
2. Missouri Revised Statutes, Chapter 44, Section 44.080 requires all political subdivisions of the state to establish a local emergency management organization for disaster planning. Each local organization for emergency management shall be responsible for the performance of emergency management functions within the territorial limits of its political subdivision, and may conduct these functions outside of the territorial limits as may be required pursuant to the provisions of this law.
3. Phelps County Court Order # \* \_\_\_\_\_ \* establishes Phelps County Emergency Management as the disaster agency responsible for emergency management in Phelps County. Phelps County Emergency Management coordinates a variety of countywide mitigation, preparedness, response, and recovery initiatives.
4. Rolla City Ordinance # \* \_\_\_\_\_ \* establishes Rolla City Emergency Management as the disaster agency responsible for emergency management in the City of Rolla. Rolla City Emergency Management coordinates a variety of countywide mitigation, preparedness, response, and recovery initiatives.
5. Requests for assistance from State and/or Federal government are coordinated through the City of Rolla Emergency Management Agency. The City of Rolla EMA coordinates all requests for assistance, either initiated by the county or by local jurisdictions through the County, made to other jurisdictions, the state and/or federal government as well as, requests from other jurisdictions, the state, and/or federal government for assistance from the City of Rolla during disasters.
6. The City of Rolla Emergency Operations Center (EOC) serves as the central location for countywide interagency coordination and decision making during disasters. The primary role of the EOC is to bring together relevant disaster information in one central location, organize and present that information in a useful way to the organization's decision-makers, and facilitate the coordination of resources required to meet the needs generated by disaster.
7. The City of Rolla is responsible for maintaining the primary and alternate EOC for the City of Rolla. Both facilities are equipped to communicate with operational units in the field as well as other local, state, and federal operations centers. The systems and methods for both redundant and interoperable emergency communications consist primarily of wireless voice (radio), voice and data wire line and wireless telecommunications, Internet (voice/data), and WebEOC. Refer to the Basic Plan, Section VII, Continuity of Operations, for additional City of Rolla EOC information.

## **B. Planning Assumptions**

1. There will be an immediate and continuous demand for information on which decisions may be made involving the conduct of response and recovery actions.
2. Early in an incident little information will be available and initial information received may be vague or inaccurate.
3. The receipt, analysis, and dissemination of timely and accurate disaster information is necessary to provide local, state, and federal governments with a basis for determining priorities, needs, and the availability of resources.
4. The collection and organization of the incident status, situation information and the evaluation, analysis and display of that information for use by the Emergency Operation Center (EOC) will be critical for decision making in the disaster response and recovery process.

#### **IV. CONCEPT OF OPERATIONS**

##### **A. General**

1. The City of Rolla Emergency Management maintains a state of readiness at all times. This state of readiness includes the ability to:
  - a. Monitor developing situations
  - b. Coordinate and share information with key stakeholders
  - c. Coordinate requests for assistance
  - d. Facilitate the process of declaring a state of local disaster emergency
  - e. Activate and support the County/City EOC
  - f. Facilitate access to state and federal resources to support local response and recovery operations
2. The City of Rolla Emergency Management will activate and support the County/City EOC when needed and serves as the Coordinating Agency for ESF #5 Information and Planning.
3. When activated, the EOC, staffed by ESF #5 and other ESFs, monitors potential or developing incidents and support the efforts of field operations. In the event of a no-notice event, the City of Rolla Emergency Management Director or designee may order an activation of the EOC depending on the size of the incident.
4. The EOC, staffed by ESF #5 and other ESFs as required, coordinates operations and situational reporting to the EOC.
5. The mission of ESF #5 is to support and coordinate the activities required to meet the needs generated by disasters affecting City of Rolla. When the ESF #5 activates in the City of Rolla Emergency Operations Center (EOC), it will orchestrate the countywide coordination required to fulfill the mission of ESF

#5.

6. ESF #5 is responsible for coordinating the Planning Section in the EOC. The Planning Section collects, evaluates, processes, and disseminates information for use in the EOC. Specific responsibilities include:
  - a. Collect, evaluate, process, display, and disseminate incident status information to help ensure a common operating picture is maintained throughout the EOC and shared with appropriate external entities;
  - b. Track the progress and evaluate the effectiveness of current strategies;
  - c. Ensure disaster assessment information is collected and organized in a timely manner;
  - d. Coordinate the development and maintenance of the EOC Incident Action Plan (IAP);
  - e. Arrange for and conduct EOC planning meetings and briefings; and,
  - f. Collect, organize, and provide accurate records of status boards, reports, plans, assessments, charts, maps, logs, and other information related to EOC Operations (paper, electronic, or otherwise).
7. ESF #5 ensures that there is trained and experienced staff to fill appropriate positions in the EOC when activated or established.
8. ESF #5 supports the activation and deployment of emergency response teams.
9. County/City departments and agencies with relevant parts, will participate in the incident action planning process coordinated by the Planning Section.
10. The City of Rolla EOC utilizes WebEOC to facilitate the exchange of real-time emergency management information between response organizations in the city, county, regional, and state level.

## **B. Actions by Operational Timeframe**

### **1. Preparedness**

- a. Maintain this ESF and its attachments.
- b. Ensure County/City personnel are provided with opportunities to take emergency operations training.
- c. Maintain the primary and alternate Emergency Operations Centers (EOCs).
- d. Develop and maintain standard operating guides and checklists to support emergency management activities.
- e. Ensure notification and call-up lists are current.
- f. Develop emergency exercises to support ESF #5 activities.

### **2. Response**

- a. Activate the EOC and notify County/City agencies as needed.
- b. Request mutual aid as needed.

- c. Request assistance from SEMA, if dictated by the situation.
- d. Coordinate the activities of all responding agencies.
- e. Conduct other specific response actions as dictated by the situation.

### **3. Recovery**

- a. Continue to coordinate the activities of all responding agencies.
- b. Support community recovery activities.
- c. Schedule after-action briefings and develop after-action reports.
- d. Develop and implement mitigation strategies.
- e. Make necessary changes in this ESF Annex and supporting plans and procedures.

### **4. Mitigation**

- a. Participate in the hazard identification process and identify and correct vulnerabilities.
- b. Develop emergency preparedness programs and present them to the public.

## **V. ROLES AND RESPONSIBILITIES**

### **A. Primary Agency/ESF Coordinator**

The City of Rolla Emergency Management Agency

1. Coordinates overall staffing of emergency management activities at multi-agency coordination centers, including which ESFs are activated, the size and composition of the organizational structure, the level of staffing at the above facilities, and the key personnel required.
2. Coordinates emergency response plans at the local level of County/City government.
3. Facilitates information flow in the pre-incident phase and coordinates inter-governmental planning, training, and exercising in order to prepare assets for deployment.
4. Has the responsibility to insure an appropriate local emergency management capability.
5. Conducts operational planning and coordinating with other local agencies.
6. Activates and convenes emergency assets and capabilities to prevent and respond to incidents that may require a coordinated response.
7. Coordinates with the State Emergency Management Agency (SEMA).
8. Coordinates Federal preparedness, response, recovery, and mitigation planning activities including current incident action and future operations planning.
9. Coordinates reconnaissance operations and activation and deployment of assessment personnel or teams needed for incident management.
10. ESF #3 Public Works and Engineering provides personnel, equipment, and facilities as required to support County/City emergency management operations. Resources provided include equipment, supplies, and skilled workers to perform construction and maintenance tasks at County/City

facilities.

11. Provides direction to ESF representatives operating through the EOC for the procurement, staging, deployment, and stand-down of personnel, equipment, and material.
12. Provides a central point of contact and liaison for state and federal agencies, volunteer organizations, and local resources to obtain processed information for incident management.
13. Provide for the exchange of information between government emergency management agencies and private corporations and business groups.
14. Identify potential sources of relief and recovery materials and supplies available through the private sector.

**B. Support Agencies**

County/City Departments as relevant

Participate in the incident action planning process coordinated by the Planning Section.

**VI. CONTINUITY OF GOVERNMENT**

Lines of Succession for ESF #5 Information and Planning:

1. Director, City of Rolla Emergency Management Agency
- 2.
- 3.

**Suggested Appendices**

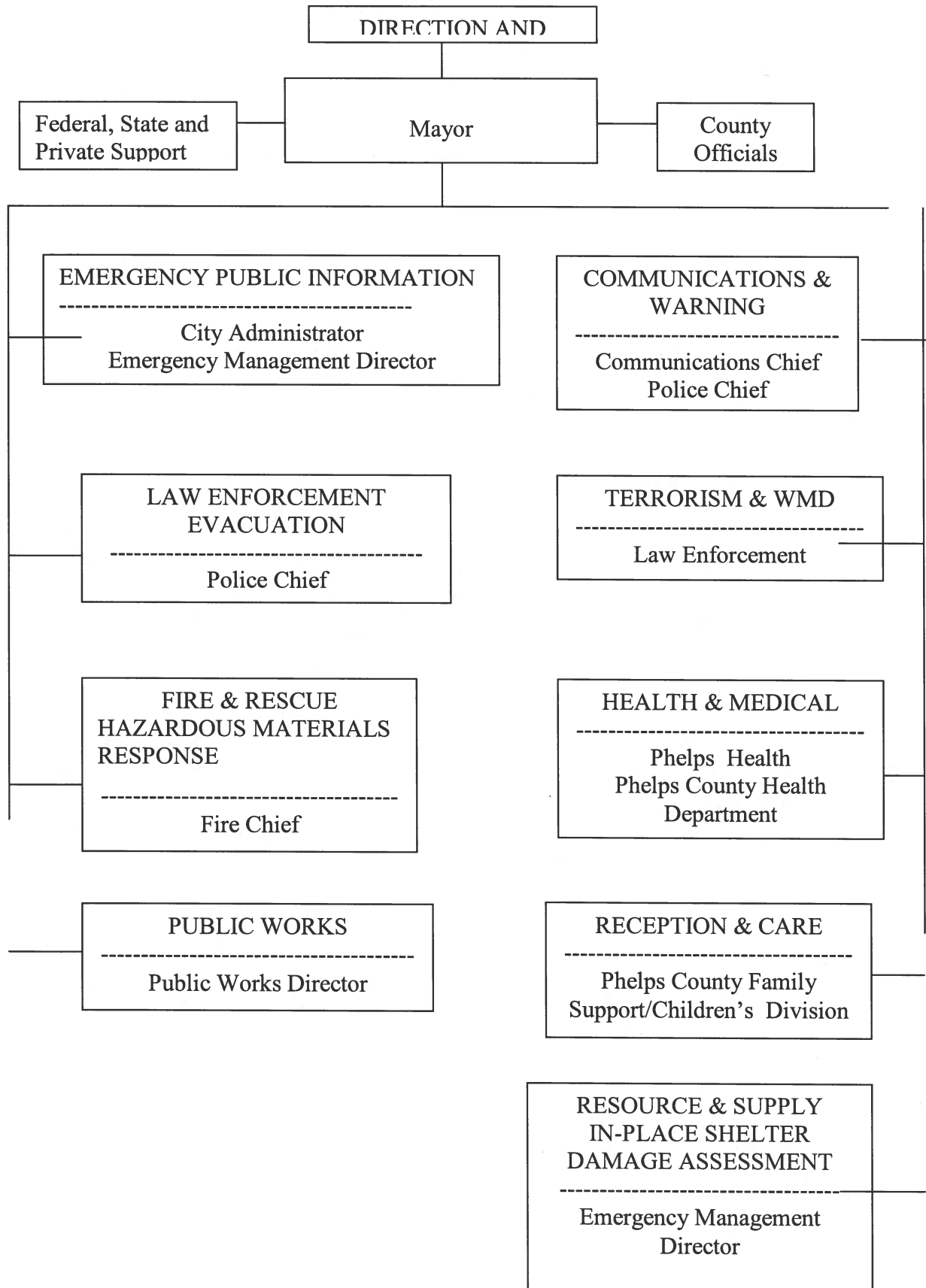
Appendix 1 – EOC Organization

Appendix 2 – EOC Activation Checklist

Appendix 3 – EOC Position Checklists

Appendix 1 to Annex A

CITY OF ROLLA DIRECTION AND CONTROL DIAGRAM



## Appendix 2 to Annex A

### EOC STAFFING ROSTER AND CALL-UP LIST CITY OF ROLLA

The key individuals and agencies that will direct/coordinate operations from the Rolla EOC are identified here. Names and telephone numbers are not published because they change frequently and therefore will be outdated quickly. Contact information will be maintained by the Rolla Emergency Management Director, Phelps County Sheriff's Department, and the Central Dispatch Center.

Not all city departments/services and organizations are listed here. Additional contact lists can be found in other annexes to this plan (i.e., utility companies, medical services, fire departments, etc.). As noted in Appendix 3 to the Basic Plan, the chief elected official will make the decision as to whether or not the EOC should be activated and which personnel should be called in to staff the EOC.

#### **Rolla EOC Staff**

Mayor\*  
City Council members  
Emergency Management Director\*  
Police Chief\*  
Fire Chief\*  
Public Works Director\*  
City Clerk  
City Utilities Director  
Parks Superintendent  
Community Development Director  
Phelps Health Ambulance District  
Phelps Health Medical Center\*  
County Coroner  
County Family Support/Children's Division, Director\*  
County Health Department, Director\*  
**K. Phelps County Red Cross Chapter, Director\***

\* Denotes EOC Direction and Control Staff that have been assigned primary responsibility for the emergency management functions.



## Appendix 3 to Annex A

### MESSAGE HANDLING GUIDELINES

- A. All reports/messages coming into the EOC will be acknowledged by recording them on the message form (see Attachment A to this Appendix). This procedure applies to anyone receiving a message by radio, telephone, etc.
- B. Each message will be entered into the communications/message log (see Attachment B to this Appendix). The log will show date and time the message was received along with the individual/department sending it.
- C. After the message has been logged, it will be given to the Emergency Management Director for routing to the appropriate function coordinator(s). A copy of each message that contains damage information will also be given to the damage assessment coordinator for collection, analysis and display of information in the EOC.
- D. If the information contained in the message is vitally important, it will be entered into a significant events log. This log will be used to record key disaster related information (i.e., casualty information, health concerns, property damage, fire status, size of risk area, scope of the hazard to the public, number of evacuees, radiation dose, etc.). See Attachment C to this Appendix for a copy of the log.
- E. The message receiver is responsible for checking the accuracy of the message. (If the message is found to be inaccurate, the Emergency Management Director will be notified who will then inform any others who have also received this message.) The appropriate action will be taken to either complete the request or if unable to respond, forward it to the Emergency Management Director.
- F. The response to the message will be disseminated as appropriate (i.e. reported to response personnel in the field, provided to the EOC staff through regularly scheduled briefings, forwarded to state officials, or disseminated to the public). Means to communicate message will include radio, telephone, runner, etc.
- G. Outgoing messages from the EOC will also be entered into the communications/message log as mentioned previously. This will include messages that originate from the EOC which are also to be recorded on a message form.
- H. Personnel required for message handling will be furnished by the Emergency Management Director.

Attachment A  
Appendix 3 to Annex A

**MESSAGE FORM**

\_\_\_\_\_  
DATE

\_\_\_\_\_  
TIME

INCOMING  
 OUTGOING

TO: \_\_\_\_\_

FROM: \_\_\_\_\_

MESSAGE:

ROUTED TO: \_\_\_\_\_

INFORMATION COPY TO:

\_\_\_\_\_

RECEIVED

SENT

BY \_\_\_\_\_

Attachment B  
Appendix 3 to Annex A

**COMMUNICATIONS LOG**

**DATE:**

<b>TO</b>	<b>FROM</b>	<b>IN/OUT</b>	<b>SUBJECT</b>	<b>TIME</b>



**EOC STANDARD OPERATING GUIDELINES**

The Emergency Operations Center (EOC) will be activated when a call or message is received from the National Weather Service, fire, police, or any other reliable source indicating a possible emergency situation according to Appendix 3 of the Basic Plan.

The EOC may be activated by the chief elected official, or the Emergency Management Director.

Upon activation, the call-up of all agencies and response personnel may begin pursuant to the emergency.

At the time of activation, the Emergency Operations Plan will be put into operation and all procedures followed.

Once the emergency situation has subsided and a shutdown commences, there shall be a run-down of the call list indicating an end to the emergency.