

EOC Operations Standard Operating Procedure

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I. Arrival / Activation of EOC (use EOC Startup checklist, this section gives more detail)

A. Check-in

1. The ECIC and any additional EOC operators need to check in with the EOC manager or at a check in desk if established.
2. If possible, give the EOC manager a thumb-nail brief of the current status of IOWC-A/R deployment. If the EOC manager is busy, do not interrupt, go on about getting set up and wait for a more opportune moment for a brief.

B. Set up paperwork

1. Once check in and any briefs are completed, set up the record paperwork to be kept. Each form should be kept on a separate labelled clipboard. Fill in the top section with name of event, dates etc.
 - a) **Unit Log (ICS 214):** Record the personnel activated in section 5. This should include both EOC operators and shelter/field team operators. Section 6 should be used to record all non-communications significant events like briefings, rest periods, food breaks, shift changes, etc. relative to the EOC. Each shelter/field team should keep their own unit log as well.
 - b) **Individual Log (ICS 214a):** Optional. Each individual may wish to keep their own personal time event log. This log does not NOT need to be submitted to the EC at the conclusion of the activation, rather is meant to be for your own records.
 - c) **Communications Log (ICS 309):** Each “formal” traffic message regardless of format is recorded on the Communications Log. There is no need to log informal chatter.
 - d) **Communications List (ICS 205A):** Since contact information is fluid, the Communications List is used to record the contact information for operators responding. The Method of Contact recorded should be the operators preferred method of contact for this activation. If no preference has been indicated by the operator, record the method successfully used to reach the operator this time. The method will most often be the WT4RA repeater or a cell phone number.
 - e) **Communications Plan (ICS 205):** This form is used to record the communications “channels” used in the activation. Most often, the “base” communication plan is used (see tab 3 of this binder). In case there are equipment failures that require a change, or additional channels needed, the modified plan should be recorded on this form.

C. Equipment Setup

1. If not already done in advance, retrieve the HF antenna from the cabinet above the HF radio and get it installed. It is run from the corner of the EOC building just behind the RACES operating position to the telephone pole in the field to the west.
2. Turn on power supplies located under the operating counter.
3. Turn on all 4 radios.
4. Turn on and boot up the computer. On the desktop, right-click and select “New>Folder”. Create a new desktop folder with the name of the event (e.g. – “Hurricane Echo”). All electronic files generated during the activation are to be stored in this folder.
5. Turn on KAM+ TNC and Signalink.

D. Establish Net Operations

1. On the WT4RA VHF repeater, establish the Operations Net:
 - a) "This is {your call} at the EOC establishing the {name of incident} Operations Net. Net control will use the callsign WT4RA for this net for the duration of this activation. I request one station monitoring the frequency to respond with a signal report, and then will ask all stations to stand by while the EOC is stood up."
 - b) Be sure that your radio and the repeater are operating correctly by taking ONE signal report.
 - c) "This is WT4RA with the {name of incident} Operations Net. All stations please stand by while the EOC is stood up."
2. On the WT4RA repeater, establish the Logistics and Resource Net:
 - a) ""This is {your call} at the EOC establishing the {name of incident} Logistics & Resource I Net. This net is established to coordinate equipment needs, relief operators and other logistical needs of Isle of Wight/D10 ARES/RACES. At this time, do I have a volunteer net control station for this net?"
 - b) Take a volunteer for Net control station, if none is available, one of the EOC operators will act as L&R NCS.
 - c) "Net control for the L&R Net is {volunteer's call}. Please direct all requests of a logistical nature to this net by calling {volunteer's call}. Regular repeater use may continue, but WT4RA is now in standby until further notice."
3. Record establishment of the nets on the Unit Log

II. Resolve Problems and Fill Holes

- A. If during the initial EOC startup there are any problems identified, now is the time to resolve them. Examples of problems which might arise are:
 1. Equipment failures
 2. Personnel needed at a shelter, field team or ICP.

III. Message and Traffic Handling

- A. General guidelines and logging
 1. **Communications Log (ICS 309):** Each "formal" traffic message regardless of format or mode of transmission is recorded on the Communications Log. There is no need to log informal chatter.
 - a) Each message originated is given a 5 character message number by the originating station. The first 2 characters are a "location" code, followed by a three digit number starting with 001 and proceeding consecutively. Location codes as follows:
 - (1) EO - Emergency Operations Center
 - (2) WS - Windsor Shelter
 - (3) SS - Smithfield Shelter
 - (4) FA - Field Team 1
 - (5) FB - Field Team 2 (Additional field teams add next letter)
 - (6) CS - Carrolton Shelter
 - (7) KS - Carrsville Shelter
 - (8) IC - Incident Command Post
 - (9) SA - Staging Area
 - b) Record message number of the originating station. There is no need to record a "To" message number, unless the message will be forwarded.

- c) In the case of a message forward, record the receiving stations message number at "FROM Msg. When the message is forwarded, record a new line with the originating station's message number at "FROM Msg #".

2. Electronic files

- a) At the beginning of an activation, a desktop folder is to be created with the name of the event. All generated electronic files are to be stored here.

3. NBEMS filenames

- a) Each message transmitted using the NBEMS system is saved by the software. In order to maintain good traceability in the message traffic, the following naming conventions are to be used.

- (1) Once the message is composed, click Autosend. A file save dialog will pop up defaulted to "C:\Users\{username}\NBEMS.files\{msg format}\Send".
- (2) Browse to the desktop folder for the event
- (3) If not already created, create a "Send" subfolder and select it.
- (4) The default file name created by Flmsg will be in the format {callsign}-yyyymmdd-hhmmss.{format}, for example N4KIT-20150315-115726.213. The file extension indicates the format of the message.
- (5) Change this file name to the format {msg number}-yyyymmdd-hhmmss.{format}. So the example above might be changed to EO112-20150315-115726.213

- b) Messages received must also be stored in a "Recd" subfolder in the event desktop folder.

- (1) Incoming NBEMS messages will automatically save the incoming message in a file in the "C:\Users\{username}\NBEMS.files\WRAP\recv" folder in the format "extract-yyyymmdd-hhmmss.wrap".
- (2) Copy or move this file to the desktop Recd subfolder as-is.
- (3) The message will also pop up in the web browser in final format. In the web browser, do a File>Save-As and save the message to the event folder on the desktop in html file format.

B. ICS-213 traffic

1. The majority of message traffic during an activation will be ICS-213 General Message format.
2. If message is transmitted in a voice mode, copy the message on a blank ICS-213 form
3. If the message is transmitted using the NBEMS system, it will be presented at the receiving station in final format in a web browser. This can be printed, saved in html format, or saved/printed to .pdf format for delivery to its destination.

C. Red Cross Safe & Well traffic

1. The Red Cross Safe and Well program is essentially an electronic bulletin board where Safe and Well notices are posted for people to be able to search/access online.
2. It is the Red Cross's responsibility to post Safe and Well messages into their system, not ours.
3. On occasion we may be called upon to transmit a Safe and Well message from a shelter to the Red Cross liaison at the EOC for posting.

D. ARRL NTS traffic

1. There may be occasion that an ARRL NTS Radiogram may be sent from a Shelter resident to someone outside the event area.
2. Wherever possible, the shelter operators should move this traffic directly to the AEC-Traffic or other NTS liaison station that may be monitoring the operations net.

3. EOC operators should only take NTS traffic destined for people involved in the response, for example, messages to relief operators or messages from the ARES staff in one EOC to the ARES staff in another EOC, however wherever possible this type of traffic should use the ICS-213 format.
4. Refer to the NTS Quick Reference for info used in composing & transmitting NTS Messages

IV. ARES/RACES Command

A. Emergency Coordinator In Charge (ECIC):

1. The person that starts an activation of IOWC-A/R assumes the role of ECIC automatically. This will be the Emergency Coordinator (EC), or one of the Assistant Emergency Coordinators (AEC). The ECIC is responsible for activating the callup process, opening the EOC and initially establishing net operations.
2. The ECIC should notify the EOC manager or incident commander that they are the point of contact for ARES/RACES services.

B. Transfer of Command

1. Any time there is a change of personnel in the ECIC role, a transfer of command brief should be done between the outgoing and incoming ECIC. This brief is to include:
 - a) Current incident situation, what shelters are activated and what operators may be in the field
 - b) Current state of the communications plan and any changes that may have been made.
 - c) Introduce EOC leadership personnel and co-workers in the EOC
 - d) Any outstanding message traffic to be sent and any message traffic awaiting an expected reply
 - e) Location of break areas / restrooms etc.
 - f) Any required safety procedures or PPE