

Brookings, OR EOC DESIGN WORK SESSION

CASE STUDY

The Miami Beach, Florida Emergency Operations Center

v. May 2011

Prepared By:

©All Hands Consulting

Patrick "Rick" LaValla, Lead Author

TABLE OF CONTENTS

Case Study: Miami Beach EOC Best Practice Features	2
City of Miami Beach EOC Organization Chart	4
Emergency Support Function (ESF) Assignment Chart	5
Position Function Chart	6
Information Flow And Management	7
Citizen Assistance Request.....	8
Offer of Assistance	9
Someone Provides Information	10
Someone Requests Information	11
Notes	12

CASE STUDY: MIAMI BEACH EOC BEST PRACTICE FEATURES

The City of Miami Beach was selected for a best practice comparison because the City and Floyd County are equal in population and they both have similar EOC organization charts.

A. EOC FACILITY.

Square footage design requirements were based on EOC organization and staffing anticipated.

1. EOC Operations room is a dedicated, full time facility and is kept in a “hot” status. The EOC can be activated on a moment’s notice, walk in the door and turn on the lights.
2. Standard room and table configuration based on functional requirements of EOC ICS organization.
3. Sharing facilities with a fire station provides access to showers, sleeping, kitchen, and bathrooms.
4. Sharing a building with a fire station allows for EOC expansion into other rooms as needed.
5. No furniture is fixed. Tables, workstations, chairs can be reconfigured as needed.
6. Situational awareness and resource status display boards:
 - Continuous dry erase (white) boards throughout. All wall space used. Dry erase boards can be hung over all windows.
 - Ceiling mounted projectors and retractable screens
 - Portable (wheeled) smart boards (two) that can be moved to functional groups that need to use them.
7. Building and EOC built and hardened to withstand the impacts of expected significant hazards of concern as determined by the hazard identification and risk analysis (HIRA).
8. Building has redundant access control security systems.
9. Facility is self contained for 7 days of 24 hour continuous operation: emergency power, food, water.
10. Technology:
 - City network access with dedicated EOC server and redundant intranet and internet access;
 - Laptop computers (and multiple laptop connections for carry in laptops) at each EOC table/workstation;
 - Telephone at each EOC table/workstation;
 - Use of WebEOC software (allows for EOC expansion through a virtual network and remote access for individuals that cannot make it into the EOC);
 - Ceiling mounted computer projectors (two) to view situational information on ceiling mounted automatic screens.
 - Multiple digital television screens distributed throughout the rooms

B. EOC OPERATIONS.

1. EOC internal operations are organized based on NIMS/ICS concepts and principles.

CASE STUDY

2. EOC operations manual has been developed for each position and is maintained annually.
3. Information management system and information flow within the EOC is in place and maintained. Personnel are trained in position functions.
4. EOC “quick start” guides are in place and maintained. Personnel are trained in position functions.
5. EOC staff position guide books in place and maintained. Personnel are trained in position functions.
6. EOC sustained operations supply inventory is in place and maintained through rotation.
7. EOC Section level workshops and training are conducted annually.
8. EOC full activation exercise is conducted annually.

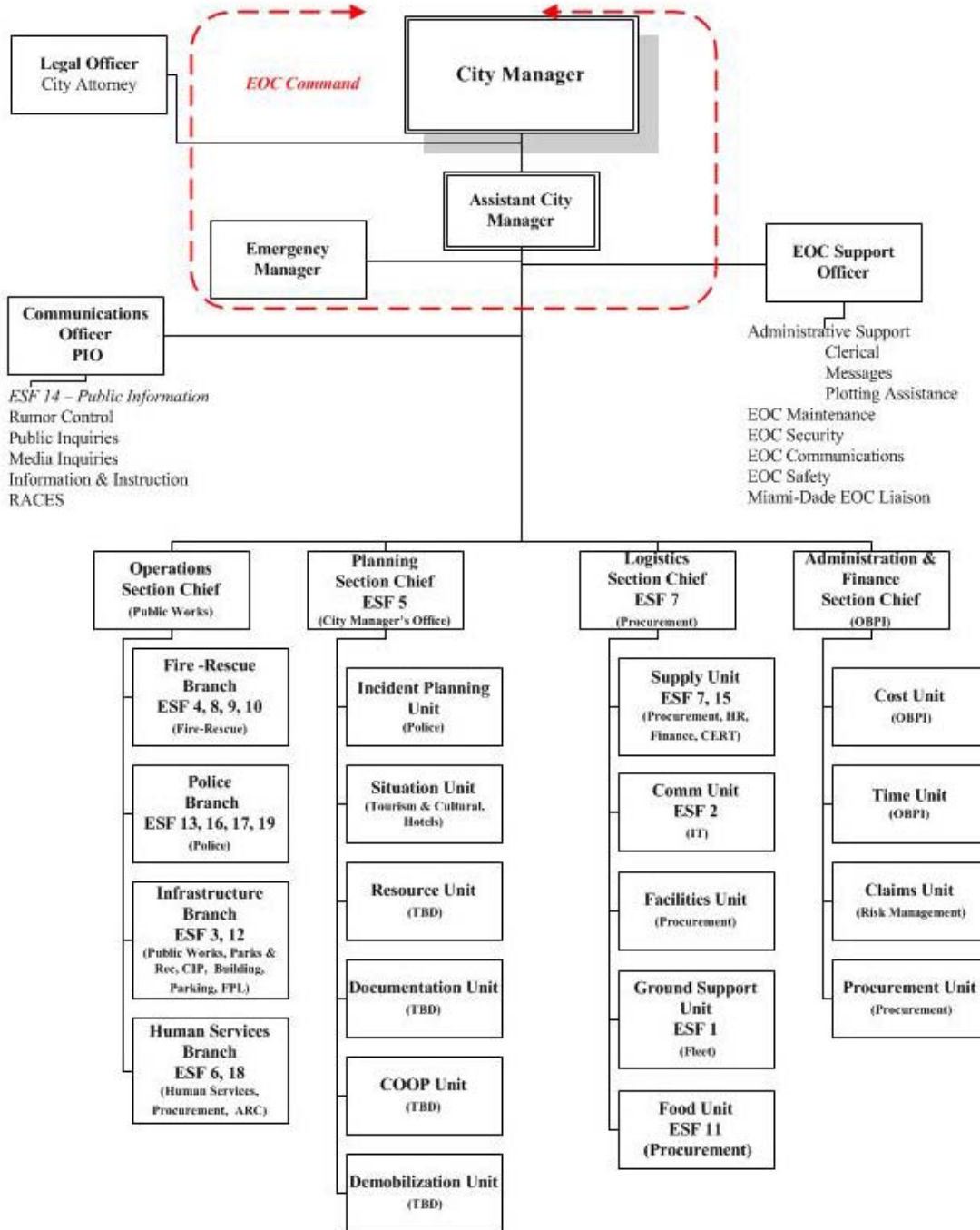
C. COMMUNICATIONS.

1. Telephony
 - Landline telephone
 - Cell phone communications
 - Satellite phone backup communications capability for key ICS positions
 - VOIP
2. Radio communications available for key agencies
3. Email and internet access
4. Web-based video conferencing
5. Twitter and social media access
6. Pre-assigned telephone numbers for key functions

See “Position Function Chart.”

CITY OF MIAMI BEACH EOC ORGANIZATION CHART

City of Miami Beach EOC Organization Chart
 v101610



CASE STUDY

EMERGENCY SUPPORT FUNCTION (ESF) ASSIGNMENT CHART

ESF	LEAD DEPARTMENT	EOC SEATING LOCATION
ESF – 1: Transportation	Fleet	Logistics/Ground Support Unit
ESF – 2: Communications	Information Technologies Division	Logistics/Comm. Unit
ESF – 3: Public Works & Engineering	Public Works	Operations/Infrastructure
ESF – 4: Firefighting	Fire-Rescue	Operations/Fire-Rescue
ESF – 5: Planning & Intelligence	City Manager’s Office	EOC Command Group/ Planning Section
ESF – 6: Mass Care (General Public)	Community Services	Operations/Human Services
ESF – 7: Resource Support/ Purchasing	Chief Financial Officer	Logistics Section Chief/Supply Unit
ESF – 8: Health and Medical Services	Fire	Operations/Fire-Rescue
ESF – 9: Urban Search & Rescue	Fire	Operations/Fire-Rescue
ESF – 10: Hazardous Materials	Fire	Operations/Fire-Rescue
ESF – 11: Food & Water	Procurement	Logistics/Food Unit
ESF – 12: Energy & Utilities	Public Works	Operations/Infrastructure
ESF – 13: Military Support	Police Department	Operations/Police
ESF – 14: Public Information	Office of Communications	PIO
ESF – 15: Volunteers & Donations	Human Resources	Logistics/Supply Unit
ESF – 16: Law Enforcement & Security	Police Department	Operations/Police
ESF – 17: Animal Protection	Police Department	Operations/Police
ESF – 18: Special Medical Needs	Community Services	Operations/Human Services
ESF – 19: Marine	Police Department/Marine Patrol	Operations/Police

POSITION FUNCTION CHART

Miami Beach EOC Position Function Chart

v8/7/10

Moveable 6' Magnetic Dry Erase Boards
 hung from picture rail

Moveable 6' Magnetic Dry Erase Boards
 hung from picture rail

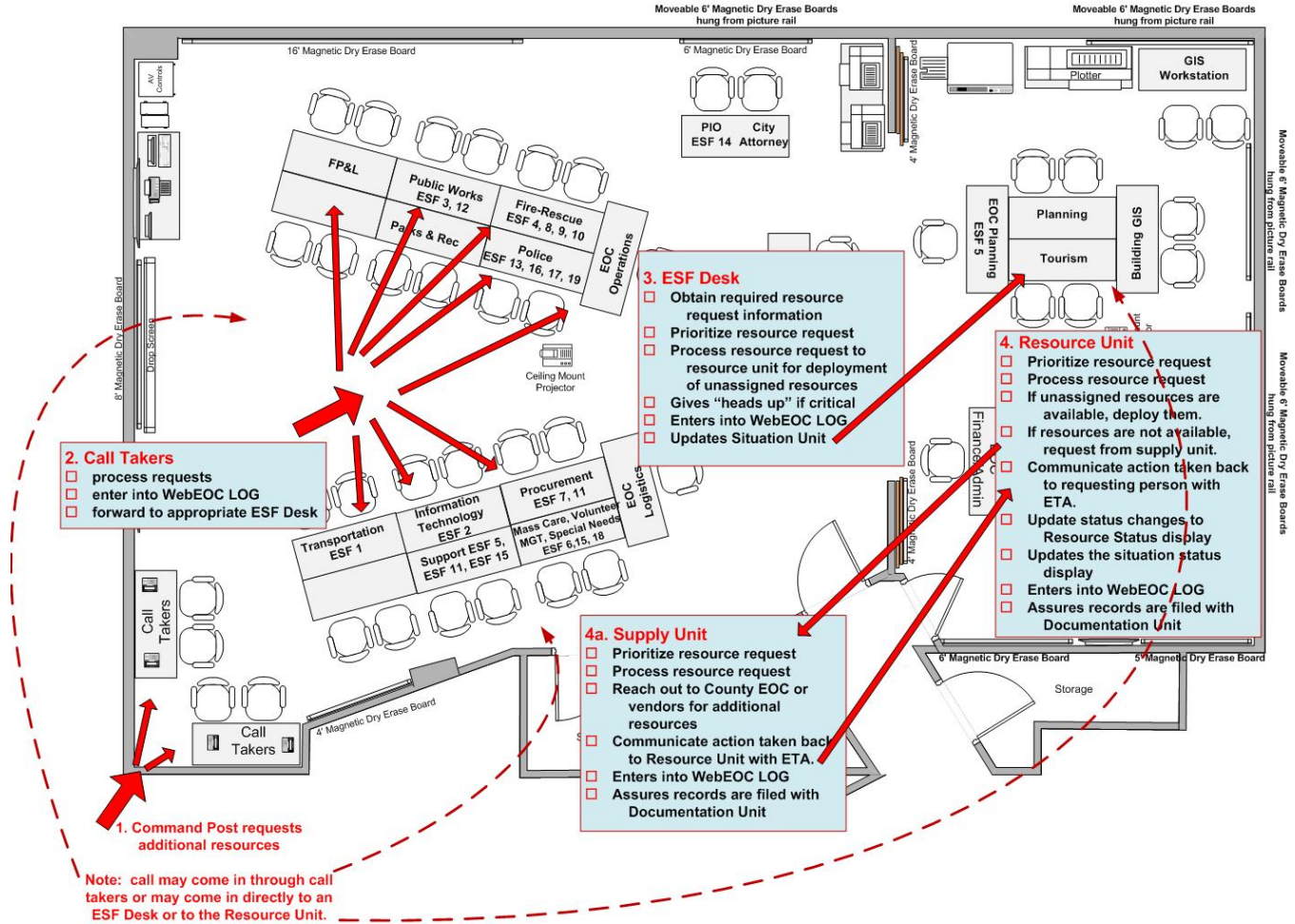
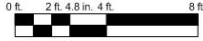


CASE STUDY

INFORMATION FLOW AND MANAGEMENT

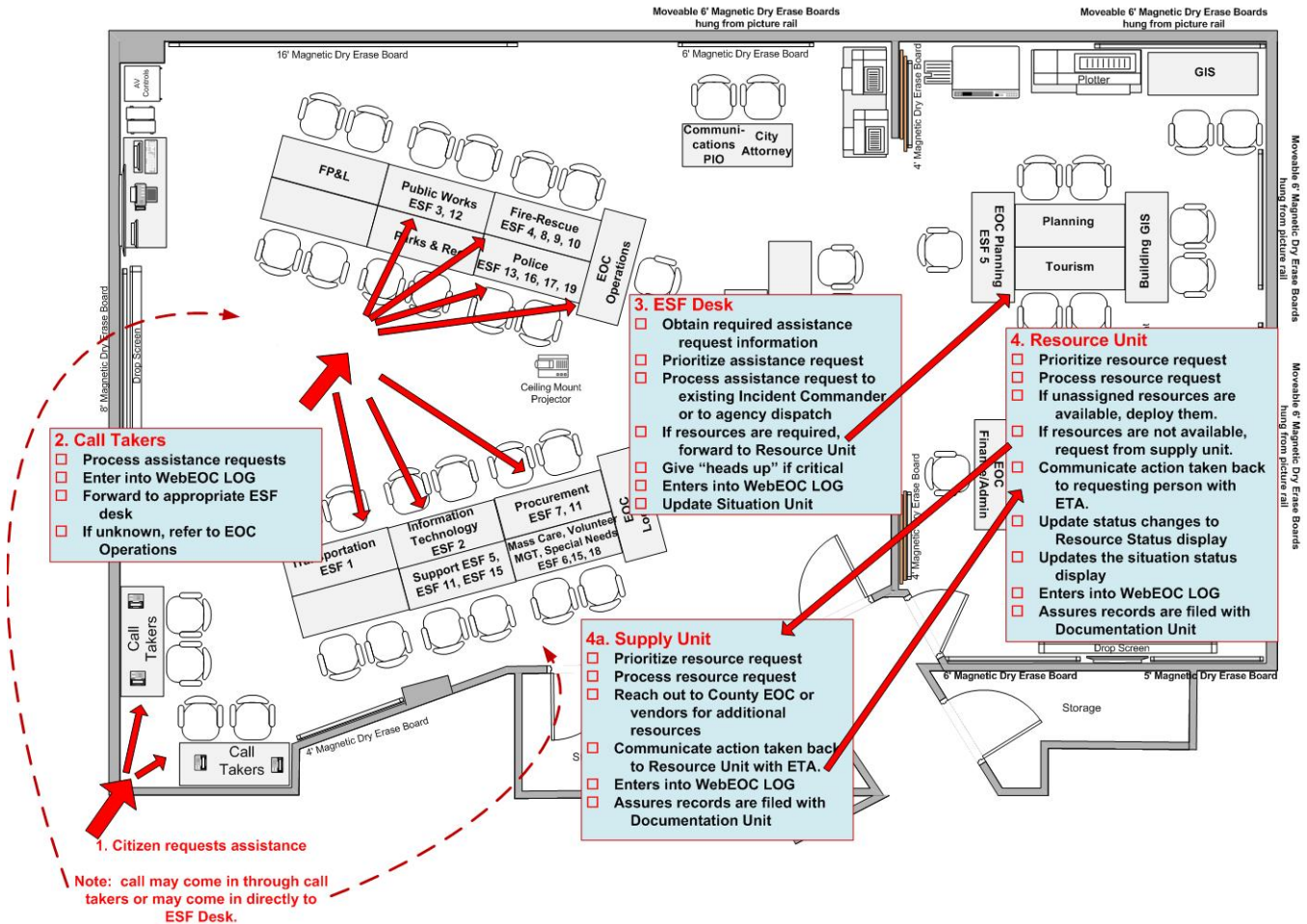
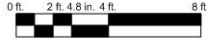
Miami Beach EOC
Command Post Resource Request

v7/1/10



CITIZEN ASSISTANCE REQUEST

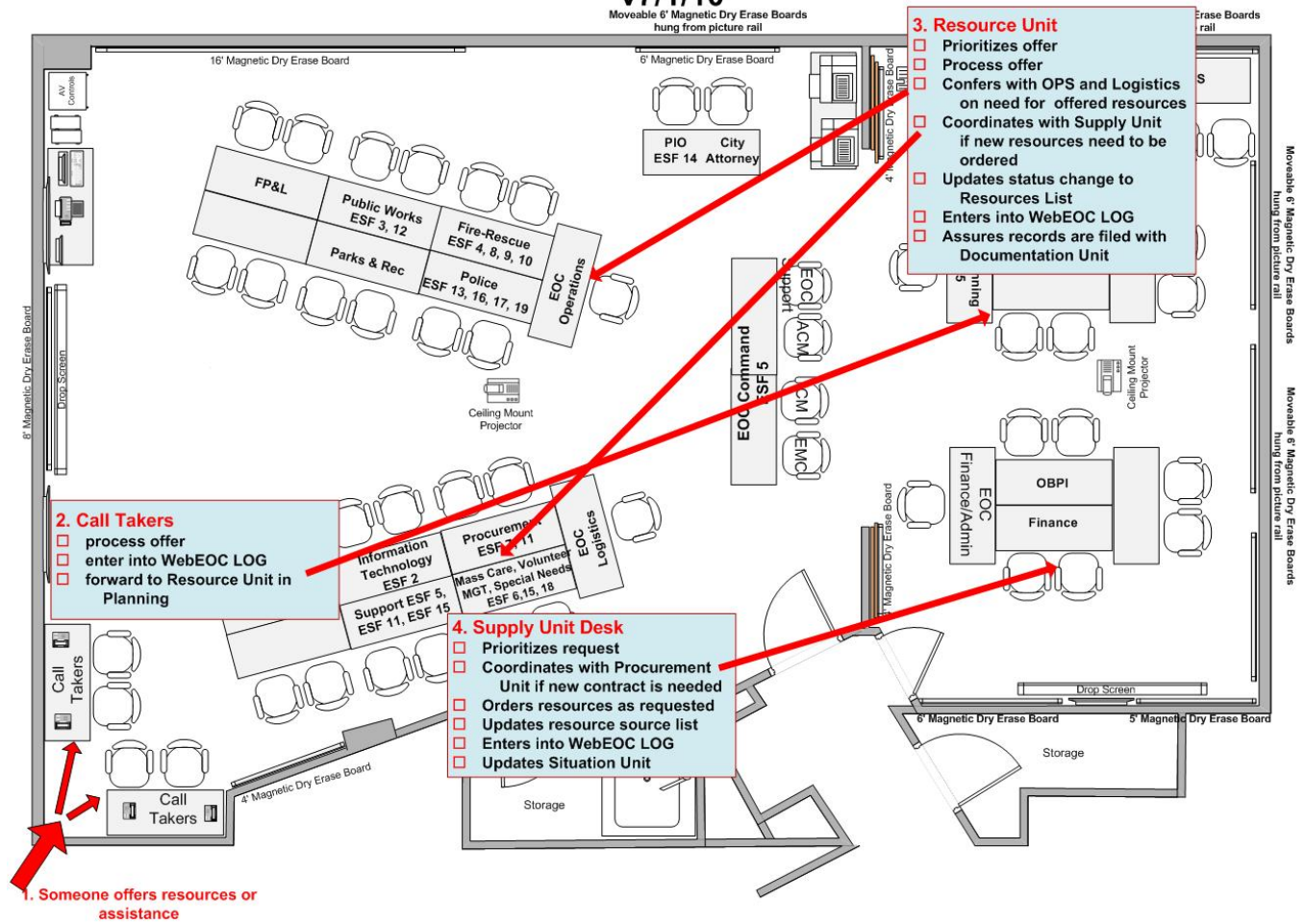
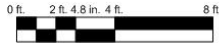
Miami Beach EOC Citizen Assistance Request v7/1/10



CASE STUDY

OFFER OF ASSISTANCE

Miami Beach EOC
Offer of Assistance
v7/1/10

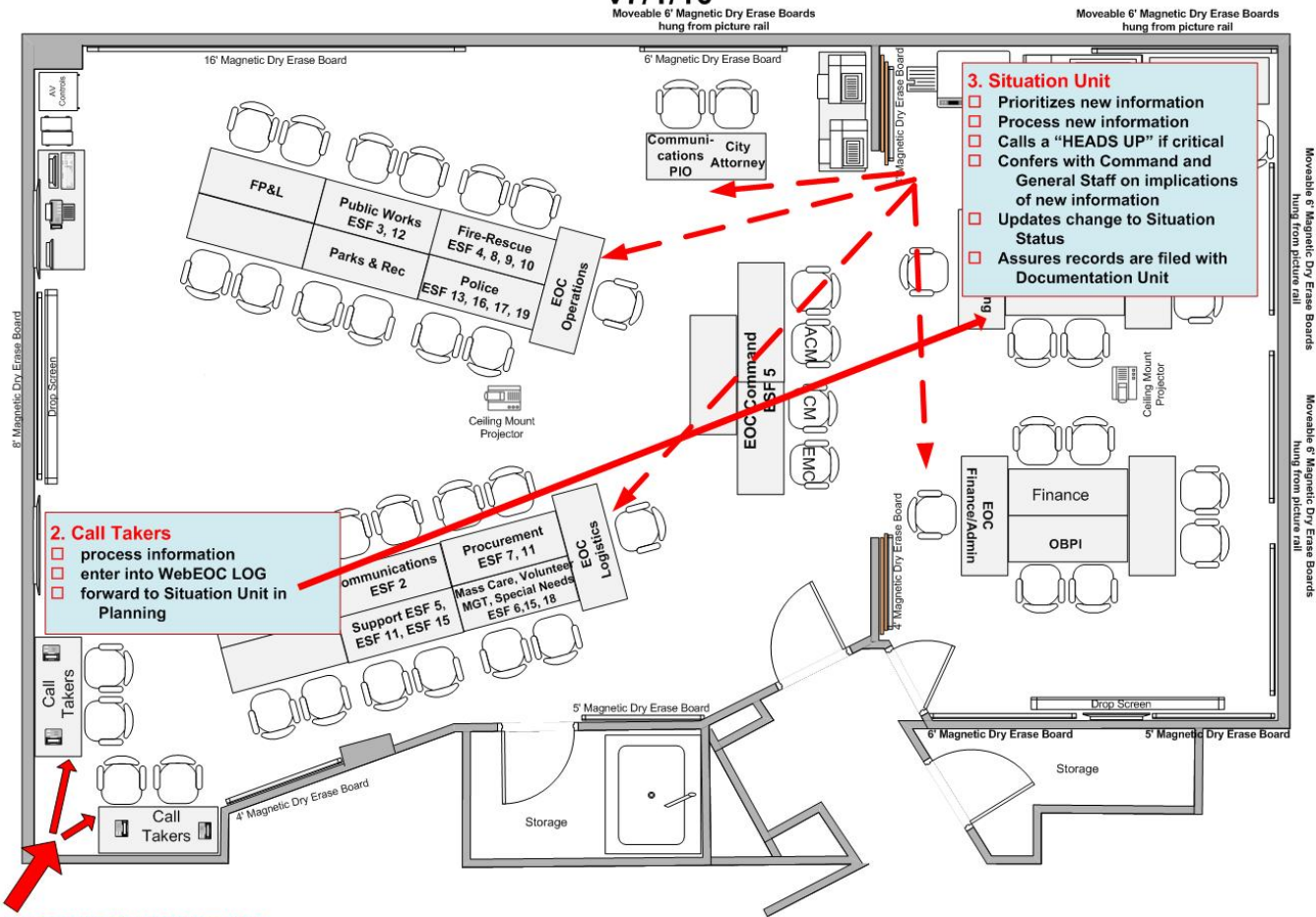
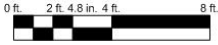


SOMEONE PROVIDES INFORMATION

Miami Beach EOC

Someone Provides Information

v7/1/10



1. Someone provides information

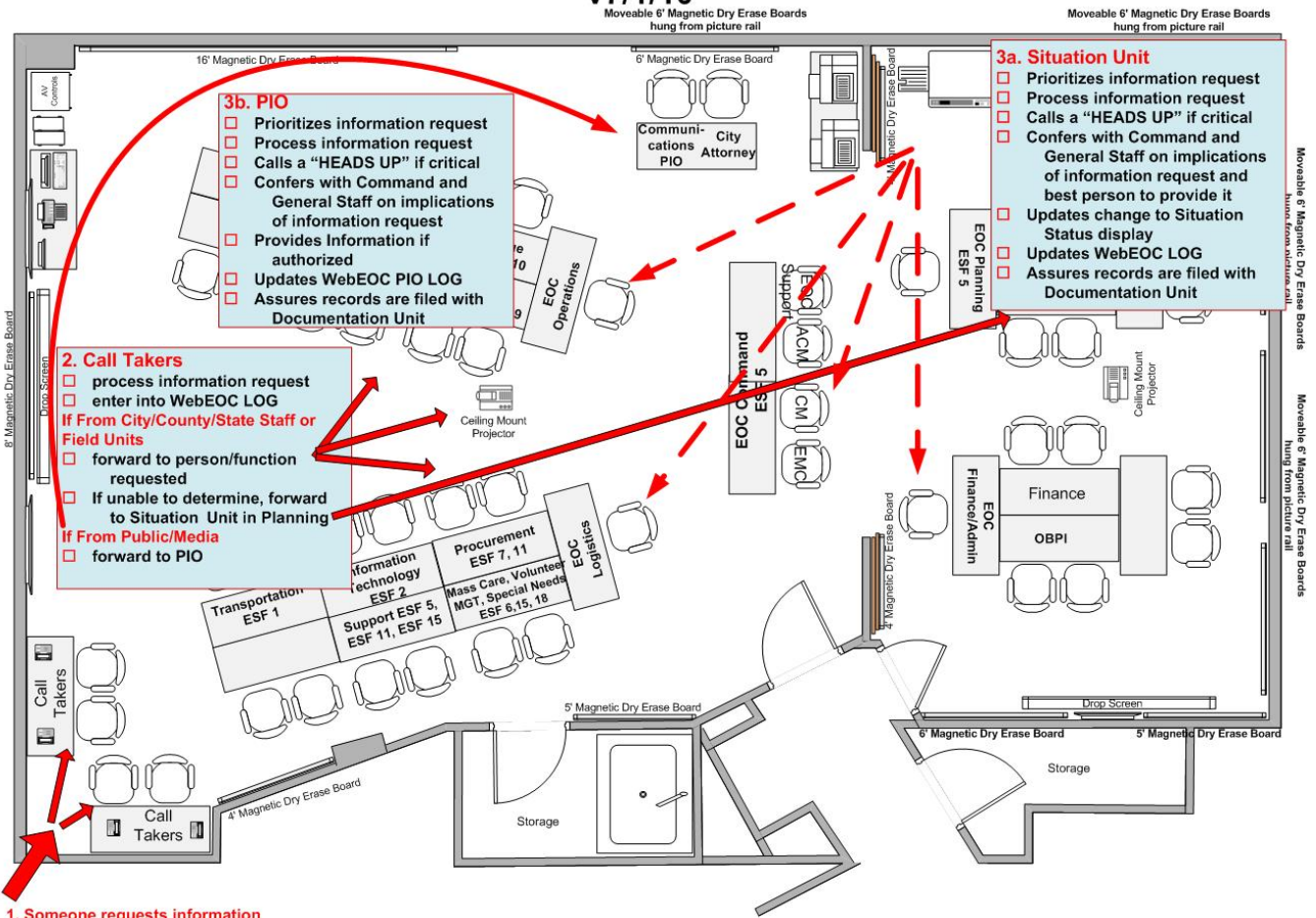
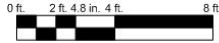
CASE STUDY

SOMEONE REQUESTS INFORMATION

Miami Beach EOC

Someone Requests Information

v7/1/10



1. Someone requests information

