

EMERGENCY OPERATIONS CENTER (EOC)

General The Emergency Operations Center (EOC) is a facility for centralized direction and control of the emergency organization and the campus community. During a declared campus alert/emergency, the EOC will be activated and personnel assigned to the extent required.

Operational Considerations The ~~Incident~~ ^{EOC} ~~Commander~~ ^{Manager}, (IC), or his/her designated representative and his assigned staff, will direct and coordinate emergency operations from the EOC. Alternate EOC facilities will have designated persons readied for specific circumstances.

Facilities Use: The following facilities are scheduled for Emergency Operation Center's

Current

Primary *Board Room/Presidents Office*

First Alternate *Maintenance & Operations (Room 3001)*

Second Alternate *Campus Safety & Security Portable (Bldg 3300)*

Fall 2009

Primary *Community Student Service Center (CSSC) Conference Rooms*

First Alternate *Board Room/Presidents Office*

Second Alternate *Maintenance & Operations (Room 3001)*

Third Alternate *Campus Safety & Security Portable (Bldg 3300)*

Primary EOC The Primary EOC will be located in the Board Room. Upon activation, the following equipment will be arranged by the I.C.

Communications.

Telephone Service

- a. Telephone lines will be designated as "essential service lines" which will provide for usage in the event of a system overload. Phones will only be of value as long as phone lines are not disrupted.
- b. The coordination of telephone usage will be from the EOC. The IC will designate personnel in the EOC to initiate calling of required personnel.

G.E.T.S

GETS supports federal, state, local, and tribal government, industry, and non-governmental organization (NGO) personnel during crises or emergencies by providing emergency access and priority processing for local and long distance calls on the public switched telephone network. GETS is intended to be used in an emergency or crisis situation when the public switched telephone network is congested and the probability of completing a call over normal or other alternate telecommunication means is reduced.

GETS is accessed through a dialing plan and Personal Identification Number (PIN) card verification system. The user dials universal access number using common telephone equipment. A prompt directs the entry of the user's PIN and the telephone number. Once the user is authenticated, his or her call receives special treatment. Employees that have GETS cards are listed in the appendix.

W.P.S.

Wirelessly it is referred to as the Nationwide Wireless Priority Service. WPS users have the ability to queue at the top for the next available capacity from their closest base station in order to place their call, greatly enhancing their ability to complete wireless calls during these critical times and assist the situation. WPS is available only to designated leadership at all government levels, national security, emergency responders, and private sector critical infrastructure personnel, as approved by the NCS and Federal Communications Commission (FCC) Rules and Requirements. Employees that have access to this system are listed in the appendix.

HAMM

Hobby Amateur Radio operators set up and operate organized communication networks locally for governmental and emergency officials, as well as non-commercial communication for private citizens affected by the disaster. Amateur Radio operators are most likely to be active after disasters that damage regular lines of communications due to power outages and destruction of telephone, cellular and other infrastructure-dependent systems.

Many radio amateurs are active as communications volunteers with local public safety organizations. In addition, in some disasters, radio frequencies are not coordinated among relief officials and Amateur Radio operators step in to coordinate communication when radio towers and other elements in the communications infrastructure are damaged.

A ham radio is available in the emergency container if no phone service is available.

SAT/COM

Satellite Communication telephones can be handheld, fixed or portable and utilizes satellites that can be stationary or orbiting. As long as the user has line-of-site to one of the satellites in the coverage area of the satellite service provider the user would have service. Services can include voice, data, SMS, and fax

**Two-way
Radio
Equipment**

- a. Radio equipment will be made available from the Campus Safety Office. A battery-operated radio with telephone capability will be used.
- b. Maintenance and Operations have two-way radios for on-campus use.

**Equipment
and Materials**

Emergency equipment located in the emergency storage container rear of building 1300, will be made available to the EOC. Emergency equipment is available through Campus Safety.