



LOS ANGELES UNIFIED SCHOOL DISTRICT POLICY BULLETIN

TITLE: Emergency Operations Center Procedures

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ROUTING
All Employees
All Locations

PURPOSE: The purpose of this Bulletin is to inform District personnel of the guidelines for activation, response, and use of the District’s Emergency Operations Centers.

MAJOR CHANGES: This is a new policy bulletin of the Los Angeles Unified School District.

INTRODUCTION: The State of California defines an emergency as “A condition of disaster or of extreme peril to the safety of persons and property caused by such conditions as air pollution, fire, flood, hazardous material incident, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake or other conditions, other than conditions resulting from a labor controversy.” (*SEMS Guidelines*; California Office of Emergency Services). Emergency Operations Centers (EOC) are a key component of emergency management in local government, agencies, and large businesses throughout the United States. The Los Angeles Unified School District (LAUSD) maintains its own secure EOC to manage emergencies that have a large impact on the District. Located near District headquarters, the new, downtown Los Angeles Main EOC facility was custom-built to function as an EOC, and has been operating since August 2013. Backup EOC facilities are located in the Beaudry Headquarters Building, Local District Northwest and Local District South.

The EOC is the central point through which information and resources are managed during a significant emergency, 24 hours a day, staffed by department heads and other management personnel from key LAUSD departments. Assigning key personnel to the EOC and supplying them with the most current information results in better emergency decision-making for the District. The LAUSD EOC is activated at one of three levels, depending on the impact to the District, and at peak capacity hosts 65 personnel from all departments in the District. Over 100 LAUSD



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employees are on the EOC response list, which allows for shifts to be taken during a long emergency (such as an earthquake). Members participate in EOC exercises twice a year. Additionally, LAUSD has a dedicated seat in the Los Angeles City EOC and representation in the Los Angeles County EOC.

GUIDELINES: The following guidelines apply:

I. EOC Mission:

It is the mission of the LAUSD EOC to maintain a state of readiness and effectively manage the District's response to emergency incidents in a timely and efficient manner, using the following priorities:

- Save lives, protect the environment, and preserve property
- Repair and restore essential systems and services
- Provide direction and control of emergency operations
- Provide for the protection of remaining resources
- Provide for the continuity of District governance
- Coordinate operations with other jurisdictions

To fulfill this mission, the EOC team works to develop, assemble, and maintain information that may be needed during emergencies. Information includes emergency response plans, operations plans, available resource lists, demographic and geographic information, District systems, and map-based reference files.

The District's EOC is not a "command" center. Command decisions on how to best solve tactical field problems (e.g. rescue, firefighting, arrests, etc.) are made in the field by incident commanders in coordination with their respective Department Operations Center (DOC).

The LAUSD EOC ensures coordination and communication during crisis response and long term recovery from every major emergency. During an emergency, the EOC acts to:

- Collect and disseminate information about the incident from and to all District students, employees, and families; the public; outside agencies and governments; and other concerned parties
- Coordinate the utilization of all available resources inside and outside the District
- Coordinate and facilitate inter-departmental and inter-agency response and operations



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- Intra-departmental management and coordination of resources are the responsibility of the appropriate DOC

The EOC uses a planning process based on management by objective principles proven to be effective at field emergency response level. The “Planning P” model (Attachment A) provides a structured series of actions and meetings which culminates with the development of written EOC Action Plans with specific coordination objectives for each EOC Section. This process relies on a standardized organizational model with sections, branches, and units based on the Incident Command System, and has predefined roles and responsibilities. District staff members with appropriate training, skills, and qualifications are pre-identified for assignments.

II. Key functions of the LAUSD EOC are the following:

- Activation - Bring knowledge and expertise together to deal with events that threaten schools, students, and District operations
- Situation Analysis - Gather information to determine what is happening and to identify potential impacts
- Incident Briefing - Efficiently share information among team members
- Incident Action Plan - Provide a single point for decision-making and decide on a course of action for the current situation
- Resource Management - Provide a single point of contact to identify, procure and allocate resources
- Incident Management - Monitor actions, capture event data and adjust strategies as needed

III. EOC Facilities:

The main EOC consists of a large room with seating for 60 people at five conference tables assigned by function, two break-out rooms, a radio dispatch room, a map and copy room, a storage room, shower and restroom facilities, two cot rooms with bunks and lockers, a kitchen, a safe, and a cache of emergency supplies. The building also houses the Los Angeles School Police Department (LASPD) Communications Center, which operates around the clock every day of the year. School Operations-Emergency Services manages EOC activation and response, assignment of EOC positions, training and exercises, and coordination with other EOCs and response partners. The Assistant Superintendent of School Operations is the EOC Director. The Office of Environmental Health and Safety (OEHS) oversees the facilities management of all four EOCs, including equipment selection and maintenance, construction/design, and assuring operability for EOC activations.



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The LAUSD EOC is kept in a “warm start” condition, meaning that the facility can be activated with the flip of a light switch and one Blackboard Connect call to pre-identified EOC responders. The LAUSD EOC is activated by the EOC Director or EOC Coordinator at one of three activation levels, which designates the number of responders to the EOC based on the needs of the incident.

IV. EOC Use:

The Los Angeles Unified School District maintains Emergency Operations Center (EOC) facilities to centrally coordinate the flow of information and resources during an emergency/disaster that has a significant impact on the District. As such, it is the District’s expectation that LAUSD EOC facilities (main EOC and all back-ups), equipment, and supplies are kept in condition to be used with no prior notification. The LAUSD EOC is maintained in a “warm start” condition, requiring only the turning on of lights (and similar tasks) to become operational. As such, LAUSD EOC facilities, equipment, and supplies are not to be used for general meetings; they may be used for EOC-related meetings and EOC trainings with the understanding that the space is an emergency facility and may need to be put in service at any time and that non-EOC personnel will be asked to vacate the premises. All requests for use of EOC facilities (and/or EOC equipment and supplies) must be submitted by email to the Office of Emergency Services at least three weeks in advance. Requests must include names of departments/agencies participating and an agenda.

LAUSD EOC facilities, equipment, and supplies may not be used as a Department Operations Center (DOC), as DOCs and the EOC may need to run concurrently. District departments should maintain their own DOC facilities for use in emergencies requiring significant response from the department. DOC facilities do not have to be solely dedicated to DOC use – a conference room, dispatch center, large office, or department common area can function as a DOC as necessary.

V. EOC Access:

The LAUSD Main EOC is a secure facility. Responders have keycard access to the parking area and building foyer. All requests for access to EOC facilities must be submitted to the Office of Emergency Services. Responders may call the LASPD Communications Center at 213-625-6631 if a keycard is unavailable; there may be a delay in granting access as Communications Center personnel will be actively working the incident that activated the EOC. Parking is extremely limited for the building, and EOC responders should expect to park on the street. Street parking is available; please check the signs



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for street sweeping and other parking restrictions. Please note that government E-plate vehicles and vehicles with a valid City of Los Angeles official mileage placard are exempt from parking time limits (e.g. 2-hour parking), but NOT from street sweeping restrictions.

VI. EOC Responders:

Each position in the EOC has three employee responders, each of whom has decision-making ability for his/her department. The three names allow for shifts to be run, which are generally eight or 12 hours long, depending on ability/impact/duration of incident and will be decided during the initial response to an incident. Each responder for a position is assigned to A shift, B shift, or C shift. The A shift person is the primary responder for each position and will be activated for single-shift incidents. Initial call-out and shifts will be primarily managed electronically through Blackboard Connect. Primaries (A shift person) are notified of EOC activations and receive updates when there is a level 1 or 2 incident, will represent their position in any necessary Emergency Management Committee (EMC) meetings, and will be the contact for that position to update responder contact info for all three responders.

VII. EOC Activation:

- A. The LAUSD EOC will be initially activated by the EOC Director or EOC Coordinator at one of three activation levels outlined in the table below. The EOC Team may increase or decrease EOC staffing as deemed appropriate. The Office of School Operations-Emergency Services coordinates activation of the EOC in concert with LASPD, OEHS, the Superintendent’s Office, and field response and support agencies, as appropriate. Departments have predetermined EOC response roles and work with Emergency Services to select and train EOC responders.

The Office of School Operations-Emergency Services coordinates activation of the EOC in concert with OEHS LASPD, the Superintendent’s Office, and field response and support agencies, as appropriate. Departments have predetermined EOC response roles and work with Emergency Services to select and train EOC responders.

The EOC can be activated at three different levels:

Level 1	Open in “ready” mode with minimal staffing.
Level 2	Open for one shift, with many of the EOC positions filled in response to a moderate event.
Level 3	Open for a major event with full staffing and multiple, continuous shifts.



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B. EOC Activation Policy:

1. The LAUSD EOC will be initially activated by the EOC Director or EOC Coordinator at one of the above-described activation levels.
2. Upon activation, the assigned staff will proceed to the EOC, sign in and activate their assigned work stations.
3. The EOC staff will be organized by functional sections. Sections may be further divided into divisions or units. Section Coordinators will be assigned under all activation levels, and will be a primary point of contact for personnel assigned to the EOC.
4. Each functional position in the EOC has a job description, role and responsibilities, and a checklist to be followed. The checklist is a basic guidance for operation of the position.
5. For many positions, the checklist will require contact with the primary department operating centers (DOC), obtaining and maintaining information needed within the EOC, and ensuring that all appropriate EOC generated material is made available to DOC's and/or Field Command Posts (FCP's).
6. Information obtained by Division and unit supervisors should be made available to the Section Coordinator and as appropriate provided to the Situation Assessment Unit.
7. Division and liaison functional coordinators' primary role in the EOC is the passing of information and the coordination of resource and support requests. Information exchange and coordination may take place freely between divisions and units. All requests for resources or support and other information as designated by Section Coordinators will be processed through designated channels.
8. The EOC Director and Section Coordinators will hold periodic planning meetings. The results of these meetings may result in a written EOC Action Plan. The Action Plan may change priorities related to division and department operations based on analysis of available information and the dynamics of the incident. The Director will provide periodic briefings for all EOC personnel.
9. Deactivation of functional positions will be accomplished by the Director or Section Coordinator.
10. All personnel functioning in the EOC are required to maintain current information regarding their division, department or function; maintain a duty log; brief relief personnel and complete deactivation procedures when instructed.



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VIII. Primary EOC Functions:

The EOC organizational chart offers a representation of the positions represented in the EOC, and the current chart can be found at <http://achieve.lausd.net/emergencyservices> on the EOC page of the Emergency Services website. Positions are organized within the following sections:

- EOC Management Staff - The EOC Management Staff consists of the EOC Director, Public Information Officer, Liaison Officer, Legal Officer and EOC Coordinator.
- Operations Coordination Section - The Operations Section is responsible to ensure that all essential emergency-related information and resource requests are received, processed and internally coordinated within the EOC. Division Coordinators are responsible to provide incoming situation information and resource requests to the EOC and ensure that essential information and results of internal EOC coordination efforts are passed to department operating centers and field command posts as appropriate.
- Planning and Intelligence Section - The Planning and Intelligence Section is responsible for collecting, evaluating, processing and distributing information about the incident to all elements of the EOC.
- Logistics Section - The Logistics Section provides support to District-wide emergency operations. Logistics will obtain and provide essential personnel, facilities, equipment, supplies and services not found within Operations Section.
- Finance/Administration Section - The Finance/Administration Section provides general administrative, finance and legal support related to EOC activities.

AUTHORITY: This is a policy of the Board of Education of the City of Los Angeles.

RELATED RESOURCES: LAUSD Emergency Operations Plan
BUL- 5433.1, District Emergency Response and Preparedness

ASSISTANCE: For assistance or further information please contact Dr. Jill M. Barnes, Coordinator School Operations – Emergency Services at 213-241-5337 or jill.barnes@lausd.net

ATTACHMENTS: Attachment A: Planning P



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ATTACHMENT A

LAUSD Planning P

