



Los Angeles Unified School District
Region Operations Center (ROC) Guide
Office of Emergency Management

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REGION OPERATIONS CENTER (ROC) GUIDE

A. Providing Immediate Support to Schools

During an emergency or crisis event, the immediate support to the schools will come from the closest available resource, the Region.

B. Establishing a Region Operations Center (ROC)

1. The LAUSD Superintendent or designee will direct the Region to establish a Region Operations Center (ROC) to respond to the needs of the schools in that geographical area and provide assistance and guidance.
2. The Region superintendent or designee assigns staff to support the ROC; other employees may provide direct support/service at specific school sites. Regions should create a rotation/shift plan for the ROC.
3. The Region Superintendent or designee will assign staff based on the needs of the emergency.
4. It is expected that each Region Operations Center (ROC) will be open from 6:00 a.m. to 6:00 p.m. daily for the duration of the emergency unless determined otherwise by the Region Superintendent or EOC.
5. Region staff will identify the contact point for the ROC.
6. The Region Superintendents, Administrators of Operations, and Administrators of Instruction will receive a School Emergency Status Report (SESR) at least once daily from the schools and request updated reports as needed based on the emergency. Based on these reports and direct calls or other information, the ROC can request specific resources from the EOC.
7. ROCs should model their structure on the Incident Command System (ICS) and organize employees using the ICS functional

sections of Operations, Planning and Intelligence, Logistics, and Finance and Administration.

c. Staffing the Regions Operations Center (ROC)

1. The Regions Operations Center (ROC) will be staffed with support personnel from the Region and other units who can respond to the specific needs of the emergency (see ROC Resources attachment).
2. In addition to Region Operations and Instruction staff, the ROC will contain Region employees and representatives from other District divisions who can provide immediate guidance and support. Initial ROC staffing should include existing personnel assigned to the Region representing the following support services as required by the emergency. These personnel may include representatives from:

- ✓ Beyond the Bell
- ✓ Certificated Human Resources
- ✓ Food Services
- ✓ Information Technology Division (ITD)
- ✓ Los Angeles School Police Department (LASPD)
- ✓ Maintenance & Operations (M&O)
- ✓ Office of Environmental Health & Safety (OEHS)
- ✓ Parent & Community Engagement (PACE)
- ✓ Payroll Services
- ✓ Personnel Commission
- ✓ Procurement
- ✓ Special Education
- ✓ Student Health and Human Services (SHHS)
- ✓ Transportation

D. District Emergency Structure

1. The LAUSD Emergency Operation Center (EOC) will be activated to manage resources and information Districtwide. Resource requests that come into the ROCs will be managed through the EOC.
2. Department Operations Centers (DOCs) may be activated by LAUSD departments as necessary. Department representatives in the ROC are expected to communicate with their DOC as well as the EOC.
3. Refer to BUL-6584 *Emergency Operations Center Procedures*, for more information on the LAUSD EOC.

SCHOOL EMERGENCY STATUS REPORT

sesr.lausd.net

A. School Emergency Status Report

1. The School Emergency Status Report (SESR) allows schools to quickly report emergency conditions to both the Region Operations Center (ROC) and the Emergency Operations Center (EOC).
2. The SESR consists of several sections that should give the ROC and EOC information to prioritize requests and provide assistance to schools.
3. The SESR can be activated in Disaster mode, Strike mode, or Attendance mode.
4. User guides are available on the OEM website on the [Administrator's Corner](#) page.

B. Reports

1. The school principal or designee will complete and submit the SESR as soon as possible after the initial impact of the emergency.
2. Reports are to be submitted online. If a school cannot access the internet and it is safe to do so, it will fax the report to the EOC at (213) 202-4581.
3. A schedule for submitting updates of the report will be established by the EOC based on the needs of the emergency and communicated to the ROCs and schools.
4. The SESR output can be displayed as a table or as a dashboard and can be downloaded as a spreadsheet. The data from each report should be stored to document the emergency.

Region Operations Center (ROC) Assigned Contacts

Primary ROC	Backup ROC
Address: Phone:	Address: Phone:

Title	Name	Contact Information
Region Superintendent		Work: Cell: Email:
Administrator of Operations		Work: Cell: Email:
Administrator of Instruction		Work: Cell: Email:
Administrator of Family & Community Engagement		Work: Cell: Email:

Points of Contact for the ROC (How are schools requesting/providing info to the ROC)	
Point of Contact	Contact Information
Name:	Work: Cell: Email:
Name:	Work: Cell: Email:

STAFF ASSIGNED TO THE ROC		
Division Represented	Name	Contact Information
Operations		Work: Cell: Email:
Operations		Work: Cell: Email:
Operations		Work: Cell: Email:
Instruction		Work: Cell: Email:
Instruction		Work: Cell: Email:
Instruction		Work: Cell: Email:
Beyond the Bell		Work: Cell: Email:
Certificated Human Resources		Work: Cell: Email:

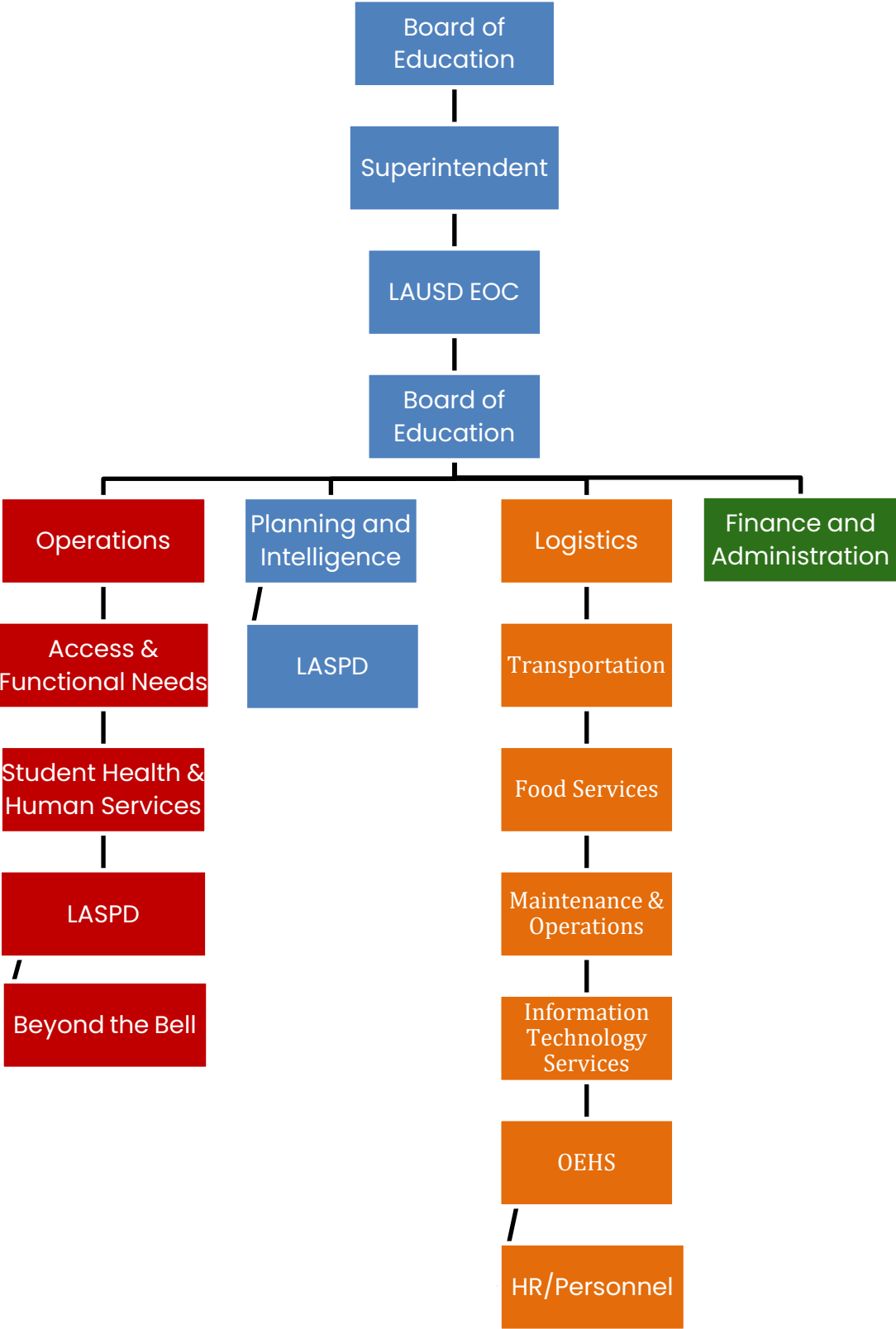
Division Represented	Name	Contact Information
Food Services		Work: Cell: Email:
ITD		Work: Cell: Email:
LASPD		Work: Cell: Email:
M&O		Work: Cell: Email:
Nursing Services		Work: Cell: Email:
OEHS		Work: Cell: Email:
Organization Facilitator		Work: Cell: Email:
PACE		Work: Cell: Email:
Payroll Services		Work: Cell: Email:
Personnel Commission		Work: Cell: Email:

Division Represented	Name	Contact Information
Procurement		Work: Cell: Email:
Pupil Services/Attendance		Work: Cell: Email:
School Mental Health		Work: Cell: Email:
Special Education		Work: Cell: Email:
Transportation		Work: Cell: Email:
Other		Work: Cell: Email:
Other		Work: Cell: Email:
Other		Work: Cell: Email:

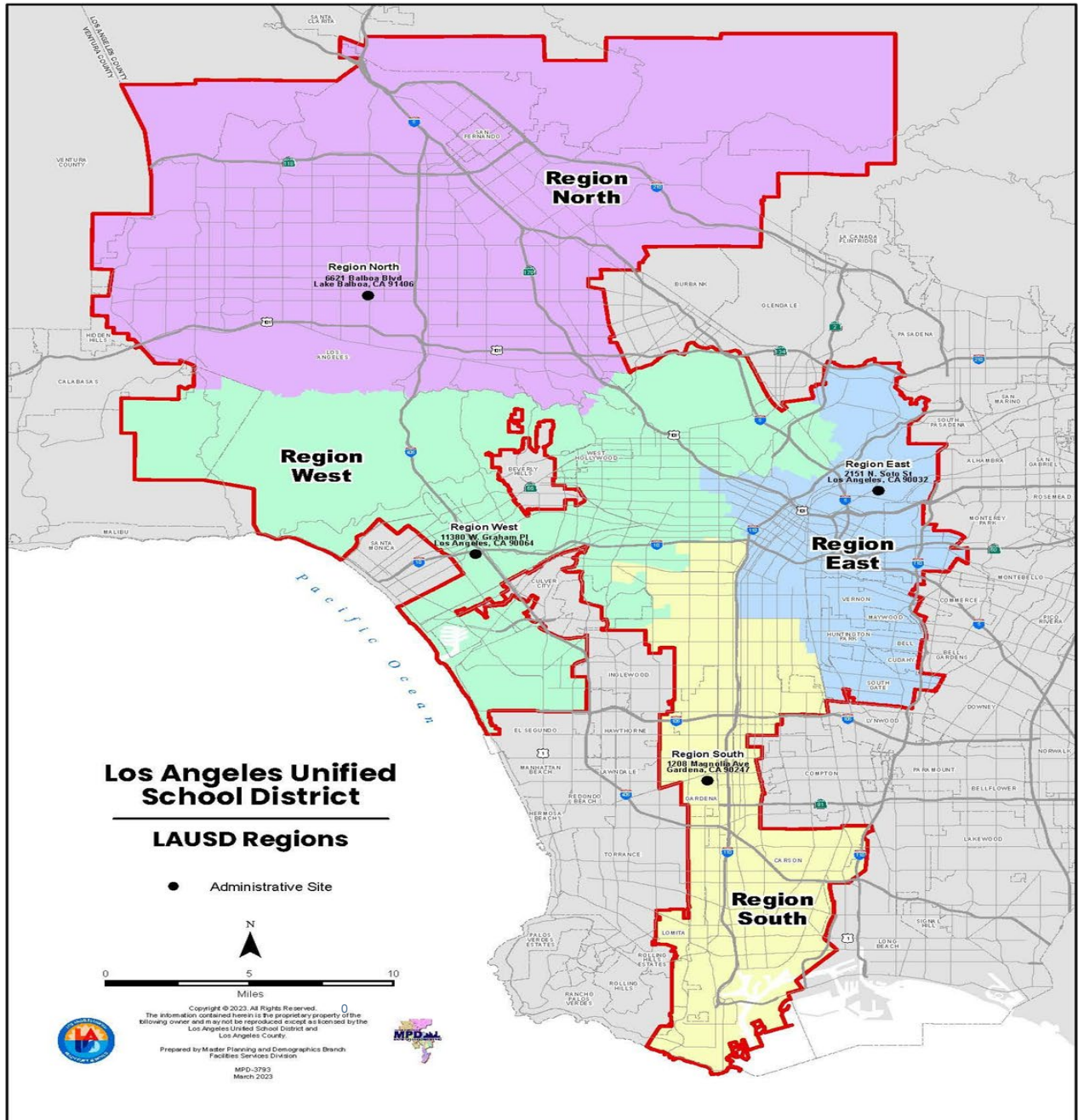
SUGGESTED ROC RESOURCES

1. Contact list for ROC employees
 - Cell phone lists
 - Email distribution lists
 - Blackboard Connect lists
2. Contact list for field employees
 - Cell phone lists
 - Cell phone list of principals
 - E-mail distribution lists
 - Blackboard Connect lists
3. Status Board for ROC
4. LAUSD hazard maps and other District maps
5. Incident Command Vests
6. LAUSD Hazard Playbooks
7. LAUSD Emergency Operations Plan
8. NOAA weather alert radio
9. Safe School Plans First Responder Guide DVD
10. Office supplies
 - Laptop computers
 - Printer
 - Wi-fi connection
 - Whiteboards
 - Landline phones
 - Self-stick tabletop pad
 - Projector
 - 450Mgz and 800Mhz radios
 - File box
 - Flash drives

SUGGESTED ROC ORGANIZATION



ROC SITES



25 Questions That Need To Be Answered When The LAUSD Emergency Operations Center Is Activated

1. What happened?
2. When did it happen?
3. Where did it happen?
4. What was the cause?
5. What population is affected?
6. How are they affected?
7. How long will they be affected?
8. How many dead?
9. How many injured?
10. How many missing?
11. What is the extent of damage?
12. What is the current impact on government?
13. How did we learn of the incident?
14. When did we respond?
15. Who is in field command?
16. What has been done so far?
17. What is the status of field response?
18. What is the long-term situation?
19. What is the short-term situation?
20. Has mutual aid been requested?
21. What are the emergency PIO requirements?
22. What is the short-term plan?
23. What is the long-term plan?
24. What executive actions or decisions are needed?
25. What is our briefing schedule?

LAUSD EMERGENCY OPERATIONS CENTER

Standing Objectives

<u>Objective</u>	<u>Responsible Group</u>
1. Situational Awareness/Analysis	Planning & Intelligence Operations
a. Incident Information	
b. Information Analysis	
i. Current incident status	
ii. Incident potential information (12, 24, 48 and 72 hour projections)	
c. Intelligence and investigation	
d. Public information & understanding of Incident.	
i. Current	
ii. Potential	
2. Determine Priority of Incident(s)	Management Operations
a. Life safety	
b. Property threats	
c. High damage potential	
d. Incident complexity	
e. Environmental impact	
f. Economic impact	
3. Acquire/Allocate Critical Resources	Logistics
a. Critical resources acquired internally first.	
b. As incidents expand, resources acquired externally.	

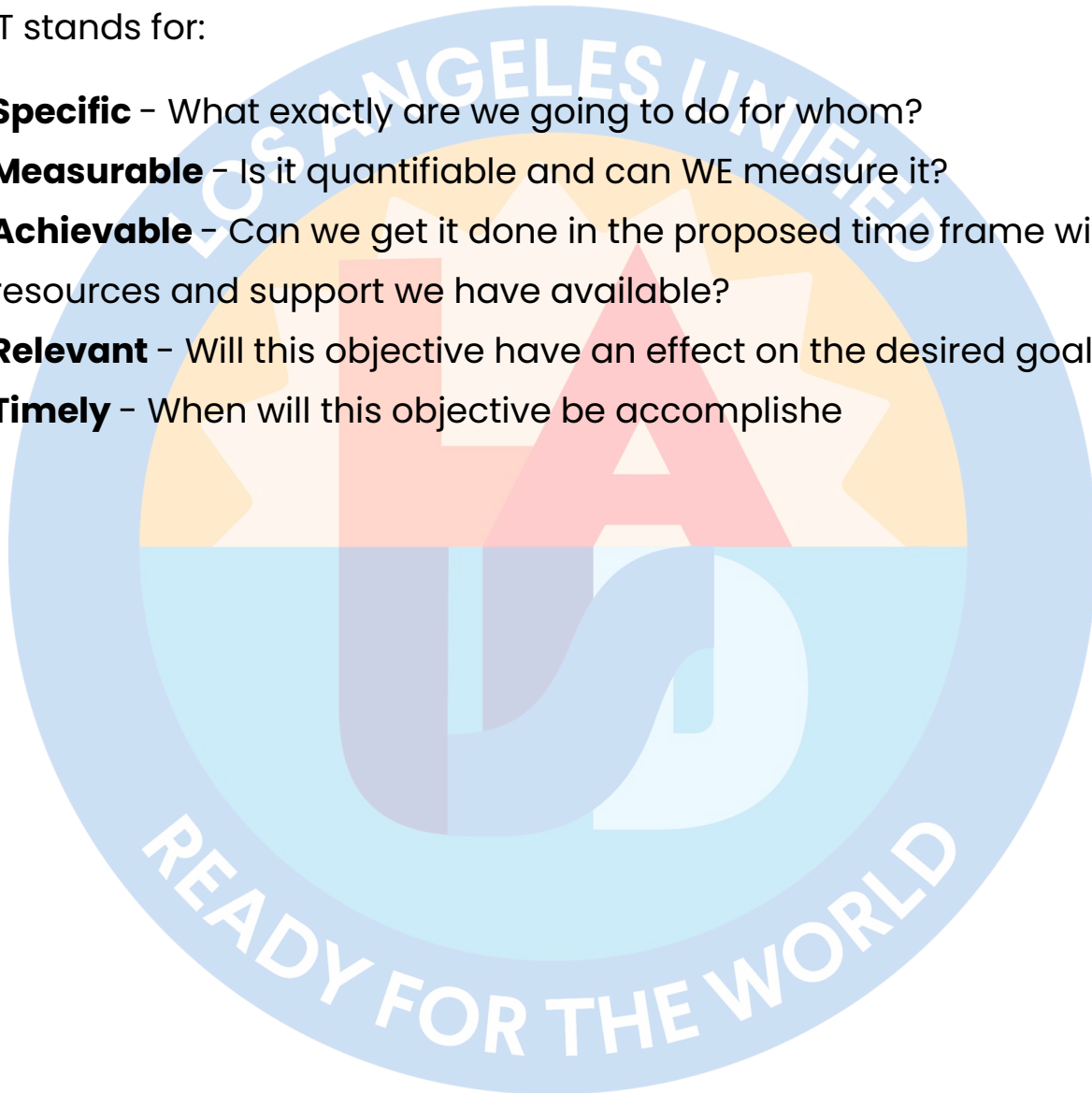
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|---|--|
| <p>4. Crisis Information Management</p> <ul style="list-style-type: none"> a. Consolidating and packaging incident information. b. Internal dissemination of information. c. External dissemination of information. d. Monitor media reporting for accuracy. | <p>Management,</p> <p>PIO</p> |
| <p>5. Develop/Advise/Support Policy-Level Decisions</p> <ul style="list-style-type: none"> a. Coordinate, support, assist with policy-level decisions. | <p>Management,</p> <p>Operations</p> |
| <p>6. Coordinate with Elected/Appointed Officials</p> <ul style="list-style-type: none"> a. Keep elected officials informed. b. Elected officials must clearly understand their role. c. Connection between EOC and constituents. | <p>Management</p> |
| <p>7. Coordination with County, State, Federal, Private and Non-Governmental Components</p> <ul style="list-style-type: none"> a. Communications between system components and disciplines. b. Communications with partners (Private, Governmental, NGO) | <p>Management</p> |

Developing SMART Objectives

Use the SMART approach to develop well-written objectives. SMART objectives provide the specific information needed to identify expected results.

SMART stands for:

- **Specific** – What exactly are we going to do for whom?
- **Measurable** – Is it quantifiable and can WE measure it?
- **Achievable** – Can we get it done in the proposed time frame with the resources and support we have available?
- **Relevant** – Will this objective have an effect on the desired goal?
- **Timely** – When will this objective be accomplished?



The Planning "P"

