Module 1:

Introduction and REOC Background

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Introduction

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Introduction of Instructors

- Instructor – Don Lininger, EPA Region 7
  - »On-Scene Coordinator
  - »RSC Coordinator
- Instructor – Mary Matthews, EPA Region 10
  - »RSC Coordinator
  - »RICT Alternate Chair
- Sherry Fielding, EPA Headquarters
  - »National RSC Coordinator

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Overview of REOC Webinar

- Objectives
  - » Review important policy
  - » Describe background for establishment of REOCs
  - » Describe set-up and function of REOCs
- Topics
  - » Module 1: Introduction and Background
  - » Module 2: REOC ABC's
- REOC Webinar is a prerequisite for "Knowing and Working Within the REOC" at OSC Readiness 2010

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REOC Background

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Acronyms You Should Know

- NAR – National Approach to Response
- NIMS – National Incident Management System
- NRF – National Response Framework
- ICS – Incident Command System
- IMT – Incident Management Team
- IMH – Incident Management Handbook
- RSC – Response Support Corps
- REOC – Regional Emergency Operations Center

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Notes

- **NAR:** The National Approach to Response is EPA's initiative to bring more consistency among Region's to emergency response preparation, equipment, and activity. The NAR began in June 2003. In November 2008, EPA issued Order 2071 – National Approach to Response. It includes the following sections 1) Introduction, 2) Purpose of the Directive, 3) Scope and Applicability, 4) Background, 5) EPA's Role Under the NRF, 6) Authorities, 7) NIMS Policy, 8) ICS, 9) National Coordination Responsibilities,10) Regional Coordination, and 11) NAR Preparedness Activities. EPA will soon issue the NAR Preparedness Plan which describes EPA's strategy for responding to five simultaneous incidents of national significance.

- **NIMS:** Homeland Security Presidential Directive (HSPD)-5, Management of Domestic Incidents requires all Federal agencies to adopt the National Incident Management System, and to implement the Incident Command System (ICS). EPA began its efforts to adopt NIMS in March 2004. It defines the systematic and proactive approach to be taken in response to incidents regardless of cause, size, location, or complexity. NIMS involves all levels of government, the private sector, and non-governmental organizations (NGO) in preparing for, preventing, responding to, recovering from, and mitigating the effects of incidents. NIMS focuses efforts to reduce the loss of life and property and harm to the environment.

- **NRF:** The National Response Framework is the guide for how the Nation conducts an all-hazards response. The NRF was prepared and issued by the Department of Homeland Security in January 2008 and became effective in March 2008. It revised and replaced the National Response Plan issued in December 2004.

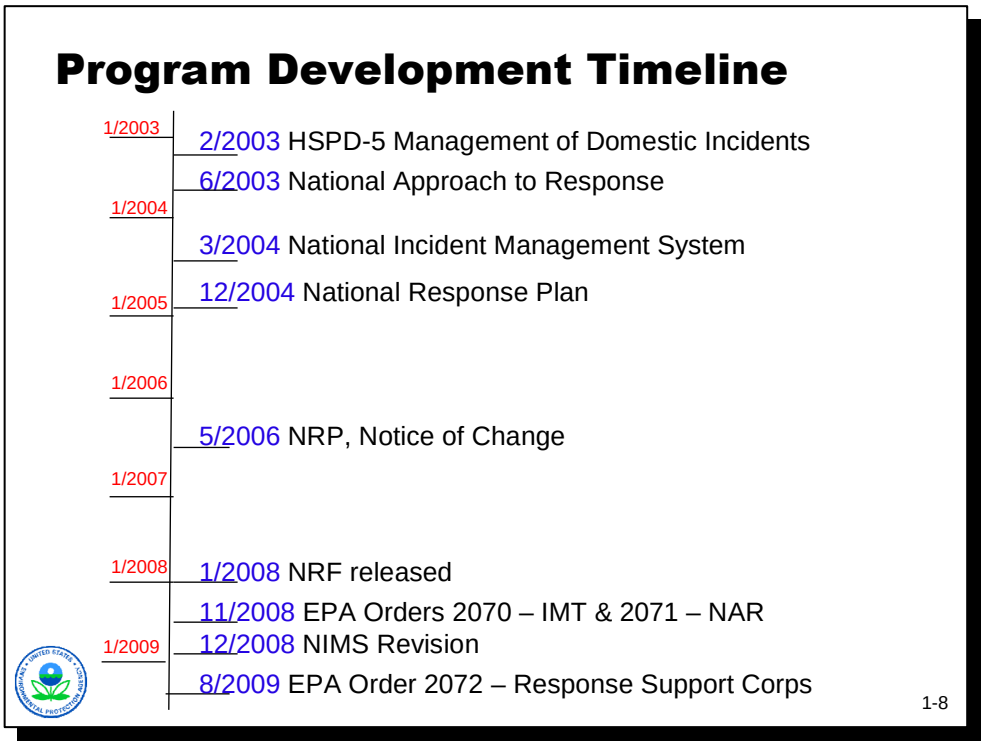
- **ICS:** The Incident Command System is the method used to organize the management structure for a response. ICS is built around five major response management functional areas: Command, Planning, Operations, Logistics, and Finance. RSCs can fill positions in all functional areas of the ICS structure.

- **IMT:** The Incident Management Team is a team of individuals trained to fulfill the responsibilities of key leadership positions (KLP). Each EPA Region should have three members fully trained for each KLP who can be deployed for any type of incident.

- **IMH:** EPA issued the Incident Management Handbook in September 2007. The IMH provides field responders with a basic overview of command structures within ICS, common procedures for all ICS positions, an overview of basic responsibilities of specific ICS positions, and organizational charts for specific types of responses.

- **RSC:** EPA's Response Support Corps was created as part of the NAR. The RSC is made up of EPA employees who volunteer to assist with response activities. RSC members receive training for various duties and positions in the ICS.

- **REOC:** The Regional Emergency Operations Center is the link between the IMT and EPA's HQ EOC. Each Region has established an REOC that provides reach back support and technical services to the IMT in the field.



Notes

- **Program development timeline:** The timeline above shows how the national response program has developed since the issuance of Homeland Security Presidential Directive-5 in February 2003. As these developments have occurred, the Response Support Corp has been better integrated into EPA's response strategy.

EPA ICS Guidance Documents

- NIMS/ICS Implementation Plan
- EPA IMT Order 2070
- Incident Management Handbook
- Job Aids
- Training, Certification & Qualification Order
- EPA Order 2072 – Response Support Corps

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Notes

- **NIMS/ICS Implementation Plan:** EPA's September 2007 NIMS/ICS Implementation Plan provides information on policies and procedures that are under development that will advance the Agency's implementation of NIMS and ICS. The plan is available at http://www.epaosc.org/doc_list.asp?site_id=963.

- **EPA IMT Order 2070:** EPA's national IMT Order 2070 was developed to facilitate national consistency in the development and maintenance of regional and headquarters IMTs. The order establishes standards for activation and deployment of EPA personnel trained to fill IMT positions. EPA's IMT Order specifies that each Region should maintain IMTs with at least three personnel in each of the 11 Key Leadership Positions (KLP) who are trained and ready to respond. Each region and headquarters is responsible for developing its own IMT Plan to provide its framework for the planning and maintenance of the IMT, including training and exercises, maintenance of the IMT roster, and procedures for activating the IMT. The national IMT Order is available at http://www.epaosc.org/doc_list.asp?site_id=963.

- **Incident Management Handbook:** The IMH is designed to assist EPA personnel in the use of the ICS and the NIMS doctrine during incident response operations and planned events. The IMH assists EPA responders by providing guidance on the integration of EPA assets into the ICS structure while maintaining the standard structure and functions. The IMH is available at http://www.epaosc.org/doc_list.asp?site_id=963.

- **Job Aids:** EPA HQ and several Regions have developed job aids for positions in the ICS. The job aides describe the role and responsibilities associated with these positions during a response. EPA HQ and Regional job aides are available at http://www.epaosc.org.

- **Training, Certification, and Qualification Order:** EPA issued the draft "EPA Incident Command System Training, Qualification, and Certification Standards," in August 2008. The standards are designed to ensure that personnel who may be assigned positions within, or provide support to, an EPA-managed ICS structure are appropriately trained, qualified, and certified to perform the duties of those positions. Training, professional experience, and minimum core competencies have been established for the 11 KLPs of the IMT. The draft order is available at http://www.epaosc.org/doc_list.asp?site_id=963.

- **EPA Order 2072 – Response Support Corps:** EPA issued Order 2072, which addresses the Response Support Corps, in August 2009. The order sets forth member responsibilities, training and exercise requirements, activation and deployment procedures, compensation information, and associated programmatic and management responsibilities for the RSC. Each Regional Incident Coordination Team (RICT) and the National Incident Coordination Team (NICT) may also develop additional specific standard operating procedures, as appropriate.

NAR – RSC

- NAR identified establishment of comprehensive roster of EPA employees to assist during INS
- September 15, 2003, EPA announced the formation of a Response Support Corps (RSC) within each region and at EPA Headquarters
- RSC intended to augment the Agency's emergency response capacity
- RSC provides critical support ranging from telephone duty in the emergency operations centers to direct field work

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Notes

- **NAR – RSC:** The establishment of a comprehensive roster of EPA employees who can be called upon to assist during an INS has been identified as a key requirement for the successful implementation of the EPA National Approach to Response (NAR). On September 15, 2003, EPA announced the formation of a Response Support Corps (RSC) of EPA employees within each region and at EPA Headquarters. The Response Support Corps is intended to augment the Agency's emergency response capacity by identifying employees who are ready to provide critical support ranging from telephone duty in the emergency operations centers to direct field work during an incident of national significance. The IMH discusses RSCs on page 2-9.

Development of RSC Program

- Development of Core RSC Program and national guidelines
- Development of a national database of RSC skills/qualifications
- Establishment of monthly coordination calls and annual meeting of Regional RSC Coordinators

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RSC Coordinators

- National – Sherry Fielding (202) 564-6174
- Region 1 – Chris Diehl (617) 918-1941
- Region 2 – Carl Pellegrino (732) 321-6794
- Region 3 – Felicia Fred (215) 814-5524
- Region 4 – Debbie Vaughn-Wright (404) 562-8538
- Region 5 – Tom Geishecker (312) 866-0755

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RSC Coordinators

- Region 6 – Susan Webster (214) 665-6764
- Region 7 – Don Lininger (913) 551-7724
- Region 8 – Deirdre Rothery (303) 312-6431
- Region 9 – John Kennedy (415) 947-4128
- Region 10 – Mary Matthews (206) 553-0249

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FY09 Core NAR – 10 Core Elements

- 1: Incident Notification and Mobilization
- 2: EPA Regional and National Assets
- 3: Professional Development, Training and Exercises
- 4: Health and Safety
- 5: Public Information and Community Involvement
- 6: External Response Coordination
- 7: Field Capabilities
- 8: Site Information and Data Management
- 9: Regional Emergency Operations Center Logistics
- 10: Acquisition Management

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Notes

- The FY09 Core NAR (formerly called Core ER) has 10 elements. The ninth element addresses REOC logistics. For FY08, Element 9 was weighted one of the highest of all ten elements. Only Element 7 was given higher weight. Each year EPA HQ audits the Regions to determine how they performed on the Core NAR elements.

FY09 Core NAR Element 9: REOC Logistics

- Standard: The REOC is immediately available, fully equipped and configured for support of daily operations and Incidents of Regional and National Significance
- Element 9 criteria
  - » 9.1 REOC managed by ER and Removal program and has dedicated call center
  - » 9.2 Region has Top Secret Security Room with communications equipment
  - » 9.3 REOC has workspace, communications, AV/IT for routine to catastrophic events
  - » 9.4 REOC has quick start guides and trouble shooting tips for communication equipment

(continued)

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Notes

- The excerpt below is from the FY09 Core NAR. The text describes the criteria one through four for Element 9.

1. The REOC is managed by the Emergency Response and Removal Program and has a dedicated call center for daily operations.
2. Region has a Top Secret Security Room, which includes associated communications equipment.
   - Procedures/guidelines that address after hours operations are in place for accessing and using the room.
   - Equipment is tested according to procedures/guidelines.
   - Region ensures that staff with proper credentials are trained in access to and utilization of the secret security room and its equipment.
3. The REOC has the appropriate resources (workspace and AV/IT) needed to staff routine through catastrophic events including:
   - Workstations with internet, LAN access and phone lines
   - An alternate, high bandwidth internet connectivity independent of the Regional LAN controlled by the REOC 24-7
   - Contingencies for communication with field elements using multiple systems (e.g., sat phone, analog phone line, HF)
   - Basic office equipment (i.e., copiers, printers and faxes)
   - Projection equipment to display data, information and multi-media
   - Phone system that can handle a large volume of calls
   - 24/7 video conferencing capabilities
   - 24/7 access to local, regional and national news
4. Quick start guides with trouble shooting tips are stored in the REOC for each piece of communication equipment.

FY09 Core NAR Element 9: REOC Logistics

- Element 9 criteria
  - » 9.5 Required communication/AV/IT equipment tested at regular intervals
  - » 9.6 Regional staff or contractors available 24/7 to support IT and communication equipment
  - » 9.7 Region has 24/7 access to work stations/ printers w/GIS capabilities and staff to support
  - » 9.8 Region has access to electronic and hardcopy maps of Region and backup Regions
  - » 9.9 Region maintains/updates contact lists quarterly
  - » 9.10 Region has electronic and hardcopy versions of references to support responders

(continued)

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Notes

- The excerpt below is from the FY09 Core NAR. The text describes the criteria five through ten for Element 9.

5. Required communication/AV/IT equipment is tested at regular intervals (e.g., Region has monthly communications tests with the field, HQ or other regions).
6. Region has staff or contractors available 24/7 to support IT and communication equipment in the REOC.
7. Region has 24/7 access to work stations and printers with GIS capabilities and staff or contractors available to support those capabilities.
8. Region has access to electronic and hardcopy maps (topographical and aerial maps) of the Region and its backup Regions.
9. Region maintains contact lists, including: HQ, backup Regions, states, tribal, territory and local contacts. This list is reviewed and if necessary, updated quarterly.
   - Reviews/updates are documented.
10. The REOC has electronic and hard copy versions of chemical, biological, radiological and nuclear specific references to support responders in the field (e.g., CAMEO, Tier II, FRP and RMP data).

FY09 Core NAR Element 9: REOC Logistics

- Element 9 Criteria
  - » 9.11 Region can model air dispersion (IMAAC)
  - » 9.12 Region has plan for REOC and Alternate REOC that includes 24/7 Security, Access, and Systems Control
  - » 9.13 Region has REOC staffing plan
  - » 9.14 Alternate REOC has functionalities of primary REOC
  - » 9.15 Region has plan for transferring ops from primary to alternate REOC
  - » 9.16 Region has at least 1 REOC-involved exercise per year
  - » 9.17 Region has at least 1 alternative REOC-involved exercise per year

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Notes

- The excerpt below is from the FY09 Core NAR. The text describes the criteria eleven through seventeen for Element 9.

11. Region has procedures to access air dispersion modeling capabilities, including:
    - IMAAC
    - Other appropriate systems
12. Region has a plan for the REOC and Alternate REOC that includes 24-7:
    - Security
    - Access
    - Systems Control (e.g., HVAC, backup power, IT/AV systems)
13. Region has an REOC staffing plan that includes:
    - How the Region scales up and down for either multiple incidents or incidents of local, regional and national significance.
    - Staff assignments and scheduling;
    - Equipment needs and usage;
    - REOC space utilization and how additional space may be accessed Alternate REOC has the same basic functionalities of the primary REOC, including:
    - Workstations with internet, LAN access and phone lines
    - An alternate, high bandwidth internet connection independent of the Regional LAN controlled by the REOC 24-7
    - Contingencies for communication with field elements using multiple systems (e.g., sat phone, analog phone line, HF)
    - Basic office equipment (i.e., copiers, printers and faxes)
    - Projection equipment to display data, information and multi-media

- Phone system that can handle a large volume of calls
- 24/7 video conferencing capabilities
- 24/7 access to local, regional and national news

14. Alternate REOC has the same basic functionalities of the primary EOC, including work stations, high band-width internet communications independent of Regional LAN, telephone system, and office and display equipment.
15. Region has a plan for transferring operations from the primary REOC to the alternate REOC.
16. Region has at least 1 REOC-involved exercise on an annual basis.
    - This annual exercise may focus on incidents of regional or national significance.
    - This exercise tests the functionality of equipment, staff (including management and RSC) and data information management systems. After-Action reports are generated and lessons learned are applied to modify REOC operations.
17. Region has at least 1 alternate REOC-involved exercise on an annual basis.
    - This annual exercise may focus on incidents of regional or national significance.
    - This exercise tests the functionality of equipment, staff (including management and RSC) and data information management systems. After-Action reports are generated and lessons learned are applied to modify REOC operations.

Regional Incident Coordinator (RIC)

- Serves as the primary point of contact with IC
- Provides strategic/management objectives and oversight to the IC
- Provides clarification of regional policy issues
- Ensures effective and timely communication flow between field activities and upper level management

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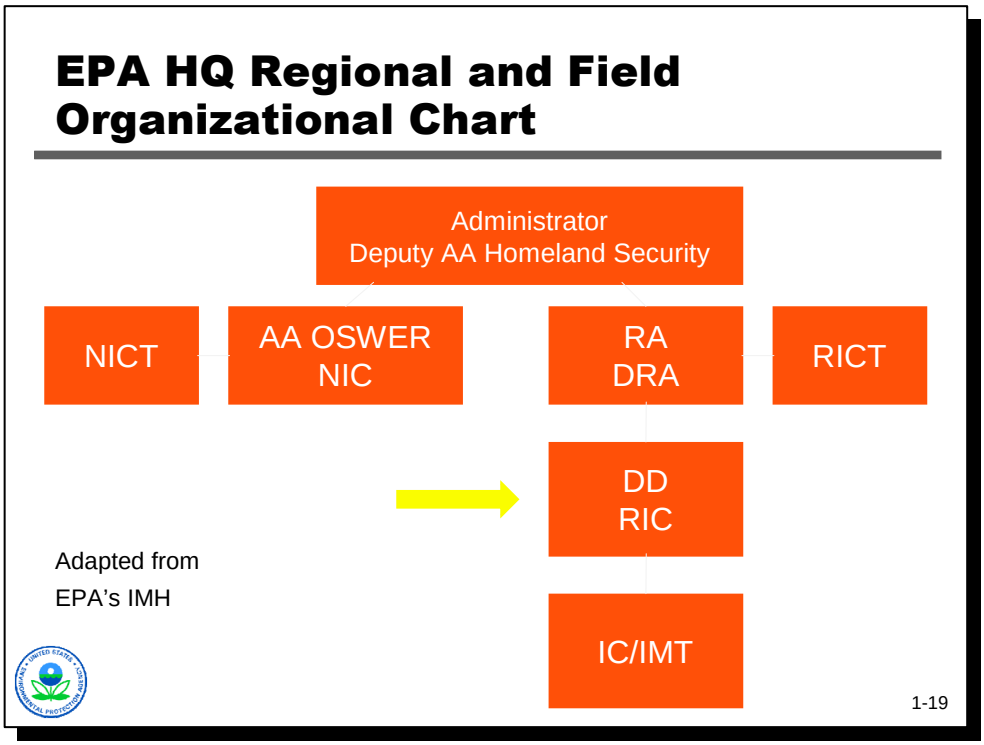
Notes

- The RIC serves as the primary point of contact with the Incident Commander at the scene. The RIC may serve as the Area Commander when an area command organization is used. The RIC provides strategic/management objectives and oversight to the IC. The IC then develops tactics for achieving these objectives. The RIC also provides clarification of regional policy issues and ensures effective and timely communication flow between field activities and upper level management. The RIC usually works within the REOC. The IMH, on page 2-4 and 2-5, defines the role of the RIC. The IMH incorrectly defines RIC as "Regional Incident Commander."



Notes

- This chart shows where the RIC fits in the organizational scheme.

REOC National Guidance Outline

I. Purpose
II. Roles and Responsibilities
III. Background
IV. Purpose of REOC
V. REOC Facility Elements
VI. Staffing and Activation of REOC
    A. Levels of activation
    B. Activation of RSC in support of REOC
VII. Span of Control/REOC Position Terminology
VIII. Regional Alert System
IX. Training and Exercises

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Regional REOC Guides

- Each Region is responsible for developing specific guidelines for its REOC
- These Region-specific guides have different titles but they accomplish the same thing
  - »For example
    - —Region 7 – Concept of Operations
    - —Region 10 – Standard Operating Guidelines

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Notes

- Each Region has or is developing REOC guidelines for their Region's REOC. Although the guidelines may have different names, they all accomplish the same thing, which is to establish the procedures for activation, staffing, and operation of the REOC.

Q&A

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