The Texas Department of Public Safety
State Operations Center

Texas Division of Emergency Management
POTENTIAL THREATS TO TEXAS:

- Hurricane
- Tornado
- Flood/Flash Flood
- Winter Storm
- Power Outage
- Water Shortage
- Wildfire
- Mass Fatality
- HazMat or Chemical
- Terrorist Act
- Hostage/Stand-off
- Earthquake
- Oil Spill
- Economic Loss
- Communications
- Urban Fire
- Building Collapse
- Utility Outages
- Drought
- Disease (Human/Animal)
- Rail/Pipeline
- Pandemic Flu
- Border Security
State Operations Center (SOC)
DAILY OPERATIONS CENTER ORGANIZATION

- State Coordinator for Operations
  - Operations Section Administrator
    - Day Watch Supervisor
      - Technical Operations Officers
    - Evening Watch Supervisor
      - Technical Operations Officers
    - Midnight Watch Supervisor
      - Technical Operations Officers
SOC DAILY OPERATIONS ACTIVITIES

• Operates 24/7, 365 days a year
• State warning point
• Coordinates assistance to local governments
• Missing Alerts (Amber, Silver, Endangered Missing, Blue)
• Maintains situational awareness
• Situation Reports/
• Spot Reports
• STAR Processing
State Operations Center (SOC)
CAPABILITIES

• Redundant communications systems:
  – Traditional Land Lines, VoIP to include independent VoIP from agency’s network
  – Cellular
  – Mobile Satellite
  – HF Radio
  – Amateur Radio
  – Stand alone IT network that supports 28 remote DPS sites, the TFS, NWS, and FEMA with voice, data, and video teleconferencing
  – Texas Law Enforcement Telecommunication System (TLETS)
  – Secure Voice

• Texas Warning System (TEWAS)
• National Warning System (NAWAS)
• Emergency Alert System (EAS)
• WebEOC (web-based Incident Management System for Critical Information), also serves as our Common Operating Picture (COP)
• Social media monitoring and other information gathering tools
• Self-contained facility with back up generators, independent water and air handling systems
# Emergency Response Levels

<table>
<thead>
<tr>
<th>Emergency Response Level</th>
<th>SOC Actions Taken</th>
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<tr>
<td>IV: Normal Conditions</td>
<td><strong>No significant emergency is present.</strong></td>
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<td>- Daily Operations runs the SOC, maintaining equipment and facilities.</td>
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<td>- Current natural, technological and homeland security threats are monitored.</td>
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<td>- Local responders resolve emergency incidents that might occur in their areas.</td>
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<td>III: Increased Readiness</td>
<td><strong>A significant emergency has not yet occurred, but a higher-than-normal level of readiness is warranted because of increased vulnerability to a specific hazard.</strong></td>
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<td>Conditions</td>
<td>- Daily Operations notifies the SOC Manager.</td>
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<td>- Advisory notices are sent to the State Emergency Management Council, and appropriate officials and agency representatives are briefed on anticipated risk situations and potential impacts.</td>
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<td>- Coordination activities increase.</td>
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<td>II: Escalated Response Conditions</td>
<td><strong>The scope of the emergency has expanded beyond that which can be handled by local responders. Normal state and local government operations may be impaired.</strong></td>
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<td>- Daily Operations makes way for a SOC activation, dependent upon the nature of the incident or event.</td>
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<td>- Emergency facilities increase staffing, expand hours of operation and intensify coordination.</td>
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<td>- Possibly request mutual aid resources for emergency assistance.</td>
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<td>- Appropriate officials and agency representatives are briefed on the current situation and anticipated impacts.</td>
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<tr>
<td>I: Emergency Conditions</td>
<td><strong>The scope of the incident has expanded beyond the response capability of local agencies.</strong></td>
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<td>- The SOC is staffed with representatives from appropriate agencies and organizations, and remains operational for the duration of the incident.</td>
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<td>- The SOC fulfills STARS and publishes SITREPs.</td>
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<td>- As local jurisdictions request resources, the SOC coordinates assistance and may seek intrastate mutual aid and/or federal aid as needed.</td>
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The SOC Activation Process

Event or incident occurs. Notification of event or incident reaches the SOC.

Incident is monitored and a WebEOC event is created if incident escalates.

Event notifications are sent to the SMT and SOC Manager.

Additional support may be requested or required.

Event may continue to escalate. Leadership decision is made (usually by the SOC MGR) and SOC is activated.

Support reports to SOC: SMT, EMC, FEMA Recovery

Activated SOC monitors, reports, communicates and manages resource requests throughout the course of incident or event.

Once event or incident shows signs of diminished intensity, SOC can begin the transition back to normal operations.

SMT and EMC demobilizes. All reports submitted to Finance Section and Documentation Unit.

After monitoring event or incident, no additional support is deemed necessary.

SOC Daily operations resume.

SOC Daily Operations maintains situational awareness.
REQUESTING ASSISTANCE from the SOC

Mutual Aid

Local Emergency Management

VOAD/Private Sector

Disaster District Committee

FEMA/Interstate Compacts

Governor/SOC/EM Council

VOAD/Private Sector
EMERGENCY MANAGEMENT COUNCIL (EMC) ORGANIZATION

DPS Asst. Dir

SOC Manager

Deputy SOC Manager

Operations Section

Plans Section

Logistics Section

Finance Section

Emergency Svc. Branch (TFS)

Infrastructure Branch (TxDOT)

Human Svc. Branch (DSHS)

Military Branch

Mass Care
The EMERGENCY MANAGEMENT COUNCIL

Consists of:

– 32 State Agencies, 2 Volunteer Organizations
– TDEM staff supplements and supports
– Private Sector
EMERGENCY MANAGEMENT COUNCIL (EMC)
Responsibilities and Capabilities

- Uses the National Incident Command Structure (NIMS)
- Activates when required to support Disaster District Committees (DDCs)
- Conducts statewide conference calls to deliver incident information and report on status of response
- May be partially or entirely activated, depending on the complexity of the emergency incident or event
- Provides assistance to local governments to respond to emergencies that are beyond their capabilities, including:
  - Equipment
  - Personnel
  - Teams (Search and Rescue, Incident Management Teams)
  - Subject matter expertise
  - BEOC (Private Sector)
  - FEMA assistance (if Federal Disaster Declaration)
SMT ACTIVITIES

• Develop policies, standard operating guidelines and plans
• Maintain contingency contracts
• Coordinate preparedness activities with:
  – Emergency Management Council
  – Mass Care and volunteer organizations
  – DPS Disaster Districts
• Conduct activities and exercises to strengthen and solidify response efforts
Examples of Resources Requested via the SOC

- Fixed Wing Aircraft – Litter capable
- Rotary Wing Aircraft – SAR, Fire Suppression, Air Evacuation, Utility (Cargo)
- Joint air/ground coordination support
- Data/Satellite communications systems
- Engineer support with heavy equipment (debris removal during disasters)
- Medical personnel
The STAR Process
The STAR Process at the SOC Level

Disaster occurs. SOC is activated.

Local responders decide they need help outside their jurisdiction and make a request to the DDC.

After gathering information from the field, the affected DDC or representative sends a STAR to the SOC.

At the SOC, INTAKE processes the STAR and routes to appropriate section, if possible.

Note: Both INTAKE and VETTERS sit in the LOGS section of the SOC.

If there are any questions about the request, VETTERS attempt to clarify details, then resend to INTAKE.

Depending on resource specifics, INTAKE sends the STAR to either OPS or LOGS.

One of the branches' State Agencies can fulfill the STAR.

EMERGENCY SERVICES BRANCH
INFRASTRUCTURE BRANCH
HUMAN SERVICES BRANCH
TEXAS MILITARY FORCES (TXMF)

If approved, resource is procured.

STAR goes to SOC MGR for approval.

Warehouse has resource needed.

LOGS sends STAR to FINANCE for purchase.

Warehouse doesn't have resource.
THE EMERGENCY MANAGEMENT COUNCIL (EMC): DURING A SOC ACTIVATION
A Partial SOC Activation
When the State Operations Center (SOC) is activated due to an emergency, this guide can be used to more quickly understand its layout, processes, and communications systems.
This document contains the information necessary to conduct a State Operations Center (SOC) Statewide Conference Call for situational awareness.
The Planning P: A Typical SOC Schedule

**Incident or event occurs.**

**Initial Activation Council Briefing**
- Use ICS Form 201 if and when SOC activation orders are given.

**1. Incident Briefing (General Tasks)**
- Use ICS Form 201 if and when SOC activation orders are given.
- Initial Activation Council Briefing
- Notifications are sent to SOC participants.

**2. SOC MGR Objectives Meeting**
- Draft and propose objectives for SOC MGR.

**3. General Tasks Meeting**
- Use ICS Form 215 to determine resource requirements and consider alternative strategies.

**4. Preparation for the Planning Meeting**
- After preparing, publish and distribute meeting schedule to ensure attendees know roles.

**5. The Planning Meeting**
- Situational briefing to address and resolve response coordination issues. Gain consensus.

**6. Preparation for the SMP**
- Facilitate the General Staff's SMP input. Ensure clarity. Provide completed SMP to SOC MGR for review, then distribute once approved.

**7. Operations Briefing (General Tasks)**
- Facilitate briefing responsibilities and resolve questions.

**8. Progress Assessment Meeting**
- Facilitate General Staff's effectiveness as needed.
- Provide recommendations to SOC MGR.

**New operational period begins**

**5. The Planning Meeting Key:**
- Gray=Preparations
- Purple=Planning Meeting
- Red=General Meeting
- Blue=Full Council Briefing

**THE SOC PLANNING P**

This color-coded, numeric key corresponds to the Planning P Agenda.
Questions?