The Texas Department of Public Safety State Operations Center
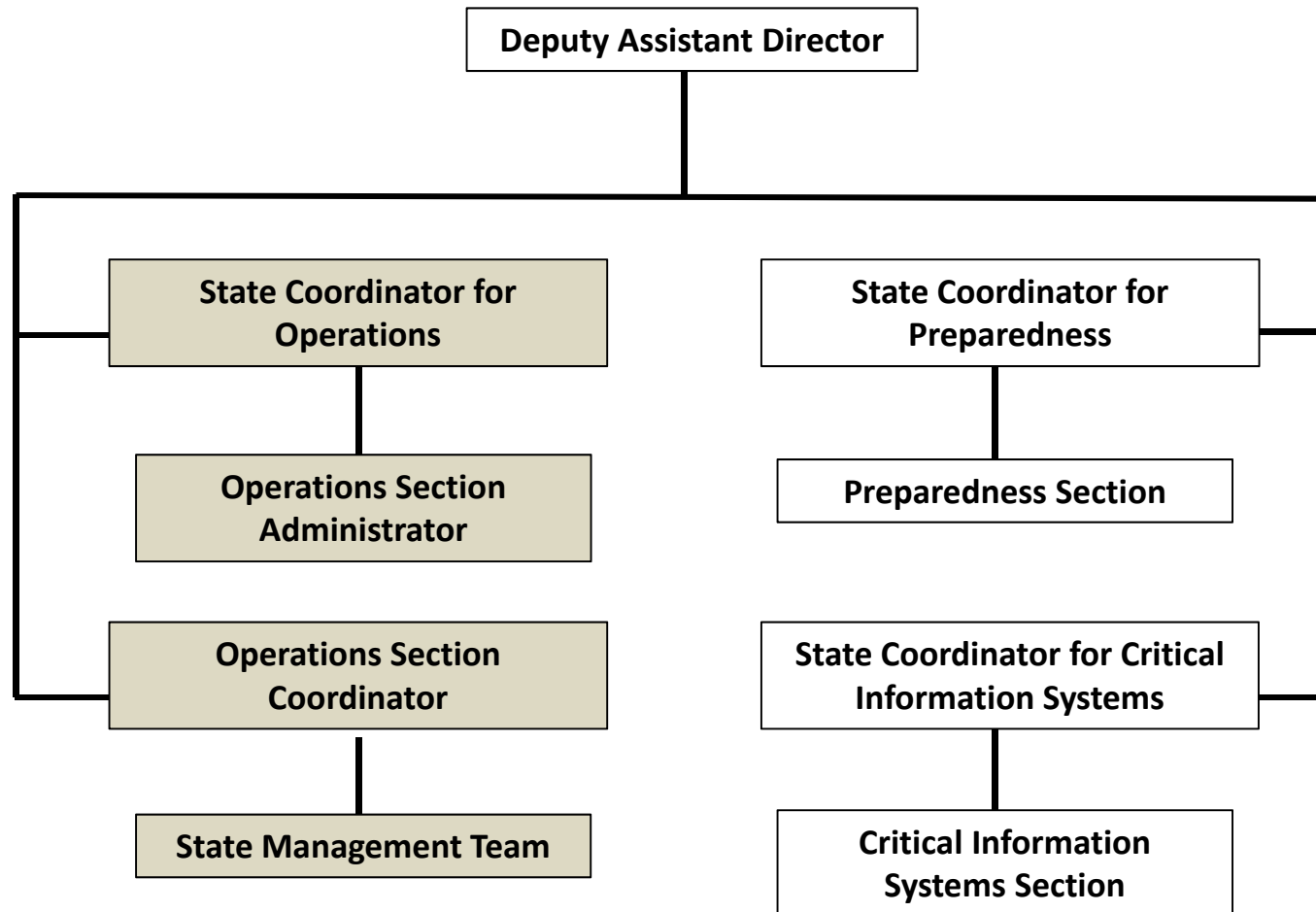

Texas Division of Emergency Management

POTENTIAL THREATS TO TEXAS:
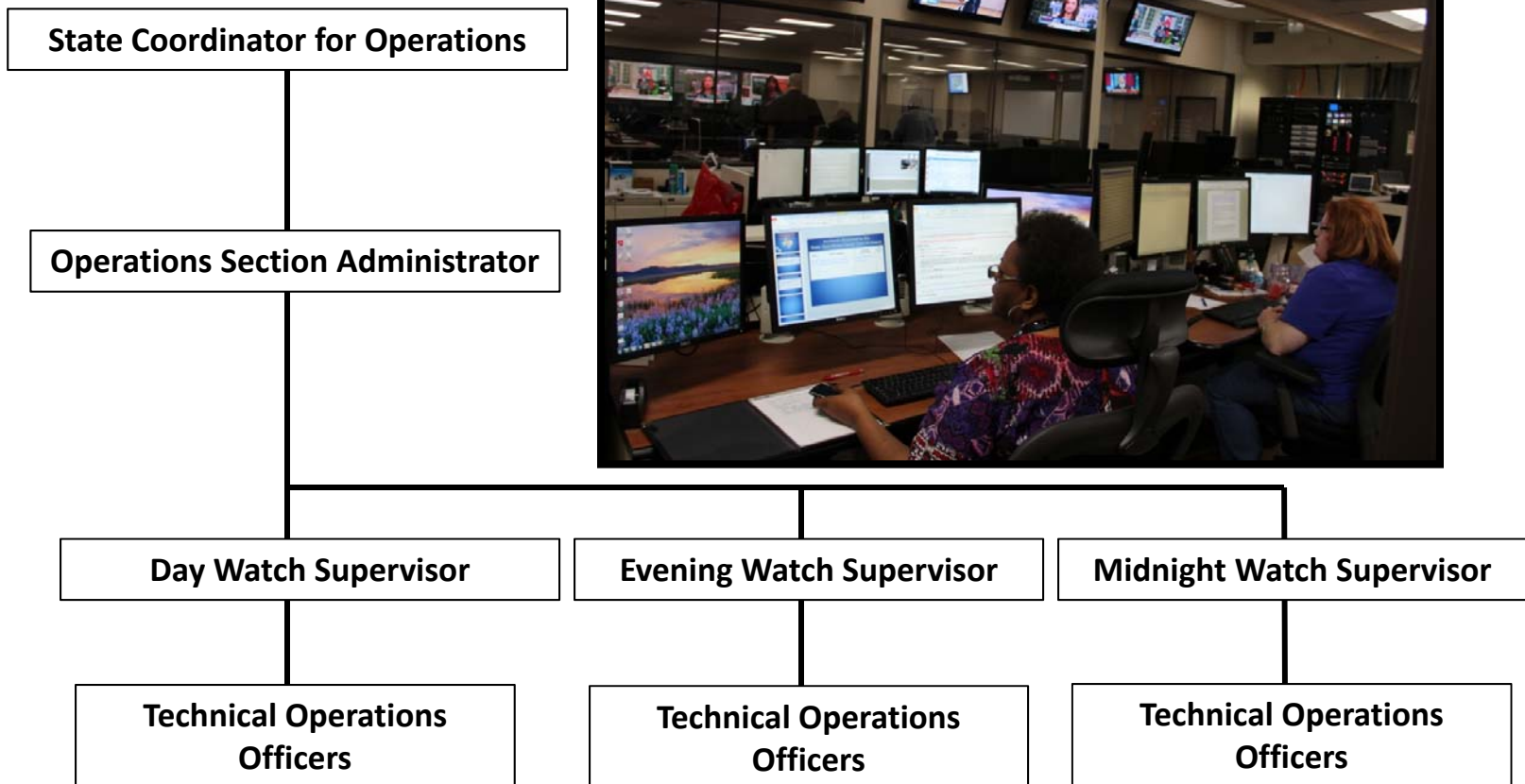
- ➤ Hurricane
- ➤ Tornado
- ➤ Flood/Flash Flood
- ➤ Winter Storm
- ➤ Power Outage
- ➤ Water Shortage
- ➤ Wildfire
- ➤ Mass Fatality
- ➤ HazMat or Chemical
- ➤ Terrorist Act
- ➤ Hostage/Stand-off

- ➤ Earthquake
- ➤ Oil Spill
- ➤ Economic Loss
- ➤ Communications
- ➤ Urban Fire
- ➤ Building Collapse
- ➤ Utility Outages
- ➤ Drought
- ➤ Disease (Human/Animal)
- ➤ Rail/Pipeline
- ➤ Pandemic Flu
- ➤ Border Security

RESPONSE ORGANIZATION

Deputy Assistant Director

State Coordinator for Operations

State Coordinator for Preparedness

Operations Section Administrator

Preparedness Section

Operations Section Coordinator

State Coordinator for Critical Information Systems

State Management Team

Critical Information Systems Section

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
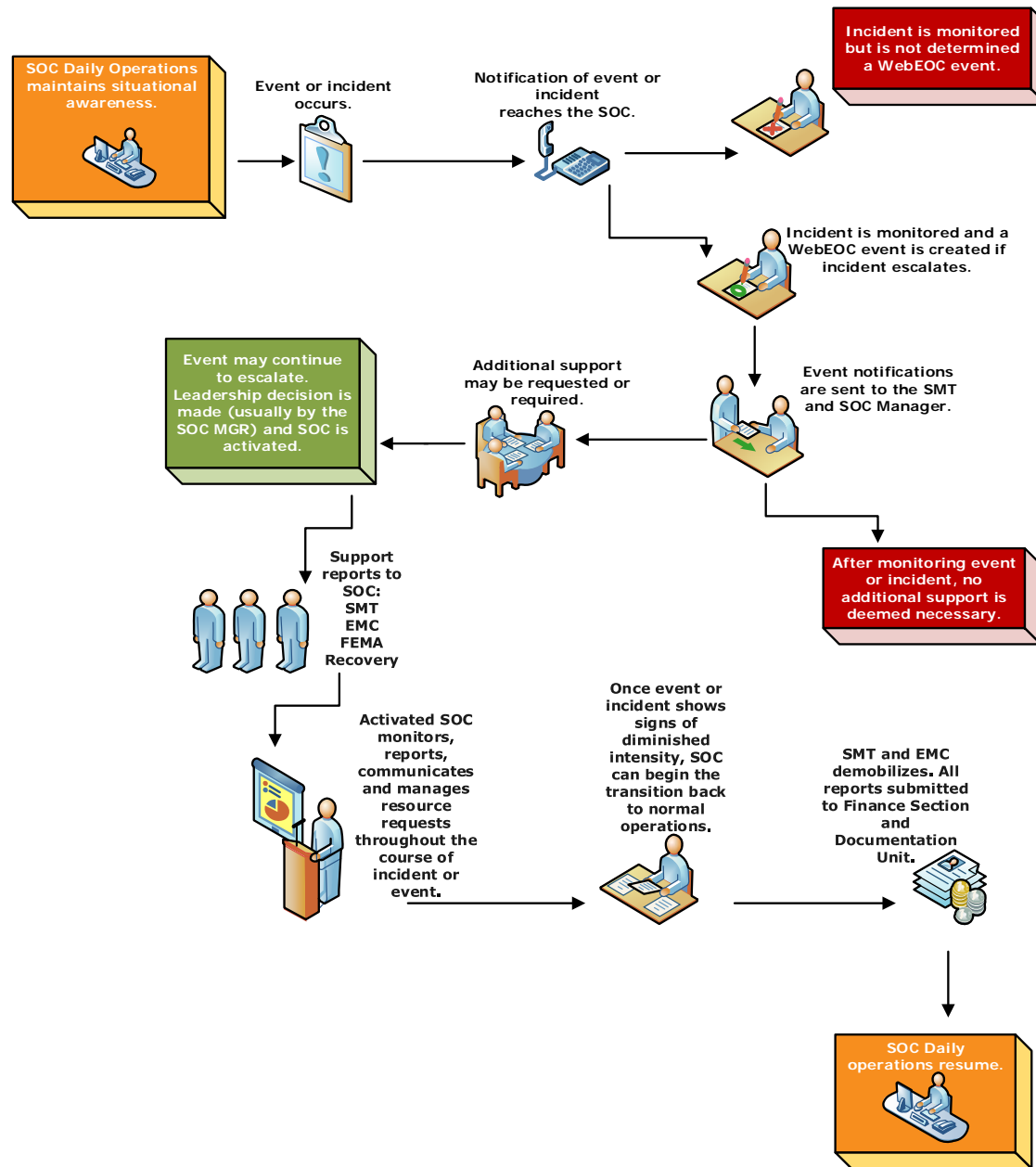
Emergency Response Levels

Emergency Response Level	SOC Actions Taken
IV: Normal Conditions	**No significant emergency is present.** ▪ Daily Operations runs the SOC, maintaining equipment and facilities. ▪ Current natural, technological and homeland security threats are monitored. ▪ Local responders resolve emergency incidents that might occur in their areas.
III: Increased Readiness Conditions	**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.** ▪ Daily Operations notifies the SOC Manager. ▪ 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. ▪ Coordination activities increase.
II: Escalated Response Conditions	**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.** ▪ Daily Operations makes way for a SOC activation, dependent upon the nature of the incident or event. ▪ Emergency facilities increase staffing, expand hours of operation and intensify coordination. ▪ Possibly request mutual aid resources for emergency assistance. ▪ Appropriate officials and agency representatives are briefed on the current situation and anticipated impacts.
I: Emergency Conditions	**The scope of the incident has expanded beyond the response capability of local agencies.** ▪ The SOC is staffed with representatives from appropriate agencies and organizations, and remains operational for the duration of the incident. ▪ The SOC fulfills STARs and publishes SITREPs. ▪ As local jurisdictions request resources, the SOC coordinates assistance and may seek intrastate mutual aid and/or federal aid as needed.

The SOC Activation Process

SOC Daily Operations maintains situational awareness.

Event or incident occurs.

Notification of event or incident reaches the SOC.

Incident is monitored but is not determined a WebEOC event.

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.

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

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.

SOC Daily operations resume.

REQUESTING ASSISTANCE from the SOC
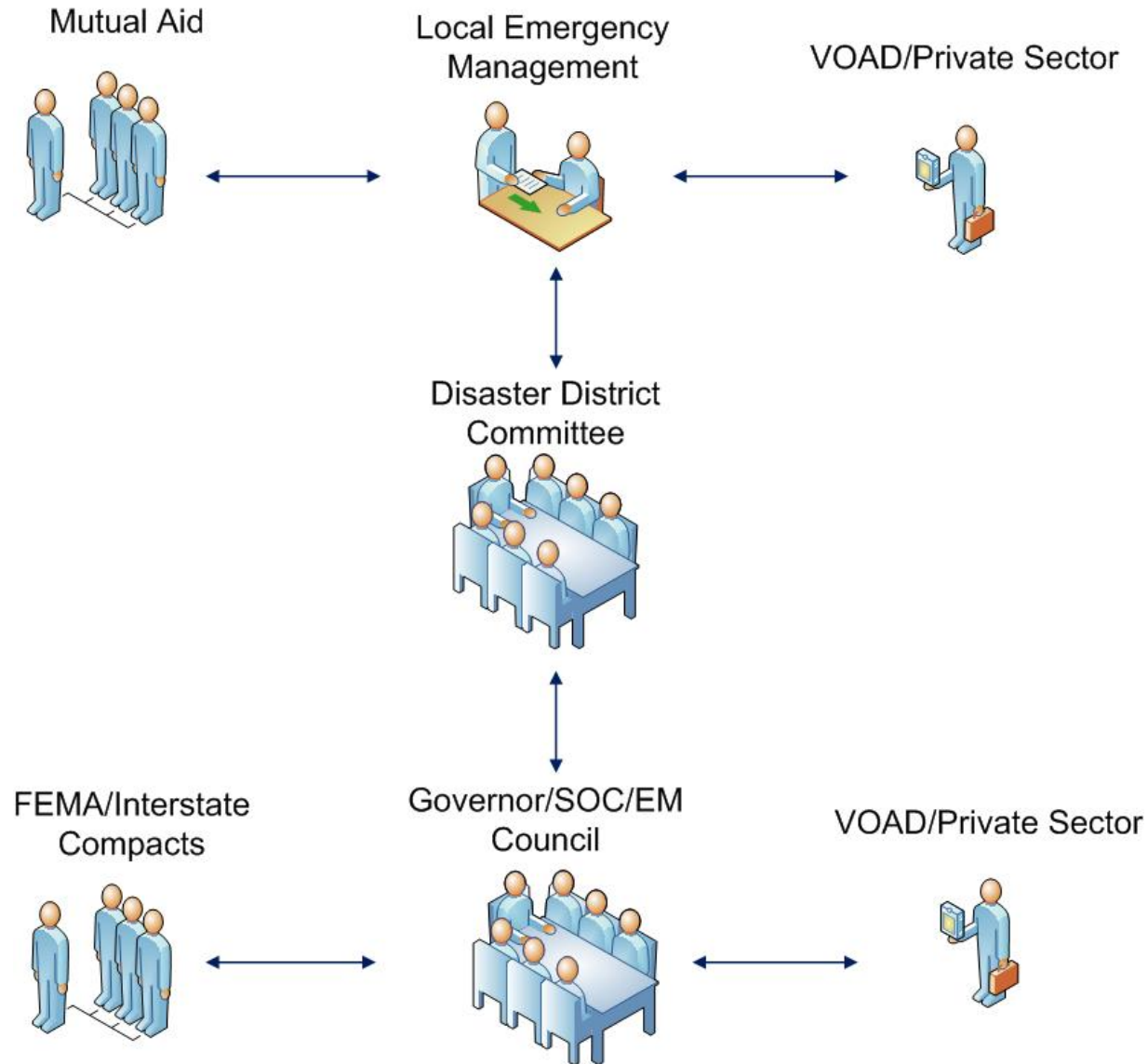
STATE MANAGEMENT TEAM (SMT) ORGANIZATION

Operations Section Coordinator

Deputy Operations Coordinator

Mass Care Coordinator

Volunteer Agency Liaison

Emergency Plans Section Coordinator

Logistics Section Coordinator

Finance Section Coordinator

PWRT Coordinator

Deputy Logistics Section Coordinator

Resource Staging Area Manager
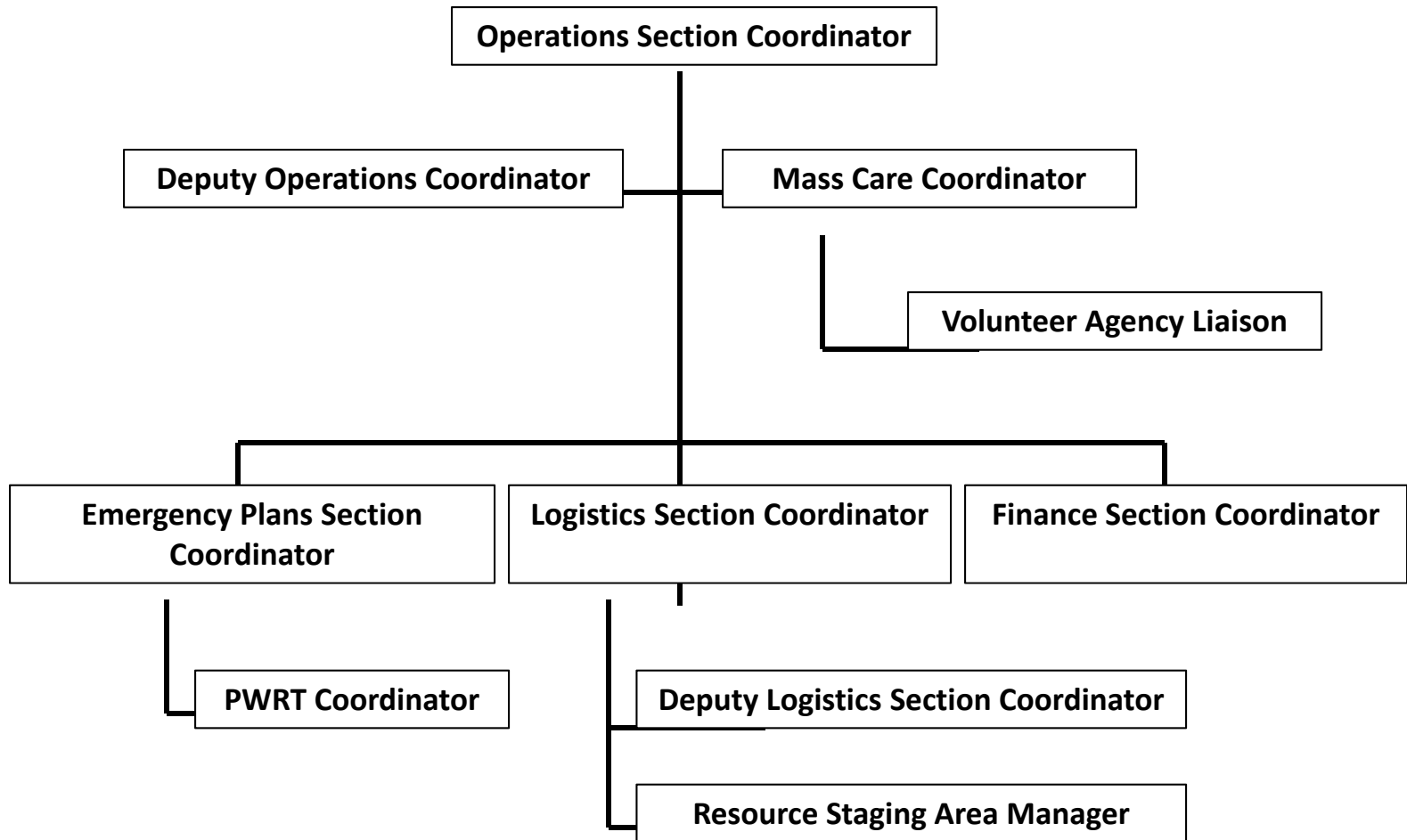
EMERGENCY MANAGEMENT COUNCIL (EMC) ORGANIZATION

```
                        ┌─────────────────┐
                        │  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
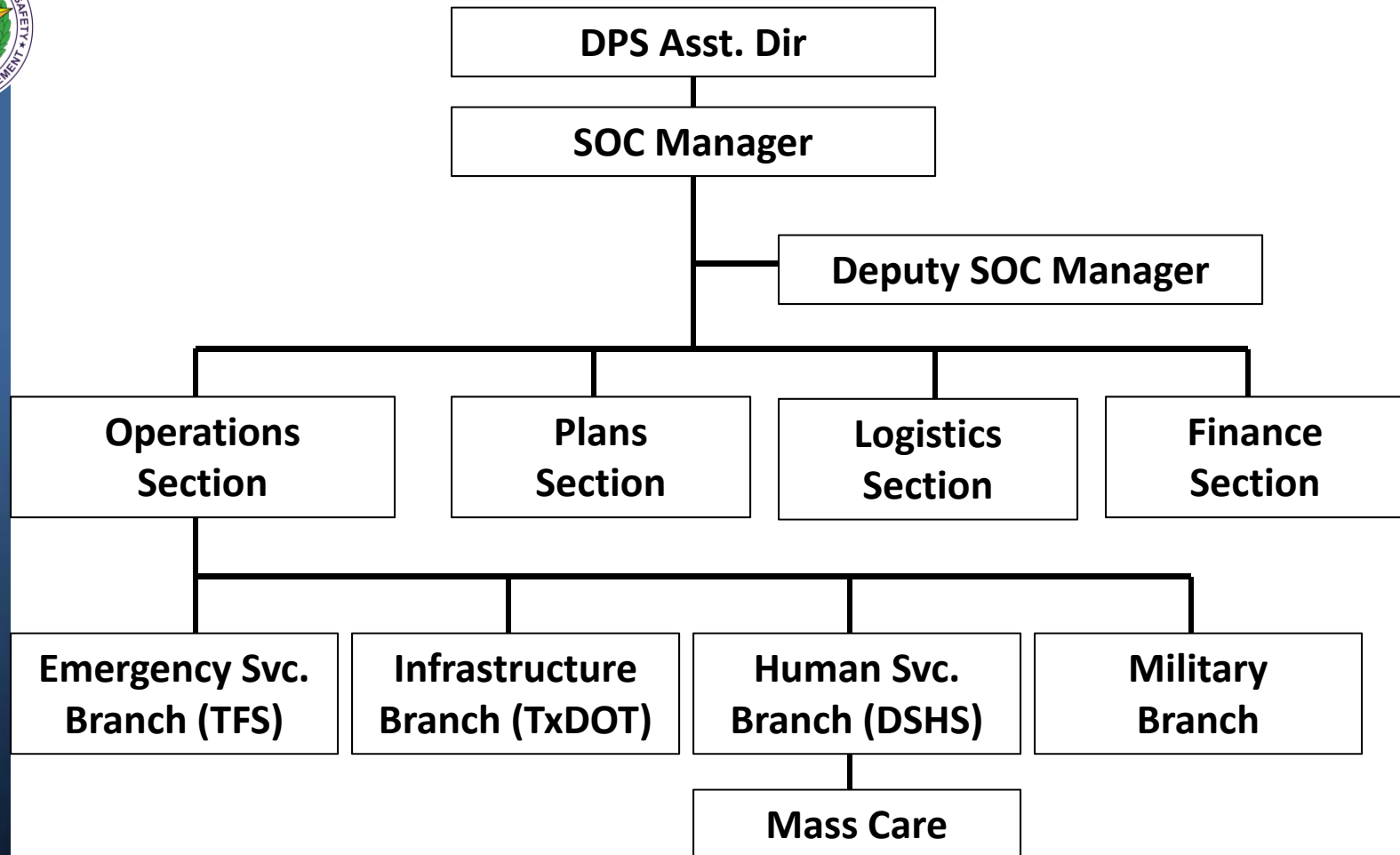
The EMERGENCY MANAGEMENT COUNCIL

Consists of:

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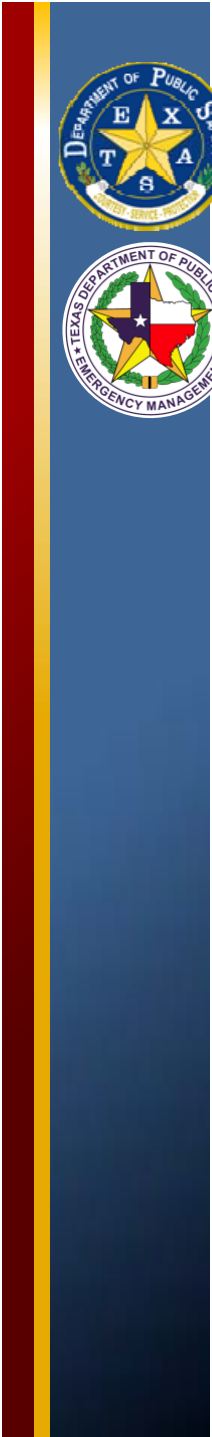
EMERGENCY MANAGEMENT COUNCIL (EMC)
Responsibilities and Capabilities

- 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

Resource Request Process Flow

DRAFT ONLY
5 March 2012

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.

EMERGENCY SERVICES BRANCH

INFRASTRUCTURE BRANCH

HUMAN SERVICES BRANCH

TEXAS MILITARY FORCES (TXMF)

OPS

LOGS

Warehouse has resource needed.

Warehouse doesn't have resource.

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

LOGS sends STAR to FINANCE for purchase.

STAR goes to SOC MGR for approval.

If approved, resource is procured.

THE EMERGENCY MANAGEMENT COUNCIL (EMC): DURING A SOC ACTIVATION

A Partial SOC Activation

The SOC Layout

DEMOB 76189

MONITOR MONITOR MONITOR MONITOR MONITOR MONITOR

HQIMSS021 ASBOEM664N

UP

PLANS

RECOVERY 1 76003	RECOVERY 2 76010
RESOURCE 76085	SITUL 76001
GIS 76007	DOC 76002
NWS 76004	FEMA PLANS 76006
UTCSR 76009	DEPUTY PSC 76005
HURRICANE 76008	PLANS SECTION COORDINATOR 86449

FINANCE

TIME 76019	SCRIBE 76017
COST 76020	SAO 76011
	CAR 76018
SPECS 1 76013	
	SPECS 2 76014
PROC 76015	TPASS 1 76016
FINANCE SECTION COORDINATOR 86194	TPASS 2 76012

LOGISTICS

TDCJ-LOGS 76032	FEMA LOGS 76023
PRIVATE 76028	USACE 76025
TXMF 76021	BUS 76026
FOOD 76027	EMER FUEL 76030
DEPUTY LSC 76022	RES TRAC 1 76031
LOGISTICS SECTION COORDINATOR 86441	RES TRAC 2 76029

INTAKE/ VETTERS

INTAKE 4 76035	VETTER 4 76039
INTAKE 3 76034	VETTER 3 76037
INTAKE 2 76036	VETTER 2 76033
INTAKE 1 76040	VETTER 1 76038

COMMAND

STATE OPERATIONS CENTER MANAGER 76181	PIO 76123
DAD FINANCE 76183	CIS 76184
DEPUTY SOC MGR 76182	SCRIBE

HP 4250 10.105.4.164

OPERATIONS

| OPERATIONS SECTION COORDINATOR 86443 | DEPUTY OSC 76042 |
| SCRIBE 76043 | FEMA OPS 76041 |

TXMF

| TXMF 1 76044 | TXMF 2 76045 |
| TXMF 4 76046 | TXMF 3 76125 |

INFRASTRUCTURE

| INFRASTRUCTURE BRANCH DIRECTOR 76048 | DEPUTY ISBD 76049 | TXDOT 76053 | CIKR 76050 |
| TCEQ 1 76051 | TCEQ 2 76121 | RRC 76052 | PWRT 76047 |

INFRASTRUCTURE

| FUEL 76056 | TDI 76058 | DIR 76124 | PUC 76059 |
| CCG 1 76054 | CCG 2 76057 | GLO 76055 | SCRIBE 76126 |

EMERGENCY SERVICES

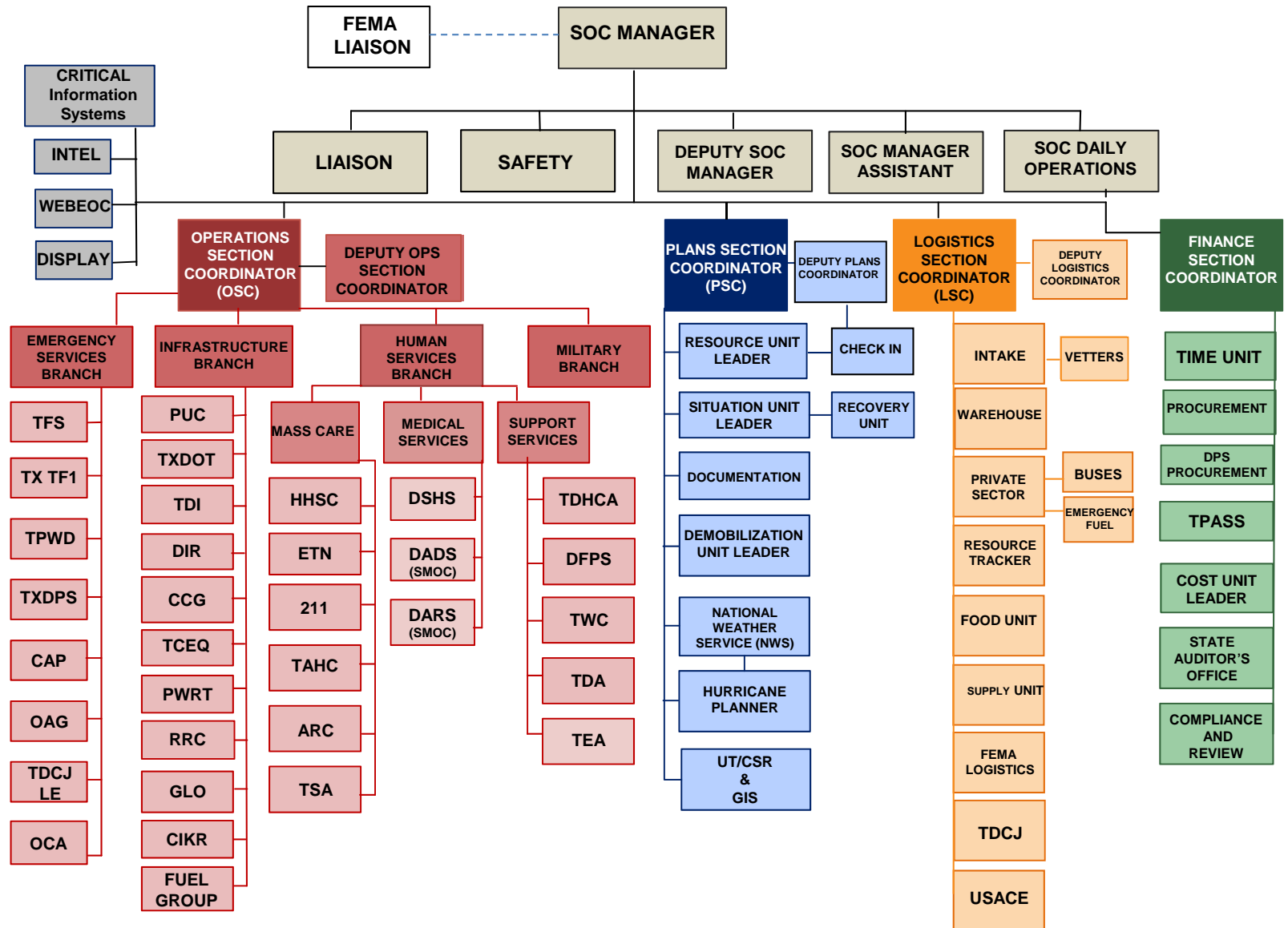| DEPUTY ESBD 76061 | DPS HIGHWAY 76067 | TPWD 76062 | OAG 76065 | CAP 76070 | CIS/IT 2 76064 |
| EMERGENCY SERVICES BRANCH DIRECTOR 76066 | TFS 76069 | TX-TF1 76063 | TDCJ-LE 76060 | OCA 76068 | CIS/IT 1 76071 |

FEMA

76172

76171

HUMAN SERVICES

| TSA 76074 | TX VOAD 76077 | MASS CARE COORDINATOR 76122 | DSHS 76087 | ETN 76075 | TWC 76073 |
| FEMA MASS CARE 76078 | ARC 76076 | HUMAN SERVICES BRANCH DIRECTOR 76086 | DEPUTY HSBD 76079 | DARS 76088 | TEA 76090 |

HUMAN SERVICES

| HHSC 1 76082 | TAHC 76089 | TDA 76084 | AGRILIFE 76083 |
| 2-1-1 76081 | HHSC 2 76080 | DFPS 76091 | TDHCA 76072 |

MEDIA WALL

HQIMSS021\ ASBOEM8647

MONITOR MONITOR MONITOR

The SOC Battle Book

THE TEXAS STATE
OPERATIONS CENTER
BATTLE BOOK QUICK
REFERENCE GUIDE

2014 Version
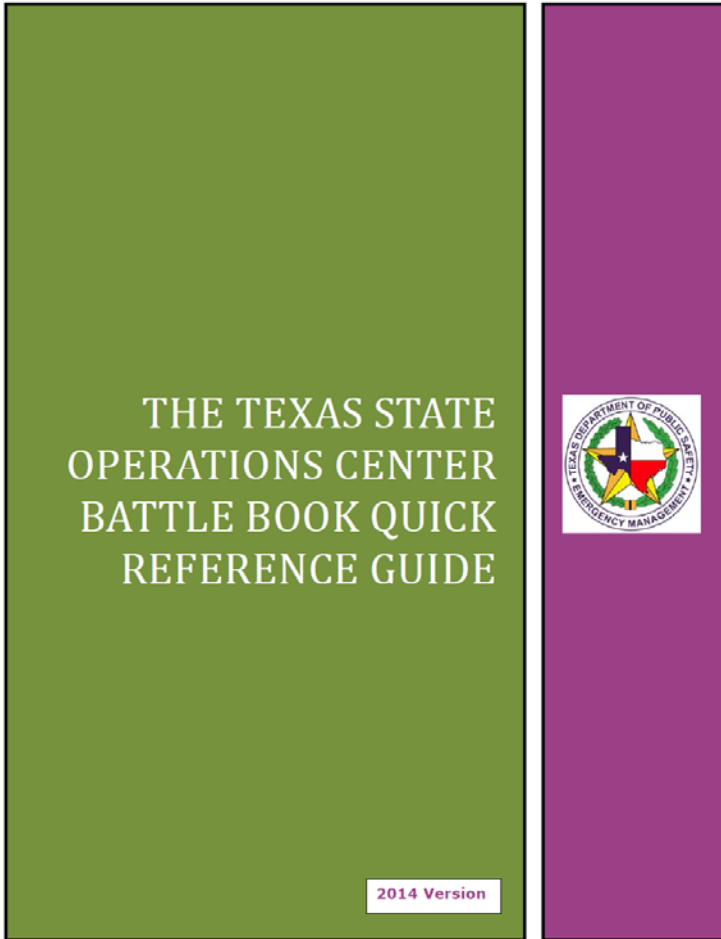
When the State Operations Center (SOC) is activated due to an emergency, this guide can be used to more quickly understand its layout, processes, and communications systems.

Conference Call Booklet

This document contains the information necessary to conduct a State Operations Center (SOC) Statewide Conference Call for situational awareness.
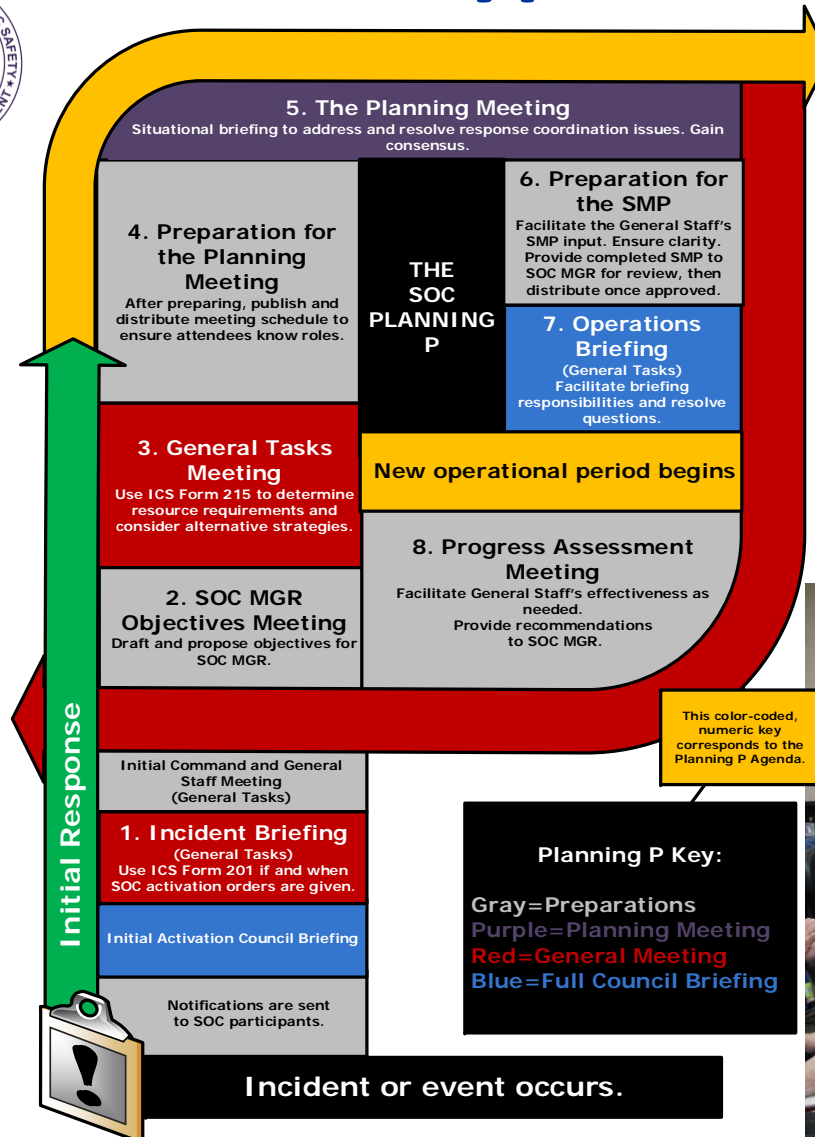
TEXAS STATE
OPERATIONS
CENTER
CONFERENCE CALL
BOOK

Information contained in this document is for official use only.

2014 Version

The Planning P:
A Typical SOC Schedule

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

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

THE SOC PLANNING P

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.

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

New operational period begins

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

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

Initial Response

Initial Command and General Staff Meeting
(General Tasks)

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.

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

Planning P Key:

Gray=Preparations
Purple=Planning Meeting
Red=General Meeting
Blue=Full Council Briefing

Incident or event occurs.

Questions?