

# INFORMATION AND PLANNING

## EMERGENCY SUPPORT FUNCTION 5 (ESF 5)

Primary Agency: Lake County Growth Management Department

Support Agencies: All Lake County Departments  
Lake County Health Department  
Lake EMS  
American Red Cross  
United Way  
The Salvation Army  
County and Municipal Law Enforcement Agencies  
County and Municipal Fire Department Agencies  
Florida National Guard

### I. Introduction

Responsible for collecting, processing, and disseminating information to facilitate emergency response efforts and the preparation of action plans to communicate strategic objectives for each operational period.

#### A. Purpose

To identify procedures and functions required of the Information and Planning Section by the Lake County Emergency Operations Center (EOC) and the designated agencies responsible to accomplish those requirements of preparation, operation and mitigation as required by a major event.

ESF 5 mission is to function as a collector, organizer, facilitator and communicator of information between the incident functions and incident directors.

#### B. Scope

The scope of the Information and Planning Section is the coordination, evaluation and dissemination of information that influences the decision process for strategic and tactical action.

1. Receives current information from available resources and processes it into reports, briefs, displays and plan outlines for the EOC and responding agencies.

2. Establishes the time schedule for the creation of the Incident Action Plan (IAP) by collecting goals and directives established by the Executive Policy Group in concert with EOC Staff and ESFs.
3. Electronically distributes Incident Action Plan to participating agencies.
4. Establishes EOC Security and Identification of participants.
5. Message center call operators receive calls.

### **C. Policies**

1. Planning and Information Section will activate during "out of ordinary" events that require a central point of communication and interaction of multiple agencies or as assigned by the Manager of the Emergency Management Division.
2. ESF 5 EOC representative will be the primary intersection for receiving information from the State EOC and will maintain real time status of activities, conditions and progress as reported to by the ESFs.
3. ESF 5 will process information that is common to more than one agency and contributes to the overall perspective of the incident.
4. ESF 5 will maintain check-in, passes and security for the EOC.
5. Each ESF will be responsible to:
  - a) Communicate current response actions, status and changes to the ESF 5 Situation Unit.
  - b) Receive, track and maintain information that is particular to their ESF.
  - c) Forward information received to the appropriate ESF for tracking and action.
  - d) Maintain a master list on status, resources, activities, locations and personnel for their ESF.

- e) Maintain a record of activities for each operational period of:
  - (1) Assignments / Accomplishments
  - (2) Staff Hours
  - (3) Name, Position, Assignment
  - (4) Equipment (NIMS Resource Typing):
    - (a) Type
    - (b) Repair / Service Expenditures
    - (c) Mileage / Hours
- 6. ESF 5 Information and Planning, Documentation Specialist will make continuous activity updates to the Public Information Officer for release to the public sector.
- 7. Outside resources and assistance:
  - a) Each ESF may communicate with their State counterparts for sharing of information and status.
  - b) Requests for assistance will be initiated by ESF in written format in the following order:

Written request generated by the ESF

    - (1) Request given to the Planning Section Chief
    - (2) Approval by the EOC Manager
    - (3) Request given back to the Planning Section Chief
    - (4) Order accomplished through ESF 7, Resources

#### **D. Planning Assumptions**

- 1. ESFs will be the best available source of current information as to damage, conditions and initial unmet need assessments.

2. There will be an immediate and continuous demand for information on which decisions will be made to conduct response and recovery actions.
3. There will be delays in establishing full information processing capabilities.

## **II. Concept of Operations**

### **A. General**

1. In response to an incident, emergency responders at all levels of government will initially assess the situation to identify the need for response operations. A situation assessment will be undertaken in order to:
  - a) Provide an initial assessment of disaster impacts including the identification of boundaries of the damaged areas and distribution, type and severity of damages, including the status of critical facilities.
  - b) Provide a general assessment of the status of local government operations.
  - c) Select or validate the status of operating facilities, e.g. Airfields, Disaster Recovery Centers, Critical Facilities, Recovery and Volunteer Centers, Staging Areas, etc.
2. In the initial period of an incident, the main source for the collection of disaster information will be local, primarily first responder and other government elements, who will report information by radio, telephone, or other means to the EOC. At the EOC, information will be directed from local sources to the appropriate agency needing information.
3. Agencies will provide validated information to ESF 5 for processing and for use in the overall operational and planning activities. Information released by ESF 5 for public use will be forwarded to the Public Information Officer who will receive approval from the EOC Manager to release the information.
4. ESF 5 will gather and display certain critical information that may be needed to facilitate response activities. As response operations get under way, most of the information will be provided by local sources reporting to ESFs/agencies within the EOC. Not all of the information needs to be reported, however, critical information will

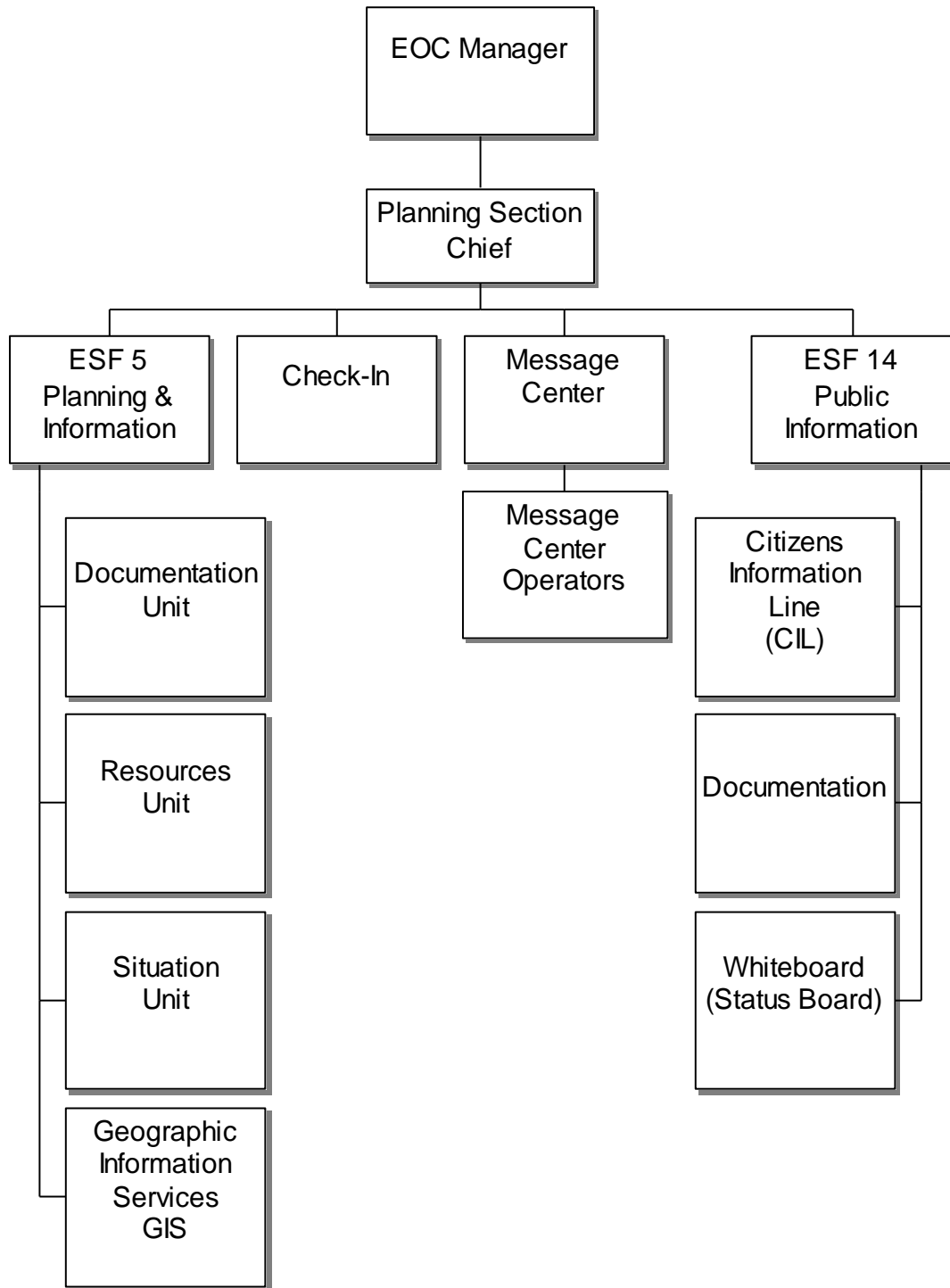
be reported as it develops, and information for situation reports will be provided as required. Critical information includes, but may not be limited to:

- a) Severity and Boundaries of the Disaster Area.
  - b) Status of EOC activation.
  - c) Key Personnel Directory.
  - d) Status of Critical Facilities.
  - e) Weather Data Affecting Disaster Operations.
  - f) Security Information.
  - g) Resource Shortfalls.
  - h) Status and Damage to Transportation Systems.
  - i) Reported Access Point to Disaster Areas.
  - j) Status and Damage to Communications Systems.
  - k) Status of Shelters and Mass Care Provisions.
  - l) Disaster Casualty Information.
  - m) Status and Damage to Utility Systems.
  - n) Disaster Declaration Information.
5. Information of common interest and use to the overall emergency, and which provides the most complete picture of the situation will be disseminated or displayed.
6. ESF 5 will develop Situation Reports (SITREPs) using statistical, narrative and graphical information from response operations that describes the situation and response activities undertaken to assist the affected area. SITREPs shall be forwarded to the State EOC to provide for the establishment of joint information processing capabilities. SITREP's will include at least the following information:
- a) Statistical, narrative and graphical data.
  - b) Major response actions taken.

- c) Unmet needs and recommended actions.
- d) Priority issues and requirements.

**B. Organization (inclusive of charts, diagrams, matrixes, etc.)**

- 1. Lake County EOC, Information and Planning will operate under the Plans Section.



**2. Planning Section Chief**

- a) Obtain briefing from EOC Manager.
- b) Establish information requirements and reporting schedules for all Incident Command System (ICS) organizational elements for use in preparing the IAP.
- c) Conduct planning meetings.
- d) Supervise preparation of the IAP and ensure sufficient copies are available for distribution.
- e) Assemble information on alternative strategies.
- f) Perform operational planning for Planning Section.
- g) Advise General Staff of any significant changes in incident status.
- h) Prepare and distribute EOC Manager's objectives.
- i) Ensure that normal agency information collection and reporting requirements are met.
- j) Ensures operation of all Planning Section functions at the EOC.

**3. Planning Section Chief**

- a) Ensure the flow of Planning Section duties.
- b) Coordinates information and actions for IAP.
- c) Works on priority projects as identified.
- d) Attends meetings and investigates areas to ensure accuracy of communicated needs to the EOC.
- e) Establishes security for the EOC as needed in consultation with ESF 16.
- f) Ensures scheduling of security slots(s).



**4. Plans Branch**

- a) Obtain briefing from Planning Section Chief.
- b) Collects and creates IAP for the next Operations period.
- c) Gathers information for Briefs.
- d) Maintains resource status information.
- e) Obtains available pre-plans, mobilization plans, maps and photographs.
- f) Prepare estimates at periodic intervals or upon request of the Planning Section Chief.

**5. Security**

- a) Normally will be an ESF 16 – Law Enforcement task.
- b) Responsible for security and safety of the EOC and personnel.
- c) Establishes a control perimeter as needed.
- d) Restricts entry to authorized personnel only.
- e) Assists Check-In for control on entry.

**6. Situation Unit Leader**

- a) Obtain briefing from Planning Section Chief.
- b) Collects original copy of Action Requests for compilation for status reports.
- c) Assigns Action Request Priority and Routing.
- d) Monitors “EM Constellation” or state information system.
- e) Sends requests and information messages to the state.
- f) Obtain and analyze data as applicable.
- g) Prepare the Incident Status Summary.

- h) Provide situation status information on request.
- i) Receives closed Action Requests and forward to Documentation
  - (1) Scheduling of coverage for Documentation and Status Board slots.

**7. Documentation – EOC Status Board/Slides**

- a) Works with the Situation Unit to provide current information to EOC.
- b) Gather, post, and maintain current incident status on display board.
- c) Creates and posts EOC display maps as needed.
- d) Projects current Action Request on display boards.
- e) Works in preparation of maps and displays for IAP.
- f) Point of contact for Reprographics.

**8. Documentation – Data Entry**

- a) Assists the Situation Unit in maintaining order of Action Requests.
- b) Assists in collection of information for Shift briefings.
- c) Prepare incident documentation when requested.
- d) Checks accuracy and completeness of records.
- e) Maintain, retain, and stores incident files.

**9. Message Center Lead**

- a) Lead/Supervisor of Message Center and Check-In functions.
- b) Schedules shift coverage of slots for Center and Check-In.
- c) Ensures operation of sequentially numbered log system.

- d) Point of contact for incoming Action Requests.
- e) Ensures Life related requests are first priority and channeled to Sections for immediate action.
- f) Generates copies and delivers to appropriate sections.

**10. Message Center Call Taker**

- a) Receives calls and initiates Action Requests.
- b) Transfers calls to proper ESF.
- c) Delivers Action Request to Message Center Supervisor.
- d) Ensures Supervisor is notified of Life related requests.

**11. Check-In**

- a) Stationed at entrance to the EOC.
- b) Sign In and Out of all EOC participants.
- c) Issues and Collects EOC passes.
- d) Limits entrance to authorized personnel only.

**12. GIS Information**

- a) Works in conjunction with EOC Manager for EOC displays and GIS data research.
- b) Creates and data displays.
- c) Provides data for IAP.
- d) Assists RESTAT in formulation of next shift IAP.
- e) Assists the Situation Unit as needed.

**13. Runner**

- a) Takes specific directions for tasks as assigned.
- b) Responsible to the position assigned.

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**C. Staffing Requirements**

Staffing requirements are for full EOC activation in a worst case scenario. Operational requirements will dictate the actual number of staff needed for this section.

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|----|--------------------------|----|
| 1. | Plans Section Chief      | 2  |
| 2. | ESF-5                    | 2  |
| 3. | ESF-14 (PIO)             | 2  |
| 4. | GIS                      | 2  |
| 5. | Situation Unit           | 2  |
| 6. | Security                 | 2  |
| 7. | Info Doc Entry           | 2  |
| 8. | Message Center           | 6  |
| 9. | Citizen Information Line | 24 |

(Needed to sustain a 24 operation with 12-hour work shifts.)

**D. Notification**

1. In the event of an emergency or disaster, the Lake County Emergency Management Division will notify EOC staff of the pending activation, time frame for response and estimated length of activation.
2. It will be the responsibility of each section, as emergency escalates, to contact additional unit leaders to respond to the EOC.

**E. Response Actions**

ESF 5 will:

**1. Initial Actions**

- a) Anticipate types of response information.
- b) Establish EOC roster and phone lists; set up status boards, establish message flow and tracking.

- c) Begin preparation for initial briefing with Incident Commander, Command Staff and Section Chiefs.

## **2. Continuing Actions**

- a) Coordinate with key personnel at the EOC for information.
- b) Manage message flow in the EOC, including logging all actions taken.
- c) Provide information in support of EOC operations.
- d) Coordinate development and ongoing provision of actions plans as required.

## **F. Recovery Actions**

### **1. Initial Actions**

- a) Collect and process information concerning recovery activities while the response phase of the disaster is still on going.
- b) Identify resource requirements.
- c) Establish contact with State Coordinating Officer and Federal Coordinating Officer.
- d) Anticipate types of recovery information EOC sections will require.

### **2. Continuing Actions**

- a) Manage message flow in the EOC by logging all actions taken.
- b) Provide information support of recovery activities.
- c) Coordinate the development of action plans as required.

## **G. Mitigation, if applicable – Collect information from staff on mitigation.**

### III. Responsibilities

#### A. Primary Agency

Lake County Growth Management Department will assist the Emergency Management Division in selecting personnel to fill the position of Planning Section Chief. This section is responsible for:

1. Coordinating the message flow within the EOC.
2. Coordinating the overall efforts to collect, process, report and display essential elements of information and to facilitate support for planning efforts in response operations.
3. Integrate findings into action plans (IAP) for consideration by the Incident Commander and Staff.
4. Distributes IAP and reports to Sections.

#### B. Support Agencies

All agencies within the EOC and agencies responding to the emergency act as support by providing disaster damage and agency operations information that relates to the incident.

1. **GIS**
  - a) Maintains and posts maps for the EOC.
  - b) Topography, flood maps, roadways, photo intelligence.
  - c) Maintains and updates status board on related conditions.
  - d) Map designs as required.
2. **Reprographics**
  - a) Works with GIS as needed.
  - b) Copies as needed for distribution.
3. **Lake County Growth Management Department, Building Services Division** - Residential Damage Assessment.

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4. **Lake County Public Works Department** - Road Right of Ways Status.
  5. **Call Taker**
    - a) What do they take?
    - b) Who decides where the call goes?
    - c) Priority?
  6. **Sheriff's Office – Fire Rescue – EMS**
    - a) Take calls normal to their respective jobs
    - b) Report activities
    - c) Forward calls that affect another ESF
    - d) Dispatch to dispatch
  7. **Shelter Info**
    - a) Status
    - b) Available – how many, who, where?
    - c) When which one opens?
    - d) Is this part of planning or separate?
    - e) Status Board