**I. Core EOC Information**

* **A. EOC Mission and Objectives:**
  + Purpose of the EOC
  + Activation levels and criteria
  + EOC organizational structure (ICS)
  + Roles and responsibilities of EOC personnel
* **B. Standard Operating Procedures (SOPs):**
  + Detailed procedures for various incident types (see below)
  + Communication protocols (internal and external)
  + Resource management procedures (requesting, allocating, tracking)
  + Evacuation procedures and routes
  + Sheltering procedures
  + Mass care procedures
  + Damage assessment procedures
  + Security protocols
* **C. Emergency Plans:**
  + Comprehensive emergency operations plan (EOP)
  + Hazard-specific plans (e.g., hurricane plan, earthquake plan, flood plan)
  + Continuity of operations plan (COOP)
* **D. Legal and Regulatory Information:**
  + Relevant federal, state, and local laws and regulations
  + Emergency declarations and orders
  + Mutual aid agreements
  + Data privacy and security requirements

**II. Incident-Specific Information**

* **A. Incident Types:**
  + Detailed information on each type of incident the EOC handles. For each incident type, include:
    - Characteristics and potential impacts
    - Typical response strategies and tactics
    - Required resources
    - Potential hazards and safety considerations
    - Relevant SOPs
  + Examples:
    - Fire (structure, wildland, vehicle)
    - Medical emergencies (mass casualty incidents, pandemics)
    - Hazardous materials incidents
    - Natural disasters (earthquakes, hurricanes, floods, tornadoes)
    - Search and rescue operations
    - Law enforcement incidents (civil unrest, terrorism)
    - Cybersecurity incidents
* **B. Incident Command System (ICS):**
  + ICS structure, roles, and responsibilities
  + ICS forms and documentation
  + Unified Command procedures
  + Multi-agency coordination

**III. Resources**

* **A. Personnel:**
  + Contact information for EOC staff, responders, and other key personnel
  + Staffing levels and assignments
  + Personnel qualifications and certifications
  + Call-out procedures
* **B. Equipment:**
  + Inventory of available equipment (vehicles, tools, communication devices, etc.)
  + Equipment locations and deployment procedures
  + Equipment maintenance and operation manuals
* **C. Facilities:**
  + EOC location, layout, and capabilities
  + Alternate EOC locations
  + Shelter locations and capacities
  + Staging areas
* **D. Supplies:** \* Inventory of essential supplies (food, water, medical supplies, etc.) \* Supply distribution procedures \* Logistics and procurement information
* **D. External Resources:**
  + Contact information for external agencies (e.g., FEMA, state agencies, local jurisdictions, non-governmental organizations)
  + Mutual aid agreements and procedures
  + Volunteer management information

**IV. Communication**

* **A. Communication Systems:**
  + Information on all communication systems used by the EOC (radio, telephone, satellite, internet, etc.)
  + Communication protocols and procedures
  + Interoperability information
  + Backup communication plans
* **B. Public Information:**
  + Procedures for communicating with the public
  + Approved public information messages
  + Social media guidelines
  + Joint Information Center (JIC) procedures
* **C. Alert and Warning Systems:** \* Information on systems used to alert the public. \* Procedures for issuing alerts.

**V. Geographic Information**

* **A. Maps:**
  + Detailed maps of the area of responsibility, including:
    - Streets, buildings, and critical infrastructure
    - Evacuation routes
    - Flood zones
    - Hazard areas
  + Digital mapping systems and tools
* **B. GIS Data:**
  + Geographic Information System (GIS) data layers relevant to emergency management

**VI. Miscellaneous**

* **A. Acronyms and Terminology:**
  + A glossary of EOC-specific acronyms and terminology
* **B. Checklists and Forms:**
  + Checklists for various EOC functions and procedures
  + Standard forms for documentation and reporting
* **C. Training Materials:**
  + Training materials for EOC staff
  + Exercise scenarios and simulations