OpsCenter Resource Request Resources & Guides
Emergency Support Function (ESF) Resources

- This SOG outlines the procedures in which the Department of Emergency Management (OEM) provides guidance on how to take an action for submitted request for resources, personnel or equipment in OpsCenter.

- This SOG outlines the procedures to create an update to an action for a request for resources, personnel or equipment in OpsCenter. OEM is the leading authority and assigns requests to the ESF groups based off the nature of the request. Some requests may have multiple actions needed to be fulfilled. Updates can be recorded for each action, with details from the beginning of the request to the completion and close-out.

- This two-page guide offers additional step-by-step instructions for using OpsCenter to process requests.

- The Entering and Processing Requests for Assistance document is primarily to be used by Oregon Department of Emergency Management (OEM) to process request for assistance from county or tribal governments, or state agencies in OpsCenter – however provides additional context to the process and instructions in OpsCenter.

- This two-page document provides guidance for submitters for the type of information to include in a request. This reference document provides ESF partners additional context to the information they should be seeking while reviewing assigned requests.

Standard Operating Guidelines:

OpsCenter – How to Create an Action for a Request

July 18, 2022

This document may be revised at any time to reflect improvements and clarifications as necessary.

Introduction

This Standard Operating Guideline outlines the procedures in which the Department of Emergency Management (OEM) provides guidance on how to submit a new request for resources, personnel or equipment in OpsCenter. OEM is the leading authority and assigns requests to the Emergency Support Function (ESF) groups based off the nature of the request. Alternately, agencies may be asked for assistance during events that have not escalated to an overall Emergency Coordination Center (ECC) activation. Some requests may have multiple actions needed to be fulfilled.

Actions are created by the Ops Chief. OEM staff are the only ones who create and assign an action. In some cases, OEM Regional Coordinators may create and assign.

Note: to create an action, you will need to enable popups from this site. Once you hit create actions, an error should come up either in the bottom or in the upper right side letting you know to enable it by clicking **Always Allow**. If that doesn't allow you to create an action, use a different browser such as Edge or Google Chrome.

Procedures Overview

1. Go to the **Requests for Assistance** subsection on the navigation on the left side of OpsCenter.

2. Click on **Requests All**, this opens the requests status board. This board shows requests in order by status, with all open statuses at the top.

Requests for Assistance
Actions (My Organization)
Actions All
ORCAA Requests
ORCAA Resources
Requests (My Role)
Requests All

3. Click on the request where an action(s) is required. Typically, these requests are new and require attention.

4. This will now display the request form for that specific request.
5. Click on "**Edit Form**".
6. Scroll to the bottom of the form and click on "**Create Action**". Only the ECC Operations Officer, ECC Manager, and OEM Regional Coordinator will have access to create an action for assignment.
7. This will open the new action form in a popup.

8. The Action name is auto-generated from the request summary. Edit the action name to correctly reflect the mission. This is particularly important when one request may be assigned to two or more ESF partners, with each having a separate action.
9. The incident number and request number are pre-populated based upon the request this was generated from. This helps track any actions taken to fulfill the request.
10. For status, select the proper dropdown as "**02-new**" for new actions. New is the default already when you open it for the first time. If you are assigning to an ESF or agency assignment only, select "**03-Action assigned**".
11. The jurisdiction from the dropdown is already autofilled when the request is submitted.
12. Select the appropriate Emergency Support Function (ESF) number or agency assignment only option from the drop down menu.
    a. Take note that ESF numbers are only used when dealing with requests for assistance for a declared incident. Otherwise, select the agency assignment only option.
13. Select the proper agency to assign the action to as the lead agency.
14. Leave the proper action manager from the list of contacts blank. This will be filled by the assigned ESF partner to ensure accuracy.
15. Enter in any additional data for the description of action (text pre-populated based on incident).
16. Enter in any safety considerations, related contingency plans, coordination needs and other information.
17. The following fields should be determined and entered by the ESF partner assigned to the action.
    a. Select the proper action start date.
    b. Type in the proper action start time in military time format.
    c. Select the proper action end date. This will be left blank for initial setup of action.
    d. Type in military time the proper action end time. This will be left blank for initial setup of action.
18. The following items should be listed already in the request and auto-populated into the action. If they are not filled out, we need to contact the requestor before assigning the action. These items may be updated as needed.

      a. Enter in the point of contact name.
      b. Enter in the point of contact information (email, phone).
      c. Enter in the report to location.
      d. Enter in the date required at site.
      e. Enter in the time required at site in military time.
      f. Enter in any reporting requirements.

19. When finished, click on "**Save**" to save the action.
20. Click on "**Close**" to close the action form.
21. Go back to the Request page, and close out the request. Once you close out the request, go to the Action page and click "**Release Form**". You cannot release this form unless you follow these steps.

Standard Operating Guidelines:

OpsCenter – How to Add an Update for an Action

December 5, 2023

This document may be revised at any time to reflect improvements and clarifications as necessary.

Introduction

This Standard Operating Guideline outlines the procedures to create an update to an action for a request for resources, personnel or equipment in OpsCenter. OEM is the leading authority and assigns requests to the Emergency Support Function (ESF) groups based off the nature of the request. Some requests may have multiple actions needed to be fulfilled. Updates can be recorded for each action, with details from the beginning of the request to the completion and close-out.

Procedures Overview

1. Go to the **Requests for Assistance** subsection on the navigation on the left side of OpsCenter.

2. Click on **Actions (My Organization)**, this opens the requests status board.

Requests for Assistance
🖉 Actions (My Organization) ⟵
🖉 Actions All
🖉 ORCAA Requests
ORCAA Resources
🖉 Requests (My Role)
🖉 Requests All

    a.   This status board displays any actions that are assigned to your organization.

3. Click on the specific action, this will display the current action details.
4. Once that pops up, click on "**Edit Form**".
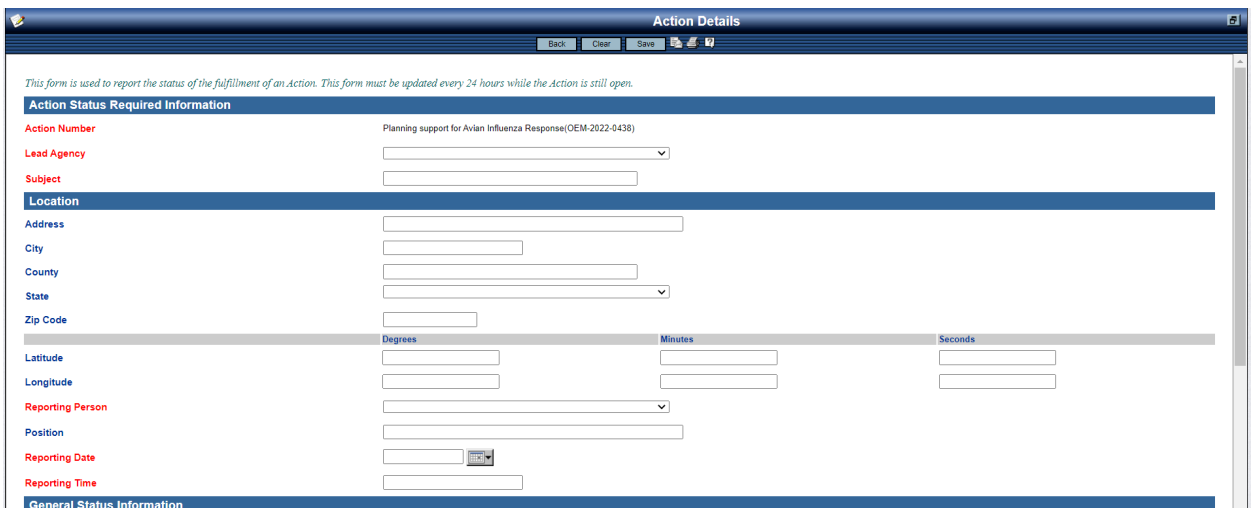
5. Scroll down and click on the "**Add Action Update**" button on the form. This will now open the action status details form.

6. Select the appropriate lead agency from the dropdown. The person submitting the update should enter their agency as the lead. This will ensure they are responsible for providing updates until the request is complete.
7. Enter in the subject of the update.
8. Enter in the location information (address, city, county, state, zip, latitude/longitude).
9. Select the appropriate reporting person from the dropdown. These are users with access to the system already. This access can only be provided by OEM staff.

10. Enter in the position for the reporting person.
11. Select the appropriate reporting date.
12. Enter in the appropriate reporting time in military time.
13. Select the appropriate project completion date (if applicable).
14. Enter in the update narrative.
15. Enter in any critical personnel, operations, or logistics issues.
16. Record any other issues or concerns that came up so far. This will help us get a better understanding of how to address/approach similar issues or concerns in the future.
17. Click on "**Save**" to save the update. This will return to the action form.
18. Scroll down to see the action update in the system.

Action Updates					
Subject	Narrative	Reporting Person	Action Status Date & Time	Projected Complete Date	Edit
Planners assigned	OEM planners assisted from 5/17-20. OEM planners ready to support additional operations.	Scholz, Ryan 1630	5/16/2022		✕ ✎

Add Action Update

19. Click on "**Release Form**". If you do not release the form, it will make it difficult for others to pull up the request and provide update actions accordingly. Failure to release the form will keep the action update and request opened to you, even if you close the browser for OpsCenter.
20. Next, review the specific related request number for the action – this can be found on the main view in for Actions (My Organization) underneath the **Related Request #** column.

     a.

▲ Related Request #
5822
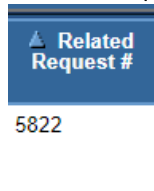
21. Go to the **Requests All** status board and search for the request number for your action, using the search bar at the top of the screen.

Requests All

|◀ ◀ 1 - 1 of 1 ▶ ▶| 5822   🔍

     a.

22. Click on the request and click on the "**Edit Form"** button for that request.
23. Update the status of the request to reflect the status based upon the action updated earlier.
24. Click on "**Save**" to save the changes.
25. Click on "**Release Form**" to finalize the save process.

State Emergency Coordination Center

Processing Requests for Assistance by an ESF/State Agency

The ESF Lead/State Agency is responsible for:

➢ Acting on any mission assigned to them
➢ Knowing the status of the Request and Action
➢ Updating the status as appropriate
➢ Closing the Action and Request when mission is completed

Procedures to Utilize in Ops Center:

1. On the left hand side, select the *Requests for Assistance* navigator category
   - Select *Actions All* to see all actions assigned for the incident **OR**
   - Select *Actions (My Organization)* to see what is assigned to your agency

2. Select the Mission you want to process
   - Review the *Description of Action* assigned to verify and validate all information needed to process is included
   - If you are able to fill the request, process as you normally would.
   - Select the appropriate *status*, and update throughout the mission:

     o **Action Assigned** – the request has been assigned to an ESF partner
     o **On Hold** – the request has been put on hold by the assigned ESF partner
     o **Returned to CSC (Coordination Section Chief)** – something is "wrong" with the request, this could be something missing (i.e.: OHA PPE form), or we are unable to fill the request (i.e.: hand sanitizer) because the item is available commercially
     o **Working** - the assigned ESF partner is working on the request
     o **Staging** – the item(s) requested are ready to be shipped or to be deployed in the field
     o **Enroute** –the item(s) or personnel requested have been shipped
     o **Closed** – self explanatory

3. Notify the Coordination Section Chief if:
   - You are able to fill the request, but **need assistance from another ESF to complete:**
     - ESF-1: Transportation – has trucks, but needs sand purchased by ESF-7: Logistics Management and Resource Support
   - If you cannot complete the assigned mission:
     - Is a federal Request for Assistance (RRF) needed?
     - Is an EMAC request needed?
   - If the mission should be assigned to a different agency
     - ESF-12: OPUC, reassign to ESF-12: ODOE
   - If the mission should be assigned to a partner agency:
     - ESF-6: Mass Care, assigned to DHS, reassign to American Red Cross

   - Provide update to this effect in the *Action Updates*
   - Change *status* to *Return to CSC* – to return to the Coordination Section Chief for further action

4. Upon completion of the assignment, update the *Action and Request*
   - Change the *Status* to Closed (Write the final disposition)
   - Enter *End Date* and *End Time*
   - *Save* then *Release* Form

Coordination Section Chief contact information:

ECC Desk: 503-373-7733
Email: OpsChief@oem.state.or.us

Entering and Processing Requests for Assistance
October 2023

Purpose

The Entering and Processing Requests for Assistance document is to be used by Oregon Department of Emergency Management (ODEM) Staff Duty Officers (SDOs), Executive Duty Officers (EDOs), and Regional Coordinators process request for assistance from county or tribal governments, or state agencies in OpsCenter (https://oregonem.com/).

OERS Incident Number

1. **Check to see if the county or tribe has an OERS incident number for the event.**
   - Occasionally, jurisdictions will inadvertently use a prior incident number rather than get a new number.
   - Or they might submit their request under a state incident number. *Each county and tribal incident must have its own unique incident number and name to submit requests for assistance*.
   - Requests for assistance from a state agency to support a specific incident should be entered using the applicable county or tribal incident number.

Provide one Medical Evacuation (MEDEVAC) Helicopter HH-60M 24/7 staffing coverage for day/night operations.	08/01/2023	Equipment	Curry County: 2023 Flat Fire	2 Urgent	07/28/2023	Curry County	Sarah Prout	6073

   - When a state agency resource request is for regional or statewide utilization, then the applicable statewide incident number should be utilized.

Re-assign Medical Evacuation (MEDEVAC) Helicopter HH-60M (24/7 staffing) to regional support preposition.	08/11/2023	Equipment	2023 Statewide Wildfires	3 Routine	08/09/2023	Oregon, State of	Sarah Prout	6075

2. **If a jurisdiction has an incident number:**
   - Process the request as outlined in *Assigning a Request* on page 3.

3. **If a jurisdiction needs an incident number:**
   - You'll need to create an incident number prior to processing their request for assistance.
   - You'll find step-by-step instructions on how to create a local, tribal or state incident in OpsCenter:

   System Help
     Getting Started (Coordination Secti
     Helpful External Links
     OEM Operations Links
     OpsCenter Guides

   o Select OpsCenter Guides.

- o Select OpsCenter Procedures.
- o Select Create an Incident.
- o https://oregonem.com/opscenterprod/Documents/OpsCenter_CreatingIncident.pdf

- Notify OERS staff you're taking a number (soers@osp.oregon.gov or 503-378-6377).
- Create an OERS incident for the jurisdiction on the **Incidents (OERS)** page.
- Escalate the incident (check the **Escalate** box).

Incident Information	
Number	2023-0208
Type (OERS)	NH
Taken By	Craigmiles, Kelly Jo
Escalate	☑

- Switch to the **Incidents All Counties/Tribes** page.
- Find the newly created incident and change the incident name and select the ECC incident type (drop down box).

2023-0053	Coos County: DHS Wildfire Exercise	Fire / WUI	07/10/2023	Coos		Open
2023-0064	OERS Incident		10/30/2023	Benton		New

Incident Type (ECC)

Please select from the list

Agricultural / Non-WMD
Agricultural / WMD
Aircraft / Spacecraft
Biological / Non-WMD
Biological / WMD

- If applicable, link the new local or tribal incident to the state incident on the Statewide Incident page:

Related Incidents		
Incident Number	**Incident Name**	**Jurisdiction**
2022-2872	Multnomah County: 2022 December Winter Storm	Multnomah
2022-2879	Clatsop County: December 2022 Winter Weather	Clatsop

- o Send an email to the emergency manager * with their OERS incident number and name.
- o Process the request as outlined below.

* An updated Local and Tribal Emergency Manager roster may be found on the ODEM network at: O:\Lists and Rosters\LOCALS LIST\Locals List most recent date (e.g.: Locals List 1-20-23)

Request Entry Process

- Local/tribal/state agency enters **Request** for assistance in OpsCenter, **OR**
- The local/tribal/state agency requests OEM staff enter on their behalf.
  - o OEM staff may enter a **Request** for assistance for a partner under the following conditions:
    - ▪ The agency representative is unable to access OpsCenter to enter the **Request** themself and requests OEM staff do so.

- The request to enter on their behalf must be made in writing (email or text) to OEM, verbal requests cannot be processed.
- The request must be explicit on what assistance is being asked for, when it is needed, where, etc.
- Once a written request is received, OEM staff may enter the request in OpsCenter on behalf of the agency.
  - A PDF copy of the email or text screen shot must be attached to the *Request* as documentation.
- ***OEM staff who submit a Request for assistance for a partner agency cannot further process the request (e.g.: cannot assign to a state partner for action).***

The ***Requesting Organization Contact Name*** and information should be reflected as:

Jurisdiction	Curry County
Requesting Organization Contact Name	Amanda Mathis obo Curry County (Monica Ward)
Requesting Organization Contact Title	Emergency Manager
Requesting Organization Contact Phone	541-247-3272
Requesting Organization Contact Email	planningchief@currycounty-eoc.net
Requesting Organization	Curry County Emergency Management
Request Priority	2 Urgent

Processing and Assigning a Request

- Assigned OEM or State ECC staff (if activated) review the *Request* for completeness of information.
  - If information is missing (e.g., name of requestor, contact information, amount needed); OR
  - A required attachment is missing or you're unable to open it.
  - Change the *Request Status* to either:

  06-Jurisd Action
  07-Released to CSC
  08-CSC Review
  09-On Hold
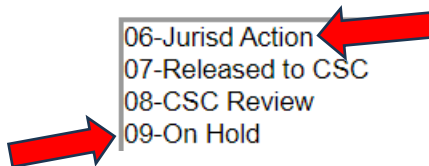
  - Make an entry in *Related Tracking Information* indicating why the *Request* needs further action or has been put on hold:

Related Tracking Information		
Tracking Information	Organization	Remarks
Email Requesting PPE Form Sent	Emergency Management, Oregon Office of	Email to EM Tiffany Brown requesting PPE form, blank form provided. // KJC 7-29-21

  - Email the Emergency Manager or state partner advising them what the issue is and what needs to be done to rectify the problem.
    - If a form is needed, send them a blank form to fill out.
  - Once corrected, process the *Request*.

- OEM/State ECC staff assign an **Action** to the applicable state agency based on the mission to be accomplished identified in the **Request**.
- If there is no state disaster declaration, the **Action** should be assigned as **Agency Assignment Only**.
  - o Agency responds at their discretion, under their own agency authorities, and may decline the mission.
    - ▪ *Example:*

OEM-2022-0484	Agency Assignment Only	1 pallet of bottled water for houseless population during heat

- With a state disaster declaration, the request will be assigned to a specific **ESF Number.**

  - o *Example:*

OEM-2022-0483	ESF 06	Staffing at cooling center (day/overnight)

- Assigned OEM staff will PDF the **Action** and email to the applicable state agency designated OERS Council representative advising them of the OpsCenter request for assistance.
- If an attachment is provided as a part of the **Request**, you'll need to download it first, then upload it in the **Action** (attachments do not transfer when an **Action** is created).
  - o Create a PDF of the attachment (if not already in a PDF format) prior to uploading it into the **Action**, otherwise the attachment may not open in a readable format.
  - o **To create a PDF:**
    - ▪ Open the document (can be in any format, i.e., Word, Excel, etc.).
    - ▪ Select Print.
    - ▪ Change Printer to *Microsoft Print to PDF.*
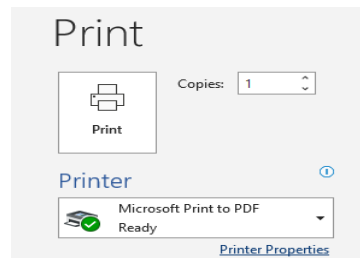
    - ▪ Click on print and save the document on your computer with a unique name you can find, e.g.: *Douglas EMPOWER Data 7-10-22.*

- Based on the **Request**, assign an **Action** to the applicable ESF or state agency.
  - o If the **Request** needs to be assigned to two or more state agencies, create separate **Actions**, one for each agency.
    - ▪ Ensure each **Action** clearly identifies the mission being assigned to the agency.
    - ▪ Change the **Action Name** as necessary.
  - o If applicable, upload any attachment(s) to each **Action**.

Action Number	ESF	Action Name	Date Required At Site	Incident Number	Lead Agency	Action Manager	Jurisdiction	Request Date	Related Request #
OEM-2022-0587	Agency Assignment Only	Provide toilets, drinking water, and hand washing stations for school to maintain operations while water district works on restoration. Estimated time to restoration (TBD).	01/02/2023	2022-3000	Education, Oregon Dept of		Lane County	12/29/2022	5972
OEM-2022-0586	Agency Assignment Only	Provide toilets, drinking water, and hand washing stations for school to maintain operations while water district works on restoration. Estimated time to restoration (TBD).	01/02/2023	2022-3000	Oregon Health Authority	Hatcher, DeWayne	Lane County	12/29/2022	5972
OEM-2022-0585	Agency Assignment Only	Provide toilets, drinking water, and hand washing stations for school to maintain operations while water district works on restoration. Estimated time to restoration (TBD).	01/02/2023	2022-3000	Human Services, Oregon Dept of		Lane County	12/29/2022	5972

Determining the State Agency Assignment:
See page 9 for a "cheat sheet" on the 18 Emergency Support Functions (ESFs), who is the lead state agency and a listing of some of the main functions of a particular ESF.

- The state agency assignment will be based on whether a state disaster declaration is in effect for the event.
  - o *Note: An exception to this would be if the state ECC is activated, then agency assignments are assigned to ESFs, similar to having a state disaster declaration in place.*
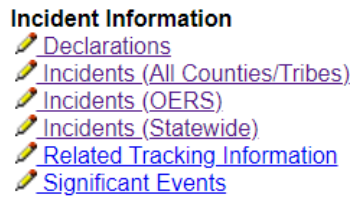   - In OpsCenter, go to the **Incident Information** folder on the left hand side of the screen.
    - Select **Declarations.**

      Incident Information
      🖉 Declarations
      🖉 Incidents (All Counties/Tribes)
      🖉 Incidents (OERS)
      🖉 Incidents (Statewide)
      🖉 Related Tracking Information
      🖉 Significant Events

  - o If there is a state disaster declaration, the **Declaration Level** will say **State:**

Incident Number	Incident Name	Jurisdiction	Declaration Type	Declaration Level	Declaration Date
2023-0094	Jefferson County: 2023 Drought	Jefferson	Drought	Local	01/11/2023
2023-0046	Curry County: January 2023 Winter Storm	Curry	Emergency	Local	01/09/2023
2023-0046	Curry County: January 2023 Winter Storm	Curry	Emergency	Local	01/04/2023
2022-2901	Jackson County: Cannabis & Hemp Emergency 2023	Jackson	Emergency	Local	12/21/2022
2022-0562	Josephine County: Cannabis Emergency	Josephine	Emergency	Local	11/30/2022
2022-2600	2022 Statewide Health Care Capacity Resp. Surge	STATE	Emergency	State	11/14/2022

No State disaster declaration has been issued:
Note: This applies even if an agency has already fulfilled the request or is working on the request prior to the OpsCenter request being submitted by a jurisdiction.
- When completing the ESF box in the **Action,** select **Agency Assignment Only.**

  Agency Assignment Only ←
  ESF 01
  ESF 02
  ESF 03
  ESF 04
  ESF 05
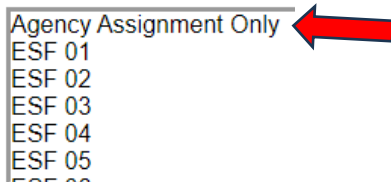
Action Number	ESF	Action Name
OEM-2022-0583	Agency Assignment Only	Activate 211 for call center
OEM-2022-0582	Agency Assignment Only	Staff to support warming shelter

- Make a PDF of the *Action* and email it to the applicable OERS Council ** agency representative(s) with the following language:

    - *Attached, please find a PDF of a request from XYZ County or XYZ Tribe that's been assigned to your state agency for action.*
    - ***Please note, there is no state declaration, and response to the request is at the discretion of your state agency operating under your agency authorities.***
    - *Please log into OpsCenter and provide status updates under Action Updates.*
        - *If unable to fill the request, please note that in the Action Updates and* confirm by emailing me at *OEM_ECCOpsChief@oem.oregon.gov*

A State disaster declaration has been issued:
- When completing the ESF box in the *Action,* select: **ESF Number**

Action Number	ESF	Action Name
OEM-2022-0566	ESF 08	Hamilton Critical Care Vents
OEM-2022-0565	ESF 08	6 PAPRs

- Make a PDF of the *Action* and send it to the applicable **OERS Council agency representative(s) with the following language:

    - *Attached, please find a PDF of a request from XYZ County or XYZ Tribe that's been assigned to your state agency for action.*
    - *Please log into OpsCenter and provide status updates under Action Updates.*
        - *If unable to fill the request, please note that in the Action Updates and* confirm by emailing me at *OEM_ECCOpsChief@oem.oregon.gov*

*** An updated OERS Council roster may be found on the ODEM network at: O:\Lists and Rosters\OERS Council Member Roster most recent Month-Year (i.e., OERS Council Member Roster January 2023). Some OERS Council agencies have a duty officer email, these are listed on the last page of this document and on the OERS Council roster.*

State Agency is Unable to Fill Request:
- Close the agency-assigned *Action*, and make sure the reason it's being closed is noted under *Action Updates*.
- Advise the Response Section manager (Traci Naile) or ECC manager for further guidance.
- If applicable, close the *Request*.
- If applicable, assign the *Action* to a different state agency for potential action.
    - Create a new *Action* specific to the state agency.

- o If unclear on which state agency to send the *Action*, clarify with the Response Section manager or ECC manager.
- If applicable and directed by the Response Section manager or ECC manager, create a federal Resource Request Form (RRF).
  - o Change the *Request Status* to Federal Request:

⚠ Request Identifier	⚠ Request Status
5969	10-Federal Request

  - o Notify members of the FEMA Integration Team (FIT), currently Justin Marquis (justin.marquis@fema.dhs.gov) and Andrew Jahier (Andrew.jahier@fema.dhs.gov); they'll work with you to turn the OpsCenter request into an RRF.
- If applicable and directed by the Response Section manager or ECC manager, create an EMAC mission.
  - o Change the *Request Status* to EMAC Request:

⚠ Request Identifier	⚠ Request Status
5969	13-EMAC Request

  - o Notify the EMAC Coordinator (KJ Craigmiles) of the mission request; the coordinator will assign an EMAC team member to the mission in the EMAC system.

State Agency/ESF (Duty Officer) Emails:
The below list of OERS Council agency emails receive an auto-generated email notification from OpsCenter when an action is assigned to them. However, it's recommended you still send them a courtesy email notification using the below addresses. These addresses were created by the respective state agency and are not maintained or issued by OEM.

ESF-2, DAS: **SWIC.OR@das.oregon.gov**
ESF-2/12, PUC: **Emergency.MANAGEMENT@puc.oregon.gov**
ESF-6, ODHS: **OREM.Operations@dhsoha.state.or.us**
ESF-7, DAS: **DAS_DL_OEM_ESF7@oregon.gov**
ESF-8, OHA: **php.duty-officer@dhsoha.state.or.us**
ESF-10, DEQ: **OEM_OpsCenter@deq.oregon.gov**
ESF-10, ODOE: **ODOE.Radiological@energy.oregon.gov**
ESF-11, ODA: **esf11@oda.state.or.us**
ESF-12, ODOE: **ODOE.Fuel@energy.oregon.gov**
ESF-18, OMD: **ng.or.orarng.mbx.j3-joc@army.mil**

Your email signature line should include the below email address and language for any questions:

*If you have any questions, please contact **OEM_ECCOpsChief@oem.oregon.gov.** Email sent to this address goes to several response and preparedness staff members who can assist as needed.*

Thanks,

Your name
Your title (i.e.: EDO, SDO, Coordination Section Chief)
OEM_ECCOpsChief@oem.oregon.gov
Your OEM standard email signature box

Oregon ESFs Cheat Sheet on Major Duties
October 2023

ESF-1: Transportation – ODOT
- Damage to transportation infrastructure, emergency repairs
- Transportation of personnel, supplies, evacuees and equipment
- Signage and messaging boards
- Traffic control, evacuation
- Driving waivers, restrictions, etc. under temporary emergency authority

ESF-2: Communications – DAS & PUC
- Assess and coordinate temporary communication capabilities
- Phone / Satellite / Cell / Radio
- Alert and warning systems
- Establish amateur radio capabilities
- Coordinate restoration efforts

ESF-3: Public Works – ODOT
- Repair and restoration of damaged roadways, bridges, utilities (public services)
- Inspection and repair of essential facilities
- Public works support to locals
- Debris clearance and removal

ESF-4: Firefighting – OSFM & ODF
- Structural and wildland firefighting
- Incident Management Teams (IMT)

ESF-5: Information & Planning - OEM
- Overall situational awareness and common operating picture
- Develop and distribute incident products: Sit Rep, IAP, maps, common operating picture
- Track declarations and damage assessment data
- Threat assessments

ESF-6: Mass Care – DHS
- Sheltering and short-term housing – general population and access and functional needs
- Feeding, first aid and emergency relief items
- Family reunification
- Identification and storage of food and water resources
- Coordinate transportation of food and water resources

ESF-7: Logistics Management and Resource Support – DAS
- Procurement of private sector resources (rent, lease, purchase)
- Internal logistical support of the ECC
- Emergency contracting

ESF-8: Health and Medical - OHA
- Medical supplies and services to healthcare community and hospitals
- Medical personnel and ambulances
- Strategic National Stockpile (SNS), DMAT and DMORT teams
- Temporary morgues – equipment, personnel, facilities
- Public health emergency authority

ESF-9: Search and Rescue (SAR) - OEM
- Wilderness and Urban SAR
- Air, water, ground SAR

ESF-10: Hazardous Materials (HazMat) – DEQ & OSFM
- Response to HazMat incidents
- HazMat clean-up contractors
- Technical advice regarding HazMat substances

ESF-11: Agriculture, Animals and Natural Resources - ODA
- Pet and livestock sheltering and feeding
- Veterinary emergency care
- Animal quarantine, removal, and disposal of infected animals
- Pest and plant infestation response

ESF-12: Energy – ODOE & PUC
- Emergency fuel (gas, oil, diesel, natural gas, aviation)
- Radiological response teams
- Coordination with all utilities

ESF-13: Safety and Security - OSP
- Law enforcement personnel, equipment, and specialty teams
- Access, traffic and crowd control, site security

ESF-14: Business & Industry - OBDD
- Coordinate with private sector
- Initial economic damage assessment

ESF-15: Public Information - OEM
- Development and dissemination of public information
- Monitoring media
- Alert and warning

ESF-16: Volunteers & Donations - OEM
- Identification and vetting of volunteers
- Manage donations and unsolicited goods
- Coordinate with voluntary agencies

ESF-17: Cyber and Infrastructure Security
- IT resources for cyber incidents.
- Technical security or vulnerability assessments.

ESF-18: Military Support - OMD
- Personnel and equipment to assist civil authorities
- Specialty teams: CST / CERFP / Engineers / Medical / Air Traffic Control / Morgue
- Med evac and air SAR
- Coordinate with federal military (Department of Defense)
- Facilities for emergency responder use (i.e.: shelters)

Asking for help from the State ECC

This list is not all inclusive, rather it identifies some of the typical requests for assistance received from governmental entities. This is some of the information needed in order to process a request for assistance.

The Resource Request form in OpsCenter is set up along the acronym:

C – Capability needed
S – Size needed
A – Amount needed
L – Location needed
T – Type needed
T – Time needed

☐ Capability/Asset **NOT AVAILABLE** to rent, purchase or via mutual aid
(*this means a credible attempt has been made by the jurisdiction to get the assistance from elsewhere before asking the state*)

☐ *What needs to be accomplished (what is the mission to be done)?*

- Debris removal
- Evacuation assistance
- Power generation for emergency power
- Food and/or water
- Medical support
- Portable sanitation (e.g.: Porta-potties)
- Establish and maintain traffic control points
- Snow removal
- Flood-fighting (e.g.: sandbags, sandbag machine, etc.)
- Firefighting assistance (urban or rural?)
- Aerial reconnaissance
- Communications support
- Incident management overhead support (e.g.: IMTs, EOC staff, etc.)
- Mass care/sheltering services

- *Equipment specifics:*

  - Fuel: Gas/Diesel/JP/Av Gas needed or provided
  - Refueling capability: needed or provided
  - Installation: Electrician needed or provided
  - Qualified/certified operator: needed or provided
  - Fixed or mobile; towed or motorized

- *Size/Amount:*

  - Generator: Kw or building dimensions
  - Medical supplies: Needle gauge
  - Tanker capacity (e.g.: 2,000 gals potable water)
  - Storage containers for distribution needed/provided

- *Potable Water:*

  - Stationary location for dispensing
  - Roving vehicular dispensing
  - Local ability to refill dispenser
  - Staff needed for stationary location

- *Personnel specifics:*

  - Arrest authority needed
  - ICS specific position (e.g.: Section Chief, PIO, GIS specialist, etc.)
  - Medical licensure
  - Specialty team (e.g.: USAR, HazMat)
  - Skill or fitness levels needed (e.g.: Red Card for wildland firefighting)

- *Other Important Basics:*

  - Number needed?
  - How long needed?
  - Where needed?
  - Health or safety considerations (e.g.: specific type of PPE needed)?
  - Point of contact?
  - Estimated duration of mission?
  - Communications information?
  - Lodging/meals provided?