

Direction and Control Functional Annex

Updated: August 2, 2024

I. PURPOSE

This annex outlines the direction and control procedures for emergency operations and identifies the personnel, facilities, and resources which will be utilized in the coordinated response activities.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Most direction and control of normal day-to-day emergencies is performed by senior on-scene emergency response personnel (i.e., law enforcement, fire, rescue, EMS) per local ordinances, policies, and procedures.
2. Many hazards exist within or near the County, which have the potential to cause disasters of such magnitude as to warrant centralization of the direction and control (EOC) function in order to conduct effective and efficient emergency operations.
3. The Town of Taylorsville within the County may exercise independent direction and control of their emergency resources, outside resources assigned to the municipality by the County EOC, and resources secured through existing mutual aid agreements with other municipalities. Requests for State/Federal government assistance will be directed to the County EOC or to the Emergency Management Coordinator prior to activation.
4. Centralized county-wide direction and control (EOC activation) is desirable when one or more of the following situations occur:
 - a. there exists an imminent threat to public safety/health;
 - b. extensive multi-agency/jurisdiction response and coordination are necessary to resolve or recover from the emergency;
 - c. local resources are inadequate or depleted and significant mutual aid, state, and or federal resources must be utilized to resolve the emergency;
 - d. the disaster affects multiple political jurisdictions within the County which are relying on the same emergency resources to resolve the emergency;
 - e. local emergency ordinances are implemented to control the emergency.
5. The County Emergency Operations Center serves as the central direction and control point for county-wide emergency response activities.
6. The County Emergency Operations Center (EOC) is located at 75 1st St SW Taylorsville, NC 28681. It is normally staffed during office hours by Emergency Services personnel. The County Communications Center operates 24 hours a day and will be the coordinating agency for day-to-day traffic. As used in this document, the term "activation" means bringing the EOC to an increased operational status. The specifics of activation are described in the EOC Standard Operating Guidelines.
7. In the event the EOC is inoperable, or if other conditions warrant, an alternate EOC may be established at the CVCC Alexander Complex located at 345 Industrial Blvd, Taylorsville, NC 28681.

B. Assumptions

1. The designated EOC will be activated upon the threat or occurrence of a major emergency/disaster, and designated personnel will report to the EOC in a timely fashion.

2. The County EOC facility and equipment are adequate for coordinating county-wide emergency operations.
3. Sufficient procedures have been developed to effectively direct and control disaster operations/recovery.
4. Emergency operations and coordination at all levels of government will be carried out according to plans and procedures.

III. CONCEPT OF OPERATIONS

A. General

1. Initial emergency operations shall include all activities which are directed toward reduction of the immediate hazard, establishing situation control and restoration of normal operations within the County.
2. The Emergency Management Coordinator (EMC) will activate, organize, and flexibly operate the EOC based on the magnitude of the situation.
3. The organizational structure of the EOC will be arranged according to the type of incident, agencies and/or jurisdictions involved, objectives, and strategies selected to resolve the situation and demands of the emergency. Municipalities will provide representation in the County EOC for inter-jurisdictional coordination when the event affects the jurisdiction or as requested.
4. When EOC activation is warranted to direct and control emergency operations, the Emergency Management Coordinator will notify the County Manager, who will notify the Chairman and the other commissioners.
5. The EOC will be managed per the County EOC Standard Operating Guidelines.
6. On-scene activities of emergency response personnel will be managed utilizing the Incident Command Structure per the National Incident Management System.

B. Staffing

The Alexander County EOC will be manned by representatives of county and city governments involved in emergency operations and volunteers from various non-government organizations. These individuals may be department heads or their designated representatives. The representative must be authorized to speak for the department head and commit resources in his/her absence.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization

1. The onset of an emergency adds to the normal day-to-day role of existing agencies and organizations within the County in order to protect the population and property. Where possible, the emergency responsibilities in this plan have been assigned similarly to the day-to-day responsibilities of the agencies/organizations.
2. Through the Emergency Management Coordinator, the County Board of Commissioners exercises its emergency responsibilities during emergencies and disasters to provide for the health and safety of the public.
3. The Emergency Management Coordinator is appointed per County personnel policy to manage the County Emergency Management program.
4. When activated, the EOC serves as a central, coordinating point for obtaining, analyzing, reporting, and retaining disaster-related information.

5. The first arriving emergency response official with two-way communications capability will establish the initial (on-scene) Incident Command System (ICS) and will serve as the Incident Commander (IC).
6. For long-term emergency/disaster situations, the Incident Commander will be designated by the on-scene senior official of the emergency response agencies, or by the County EOC (when activated) based on the type, nature, or location of the incident.
7. In situations where the disaster effects are widespread (many incident sites), the EOC may select to establish the county fire districts or any other distinguishable boundaries as the "incident site" to achieve a manageable span of control.
8. A single "Command Post" will be established near the scene of each emergency/disaster situation by the Incident Commander. Senior officials of the emergency agencies involved in the emergency response will report to this facility to afford optimum coordination. This facility will serve as the central command and control point for all on-scene resources and will disseminate pertinent situation information and resource requests to the County EOC.

B. Responsibilities

1. Chairman, Board of County Commissioners
 - a. Perform direction, control, coordination, and policy-making functions as necessary to provide for optimum protection of public health and safety within the jurisdiction.
 - b. Issue and distribute as appropriate, a local proclamation declaring a State of Emergency or terminating the State of Emergency.
2. County Manager/Town Manager
 - a. Ensure agencies develop and update their Standard Operating Procedures (SOPs) to the Emergency Operations Plan (EOP).
 - b. Ensure regular drills and exercises are conducted to test the functions of the EOP.
 - c. Implement direction, control, coordination, and policy-making functions as necessary to provide for optimum protection of public health and safety within the jurisdiction, including management of the Emergency Operations Center.
 - d. Implement emergency policies/ordinances as appropriate on behalf of the governing body.
3. Emergency Management Coordinator
 - a. Coordinate the development and update of the Emergency Operations Plan.
 - b. Develop and maintain a functional EOC. Select and equip an alternate EOC and/or mobile communications unit.
 - c. Ensure that a system is developed and implemented to manage information (including internal messages) on the emergency and disseminate it to other levels of government, the public, and the private sector.
 - d. Acquire maps, status boards, and other display devices for the EOC which identify high-hazard areas and pre-selected control/monitoring points.
 - e. Ensure that an events log (casualty and health concerns, property damage, fire status, size of risk area, scope of hazard, number of evacuees, radiation dose, etc.) is compiled and displayed in the EOC throughout the emergency.
 - f. Provide for acquisition/stocking of food, water supplies, and other equipment as necessary for the effective operation of the EOC staff.
 - g. Provide for acquisition/stocking of EOC administrative supplies and equipment.
 - h. Identify personnel/agencies having resources to support EOC operations.
 - i. Develop a schedule for testing, maintaining, and repairing EOC and other emergency equipment.

- j. Develop and maintain the EOC Standard Operating Guidelines including an upgrade activation checklist and notification/recall roster.
 - k. Arrange for training and exercising of EOC staff.
 - l. Alert staff and activate EOC (for 24-hour coverage if necessary) when notified of potential/emergencies.
 - m. Ensure that EOC staff acknowledge and authenticate reports.
 - n. Ensure staff and official briefings are conducted periodically during the emergency.
 - o. Establish and maintain coordination with other jurisdictional EOCs as appropriate.
 - p. Establish and maintain contact and coordination with North Carolina Emergency Management.
 - q. Provide for adequate coordination of recovery activities among private, state, and federal agencies/organizations.
 - r. After returning to normal EOC operation, ensure equipment is restored to a "ready" condition and EOC supplies are replenished.
4. Agency/Jurisdiction EOC Representatives
- a. Report to the EOC and ensure continuous representation throughout activation.
 - b. Provide support personnel and services to the EOC as appropriate/necessary.
 - c. Ensure all information related to the emergency/disaster situation is coordinated with other agencies/organizations.
 - d. Ensure agency staff are secured to provide for 24-hour operation.
5. Communications Director
- a. Ensure off-duty/volunteer communications staff can be recalled on short notice to supplement on-duty personnel.
 - b. Ensure information pertinent to the emergency/disaster situation is provided to the EOC staff via hard copy.
 - c. Develop and maintain an inventory of radio frequencies, communications equipment, call signs, etc. of other EOCs and communications resources to supplement local resources.
 - d. Develop and maintain equipment, methods, and procedures for communications between the EOC and on-scene emergency resources.
 - e. Establish procedures to control two-way radio communications between the EOC and other forces, such as hospitals, ambulance dispatch points, and amateur communications networks.
6. Sheriff
- a. Provide for adequate EOC security.
 - b. Provide backup communications for EOC through mobile units.
 - c. Provide transportation for EOC personnel under emergency conditions, as warranted/necessary.
7. Incident Commander (IC)- (on-scene)
- a. Obtain incident briefing from prior incident commander.
 - b. Assess the incident situation.
 - c. Conduct initial briefing.
 - d. Activate elements of the Incident Command System.
 - e. Brief command staff and section chiefs.
 - f. Ensure planning meetings are conducted.
 - g. Approve and authorize implementation of the Incident Action Plan.
 - h. Determine information needs and inform command personnel of needs.
 - i. Coordinate staff activity.

- j. Manage on-site incident operations.
- k. Approve requests for additional resources and requests for releases of resources.
- l. Approve the use of trainees on the incident.
- m. Authorize the release of information to the news media.
- n. Ensure periodic status reports are completed and forwarded to the EOC.
- o. Approve plan demobilization.

V. DIRECTION AND CONTROL

- A. The responsibility for the direction and control of the disaster situations is vested in the County Board of Commissioners and is routinely exercised through the appointed County Manager.
- B. The EOC is the operational area from which emergency response activities are directed, controlled, and coordinated, and utilizes the facilities of the County Communications Center and other available communications resources.
- C. The mechanics of the EOC operation are contained in the EOC Standard Operating Guidelines

VI. CONTINUITY OF GOVERNMENT

- A. The staffing assignments for positions in the EOC will allow for continuous 24-hour operations. Selection and assignment of personnel will be the responsibility of the agency.
- B. If the primary EOC is not functional, the alternate EOC will be activated.

VII. ADMINISTRATION AND LOGISTICS

- A. The EOC is operated and maintained on a day-to-day basis by Emergency Management. Furnishings, equipment, and communications necessary for the operations staff, and expendable supplies and displays necessary for disaster operations will be provided through Emergency Management.
- B. The mechanics of upgrade activation, arranging, and internal functioning of the EOC are contained in the EOC SOGs.

VIII. PLAN DEVELOPMENT AND MAINTENANCE

- A. The EOC SOGs will address staffing, activation, internal functions, and administrative and logistical support.
- B. Operational plans and procedures will be developed by service chiefs and department heads to support both this plan and the activities of their department in the EOC.
- C. Periodic review and amendment of this plan will be identified in the plan by signature and change of the approval date of the plan. This action will be accomplished at least annually.

IX. AUTHORITIES AND REFERENCES

- A. Authorities
 - 1. NC General Statute 166-A
 - 2. Alexander County Emergency Management Ordinance