

NorthmarkCommunications

Deployable Telecom Solutions

Application Notes: Temporary Emergency Operations Center (EOC)

Situation: Your town or city does not have a permanent EOC, but has plans to set up in a designated conference room and several adjoining offices. These rooms will be used for other purposes on a day-to-day basis and few permanent installations can be made. OR, your primary EOC becomes unsafe and you must move to an alternate location at the last moment or during an event.

Solution: Create a “portable EOC” including all the supplies and equipment required. This may be stored on site, or at another secure location. The Northmark Deployable PBX Telephone System can be a key part of this plan.

When the EOC is to be opened, place the DTS PBX case in a safe central location, connect the line jacks to incoming telephone lines, run extension cables out to each telephone location, and begin operating.

Assumptions and Considerations: The EOC will be used primarily for coordination between various municipal departments, rather than as a contact point for the public. Public access to the EOC could mean that the limited number of phone lines could be jammed with nuisance calls, preventing agencies from doing their jobs.

Outside phone lines will be available or cellular or satellite dial-tone systems used.

Depending on your budget and the resources available, you may be able to pre-install a number of telephone lines to the planned EOC location. The jacks should be in an easily accessible, secure location, such as a locked access panel. Keep keys for the panel inside the PBX equipment case.

Alternatively, you can designate certain existing lines at the facility for use by the EOC, thereby eliminating the cost of dedicated lines.

The assigned EOC telephone numbers should be known to each agency well in advance and published in your emergency operations plan as a *non-public* addendum. This is true whether you are using landlines, or satellite or cellular telephone base stations.

Set up the phone lines as a “hunt group” with your local telephone company. This way, you only have to “publish” one phone number. If the line is busy, the call will simply “roll over” to the next available line.

When necessary, departments may forward key non-public department lines to the EOC in the event that they need to abandon or close their primary offices.

If cellular or satellite telephone base stations are to be used as backups, consider pre-installing roof-top antennas with feed-lines to the proposed PBX location.