

**BUSINESS AND UTILITY OPERATIONS CENTER
BUSINESS OPERATIONS CENTER (BOC)
ACTIVATION GUIDELINES –July 2019**

Description

The Business and Utility Operations Center (BUOC) consists of the Business Operations Center (BOC) and Utility Operations Center (UOC). This document focuses on the BOC. Please refer to the UOC Activation Guideline for UOC information.

The BOC is comprised of business partners and is intended to provide support to the state and may be requested to serve as an active operational component of the State Operations Center (SOC) or Regional Emergency Operations Centers (REOCs). The SOC and REOC activate under the authority of California's Standardized Emergency Management System (SEMS).

The growth of the BUOC is intended to be a deliberate and iterative process enhanced by training, exercises, and events that continue to build and mature operations of the center. The fundamental goal is to continue to enhance the quality and effectiveness of the state's response capabilities by augmenting resources and situational awareness with the private and non-profit sectors.

Any request for BOC support to the SOC/REOC will be coordinated through the Logistics Section Chief at the request of the SOC Director and in coordination with the BOC Liaison. In the event the SOC/REOC is not activated, BOC support will be coordinated through the Executive Duty Officer (EDO). Refer to the BUOC Administrative Policy for additional information. The BOC is not meant to replace resources available from existing vendors through the procurement process. The BOC should enhance the activities of government through private/non-profit sector support. The BOC is intended to identify potential private/non-profit sector resources that cannot be filled through existing state vendor lists or other authorized sources.

Day-to-day

Each pre-identified BOC member will receive spontaneous notifications Activity from Cal OES's California State Warning Center (CSWC) based on the predetermined thresholds outlined below. Notifications will be provided 24 hours a day.

- Tsunami watch or warnings;
- Earthquake 5.0 or greater or causing damage or injuries;
- Incident causing greater than 50 injuries (e.g. major traffic accident);
Incident or potential incident causing greater than 200 evacuations, and a shelter was opened;
- Fire that is threatening habitable structures requiring large-scale evacuations; and,
- Incident that impacts or has the potential to impact the populace of an entire region, such as a very large electrical outage or Public Safety Power Shutoff (PSPS).

In addition, each pre-identified BOC member will receive Cal OES's Daily Situation Report. This report provides a snap-shot of overall state level activity and should not be shared without Cal OES's approval.

Operational Readiness Teams / Incident Support Teams

Pursuant to SEMS (Title 19, § 2413) the SOC may be activated under any of the following conditions:

- A REOC is activated;
- At the direction of Cal OES's Director/Chief Deputy Director;
- The Governor's proclamation of a state of emergency; or
- The Governor's proclamation of an earthquake or volcanic prediction.

The California Governor's Office of Emergency Services (Cal OES) has the authority to mission task state agency resources. The SOC manages state resources in response to local government via one of Cal OES's REOCs. The Inland REOC (IREOC) is located in Sacramento, the Coastal REOC (CREOC) is located in Fairfield, and the Southern REOC (SREOC) located in Los Alamitos.

As the coordinating point between Federal response operations and activities in the Region, the SOC is where overall BOC information sharing and resource coordination are managed. Because the SOC is the entity that tasks state agencies, it can bundle private/non-profit resources effectively with government resources to support regional and OA operations. However, if the SOC Chief position(s) are not staffed, the SOC BOC Liaison and BOC will work directly with the REOC BOC Liaison and REOC Chief(s). The REOC BOC Liaison position will be filled on an as-needed basis.

The SOC may also assist with mutual aid coordination among the three Administrative Regions and the State level. The Inland Administrative Region Office in Sacramento supports Mutual Aid Regions III, IV, and V. The Coastal Administrative Region Office in Walnut Creek supports Mutual Aid Region II. The Southern Administrative Region Office in Los Alamitos supports Mutual Aid Regions I and VI. See map on page 5.

In addition, the SOC has responsibility for public information coordination and dissemination. The Cal OES Joint Information Center (JIC) or Public Information Officer (PIO) may provide assistance to BOC members with managing this type of information. It is expected that any media inquiries to the BOC regarding state operations will be brought to the attention of the BUOC Liaison and SOC Director, and referred to the JIC/PIO.

At the request of the SOC Director and in coordination with the BOC Liaison and SOC Logistics, the CSWC will reach out to the pre-identified BOC point of contact(s) via the CSWCs automatic notification system requesting staffing of the BOC. Staffing can either be virtual or in person. Each pre-identified primary point of contact is provided an identification number that is issued from the CSWC. However, all "immediate" staffing requests will be sent to ALL individuals listed on the BUOC roster. The level of participation will be dictated by response needs. Typically, operational periods are in 12 hour increments but can be adjusted if the situation dictates. It is recommended that members dress in comfortable but professional suitable attire. It is understood that each BOC member will have in place its own policy and procedures for providing knowledgeable staff that have authority decision capability to assist the state when requested.

Furthermore, BOC partners agree that any of its representatives will adhere to the agreement set forth in this document and BUOC Administrative Policy. If an Operational Area (OA) needs private/non-profit sector resources the SOC/REOC will refer the request to the BOC and revise the mission request within CalEOC noting that the BOC will work directly with the OA. However, the SOC may assist the coordination of private/non-profit sector resources by utilizing state resources.

In order to expedite resource requests, it is agreed that all BOC resources be coordinated through the Logistics Section and in coordination with the BOC Liaison. However, this does not preclude broader interaction/coordination with other sections if needed. To track all resources associated with the response, the BOC will note any private/non-profit sector resources coordination in the Corporate Situation Report within CalEOC and excel spreadsheet.

In addition, the BOC will be expected to create a Corporate Situation Report sharing pertinent information with the SOC.

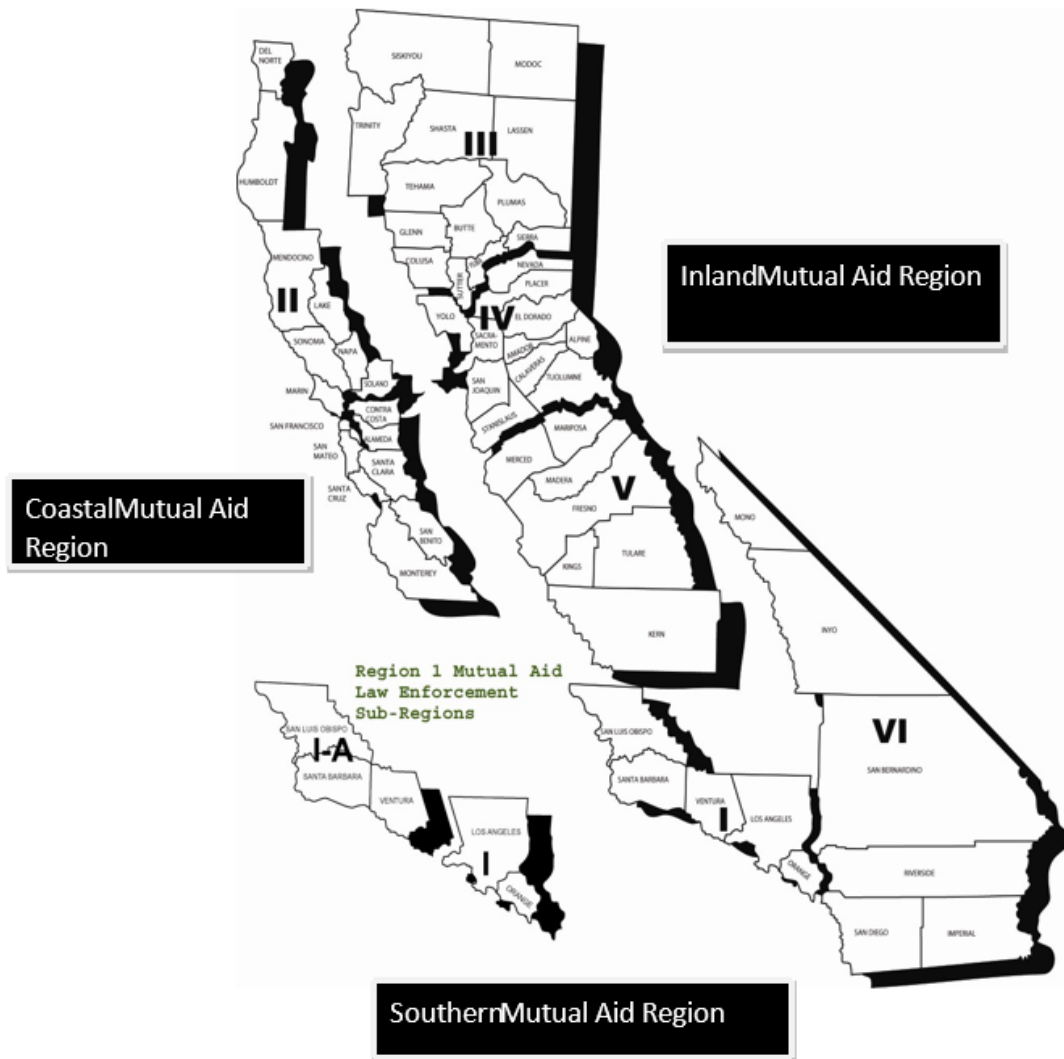
NOTE: Cal OES has in place a Continuity of Government Plan that includes relocation of the SOC, should the SOC become inoperable. The BOC is included in the state's plan and will be notified accordingly if the SOC is relocated.

Activation REOC

Pursuant to SEMS (Title 19, § 2411), "the regional level EOC shall be activated...when any operational area EOC within the mutual aid region is activated." The REOC acts as the liaison between the OA and the SOC and is responsible for coordinating information and resources within its own Region.

Due to the geographical location, the Coastal / Southern BOC Liaisons and in coordination with the REOC Director may coordinate small quantity resource requests (in-kind or donated) from the private/non-profit sector. However, the REOC does not coordinate procurement of resources; the SOC BOC will coordinate this task.

Cal OES Administrative and Law Enforcement/Fire Mutual Aid Regions

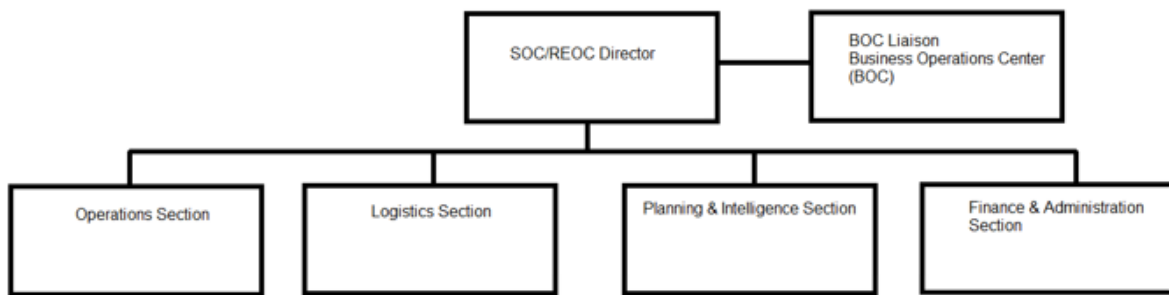


Southern Mutual Aid Region 1 includes the counties of Los Angeles, Orange, San Luis Obispo, Santa Barbara and Ventura. The Region 1 Mutual Aid Law Enforcement Sub-Regions include Los Angeles and Orange while 1-A includes San Luis Obispo, Santa Barbara and Ventura counties. Southern Mutual Aid Region 6 includes Imperial, Inyo, Mono, Riverside, San Bernardino and San Diego counties.

Coastal Mutual Aid Region 2 includes the counties of Alameda, Contra Costa, Del Norte, Humboldt, Lake, Marin, Mendocino, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma counties.

Inland Mutual Aid Region 3 includes Butte, Colusa, Glenn, Lassen, Modoc, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity and Yuba counties. Inland Mutual Aid Region 4 includes Alpine, Amador, Calaveras, El Dorado, Nevada, Placer, Sacramento, San Joaquin, Stanislaus, Tuolumne and Yolo counties. Inland Mutual Aid Region 5 includes Fresno, Kern, Kings, Madera, Mariposa, Merced and Tulare counties.

Reports to:



BOC Liaison:

The BOC Liaison function will be staffed by a Cal OES employee. The level of participation will be dictated by response needs. The BOC Liaison will work with the appropriate SOC staff and BOC to ensure that BOC and SOC needs are being addressed and effective coordination occurs. However, this does not preclude BOC representative(s) from interacting with appropriate SEMS functions.

BOC Member:

Representative(s) of the BOC will perform overall state operational response and not their day-to-day responsibilities. In many situations, virtual activation will take place instead of in-person activation. However, with the approval of the SOC Director and in coordination with the BOC Liaison, members may send staff to the BOC in support of their individual organizations.

A sample of potential BOC function(s) is listed below:

- SOC BOC Liaison (staffed by Cal OES)
- SOC BOC Plans/Intelligence Coordinator (BOC member)
- SOC BOC Operations Coordinator (BOC member)
- SOC BOC Logistics Coordinator (BOC member)

Coordinates with:

- BOC Liaison – assist with overall BOC activities/needs.
- Logistics – assist with facility needs and/or resources.
- Operations – assist with verification and coordination of resource requests.
- Plans and Intelligence – provide resource coordination data and situational awareness.
- Finance and Administration – provide resource cost estimates and other associated costs, if applicable.
- Other stakeholders as appropriate (JIC/PIO, REOC, UOC, external partners, etc.)

Facilities / Logistics

SOC

- The BOC is located in what is identified as Breakout Room 5 of the SOC.
- BOC equipment is stored in a locked file cabinet located in Breakout Room 5. The CSWC houses the key.
- The color purple has been designated for the BOC vests.

Connectivity/communication

- 916-636-3692 main BOC line (multiple digital phone line)
- 916-636-3693 additional phone line (single digital phone line)
- 916-636-3694 additional phone line (multiple digital phone line)
- 916-636-3695 fax number (analog line for fax only)
- BusinessOP@caloes.ca.gov

NOTE: These numbers are intended to support response activities and should not be shared with BOC external partners.

Computer access

- Cal OES provides one stationary desk top computer with internet access in the BOC. The computer may be used to access CalEOC or other activation support resources.
- A CalEOC password is issued to BOC representative(s).

Responsibilities / Check List

- Initial Activation Phase: The following step should occur when reporting to the SOC.
- BOC Liaison (Cal OES staff):
- Sign-in at the sign-in desk or Logistics Section Chief.
- Obtain activation vest. Purple is the designated color for the BOC. Ensure the BOC label is visible.
- Check in with the SOC Director and Section Chiefs.
- Receive briefing from SOC Director.
- Assess BOC staffing needs and work with Logistics Chief to approve staffing pattern, as necessary.
- Request additional BOC staffing through the CSWC or direct contact, if applicable.
- Ensure BOC "Activation Reference Guide" binder is available in the BOC.
- Binder can be obtained in the BOC file cabinet.
- Verify binder content is available through Cal OES's Operations Portal.
- Ensure equipment is operational and adequate supplies are available.
- Log into California Emergency Operations Center (CalEOC). See "Workstation Reference Guide" and/or CalEOC section for login instructions.
- Review mission requests within CalEOC. NOTE: BOC members should not create missions. However, the CalEOC section provides step by step instructions on how to view mission requests and create/view situation status reports that may be used as a reference.

- ❑ Become familiar with locating resources pursuant to requests in CalEOC.
- ❑ Collect as much information as possible regarding the current situation and potential or anticipated resource requests.
- ❑ Ensure BOC main phone number voice mail is changed to reflect the activation. Erase all messages. See “Telephone Instructions” section in binder for specific information.
- ❑ Ensure BOC staff sign-in and are provided “meal ticket”, if applicable.
- ❑ Provide BUOC Activation Reference binder and current Situation Report to BOC staff.
- ❑ Ensure adequate supplies/equipment are available.
- ❑ Obtain and provide a port-line for those who provide virtual support.
- ❑ Display list of virtual support participants on the white board in the BOC. List the company’s name, individual’s name, and contact information.

BOC

- ❑ Sign-in at the sign-in desk or Logistics Section Chief.
- ❑ Obtain activation vest from the storage cabinet in the BOC. Purple is the designated color for BOC. Ensure the BOC label is visible.
- ❑ Check in with the BOC Liaison and obtain briefing.
- ❑ If time permits, introduce yourself to the Donations Management staff and/or California Volunteers (if staffed) for the purpose of identifying potential private/non-profit sector resource requests and activation collaboration.
- ❑ Log into CalEOC. See “Workstation Reference Guide” and/or CalEOC section for login instructions.
- ❑ Review mission requests within CalEOC. See CalEOC section for additional information. NOTE: BOC members should not create missions. However, the CalEOC section provides step by step instructions on how to view mission requests and create/view situation status reports that may be used as a reference.
- ❑ Become familiar with locating resources pursuant to requests in CalEOC.

- ❑ Collect as much information as possible regarding the current situation and potential or anticipated resource requests.
- ❑ Assess BOC staffing needs and work with BOC Liaison to approve staffing pattern, as necessary. This is the function of the Liaison and is noted above.
- ❑ Additional BOC staff support should be coordinated with the BOC Liaison to ensure appropriate logistical needs.

Operational Phase: The Initial Activation Phase is complete once initial staffing is finalized and the initial briefing occurred. At this point, the SOC/REOC is considered to be in routine operations.

BOC Liaison (Cal OES staff):

- ❑ Determine from the SOC Director the operational period, frequency of situation reports, conference calls, planning meeting schedule, etc. to support SOC activities. See Annex 1 Planning P Cycle for additional information.
- ❑ Ensure the coordination of BOC activities with SOC operations.
- ❑ Establish conference call schedule with external stakeholders, if applicable.

NOTE: If a BOC member decides to conduct a conference calls with its members, the SOC/REOC Director and/or BOC Liaison may assist by determining which SEMS function(s) would be best suited to represent the state and what information may be shared. Participating are expected to understand SEMS, the role and responsibility of the SOC/REOC and the geographic limitations of the regional and state response activities.

- ❑ Coordinate public outreach messages with the Public Information Office/Joint Information Center (JIC), if applicable.
- ❑ Assist with distribution of information, as appropriate.
- ❑ Ensure BOC objectives are established. See Annex 2 for Section Objectives and Annex 3 for Briefing Sheet samples.

- ❑ Provide status reports (resource allocation, critical infrastructure concerns, etc.) to the Planning/Intelligence Section for inclusion in the Situation Report, SOC Director and JIC. Sensitive information should only be shared with the SOC Director and entities with a direct response role.
- ❑ Participate in Action Planning meetings. See Annex 4 for Meeting Agenda sample and to determine type of information needed.
- ❑ Extend briefing invitation to appropriate BOC member(s).
- ❑ Ensure the BOC function is carried out consistent with the Event Action Plan. See Annex 5 for sample.
- ❑ Continuously monitor the BOC effectiveness ensuring appropriate staffing modifications occur as needed.
- ❑ In coordination with BOC ensure CalEOC is monitored to anticipate resource needs.
- ❑ Ensure BOC is working with Donations Management and/or Cal Volunteers regarding donations.
- ❑ Confirm missions within CalEOC are closed and notation that private/non-profit sector will be coordinating, if applicable.
- ❑ Verify mission tracking spreadsheet summary is created and updated as new activity occurs. See Annex 6 for sample.
- ❑ Assist with fulfilling resource requests in coordination with Operations and Logistics Sections.
- ❑ Ensure staff is available to answer BOC main phone number. For continuity purposes, an individual should remain in the BOC at all times to answer phone.
- ❑ Ensure fax machine is checked on a regular basis.
- ❑ Brief the Operations and Logistics Chiefs on a regular basis. Immediately report information regarding limited resource concerns, sensitive information, unusual activities, etc.

NOTE: The Liaison ensures the effective integration of the BOC into SOC operations.

BOC

- ❑ Determine from the BOC Liaison the operational period, frequency of situation reports, conference calls, planning meeting schedule, etc. to support SOC activities. See Annex 1 Planning P Cycle for additional information.

- ❑ Provide status reports (resource allocation, critical infrastructure concerns, etc.) in coordination with the BOC Liaison to be shared with the Planning/Intelligence Section for inclusion in the Situation Report, SOC Director and JIC. Point out any sensitive information. Sensitive information will only be shared with the appropriate Chief positions, SOC Director and entities with a direct response role, if applicable.
- ❑ Encourage donors to utilize the Limited Liability Registration when donating resources.
- ❑ Provide situation reports, documents, etc. to external stakeholders, if appropriate.
- ❑ Establish coordination with SOC functions as necessary.
- ❑ Work with American Red Cross, Department of Social Services and other appropriate stakeholders to assist with shelter needs, if applicable.
- ❑ Establish conference call schedule with external stakeholders, if applicable.
- ❑ Coordinate public outreach messages with the BOC Liaison and/or JIC/PIO.
- ❑ Participate in briefings/meetings, as requested. See Annex 4 for Meeting Agenda sample and to determine type of information needed.
- ❑ Brief the BOC Liaison on a regular basis. Immediately report information regarding limited resource concerns, sensitive information, unusual activities, etc.
- ❑ Monitor CalEOC for potential resource requests.
- ❑ Ensure all BOC mission coordination is shared with the BOC Liaison. The BOC Liaison will ensure a mission tracking spreadsheet summary is created and maintained. See Annex 6 for sample.
- ❑ Assist with fulfilling resource requests in coordination with the Logistics Section.
- ❑ Answer BOC main phone line and check fax machine on a regular basis.
- ❑ An individual should remain in the BOC at all times to answer main line.

Deactivation Phase: Deactivation should occur when resources are no longer needed to support the response or the response activities cease.

BOC Liaison (Cal OES staff):

- Notify the affected REOC(s) the BOC is deactivating and whom they should contact for future coordination.
- Verify all mission coordinated via the BOC have been noted appropriately in CalEOC, the mission summary spreadsheet, and Corporate Situation Report.
- Change BOC main phone voice mail. Message should be clear that the phone number is not answered and voice mail is not monitored when the BOC is not activated. See Telephone section for specific instructions and script.
- Ensure any SOC loaned equipment is returned to the appropriate Unit.
- Make sure all BOC equipment/supplies are returned to file cabinet and cabinet locked. Return key to CSWC.
- Gather and ensure all appropriate documentation is provided to the Documentation Unit.
- Verify Breakout Room 5 is clean and returned to pre-activation status. Request BOC staff complete exit survey.
- Ensure BOC staff sign-out at the sign-in desk or Logistics Section Chief.
- Request BOC staff participate in the After Action Process.
- Complete After Action Report on behalf of the BOC and provide members a copy of the final.

NOTE: It is possible that Cal OES and the Federal Emergency Management Agency (FEMA) may decide to transition SOC/REOC responsibilities to a Joint Field Office (JFO). BOC representatives may be requested to staff the JFO or Local Assistance Center.

Confidentiality

In addition to the items mentioned in the BOC Administrative Policy, the following is applicable:

- BOC representative(s) will consider information that is provided by their respective peers during or after an activation to be considered confidential and to be shared only as appropriate.

- Sensitive information shared outside of the BOC must be approved by the SOC Director/BOC Liaison prior to distribution.
- It is expected that all BOC representatives not share confidential information issued by Cal OES or other state agencies that may be available from another BOC partner. For example, confidential information specific CGA should not be shared outside the BOC unless approval is obtained from the CGA or noted in a SOC Situation Status Report.
- If a BOC representative is contacted by any media representative requesting state related activities, it is expected the representative will refer the media representative to the SOC Director, BOC Liaison or JIC/PIO.

Public Records Act

It should be noted that the general rule is records held by state or local government are public records. There are numerous exceptions to this general rule that have to be considered on a case-by-case basis. As a “guest” of the state using Cal OES’s facility and systems (e.g. CalEOC, computers, e-mail, etc.) BOC records may be considered public, unless some other exemption applies, e.g., records whose release would violate the privacy rights of identified individuals or where an explicit Federal Freedom of Information Act (FOIA) exemption against the release of a particular type of information applies.

Procurement and Contracting

The State of California (State) follows standard purchasing regulations, policies and procedures as set forth by the California Department of General Services (DGS). The State has large number of pre-arranged agreements in place to procure a wide variety of goods and services. Cal OES utilizes these agreements and works closely with DGS staff if further assistance is needed. For instance, if the procurement or contract exceeds the agencies preapproved purchasing delegation amounts, then DGS is always included in the purchasing process.

During an emergency activation, when a service or good is requested and approved to be purchased, Operations, Logistics and Finance/Administration Sections work together to complete this acquisition. The standard state process includes using standard forms, identifying the appropriate purchasing mechanism, placing the order with all necessary information including the identified funding/index codes, stock receiving the goods/service (if a good over \$500, adding it to the Cal OES property control database), processing the transaction Cal OES's Accounting Department and then forwarding to the State Controller's Office (SCO) for payment to the vendor the good/service was procured from. Payment is usually made within 45-60 days of the purchase date. The same procurement process mentioned above applies to the BOC for purchased goods or services.

Cal OES understands that resource support identified by the BOC may for purchase or be donated.

Pursuant to Assembly Bill 2796, any private business or non-profit organization would be relieved from civil liability if donate good/service caused harm, illness, death etc. if the resource is registered on a statewide. See Liability Registration section below for additional information.

Donations Management

Cal OES and the California Volunteers Agency (Cal Volunteers) work together during disasters to manage donations. Cal OES is responsible for coordinating in-kind donations and Cal Volunteers manages monetary donations.

During an activation, it is agreed that all monetary donations will be referred to Cal Volunteers. All in-kind donations will be captured in an appropriate database and will be coordinated through the SOC Donations Unit with the assistance of Cal OES's Individual Assistance Section. The SOC may use this database in locating resources.

The Emergency Support Function (ESF) supporting volunteers and donations management is ESF 17 Volunteers and Donations Management

and the lead agency is Cal Volunteers. Should an event warrant the activation of ESF 17, Cal Volunteers will be notified by the SOC/REOC. Upon receipt of such notification; Cal Volunteers will notify the ESF 17 Advisory Council, Working Group and Task Groups of the situation and the potential for activation of the ESF. Notification of these stakeholders will be accomplished primarily via email.

The primary state agencies involved in ESF 17 are Cal Volunteers, Cal OES, California Department of Social Services (CDSS), California Health and Human Services (CHHS), California Emergency Medical Services Authority (EMSA), California Department of Public Health (CDPH), California Department of Food and Agriculture (CDFA) and California department of Fish and Wildlife (CDFW).

Liability Registration

Pursuant to California Government Code Sections 8588.2 and 8657.5, the California Liability Registry was developed to enable the state to provide limited liability protection to private businesses and non-profit organizations that are interested in donating services, goods, labor, equipment resources, dispensaries, or other facilities at no cost to state governmental entities or the victims of emergencies and disasters. A donor must be registered within the registry in order to be protected under the Government Code mentioned above.

Registration in the program does not obligate a business or non-profit organization to donate. Participants in this registry are encouraged to carefully review the law and consult with their legal counsel. The liability protection provided by participation in this registry is limited and creates no rights or obligations upon the Cal OES, the State of California, its officials, or employees. Also, the protection afforded by participation in this registry requires compliance with all statutory requirements that apply. Participation in the registry can be found on Cal OES's webpage (www.caloes.ca.gov) the registry is another tool that may be used in locating needed resources.