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 private and nonprofit sector 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 BOC 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 providing situational awareness reporting to 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 may 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 snapshot of overall state level activity and should not be shared without Cal OES's approval.

SOC Activation

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 in Sacramento, the Coastal REOC (CREOC) is in Fairfield, and the Southern REOC (SREOC) is 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 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 aid 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 BOC Liaison and SOC Director and be 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 BOC 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 with directly with the OA. However, the SOC may assist the coordination of private/non-profit sector resources by utilizing state resources.

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.

REOC Activation

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:
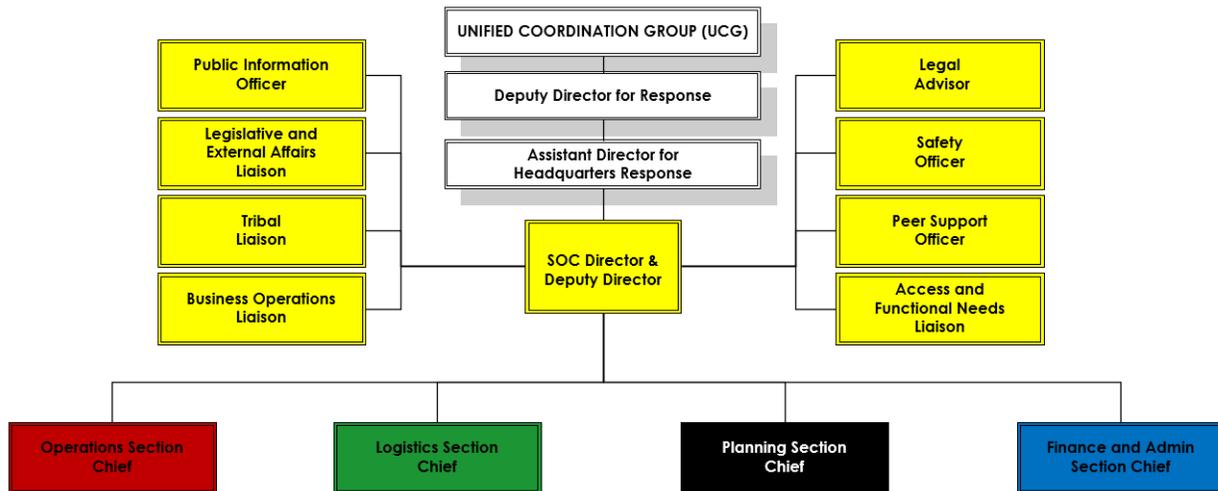
BOC Liaison:

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 members 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 (non-Cal OES staff):

Representative(s) of the BOC will perform overall state operational response and not their day-to-day responsibilities. BOC membership is comprised of partner organizations in the private and nonprofit sectors. 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 functional roles are listed below:
- SOC BOC Liaison (Cal OES staff)
- 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.
- Management – coordinates work activities and priorities and objectives with the SOC Director and Deputy Director.
- Logistics – assist with facility needs and/or resources.
- Operations – assist with verification and coordination of resource requests.
- Planning and Intelligence – provide resource coordination data and situational awareness information.
- Finance and Administration – provide resource cost estimates and other associated costs, if applicable.
- Other stakeholders as appropriate (JIC/PIO, REOC, UOC, external partners, etc.)

BOC Facilities / Logistics
- The BOC is 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.
- Purple has been designated for the BOC vests.

Computer / Information Technology 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 account is issued to each BOC representative(s).
- An account with the California Donations Portal will be required to facilitate any incoming donations from the private sector.

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 front desk or with Logistics Chief.

☐ Obtain activation vest. Purple is the designated color for the BOC. Ensure the BOC label is visible.

☐ Check in with the SOC Director, Deputy Director, and section chiefs. Receive initial incident activation briefing, if applicable.

☐ Assess BOC staffing needs, staffing pattern, and if necessary, request additional staff in coordination with Logistics Chief.

☐ Ensure BOC "Activation Reference Guide" binder is available in the BOC. Binder can be obtained in the BOC file cabinet.

☐ 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 BOC Activation Reference binder and current Situation Report to BOC staff.

☐ Ensure BOC email distro list is up to date and readily available.

☐ Ensure access is available to shared BOC email address. If unable to access, request assistance from Cal OES IT staff.

☐ Send email announcement to BOC email distribution list from BOC shared email account advising of initial SOC/BOC activation and provide any known incident details, anticipated situational awareness reporting schedule, and BOC operational hours.

BOC Member (Non-Cal OES Staff)

☐ Sign-in at the front desk and obtain SOC guest badge.

☐ 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 is in routine operations.

BOC Liaison (Cal OES Staff):

☐ Determine from SOC Management the operational period, frequency of situation reports, conference calls, planning meeting

schedule, etc. to support SOC activities. Ensure the coordination of BOC activities with all SOC operations.

- ☐ If applicable, establish conference call schedule with external stakeholders.

  NOTE: If a BOC member decides to conduct a conference call with 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. Participants are expected to understand SEMS, the role and responsibility of the SOC/REOC and the geographic limitations of the regional and state response activities.

- ☐ In accordance with reporting schedule, provide status reports (resource allocation, donation offers, critical infrastructure concerns, etc.) to the Planning and Intelligence Section for inclusion in the SOC Situation Status Report. Sensitive information should only be shared with the SOC Director and entities with a direct response role.

- ☐ Participate in Incident Action Planning meetings. Extend briefing invitation to appropriate BOC member(s). Ensure the BOC functions are carried out consistent with the Incident Action Plan.

- ☐ Coordinate public outreach messages with the Public Information Office/Joint Information Center (JIC), if applicable.

- ☐ Coordinate the issuance of BOC situational awareness reporting from the BOC shared email account to the BOC email distribution list. Reporting is based off SOC Situational Status reporting. Ensure all reports are sanitized of any For Official Use Only (FOUO) information prior to release. Dependent on incident, reports can be issued once or twice daily.

- ☐ Place any BOC situational reports issued to BOC partners onto the SOC BOC folder located on the Cal OES shared drive. Ensure a new incident folder is created within the appropriate year's folder.

- ☐ Update the BOC email distro list as appropriate throughout the incident activation, adding/updating member email roster as incident progresses.

- ☐ Continuously monitor the BOC shared email account throughout incident response to address any incoming stakeholder requests for support or assistance.

- ☐ In coordination with other BOC staff, ensure CalEOC is monitored to anticipate resource needs. If applicable, assist with fulfilling CalEOC

resource requests in coordination with all appropriate SOC sections. If able to assist with an open mission in CalEOC, confirm mission is closed and note that BOC will be coordinating.

☐ Verify mission tracking spreadsheet summary is created and updated as new activity occurs.

☐ Ensure BOC is working with donations management and/or California Volunteers staff regarding donations.

☐ Log into the [California Donations Portal](#) to monitor any incoming donation offers for coordination.

☐ Work with American Red Cross, Department of Social Services, and other appropriate stakeholders to assist with ESF-6 Mass Care and Sheltering operations, or other applicable work groups / task forces.

☐ Continuously monitor the BOC effectiveness ensuring appropriate staffing modifications occur as needed.

☐ Ensure staff is always available to answer BOC main phone number.

☐ Brief section chiefs on a regular basis. Immediately report information regarding limited resource concerns, sensitive information, unusual activities, etc.
NOTE: The BOC Liaison ensures the effective integration of the BOC into all SOC operations.

☐ Ensure daily time reporting to Finance and Administration is being captured via incident Smartsheets sent by Logistics.

BOC Member (Non-Cal OES Staff)

☐ Determine from the BOC Liaison the operational period, frequency of situation reports, conference calls, planning meeting schedule, etc. to support SOC activities.

☐ Establish conference call schedule with external stakeholders, if applicable.

☐ Establish coordination with SOC functions as necessary.

☐ Participate in briefings/meetings, as requested.

☐ Brief the BOC Liaison on a regular basis. Immediately report information regarding limited resource concerns, sensitive information, unusual activities, etc.

☐ Provide situation reports, documents, etc. to external stakeholders, as appropriate.

☐ Coordinate public outreach messages with the BOC Liaison and/or JIC/PIO.

- ☐ Monitor CalEOC for potential resource requests. If applicable, assist with fulfilling CalEOC resource requests with all appropriate SOC sections.
- ☐ 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.
- ☐ Encourage private sector partners and potential donors to utilize the [California Donations Portal](#) when offering donated resources.
- ☐ Work with American Red Cross, Department of Social Services, and other appropriate stakeholders to assist with ESF-6 Mass Care and Sheltering operations, or other applicable work groups / task forces.
- ☐ Assist answering BOC main phone line. An individual should always remain in the BOC to answer main line.
- ☐ Ensure daily time reporting is being captured and reported to appropriate authorizing organization.

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

BOC Liaison (Cal OES staff):
- ☐ When notified by SOC Management of deactivation, advise the affected REOC(s) the BOC is deactivating and whom they should contact for future coordination.
- ☐ Verify all missions coordinated via the BOC have been noted appropriately in CalEOC, the mission summary spreadsheet, and BOC Situation Status 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.
- ☐ Send deactivation email to BOC email distribution list from BOC shared email account advising of deactivation and providing appropriate point of contact information for any future requests, concerns, or other requests for information.
- ☐ 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 all activation time is accurately reported to Finance and Administration via incident Smartsheets sent by Logistics.
- ☐ Ensure BOC staff sign-out at the front desk or with Logistics 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.

BOC Member (non-Cal OES staff):
- ☐ Ensure any SOC loaned equipment is returned.
- ☐ Make sure all BOC equipment/supplies are returned to file cabinet and cabinet locked.
- ☐ Gather and ensure all appropriate documentation is provided to the BOC Liaison and Finance and Administration section.
- ☐ Verify Breakout Room 5 is clean and returned to pre-activation status.
- ☐ Complete exit survey.
- ☐ Ensure all activation time is accurately reported to authorizing organization.
- ☐ Sign-out at the front desk or with Logistics Chief.
- ☐ Participate in the After-Action Process.
  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 do 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 to the California Grocers Association (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 must 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 1568 (2022), any private business or non-profit organization would be relieved from civil liability if donated goods/services are donated via the [California Donations Portal](). See Donations Limited Liability Protection section below for additional information.

ESF-17 Volunteers & Donations Management

The Emergency Support Function (ESF) supporting volunteers and donations management is ESF-17 Volunteers and Donations Management. The lead agency is California Volunteers, and the co-lead agency is the Cal OES (managed by the Office of Private Sector / NGO Coordination). Should an event warrant the activation of ESF-17, California Volunteers will be notified by the SOC/REOC. Upon receipt of such notification, California 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 California 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).

During a disaster, Cal OES is responsible for coordinating in-kind donations and Cal Volunteers is responsible for coordinating volunteers. Additionally, monetary donations are coordinated through a partnership with the nonprofit organization [Philanthropy California](#).

During an activation, it is agreed that all monetary donations will be referred to Philanthropy California. All large corporate in-kind donation offers will be captured in the [California Donations Portal](#). Donation offers will be able to be made directly from the private sector to the impacted operational areas or to Cal OES for further coordination. The SOC may use this database in locating available resources.

Donations Limited Liability Protection

Pursuant to California Government Code Sections 8588.2, 8657.5, and Assembly Bill 1568 (2022); private businesses and nonprofit organizations making donations through the [California Donations Portal](#) are not civilly liable for "death, injury, illness, or other damage to a person or property caused by the private businesses' donation of services, goods, labor, equipment, resources, or dispensaries or other facilities." To gain the limited liability protection for donations made to support emergency response and recovery efforts, all offers of donation are to be made through the [California Donations Portal](#). A donor must utilize the online portal to be protected under the Government Code mentioned above.

Registration in the online portal does not obligate a business or non-profit organization to donate. Participants in this online portal are encouraged to carefully review the law and consult with their legal counsel. The liability protection provided by participation in this online portal is limited and creates no rights or obligations upon Cal OES, the State of California, its officials, or employees. Also, the protection afforded by participation in this online portal requires compliance with all statutory requirements that apply. Further information regarding this limited liability protection can be found in the Terms and Conditions section when registering for portal access.