

Department Operations Center (DOC)

326.1 PURPOSE AND SCOPE

The Department Operations Center (DOC), when activated, serves as a coordination point for Orange County Sheriff's Department (OCSD) Emergency Response activities during major incidents and planned events. It provides direct support to any field level command post(s), established OCSD Incident Management Teams (IMTs), and provides situational updates to key Department Members.

326.2 DEFINITIONS

The following are definitions of terms used in this section:

1. **Department Operations Center:** Location used by the Department as a coordination point for agency resources and facilities during major incidents and planned events.
2. **Emergency Operations Center:** Facility that provides coordination for emergency response among all local governments (cities, county agencies, special districts, community organizations, etc.) within Orange County. This facility also coordinates the County's response to emergencies in its unincorporated areas.
3. **Incident Command System:** A standardized approach to the command, control, and coordination of emergency response providing a common hierarchy within which responders from multiple agencies can be effective.
4. **National Incident Management System:** A standardized approach to incident management developed by the Department of Homeland Security that is based on the core concepts of the Incident Command System.
5. **Standardized Emergency Management System (SEMS):** The fundamental structure of the emergency response system in California. SEMS incorporates the Incident Command System, multi-agency coordination, mutual aid, and Operational Area concepts into a single integrated approach to emergency management.

326.3 ORGANIZATION

The DOC shall follow standard organization under the Incident Command System (ICS), and can be scaled up or down based on the necessity or perceived severity of an incident or event.

The Special Operations Division Commander or designee shall designate a member of the Department to serve as the DOC Director based on the circumstances surrounding an event or incident. The DOC Director can be sworn or professional staff with the appropriate experience and training needed to perform the duties.

The DOC Director shall consider a combination of the following positions under the Incident Command System (ICS) for staffing:

1. Deputy Incident Commander (Deputy I/C)
2. Liaison Officer (LOFR)

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3. Operations Section Chief (OSC)
4. Logistics Section Chief (LSC)
5. Planning Section Chief (PSC)
6. Finance and Administration Section Chief (FSC)

326.4 ACTIVATION AUTHORITY

Activation of the DOC can be initiated for different types of incidents and planned events that may necessitate coordination and support from the DOC.

The following Department Members have the authority to activate the Department Operations Center (DOC) for incidents or pre-planned events:

1. OCSD Executive Command
2. OCSD Special Operations Division Commander
3. OCSD Department Commander
4. OCSD Mutual Aid Bureau Captain

326.5 NOTIFICATIONS

Upon DOC Activation, the DOC Director shall be responsible for making notifications regarding a DOC activation, and the estimated timeframe of the Operational Period(s) to Department Members (See Policy Manual § 358) and the Members listed below. This can be accomplished either through the Department Commander, or through the DOC Liaison Officer.

1. OCSD Special Operations Division Commander
2. OCSD Department Commander
3. OCSD Mutual Aid Bureau Captain
4. OCSD Emergency Management Division Director/ Operational Area EOC Manager
5. Control One Supervisor
6. OCSD Facility that will house the DOC (if applicable)

326.6 DOC DUTIES

The following information explains the primary responsibilities of the DOC:

1. Provide situational updates to Executive Command, Operational Area, and other mutual aid partner agencies that may impact overall Department readiness and law enforcement response capability.
2. Develop specific plans that provide emergency preparedness and response information for impending incidents/events throughout the Department.
3. Coordinate and manage the assignment of law enforcement resources to report to Incident Commands.

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4. Establish and maintain agency liaison functions during incidents/events that involve the Department, County, or mutual aid agencies or resources.
5. Serve as the central coordination point for gathering, analyzing, and disseminating emergency information or intelligence internally and externally to other agencies/divisions, contract cities, County/OA EOC, and mutual aid partners.
6. Coordinate appropriate resource requests through the Department, for law enforcement mutual aid with Orange County municipal partners, law enforcement region 1, and state law enforcement mutual aid coordinator (LEMAC).
7. Provide extended or expanded emergency incidents with appropriate communications, and logistical support.
8. Maintain and display current and accurate incident situation and resource status information.

326.7 DOC ACTIVATION LEVELS

The Department's DOC operates on 3 general levels or phases of activation/operation:

1. Level 3 (Heightened Awareness)
 - (a) Level 3 is the lowest level of activation and may require the least amount of personnel. This level requires the Department Commander to be aware of potential situations and make any required notifications outlined in documentation of the activation. This level can be as low as routine day-to-day operations or a virtual activation in which positions are designated and personnel are identified, however staffing may not be immediately required.
2. Level 2 (Modified Tactical Alert)
 - (a) Level 2 is a moderate level of activation that may require a pre-determined cadre of personnel or an OCSO specific Incident Management Team (IMT) to operate. These personnel shall fill designated DOC positions based on the type of hazard. An additional IMT may be designated for shift relief if an event extends into multiple operational periods.
3. Level 1 (Tactical Alert)
 - (a) Level 1 is the full activation of the OCSO Department Operations Center. This level may require a team of eight employees or an OCSO specific Incident Management Team (IMT) to operate. These personnel shall fill positions designated by the DOC Director and may require deployment to a pre-determined location of mobile command vehicle. The DOC may become the single point of ordering for all of the Department. Continued communication with the Department Commander may be necessary for level 1 activations.

These activation levels are consistent with the Standardized Emergency Management System (SEMS), the California Office of Emergency Services (CalOES), and the Orange County and Operational Area EOC activation levels derived from the County of Orange and Orange County Operational Area Emergency Operations Plan (EOP).

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The level of staffing in the DOC is flexible and scalable driven by the type, size, and requested resources for individual incidents/events. The DOC Director will determine the appropriate staffing level.

326.8 DOCUMENTATION

Activity logs for each staffed DOC position shall be required. These documents are critical and shall be given the utmost priority. Logs shall be accurately maintained for the duration of the DOC activation.

Activity logs shall be used to document all actions taken during the course of the DOC activation, and the DOC Director shall have the responsibility of ensuring this task is completed.

Documentation surrounding the DOC activation shall be maintained by the Mutual Aid Bureau, pursuant to the Department's records retention policy.