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Emergency Operation Center Structures in Public Offices of Emergency Management.

EOCs are locations from where activities are conducted in support of emergency incident response, including management of information flows/communications and coordination of strategic decision-making and activities across diverse communities and organizations. To date, knowledge is limited about practices in structuring and operating EOCs at public offices of emergency management and influencing factors. Through surveys and analysis of organizational documents, this study examines the models used by offices of emergency management and the factors that influence the choice of models and organizational perception of the effectiveness of the employed models. Our results indicate that the emergency support function model is the most commonly used, followed by a hybrid model, the incident command system model, and finally, the departmental structure and incident support model. We found no single model to be decisively superior; rather, different models are appropriate depending on personnel, resource availability, and the context of the jurisdiction. The most commonly utilized model, the emergency support function model, appears to be difficult to employ effectively when organizations have limited access to trained personnel, who are required to

carry out the range of functions specified in the model. In comparison, other models appear better suited to handle personnel constraints.

**Presentation Theme:** Research on Emergency Operation Centers and related preparedness activities

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