



**State of Maine
State Emergency Operations Center
Process & Procedures Meeting**

April 2026



1. Meeting Basics

- 1.1 **Meeting Title:** Process & Procedures Meeting
- 1.2 **Meeting Purpose:** The State Emergency Operations Center (SEOC) Process & Procedures Meeting communicates essential organizational processes, or deviations, reporting timelines, and any necessary deviations from standard SOPs to SEOC staff and Emergency Response Team members.
 - 1.2.1 **Frequency:** One time only. Occurs during the SEOC Activation Process.
 - 1.2.2 **Time:** Activation + 90 minutes
 - 1.2.3 **Location:** Policy or Business Office
 - 1.2.4 **Duration:** ~30 minutes using documented SOPs
 - 1.2.5 **Resource Requirements:** N/A
 - 1.2.6 **Decisions:** Deviations from the Standing Operational Procedures; Staffing and overtime requests.

2. Meeting Composition

- 2.1 **Lead:** Planning Section Chief
The Lead (Content Owner) is the primary speaker, subject matter expert, or authority figure who presents the plan or sets the objectives
- 2.2 **Facilitator:** Planning Section Chief
The Facilitator (Process Owner) focuses on the agenda. They watch the clock, call on speakers, and keep discussions on track. They are "neutral" regarding the content.
- 2.3 **Attendees:**
 - 2.3.1 Attendees (Required): Policy Group, Command & General Staff (All)
 - 2.3.2 Attendees (Optional): Federal Emergency Management Agency, Maine National Guard

3. Meeting Agenda

- 3.1 **Initial Roll Call [No slide];** 0 Minutes; Planning Section Chief; Confirm the presence of attendees detailed in section 2.3. (Roll call sheet can be used as a reference)
- 3.2 **SEOC Standards Review [No slide];** 10 Minutes; Planning Section Chief; Provides an opportunity to review SEOC standing operational procedures, assignments, information

- flow, and demobilizations plan. Procedural deviations will be approved by the SEOC Manager.
- 3.3 **Logistics Review [No slide];** 5 Minutes; Logistics Section Chief; Provides a review of procedures related to SEOC administrative management (e.g. requesting office supplies, cleaning services, provision of meals). Procedural deviations will be highlighted and approved by the SEOC Manager.
- 3.4 **Communications Review [No slide];** 5 Minutes; Communications Office Director; Reviews communications policies and procedures, discusses allocated communication frequencies, additional HAM radio support, equipment issues, and the subsequent impact on SEOC operations. Procedural deviations will be approved by the MEMA Director, or MEMA Deputy in their absence.
- 3.5 **Public Engagement Review [No slide];** 5 Minutes; Public Information Officer; Reviews procedures and policies for engaging with the public to include alerts, social media interaction, and contacts with news outlets or other relevant organizations. Procedural deviations will be approved by the MEMA Director, or MEMA Deputy in their absence.
- 3.6 **Finance Review [No slide];** 5 Minutes; Finance Chief; Consists of a review of spending limits, overtime guidelines, documentation of costs and resources, lodging needs, etc. Procedural deviations will be approved by the MEMA Director, or MEMA Deputy in their absence.
- 3.7 **Comments/Alibis [No slide];** ~2 Minutes; Planning Section Chief; Provides an opportunity to add any additional updates or final comments.

4. Meeting Inputs, Outputs, and Notes

4.1 Input

4.1.1 Product(s)

- Standing Operating Procedures [Previously Established]
- Policy Decision on Spending Limits [Policy Section]
- Disaster Declaration Status [Recovery Section]
- Immediate Needs [Finance Section]
- Media Engagement Requests [Public Information Officer]

4.1.2 **Time:** All standing operating procedures should be finalized prior to any event. Any recommended deviations should be recorded prior to the meetings start.

4.3 **Output**

4.3.1 Product(s)

- Approved deviations
- Approved information for release to all SEOC staff and representatives

4.3.2 **Time:** Outputs information/decisions are distributed immediately following the meeting.

4.4 **Notes:** If deviations are limited, the meeting should be conducted well under the initial duration estimate.

5. Roll Call Sheet

SEOC COMMAND & GENERAL STAFF	Present	Not Present	Not Activated
MEMA Director or Deputy [Policy Group]			
Communications Office [Command Staff]			
Public Information Officer [Command Staff]			
SEOC Manager [Command Staff]			
Liaison Officer [Command Staff]			
Safety Officer [Command Staff]			
Operations Section [General Staff]			
Logistics Section [General Staff]			
Planning Section [General Staff]			
Finance Section [General Staff]			
Recovery Section [General Staff]			

EMERGENCY RESPONSE TEAM	Present	Not Present	Not Activated
Federal Emergency Management Agency			
Maine National Guard			

6. DRAFT MEETING SCRIPT

(This script is provided as a framework and can be changed or deviated from as needed.)

Planning Section Chief: “Good [morning/afternoon/evening], everyone. Welcome to the Process and Procedures Meeting. The purpose of this meeting is to communicate essential processes and to address any necessary deviations from our standard procedures. We'll be using our established SOPs as the baseline for this discussion.”

[If Necessary: Use the roll call sheet to identify and confirm attendance.]

Planning Section Chief: “We will start with the SEOC Standards Review. I will provide a brief overview of our standing operational procedures and highlight any necessary deviations specific to this event.”

- **Review of Standing Procedures:**
[Discuss any pertinent operational procedures here, such as watch schedules, reporting requirements, or inter-section coordination protocols]
 - **Proposed Deviations:** “Are there any proposed deviations from our standing operational procedures that need to be addressed?”
- ** IF NECESSARY ** SEOC Manager:** “I [approve/deny] the request for [insert here]. Please ensure it is recorded and communicated to all sections.”
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Logistics Section Chief: “This will be a review our procedures for SEOC administrative management. This includes requesting office supplies, arranging for cleaning services, and the provision of meals.”

- **Review of Logistics/Administrative Procedures:**
[Discuss any pertinent administrative procedures]
 - **Proposed Deviations:** “Are there any proposed deviations that need to be addressed?”
- ** IF NECESSARY ** SEOC Manager:** “I [approve/deny] the request for [insert here]. Please ensure it is recorded and communicated to all sections.”
-

Communications Office Director Chief: “Our communications policies and procedures, including allocated radio frequencies and equipment issues will be based on current SOPs” **[or update accordingly].**

- **Review of Communications Procedures:**
[Discuss any pertinent communication procedures]

- **Proposed Deviations:** “Are there any proposed deviations that need to be addressed?”
 - **** IF NECESSARY ** MEMA Director/Deputy:** “I **[approve/deny]** the request for **[insert here]**. Please ensure it is recorded and communicated to all sections.”
-

Public Information Officer: “I will review our procedures for engaging with the public, including our processes for issuing alerts, social media interaction, and managing media inquiries.”

- **Review of Public Engagement Procedures:**
[Discuss any pertinent engagement procedures]
 - **Proposed Deviations:** “Are there any proposed deviations that need to be addressed?”
 - **** IF NECESSARY ** MEMA Director/Deputy:** “I **[approve/deny]** the request for **[insert here]**. Please ensure it is recorded and communicated to all sections.”
-

Finance Section Chief: “Our finance review today covers spending limits, overtime guidelines, and documentation procedures.”

- **Review of Financial Procedures:**
[Discuss any pertinent financial procedures]
 - **Proposed Deviations:** “Are there any proposed deviations that need to be addressed?”
 - **** IF NECESSARY ** MEMA Director/Deputy:** “I **[approve/deny]** the request for **[insert here]**. Please ensure it is recorded and communicated to all sections.”
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Planning Section Chief: “This is the end of our agenda. Before we wrap up, are there any remaining comments or questions.”

[Allow a moment for any final comments or questions]

Planning Section Chief: “Hearing no further comments or questions, this meeting is adjourned. The approved deviations and information will be distributed immediately. Thank you all for your time and attention.”

Planning Section Chief: “The next meeting will be the XXX meeting scheduled at XXX time.”

7. Ground Rules for Meetings [Reference Sheet]

- **Plain Language:** Avoid agency-specific codes (10-codes). Use clear English.
- **Be Punctual:** Arrive 5 minutes early. Meetings start exactly on time. If you are late, enter silently; do not interrupt.
- **Be Prepared:**
 - Know your agency's current status before you walk in.
 - Bring your notes or laptop.
 - Anticipate questions about resource shortfalls.
- **Be Concise:** Stick to the facts. Use the "Bottom Line Up Front" (BLUF) method. State the critical issue first and report exceptions only (what is wrong, what is missing, what has changed) rather than reading a routine list of "normal" operations.
- **Stand and Speak Up:** When it is your turn to report, use desk microphones. If these are disabled, stand up (if possible) and speak clearly so the entire room can hear.
- **Private Conversations (Sidebars):** Do not hold private conversations during the briefing. It distracts others and causes you to miss critical information.
- **"Take It Offline":** If a specific issue only affects two agencies, do not debate it in a briefing. Identify the issue, agree to meet immediately after the briefing, and move on.