Standardized Emergency Management System

APPROVED COURSE OF INSTRUCTION EMERGENCY OPERATIONS CENTER COURSE G611

OPERATIONAL AREA LOGISTICS SECTION
Function Specific Handbook

CHAPTER THREE
MARCH 2001

The contents of this guideline have not been changed from the original document, however, the guideline has been reformatted to meet Americans with Disabilities Act (ADA) 508 standards.
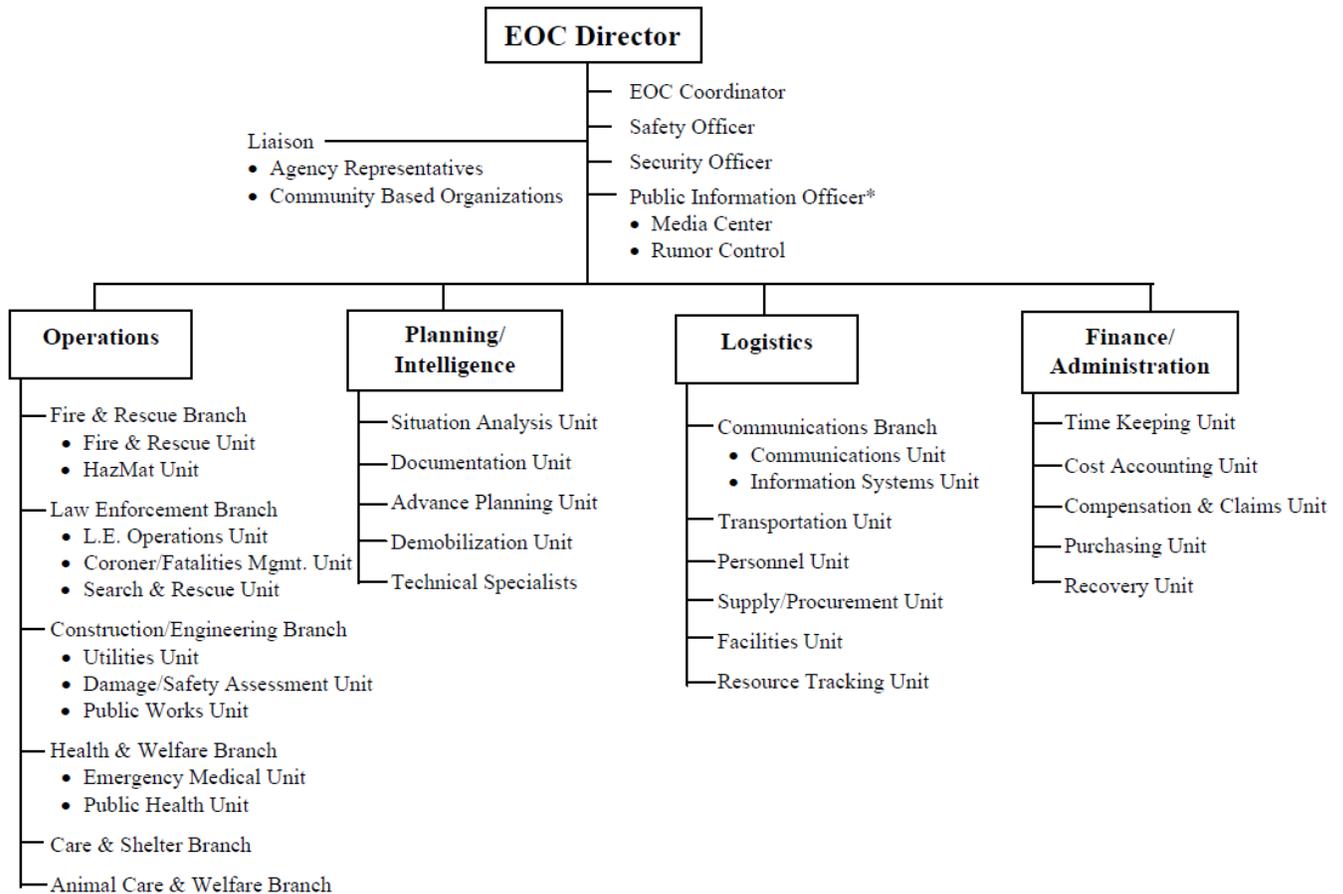
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LOCAL GOVERNMENT LOGISTICS SECTION FUNCTION SPECIFIC HANDBOOK

I. Large Local Government EOC Functional Organization Chart

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                              ┌─────────────────┐
                              │  EOC Director   │
                              └─────────────────┘
                                       │
                              ─── EOC Coordinator
                              ─── Safety Officer
        Liaison ────────────  ─── Security Officer
        • Agency Representatives
        • Community Based Organizations ─── Public Information Officer*
                                              • Media Center
                                              • Rumor Control
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Each jurisdiction must determine the appropriate organization for the functions to be performed.

Operations
- Fire & Rescue Branch
  - Fire & Rescue Unit
  - HazMat Unit
- Law Enforcement Branch
  - L.E. Operations Unit
  - Coroner/Fatalities Mgmt. Unit
  - Search & Rescue Unit
- Construction/Engineering Branch
  - Utilities Unit
  - Damage/Safety Assessment Unit
  - Public Works Unit
- Health & Welfare Branch
  - Emergency Medical Unit
  - Public Health Unit
- Care & Shelter Branch
- Animal Care & Welfare Branch

Planning/Intelligence
- Situation Analysis Unit
- Documentation Unit
- Advance Planning Unit
- Demobilization Unit
- Technical Specialists

Logistics
- Communications Branch
  - Communications Unit
  - Information Systems Unit
- Transportation Unit
- Personnel Unit
- Supply/Procurement Unit
- Facilities Unit
- Resource Tracking Unit

Finance/Administration
- Time Keeping Unit
- Cost Accounting Unit
- Compensation & Claims Unit
- Purchasing Unit
- Recovery Unit

* Public Information functions may be organized through use of assistant information officers or as units if necessary.

II. General Considerations

A. Contents

This handbook contains functional descriptions, responsibilities, and checklists for personnel assigned to the Logistics Section of an Operational Area EOC. The checklists

describe minimum activities that should be accomplished by personnel assigned to functional positions within the section. Agencies and jurisdictions are encouraged to supplement the responsibilities and checklists to meet their own EOC operating requirements.

B. Standardized Emergency Management System (SEMS)

The SEMS Regulation ((P)2403) requires that local governments, operational areas, regional and state level EOCs provide for the functions of: management, operations, planning/ intelligence, logistics and finance/administration. These five primary functions in SEMS provide the foundation for establishing an effective EOC management team.

C. Operational Area EOC

The Operational Area consists of the county and all the political sub-divisions within the county. These would include the county government departments and agencies, municipalities, special districts, e.g., schools, utilities, etc.

The Operational Area EOC operates as a local government EOC for the county unincorporated area, and at the same time as the Operational Area EOC for coordinating services to the county's political sub-divisions. Many operational area functions thus require the staff to wear two hats in the performance of their responsibilities and duties.

The Operational Area is the intermediate communications and information transfer link between the local government level in SEMS and the Region (state) level.

D. EOC Organization
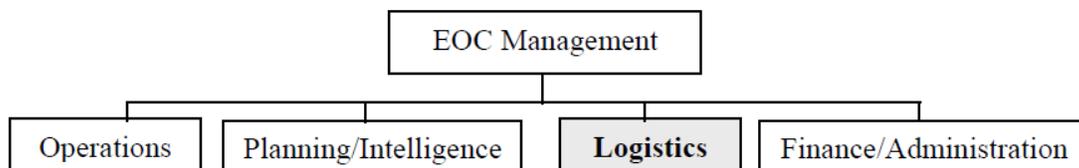
When activated, the five primary EOC functions are established as separate <u>sections</u> of the EOC organization. Within each section, there may be several sub-functions that may normally be established as Branches and/or Units.

The functions described here are those activities that may need to be activated during an EOC activation for the Logistics Section at the operational area EOC. Some variations in duties and responsibilities may be found at different SEMS levels.

E. Staffing

The determination of the appropriate level of staffing and lead agency to manage the function is the responsibility of the agency or jurisdiction at each SEMS level. In general the following conditions will apply.

- Staff the section with the most qualified person in the discipline most closely aligned to the emergency. (Logistics and Finance/Administration sections may have a standard designation of personnel for all emergencies).

- Maintain a span of control not to exceed one supervisor for up to seven sub-functions.

- One person may have delegated authority for more than one area of responsibility. (Usually this is done during the early portion of the Activation Phase or in the Demobilization Phase).

- Each of these functional areas can be expanded as needed into additional organizational units with further delegation of authority.

- If a section is not activated, the EOC Director will perform its responsibilities.

III. Generic Checklist

Checklists for each position are listed by three phases; Activation, Operational, and Demobilization. Several of the actions to be taken in the Activation and Demobilization Phases of an EOC activation common to all positions are listed below.

Activation Phase:

- Check in upon arrival at the EOC.

- Report to EOC Director, Section Coordinator, Branch Coordinator, or other assigned Supervisor.

- Set up your workstation and review your position responsibilities.

- Establish and maintain a position log that chronologically describes your actions taken during your shift.

- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

- Ensure RIMS (Response Information Management System) is operational.

Demobilization Phase:

- Deactivate your assigned position and close out logs when authorized by the EOC Director.

- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.

- Be prepared to provide input to the after-action report.

- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.

- Clean up your work area before you leave.

- Leave a forwarding phone number where you can be reached.

IV. Logistics Section Functional Descriptions

The EOC Director has the authority and responsibility to direct all EOC activity. The EOC Director may delegate authority to perform logistical functions. Logistics Section positions will vary depending upon the need of the EOC Director for support. The positions listed are the more common Logistics Section positions found in the Operational Area EOC. Note that in some EOCs these positions may be activated at a one-person level, or at a unit, group or branch level depending upon the level of activation, the work to be accomplished, and the numbers of personnel needed.

The Logistics Section positions are extremely important in that they relieve the EOC Director of many activities that may interfere with the Director's primary responsibility for EOC management.

Logistics Section Coordinator

Function Description:

The Logistics Section provides facilities, services, resources and other support services both to county agencies responding to the emergency to local governments in response to requests for resources, and to meet internal EOC operating requirements. Incident, DOC or agency, and local government requests for support directed to the EOC will be channeled through the EOC Operations Section. The Logistics Section Coordinator reports to the EOC Director.

Responsibilities:

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing communication services, resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.

2. Establish the appropriate level of branch and/or unit staffing within the Logistics Section, to support county and local government responsibilities, continuously monitoring the effectiveness of the organization and modifying as required.

3. Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.

4. Coordinate closely with the Operations Section Coordinator to establish priorities for resource allocation to meet both county and local government requests.

5. Keep the EOC Director informed of all significant issues relating to the Logistics Section.

6. Supervise the Logistics Section.

Activation Phase:

℘ Follow the generic Activation Phase Checklist.

℘ Ensure the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.

℘ Based on the situation, activate branches/units within section as needed and designate Unit Leaders for each element:

℘ Communications Branch

℘ Personnel Unit

℘ Supply/Procurement Unit

℘ Transportation Unit

℘ Facilities Unit

℘ Resource Tracking Unit

℘ Mobilize sufficient section staffing for 24 hour operations.

℘ Establish communications with the Logistics Section at the Operational Area EOC if activated.

℘ Advise Branches and Units within the section to coordinate with appropriate branches in the Operations Section to prioritize and validate resource requests from DOCs or Incident Command Posts in the field. <u>This should be done prior to acting on the request.</u>

℘ Meet with the EOC Director and General Staff and identify immediate resource needs.

℘ Meet with the Finance/Administration Section Coordinator and determine level of purchasing authority for the Logistics Section.

℘ Assist branch and Unit Leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the Action Plan.

℘ Provide periodic Section Status Reports to the EOC Director.

℘ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase:

℘ Ensure that Logistic Section position logs and other necessary files are maintained.

℘ Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods.

℘ Provide the Planning/Intelligence Section Coordinator with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.

℘ Attend and participate in EOC Action Planning meetings.

- ℘ Ensure that the Supply/Procurement Unit coordinates closely with the Purchasing Unit in the Finance/Administration Section, and that all required documents and procedures are completed and followed.

- ℘ Ensure that transportation requirements, in support of response operations, are met.

- ℘ Ensure that all requests for facilities and facility support are addressed.

- ℘ Ensure that all resources are tracked and accounted for, as well as resources ordered through Mutual Aid.

- ℘ Provide section staff with information updates as required.

Demobilization Phase:

- ℘ Follow the generic Demobilization Phase Checklist.

Communications Branch Coordinator

Function Description:

This function may be established at the Unit or Branch level depending upon the functions to be performed, and personnel requirements.

The Communications Branch provides for the coordination of county or local government communications services to meet incident, DOC or agency needs. These services will include electronic information processing, telephone, fax, and radio. The Branch also provides internal and external communications services to meet and support EOC operating requirements.

Responsibilities:

1. Ensure radio, telephone, and computer resources and services are provided to EOC staff as required.

2. Oversee the installation of communications resources within the EOC. Ensure that communications links is established with the State Regional EOC (REOC) and with adjacent EOCs as required.

3. Determine specific computer requirements for all EOC positions.

4. Implement RIMS if available, for internal information management to include message and e-mail systems.

5. Ensure that the EOC Communications Center is established to include sufficient frequencies to facilitate operations, and that adequate communications operators are available for 24-hour coverage.

6. Develop and distribute a Communications Plan that identifies all systems in use and lists specific frequencies allotted for the emergency.

7. Supervise the Communications Branch.

Activation Phase:

℘ Follow the generic Activation Phase Checklist.

℘ Based on the situation, activate the necessary units within the Communications Branch:

℘ Communications Unit ℘ Information Systems Unit

℘ Prepare objectives for the Communications Branch; provide them to the Logistics Section Coordinator prior to the initial Action Planning meeting.

Operational Phase:

℘ Ensure Branch and Unit position logs and other necessary files are maintained.

℘ Keep all sections informed of the status of communications systems, particularly those that are being restored.

- Coordinate with all EOC sections/branches/units regarding the use of all communication systems.

- Ensure that the EOC Communications Center is activated to receive and direct all emergency related communications to appropriate destinations within the EOC.

- Ensure that adequate communications operators are mobilized to accommodate each discipline on a 24-hour basis or as required.

- Ensure that RIMS Communications links, are established with the REOC and with local governments which have RIMS installed.

- Ensure that communications links are established with activated EOC within the Operational Area, as appropriate.

- Continually monitor the operational effectiveness of EOC communications systems. Provide additional equipment as required.

- Ensure that technical personnel are available for communications equipment maintenance and repair.

- Mobilize and coordinate amateur radio resources to augment primary communications systems as required.

- Keep the Logistics Section Coordinator informed of the status of communications systems.

- Prepare objectives for the Communications Branch; provide them to the Logistics Section Coordinator prior to the next Action Planning meeting.

- Refer all contacts with the media to the Public Information Branch.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

Communications Unit Leader

Responsibilities:

1. Install, activate, and maintain telephone and radio systems for the EOC.

2. Assist EOC positions in determining appropriate numbers of telephones and other communications equipment required to facilitate operations.

3. Acquire radio frequencies as necessary to facilitate operations.

4. Assign Amateur Radio Operators as needed to augment primary communications networks.

5. Supervise the EOC Communications Center and the Communications Unit.

Activation Phase:

- Follow generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain a position log and other necessary files.

- Continually monitor and test the activated radio and telephone systems. Keep the Communications Branch Coordinator informed of system failures and restoration activities.

- Develop instructional guidance for use of radios and telephones and conduct training sessions for EOC staff as necessary.

- Meet periodically with the Operations Section Branches to ensure that their radio frequencies are adequate. Make modifications as necessary to maintain their operational capability.

- Coordinate with Telephone Company to obtain portable telephone banks, as necessary.

℘ Refer all contacts with the media to the Public Information Branch.

Demobilization Phase:

℘ Follow the generic Demobilization Phase Checklist.

Information Systems Unit Leader

Responsibilities:

1. Install, activate, and maintain information systems for the EOC.

2. Assist EOC positions in determining appropriate types and numbers of computers and computer applications required to facilitate operations.

3. Install RIMS, if available, on all computers for internal information management to include message and e-mail systems.

4. Conduct training as required on use of information management systems.

5. Supervise the Information Systems Unit.

Activation Phase:

℘ Follow generic Activation Phase Checklist.

Operational Phase:

℘ Establish and maintain a position log and other necessary files.

℘ Continually monitor and test RIMS if available, and ensure automated information links with the Operational Area EOC are maintained.

℘ Keep the Communications Branch Coordinator informed of system failures and restoration activities.

� Develop instructional guidance for use of computers and computer programs such as RIMS. Be prepared to conduct training sessions for EOC staff as necessary.

� Request additional computer equipment as required through the Communications Branch Coordinator.

Demobilization Phase:

� Follow the generic Demobilization Phase Checklist.

Transportation Unit Leader

Responsibilities:

1. In coordination with the Construction/Engineering Branch Coordinator, and the Situation Analysis Unit, develop a transportation plan to support EOC operations.

2. Arrange for the acquisition or use of required transportation resources.

3. Supervise the Transportation Unit.

Activation Phase:

� Follow the generic Activation Phase Checklist.

Operational Phase:

� Establish and maintain a position log and other necessary files.

� Routinely coordinate with the Situation Analysis Unit to determine the status of transportation routes in and around the affected area.

� Routinely coordinate with the Construction/Engineering Branch Coordinator to determine progress of route recovery operations.

- Develop a Transportation Plan which identifies routes of ingress and egress; thus facilitating the movement of response personnel, the affected population, and shipment of resources and materiel.

- Establish contact with local transportation agencies and schools to establish availability of equipment and transportation resources for use in evacuations and other operations as needed.

- Keep the Logistics Section Coordinator informed of significant issues affecting the Transportation Unit.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

Personnel Unit Leader

Responsibilities:

1. Provide personnel resources as requested in support of the EOC and Field Operations.

2. Identify, recruit and register volunteers as required.

3. Develop an EOC organization chart.

4. Supervise the Personnel Unit.

Activation Phase:

- Follow the generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain a position log and other necessary files.

℘ In conjunction with the Documentation Unit, develop a large poster size EOC organization chart depicting each activated position. Upon check in, indicate the name of the person occupying each position on the chart. The chart should be posted in a conspicuous place, accessible to all EOC personnel.

℘ Coordinate with the Liaison Officer and Safety Officer to ensure that all EOC staff to include volunteers, receive a current situation and safety briefing upon check-in.

℘ Establish communications with community based organizations and other organizations that can provide personnel resources.

℘ Coordinate with the State Regional EOC (REOC) to activate the Emergency Management Mutual Aid System (EMMA), if required.

℘ Process all incoming requests for personnel support. Identify the number of personnel, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly.

℘ Maintain a status board or other reference to keep track of incoming personnel resources.

℘ Update EOC organization chart for each operational period.

℘ Coordinate with the Liaison Officer and Security Officer to ensure access, badging or identification, and proper direction for responding personnel upon arrival at the EOC.

℘ Assist the Fire Rescue Branch and Law Enforcement Branch with ordering of mutual aid resources as required.

℘ To minimize redundancy, coordinate all requests for personnel resources from the county field level or from local governments through the EOC Operations Section prior to acting on the request.

- In coordination with the Safety Officer, determine the need for crisis counseling for emergency workers; acquire mental health specialists as needed.

- Arrange for child care services for EOC personnel as required.

- Establish registration locations with sufficient staff to register volunteers, and issue them disaster service worker identification cards.

- Keep the Logistics Section Coordinator informed of significant issues affecting the Personnel Unit.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

Supply/Procurement Unit Leader

Responsibilities:

1. Oversee the procurement and allocation of supplies and materiel not normally provided through mutual aid channels.

2. Coordinate procurement actions with the Finance/Administration Section.

3. Coordinate delivery of supplies and materiel as required.

4. Supervise the Supply/Procurement Unit.

Activation Phase:

- Follow the generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain a position log and other necessary files.

℘ Determine if requested types and quantities of supplies and materiel are available in inventory.

℘ Determine procurement spending limits with the Purchasing Unit in Finance/Administration. Obtain a list of pre-designated emergency purchase orders as required.

℘ Whenever possible, meet personally with the requesting party to clarify types and amount of supplies and materiel, and also verify that the request has not been previously filled through another source.

℘ In conjunction with the Resource Tracking Unit, maintain a status board or other reference depicting procurement actions in progress and their current status.

℘ Determine if the procurement item can be provided without cost from another jurisdiction or through the Operational Area.

℘ Determine unit costs of supplies and materiel, from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order.

℘ Orders exceeding the purchase order limit must be approved by the Finance/Administration Section before the order can be completed.

℘ If vendor contracts are required for procurement of specific resources or services, refer the request to the Finance/Administration Section for development of necessary agreements.

℘ Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery through the Transportation Unit.

℘ In coordination with the Personnel Unit, provide food and lodging for EOC staff and volunteers as required. Assist field level with food services at camp locations as requested.

℘ Coordinate donated goods and services from community groups and private organizations. Set up procedures for collecting, inventorying, and distributing usable donations.

℘ Keep the Logistics Section Coordinator informed of significant issues affecting the Supply/ Procurement Unit.

Demobilization Phase:

℘ Follow the generic Demobilization Phase Checklist.

Facilities Unit Leader

Responsibilities:

1. Ensure that adequate essential facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.

2. Ensure acquired buildings, building floors, and or workspaces are returned to their original state when no longer needed.

3. Supervise the Facilities Unit.

Activation Phase:

℘ Follow the generic Activation Phase Checklist.

Operational Phase:

℘ Establish and maintain a position log and other necessary files.

℘ Work closely with the EOC Coordinator and other sections in determining facilities and furnishings required for effective operation of the EOC.

℘ Coordinate with branches and units in the Operations Section to determine if assistance with facility acquisition and support is needed at the local government level.

℘ Arrange for continuous maintenance of acquired facilities, to include ensuring that utilities and restrooms are operating properly.

℘ If facilities are acquired away from the EOC, coordinate with assigned personnel and designate a Facility Manager.

℘ Develop and maintain a status board or other reference which depicts the location of each facility; a general description of furnishings, supplies and equipment at the site; hours of operation, and the name and phone number of the Facility Manager.

℘ Ensure all structures are safe for occupancy and that they comply with ADA requirements.

℘ As facilities are vacated, coordinate with the facility manager to return the location to it's original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.

℘ Keep the Logistics Section Coordinator informed of significant issues affecting the facilities unit.

Demobilization Phase:

℘ Follow the generic Demobilization Phase Checklist.

Resource Tracking Unit Leader

Responsibilities:

1. Coordinate with the other units in the Logistics Section to capture and centralize necessary resource/ location status information.

2. Develop and maintain resource status/location boards in the Logistics Section.

3. Supervise the Resource Tracking Unit.

Activation Phase:

- Follow the generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain a position log and other necessary files.

- Coordinate closely with all units in the Logistics Section particularly Supply/Procurement, personnel, and transportation.

- As resource requests are received in the Logistics Section, post the request on a status board and track the progress of the request until filled.

- Status boards should track requests by providing at a minimum, the following information: date & time of the request, items requested, priority designation, time the request was processed and estimated time of arrival or delivery to the requesting party.

- Work closely with other logistics units and assist in notifying requesting parties of the status of their resource request. This is particularly critical in situations where there will be delays in filling the request.

- An additional status board may be developed to track resource use by the requesting party. Information categories might include the following: actual arrival time of the resource, location of use, and an estimate of how long the resource will be needed. Keep in mind that it is generally not necessary to track mutual aid resources unless they are ordered through the Logistics Section.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist