

**PART TWO
LOGISTICS SECTION**

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LOGISTICS SECTION GENERAL INFORMATION

PURPOSE

To provide resources to support the City's disaster response, including, but not limited to, personnel, vehicles, and equipment. It is the policy of this section that the priorities are to be:

- protect life, property and environment
- provide operational and logistical support for emergency response personnel and optimize the utilization of resources
- provide support to the other sections of the City's emergency response team
- support the restoration of essential services and systems

OVERVIEW

The Logistics Section's primary responsibility is to ensure the acquisition, transportation and mobilization of resources to support the response effort at the disaster sites, public shelters, EOC, DOC's, etc. This Section provides all necessary personnel, supplies and equipment procurement support. Methods for obtaining and using facilities, equipment, supplies, services and other resources to support emergency response at all operational sites during emergency/disaster conditions will be the same as that used during normal operations unless authorized by the Director of Emergency Services (EOC Director) or emergency orders of the City Council.

OBJECTIVES

The Logistics Section ensures that all other sections are supported for the duration of the incident. Any personnel, equipment, supplies or services required by the other sections will be ordered through the Logistics Section.

The Logistics Section will accomplish the following specific objectives during a disaster/emergency:

- collect information from other sections to determine needs and prepare for expected operations
- coordinate provision of logistical support with the EOC Director
- prepare required reports identifying the activities performed by the Logistics Section
- determine the City's logistical support needs and plan for both immediate and long-term requirements
- maintain proper and accurate documentation of all actions taken and all items procured to ensure that all required records are preserved for future use and CalOES/FEMA filing requirements

CONCEPT OF OPERATIONS

The Logistics Section will operate under the following policies during a disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.

- All existing City and departmental fiscal operating procedures will be adhered to unless modified by City Council or Director of Emergency Services (EOC Director).
- All on-duty personnel are expected to remain on duty until properly relieved of duty.
- Off-duty personnel will be expected to return to work in accordance with their regular schedule or as otherwise directed by the Director of Emergency Services (EOC Director) or appropriate supervisor.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational Periods will normally change at 6:00 a.m. and 6:30 p.m. Operational Periods should be event-driven.
- Non-fire and non-law enforcement mutual aid will be accessed through the Los Angeles County Operational Area via OARRS. The Resources Unit of the Planning/Intelligence Section will assist in making these requests.

SECTION ACTIVATION PROCEDURES

The Director of Emergency Services (EOC Director) is authorized to activate the Logistics Section.

When to Activate

The Logistics Section may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the Director of Emergency Services (EOC Director).

Where to Report

EOC responders shall report to the Primary EOC location unless otherwise directed.

When to Report

As directed.

LOGISTICS SECTION STAFF

The Logistics Section Chief will determine, based on present and projected requirements, the need for establishing specific and/or specialized units. The following units may be established as the need arises:

- Information Technology Branch
- Personnel Unit
- Transportation Unit
- Supply & Procurement Unit

The Section Chief may activate additional branches/units/groups as necessary to fulfill an expanded role. A Facilities Unit is often found in this section; instead, disaster facilities will be coordinated through the Public Works Branch of the Operations Section.

Logistics Section Chief

The Logistics Section Chief, a member of the Director of Emergency Services (EOC Director)'s General Staff, is responsible for managing and coordinating logistical response efforts and the acquisition, transportation and mobilization of resources. Information is needed to understand the current situation, to predict probable resource needs, and to prepare alternative strategies for resource management and procurement.

Information Technology Branch

The Information Technology Branch is responsible for managing all computing needs including desktop/laptop computers, network and communications (internet/wireless, telephones, radios, etc.), printing, and related needs.

Personnel Unit

The Personnel Unit is responsible for obtaining, coordinating and allocating all non-fire and non-law-enforcement mutual aid personnel support requests; for registering volunteers as Disaster Services Workers; for feeding and caring for all emergency workers; and for the overall coordination and care of all City staff, both paid and volunteer.

Transportation Unit

The Transportation Unit is responsible for coordinating the allocation of transportation resources required to move people, equipment and essential supplies during emergency response and recovery operations. This includes planning, assigning and coordinating all transportation operations concerning deployment and utilization of City shuttle buses; dissemination of local and regional information pertaining to transportation, transit and parking; transportation of emergency personnel, equipment and supplies; development of traffic plans surrounding incidents and disaster facilities; and distribution of information to EOC sections and branches. Parking Enforcement is responsible for aiding and assisting the Police Department with execution of the Disaster Route Priority Plan, for traffic control and other necessary Police operations as requested.

Supply and Procurement Unit

The Supply and Procurement Unit is responsible for obtaining and delivering all non-fire and non-law-enforcement mutual aid materials, equipment and supplies to support emergency operations.

COMMON CHECKLISTS

1. ACTIVATION EOC

- Follow EOC Activation Procedures Manual found on back EOC wall and in each file drawer.

NOTE: If primary EOC is damaged, report to alternate EOC, Fire Department training room or Public Works lunchroom. Post signs.

2. ASSUME EOC JOB

- Set up your work station.
- Open WebEOC and check in.
- Put on appropriate vest. Print your name on the EOC organizational chart.
- Obtain preliminary report of the extent of damage. (Try to obtain a “big picture” of the situation and the status of the incident).
- Begin your WebEOC Activity or hard duty Log (Found on H Drive, EOC Forms or in the EOC storage room). Use other forms as required. Document all actions.
- Read position checklist. (EOC Position Checklists can be found in an Emergency Operations Plan, WebEOC and on the H Drive/Emergency Operations Plan, on nametag and small EOC checklist book).
- Ensure you have all needed equipment and supplies.
- Establish contact with department/field/ DOC/Department head or other appropriate staff and communicate that your branch is fully operational.
- Obtain briefing from whatever sources available. Verify all key EOC personnel have been contacted.
- Ensure all EOC functions within your section are staffed. You may have to serve multiple roles until additional assistance arrives.
- Review the responsibilities of the other positions in your section and within the EOC. Know where to get information and support.
- Clarify issues regarding assignment and authority.
- Establish/confirm procedures for:
 - i. Radio communications
 - ii. Computer and data systems
 - iii. Disaster accounting
 - iv. Finance
 - v. Resource requests
- Coordinate staffing to support 24-hour operations (if required). Plan for two 12-hour shifts per 24 hour per period if required.
- Develop and implement plan to support EOC and field operations.
- Respond aggressively to the emergency but consider safety in all actions.
- Be prepared to provide input for the EOC Action Plan, meetings or policy decisions.
- Maintain current status boards and displays in WebEOC that you are responsible for.
- Keep informed on situation and response priorities as established by the EOC Action Plan.
- Keep your supervisor advised of your status and activities, and on any problem areas that will require solutions.
- Anticipate potential situation changes; develop options for staffing and response.
- Request additional resources, as needed, through the Logistics Section or established

ordering procedures.

- Carefully document information required for cost recovery.
- Use face-to-face communication whenever possible in the EOC; document decisions.
- Planning & Intelligence should ensure the City has completed required Operational Area (OARS) reports within 60 minutes of the EOC activation. (See OARS and ESCN Manual).
- Proclaim local emergency if necessary.
- Refer media contacts to PIO.

3.COMFORT

- Open Kitchen.
- Make coffee.
- Put out snacks.

4.EOC SHIFT CHANGE (OFFGOING)

- Brief incoming personnel and identify in-progress activities which need follow-up:
 - o A snapshot of the current situation, including anything that has changed since your shift began.
 - o Identification of in-progress activities and follow-up requirements
 - o A copy of the most current EOC action-plan.
- Submit completed logs, time cards, etc. for your Section before you leave.
- Log out of WebEOC
- Determine when you should return for your next work shift.
- Leave contact information where you can be reached.

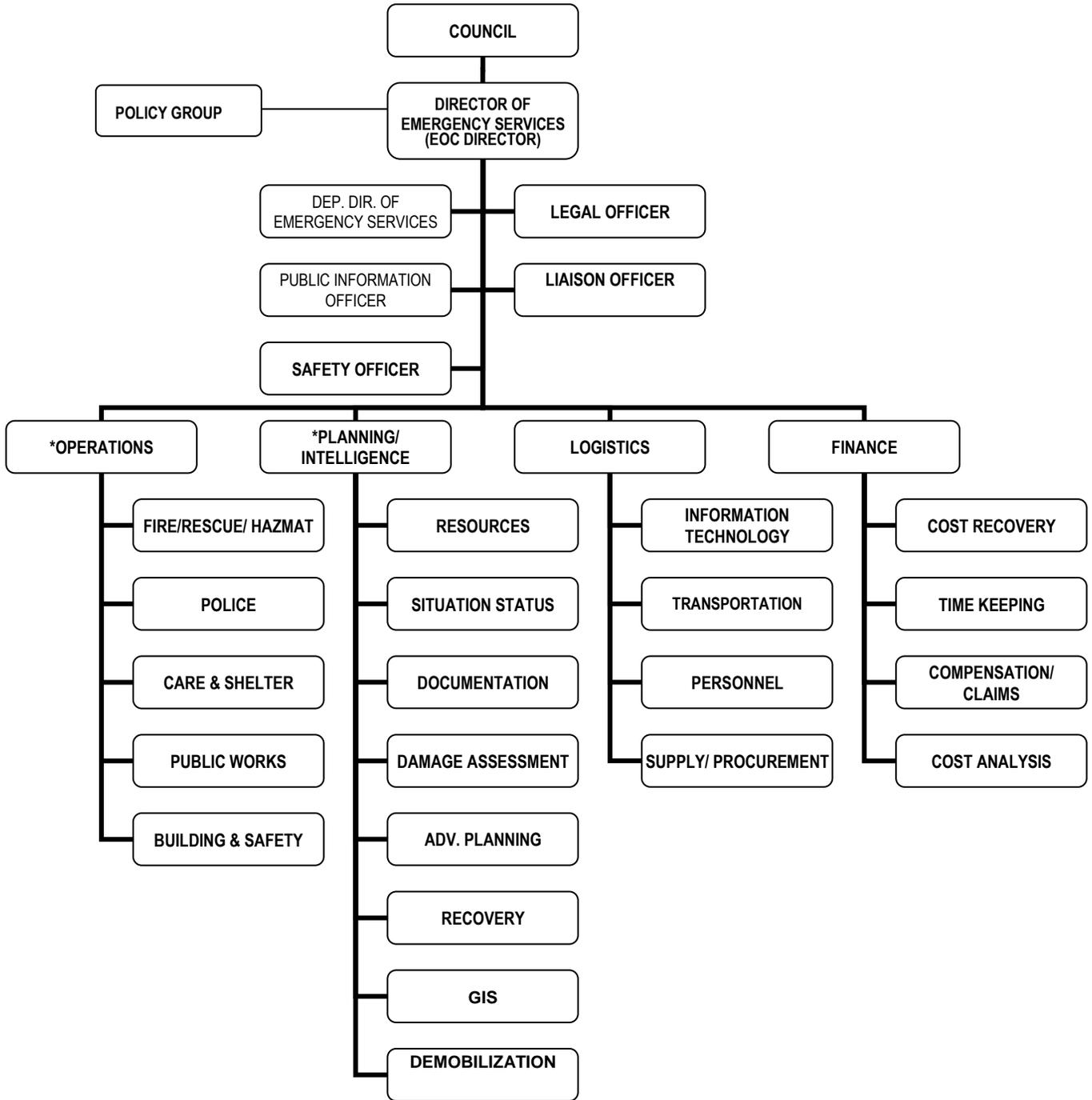
5. EOC SHIFT CHANGE (ONCOMING)

- Receive a full briefing on the current situation from the person you are relieving.
- Check-in with your supervisor.
- Sign in to WebEOC.
- Follow EOC activation guidelines as appropriate.
- Make sure you have received the most recent EOC Action Plan.

6. EOC DEACTIVATION CHECKLIST

- Authorize deactivation of sections, branches or units when they are no longer required.
- Be sure that all required forms or reports are completed prior to deactivation.
- Prepare a list of outstanding issues that need to be addressed after EOC has been deactivated.
- Deactivate the EOC and close out logs.
- Return all supplies.
- Prepare proclamation for termination of the emergency, if applicable.

SEMS/NIMS ORGANIZATION CHART



* If all elements are activated, a deputy may be appointed to provide a manageable span of control. Field Units will be coordinating and communication with each of the Branches under the Operations Section. The Incident Command System will be used in the field.

LOGISTICS

LOGISTICS SECTION CHIEF

SUPERVISOR: Director of Emergency Services (EOC Director)

POSITION OVERVIEW:

The Logistics Section Chief, a member of the Director of Emergency Services (EOC Director)'s General Staff, is responsible for managing and coordinating logistical response efforts and the acquisition, transportation and mobilization of resources. Information is needed to understand the current situation, to predict probable resource needs, and to prepare alternative strategies for resource management and procurement.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

OPERATIONAL DUTIES:

- Ensure the logistics function is carried out consistent with SEMS/NIMS guidelines, including:
 - Obtaining all materials, equipment and supplies to support emergency operations.
 - Managing all computing needs including desktop/laptop computers, network and communications (internet/wireless, telephones, radios, etc.), printing, and related needs
 - Coordinating transportation needs and issuing the Disaster Route Priority Plan
 - Managing personnel, registering volunteers as Disaster Services Workers, and ensuring care of all staff
- Keep the Director of Emergency Services (EOC Director) advised of your status and activities, and on any problem areas that will require solutions.
- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements:
 - Information Technology Branch
 - Personnel Unit
 - Transportation Unit
 - Supply & Procurement Unit
- Exercise overall responsibility for the coordination of branch/group/unit activities within the Section.
- Prepare work objectives for Section staff and make staff assignments.
- Be prepared to form additional units/groups as dictated by the situation.
- Carry out any responsibilities of the Logistics Section unit that are not currently staffed.

- Establish and compile overall section objectives and submit to the Planning/Intelligence Section for inclusion in the EOC Action Plan.
- Provide situation and resources information to the Situation Status and Resource Unit of the Planning/Intelligence Section on a periodic basis or as the situation requires.
- Establish/confirm the resource request process.
- Meet with Finance/Administration Section Chief and review financial and administration support needs and procedures. Determine level of purchasing authority to be delegated to Logistics Section.
- Ensure EOC purchasing system has been established.
- Confirm with Planning/Intelligence Section Chief the Resources Unit's ability to request resources through the Los Angeles County Operational Area via OARRS.
- Following action planning meetings, ensure that orders for additional resources necessary to meet known or expected demands have been placed and are being coordinated within the EOC and field units.
- Keep the Los Angeles County Operational Area Logistics Coordinator apprised of overall situation and status of resource requests.
- Coordinate logistical support for the EOC and all field sites.
- Identify service/support requirements for planned and expected operations.
- Oversee the allocation of personnel, equipment, services and facilities required to support emergency management activities.
- Resolve problems associated with requests for supplies, facilities, transportation, communication and food.

LOGISTICS

INFORMATION TECHNOLOGY BRANCH

SUPERVISOR: Logistics Section Chief

BRANCH OVERVIEW:

The Information Technology Branch is responsible for managing all computing needs including desktop/laptop computers, network and communications (internet/wireless, telephones, radios, etc.), printing, audio/visual, and cameras of the City and the Emergency Operations Center (EOC), all incident facilities, and field units.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

BRANCH OPERATIONAL DUTIES:

- Notify support agencies and oversee the installation, activation and maintenance of all computing, network, and communications services inside of the EOC, field sites, and between the EOC and outside agencies.
- Monitor the operations of all field and EOC computing, network, and communications systems. Obtain additional communications capability as needed.
- Ensure continuous 24-hour operation and support of all communications services.
- Manage and operate all audio/visual components of the EOC.
- Make special assignment of data and telephone services as directed by the Director of Emergency Services (EOC Director).
- Coordinate all non-public safety and public safety radio issues and requests.
- Coordinate with all sections and branches/groups/units on operating procedures for use of computing, network, and communications systems. Receive any priorities or special requests.
- Coordinate requests for, and the acquisition of, new technologies that will enhance operations.
- Supervise EOC Radio Room.
- Provide communications briefings and technology status reports as requested at action planning meetings.
- Coordinate frequency and network activities with Los Angeles County Operational Area.
- Participate in developing the EOC Communication Plan.

- Maintain up to date information on the current status of all citywide technologies.

LOGISTICS

PERSONNEL UNIT

SUPERVISOR: Logistics Section Chief

UNIT OVERVIEW:

The Personnel Unit is responsible for obtaining, coordinating and allocating all non-fire and non-law-enforcement mutual aid personnel support requests; for registering and coordinating volunteers as Disaster Services Workers; for feeding and caring for all emergency workers; and for the overall coordination and care of all City staff, both paid and volunteer.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

UNIT OPERATIONAL DUTIES:

- Coordinate all personnel support requests received at or within the EOC, including any category of personnel support requested from the EOC functional elements or from City response elements in the field.
- Identify sources and maintain an inventory of personnel support and volunteer resources, request personnel resources from those departments or external agencies.
- Ensure that all Disaster Service Workers and volunteers are registered and integrated into the emergency response system. **(See Part Two, Logistics Support Documentation – Volunteers).**
- Coordinate Emergency Management Mutual Aid (EMMA), and other personnel mutual aid requests as necessary through the Los Angeles County Operational Area via OARRS.
- Ensure the care of all disaster workers including sleeping and eating.
- Track, record and report staff-time for all personnel/volunteers working at the emergency/disaster.
- Work with departments utilizing volunteers to manage all volunteer activities: recruitment, registration, mobilization and assignment to tasks. Establish a Volunteer Management Center if needed.
- Establish and maintain a file for all personnel working at the emergency/disaster.
- Track, record and report equipment usage and time.
- Working with the PIO, ensure all employees are kept abreast of the developing disaster situation.
- Receive and process all incoming requests for personnel support. Identify number of personnel, special qualifications or training, location where needed and person to report

to upon arrival. Determine an estimated time of arrival and inform the requesting departments.

- Develop a system for tracking personnel/volunteers processed by the Unit. Maintain sign-in/out logs. Process personnel/volunteers relieved from assignments.
- Maintain information regarding: personnel/volunteers processed, personnel/volunteers allocated and assigned by agency/location, personnel/volunteers on standby, and special personnel requests not filled.
- Ensure initial briefings are provided to assigned response staff and volunteers to perform emergency functions. Coordinate with Safety Officer to ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements.
- Coordinate all feeding operations for the EOC, support and field personnel:
 - Establish and disseminate a feeding plan that identifies cost limits, authorized vendors and catering companies, types of food, etc. Be aware of special diets.
 - Set meal schedules. Consider the impact of curfews on businesses you may use
 - Set up and manage eating areas for EOC, staff and field personnel
 - Establish a personnel-feeding account for EOC, support and field personnel at local restaurants
 - Brief all EOC personnel on the location, cost limitations and incident number to be used for each restaurant or caterer
- Obtain crisis counseling for emergency workers. Assistance can be obtained at the Maple Counseling Center, 9107 Wilshire Blvd, (310) 271-9999.
- Establish a plan for childcare and pets for City employees as needed.
- Assist and support employees and their families who are also disaster victims.
- Ensure the recruitment, registration, mobilization and assignment of volunteers. (**See Part Two, Logistics Support Documentation – Volunteers**)
- Establish Disaster Service Worker and Volunteer registration and interview locations. Assign staff to accomplish these functions. Use HR Training Room or other available room.
- Issue ID cards to Disaster Service Workers.
- Coordinate transportation of personnel and volunteers with the Transportation Unit.
- If a call for volunteers is needed, coordinate with the PIO and provide the specific content of any broadcast item desired.
- Keep the PIO advised of the volunteer situation. If the system is saturated with volunteers, advise the PIO and take steps to reduce or redirect the response.
- Ensure the organization, management, coordination and channeling of the services of individual citizens and volunteer groups during and following the emergency.
- Request technical expertise resources not available within the jurisdiction (hazardous materials, environmental impact, structural analysis, geo-technical information, etc.) through established channels, mutual aid channels or the Los Angeles County Operational Area

LOGISTICS

TRANSPORTATION UNIT

SUPERVISOR: **Logistics Section Chief**

UNIT OVERVIEW:

The Transportation Unit is responsible for coordinating the allocation of transportation resources required to move people, equipment and essential supplies during emergency response and recovery operations. This includes planning, assigning and coordinating all transportation operations concerning deployment and utilization of City shuttle buses; dissemination of local and regional information pertaining to transportation, transit and parking; transportation of emergency personnel, equipment and supplies; development of traffic plans surrounding incidents and disaster facilities; and distribution of information to EOC sections and branches. Parking Enforcement is responsible for aiding and assisting the Police Department with execution of the Disaster Route Priority Plan, for traffic control and other necessary Police operations as requested.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

UNIT OPERATIONAL DUTIES:

- Receive, record, and process all resource requests for Transportation resources.
- Assess the need for and location of mobilization and staging areas for unassigned resources (e.g., transportation vehicles, City shuttle buses, other available transit vehicles, and staff who are not in the human resources pool).
- Coordinate the transportation of emergency personnel and resources within the City by all available means.
- Coordinate all public transportation resources.
- Establish a transportation and tracking plan for movement of:
 - personnel, supplies and equipment to the EOC, field units, shelters and Casualty Collection Points (CCPs) and Field Treatment Sites (FTS)
 - individuals to medical facilities
 - emergency workers and volunteers to and from risk area
 - evacuees
- Identify the location of all Transportation vehicles. Maintain list of transportation resources.
- Establish traffic plans for all shelters and disaster sites.

- Communicate with the Planning/Intelligence and Operations Sections to determine which disaster routes are available for emergency use. (**See Part Two, Operations Support Documentation, Disaster Route Priority Plan.**)
- Coordinate use of disaster routes with the Operations Section.
- Coordinate with the Operations Section on the movement of the public including the disabled and elderly.
- Coordinate transportation of household pets as appropriate.
- Coordinate with local transportation agencies to establish availability of resources for use in evacuations and other operations as needed.
- As reports are received from field staff and EOC sections and as sufficient information develops, analyze the situation and anticipate transportation requirements.
- Provide assistance to the Police Department. All parking enforcement personnel will become assets of the PD if requested.
- Arrange for fueling of all transportation resources.
- Coordinate with staff and other agency representatives to ensure adherence to service and repair policies.
- Ensure that all vehicle usage is documented by activity, date and hours in use.

LOGISTICS

SUPPLY AND PROCUREMENT UNIT

SUPERVISOR: Logistics Section Chief

UNIT OVERVIEW:

The Supply and Procurement Unit is responsible for obtaining and delivering all non-fire and non-law-enforcement mutual aid materials, equipment and supplies to support emergency operations.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

UNIT OPERATIONAL DUTIES:

- Coordinate and oversee the procurement, allocation and distribution of resources not normally obtained through existing mutual aid sources, such as food, potable water, petroleum fuels, heavy and special equipment and other supplies and consumables. The procurement of resources will follow the priority outlined below:
 - Resources within the City inventory (City-owned)
 - Other sources that may be obtained without direct cost to the City
 - Resources that may be leased/purchased within spending authorizations
 - Mutual Aid within Area A
 - Mutual Aid through Los Angeles County Operational Area
- Consult the Resource Directory (at the end of this section) for information on resource procurement and vendor contact lists.
- Provide supplies for the EOC, field operations and other necessary facilities and disaster sites.
- Purchase items within limits of delegated authority from Finance/Administration Section. Coordinate with the Finance/Administration Section on actions necessary to purchase or contract for items exceeding delegated authority.
- Arrange for the delivery of the items requisitioned, contracted for or purchased. Coordinate with Transportation as required.
- Maintain records to ensure complete accounting of supplies procured and funds expended.
- Process purchase orders and controls in coordination with the Finance/Administration Section.
- Coordinate activities with Finance/Administration Section Chief and determine purchasing authority to be delegated to Supply and Procurement Unit. Review emergency purchasing and contracting procedures.

- Notify Finance/Administration Chief of procurement needs that exceed delegated authority. Obtain needed authorizations and paperwork.
- Review, verify and process requests from other sections for resources. Coordinate with other branches/groups/units to ensure there is no duplication of efforts on requests.
- Maintain current information on: resources readily available, resource requests, status of shipments, priority resource requirements, and shortfalls.
- Ensure that a system is in place that meets the City's property management requirements. Ensure proper accounting for all new property.
- Be prepared to provide supplies for veterinary care and feeding of animals. (**See Part Two, Support Documentation, Animal Care.**)
- Provide updated reports on resource status to the Documentation Unit.
- Arrange for storage, maintenance and replenishment/replacement of equipment and materials as needed.
- Coordinate with Operations Section on the allocation and distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities, including mass care shelters.
- Procure and arrange for basic sanitation and health needs at mass care facilities (toilets, showers, etc.) as requested by Operations Section.
- Procure and coordinate water resources for consumption, sanitation and fire fighting.
- Coordinate supplies and resources with relief agencies (American Red Cross, etc.)
- Obtain and coordinate necessary medical supplies and equipment for community especially special needs persons.
- Obtain necessary protective respiratory devices, clothing, equipment and antidotes for personnel performing assigned tasks in hazardous radiological and/or chemical environments.
- Ensure the organization, management, coordination and channeling of donations of goods from individual citizens and volunteer groups during and following the disaster/emergency.
- Identify supply sources to augment and/or satisfy expanded medical needs during emergency operations.
- In coordination with Operations Section and Los Angeles County Operational Area, maintain essential medical supplies in designated Casualty Collection Points (CCPs) or Field Treatment Sites (FTS's).
- Coordinate with the Resources Unit of the Planning/Intelligence Section to submit all non-public safety requests to the Los Angeles County Operational Area.
- Be prepared to provide supplies for access and functional needs
- Ensure all information is recorded on WebEOC