

LOGISTICS SECTION – GENERAL INFORMATION

PURPOSE

To enhance the capability of the City of Agoura Hills to respond to emergencies by establishing logistics protocols in managing personnel and equipment. It is City's policy that the priorities of responses are to be:

- Protect life, property and the 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 and tracking of resources to support the response effort at the disaster sites, public shelters, EOCs, 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 disaster conditions will be the same as that used during normal operations unless authorized by the 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 except for those resources obtained through already established mutual aid agreements.

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

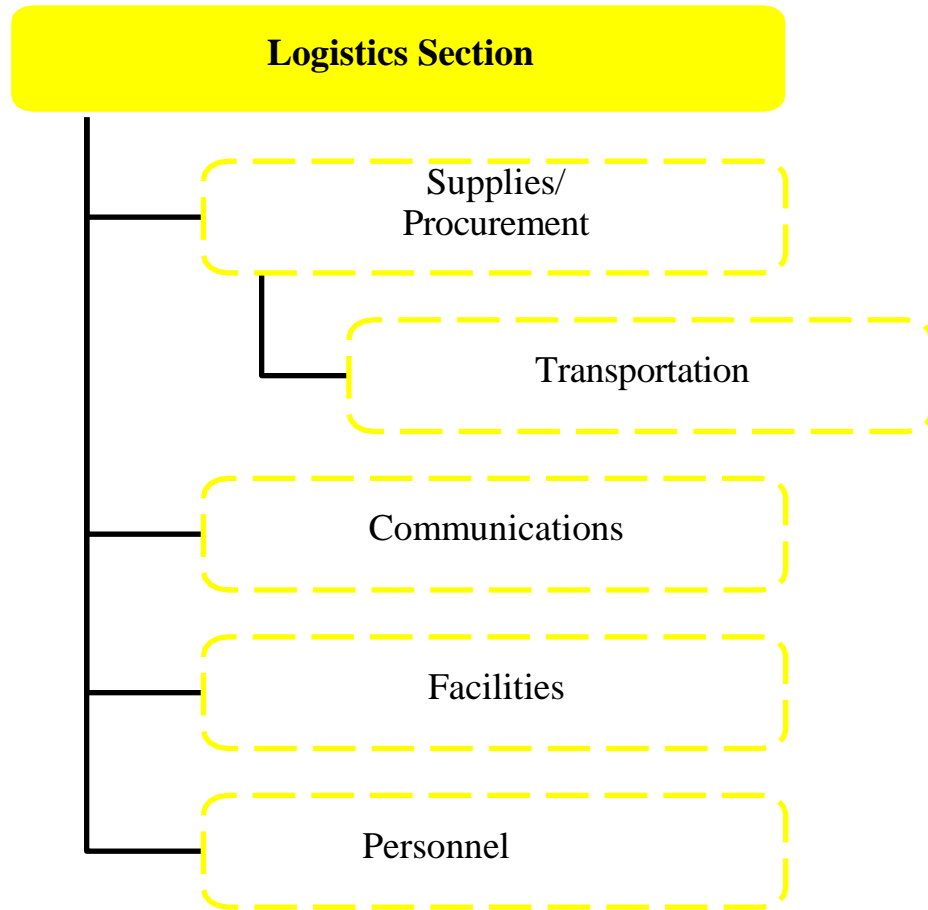
- Collect information from other sections to determine resource needs and prepare for expected operations.
- Coordinate provision of logistical support with the EOC Director.
- Prepare required reports identifying the activities performed by the Logistics Section.
- Determine the City's logistical support 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 Cal OES and 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 operating procedures will be adhered to unless modified by the City Council or 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.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will be event driven.
- Available and accessible resources from neighboring jurisdictions, the private sector, and volunteer organizations will be accessed through the City's own resources and private sector contacts. Non-fire and non-law mutual aid will be accessed through the Los Angeles County Operational Area via the Operational Area Response and Recovery System (OARRS)

LOGISTICS SECTION ORGANIZATION CHART



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:

- Supplies / Procurement Unit
- Transportation Unit
- Communications Unit
- Facilities Unit
- Personnel Unit

The Logistics Section Chief may activate additional units as necessary to fulfill an expanded role.

Logistics Section Chief

The Logistics Section Chief, a member of the EOC Director's General Staff, is responsible for supporting the response effort and the acquisition, transportation and mobilization of resources. Information is needed to:

- Understand the current situation.
- Predict probable resource needs.
- Prepare alternative strategies for procurement and resources management.

Supplies/Procurement Unit

The Supplies/Procurement Unit is responsible for obtaining all non-fire and non-law enforcement mutual aid materials, equipment and supplies to support emergency operations and arranging for delivery of those resources. The Supplies/Procurement Unit is responsible for identifying sources of equipment, preparation and signing equipment rental agreements, and processing all administrative paperwork associated with equipment rental and supply contracts, including incoming and outgoing mutual aid resources and for ensuring that all records identify scope of work and site-specific work location. If Transportation resources are needed the Supplies/Procurement Unit Leader may activate a Transportation Unit to coordinate these resources.

Communications Unit

The Communications Unit is responsible for managing all radio, data, and telephone needs of the EOC staff.

Facilities Unit

The Facilities Unit is responsible for ensuring that adequate facilities are provided for the response effort, including securing access to the facility and providing staff, furniture, supplies and materials necessary to configure the facility in a manner adequate to accomplish the mission.

Personnel Unit

The Personnel Unit is responsible for obtaining, coordinating and allocating all non-fire and non-law enforcement mutual aid personnel support requests received; for registering volunteers as Disaster Services Workers and for managing EOC personnel issues and requests.

LOGISTICS SECTIONS CHIEF

SUPERVISOR: EOC DIRECTOR

PRIMARY RESPONSIBILITIES:

- Ensure the logistics function is carried out consistent with SEMS/NIMS guidelines, including:
 - Resources management and tracking
 - Managing all radio, data and telephone needs of the EOC.
 - Coordinating transportation needs and issues managing personnel issues and registering volunteers as Disaster Services Workers.
 - Obtaining all materials, equipment and supplies to support emergency operations in the field and in the EOC.
 - Coordinating management of facilities used during disaster response and recovery.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional units as dictated by the situation.
- Exercise overall responsibility for the coordination of unit activities within the Section.
- Coordinate the provision of logistical support for the EOC.
- Report to the EOC Director on all matters pertaining to Section activities.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

- See Common EOC responsibilities on page 112.

ACTIVATION

- Determine the operational status and appropriate level of activation based on situation as known.
- As appropriate, respond to the EOC.
- Mobilize appropriate personnel for initial activation of the EOC

ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.
- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements:
 - Supplies/Procurement Unit
 - Transportation Unit
 - Communications Unit
 - Facilities Unit

- Personnel Unit

- Confirm that all key Logistics Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Carry out responsibilities of your Section not currently staffed.

NOTIFICATIONS

- Notify EOC Director when your Section is fully operational.

MEETINGS/BRIEFINGS

- Brief new or relief personnel in your Branch. Briefings should include:
 - Current situation assessment.
 - Identification of specific job responsibilities.
 - Identification of co-workers within the job function and/or geographical assignment.
 - Availability of communications.
 - Location of work area.
 - Identification of eating and sleeping arrangements as appropriate.
 - Procedural instructions for obtaining additional supplies, services, and personnel.
 - Identification of operational period work shifts.
- Provide briefing to the General Staff on operating procedure for use of telephone, data and radio systems.
- Meet with other activated Section Chiefs.
- Attend periodic briefing sessions conducted by the EOC Director.
- Brief the EOC Director on major problem areas that need or will require solutions.
- Conduct periodic Logistics Section briefings and work to reach consensus for forthcoming operational needs.

ACTION PLANNING

- Participate in the EOC Director's action planning meetings.
- Prepare work objectives for Section staff and make staff assignments.
- Work closely with each Unit leader to ensure Logistics Section objectives as defined in the current EOC Action Plan are being addressed.
- Ensure the Communications Unit develops a Communications Plan, in conjunction with the PIO, if necessary.
- 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.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Open and maintain an Activity Log.
- Provide personnel and equipment time records for the entire Section to the Time Keeping Unit in the Finance Section at the end of each work shift.
- Ensure that your Section logs and files are maintained.
- Develop a backup plan for all plans and procedures requiring off-site communications.

ONGOING ACTIVITIES

- Make a list of key issues currently facing your Section to be accomplished within the next operational period.

- From Planning/Intelligence Section Chief, obtain and review major incident reports and additional field operational information that may pertain to or affect Section operations.
- From Planning/Intelligence Section and field sources, determine status of transportation system into and within the affected area. Find out present priorities and estimated times for restoration of the disaster route system. Provide information to other Sections.
- 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.
- Evaluate the need for Critical Incident Stress Debriefing for all affected personnel, victims and bystanders. Arrange debriefings through the Personnel Unit of the Logistics Section.
- Provide situation and resources information to the Situation Status Unit and Resources Unit of the Planning/Intelligence Section on a periodic basis or as the situation requires.
- Ensure internal coordination between branch/group/unit leaders.
- Update status information with other sections as appropriate.
- Resolve problems that arise in conducting your Section responsibilities.
- Make sure that all contacts with the media are fully coordinated through the Public Information Officer (PIO).

RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Keep up to date on situation and resources associated with your Section.
- Identify the need for use of special resources.
- 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.
- Keep the Los Angeles County Operational Area Logistics Coordinator apprised of overall situation and status of resource requests.

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SUPPLIES/PROCUREMENT UNIT

SUPERVISOR: Logistics Section Chief

PRIMARY RESPONSIBILITIES:

- 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.
- Provide supplies for the EOC, field operations and other necessary facilities.
- Determine if the required items exist within the City supply system.
- Manage all equipment rental agreements.
- 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.
- Maintain records to ensure a complete accounting of supplies procured and monies expended.
- Support activities for restoration of disrupted services and utilities.

The procurement of resources will follow the priority outlined below:

1. Resources within the City inventory (City-owned).
2. Other sources that may be obtained without direct cost to the City.
3. Resources that may be leased/purchased within spending authorizations.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

- See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Chief.
- Meet and coordinate activities with EOC Director and determine purchasing authority to be delegated to Supplies/Procurement Unit. Review emergency purchasing and contracting procedures.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Chief.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Ensure that all records identify scope of work and site specific locations.
- Provide updated reports on resource status to Resources Unit.
- Identify and maintain a list of available and accessible equipment and supplies to support response and recovery efforts.

ONGOING ACTIVITIES

- Maintain information regarding;
 - Resources readily available
 - Resources requests
 - Status of shipments
 - Priority resource requirements
 - Shortfalls
- Coordinate with other branches/groups/units as appropriate on resources requests received from operations forces to ensure there is no duplication of effort or requisition.
- Notify EOC Director of procurement needs that exceed delegated authority and obtain needed authorizations and paperwork, as necessary.
- Verify cost data in any pre-established vendor contracts with Finance Section.
- Establish contact with the appropriate Operations Section Branches and Red Cross representatives(s) and discuss the food and potable water situation with regard to mass care shelters and mass feeding locations. Coordinate actions.
- Establish a plan for field and EOC feeding operations, as appropriate. Coordinate with EOC Operations Section to avoid duplication.
- Coordinate the provision of veterinary care and feeding of animals with the Animal Services Unit (Los Angeles County Animal Care and Control).
- Assemble resource documents that will allow for agency, vendor and contractor contacts; e.g., telephone listings, procurement catalogs, directories and supply locations.
- Continually update communications availability information with the Communications Unit. Revise contact methods with suppliers as improved communications become available.
- Review the situation reports as they are received. Determine/anticipate support requirements. Verify information where questions exist.
- Arrange for storage, maintenance and replenishment or replacement of equipment and materials.
- Support activities for restoration of utilities to critical facilities.
- Ensure the organization, management, coordination and channeling of donations of goods from individual citizens and volunteer groups during and following the

disaster.

RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Review, verify and process requests from other sections for resources.
- Determine if needed resources are available from City stocks, mutual aid sources or other sources. Arrange for delivery if available.
- Determine availability and cost of resources from private vendors.
- Arrange for delivery of procured resources. Coordinate with Transportation Unit, if activated.
- Identify to the Logistics Section Chief any significant resource request(s) that cannot be met through local action. Suggest alternative methods to solve the problem if possible.
- Provide and coordinate with Operations Section 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 firefighting.
- Obtain and coordinate necessary medical supplies and equipment for persons with access and functional needs.
- Obtain necessary protective respiratory devices, clothing, equipment and antidotes for personnel performing assigned tasks in hazardous radiological and/or chemical environments, as needed.
- In coordination with Los Angeles County Fire Department Agency Representative support Field Treatment Sites and/or Points of Distribution with needed resources.

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TRANSPORTATION UNIT

SUPERVISOR: Logistics Section Chief

PRIMARY RESPONSIBILITIES:

- Coordinate the transportation of emergency personnel and resources within the City by all available means.
- Coordinate all public transportation resources.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

- See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Chief.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Chief.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Establish a transportation plan for movement of:
 - Personnel, supplies and equipment to the EOC, field units, shelters and Field Treatment Sites (FTSs).
 - Individuals to medical facilities as requested by Operations Section.
 - Emergency workers and volunteers to and from risk area.
 - Dependents and families of emergency workers as requested by the Care and Shelter Branch.

ONGOING ACTIVITIES

- Coordinate with the Planning/Intelligence and Operations Sections to determine which disaster routes are available for emergency vehicles entering and exiting the City.
- Coordinate use of disaster routes with the Operations Section.

- Coordinate with other sections and branches/groups/units to identify transportation priorities.
- Coordinate with the Operations Section on the movement of persons with access and functional needs. Coordinate with paratransit companies as necessary.
- Coordinate with the Animal Services Unit (Los Angeles County Animal Care and Control) for transportation of animals as required.
- As reports are received from field units and EOC sections and as sufficient information develops, analyze the situation and anticipate transportation requirements.
- Prepare schedules as required to maximize use of available transportation.
- Provide Resources Unit of Planning Section with current information regarding transportation vehicles (location and capacity). Notify Resources Unit of all vehicle status change.
- Establish mobilization areas for vehicles as directed.
- Coordinate with staff and other agency representatives to ensure adherence to service and repair policies.
- Ensure that vehicle usage is documented by activity and date and hours in use.

RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Coordinate with local transportation agencies and School Districts to establish availability of resources for use in evacuations and other operations as needed.
- Maintain inventory of support and transportation vehicles (staff cars, passenger vans, buses, pick-up trucks, light/heavy trucks).
- Arrange for fueling of all transportation resources.

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COMMUNICATIONS UNIT

SUPERVISOR: Logistics Section

Coordinator PRIMARY RESPONSIBILITIES:

- Notify support agencies and oversee the installation, activation and maintenance of all radio, data and telephone communications services inside of the EOC and between the EOC and outside agencies.
- Provide necessary communication system operators, and ensure effective continuous 24- hour operation of all communications services.
- Copy and log incoming radio, data and telephone reports on situation reports, major incident reports, resource requests and general messages.
- Make special assignment of radio, data and telephone services as directed by the EOC Director.
- Oversee the operation of amateur radio services working in support of the EOC.
- Oversee and log assignments of EOC Satellite phone to EOC Personnel if needed

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

- See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Chief.
- Provide a briefing on EOC on-site and external communications needs, capabilities and restrictions and operating procedures for the use of telephones, computer and radio systems.

ACTION PLANNING

- Assist in preparation of an EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Chief.
- Provide communications briefings as requested at action planning meetings.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.
- Coordinate with all operational units and the EOC to establish a communications plan to minimize communication issues that include radio, data and telephone needs utilizing established communications, the private sector, amateur radio and volunteers.

ONGOING ACTIVITIES

- Coordinate with all sections and branches/groups/units on operating procedures for use of telephone, data and radio systems. Receive any priorities or special requests.
- Monitor operational effectiveness of EOC communication systems. Obtain additional communications capability as needed.
- Coordinate all communications activities.
- Coordinate frequency and network activities with Los Angeles County Operational Area.
- Establish a primary and alternate system for communications. Link with utilities and contracting and cooperating agencies to establish communications as soon as possible.
- Coordinate with volunteer and private sector organizations to supplement communications needs.
- Protect equipment from weather, aftershocks, electromagnetic pulse, etc.
- Coordinate needed telephone data lines.
- Support activities for restoration of computer services.

RESOURCES

- See Resources in Common EOC Responsibilities on page 113.

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FACILITIES UNIT

SUPERVISOR: EOC Logistics Section Chief

PRIMARY RESPONSIBILITIES:

- Coordinate and oversee the management of and support to the EOC and other essential facilities and sites used during disaster operations.
- Coordinate with other EOC branches/groups/units for support required for facilities.
- Support activities for restoration of disrupted services and utilities to facilities.
- Coordinate with Finance/Administration Section on any claims or fiscal matters relating to facilities' operations.
- Close out each facility when no longer needed.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

- See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Coordinator.

ACTION PLANNING

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Chief.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.

ONGOING ACTIVITIES

- Maintain information in the Unit regarding:
 - Facilities opened and operating.
 - Facility managers.
 - Supplies and equipment at the various locations.
 - Specific operations and capabilities of each location.
- As the requirement for emergency-use facilities is identified, coordinate the acquisition of required space to include any use permit, agreement or restriction negotiations required.

- In coordination with the Operations Section, provide support to facilities used for disaster response and recovery operations; i.e., staging areas, shelters, local application centers (LACs), etc.
- Identify communications requirements to the Communications Unit.
- Identify equipment, material and supply needs to the Supplies/Procurement Unit.
- Identify personnel needs to the Personnel Unit.
- Identify transportation requirements to the Transportation Unit. Coordinate evacuation schedules and identify locations involved.
- Monitor the actions at each facility activated and provide additional support requested in accordance with Unit capabilities and priorities established.
- Account for personnel, equipment, supplies and materials provided to each facility.
- Ensure that operational capabilities are maintained at facilities.
- Ensure that basic sanitation and health needs at mass care facilities (toilets, showers, etc.) are met.
- Ensure that access and other related assistance for residential care and special needs persons are provided in facilities.

RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- Provide facilities for sheltering essential workers and volunteers. Coordinate with the Care and Shelter Branch.
- Coordinate with the Animal Services Unit in the Operations Section to provide facilities for animal boarding as required.
- Coordinate water resources for consumption, sanitation and firefighting at all facilities.
- Coordinate the receipt of incoming resources to facilities.
- Oversee the distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities.

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PERSONNEL UNIT

SUPERVISOR: Logistics Section Chief

PRIMARY RESPONSIBILITIES:

- 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 agencies as needed.
- Ensure that all Disaster Service Workers and volunteers are registered and integrated into the emergency response system.
- Assign personnel within the EOC as needs are identified.
- Coordinate emergency management mutual aid (EMMA) through the Los Angeles County Operational Area EOC via the Operational Area Response and Recovery System (OARRS).

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

- See Common EOC responsibilities on page 112.

ASSIGNMENTS/STAFFING

- Clarify any issues regarding your authority and assignment.

MEETINGS/BRIEFINGS

- Attend periodic briefing sessions conducted by the Section Chief.

ACTION PLANNING

- Assist in preparation of an EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Chief.

DOCUMENTATION

- See Documentation and Reports in Common EOC Responsibilities on page 112.

ONGOING ACTIVITIES

- Establish Disaster Service Worker and Volunteer registration and interview locations. Assign staff to accomplish these functions.
- Maintain information regarding:
 - Personnel/volunteers processed.
 - Personnel/volunteers allocated, assigned and on standby by agency/location.

- Special personnel requests by category not filled.
- Develop a system for tracking personnel/volunteers processed by the Unit. Maintain sign in/out logs. Control must be established for the accountability of personnel used in the response effort. Personnel/volunteers relieved from assignments will be processed through the Demobilization Unit.
- Ensure training of 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 compliant with OSHA requirements.
- Obtain crisis counseling for emergency workers.
- Coordinate feeding, shelter and care of personnel, employee's families and volunteers with the Supplies/Procurement Unit, Facilities Unit and the Care and Shelter Branch.
- Establish a plan for childcare for City employees, as needed. Coordinate with Facilities Unit for suitable facilities and with the Care and Shelter Branch for staff support.
- Assist and support employees and their families who are also disaster victims.
- Coordinate transportation of personnel and volunteers with the Transportation Unit.
- If the need for a call for volunteers is anticipated, 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 of that condition and take steps to reduce or redirect the response.

RESOURCES

- See Resources in Common EOC Responsibilities on page 113.
- 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. Secure an estimated time of arrival for relay back to the requesting agency.
- Ensure the recruitment, registration, mobilization and assignment of volunteers.
- Coordinate with the Los Angeles County Operational Area EOC for additional personnel needs via OARRS, if needed.
- Ensure the organization, management, coordination and channeling of the services of individual citizens and volunteer groups during and following the emergency.
- Obtain health/medical personnel, e.g., nurse's aides, paramedics, Red Cross personnel and other trained volunteers to meet health/medical needs.
- Assist Planning/Intelligence Unit with requests for technical expertise resources not available within the jurisdiction (hazardous materials, environmental impact, structural analysis, geotechnical information, etc.) through established channels, mutual aid channels or the Los Angeles County Operational Area EOC via OARRS.

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