



# Regional Logistics Program

New York • New Jersey • Connecticut • Pennsylvania

Regional Catastrophic Planning Team (RCPT)

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## May 8th 2012 Disaster Logistics Workshop: A Consistent Approach to Disaster Logistics

On May 8th the Regional Logistics Program hosted a workshop in Newark, New Jersey, to discuss the Universal Logistics Standard and present 16 documents designed for Emergency Operations Center (EOC) and field use. The suite of documents includes strategic plans, tactical field operations guides, assessment papers, tools, and templates that can be used to guide or supplement any jurisdiction's disaster logistics preparedness and response activities. These documents are the product of nearly three years of research and collaboration on the part of the Regional Logistics Program Team and over 500 planning partners from around the NY-NJ-CT-PA Region and beyond.

All documents are available at [www.EmergencyLogistics.org/our-plans-guides](http://www.EmergencyLogistics.org/our-plans-guides).



## Training Development

Following the release of our disaster logistics plans and guides, the Program Team's focus is shifting to training development. Three courses under development – *Logistics Center*, *Commodity Point of Distribution (C-POD)*, and *Receiving and Distribution Center (RDC)* – are focused on supporting operations from the EOC. An additional course – *the Disaster Logistician* – will help expand the pool of people who understand disaster logistics. These courses are being built both as detailed web-based courses and shorter just-in-time videos. Please contact Nancy Harris or Detgen Greeff for more information or if you are interested in joining the training planning team.

By offering training to interested jurisdictions in the Region, we hope to allow our planning partners to take off one or two of the many hats they wear!

The **Regional Logistics Program** is an initiative designed to link resources, expertise, and information by encouraging collaboration among regional, state, and local emergency management partners in New York, New Jersey, Pennsylvania, and Connecticut. The program kicked off in the summer of 2009 when logistics planning, resource management, information sharing, and training efforts began.

The goal of these monthly newsletters is to keep all stakeholders up-to-date on emerging and ongoing initiatives and to promote and encourage feedback from regional partners and nationwide emergency managers and planners. Each newsletter will provide information on the previous month's work within the program.

For more information on the Program and disaster logistics, please visit us at [www.EmergencyLogistics.org](http://www.EmergencyLogistics.org).

The Regional Logistics Program Newsletter is a bimonthly publication; look for the next issue in July 2012.

## An Inside Look into our Plans and Guides

The Program has recently published a number of plans and guides. These documents are all available for download on [www.EmergencyLogistics.org](http://www.EmergencyLogistics.org). Users can find strategies and tools to assist in their preparedness planning efforts. The Program welcomes any feedback on the usability of these plans and guides.

**Steps to Build Capability**

**Preparedness:** A jurisdiction's disaster logistics capability is defined by its preparation. A jurisdiction must spend time and effort to prepare an effective response operation. This section lists the critical tasks every jurisdiction must complete prior to an incident.

**Universal Logistics System Preparedness Tasks by Strategy**

**Strategy:**

**Critical Preparedness Tasks**

**Resource Management**

- Establish a local coordination body to prepare for a catastrophic logistics response.
- Map the jurisdiction's resource request process and share it with response agencies.
- Direct planners to identify requirements and determine resource shortfalls.
- Train personnel to support logistics operations at the EOC.
- Develop mutual aid agreements.
- Create an asset database to capture information on critical resources.
- Develop a plan to handle the spontaneous flow of volunteers and donations.
- Develop a plan to activate, operate and deactivate an EOC Logistics Center.
- Obtain funding to support planning.
- Develop Pre-scripted Resource Requests (PSRRs) for critical resources and coordinate with local, state and federal partners.
- Establish partnerships with key private sector organizations.
- Establish a process for demobilization and reverse logistics.

**Movement Control**

- Evaluate transportation modes (i.e. air, rail, waterway, and trucking) and potential impacts on the supply chain.

**Distribution Management**

- Identify and secure facilities that are needed to support response plans.
- Develop local MOUs between jurisdictions and organizations to use their facilities during an incident.
- Create safe lists of possible field locations (e.g. support areas and points of distribution).
- Identify long term storage locations for stockpiles (e.g. warehouse).
- Document the procedures for activation, operation and deactivation of support areas, points of distribution, and warehouses.
- Create and train on a Commodity Point of Distribution (C-PDO) EOC Plan and Field Operations Guide.
- Create and train on a Receiving and Distribution Center (RDC) EOC Plan and Field Operations Guide.

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## Concept of Operations (CONOPS)

The *CONOPS Document* provides a benchmark for jurisdictions interested in implementing the strategies that support the Universal Logistics Standard. The requirements for resource management, movement control, and distribution management are designed to ensure that each jurisdiction has the ability to prepare and mount an effective logistics response and recovery effort.

## Public-Private Sector Partnership

The *Public-Private Sector Partnership Document* provides strategies and guidance for disaster logisticians interested in developing or cementing public-private sector partnerships. For example, this Public-Private Partnership checklist, located on page 6, highlights key, time-phased tasks that support development of public-private sector partnerships.

**Public-Private Partnership Checklist**

The table below provides time-phased guidance for disaster logisticians interested in implementing a strategy for public-private sector partnerships.

**PREPAREDNESS TASKS CHECKLIST**

**Refer to the BCP/PP Private Sector Integration Plan to:**

- Establish a coordination team to engage and develop public-private partnerships.

**Refer to the Logistics CONOPS to:**

- Identify expected critical resource needs during a catastrophe.
- Determine critical resource capabilities.
- Identify critical resource shortfalls.

**Refer to the Resources & Tools section of this document to:**

- Identify which private sector entities could supply or access critical resource shortfalls.
- Approach relevant private sector entities, develop partnerships based on information sharing, and set expectations for acquiring resources.
- Establish mutual aid agreements, purchasing contracts, etc., where applicable.

**Refer to the BCP/PP Private Sector Integration Plan to:**

- Identify the critical needs required by the private sector to conduct business operations post-incident.
- Identify and train representatives from the private sector who can serve as a private sector liaison in an EOC.
- Plan for a Business Coordination Center (BCC) where private sector preparedness and response efforts can be coordinated.
- Conduct pre-training and exercises with the private sector.

**RESPONSE TASKS CHECKLIST**

**Refer to the BCP/PP Private Sector Integration Plan to:**

- Request POCs from the private sector to staff the state EOC to facilitate information sharing and communication.

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**Credentialing Protocol**

When impacted jurisdictions require additional assistance in managing the response to an incident, the Emergency Assistance Compact (EMAC), Interstate Civil Defense and Disaster Compact (ICDDC), certain Intra-state Mutual Aid Protocol (IMAP) and specific Memoranda of Understanding (MOU) may be used to request, identify and deploy the appropriate personnel.

**EMAC, ICDDC, IMAP and MOU**

These agreements define a process that facilitates the authorized movement of credentialled responders, as follows:

Under EMAC, ICDDC and certain IMAP, a licensed, certified or permitted ERO is considered to have the same qualifications in the requesting state or local jurisdiction for the extent of the emergency.

The agreements also offer guidance for the request, transfer and reimbursement of resources among jurisdictions during an emergency or disaster.

In addition to EMAC, ICDDC or IMAP, many state, local and tribal governments enter into various mutual aid agreements with partner jurisdictions. In some cases, these agreements may cover the movement of credentialled personnel.

The table below provides an overview of the inter- and intra-state mutual aid agreements presently in effect in the Region.

Regional Mutual Aid Overview				
Type	NY	NJ	CT	MA
EMAC	Yes	Yes	Yes	Yes
Interstate Civil Defense and Disaster Compact	Yes	Yes	NA	Yes
Intra-state Mutual Aid Protocol	Yes*	No	Yes	Yes
Other MOU/MOU**	Yes	Yes	Yes	Yes

\*Although NY State has an IMAP agreement, the law does not refer to the transfer of credentialled access personnel from NY.

\*\*Indicates agreements between counties, some of them may cover movement of credentialled personnel.

For additional information and exact text for EMAC, ICDDC or the IMAP legislation in this the Region, please consult Appendix A, Legislation that Supports the Movement of Credentialled Personnel.

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## Credentialing

The *Credentialing Document* provides protocol and guidelines for developing a plan to facilitate the movement of key personnel following a catastrophic incident. The document highlights relevant legislation, breaks down the process for requesting resources from a supporting jurisdiction, and explains how to agree on resource definitions and validation of the resource upon arrival.

<b>Survey Information</b>	
Latest Survey Completed: (mm/dd/yyyy)	
Survey Completed By:	
Phone:	
<b>General Site Information</b>	
Facility Group:	
Site Code: (Code is designated by locality)	
Owner Building Code: (if applicable)	
Owner Agency/Organization:	
<input type="checkbox"/> Privately Owned	
<input type="checkbox"/> Government Owned	
Primary or Alternate Site?	
<input type="checkbox"/> Primary	
<input type="checkbox"/> Alternate	
Site Name:	
Address:	
City/Village/Town, State, Zip Code:	
Cross Streets:	
General Description of Neighborhood:	
<input type="checkbox"/> Commercial	
<input type="checkbox"/> Industrial	
<input type="checkbox"/> Agricultural	
<input type="checkbox"/> Residential	
<input type="checkbox"/> Commercial/Industrial	
<input type="checkbox"/> Commercial/Residential	
<input type="checkbox"/> Industrial/Agricultural	
<input type="checkbox"/> Industrial/Residential	
<input type="checkbox"/> Agricultural/Residential	
<input type="checkbox"/> Commercial/Residential/Industrial/Agricultural	
Evacuation Zones: (if applicable)	
<input type="checkbox"/> Tropical Depression	
<input type="checkbox"/> Tropical Storm	
<input type="checkbox"/> Category 1 Hurricane	
<input type="checkbox"/> Category 2 Hurricane	

## Commodity Point of Distribution (C-POD)

The *C-POD Plan* and *Field Operations Guide (FOG)* are designed to assist emergency managers with distributing life-sustaining commodities after a disaster. As a next step, we hope that interested partners will implement the plan in their jurisdiction. One easy way to begin the process is to utilize the Preparedness Section of the plan. This section guides the emergency manager through the tasks required to: identify a lead agency and potential C-POD staff; create a start-up kit of supplies that can be deployed to each C-POD site; and survey potential C-POD sites by using the easy-to-use site survey and checklist available in Preparedness Section. The *C-POD FOG* can also be used as a preparedness tool to train potential C-POD staff.

## Staging Area/Receiving and Distribution Center (RDC)

The *RDC Plan* and *RDC FOG* are designed to meet the specific needs of the NY-NJ-CT-PA Region. The plan is designed for the Region's EOCs and requires only one dedicated RDC coordinator to steer the operations of an RDC using teams of personnel from sources outside the Region, such as Type 1 and 2 Incident Management Teams. Individual jurisdictions and agencies that might consider activating an RDC can use guidance in the plan to request the exact type of team and resources/personnel to meet their specific staffing needs.

In turn, the *RDC FOG* can be used by these outside teams to independently set up, run, and eventually close an RDC. The *FOG* leverages common training and fundamentals of the Incident Command System (ICS) to organize the logistics-centric operation in a way that is familiar to teams with this experience in managing staging operations.

### RDC Sample Layout

- 1 Check-In Gate:** Shipments enter and are checked by the Gate Crew.
- 2 The Traffic Crew** uses color-coded markings to direct shipments:
  - a. **Holding Area:** Shipments needing further review are directed here.
  - b. **Shipment Storage Areas:** Accepted shipments are directed here.
  - c. **Equipment Yard:** Shipments with equipment may be directed here.
  - d. **Advanced Operations Area:** At RDCs with advanced operations, certain shipments may be directed here.
- 3** Shipments with problems are resolved at the **Holding Area**.
- 4** Shipments of equipment requiring special handling are maintained at an **Equipment Yard**.
- 5** Shipments ready for deployment are parked and staged at **Shipment Storage Areas**.
- 6** Shipments may be directed to an **Advanced Operations Area** when an RDC is coordinating advanced operations, such as cross-docking, shuttle fleets, leased trailers and intermodal connections.
- 7 Driver Support Centers:** Drivers may use restrooms and showers. Water and information is provided to drivers awaiting deployment.
- 8 RDC Command Post:** A field office for RDC activities, which includes work stations and space to hold RDC Action Planning meetings.
- 9 Ground Support Area:** Fuel, tool kits, spill kits, repair parts, vehicles and material handling equipment used at the RDC are available to help resolve issues that may obstruct operations at the RDC.
- 10 Staff Rest Area:** Staff find basic amenities including food (if required), restrooms, showers, phones, computers and power outlets. Staff may also enter and exit the RDC at a **Staff Parking Area**, served by a **Staff Gate**.
- 11 Check-Out Parking Area:**
  - a. Trailers are released and parked here when needed for deployments.
  - b. Deployments are organized and documentation finalized prior to departure.
- 12 Check-Out Gate:** All deployments are checked prior to departure by the Gate Crew and leave the RDC through the Check-Out Gate.

INTRODUCTION | RDC OVERVIEW

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### Appendix A

- Preparedness** This appendix provides preparedness guidance for emergency operations center (EOC) personnel.
- Key Tasks**
- Establish a working relationship with members of the local VOAD/COAD.
  - EOC personnel assigned to support voluntary and human service organizations active in disaster response should establish a working relationship with the local Voluntary Organizations Active in Disaster (VOAD) Community Organizations Active in Disaster (COAD) COADs and schedule regular meetings.
  - If no VOAD/COAD currently exists, EOC personnel should identify local and state voluntary organizations that typically provide response and recovery assistance, and work with them to establish local VOAD or COAD organizations. Within the NY-NJ-CT-PA Region there are a variety of local and nationally affiliated voluntary, community and faith-based stakeholder organizations with experience in training and managing spontaneous volunteers and unsolicited donations during disaster response efforts, including:
    - Local Food Banks
    - The American Red Cross
    - The Salvation Army
    - United Way 211
    - Adventist Community Services
    - Church World Service
    - Catholic Charities
    - Buddhist Top-Chi Foundation
    - Lutheran Disaster Response
    - Mennonite Disaster Services
    - Southern Baptist Convention
    - United Methodist Committee on Relief
    - Hindu On-Disaster Response
    - Corporation for National and Community Service (CNCS), such as AmeriCorps, Senior Corps, Learn and Serve
  - Identify Volunteer and Donations Management Coordination Teams:
    - EOC personnel, along with the local and state VOAD/COADs, should identify key personnel from both the VOAD/COAD membership and governmental agencies to serve on Volunteer and Donations Management Coordination Teams.
    - EOC personnel should work with Coordination Team members to carry out preparedness and response activities suggested in this document.
  - Establish a coordination mechanism for relevant nonprofit, government and private sector partners:
    - EOC personnel should work with their counterparts and VOAD/COAD leadership throughout the Region to establish information sharing protocols between local, county and state jurisdictions and VOAD/COAD members.

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## Volunteer and Donation Management (VDM)

Managing spontaneous volunteers and unsolicited donations requires strong partnerships among government, nonprofit, and private sector partners. The *VDM Plan* contains guidance on working with or helping to establish local Voluntary Organizations Active in Disaster (VOAD) groups. The key to preventing the “disaster within a disaster” that so many jurisdictions have faced following an event is preparedness. Knowing the capabilities and capacity of the VOAD members in your community allows gaps to be identified ahead of time, relationships to be built, and training to take place that will support effective response operations.

Appendices A, B, and C of the *VDM Plan* will help jurisdictions understand how to develop and maintain a relationship with the local VOAD and identify the capabilities and resources members have to offer. VOAD partners may already have components in place as well as personnel trained and experienced in managing a sudden influx of volunteers and unsolicited donations.



## Logistics Center (LC)

During a disaster, it is important to get the right resources to the right place at the right time. As the volume of requests increases, the capacity of the EOC logistics section is taxed and fulfillment may slow significantly. The LC is a way to expand a logistics section and its capability to handle an increased volume of resource requests. The *Logistics Center Plan* provides guidance on how to establish the LC, staff organization, and effective resource management. In conjunction with training, this plan is designed to allow personnel drafted from other agencies to quickly learn the process, quickly and easily expand capacity, and keep the process moving.

## Regional Asset Database Project (RADP)

The *RADP Assessment Paper* is now complete. For jurisdictions interested in creating and implementing a resource cataloging system, the common data points for seven major categories is a useful first step in the process. The common data points categorize critical emergency response resources into seven major categories: C-POD, Equipment, Fleet, Personnel, RDC, Shelters, and Supplies. Planning Partners can download the data points from our website <https://emergencylogistics.org/our-plans-guides/regional-asset-database-project-radp/>.

## Area Logistics Emergency Response Team (ALERT)

ALERT will be a cadre of trained logisticians throughout the Region who are able to come into an EOC and help staff the Logistics Center or manage the C-POD or RDC operations from the EOC. If you are interested in becoming a member of ALERT please contact Nancy Harris.

## Regional Resource Management Solution (RRMS/RIMS)

This summer, the Program Team will continue to explore ways to facilitate adoption of the Emergency Data Exchange Language-Resource Messaging (EDXL-RM) standard throughout the Region. The EDXL-RM provides a structure for sharing resource management data between agencies as resources are requested and deployed in emergencies. It has become increasingly clear that the Region's incident management systems (e.g., DisasterLAN, E-Team, Knowledge Center, and WebEOC) must be 100% compliant to the EDXL-RM standard to solve our interoperability problems. We are starting to explore opportunities to evaluate the EDXL-RM standard in the context of a regional catastrophe.

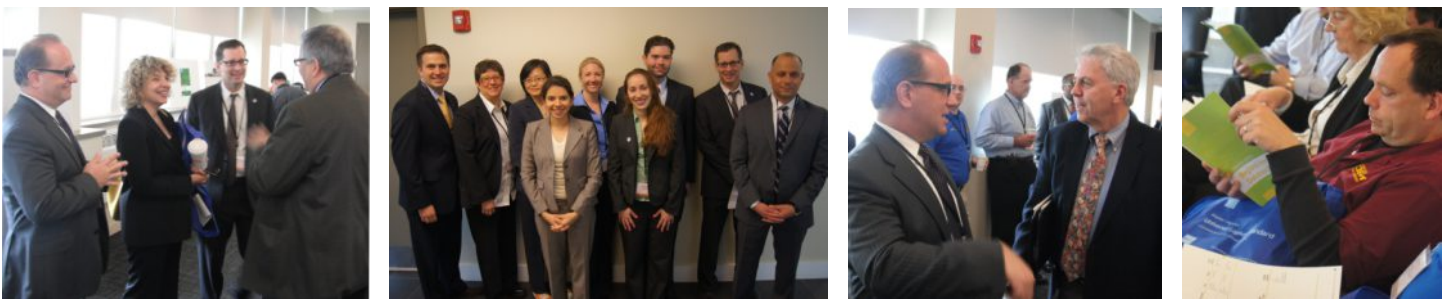
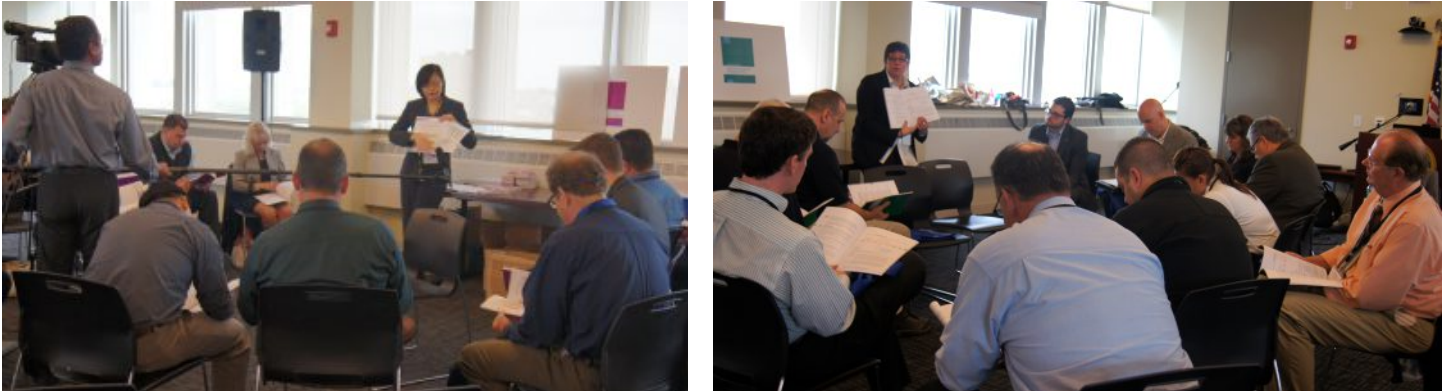
For additional information, please contact Sandra Woods or Jim Penta.

## Intermodal Infrastructure Reports: Site Assessment and Evaluation

The Site Assessment and Evaluation study is currently underway. Approximately 50 sites are being evaluated across the Region to be used to support RDC and C-POD operations. The findings of the study will help us quantify the capacity of RDCs and C-PODs to provide logistics support to the Region following a catastrophic incident. For additional information, please contact Jim Penta.

Please join our team in saying goodbye and thank you to Alex Marks; Alex is a founding member of the Program team. He has built and managed the RDC and RRMS initiatives for nearly three years. Please join us in wishing Alex the best as he moves into private sector logistics. Moving forward, for questions about the RRMS and RDC initiatives, please contact Sandra Woods.

## May 8th Disaster Logistics Workshop



For the latest information on our Program events, please visit our Calendar of Events at <https://emergencylogistics.org/updates/calendar-of-events/>.

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- ✧ The Virtual Joint Planning Office (VJPO) is an information management tool the Regional Logistics Program uses to house draft program documents; all documents mentioned in this newsletter are available on the VJPO.
- ✧ For access to the VJPO or for more information on joining a planning team, please email [RCPLogistics@RegionalCATPlanning.org](mailto:RCPLogistics@RegionalCATPlanning.org).
- ✧ *Please note:* planning team participation is open to all.