

Logistics Management Support Annex

Coordinating Department

General Services Department

Supporting Departments

Public Works Department

Human Resources Department

Virginia Department of Health - Roanoke Health Department

Police Department

Sheriff's Department

Fire-EMS Department

Emergency Management

Parks and Recreation Department

Department of Technology

Civic Center

Department of Libraries

City Schools

All Departments

I. Introduction

A. Purpose:

This annex provides an overview of logistics management functions, roles, and responsibilities. The logistics management annex supports ESF #7 – Resource Management which coordinates closely with ESF #5 – Emergency Management and implements the procedures of this annex in the Receiving and Distribution of ordered, managed resources for use in operational, tactical, and humanitarian functions during the all phases of a disaster: preparedness, mitigation, response, and recovery.

The Logistics Management function must be prepared to coordinate with state and federal officials to obtain needed manpower and equipment resources during both the response period, when such assistance can save lives and protect property, and during the post-disaster recovery period, to help the victims of the disaster.

B. Scope:

This annex:

1. Identifies the components of local, State, and Federal logistics delivery structure;
2. Provides an overview of the Receiving Points and Distribution Centers;
3. Provides a concept of operations for logistics management in support of the EOP; and
4. Describes how the City of Roanoke coordinates logistics management with State and Federal governments and the private sector.

C. Policies:

1. General

ESF #7 (Resource Support) provides or coordinates the provision of personnel for managing the control and accountability for supplies and equipment; resource ordering; delivery of equipment, supplies, and services; resource tracking; facility location and operations; transportation coordination; and information technology systems services and other administrative services. ESF #7 coordinates closely with ESF #5 (Emergency Management) and implements the procedures of this annex.

2. Material Management

Logistics personnel find appropriate, time sensitive and cost-effective ways to fill the materiel requirements. Equipment and supplies are provided from current stocks and supplies or, if necessary, from commercial sources.

ESF #7 (Resource Support) handles all procurement actions, which are made in accordance with current all laws and regulations. (See ESF #7 – Resource Support for more details).

3. Personal Property Management

All departments and agencies acting within the scope of incident response and recovery account for personal property in accordance with existing agency property management policies. This occurs whether property is acquired from an agency's own stock or from available State or Federal excess, or purchased with money allocated from other resources.

The process for requesting reimbursement is detailed in the Financial Management Support Annex.

4. Facility Management

All facilities and related support necessary for operations are sourced through the following ESFs when they are activated and requested to do so:

- a. ESF #7 (Resource Support) supports the requirements for obtaining facilities, facility setup, space management, building services, and general facility operations.
- b. ESF #3 (Public Works and Engineering) provides operational support for mobilization centers, staging areas, and distribution sites for all infrastructure and engineering service commodities (supplies and equipment) required to support assigned and direct-support missions.
- c. ESF #2 (Communications) supports emergency telecommunications and information technology services for Local, State, and Federal incident managers, as needed.
- d. ESF #5 (Emergency Management) will support portable emergency communications through agreement with Amateur Radio Emergency Services;

5. Transportation Management

- a. ESF #1 (Transportation) serves as the point of contact for requesting transportation assistance. ESF #1 determines the mode and carrier for all transportation requests. Other ESF representatives coordinate transportation requirements with ESF #1.

- b. ESF #1 (Transportation Unit Leader/Officer) shall maintain a comprehensive resource directory as well as various transportation contracts capable of providing ground, rail, or aviation assets. If necessary, ESF #1, or its support agencies, has the capability to contract additional resources. If commercial transportation is not available, ESF #1 may request National Guard resources through the EOC to VDEM.

II. Concept of Operations

A. General:

1. Logistics support is provided for prevention, preparedness, response, and recovery actions during all phases of incident management. Effective logistics management contributes to mission success while ensuring all functions are executed in a unified manner to reduce costs, ensure appropriate support actions, and increase response capability. Logistics Management will identify, procure, inventory, and distribute critical resources, in coordination with other local and state governments, the federal government, private industry, and volunteer organizations, to effectively respond to and recover from the effects of a disaster.
2. Critical resources will be in short supply or unavailable in the disaster stricken area. In order to fulfill the immediate needs of the stricken population, as well as to fulfill local and regional recovery priorities, resources will have to be brought in from outside the disaster area.
3. Resource needs will be met through a variety of sources and means to include local, state, and federal governments, private industry/contractors, mutual aid agreements, and donated goods.

B. Organization:

1. All departments will be responsible for identifying essential resources in their functional area to successfully carry out their mission of mitigating against, responding to, and recovering from the devastating effects of disasters that could occur within the jurisdiction. All departments will coordinate additional resource needs with Purchasing or their ESF Group Supervisor.
2. The Director of Public Works or his/her designee will be responsible for resource coordination of the physical recovery and debris removal. The Director will be assisted by, and work in conjunction with a variety of City departments, State and Federal agencies, private utility companies, contractors, heavy equipment operators, and waste management firms.
3. A Resource Directory will be electronically maintained with Emergency Management but field-specific, detailed resource lists will be developed and maintained by each department that detail the type, location, contact arrangements, and acquisition procedures of the resources identified as being critical. Resources shall be categorized alphabetically, by response action. Redundancy will be built into the provider lists to ensure the availability of the resource when it is needed. The necessary Memoranda of Understanding, Mutual Aid Agreements and emergency contracts will be developed prior to the disaster to facilitate access and delivery of critical resources.

4. Potential sites for local and regional resource collection, storage, and Distribution centers must be identified and strategically located to facilitate recovery efforts. Standard Operating Procedures (SOPs) will be developed to manage the processing, use, inspection and return of resources coming into the area. Priorities will have to be set regarding the allocation and use of the available resources, and training will be provided, as required, in the use of the specialized equipment.
5. In responding to major emergencies and disasters, the Director of Emergency Management or his/her designee, with consent of City Council, may declare that a local emergency exists (Emergency Services and Disaster Law § 44-146.21 Declaration of Local Emergency) and invoke certain emergency powers to protect public health and safety and preserve property.
 - a. When a disaster declaration has been issued, the Director of Emergency Management or his/her designee, may use all available local government resources to respond to the disaster and temporarily suspend statutes and rules, including those relating to purchasing and contracting, if compliance would hinder or delay actions necessary to cope with the disaster. The City Attorney will provide advice regarding the legality of any proposed suspension of statutes or rules. When normal purchasing and contracting rules are suspended, it is incumbent on the City Purchasing Officer to formulate and advise employees of the rules that are in effect for emergency purchasing and contracting.
 - b. When a disaster declaration has been issued, the City may commandeer public or private property, if necessary, to cope with a disaster, subject to compensation. This procedure should be used as a last resort and only after obtaining the advice of the City Attorney.

IV. Responsibilities

A. All Departments

1. Develop resource lists that detail type, location, contact arrangements, and acquisition procedures for critical resources;
2. Document costs and track resources;
3. Identify personnel requirements and training needs to effectively carry out mission; and
4. Make personnel and resources available as needed in an emergency

B. Primary Department (General Services)

1. Identify essential resources to carry out mission in each functional area and to support operation of critical facilities during the disaster;
2. Identify personnel requirements and training needs to effectively carry out mission;
3. Prepare mutual aid agreements with surrounding jurisdictions to augment local resources;

4. Review compatibility of equipment of local departments and surrounding jurisdictions and identify specialized training or knowledge required to operate equipment;
5. Develop SOPS to manage the processing, use, inspection, and return of resources coming into area;
6. Identify actual or potential facilities to receive, store, and distribute resources (government, private, donated);
7. Develop training/exercises to test plan, and to ensure maximum use of available resources;
8. Coordinate and develop prescribed announcements with Public Information Office regarding potential resource issues and instructions (e.g., types of resources required, status of critical resource reserves, recommended contingency actions, etc.); and
9. Establish priorities regarding allocation and use of available resources

C. Purchasing

1. Undertakes ad hoc procurement as directed in ESF #7 Resource Support;
2. When notified of an emergency, reports to the EOC or other location specified by the ESF-7 Group Supervisor;
3. When warning is available and as directed by ESF #7 Unit Leader, the Purchasing Representative may notify private industry parties to any memorandum of agreement of the jurisdiction's intent to activate the agreement, confirms availability of resources specified by the agreement, and reserves supply;
4. Locates needed resources using database and/or resource listings for the jurisdiction and participating suppliers;
5. As directed by ESF #7 Unit Leader, seeks to procure resources not available through pre-arranged channels;
6. In all cases, contacts suppliers, settles terms for transportation, and provides information necessary to pass checkpoints;
7. Informs ESF #1 Unit Leader when the jurisdiction must provide transportation in order to make use of the resource; and
9. As directed by ESF #7 Unit Leader, recruits, identifies, or hires personnel to meet emergency staffing needs.

D. Finance Department/Donations (monetary) Manager

1. When notified of an emergency, reports to the EOC or other location specified by the Director of Emergency Management or his/her designee;
2. Oversees the financial aspects of meeting resource requests, including record-keeping, budgeting for procurement and transportation, and facilitating cash donations (as permitted by the laws of the jurisdiction);
3. Matches offers to needs (whether those of its own separate needs assessment or those of the larger jurisdictional needs assessment);

4. Through PIO, disseminates information to ensure that offers are not inappropriate to needs;
- E. City Attorney
1. When notified of an emergency, reports to the EOC or other location as specified by the Director of Emergency Management or his/her designee; and
 2. Advises on contracts, donations, and questions of administrative law.
- F. ESF-13 (Public Safety & Security)
1. Provides escort and security as appropriate for the delivery, storage, and Receiving/Distribution of resources; and
 2. Provides resources/inmates, as available, to support Receiving or Distribution Centers.
- G. ESF-3/Public Works
1. Provides knowledgeable staff to serve with Receiving/Distribution Manager;
 2. Assists in procuring and providing transportation.
- H. Human Resources (Donations Manager)
1. Coordinates receipt of donated goods and services; and
 2. Coordinates distribution with ESF #7.
- I. Resource Manager
1. May be assigned by ESF #7 Unit Leader and shall report to the EOC;
 2. Directs and supervises the activities of the Needs, Supply, and Distribution functions;
 3. Monitors potential resource shortages in the jurisdiction and advises the Emergency Manager or CEO on the need for action;
 4. Identifies facilities/sites that may be used to store needed resources and donations.
 5. Determines the need for and directs activation of facilities necessary for the coordinated reception, storage, and physical Distribution and receiving of resources;
 6. Makes arrangements for work space and support needs for resource management staff;
 7. Tabulates needs assessment and specific requests;
 8. Prioritizes resource requests;
 9. Determines appropriate means for satisfying requests; and
 10. Requests transportation from ESF #1(Transportation), as needed.
- J. Receiving/Distribution Manager
1. Ensures delivery of resources by coordinating routing, transportation, collection, sorting/aggregating, storage, and inventory with responsible parties;
 2. When notified of an emergency, reports to the EOC or other location specified by the Resource Manager;

3. Controls movement of resources;
4. Ensures facilities are activated as directed by Resource Manager; and
5. Monitors location, passage, and inventory of resources.

Tab 1 to Logistics Management Support Annex
ELEMENTS OF A RESOURCE LIST

1. Identification of Resource
 - Type of equipment, service, personnel, facilities
2. Corporation, Organization, or Agency That Controls the Resource
 - Address
3. Contact Arrangements
 - 24-hour primary and back-up contact points (work, home, pager, cellular numbers, accessible by radio)
4. Acquisition Procedures
 - Response time
 - Charges for the use of the resource should be identified or pre-arranged as you develop your list)
 - Resolve any liability issues
 - Identify any special training requirements to operate equipment
 - Identify personnel or contract personnel to operate equipment
 - Develop procedures to receive, inspect, inventory, and return resources
5. Develop the necessary Memorandums of Understanding, Mutual Aid Agreements, and contracts;
6. Build redundancy into Resource List
 - One provider may lack the capability to provide volume of goods, services or personnel requested
 - Provider may be unable to respond at the time you requested
 - Provider may be out of business when you call
7. Update Information
 - Date resource was last verified, date next verification due
 - Develop form letters for updating information

Tab 2 to Logistics Management Support Annex

RESOURCE DIRECTORY

Examples of Resources to maintain:

- Building Contractors
- Building Materials and Supplies
- Concrete, Block and Gravel
- Emergency Fuel
- Food Banks and Donated Goods
- Generators
- Highway and Heavy Equipment
- Mass Feeding Units
- Portable Toilets
- Portable Lighting and Generators
- Portable Showers
- Radio/Communications Support
- Vehicles
- Trucking - Heavy Hauling

A thorough, electronic Resource Directory is available and maintained with Emergency Management. Each Department shall maintain a specific resource directory alphabetized categorically, by response action.

Note: The following four Tabs are all examples of Resource Requests.

Tab 3 is the online example of the Virginia Department of Emergency Management (VDEM) Resource Request. Tab 4 is the directions to fill out the form on Tab 3.

Tab 5 is an example of the WEBEOC Resource Request Form. This form can be accessed through City of Roanoke WEBEOC account in the City EOC.

Tab 6 is an example of an Internal and mutual aid Resource Request and may be used for recording requests for documentation.

Tab 3 to Logistics Management Support Annex

RESOURCE REQUEST FORM

Jurisdiction:	<input type="text"/>
Date/Time:	<input type="text"/> Time: <input type="text"/>
Report:	<input type="radio"/> Initial <input type="radio"/> Update
Preparer:	<input type="text"/>
Agency:	<input type="text"/>
Call Back#:	<input type="text"/> Ex: [800-555-1212]
Fax#:	<input type="text"/> Ex: [800-555-1212]
Email:	<input type="text"/>
Type of Emergency:	<input type="text"/>

LIST REQUEST FOR RESOURCES [Be as Specific as Possible]

Resource:	<input type="text"/>
Size:	<input type="text"/>
Amount:	<input type="text"/>
Location:	<input type="text"/>
Type:	<input type="text"/>
Date/Time Desired:	<input type="text"/> Time: <input type="text"/>

ADDITIONAL COMMENTS

IF EVERYTHING IS CORRECT, THEN YOU ARE READY TO FAX

Tab 4 to Logistics Management Support Annex

VIRGINIA RESOURCE REQUEST ONLINE INSTRUCTIONS

Introduction- During an emergency or disaster, local government agencies must understand how to request specific kinds of resources in order to receive proper assistance in a timely manner. Frequently, requests made to the state are too general, and as a result, victims do not receive the right kind of help or experience extreme delays in receiving it. Being specific in asking for help will ease suffering and directly help victims begin the recovery process.

This form will assist jurisdictions in deciding and requesting the **S**ize, **A**mount, **L**ocation, and **T**ype of a needed resource. A jurisdiction can make a request in one of three ways:

- Complete the form interactively on VDEM's Online EOC via the Internet.
- Complete a copy of form (download from Online EOC) and fax to VEOC at 804 674-2419.
- Call the VEOC (804 674-2400) and make a request using the form as a guide to have necessary information available when making a call.

This resource request form has three major sections:

- The identification section that identifies:
 - (1) Who you are (jurisdiction name),
 - (2) When (date and time of report),
 - (3) Who prepared the report (name of preparer),
 - (4) Contact information (call back phone number, fax number, email address) and,
 - (5) Emergency type.
- The request for resource section that uses the **SALT** technique for informing the VEOC the resource needed.
- A free text comments section for adding additional important information.

Definitions of the Resource Request Form's Individual Data Entries in order of data entry

THE IDENTIFICATION SECTION

Political Subdivision – This is the name of the affected jurisdiction. Click on the arrow in the drop down box, scroll to and click on your jurisdiction name.

Date/Time Report Prepared – The date and time are entered for you in the proper format. Just TAB over the two data entry fields.

Report - Click on the appropriate option button () for the type of report (Initial or Update Request)

Preparer – Enter the name of person making the resource request.

Agency - Agency/department within jurisdiction making the resource request.

Call Back # - Number in local EOC or location of preparer or representative on a 24-hour basis.

Fax # - Fax Number in local EOC

E-Mail – Enter the e-mail address of the EOC or person preparing report. This e-mail address will be used for sending an email confirmation report back to the jurisdiction showing the data submitted to the VEOC.

Emergency Type – What has happened or is happening in your jurisdiction that requires an emergency response. (Tornadoes, hurricane, fires, rail road accident, flooding etc.) Click on the arrow on drop down box and click on the appropriate Emergency Type. **IF other** is selected in the drop down list, please enter the Emergency Type in the **Specify** field.

REQUEST FOR RESOURCE

Resource – Enter what you want – generators, trucks, blankets, sand bags, water, etc.

Size – Specify what size – 60 kw, 18-wheelers, large, small, etc.

Amount – How much or many do you want - 2 trucks, 1500 meals, 10,000 gal., etc.

Location – Where do you want resource delivered – to the shelter, to the nursing home (give name and address – be specific).

Type – Additional information on resource – portable, refrigerated, wool, MREs, etc.

Date/Time Desired - When do you want the resource to be available or delivered?

COMMENTS: - Enter any other information to further explain the request. Enter as free text.

Send Request to VEOC - Click on the **Submit** button. The report is submitted to the Resource Request database in the VEOC. You will also receive an e-mail confirming the receipt of the report along with a copy of the submitted data. The e-mail is sent to the e-mail address entered on the online form

**Tab 5 to Logistics Management Support Annex
WEBEOC Resource Request Form**

https://webeocserver.vdem.virginia.gov - Local Request Entry Ops - Microsoft Internet Explorer provided by City of Roanoke

Entry Sort Filter

New Record

Save Cancel Update

Data Links

undefined

Date/Time	1/17/2007 09:48		
Jurisdiction	<input type="text"/>	Priority	<input type="text"/>
Subject	<input type="text"/>	Id	<input type="text"/>

FILL IN ALL FIELDS BELOW WHEN ENTERING A REQUEST FOR ASSISTANCE

Size	<input type="text"/>
Amount	<input type="text"/>
Location	<input type="text"/>
Type	<input type="text"/>
Timeframe Needed	<input type="text"/>
Requested By:	<input type="text"/>
Phone:	<input type="text"/> ex. 800-555-1212
Approved By:	<input type="text"/>
Description	<input type="text"/>

Done Internet

**Tab 6 to Logistics Management Support Annex
City of Roanoke Resource Request Form**

RESOURCE REQUEST		
City of Roanoke		
REQUEST DATE :	TIME :	INITIAL <input type="checkbox"/> UPDATE <input type="checkbox"/>
PREPARER		
ESF/Department		
CONTACT PHONE _____	FAX _____	E-MAIL _____
TYPE OF EMERGENCY	REQUESTER'S PRIORITY Highest 1 2 3 4 Lowest	
<p>EMERGENCY RESOURCE REQUIRED (equipment, supplies, services)</p> <p>_____</p> <p>SIZE – (Specify what size) _____</p> <p>AMOUNT – (How much or many do you want) _____</p> <p>LOCATION - (Where do you want resource delivered – location name and address)</p> <p>_____</p> <p>TYPE - (Additional information on resource – portable, refrigerated, wool, MRE's, etc.)</p> <p>_____</p> <p>FOR EQUIPMENT: <input type="checkbox"/> Purchase <input type="checkbox"/> Rent/Lease for (period) _____</p>		
DATE DESIRED :	TIME DESIRED :	
<p>DELIVERY INFORMATION:</p> <p>DELIVERY CONTACT, IF OTHER THAN REQUESTER (NAME & PHONE NUMBER):</p>		

FOR RESOURCE MANAGEMENT USE ONLY: REQUEST #

Tab 7 to Logistics Management Support Annex
Receiving Point Operations

Site Requirements

Listed below is the equipment needed to function as a Receiving Point (RP). Equipment such as telephones, faxes, computers, pallet jacks and restrooms shall be available 24/7. Personnel requirements are based on 12-hour shifts.

City Primary Receiving Facility Site Requirements				
Personnel			Equipment	
Type	Day	Night	Type	Number
Manager/Assistant Manger	1	1	Forklift	1
Safety Officer	1	1	Pallets & large bins	50
Recorder	1	1	Hand trucks	5
Security	1	1	Shrink wrap	10 boxes
Forklift Operator	1	1	Refrigerated trailers	3
Labor Team Leader	1	1	Power light sets	2
Labor	5	5	Tents	2
Totals	11	11	Traffic Cones	10
			Two-way radios	6
			Portable Eyewash Station	1

I. Purpose

- A. The Receiving Points (RP) Operations Guide establishes procedures and responsibilities for establishing and operating Distribution Points during an activation of the City Logistics Management Annex.
- B. The Receiving Points are defined as designated areas that receive emergency supplies and commodities during an emergency or disaster for Distribution to the public.

II. Scope

- A. The activated RP should be operational within 24 hours of a disaster or emergency affecting the county.
- B. The RP, once activated, may remain operational for the duration of an event.
- C. The number of RP's activated will be based on the size of the disaster and the needs of the affected communities.

III. Roles and Responsibilities

- A. Receiving Point Manager & Assistant Manager

The Receiving Point, when activated, is under the supervision of the RP Manager and/or Assistant Manager. The RP Manager/Assistant Manager is responsible for all operations in the RP to include receiving and Distribution of all supplies and commodities. The RP Manager/Assistant Manager reports to the Distribution Manager at the EOC. Other responsibilities include:

1. Organize physical layout of the RP.
2. Establish procedures for operations in the RP.
3. Maintain accountability and current inventory of all incoming and outgoing supplies.
4. Maintain records on equipment usage, supply tracking charts and deliveries.
5. Develop security requirements for the RP.
6. Establish procedures for receiving and distributing supplies.
7. Submit required and/or necessary reports to the Distribution Manger.
8. Set up filing system for the receipt and distribution of supplies and equipment.
9. Gather/Record information on deliveries and arrange for future deliveries based on usage.
10. Acts as the primary point of contact for the RP.

B. Volunteers (Donations & Volunteer Annex/ Volunteer Coordinator)

1. Responsible for assisting in receiving supplies and distributing resources for to the public. All support personnel report to the RP Manager. Support may be assigned or come from volunteer agencies. Other duties include:
 - a. Maintain a clean and safe work area;
 - b. Load vehicles as they stop in front of the appropriate commodity;
 - c. Operate pallet jacks as needed; and
 - d. Assists other functional areas as assigned.

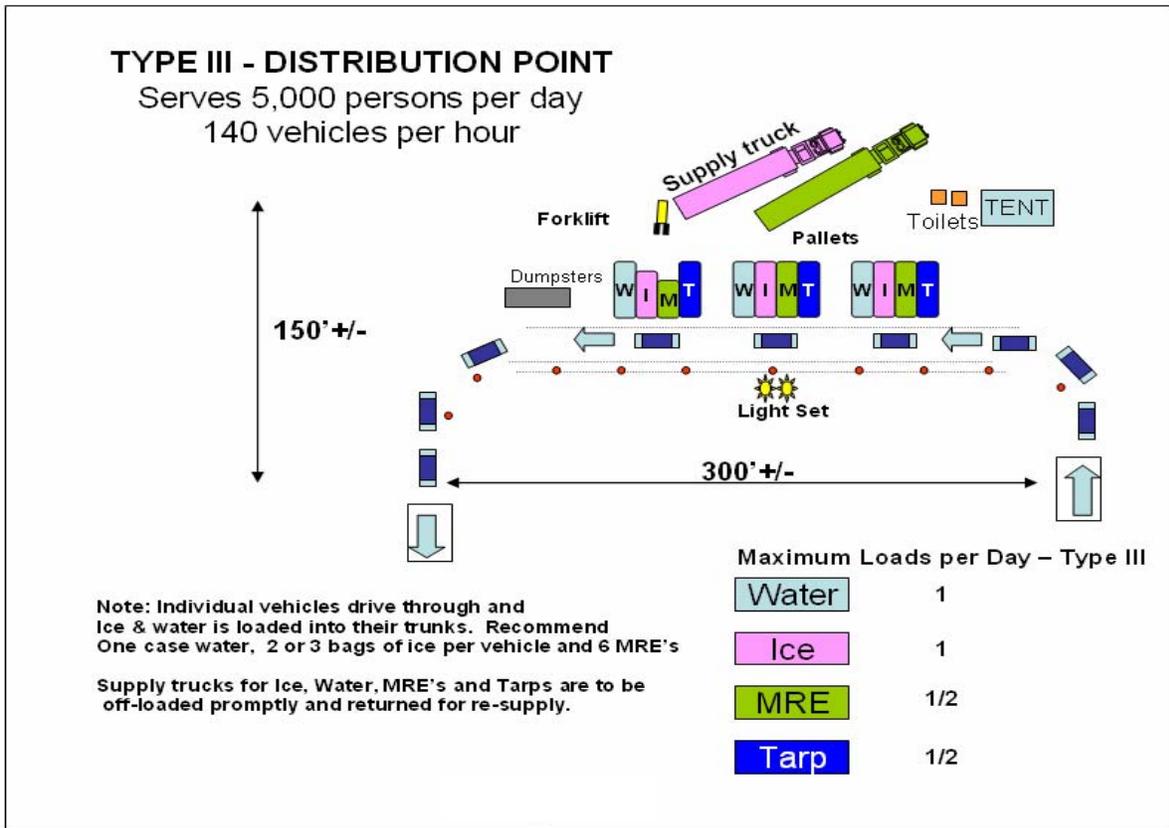
C. ESF-13 (Public Safety & Security)

ESF-13 will be responsible to ensure the overall site security and safety of the RP workers. This representative will report to the RP Manger. Other duties include:

1. Ensure all warehouse staff have the proper credentials;
2. Maintain order in and around the RP to ensure proper operations; and
3. Coordinate security of the RP surroundings with other law enforcement agencies.

Tab 8 to Logistics Management Support Annex

Type III Point of Distribution Site & Resource Requirements

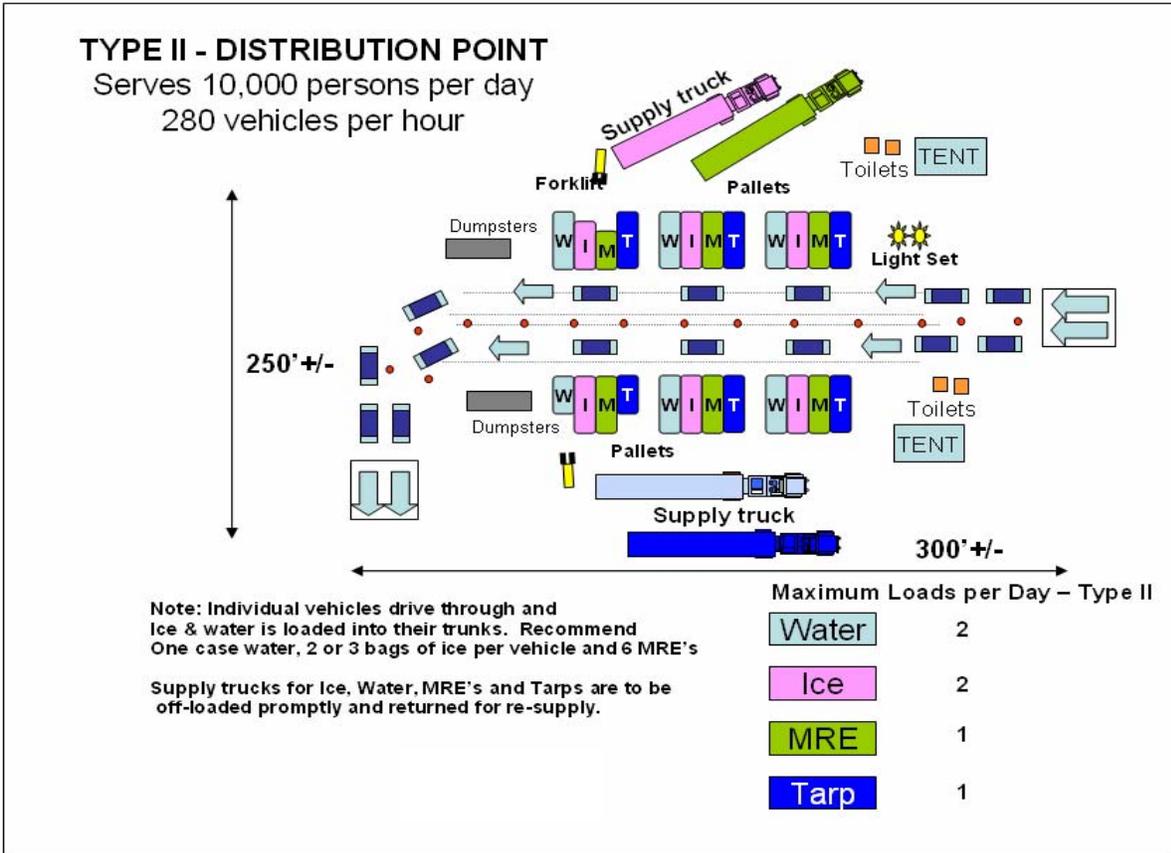


**Type III Distribution Point
 Resources Required**

Type III Distribution Point					
Manpower				Equipment	
Type		Day	Night	Type	Number
Local Responsibility	Team Leader	1	0	Forklifts	1
	Forklift Operator	1	1	Pallet Jacks	1
	Labor	14	2	Power Light Sets	1
	Loading PT	9		Toilets	2
	Back-up Loading PT	4		Tents	1
	Pallet Jacks Labor	1		Dumpsters	1
	Totals	16	3	Traffic Cones	10
Others	Law Enforcement	2	1	Two-way radios	0
	Community Rel.	1	0		
Grand Total		19	4		

Tab 9 to Logistics Management Support Annex

Type II Point of Distribution Site & Resource Requirements

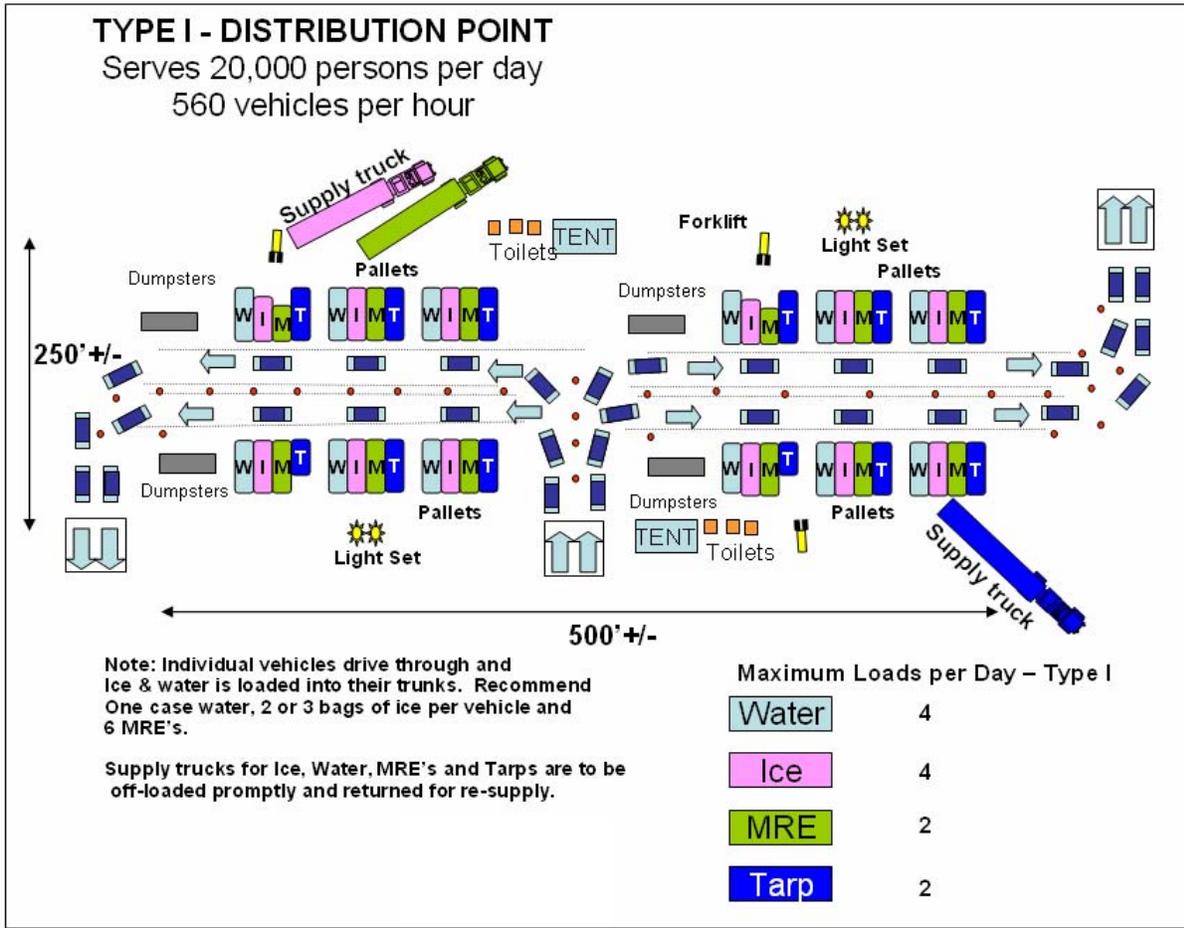


Type II Distribution Point Resources Required

Type II Distribution Point					
Manpower				Equipment	
Type		Day	Night	Type	Number
Local Responsibility	Team Leader	1	0	Forklifts	2
	Forklift Operator	1	2	Pallet Jacks	2
	Labor	28	3	Power Light Sets	1
	Loading PT	18		Toilets	4
	Back-up Loading PT	9		Tents	2
	Pallet Jacks Labor	1		Dumpsters	2
Totals		30	5	Traffic Cones	15
Others	Law Enforcement	2	1	Two-way radios	0
	Community Rel.	2	0		
Grand Total		34	6		

Tab 10 to Logistics Management Support Annex

Type I Point of Distribution Site & Resource Requirements



Type I Distribution Point Resources Required

Type I Distribution Point					
Manpower				Equipment	
Type	Day	Night	Type	Number	
Local Responsibility	Manager	1	0	Forklifts	3
	Team Leader	2	1	Pallet Jacks	3
	Forklift Operator	2	3	Power Light Sets	2
	Labor	57	4	Toilets	6
	Loading Point	36		Tents	2
	Back-up Loading PT	18		Dumpsters	4
	Pallet Jacks Labor	3		Traffic Cones	30
Totals		70	9	Two-way radios	4
Others	Law Enforcement	4	1		
	Community Rel.	4	0		
Grand Total		78	10		

**Tab 11 to Logistics Management Support Annex
Proposed Receiving & Distribution Points**

Attach Map