



STATE OF GEORGIA

GEORGIA EMERGENCY MANAGEMENT AGENCY

Updated December 2012
WebEOC Version

COUNTY DISASTER LOGISTICS STANDARD OPERATING GUIDE (SOG)

County Disaster Logistics Standard Operating Guidelines (SOG)

I. Introduction.

A. Purpose.

This SOG supports Support Annex S-1, Logistics Management Plan to the Georgia Emergency Operations Plan (GEOP), 2012.

B. Scope.

This SOG applies to all counties within the State of Georgia.

II. General.

The logistics response to a disaster is most effective when each level of government - federal, state and county, is knowledgeable and prepared to execute its role in the logistics system. The intent of this SOG is to help ensure County Emergency Management Agency (EMA) Directors are aware of how the State Resource Request (RR) System functions, of key county logistics responsibilities, and to provide or direct them to key tools to aid in preparedness efforts. To this end, this SOG is written specifically to aid the County EMA Director.

III. Concept of Operation. It is important for County EMA Directors to understand how the State Operations Center (SOC) is organized, when activated, and how the State responds to disasters, including the resource request process.

A. Emergency Support Functions (ESF). The GEOP is supported by a Governor's Executive Order, which assigns ESFs 1 thru 15 to specific State agencies. These assignments are listed in the GEOP and include the following functions:

- ESF 1 – Transportation
- ESF 2 – Communications
- ESF 3 – Public Works and Engineering
- ESF 4 – Firefighting
- ESF 5 – Emergency Management
- ESF 6 – Mass Care, Housing and Human Services
- ESF 7 – Logistics Management and Resource Support
- ESF 8 – Public Health and Medical Services
- ESF 9 – Search and Rescue
- ESF 10 – Hazardous Materials
- ESF 11 – Agriculture and Natural Resources
- ESF 12 – Energy
- ESF 13 – Public Safety and Security Services
- ESF 14 – Long Term Recovery and Mitigation

- ESF 15 – External Affairs

B. SOC Organization and Activation. The SOC is organized as a Multi-Agency Coordination Center (MACC) in accordance with the National Incident Management System (NIMS). This organization includes an Event Manager, General Staff, Command Staff, Action Officers and representatives of the 15 ESFs. It may also include representatives of supporting State agencies including the Georgia Department of Defense (GA DOD), public utility companies, Voluntary Organizations Active in Disasters (VOAD) and Non-Governmental Organizations (NGOs). The SOC may be activated incrementally. Level 3 (green) is a Normal Activity/Monitoring level. Level 2 (yellow) is a Partial Activation wherein selected ESF and other agency representatives may be activated. Level 1 (red) is a Full Scale Activation. The SOC staffing will vary depending upon the type and severity of the disaster.

C. State Disaster Response. The State's response to a disaster is determined by the Governor's State of Emergency declaration. This declaration activates the GEOP and defines the use of State personnel, equipment, material and funds for the response. It may also impose certain constraints on the use of State resources. Prior to the issuance of this declaration, the State's response will be limited to those tasks that are the normal responsibility and activity of each State agency and coordination of any NGO or VOAD response. The State's response is also affected by any type of federal emergency or disaster declaration that may be issued by a federal agency or the President. This means that the content of the federal declaration will determine whether or not the State can rent, lease, purchase or contract for emergency services or supplies or ask FEMA for federal assistance. The State DOES NOT stockpile emergency meals, bottled water, ice, tarps or other Initial Response Resources (IRR).

D. Resource Request Process (Non-POD Items).

1. How the Process Works.

- a. A County EMA Director identifies a resource need that cannot be filled by county assets, county purchasing or leasing action, established mutual aid agreements, donations, use of local volunteers or other local means.
- b. The County EMA Director or his/her representative can enter the resource request direct into WebEOC, the State's emergency management software database. The Director, Deputy Director, EOC Chief or the Logistic Chief positions in WebEOC are authorized to release resource requests to the State SOC. If WebEOC is not available a call can be made to 1-800-TRY-GEMA (800-879-4362), speak to an Action Officer and make a Resource Request (RR). The Action Officer will obtain the key information needed from the Director to enter the RR into WebEOC. As an alternative, a GEMA Field Coordinator may call

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the SOC Action Officer on the County EMA Director’s behalf or enter the RR directly in WebEOC, which he or she can access via the Internet. An example of the Resource Request format in WebEOC is provided on page 11-12 of this document.

- c. Once the Resource Request is entered into WebEOC the county has the capability to monitor the status of the request at all times.
- d. The ESF representative will contact the County EMA Director or other point of contact identified in the RR to discuss the request and obtain more details as needed. The ESF will then proceed to fulfill the request. This coordination will be recorded in the Comments Section at the bottom of the Resource Request for your review.

Comments					Add Comment
Position	Name	Phone	Date/Time	Comment	Update
SOC - LOG .Section Chief	Richard Stokes	404-354-9308	10/24/2012 14:01:59	EXERCISE – Statewide GEMA WebEOC – October 24, 2012 - EXERCISE Contract specifications allow bottles any size from 12 ounces to 1 gallon (16.9-ounces preferred), at the Contractor’s discretion. Truckloads may vary. Truckload should be 18,000 liters (20 Pallets at 900 liters per pallet for planning purposes). Contract Cost is \$ 49 per liter or \$8820 per load delivered to any POD location in Georgia. EXERCISE – Statewide GEMA WebEOC – October 24, 2012 - EXERCISE	Select

- e. If the ESF or one of the supporting agencies cannot fulfill the RR, the ESF will seek to fulfill it via use of VOAD, NGOs, intrastate or interstate mutual aid, purchase or contract, or direct federal assistance through FEMA. Again, these options may be limited based on the State or federal emergency or disaster declarations issued.
- f. If the RR cannot be fulfilled, the ESF will advise the County EMA Director. If the RR can be fulfilled, the ESF will advise the Director regarding how, by whom and the estimated time of arrival. The Deployment Section of the Resource Request contains specific information regarding the delivery of a resource.

Deployments				Add Deployment
Deployment #	Resource	Qty	Remarks	Details
WAYN-5958078-1	Water, Drinking	1	EXERCISE – Statewide GEMA WebEOC – October 24, 2012 - EXERCISE Water to be delivered by State Contract Vendor, Lipsey Water after 7:00 PM and prior to 7:00AM. Trucks must be off-loaded immediately. Insure material handling equipment is present for safe unloading. EXERCISE – Statewide GEMA WebEOC – October 24, 2012 - EXERCISE	Select
Deployment Total:		1		

- g. County EMA Directors are encouraged to access WebEOC, using their assigned user name and password, and monitor the status of their RRs. Counties can use the Comments Section of the Resource Request to record the arrival of the resource or report any problems noted with the request.

2. Tips for Submitting RRs.

- a.** RRs must be singular in nature. Do not attempt to combine requests in one RR. If calling only one call is needed, but tell the Action Officer that you have multiple RRs. Each resource needed must be entered into WebEOC as an individual RR.
- b.** Be patient. The Action Officer will lead you through the process. It is better to allow the Action Officer to ask you the key questions in order to complete the RR in an orderly and timely fashion.
- c.** The normal unit of issue for Initial Response Resources (emergency meals, bottled water, ice) will be by the truckload. Exceptions will be made on a case by case basis.
- d.** Certain key information is needed for a RR. Have this information ready including:
 - Requesting agency (county name)
 - Requester's name and best phone number (usually the EMA Director and his/her cell phone number)
 - What resource is needed, how much and when
 - On site POC name and best phone number (such as a POD Manager and his/her cell phone number)
 - Delivery site name and physical address. WebEOC will determine the latitude/longitude of the locations when a complete delivery address is provided.
 - Any special instructions, requirements or other pertinent information
- e.** Place RRs for IRR at least 48 hours, but preferably 72 hours before your required delivery date/time. Some IRR may require more lead time due to source and distance. Counties will be advised of any unusual forecast requirements.
- f.** Recipients will be required to sign for every resource delivered and will be held accountable for all non-expendable property or equipment such as generators.
- g.** Special request procedures will be used to supply/re-supply POD sites. These procedures are provided in Annex A of this SOG.

- h.** Ice will be delivered in refrigerated trailers. No provisions are made for refrigerated trailers to remain at POD locations. Ice must be off loaded immediately. To reduce the melt time of a pallet of ice it can be double wrapped with tarps. FEMA reimburses (under the FEMA Public Assistance Program) for eligible costs associated with purchasing and distributing ice as an emergency protective measure (JP9523.20).

E. Initial Response Resources (IRR).

- 1.** IRR are those critical items people need for their immediate survival while living in their homes without electrical power *and* when area businesses that normally provide such items are closed. IRR may also be used to supply shelters. IRR most commonly consists of some form of emergency, shelf-stable meals, ½ liter bottled water, 8 lb bags of crushed ice and 20' x 25' tarps. Other items sometimes include personal hygiene or comfort kits, baby formula, baby diapers and baby wipes.
- 2.** The State will obtain IRR from FEMA or by State contract. It is the intent of the State to through put this IRR from FEMA or State vendor direct to the county POD location as a full truckload. Delivery to the county PODs will be at night (7:00 pm – 7:00 am) so that the POD staff can issue IRR to members of the public during the day. The county is responsible to verify the load quantity, sign delivery documents and provide signed documents to GEMA upon termination of POD operations. Because we will be shipping direct from FEMA or the vendor state personnel will NOT have validated the load quantity. The county is also responsible for having adequate staff and material handling equipment to unload the delivery truck within 1 hour of arrival. Some contract agreements allow the trailer to be dropped. During the daily logistics conference call ESF7 representatives will advise if your delivery will qualify for an exception to immediate off loading.
- 3. IRR Planning Factors.** IRR items are usually packaged as follows (may vary based on vendor so these numbers are approximate):

a. Water

- (1)** ½ liter bottles @ 1,728 bottles per pallet, 20 pallets per truckload. One truckload can supply the one-day need for approximately 5,760 people.
- (2)** Liter bottles @ 900 bottles per pallet, 20 pallets per truckload. One truckload can supply the one-day need of approximately 6,000 people.
- (3)** Minimum issue is 3 liters of water per person per day.

b. Emergency Meals/MREs

- (1) 576 meals per pallet, 40 pallets per truckload. One truckload can supply the one-day need of approximately 11,520 people.
- (2) Minimum issue is two meals per person per day.

c. Ice

- (1) 8 lb bags @ 250 bags per pallet, 20 pallets per truckload. One truckload can supply the one-day need of approximately 5,000 people.
- (2) Minimum issue is one bag per person per day, if ice is being issued to all survivors. Those with medical needs may require more and will be considered on a case-by-case basis.

d. Tarps

- (1) 20' x 25' each, 200 tarps per pallet, 4,400 tarps per truckload.
- (2) Issue only on request of survivor. Note – tarps may not be made available to PODs. It is preferable to identify tarp needs when survivors process through a Disaster Relief Center (DRC) and have a VOAD, such as Georgia Baptists, install tarps on houses. In this case the tarps would be provided to the Georgia Baptists.

IV. County Responsibilities.

A. POD Planning. Counties should plan to conduct POD operations within their respective counties in accordance with Support Annex S-1 to the GEOP, this SOG, the FEMA and U.S. Army Corps of Engineers (USACE) Guide to Points of Distribution, and USACE POD IRR calculating tools. This guidance describes the purpose, layout, staffing and equipment for Type 1, 2 and 3 PODs. The USACE has designed a pre-event IRR calculating tool to assist counties in estimating how much IRR will be needed within the first 72 hours following landfall of a hurricane, and the type and number of PODs needed to service the estimated population. The USACE has also designed a post-event IRR calculating tool for this purpose. County EMA Directors can access current State logistics plans, SOGs, the FEMA POD Guide, the POD Operations Orientation Video and the USACE IRR calculation tools on the logistics page of the GEMA website at www.gema.ga.gov. Locate the Tab “Response.” Select State Operations Center, then Logistics.

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1. County POD plans should identify POD types, locations, and sources of personnel and equipment necessary to operate the POD. The staff organization should be identified for each POD, including the POD Manager, Deputy Manager and Teams necessary to execute 24/7 operations. The plan should include Memorandums of Agreement with property owners of POD sites, if the site is not owned by the county. The POD plan concept of operations should incorporate IRR distribution operations to members of the public during daylight hours and IRR re-supply operations during hours of darkness.
2. Counties should plan to use county employees and equipment, augmented by members of local VOAD or other volunteer groups, to staff, equip and organize POD Teams to operate PODs. Counties should plan to borrow or rent any additional equipment needed from local sources. To further ensure the ability to execute POD operations, counties are encouraged to develop mutual aid agreements with other counties to provide POD Teams. Counties should report any shortfalls in capability to operate PODs to the GEMA Logistics Program Manager. This will assist GEMA in the development of pre-scripted missions for State agencies or plans to use other resources to augment county POD operations as necessary.
3. Counties should report their POD locations and other key information via WebEOC. The GEMA Logistics Program Manager will provide a consolidated county POD list to the FEMA Region IV Logistics Section and appropriate suppliers/vendors upon going to OPCON 3 in the State SOC.
4. Counties should conduct an exercise for their POD Teams. This training should be in the form of a seminar, drill, tabletop or other HSEEP type exercise. Ideally, such training would progress upward, using the “building block” approach, from a seminar to a full scale exercise whereby a POD operation is actually established at a site, including real or simulated IRR, and the POD Team is afforded the opportunity to execute distribution and re-supply tasks. Assistance with the conduct of such training may be available from the GEMA Exercise Program Manager and Logistics Program Manager with prior coordination.

B. Temporary Emergency Power Planning.

1. Pre-Disaster Planning.

- a. As a result of a disaster counties could lose power at critical facilities. This power loss could last for days. Current guidance indicates it could take up to 96 hours to establish temporary power at some locations. In an attempt to reduce this time counties are asked to pre-plan possible power needs for critical facilities. Critical facilities are defined as

“those facilities that will assist in saving lives and prevent human suffering and those that house the workplaces from which first responders operate”.

- b. Counties should strive to obtain and install emergency electrical generators with Automatic Transfer Switches (ATS) for all critical facilities. If this is not immediately feasible, counties should strive to obtain and install the appropriate Manual Transfer Switch (MTS), based on the assessment and determination of the appropriate size and type of generator for the facility. This will facilitate generator installation if/when needed to power the facility. If counties are unable to determine type/size generator requirements and as a last resort, counties should report their critical facilities to GEMA. This identifies a need for possible contractor assistance following a disaster.
- c. County EMA Directors should input emergency power assessments of their critical facilities to the Facility Emergency Power database in WebEOC. Critical facilities with existing emergency power should also be reported in case this equipment should become damaged or inoperable as a result of the disaster. The following WebEOC positions in each county are authorized to add/edit facilities.

- EMA Director (ESF 5)
- EXEC Deputy EMA Director (ESF 5)
- EXEC EOC Director (ESF 5)
- LOG Section Chief (ESF 7)
- OPS Public Works (ESF 3)
- OPS Section Chief (ESF 5)
- PLN Section Chief (ESF 5)

- d. The responsibility for planning, coordinating and providing temporary emergency power rests with State ESF #7 – Logistics Management and Resource Support. Requirements will be met either by state contract or FEMA ESF #3 – Public Works and Engineering (USACE). Data provided to GEMA by counties via WebEOC will be placed in a database and maintained to support a response if necessary. This data is also provided to FEMA/USACE and is used to establish power packs that will be used in a disaster.

2. Post Disaster.

- a. Immediately following a disaster the county is responsible for conducting an assessment of all critical facilities and determining the need for temporary emergency power. A determination must also be made as to the estimated length of time the facility will be without

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power. Due to the request and installation time it is not recommended to seek generators for short term power losses (24-36 hours).

- b. Once all critical facilities have been assessed the county must prioritize the facilities that will not have power and can submit a prioritized request to GEMA for temporary emergency power assets. The county must certify that each facility is capable to receive power and is not damaged in a way that would preclude connecting a generator.
- c. If the county was unable to get a reliable source to determine the power requirements as a part of the pre-disaster planning phase it will be necessary for a contractor to come to the facility and determine the exact requirements for the facility prior to any valid generator request being acted upon. This will greatly reduce the response time and the establishment of temporary power to the facility.

ANNEXES:

A – POD Commodity Procedures

B – GEMA Daily Logistics Conference Call Format



Resource Request

Incident: Daily Operations - Oct-Dec 2012

Incident Name: Daily Operations - Oct-Dec 2012	Date/Time: 11/27/2012 08:32:27	Tracking # TREU-0023845
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Primary Contact *Required	Primary Contact # *Required	Secondary Contact #	Primary Email
Alternate Contact	Alternate Contact #	Secondary Contact #	Alternate Email

Requesting Jurisdiction
 Treutlen County

Details

Resource Name (Select) *Required	Unit of Measure (Select) *Required	Quantity 0 *Required
<input type="checkbox"/> Use Nims Typed Resource		

Mission / Coordinating Instructions
 (List any special requirements such as the need for personal protective equipment, food, fuel, supplies, etc.)

*Required

Attachments

Attachment 1:

Attachment 2:

Delivery Location

Jurisdiction:

Address:

Lat/Long: /

Local Assignment Details

Priority (Select) *Required	Date/Time Due <input type="text"/>
Assigned To <input type="text"/> *Required for local assignments only. Not required if request is forwarded to the State EOC.	

Once the request has been sent to the SOC it can no longer be updated locally.

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Delivery Location					
Jurisdiction: Whitfield County					
Address: 1651 Tunnel Hill-Varnell Rd Varnell, GA					
Lat/Long: 34.89409 / -84.975029					
Assignment Details					
Priority Life Safety/Immediate (4 hrs.)			Date/Time Due 10/24/2012 17:38:00		
Status Enroute		Last Status Update 10/24/2012 14:02:42		Assigned To SOC - LOG .Section Chief	
Update History					View History
Deployments				Add Deployment	
Deployment #	Resource	Qty	Remarks	Details	
WAYN-5958078-1	Water, Drinking	1	EXERCISE – Statewide GEMA WebEOC – October 24, 2012 - EXERCISE Water to be delivered by State Contract Vendor, Lipsey Water after 7:00 PM and prior to 7:00AM. Trucks must be off-loaded immediately. Insure material handling equipment is present for safe unloading. EXERCISE – Statewide GEMA WebEOC – October 24, 2012 - EXERCISE	Select	
Deployment Total:		1			
Comments				Add Comment	
Position	Name	Phone	Date/Time	Comment	Update
SOC - LOG .Section Chief	Richard Stokes	404-354-9308	10/24/2012 14:01:59	EXERCISE – Statewide GEMA WebEOC – October 24, 2012 - EXERCISE Contract specifications allow bottles any size from 12 ounces to 1 gallon (16.9-ounces preferred), at the Contractor's discretion. Truckloads may vary. Truckload should be 18,000 liters (20 Pallets at 900 liters per pallet for planning purposes). Contract Cost is \$.49 per liter or \$8820 per load delivered to any POD location in Georgia. EXERCISE – Statewide GEMA WebEOC – October 24, 2012 - EXERCISE	Select