

# **Annex 5**

## **LOGISTICS Support Branch**

### **Operations Guidance**

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## **I. Introduction**

Under the National Incident Management System, the State of Florida has adopted the Logistics format for planning and operational purposes. The Logistics format offered in the National Incident Management System is tailored to field deployments, but can be made applicable to the higher-level operations, such as the State Logistics Section of the State Emergency Response Team. The functions contained in the previous structure maintained by the Division of Emergency Management will eventually be incorporated into the following structured outline.

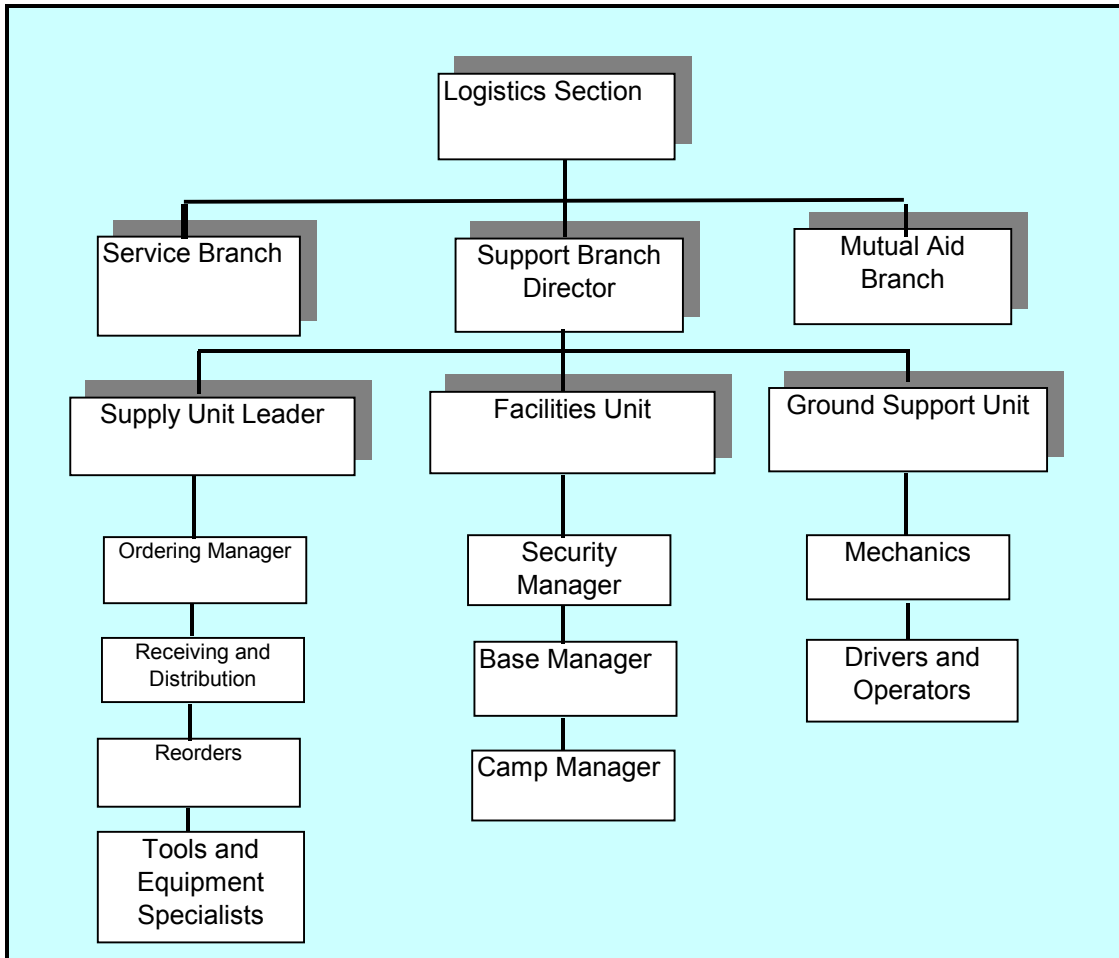
## **II. Mission/Scope**

The mission of the Support Branch of the Logistics Section is to development and implementation of logistics plans in support of the Incident Action Plan. The Support Branch provides for the ongoing supply and support of deployed first responders in the field. This Branch is responsible for security and ground support capabilities.

## **III. Assumptions**

- A. The area/regional civil transportation infrastructure will sustain damage, limiting access to the disaster area. Access will improve as routes are cleared and repaired or as detours are built.
- B. The requirements for transportation capacity will exceed routine State and/or locally controlled or accessible assets, demanding a coordinated plan assistance from several agencies and organizations.
- C. Infrastructure damage and communications disruptions will inhibit efficient coordination of transportation support during the immediate post disaster period. Gradual clearing of access routes and improved communications will permit an increased flow of emergency relief, although localized distribution patterns might remain unusable for a significant period.
- D. The movement of relief supplies may create congestion in the transportation network both nationally and regionally, requiring imposition of controls Local distribution of resources from a mobilization area or Logistics Staging Area to requesting counties and municipalities will require enhanced transportation planning and management.
- E. State Emergency Response Team priorities guide the regulation of all movements. In this regard, transportation planners, operators, and users must exercise discipline when establishing and using available transportation assets. The exercise of discipline assures meeting the mission priorities. A disciplined

transportation system enhances the confidence users have in the system's ability to support the mission.



## IV. Roles and Responsibilities

### A. Logistics Section Chief

The Logistics Section Chief, a member of the General Staff, is responsible for providing facilities, services, and material in support of the incident. The Section Chief participates in development and implementation of the Incident Action Plan and activates and supervises the Branches and Units within the Logistics Section. The Logistics Chief oversees and directs the activities of the Services Branch, Support Branch, and the Mutual Aid Branch.

## **Responsibilities:**

The general of the Logistics Section Chief include:

- a. Be able to conduct basic ICS tasks in field, to include providing briefings to immediate supervisors, acquire work materials you staff, maintain accountability of assigned personnel as to exact location(s), personal safety, and welfare at all times, especially when working in or around incident operations.
- b. Plan organization of Logistics Section
- c. Assign work locations and preliminary work tasks to Section personnel.
- a. Notify Resources Unit of Logistics Section units activated including names and locations of assigned personnel.
- b. Assemble and brief Branch Directors and Unit Leaders.
- c. Participate in preparation of Incident Action Plan.
- d. Identify service and support requirements for planned and expected operations.
- h. Provide input to review Communications Plan, Medical Plan and Traffic Plan.
- i. Coordinate and process requests for additional resources.
- j. Review Incident Action Plan and estimate Section needs for next operational period.
- k. Advise on current service and support capabilities.
- l. Prepare service and support elements of the Incident Action Plan.
- m. Estimate future service and support requirements.
- n. Receive Demobilization Plan from Planning Section.
- o. Recommend release of unit resources in conformity with Demobilization Plan.
- p. Ensure general welfare and safety of Logistics Section personnel.

- q. Maintain Unit/Activity Log (ICS Form 214).

## **B. Support Branch Director**

The Support Branch Director, when activated, is under the direction of the Logistics Section Chief, and is responsible for development and implementation of logistics plans in support of the Incident Action Plan. The Support Branch Director supervises the operations of the Supply, Facilities, and Ground Support Units.

### **Responsibilities**

- a. Review Common Responsibilities under the Incident Command System
- b. Obtain work materials.
- c. Identify Support Branch personnel dispatched to the incident.
- d. Determine initial support operations in coordination with Logistics Section Chief and Service Branch Director.
- e. Prepare initial organization and assignments for support operations.
- f. Assemble and brief Support Branch personnel.
- g. Determine if assigned Branch resources are sufficient.
- h. Maintain surveillance of assigned units work progress and inform Section Chief of activities.
- i. Resolve problems associated with requests from Operations Section.
- j. Maintain Unit/Activity Log (ICS Form 214).

## **C. Supply Unit Leader**

The Supply Unit Leader is primarily responsible for ordering personnel, equipment, and supplies; receiving, and storing all supplies for the incident; maintaining an inventory of supplies; and servicing non-expendable supplies and equipment.

## **Responsibilities**

- a. Review Common Responsibilities (page 1-2).
- b. Review unit Leader Responsibilities (page 1-3).
- c. Participate in Logistics Section/Support Branch planning activities.
- d. Determine the type and amount of supplies enroute.
- e. Review Incident Action Plan for information on operations of the Supply Unit.
- f. Develop and implement safety and security requirements.
- g. Order, receive, distribute, and store supplies and equipment.
- h. Receive and respond to requests for personnel, supplies and equipment.
- i. Maintain inventory of supplies and equipment.
- j. Service reusable equipment.
- k. Submit reports to the Support Branch Director.

### **D. Ordering Manager Checklist**

The Ordering Manager is responsible for placing all orders for supplies and equipment for the incident. The Ordering Manager reports to the Supply Unit Manager.

## **Responsibilities**

- a. Review Common Responsibilities
- b. Obtain necessary agency(s) order forms.
- c. Establish ordering procedures.
- d. Establish name and telephone numbers of agency(s) personnel receiving orders.
- e. Set up filing system.

- f. Get names of incident personnel who have ordering authority.
- g. Check on what has already been ordered.
- h. Ensure order forms are filled out correctly.
- i. Place orders in a timely manner.
- j. Consolidate orders when possible.
- k. Identify times and locations for delivery of supplies and equipment.
- l. Keep Receiving and Distribution Manager informed of orders placed.
- m. Submit all ordering documents to Documentation Control Unit through Supply Unit Leader before demobilization.

## **E. Receiving and Distribution Manager**

The Receiving and Distribution Manager is responsible for receiving and distribution of all supplies and equipment (other than primary resources) and the service and repair of tools and equipment. The Receiving and Distribution Manager reports to the Supply Unit Leader.

### **Responsibilities**

- a. Review Common Responsibilities
- b. Order required personnel to operate supply area.
- c. Organize physical layout of supply area.
- d. Establish procedures for operating supply area.
- e. Set up filing system for receiving and distribution of supplies and equipment.
- f. Maintain inventory of supplies and equipment.
- g. Develop security requirement for supply area.
- h. Establish procedures for receiving supplies and equipment.



- i. Submit necessary reports to Supply Unit Leader.
- j. Notify Ordering Manager of supplies and equipment received.
- j. Provide necessary supply records to Supply Unit Leader.

## **F. Facilities Unit Leader**

The Facilities Unit Leader is primarily responsible for the layout and activation of incident facilities, e.g., Base Camp(s) and Incident Command Post. The Unit provides sleeping and sanitation facilities for incident personnel and manages Base and Camp(s) operations. Each facility (Base, Camp) is assigned a manager who reports to the Facilities Unit Leader and is responsible for managing the operation of the facility. The basic functions or activities of the Base and Camp Managers are to provide security service, and general maintenance. The Facility Unit Leader reports to the Support Branch Director.

### **Responsibilities**

- a. Review Common Responsibilities
- b. Review Unit Leader Responsibilities
- c. Receive a copy of the Incident Action Plan.
- d. Participate in Logistics Section/Support Branch planning activities.
- e. Determine requirements for each facility.
- f. Prepare layouts of incident facilities.
- g. Notify unit leaders of facility layout
- g. Activate incident facilities.
- h. Provide Base and Camp Managers.
- i. Provide sleeping facilities
- j. Provide security services.
- k. Provide security services.
- l. Provide facility maintenance services-sanitation, lighting, clean up

## **F. Facility Maintenance Specialist**

The Facility Maintenance Specialist is responsible to ensure that proper sleeping and sanitation facilities are maintained; to provide shower facilities; to provide and maintain lights and other electrical equipment; and to maintain the Base, Camp and Incident Command Post facilities in a clean and orderly manner.

### **Responsibilities**

- a. Review Common Responsibilities
- b. Request required maintenance support personnel and assign duties.
- c. Obtain supplies, tools, and equipment
- d. Supervise/perform assigned work activities.
- e. Ensure that all facilities are maintained in a safe condition.
- f. Disassemble temporary facilities when no longer required.
- g. Restore area to pre-incident condition.

## **G. Security Manager Checklist**

The Security Manager is responsible to provide safeguards needed to protect personnel and property from loss or damage.

### **Responsibilities**

- a. Review Common Responsibilities
- b. Establish contacts with local law enforcement agencies as required.
- c. Contact the Resource Use Specialist for crews or Agency Representatives to discuss any special custodial requirements which may affect operations.
- d. Request required personnel support to accomplish work assignments.

- e. Ensure that support personnel are qualified to manage security problems.
- f. Develop Security Plan for incident facilities
- g. Adjust Security Plan for personnel and equipment changes and releases.
- h. Coordinate security activities with appropriate incident personnel.
- i. Keep the peace, prevent assaults, and settle disputes through coordination with Agency Representatives.
- k. Prevent theft of all government and personal property.
- l. Document all complaints and suspicious occurrences.

#### **H. Base Manager**

The Base Manager is responsible to ensure that appropriate sanitation, security, and facility management services are conducted at the Base. The Base Manager duties include:

##### **Responsibilities**

- a. Review Common Responsibilities
- b. Determine personnel support requirements.
- c. Obtain necessary equipment and supplies.
- d. Ensure that all facilities and equipment are set up and properly functioning. Supervise the establishment of:
  - Sanitation facilities (including showers).
  - Sleeping facilities.
- e. Make sleeping area assignments.
- f. Ensure that strict compliance is made with all applicable safety regulations.
- g. Ensure that all facility maintenance services are provided.

## **I. Camp Manager**

On large incidents, one or more camps may be established by the General Staff to provide better support to operations. Camps may be in place several days or may be moved depending upon the nature of the incident. Functional unit activities performed at the ICS Base may be performed at the Camp(s). These could include: Supply, Medical, Ground Support, Food, Communications and Finance/Administration as well as the Facilities Unit functions of facility maintenance and security. Camp Managers are responsible to provide non-technical coordination for all units operating within the Camp. Units assigned to Camps will be determined by the ICS General Staff. Personnel requirements for units at Camps will be determined by the parent unit based on kind and size of incident and expected duration of Camp operations.

### **Responsibilities**

- a. Review Common Responsibilities
- b. Determine personnel support requirements
- c. Obtain necessary equipment and supplies.
- d. Ensure that all sanitation, shower, and sleeping facilities are set up and properly functioning.
- e. Make sleeping arrangements.
- f. Provide direct supervision for all facility maintenance and security services at Camp.
- g. Ensure that strict compliance is made with all applicable safety regulations.
- h. Ensure that all Camp to Base communications are centrally coordinated.
- i. Ensure that all Camp to Base transportation scheduling is centrally coordinated.
- j. Provide overall coordination of all Camp activities to ensure that all assigned units operate effectively and cooperatively in meeting incident objectives.
- l. Maintain Unit/Activity Log (ICS Form 214).

## **J. Ground Support Unit Leader**

The Ground Support Unit Leader is primarily responsible for 1) support out of service resources 2) transportation of personnel, supplies, food, and equipment 3) fueling, service, maintenance, and repair of vehicles and other ground support equipment and 4) implementing Traffic Plan for the incident.

### **Responsibilities**

- a. Review Common Responsibilities
- b. Review Unit Leader Responsibilities
- c. Participate in Support Branch/Logistics Section planning activities.
- d. Develop and implement Traffic Plan.
- e. Support out-of-service resources.
- f. Notify Resources Unit of all status changes on support and transportation vehicles.
- g. Arrange for and activate fueling, maintenance, and repair of ground resources.
- h. Maintain inventory of support and transportation vehicles (ICS Form 218).
- h. Provide transportation services.
- i. Collect use information on rented equipment.
- k. Requisition maintenance and repair supplies (e.g., fuel, spare parts).
- m. Maintain incident roads.
- m. Submit reports to Support Branch Director as directed.

## **K. Equipment Manager**

The Equipment Manager provides service, repair, and fuel for all apparatus and equipment; provides transportation and support vehicle services; and maintains records of equipment use and service provided.

## **Responsibilities**

- a. Review Common Responsibilities
- b. Obtain Incident Action Plan to determine locations for assigned resources, Staging Area locations, and fueling and service requirements for all resources.
- c. Obtain necessary equipment and supplies.
- d. Provide maintenance and fueling according to schedule.
- e. Prepare schedules to maximize use of available transportation.
- f. Provide transportation and support vehicles for incident use.
- g. Coordinate with Agency Representatives on service and repair policies as required.
- h. Inspect equipment condition and ensure coverage by equipment agreement.
- i. Determine supplies (e.g., gasoline, diesel, oil and parts needed to maintain equipment in efficient operating condition), and place orders with Supply Unit.
- j. Maintain Support Vehicle Inventory (ICS Form 218).
- k. Maintain equipment rental records and equipment service records.
- l. Check all service repair areas to ensure that all appropriate safety measures are being taken.

## **V. Concept of Operations**

The Logistics Section Chief will activate the Logistics Section whenever an activation of the State Emergency Operations Center is imminent, or has occurred. At the direction of the Logistics Chief, the Support Branch will be fully staffed to support each of the Support Branch Units used in the State of Florida. The Support Branch Director will oversee the activities of the sub-elements in under the Support Branch. As the need for additional support grows, the Support Branch Director will increase its manpower to accommodate greater demands and needs.

## **A. Resource Management**

*Specific details regarding the roles and responsibilities or resource management are also found in each Branch Annex and sub-annexes in the State Logistics plan. The following is general information that applies across the board. Specific details will be found within each Annex.*

- a. Pre planning AND contracts
  - i. Resource management is a sub-function of the overall supply chain management process. It begins with pre-planning;
    1. Developing the total resource requirement process
      - a. Total requirements for an event
      - b. Determining all available resources organic to each respective agency and organization
      - c. The difference between what is available and what is required is the “Delta” or what some refer to as a “Gap”
      - d. The “Delta” is what agencies are required to develop contracts for through commercial sources.
      - e. The State should only go to the Federal Government for resources not typically available through commercial means such as DoD military resource, or specialized tactical teams. Going to the federal government means that the State cannot contract for a specific resource (asset, commodity, or service).
    2. Based upon the “Delta” planning process, the State awards contracts under various competitive bid processes (ITB, RFP, and ITN), and developing relationships with qualified contractors.
    3. The Division’s Logistics Section issues multi-vendor contract awards, and rarely depends upon only one contractor for any resource. This ensures that the State has redundancy in our resource plan.
    4. Capacity and capability presently ensures adequate resource through at least a Category 3 hurricane and well into a Category 4 or 5 before the State will require additional commodity and tactical assets from the Federal Government short of specialized assets.
  - b. PRE-EVENT ACTIVATION AND DEPLOYMENT  
Events with advance warning (hurricanes, drought, flooding, pandemics, some terrorism threats,)
    - i. When the State has advance warning or notification of an impending event, and the State EOC activation level is

raised to a Level 2 or 1, the following process takes place within the Unified Logistics Section:

1. E-120 HOURS

- a. Warning Orders (WARNORD) are sent via group e-mails to members and contractors within the Unified Logistics Section of present activities and updates on the event. This allows them to begin advance planning in preparation of being activated to deploy.
- b. Resource forecast models are run based on the projected impact areas. This includes commodities, equipment and personnel resources required.
- c. Contractors are contacted to update their "Resource Snap Shot", meaning that those resources the State has under contract with the vendors (water, ice, heavy equipment, base camps etc) are updated by the contractors as to availability, capacity, and capability. All contractors update their lists, although not all contractors may be used for a specific event. This affords the Section to determine the total response capacity and capability for a given event. This has historically proved to give the State a very accurate capability assessment from which we move to the next step.
- d. The State Logistics Response Center (SLRC) is activated and staffing begins from on-site personnel and pulling from additional staff in the local area to include:
  - i. Florida National Guard
  - ii. Florida Division of Forestry staff
  - iii. Long Term Recovery Office in Lake Mary, FL
  - iv. Orange County Sheriffs Department, Incident Support Team
  - v. Pre approved local contractors
  - vi. Refer to SLRC Procedures

2. E-96 HOURS

- a. Based on the projected magnitude of an event, various commodity and equipment packages are developed based on the forecast models developed by the Logistics Section. Typically, 2-3 sizes of packages are developed in order to give Management an opportunity to apply



their insight and forecast to approve one or more level of packages to activate.

*i. Refer to Commodity Model Excel Spreadsheet*

- b. Commodities from state contractors (water, ice and meals), are ordered to support E+24 – 96 hours post landfall / event. This supports commodities after the initial push of resources from the SLRC are expended.
- c. The State Logistics Response Center (SLRC) is tasked to begin uploading resources. The SLRC typically maintains adequate resources to support a Category 3 hurricane for the first 24-36 hours, assuming a 5-7 county strike and 1,000,000 persons affected.
  - i. 300-485 truckloads of resources will take 48-60 hours to upload utilizing the 19 semi-truck loading docks (Site has 26 docks)
  - ii. The SLRC can accommodate 110 trucks staged on site, with another 300-staged 5-miles away at the Orange County Convention Center overflow parking lot under agreement.

### 3. E-60 HOURS

- a. Two to four State logistics Staging Areas are determined for potential activation.
  - i. The State has 38 LSA sites pre-surveyed for this purpose across the state.*
  - ii. Refer to State LSA Plan in Annex 9 – LSAs*
- b. Florida National Guard and Division of Forestry personnel are placed on stand-by to support state LSA's
- c. Contact is made with each potential impact county to discuss local logistics operations. This includes activation of their County Staging Areas (CSA), and Points Of Distribution (PODs). Counties must identify which PODs they will potential open and advise to what extent they will require assistance in personnel, material handling equipment, and other assets.

- d. Based on the input from the counties, POD Support Packages of equipment are ordered from state contractors.
- 4. E – 48 HOURS
  - a. A State Mobilization Area (MOBAREA) is established to receive out of state resources and personnel ordered. The MOBAREA is staffed by the DoF Type III IMT and simply checks in and holds resources on-site until post landfall / event (E).
    - i. *(Refer to State MOBAREA Plans in Annex 9 – LSAs)*
  - b. Resources begin to arrive at the State MOBAREA. Drivers are supported with on-site restrooms and minimum catering support.
- 5. E – 36 HOURS
  - a. FL National Guard and DoF personnel begin to stand up their teams and move to pre staged areas in safe areas awaiting landfall.
  - b. Communications checks are performed with teams.
  - c. Short deployment resources (communications packages, SANPACS, catering teams etc.) are ordered to support State LSA's once opened E +24 HOURS.
- 6. E – 24 HOURS to E
  - a. Teams finalize their preparedness activities, as resources continue to arrive at State Mobilization Area(s).
- c. E + ACTIVATION and DEPLOYMENTS
  - i. Activation and implementation of resources (personnel, equipment, commodities, and facilities).
    - 1. E + 24 HOURS
      - a. State Logistics Staging Areas are activated.
        - i. LSA personnel begin to move when winds drop below tropical storm force wind levels (34 MPH) and it is safe for trucks to travel highways.
        - ii. State LSA's must be open and receiving resources within the first 24 hours post landfall / event.
        - iii. Two or more State LSA's will be established of the event. LSA's will be assigned based on dividing the impact areas into ICS Divisions. This could be one dense urban county per LSA, or

several rural counties served by one LSA. All is based on population figures and a “manageable span of control” for each LSA, roughly 250-400 truckloads per LSA per day, with redistribution to County PODs.

b. County PODs

- i. Refer to POD Lists updated each year
- ii. FLNG personnel, equipment, and commodities begin to deploy to the pre-identified POD locations.
- iii. PODs are required to be open and distributing water only within 24-hours post landfall / event
- iv. Contingency plan for the FLNG is that if they arrive at a site that is damaged, impacted with debris or otherwise unusable, they have standing orders to go to a secondary site, secure the site, and communicate this to both the respective County EOC and the SLRC POD Support Desk.

c. Resources roll directly to PODs

- i. Pre scripted quantizes of resources based on the forecast models are dispatch from the State Mobilization Area (s) directly to the PODs. Excess commodities are routed to the respective State LSA’s for check in and onward movement to back fill requirements at PODs each 24-hour period.

2. E +48 – 72 HOURS

a. EQUIPMENT

- i. Missions are being filled at State LSA’s based on Taskers in EM Constellation
- ii. The State requirements are that equipment is delivered and installed on-site within 12-18 hours of request. This is based on the fact that equipment packages were ordered pre-landfall and staged at the Equipment LSA or the SLRC.
  1. The State will NOT fill massive orders for assets that do not have a specific installation

address, such as ordering 20 generators.

2. Counties who wish to order assets and maintain control over a specific asset or a group of assets, MUST issue a local purchase order and pay for the asset directly.
- iii. Specialized equipment request may take from 48-96 hours to acquire such as 1-3 megawatt power plants and are typically short in supply nationally, and may take 2-3 days in travel time to arrive on site, with another 24-36 hours to install depending on the complexity of the asset and facility.
- iv. All equipment is tagged with an OrbiTrax satellite transponder so that the location of the assets can be constantly monitored and avoid theft or unauthorized movement.
- v. Equipment is placed until such time as power is restored or the emergency need for the asset is complete.
  1. Counties who wish to retain control over a specific asset MUST issue a local purchase order and pay for the asset directly.

b. COMMODITIES

Commodities are distributed based on emergency needs in specific communities. The number of county PODs, types of commodities, quantity, and length PODs will be in operation is directly tied to the level of community retailers reopening post event. PODS will not be opened contiguous or within 5-miles of an open retailer, that has resource available for sale.

- i. Water will be pushed directly to county PODs for the first 72-hours WITHOUT having a mission request from the county. These are based on the Commodity Forecast Model.
- ii. Ice is a restricted item and will be deployed in support of Mass Care

Shelters (public and special needs), hospitals, nursing homes, and special communities identified by County EOC's (elderly, isolated etc.)

- iii. Shelf Stable Meals will be distributed based on community needs. There are several types of meals available to include
  - 1. State of Florida, custom developed shelf stable meals (5 year shelf life)
  - 2. Military MRE's (5-year shelf life)
  - 3. Civilian versions of MRE's (3-year shelf life)
  - 4. Short shelf life commercial meal packs (6-8 months shelf life)
- iv. Tarps are NOT distributed at PODs due to historical abuse. Tarps will be issued to VolAgs conducting dry-in operations as well as agencies and teams conducting home visits, both who can verify that actual need is there and the tarps can be used.

d. SUSTAINMENT OF OPERATIONS

i. EQUIPMENT

- 1. All equipment deployed to the field will be assigned a strict service and maintenance schedule.
  - a. Fuels will be provided every 24-hours to the asset installed and maintained by the State
  - b. Generators will undergo a preventive maintenance cycle every 250 hours of operation (oil changes)

ii. COMMODITIES

- 1. After the first 72-hours of operations, commodities will be pushed based on both "burn rates" (actual consumption assessments) as well as orders from county EOC's as relayed to them by POD management teams.

e. DEMOBILIZATION

- i. Refer to each State LSA facility site Demobilization plan for details of asset demobilization.
- ii. All assets must be accounted for, will be cross-reference against the software, and printed documentation records of issuance.
- iii. EQUIPMENT

1. All equipment will be recovered from the field and undergo both a full service schedule and decontamination process. Charges for the services are authorized as part of the deployment package, and will be performed at either the State LSA or SLRC prior to being returned to the vendor. The vendor may decide to perform these services, and bill the state so long as the costs are comparable.

iv. COMMODITIES

1. Any commodities remaining after the event will be recovered and distributed as follows.
  - a. Offered to affected counties for continued local use
  - b. Offered to host counties providing support to impact counties
  - c. Recovered back to the State Logistics Response Center for reuse so long as there is no damage and at least 1 year remaining on the expiration date.
  - d. Offered to other non-profit voluntary agencies performing disaster relief services
  - e. Offered to community food banks
  - f. Offered to other State agencies.

v. FACILITIES

1. Refer to Annex 9 – LSA's regarding the demobilization of temporary facilities