

# SERT LOGISTICS SECTION

December 2019

## A. PURPOSE

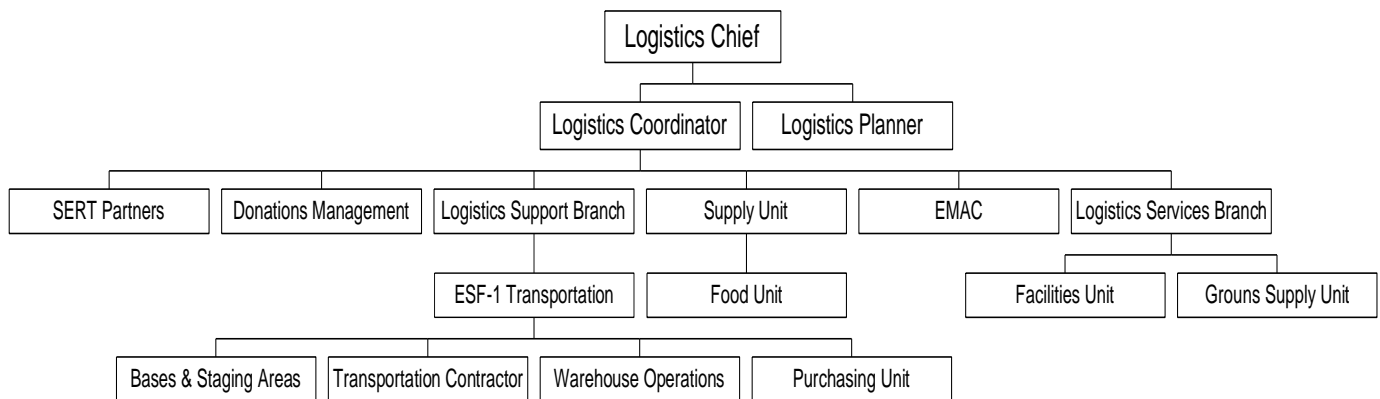
This appendix describes the Logistics Section of the State Emergency Response Team (SERT) during activation, including processes and procedures for resource management, transportation management, donations and volunteer management, and military support.

## B. MISSION

The Logistics Section procures, stores and transports state and donated resources in support of disaster response and recovery operations. It processes resource requests from local governments, state agencies, and division organizations and tasks appropriate agencies to satisfy these requests. Resources include supplies, equipment, and personnel.

## C. ORGANIZATION

The Logistics Chief reports directly to the SERT Leader and is responsible for overall logistics activities. The Logistics Coordinator controls the Section's day-to-day activities.



## D. CONCEPT OF OPERATIONS

### 1. LOGISTICS SUPPLY UNIT

At full activation, the Branch operates 24 hours a day and is responsible for:

- a. Initial processing of resource requests and coordination of sourcing solutions.

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- b. Tasking subordinate branches and SERT partners to fill resource requests or to accomplish logistics missions.
- c. Logistics situational awareness.
- d. Logistics planning for future operations.

### **2. LOGISTICS SUPPORT BRANCH**

Consists of two warehouses, a purchasing unit, an ESF-1 Transportation Unit, and the SERT civilian transportation contractor's representative. At full activation, the Branch operates 24 hours a day. The Log Support Branch is responsible for:

- a. Warehouse Operations.
- b. Inventory Management.
- c. Purchasing, transporting, staging and issuing supplies and equipment.
- d. Management of all transportation requirements.

### **3. LOGISTICS SERVICES BRANCH**

Responsible for supply and services support to the State Emergency Operations Center and to response teams deploying to the field. For deploying teams, the Branch provides staging facilities, vehicle support, supplies, mail and equipment. At full activation, the Branch operates 12-14 hours a day.

- a. Supports EOC operations.
- b. Links with FEMA LOG Operations.
- c. Supports ongoing Recovery operations.
- d. Supports JFO operations.

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### **4. EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC) BRANCH**

Responsible for coordinating mutual aid during a disaster. At full activation, the Branch operates 24 hours a day.

### **5. DONATIONS MANAGEMENT COORDINATION TEAM**

Responsible for managing public donations and volunteer offers. In addition, through the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center, they gather and disseminate to the Human Services Section information about people who require individual assistance. At full activation, the Branch operates 12-14 hours a day. The Branch Manager is the Governor's liaison for volunteers. In accordance with a Memorandum of Agreement with NC Division of Emergency Management, Adventists Disaster Services provides representatives to man the Donations Management Coordination Team and to operate a State Donations warehouse if necessary.

### **6. LOGISTICS SERT PARTNERS**

The Logistics Coordinator and members of the Logistics Supply Unit task SERT partners to satisfy resource requests and to perform other missions via NC SPARTA. Their roles and capabilities are described below.

- a. The Department of Administration provides support to the SERT in several areas. Motor Fleet Management Division provides motor pool support. Augments disaster purchasing by providing purchasing agents to NCEM. The State Property Office provides facilities to support disaster needs.
- b. The Civil Air Patrol (CAP) provides both light aviation and significant ground resources to assist with logistics disaster response. CAP aircraft are Cessna single-engine planes used for aerial damage assessment, search and rescue operations, and light logistical transport. The CAP also provides several Type III Points of Distribution (POD) teams and several two-person County Logistics Liaison Teams that have the mission of assisting hard hit counties get the logistics support they need and of assisting SERT Logistics get the information it needs to help the counties.

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- c. The North Carolina Department of Agriculture and Consumer Services (NCDA&CS) has Food Distribution Division trucks and refrigerated trailers which can be used for transportation requirements. Additionally, the NCDA&CS Food Distribution Division supports mass feeding and shelter operations. NCDA&CS Food Distribution maintains two warehouses in Butner, NC and Salisbury, NC where they store and distribute USDA foods to 7 feeding programs across the state.
- d. The Department of Public Safety Division Purchase and Logistics provides support to the SERT by augmenting Logistics Support with disaster purchasing. Purchase and Logistics provide personnel to operate as the Purchasing Unit Manager and purchasing agents. These personnel are charged with processing resource request purchases from multitude of sources; disaster convenience contract, State Term contract and/or other vendors. They operate within the State Emergency Operation Center and/or from a satellite location.
- e. The Division of Adult Correction has a variety of resources which include: manpower intensive requirements, approximately 200 buses and vans with drivers, several special law enforcement teams, and tracking teams useful for Search and rescue operations. The Division of Adult Correction operates 24 hours a day during Level 1 EOC activations.
- f. The N.C. League of Municipalities facilitates mutual aid between North Carolina cities. It provides a representative to the Logistics Section during activation and operates 24 hours a day.

### 7. LOGISTICS CONCEPTS FOR DISASTER RESPONSE

The Logistics Concept for all disaster response operations is as follows:

- a. Maintain warehoused stocks of basic disaster supplies (food, water, etc.) for immediate response needs.
- b. Maintain convenience contracts with vendors to purchase additional supplies/equipment and to fill the procurement pipeline for follow-on supplies during large disasters. Operate a purchasing unit to procure items not available within the Logistics Warehouse inventory SERT Partners, or BEOC.

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- c. Employ a transportation contractor who can procure commercial trucks and trailers for disaster transportation requirements. Operate an ESF-1 Transportation Coordination Cell consisting of representatives from appropriate State Agencies to coordinate use of State transportation assets when required.
- d. Deliver most resources to one, designated County Receiving and Distribution Point per county unless a county requests delivery to another location. Support local government operation of Points of Distribution (POD) for public distribution of disaster supplies (food, water, tarps, ice).
- e. Make maximum use of mutual aid assets, both nationally through the Emergency Management Assistance Compact and through intra-state mutual aid between local governments.
- f. Use resources available from Logistics SERT Partners wherever possible.
- g. Integrate Federal partners into our EOC processes, particularly the FEMA Logistics and Corps of Engineers representatives of the FEMA Incident Management Assistance Team (IMAT).
- h. Maintain the capability to establish both a mobile Joint Reception, Staging, Onward Movement and Integration (JRSOI) site and a base or camp for response workers in an area impacted by a disaster.
- i. Ensure effective management of donations and volunteers to include a proactive donations management information campaign.

### 8. CONCEPT FOR PROCESSING RESOURCE REQUESTS

The Logistics Supply Unit processes all resource requests assigned to the Logistics Coordinator before any agency is tasked to fill a request. The role of personnel in the Supply Unit is to coordinate with requestors, the Logistics Branches, or Logistics SERT Partners as necessary to develop good sourcing recommendations to satisfy requests. The Logistics Coordinator approves or denies resource requests, or makes recommendations to the Logistics Chief, based on the level of authority delegated by the Logistics Chief. Approved requests are tasked to a SERT Partner, EMAC or Logistics Support Branch for items in stock or items which require purchasing action.

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NC SPARTA is used for customers to make requests, for EOC personnel to query for additional information and for the Logistics Supply Unit personnel to task Logistics Branches or SERT Partners to take action to satisfy requests.

NC Sparta, Logistics Inventory, purchase orders, and the file library are used to provide real time asset visibility of available commodities, equipment and to share essential process information among all Logistics players. The Logistics Inventory is used to:

- a. View inventory balances at multiple locations.
- b. Issue and receive inventory.
- c. View purchase order lists.
- d. View convenience and contract information.
- e. Schedule and manage all transportation missions by truck and mission number.
- f. Produce bills of lading.
- g. Provide situational awareness information and management reports to assist in managing logistics processes.

The Logistics process is complex and difficult to manage. Logistics personnel are a limited asset. It is, therefore, essential to make maximum use of information technology to provide the asset visibility, data communication among logistics players, and information necessary for effective management of logistics processes.

### E. REFERENCES

- A. JRSOI Plan
- B. Logistics Standard Operating Procedures (Log SOP)
- C. General Warehouse Management and Operations Standard Operating Procedures
- D. Disaster Purchasing Standard Operating Procedures

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**F. TABS**

- A. Transportation
- B. Resource Support
- C. Volunteer and Donations Management