

City of Los Angeles

EMERGENCY OPERATIONS PLAN



LOGISTICS ANNEX

DISTRIBUTION MANAGEMENT APPENDIX

July 2018



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APPENDIX DEVELOPMENT AND MAINTENANCE

This Appendix is developed in support of the City of Los Angeles Emergency Operations Plan (EOP) to facilitate response during incidents requiring the logistical coordination of emergency supply and equipment distribution.

This Appendix is developed in cooperation and with input from the City departments with primary response or support activities, as well as input from appropriate non-City agencies with identified activities related to distribution management.

This Appendix is developed to describe the overall Citywide response function and capabilities, and is to be used by each department identified within this Appendix to develop their own standardized operating procedures (SOPs) specifically for their department to direct tactical operations. When developing SOPs, each department is to take into consideration how all of the activities identified in this plan directly related to their own department, as well as how those activities interact with, support, or require support from other departments identified within this plan. Departments must ensure that their SOPs are inclusive of planning for people with disabilities and others with access and functional needs. If, at any time, any department identifies a conflict in how their field response or support activities are performed in comparison to what is described in this Appendix, and/or identifies a conflict between their listed activities or responsibilities within this Appendix and how they relate to or support another department's listed activities, such conflict is to be immediately reported to the Emergency Management Department—Planning Division.

If, at any time, a department, agency, or stakeholder to this Appendix changes, develops, or amends any policy, procedure, or operation that will change or affect the contents of this Appendix, that entity is to immediately notify the Emergency Management Department Planning Division.

This Appendix is to be corrected immediately upon notification or observation of any operational errors or conflicts. Such corrections are to be reflected within the Record of Changes.

Every other year, a formal review of this Appendix will be conducted by departments and agencies that are identified within the Appendix, as well as any other departments or agencies that may need to be part of the review process. The Emergency Management Department Planning Division will lead such an effort. Upon completion of such formal review, all corrections to the Appendix will be reflected within the Record of Changes

APPROVAL AND IMPLEMENTATION

This document is a Functional Support Appendix to the City (EOP). It serves as either a stand-alone plan or companion document to an applicable Hazard Specific Response Annex to the EOP. The Appendix was developed with input from all applicable City of Los Angeles departments and allied stakeholders. Upon completion, it is reviewed by the City's Emergency Management Committee (EMC). When approved by the EMC, it presents the Appendix to the Emergency Operations Board (EOB) with a recommendation for approval. Upon review and approval by the EOB, the Appendix goes to the Mayor of the City of Los Angeles with a recommendation to approve and forward to the City Council for adoption.

Upon formal approval by the Mayor and adoption by the City Council, this document becomes an official Annex to the City of Los Angeles EOP.

This Appendix was developed with input from all applicable Los Angeles City departments. This Appendix is compliant with the Federal Emergency Management Agency (FEMA) *Comprehensive Preparedness Guide (CPG) 101, Developing and Maintaining Emergency Operations Plans*, Version 2.0 (CPG 101 V.2)¹.

¹ *Developing and Maintaining Emergency Operations Plans. Comprehensive Preparedness Guide (CPG) 101*, version 2.0 ed. (n.p.: U.S. Department of Homeland Security, Federal Emergency Management Agency, 2010).

CITY EMERGENCY OPERATIONS PLAN/ANNEX CROSS REFERENCE

During the response, the following functional support shall be used as deemed necessary:

- Throughout this document, where public information and communication with the public is referenced, see the **Emergency Public Information Annex**.
- Where internal communications systems is referenced, see the **Communications Annex**.
- Where early warning and notification is referenced, see the **Early Warning and Notification Annex**.
- Where sheltering, mass care, mass feeding and the provision of functional needs support services (FNSS) is referenced, see the **Mass Care and Sheltering Annex; Resettlement Processing Center Annex; and Logistics Annex**.
- Where reference is made to evacuations, see the **Evacuation Annex**.
- Where reference is made to Federal, State, Local or Non-Governmental Organizations providing recovery information, see the **Local Assistance Center Annex and Recovery Annex**.
- Where reference is made to response and restoration of critical infrastructure, see the **Critical Infrastructure Annex**.
- Hazard Specific Annexes include the **Tsunami Annex, Earthquake Annex, Adverse Weather Annex, Brushfire Annex, Urban Flooding Annex, Off-Airport Major Aircraft Response Annex, Debris Flow Annex, Civil Disturbance Annex, and CBRN Annexes (Chemical, Biological, Radiological, and Nuclear)**.
- All actions related to fulfilling the purpose of this Appendix will adhere to the City of Los Angeles Citywide American with Disabilities Act (ADA) guides, documents, and checklists.
- Where City departments have tasks assigned relative to this Appendix, please refer to that specific department's Standard Operating Procedures.

BACKGROUND

The Distribution Management Appendix is a support document to the City's EOP and is designed to be used during the response and recovery phases of an emergency incident. This Appendix is designed to be scalable and used during incidents with minimal to extensive operations.

While it is difficult to accurately predict the location, frequency, and scale of an emergency or disaster, it is possible to plan for the coordinated distribution of supply and equipment to responders and the public during such incidents. The information in this Appendix reflects City of Los Angeles procedures and assigned responsibilities for the logistical coordination of supply and equipment distribution.

To minimize duplication of efforts, this Distribution Management Appendix covers key areas such as: supply and equipment delivery, responder distribution, and commodity points of distribution (C-PODs). Distribution management describes the processes by which resources are delivered to field sites for distribution to emergency responders and the general public. These resources often flow through distribution operational components such as responder drop points, and Commodity Points of Distribution (C-PODs). This strategy underlies the processes, responsibilities and concepts required to utilize these components for timely and accurate distribution.

The Distribution Management Appendix identifies specific options available to manage these processes at all operational levels, including the coordination of supply and equipment requests among entities in the field and within the City of Los Angeles Emergency Operations Center (EOC).

I. PURPOSE, SCOPE, SITUATION, AND ASSUMPTIONS

A. Purpose

The Appendix details government's responsibilities for the logistical management of supply and equipment distribution. This Appendix can be used in conjunction with other annexes and appendices designed for the protection of the population. This Appendix is applicable to all locations and to all agencies, organizations, and personnel with support function responsibilities for distribution management.

The Appendix has been developed to meet the following objectives:

- Provide a concept of operations for distribution management activities including supply and equipment delivery, responder drop points, and C-PODs.
- Provide a common understanding of the roles and responsibilities of key stakeholders involved in distribution management during a local emergency.
- Provide a coordinated distribution management logistics system compliant with the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS) and relevant City, County, State and Federal laws.

B. Scope

Effective incident management begins with a host of preparedness activities conducted well in advance of any potential incident. Preparedness involves an integrated combination of: planning; training; exercises; personnel qualification and certification standards; equipment acquisition and certification standards; and publication management processes and activities.

This Appendix is applicable to Los Angeles City departments with Emergency Operations Organization (EOO) responsibilities and other departments with essential resources. Of particular importance to this Appendix are:

- City Departments with emergency public safety functions.
- City Departments having routine interaction with the public.
- City Departments performing emergency public safety or other critical services.

C. Situation Overview

1. Characteristics

a) Location

The City of Los Angeles covers 498 square miles with approximately 468 square miles of land (214 square miles of which are hills and mountains) and approximately 29 square miles of water. The San Gabriel and Santa Susana Mountains bound the City on the North and the Santa Monica Mountains extend across the middle of the City. The Palos Verdes Hills and Pacific Ocean bound the City on the South and West.

b) Demographics

According to the California Department of Demographic Research Unit's "*E-1 Population Estimates for Cities, Counties, and the State*"², the 2016 population estimate for the City of Los Angeles is 4,030,904. This estimates out at approximately 8094 persons per square mile.

The City of Los Angeles is one of the most diverse cities in the entire world. Angelenos come from throughout the world, speak nearly 200 languages, and represent dozens of different religions. The community members who live, work, and play in Los Angeles include persons with disabilities and others with access and functional needs.

This plan will use the phrase *people with disabilities and others with access and functional needs* to describe both those that meet the definition of disability as well as people who may or may not meet the definitions of civil rights laws or some of the 60 plus diverse definitions of disability³. The definitions for people with disabilities as well as others with access and functional needs are provided below:

People with Disabilities

"Disability" in this context is a legal term rather than a medical one. It refers to a Federally protected class under the 1990 ADA. Nationally, people with disabilities make up about 20% of the population. To be in compliance with the law, emergency managers must apply the concepts of accessibility, inclusion, and nondiscrimination in providing services to the general public which includes communication of public information and warnings, transportation, mass care and sheltering, and evacuations.

Others with Access and Functional Needs

"Others with Access and Functional Needs" is a broad definition that includes anyone who might have additional needs before, during, or after a disaster in accessing services. This includes individuals that may or may not meet the definitions of disability under existing civil rights laws, such as people with

² California Department of Finance, E-1 Population Estimates for Cities, Counties, and the State, January 1, 2015 and 2016

³ Los Angeles Department of Public Health, "Adult Disability in Los Angeles County." LA Health. Sept. 2006.

limited or no English language proficiency, individuals that are institutionalized, women in late-term pregnancy, or those with limited or no access to transportation. With this broader definition, about 50% of the population is considered to have an access or functional need. Anyone with a disability has an access and functional need, but not everyone with an access and functional need has a disability.

2. Vulnerabilities

The City of Los Angeles has multiple, accessible, redundant warning and notification systems that it will utilize to reach the public for warnings, notification, and support. The primary mode of notification will be the NotifyLA application. Other modes will include news releases and public service announcements to the media and directly through social media. Factors to consider are the type of disaster, the population density, and the terrain in areas of Los Angeles. In some instances, the consequences of a disaster along with terrain, and the geographical area, may impact the effectiveness of notification systems.

The City of Los Angeles recognizes that disasters may exhaust local resources. The City continues to develop, update and/or maintain memorandum of understandings (MOUs), memorandum of agreements (MOAs), and contract amendments with private vendors to increase response capability and available resources. In addition, the City of Los Angeles' Business Operations Center (BOC) maintains communication channels with the private sector who may provide donations in an emergency.

Due to the population density and terrain of the City of Los Angeles, the City recognizes that, despite a good faith effort, it may not have the capabilities or resources to reach every individual in terms of public warnings, notification and/or support.

D. Assumptions

This Appendix was created to integrate the concepts and structure defined by the National Incident Management System (NIMS), the California Standardized Emergency Management system (SEMS), and the National Incident Command System (ICS).

- All City, State, and Federal processes, procedures, and protocols reflected or referenced were current as of the approval of this Appendix. Before implementing this Appendix, confirm that the processes, procedures, and protocols are unchanged. If necessary, before implementing, modify the Appendix so that it is consistent with updated processes, procedures, and protocols.
- Only departments that have a response role or a role closely supporting the logistical coordination of distribution management will be included in this

Appendix. The departmental roles listed are limited to those applicable to the event.

- In any disaster, primary consideration is given to the preservation of life. Additionally, time and effort must be given to providing critical life-sustaining needs.
- In a catastrophic incident, damage control and disaster relief will be required from the State, Federal, and other local governments as well as private organizations.
- The City Emergency Operations Center (EOC) may or may not be activated in support of an event. EOC activation will be determined based on the scope and scale of the event.
- Electronic communications and information technology systems will be compliant with Section 508 of the Rehabilitation Act.
- All printed public education material produced to support this Appendix for distribution to the general public shall be available in multiple accessible formats.
- Many residential, commercial and institutional structures could be damaged.
- Residents could be displaced; requiring shelter and social services needs. Sheltering activities could be short term or long term depending on the severity of the incident.
- Vital infrastructure such as potable water supplies, electrical power, natural gas, and sewer services could be compromised. Re-establishment of these vital resources will be critical.
- Transportation infrastructure could be damaged and in limited operation. Vital vehicle and rail corridors could be damaged and impassible.
- Communications infrastructure could be damaged; causing disruption in land-line telephone, cellular telephone, radio, microwave, computer and other communication services. Re-establishment of communications infrastructure will be critical.
- City Departments will be self-sufficient for the early onset hours of catastrophic incidents and should not rely on normal supply chains during this time.
- Households and businesses affected by the emergency will sustain themselves during the early onset hours of an emergency.
- A catastrophic event or a series of concurrent smaller events will require a vast amount of emergency resources in order to respond to the emergency needs of affected communities as well as to recover from their effects.
- Local owned resources would be exhausted quickly in a catastrophic event.
- A disaster of national significance may require mutual aid from other Cities, County, State, and Federal resources.
- Disaster survivors located in a mass care facility will receive necessary life-sustaining services from the facility and the American Red Cross (Red Cross) and capable volunteers.

- Transportation of supply and equipment to affected areas may be interrupted due to damage to roads, bridges, airports, and other transportation means.
- The management and logistics of supply and equipment delivery and distribution is highly situational and is dependent upon flexibility and adaptability.

II. CONCEPT OF OPERATIONS

A. Terminology

Access and Functional Needs: Access and functional needs, as defined by the National Response Framework, can be present before, during, or after an incident in one or more areas and can include, but are not limited to, maintaining independence, communication, transportation, supervision, and medical care.

Commodity Point of Distribution (C-POD): Location established by the City to provide life sustaining commodities to the public in the aftermath of an emergency or disaster when the surrounding infrastructure is incapable of sustaining demand.

Disability: A physical or mental impairment that limits one or more major life activities of an individual. Major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. A major life activity also includes the operation of a major bodily function which includes, but are not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

Federal Emergency Management Agency (FEMA): The agency's whose primary purpose is to coordinate the response to a disaster that has occurred in the United States which overwhelms the resources of local and [state](#) authorities.

Equipment: (pieces of equipment) Refers to nonexpendable material resources, with or without the personnel needed to operate them.

Local Emergency Management Agency (LEMA): An organization with the authority to perform local emergency management functions. The Emergency Management Department is the "Local Emergency Management Agency (LEMA)" for the City of Los Angeles.

Responder Drop Point: Location where vehicle sets down (drop ships) supply and equipment directly for emergency responders as end-user recipients.

Supplies: Refers to expendable material resources and can span a range from potable water to plywood.

For a list of acronyms, see Attachment A-1

B. Supply and Equipment Delivery

Supply and equipment delivery describes the process by which resources are coordinated for delivery to field sites for distribution to emergency responders or the general public.

- When GSD receives a request for supplies that can be fulfilled, the Supply Services Division will coordinate personnel for the loading of materials.
 - Loading and unloading personnel are only provided on location at GSD Supply Services Division warehouses and storage locations.
-
- Requests for supplies and equipment from the field are received by the Resource Unit Leader in the EOC Operations Section. Each request is documented on the EOC Resource Request Form (Attachment A-2: Sample EOC Resource Request Form), and then forwarded to the EOC Logistics Section.
 - The EOC Logistics Section will work to acquire the resource through City warehouses/other departments, vendors listed in the Department of General Services (GSD) City Logistics Procurement Guide, Financial Management System (FMS) and the City specific Functional Needs Support Services (FNSS) Resource List, or the Business Operations Center (BOC) which manages donations.
 - During an un-proclaimed emergency when the EOC is activated and a department does not have the needed resource, contract vendors are the first source to fulfill the request.
 - If contract vendors are unable to meet the resource request, the EOC will select a vendor from the 3 lowest bidders to fulfill the request.
 - During an un-proclaimed emergency when the EOC is activated, and City Departments or contract vendors are unable to meet the resource request, the EOC will activate the BOC and will make resource requests to private sector vendors represented in the BOC.
 - During a proclaimed emergency, resources that are not owned by the City or on contract with a vendor can also be procured from the 3 lowest bidders.
 - Once an order has been filled, the requester will be notified and provided with the Estimated Time of Arrival (ETA) for the order's arrival whenever possible. Orders entered in FMS are tracked in FMS.
 - In general, vendors are responsible for the delivery of supplies and equipment to the drop-point location indicated in the resource request form as well as the coordination and management of their own supply routes.
 - When GSD receives a request for supplies the Supply Services Division will fulfill the request and deliver accordingly.
 - City Departments may request assistance from the City EOC for deployment of resources through their Department Operations Center (DOC). The EOC Logistics Section will coordinate the delivery of these resources. Resource requests will be logged into WebEOC by the Operations Section before being routed to the Logistics Section.

- The Field level Logistics Section will coordinate the return of any of these resources and inform the appropriate DOC.

C. Responder Drop Points

Supply and equipment delivered to responders can go through a Staging Area or be shipped directly to the end-user recipient depending on the circumstances of the situation.

1. Supply and Equipment Distribution to Responders:
 - Responder drop points are coordinated with field incident management and are placed where responders are located or co-located with Base Camps.
 - When supply and equipment resources are delivered to responders, the recipient assumes full responsibility for the forward movement and management of these resources. This can require specific on-site resources such as facilities, material-handling equipment, and utilities.
 -
 - If the need exists, a resource request must be entered into WebEOC by the EOC Operations Section before the Logistics Section can identify and coordinate additional support.
2. Staging Areas

Resources can also be strategically pre-positioned and distributed to various Staging Areas identified for use during response efforts. Operational concepts for supply and equipment delivery to Staging Areas are detailed in the Logistics Annex - Facilities Appendix.

D. Commodity Points of Distribution (C-POD)

The Commodity Point of Distribution (C-POD) is a location where commodities are distributed to members of the public. This section provides strategic guidance on the activation, monitoring, and demobilization of C-POD operations. The section is based on standardized Points of Distribution (POD) processes developed by the United States Army Corps of Engineers (USACE) and detailed in the FEMA "IS-26 Guide to Points of Distribution (POD)."

The section outlines the procedures for managing the distribution of food, water and other critical supplies, such as ice and baby formula to the public. It also includes forms for the control, monitoring, and reporting of distribution point activities.

1. Commodity Point of Distribution (C-POD) Activation and Operation
 - a) C-POD Timeline

Distribution activities are expected to be operational 72 hours following the decision to establish a C-POD.
 - b) C-POD Activation

Once an incident occurs, the Emergency Management Department (EMD) determines if there is a need for a C-POD.

Once the decision to activate a C-POD has been made, EMD contacts the C-POD Manager and provides, at a minimum, information regarding location of the C-POD, the size of the C-POD (Type I, II or III), time and date the C-POD must open, the type and quantity of commodities, and estimated date and time of first supply shipment.

EMD will coordinate the C-POD team who will assemble at a designated point as determined by EMD. The C-POD Manager will determine what time the team will assemble at the C-POD site.

All sites for C-PODs have been pre-identified and have been assessed for accessibility. In the wake of a disaster, new hazards can arise, therefore the C-POD Manager must conduct a hazard assessment once the team assembles at the C-POD site. The C-POD Manager will do a quick check for accessibility to ensure that the site is free of barriers for people with disabilities and others with access and functional needs and decide if the site is safe and accessible for operations. If the site is deemed unsafe or inaccessible, the C-POD Manager will contact EMD and report the findings of the hazard and/or accessibility assessment. EMD will determine the next steps.

If the site is deemed safe and accessible, the team will begin to set-up the POD. The Manager can use the POD Site Setup Checklist provided in Attachment A-3: Sample C-POD Site Setup Checklist.

The C-POD Manager assigns positions based on who is available and who is trained for specific positions. For new staff and spontaneous volunteers, EMD Just-In-Time (JIT) Training may be required and will be provided by EMD. The order for filling staff positions is:

- Team Leaders (Support & Loading)
- Traffic Controller
- Community Relations
- Pallet Jack Operator
- Loaders (one per loading point)
- Security Officer
- Additional Loaders

By the time the C-POD receives its first supply shipment, there should be at least one pallet jack and one fork lift on site for handling the movement of pallets. When receiving supplies, it is important to track the material that comes in.

EMD's decision on C-POD Type will determine the number of loading points to be established at each C-POD. Once the first supply arrives at the C-POD, the C-POD staff must coordinate with EMD to determine when to first open the C-POD to the public. The C-POD staff should place its signage no earlier than 30 minutes before opening, in order to reduce traffic in the area and set a reasonable expectation with the public. When the site opens, C-POD staff will contact EMD to confirm operations.

c) C-POD Operation

- A vehicle enters the C-POD
- The Traffic Controller (TC) stands at the front of the vehicle line where all vehicles in the lane can see him/her.
- When the front vehicle is adjacent to the front loading station, the TC signals the vehicle to stop. Each vehicle behind the 1st vehicle stops as well.
- Once all vehicles come to a stop, the TC blows one long whistle blast and says, with a projected voice, "LOAD." "LOAD" is echoed by the loaders.
- The Loaders then load a set amount of supplies from the pallets into the trunk of each vehicle. Each vehicle will be offered additional available supplies that can be provided to the individual if needed. Loaders will have pictures of all available resources as well as writing pad and utensil to be used as needed with the public. Alternate communication aids, such as American Sign Language, will be requested as needed or determined necessary through the Disabilities Access and Functional Needs (DAFN) Technical Specialist.
- "Other" resources deployed to the C-POD will be determined by the event and need.
- Once the Loaders complete loading supplies into the vehicle, they will step back to the loading line and speak with a projected voice "CLEAR"
- When the TC hears "CLEAR", they will visually verify that all Staff and Loaders have cleared the vehicle line. Using hand signals, the TC will instruct the vehicles to depart the C-POD and blows a long whistle blast and/or gestures to depart.
- The next set of vehicles will enter the vehicle lane and the process repeats.

d) C-POD Checklist

Key checklist items for C-POD Operations include:

- Adequate Manpower (Consider backups for each position).
- Equipment (Forklift and pallet jack are a must).
- Site Layout to ensure accessible traffic flow from major roads and parkways. EMD has a POD flow diagram for pre-identified C-PODs.
- Accessibility features and a barrier free site.
- Room for delivery trucks (18 wheelers without disrupting operations).
- Qualified Forklift Operator

- Security (Help with the general public).
- Traffic Control (Police at main intersections).
- Cones
- Personal assistance services to provide support to the pedestrian lane.
- Signs identifying the site as "Commodities Distribution Point" (large font and high contrast).
- Activate the Emergency Public Information Annex to communicate C-POD information to the public.
- Always keep safety first.
- Provide a notebook for securing delivery charts and receipts.
- Communications equipment (For Team Leader or Manager).
- Pictograms and writing pad and utensil to communicate as needed with people who may have difficulty communicating.
- Train an assistant for night operations.
- Ask for technical help through your Emergency Manager if assistance is needed.

2. Commodity Points of Distribution (C-POD) Site

This section outlines all aspects of the physical C-POD site including the scale of C-POD size, the determination of C-POD location and quantity, as well as C-POD site layout considerations and layout plans.

There are 15 pre-identified C-POD sites in the City listed in Attachment A-4: City of Los Angeles C-POD Sites. Documentation for each site includes an Incident Action Plan, vicinity and aerial maps, and additional site details pertaining to vehicle and pedestrian traffic including the following:

- Space capacity
- Site safety details such as perimeter fencing and exterior lighting availability
- Site ADA accessibility details
- Nearby streets and traffic routes
- Traffic considerations
- Public transit accessibility

a) C-POD Types

There are three types of C-PODS described as follows:

i. Type III

The smallest of the C-PODS is a Type III. A Type III C-POD serves 5,000 people a day based on 1 vehicle representing a household of 3 people. A Type III C-POD is 150 feet by 300 feet and requires a staff of 10 per day and 4 per night. A Type III C-POD has 3 loading points and only 1 vehicle lane. All City C-PODS have a pedestrian lane.

ii. Type II

A Type II C-POD is twice the size of a Type III C-POD and serves 10,000 people a day based on 1 vehicle representing a household of 3 people. A Type II C-POD is 250 feet by 300 feet and requires a staff of 34 per day and 6 per night. A Type II C-POD has 6 loading points and 2 vehicle lanes. All City C-PODs have a pedestrian lane.

iii. Type I

The largest of the C-PODs is a Type I C-POD. A Type I C-POD serves 20,000 people a day based on 1 vehicle representing a household of 3 people. A Type I C-POD is 250 feet by 500 feet and requires a staff of 78 per day and 10 per night. Type I C-PODs are only used in large metropolitan areas. A Type I C-POD has 12 loading points and 4 vehicle lanes. All City C-PODs have a pedestrian lane.

Site layout plans for each type of C-POD can be found in Attachment A-5: Sample C-POD Layout By Type

b) C-POD Quantity and Placement

The number and general location of most C-PODs will be determined by the level of impact to the surrounding population. Most major communities will require one, or in some cases, several C-PODs. The number of C-PODs to activate during an emergency can be determined through several different methods including mathematically, by mapping population density levels, and by factoring additional information about a location. Suggested methods are detailed in Attachment A-6: C-POD Quantity and Location Determination Methods.

c) C-POD Site Layout

C-PODs must be in areas that are paved or gravel hard-stand that can withstand loads that are at load limits of national roadways and can be navigated by assistive mobility devices such as wheelchairs. In addition, plan layouts must include areas for unloading, dumpsters, proper traffic flow, stockpiles, and ingress and egress for the distribution to the public. Sample site layout plans for each type of C-POD can be found in Attachment A-7: Sample Site Layout.

i. Developing a Site Layout

When developing a site layout, there are several considerations to keep in mind:

- Hazard-threat analysis for the safety of the site, staff, and population
- Site Accessibility for vehicles and the public, including people with disabilities and others with access and functional needs
- Set up requirements for each C-POD type
- Entrance and exit concerns for vehicles and pedestrians for all entry/exit points

- Vehicle and pedestrian traffic flow around the site
-

C-POD Plans for pre-designated C-POD sites in the City indicate the details for many of these items of consideration.

ii. C-POD Layout Components

- A typical C-POD layout has the following four lanes:
 - The SUPPLY LANE is where supply trucks, usually tractor-trailers, have room to unload. This area also includes staff care facilities including restroom facilities and rest tent. Having an informational bulletin board in the rest tent is a good way to keep your staff updated. The minimum space for a supply line is 50 feet wide.
 - The LOADING LANE is where supplies are kept on stacked pallets to be distributed to the public. This is also where loaders wait while vehicles are moving through the Vehicle Line. The minimum space for each loading line is 80 feet by 40 feet.
 - The VEHICLE LANE is where the public drives through to get supplies. Entry into the vehicle line occurs only when all vehicles have come to a complete stop and the TC has instructed the staff to “LOAD”. For vehicles, cones should create a lane that is 12 feet wide. It is recommended that cones not be placed more than 20 feet apart.
 - The PEDESTRIAN LANE is for members of the public that walk or take public transportation to the C-POD. All City C-PODs have an ample designated pedestrian lane. For pedestrians, cones should create a lane that is 5 feet wide. Cones should not be placed more than 10 feet apart.
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- Signage for a C-POD is the same for vehicles and pedestrians C. All signs are printed in large font, in high contrast, and contain pictogram representation.
 - POD AHEAD: This sign provides directions to inbound customers in locating the entrance to the C-POD. There can be multiple signs placed away from the C-POD to give the estimated distance to the C-POD.
 - ENTER: This sign directs customers to enter at the correct point of the vehicle lane.
 - LOADING POINT: Each loading point should be marked so that customers know to stop for materials to be loaded.
 - EXIT/DO NOT ENTER: This marks the vehicle lane exit. It is also important to clearly mark the opposite side of the sign with “DO NOT ENTER”.
 - There are other signs that can be used at a C-POD.

- ONE WAY
- TURN HERE
- ARROWS

iii. Loading Points

A loading point is where pallets of commodities will be distributed and loaded into a vehicle by a team of people. .

A well planned and operated C-POD with 1 lane of traffic and 3 loading points can service 140 cars per hour. Based on a 12 hour work day, about 1680 vehicles or $1680 \times 3 = 5000$ people can be served (1 vehicle representing a household of 3 people). A sample loading point map can be found in Attachment A-8: Sample Loading Point Map.

A proper layout of the loading points can ensure a smooth and efficient flow of goods through the C-POD. Each loading point should be 80 feet by 40 feet. These dimensions are a guide to be adjusted according to the size and quantity of commodities being distributed.

Pallets of commodities must be separated at each loading point. This allows for a more efficient loading and resupply of materials. By mixing pallets of commodities, loaders have to spend additional time sorting.

iv. Drive-Thru C-POD Site Considerations

- The number of loading points will vary based on both resources and needs.
- The variety of items directly affects the speed of service.
- The weight and size of items influences the service capacity.
- Adequate space to access items can prevent extended reaching.
- Adequate space between the passing lane and the loading lane to enable clients from passing other vehicles that have stalled or become an obstacle.
- The proximity of supply trucks to loading points significantly affects the ability to restock loading points:
 - Supply trucks are best situated directly behind loading points with clear paths for stocking.
 - The loading paths should not cross client vehicle routes.

3. Provision of Commodities to C-PODS

a) Delivery of Commodities to C-PODS

Commodities and supplies are most often delivered in over-the-road tractor trailer loads. Since these types of trucks are 18 to 30 feet long, with a trailer that is 45 to 52 feet long, large open areas are required to accommodate these

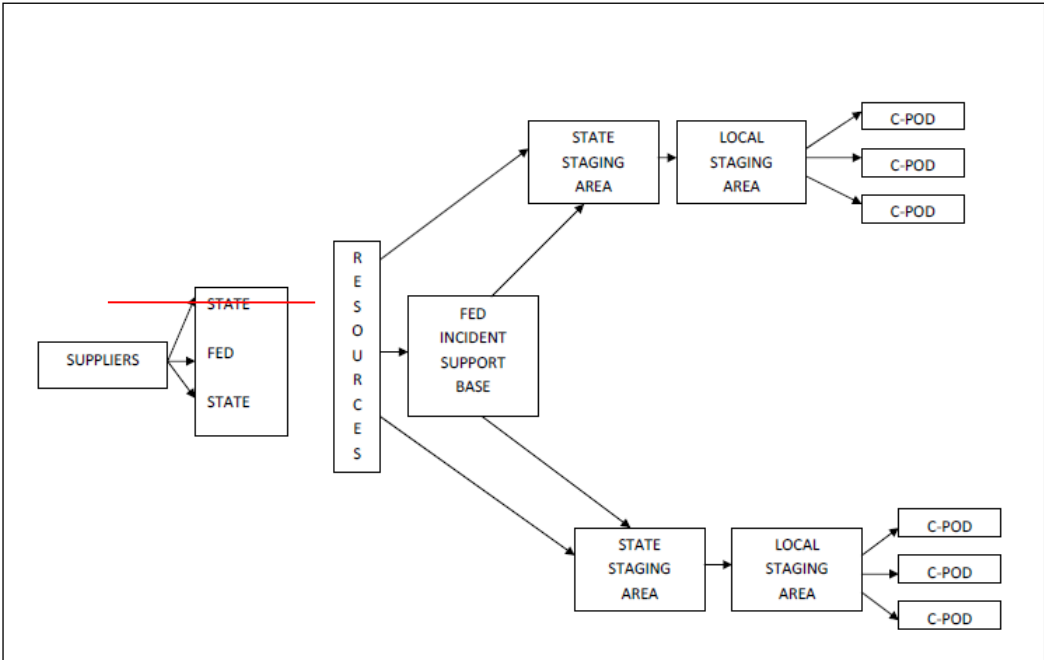
vehicles with their loads.

When disaster strikes, the commercial world of over-the-road trucks changes their normal business structure to support efforts. Vendors will continue to support their normal customer base and ramp up operations to support disaster requirements. It takes approximately 48 hours during the weekday to deliver up to 50 loads and 72 hours to deliver up to 50 loads if initiated on a Friday after 12:00pm. Because of these factors, the pre-positioning where? of commodities for a pending event is crucial.

b) Source of Commodities

In small scale disasters and in the initial hours of larger disasters, commodities are often supplied by the City, other levels of local government, and donations from the private sector.

Under a Presidential Declaration of emergency, if the need for commodities exceeds the state’s capability, the state can request that the Federal Emergency Management Agency (FEMA) provide additional commodities as needed. FEMA or USACE provided commodities are delivered from federal staging areas to state staging areas where the state in-turn supplies the Los Angeles County Operational Area Staging Area. Finally, the City coordinates the pick-up and delivery of these commodities to local distribution points. The distribution coordination of commodities from FEMA or USACE to multiple C-POD sites in the City is illustrated, below.



4. Safety

All distribution sites should be accessible to the public and secure for staff and commodities. The sites should provide the following safety measures:

- Well-known and easily accessible locations to the local population.
- Adequate distribution layout space for traffic flow and traffic control for vehicles to line up without obstructing local traffic.
- Both a client-specific entrance and exit that can be controlled.
- Ample concrete or asphalt to provide a smooth, stable surface for pedestrian traffic, mobility assistance devices, and for setting up tables and tents.
- Sufficient room for distribution tables, parking supply trucks, forklift and hand-jack operation, staging of supplies, and greeting/entry and exit locations.
- Accessible rest areas and toilets for staff and public.

a) C-POD Resource Requirements by C-POD Type

The resources required at C-POD sites, including both manpower and equipment, vary by C-POD type. Reference Attachment A-9: Sample Resource Requirement Charts for C-POD Types for required resources for each type of C-POD.

b) C-POD Equipment Package and C-POD Kits

i. C-POD Equipment Package

Each C-POD requires an equipment package. If the disaster receives a Presidential Declaration, then the costs for renting this equipment will qualify for Federal reimbursement. Planning agents should work with local vendors and have agreements in place to provide the required equipment. The hourly, daily, or weekly rates should be discussed with the California Governor's Office of Emergency Services (Cal OES) and FEMA to get best practices guidance.

The C-POD Equipment Package includes:

- One forklift
- Two pallet jacks
- Four barricades
- Forty (40) cones
- Two signs
- One portable light set
- Two pop-up canopies
- One 40-passenger bus (with a lift for accessibility) for cooling station
- Two portable toilets
- One hand washing station
- Two dumpsters
- Six 30-gallon trash cans

- Twenty-six (26) safety vests
- Twenty-six (26) flashlights with extra batteries
- Two tables
- Twelve (12) chairs

ii. C-POD Kits

. The following C-POD kit inventory list is designed for a Type III C-POD. If a Type II C-POD is established at a site, the site should have two kits. A Type I C-POD site will need four kits.

The C-POD Kit contains:

- One 96 gal trash can, wheeled (for storage of the kit)
- Sixteen (16) pairs of leather work gloves
- Four rolls of duct tape
- Nineteen (19) battery-powered (D-cell) flashlights
- Nineteen (19) reflective safety vests
- One First Aid Kit
- Twelve (12) 36", reflective traffic cones
- Sixteen (16) safety hard hats
- Thirty (30) orange or red glow sticks
- Thirty six (36) D-cell, batteries
- Eight medium back support belts or vests
- Eight large back support belts or vests
- One 5 lb. fire extinguisher

In addition to the resources available in a C-POD Kit, the site will need a dumpster, portable and accessible restroom, break area, and light sets. These will provide support for the staff and allow safer working conditions.

c) Maintaining C-POD Equipment

i. Daily Maintenance

On-site equipment must be checked daily to ensure proper working order. The forklift, if on site, should be inspected following the checklist which inspects fuel/propane levels and hours of operation to determine servicing requirements. A similar inspection must be conducted on the pallet jack(s), light tower(s), and other equipment on site.

- Break Downs: If the equipment breaks down, contact EMD to get a maintenance technician or replacement equipment.
- Refueling: Generators and light towers should be refueled twice a day prior to shift change, following the owner's manual for proper refueling procedures.

d) Ordering and Resupply of C-POD Supplies and Resources

- i. Consumption Rates
Consumption Rates are determined by the number of customers and requested accommodations through a C-POD per day. This information must be reported to the EOC Operations Section each day to help determine the quantity of supplies needed.

- ii. Ordering

After determining consumption rates, submit a resource request to the EOC Operations Section for approval of any supplies needed on the site (supplies could include fuel, equipment, gloves, vests, etc.).

- iii. Off Loading Supply Trucks
Best practice stipulates that Restocking should be conducted at night. The night crew will assist with the unloading of supply trucks and organizing the supply and loading lines with the new resources. Commodities should be organized on a first-in/first-out basis.

- iv. Resupplying Loading Points
Loading points should be restocked at night. During the day, empty pallets should be cleared from the loading line and stored in the supply line for pick-up the following night. It is advised to place commodity pallets close to the vehicle line to reduce walking distance to and from the vehicle line.

5. Time and Resource Accounting

Accounting for all personnel, supplies, and equipment at your C-POD is one of the C-POD Manager's primary responsibilities. Accuracy in this effort helps ensure that staffing levels are adequate for the task, supplies for the public are maintained at required levels, and equipment on the site is returned to its point of origin. Additionally, the reports and forms will be used by EMD to recoup costs once the disaster winds down.

.

An equipment inventory form can serve as the basis of an equipment file. Copies of equipment transfer forms and inventories (such as the C-POD kit inventory) should be kept to provide additional detailed information. A sample equipment inventory form can be found in Attachment A-10: Sample Equipment Inventory Form.

6. Local Emergency Management Agency's Role

EMD coordinates the activation, operation, and demobilization of the C-PODs.

- EMD has pre-identified 15 C-POD locations throughout the City.
- EMD coordinates the activation of C-PODs based on public needs, infrastructure capability, and availability of resources and personnel needed.
- EMD coordinates resource distribution for each C-POD based on type of distributed commodity, amount of distributed commodity, and the C-POD material handling equipment.
- Additionally, EMD is responsible for:
 - Determines the need and availability of C-PODs for activation.
 - Supplying and ensuring that C-POD locations support the population density, needs, and forms of public commodity distribution.
 - EMD provides material handling equipment and staffing support resources.
 - Ensuring C-POD Managers and staff have received EMD JIT Training.
 -
 - Demobilizes C-PODs
 - Coordinate the demobilization of C-PODs based on the need of the population and the evaluation of operations by C-POD Manager. Coordinates the receipt of excess resources.
 - Coordinates the removal of material handling equipment and staff support resources.
 - Coordinate infrastructure restoration and return sites to original specifications.
 - Collects and processes all paperwork associated with the C-PODs.
 - Conducting C-POD Reset
 - Coordinates the replenishment of C-POD kits.
 - Conducts After Action Reviews.
 - Recognizes participating organizations for service to the community.

Attachment A-11: C-POD Staff provides details for roles and responsibilities of additional C-POD staff positions.

7. Recovery Actions for Commodity Points of Distribution

C-POD recovery operations include:

- Coordinated cleanup process of sites used in C-PODs
- Demobilization of equipment and staff
- Inform EOC of deactivation

E. Documentation and Time-Keeping

During an emergency situation or incident, it is important to keep specific records related to staff assignments and costs related to the response to and recovery of the emergency/incident. Each department has their own internal processes for ensuring

proper documentation incident specific cost tracking, personnel time keeping, and record retention of these documents.

In accordance with standard cost accountability practices for unique events, man-made, and/or natural disasters, all City Departments are required to document their financial costs of labor, materials, and equipment needed in addressing the event.

Each City Department, Proprietary, and Council operates their respective accounting practices within the guidelines of the Mayor's Executive Directives, the California Natural Disaster Assistance Act, and the Federal Code of Regulations Title 44 of the Stafford Act to maximize potential eligible reimbursement costs and minimize ineligible costs.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. City of Los Angeles

1. Emergency Management Department (EMD)
 - Provide for EOC activation readiness and coordination responsibilities.
 - Coordinate the release of public information regarding the closure of POD sites.
 - Coordinate and integrate overall City of Los Angeles efforts associated with C-POD operations.
 - Oversee C-POD function at the EOC.
 - Oversee distribution of commodities at C-PODs.

2. Disability, Department on (DOD)
 - Provides Department representatives to fill the DAFN Technical Specialist and the Functional Needs Support Services (FNSS) positions in the EOC.
 - Coordinates with other City departments to address concerns or immediate needs of people with disabilities and others with access and functional needs.
 - Advices EOC operations to ensure effective communication and equal access to C-POD.
 - Assists, as needed, with the production of information regarding the response operation, sheltering and assistance available in alternative formats for individuals with disabilities and others with access and functional needs (i.e. Braille, large print).
 - Coordinates American Sign Language interpreters and other reasonable accommodations for deployment to C-PODs as needed.
 - Provides technical assistance to Elected Officials and City departments with respect to children and adults with disabilities and others with access and functional needs, including but not limited to persons living with HIV/AIDS.
 - Provides technical assistance to the Mayor's Office and Public Information Officers with regard to the ADA and the Federal Communication Commission Guidelines for releasing information to the public.

3. General Services, Department of (GSD)
 - Assemble and maintain information concerning City owned heavy duty equipment.
 - Assist in procuring materials, supplies, and equipment for City response and recovery efforts.
 - Designated staff serves as the Logistics Section Coordinator, Supply Unit Leader, Transportation Unit Leader, and Facilities Unit Leader when the EOC is activated and positions are requested.

4. Office of the Mayor
 - The Mayor, acting as Director of the Emergency Operations Organization (EOO) (Los Angeles Administrative Code, Division 8)
 - May obtain vital supplies and other such property as is needed for the protection of life and property of the people, and bind the City for the fair value thereof, and, if required immediately, may commandeer the same for public use.
5. Personnel Department (Personnel)
 - Coordinate with EMD to activate and provide Disaster Service Workers (DSW) to support POD operations and any volunteers that may be needed.
6. Transportation, Los Angeles Department of (LADOT)
 - Support traffic enforcement officers.
 - Provide for the safe and efficient movement of people and goods.

B. County of Los Angeles

Although the City of Los Angeles has no authority to assign responsibilities to County departments, many County departments are the primary agency responsible for providing certain services to the City of Los Angeles. Those County departments are listed in the following, along with the services they are responsible for providing during an emergency incident requiring the logistical coordination of supply and equipment distribution.

1. Los Angeles Operational Area (OA)
 - Coordinate inter-jurisdictional requests for resources according to SEMS.

C. State of California

Although the City of Los Angeles has no authority to assign responsibilities to State of California departments and agencies, many State departments are the primary or support agency responsible for providing certain services to the City of Los Angeles. Those state departments are listed in the following, along with the services they are responsible for providing in the event of an emergency incident requiring the logistical coordination of supply and equipment distribution.

1. California Governor's Office of Emergency Services (Cal OES)
 - When needed, the State Operations Center (SOC) is activated and Regional Emergency Operations Centers (REOCs) are activated to coordinate emergency management resources.
 - When federal assistance is required, CalOES coordinates requests for assistance.

D. Federal Government

Although the City of Los Angeles has no authority to assign responsibilities to Federal government agencies, many federal entities have primary or support responsibilities for providing certain services to the City of Los Angeles. Those federal agencies are listed in the following, along with the services they are responsible for providing in the event of an emergency incident requiring the logistical coordination of supply and equipment distribution.

1. United States Army Corps of Engineers (USACE)
 - Support the following logistics function: personal demand items (water and ice).
 - When activated under Federal Emergency Support Function (ESF) #3 – Public Works and Engineering and ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services, USACE provides water, ice, construction materials, and engineering services and any other resources that may be needed, if available.
2. Federal Emergency Management Agency (FEMA)
 - Coordinates logistics activities at National Logistics Staging Areas (NLSAs) and Distribution Centers (DCs).
1. Contracted Vendor/Service Provider(s)
 - When activated, provide the services and support functions to the City of Los Angeles as outlined in the current contract.

IV. DIRECTION, CONTROL, AND COORDINATION

This Distribution Management Appendix can be activated when the Mayor proclaims a local emergency, or if there is an automatic activation. An automatic activation follows a disaster or event that the City has identified in advance as one that requires an immediate response. Disasters requiring automatic activation are those events that pose an immediate threat to public safety.

Some portions of this Appendix go into effect immediately following an emergency event. Other portions of this Appendix are only activated when the incident grows in scope to a point where activation of the Emergency Operations Center (EOC) is warranted. Activation of the EOC is not necessarily automatic or necessary with all incidents.

In advance of or simultaneous with the City plan activation, City departments and agencies will also activate their departmental emergency plans.

V. ADMINISTRATION, FINANCE, AND LOGISTICS

Each department is required to have documented internal administrative procedures in place to track financial costs related specifically to the response and/or recovery of an incident. These procedures must include tracking all expenditures specifically related to the incident, including personnel costs such as straight and overtime payroll costs related specifically to the incident. Departments are also required to document internal administrative procedures for requesting, fulfilling and tracking internal, department to department (DOC-to-DOC), field to department (field-to-DOC) and department to EOC (DOC-to-EOC) resource requests. Each department is responsible for the tracking of their own resources, including the tracking of personnel.

If an incident meets designated thresholds for Proclamation or Declaration of a State and/or Federal Emergency or Disaster, the Department of the Chief Administrative Officer (CAO), acting as the City's Authorized Agent, will develop a method for collecting financial documentation from departments as needed for submission as part of the City's reimbursement application process.

VI. AGREEMENTS AND UNDERSTANDINGS

Currently there are no Contracts, Memoranda of Agreements or Understandings for this Appendix.

VII. AUTHORITIES AND REFERENCES

A. Authorities

1. Federal
 - a) The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended. <http://www.fema.gov/about/stafact.shtm>
 - b) Homeland Security Presidential Directive-5 (HSPD-5).
<https://www.dhs.gov/sites/default/files/publications/Homeland%20Security%20Presidential%20Directive%205.pdf>
 - c) National Incident Management System. Department of Homeland Security. December 2008. http://www.fema.gov/pdf/emergency/nims/NIMS_core.pdf
 - d) National Response Framework. Department of Homeland Security. January 2008. <http://www.fema.gov/pdf/emergency/nrf/nrf-core.pdf>
 - e) Americans with Disabilities Act of 1990, as amended.
<http://www.ada.gov/pubs/ada.htm>
2. State
 - a) California Constitution. <http://law.justia.com/california/constitution/>
 - b) California Emergency Services Act, 2006.
<http://hazardmitigation.calema.ca.gov/docs/ESA-all8-06-final.pdf>
 - c) California Code of Regulations, Title 19, Chapters 1 through 6, including:
 - i. Chapter 1, Standardized Emergency Management System.
<https://law.resource.org/pub/us/ccr/gov.ca.oal.title19.html>
3. County
 - a) Operational Area Emergency Response Plan
<http://lacoa.org/oaerp.htm>
 - a) City Emergency Operations Plan

B. References

1. Federal Emergency Management Agency, "IS-703.A: NIMS Resource Management," August 2010.
http://training.fema.gov/EMIWeb/IS/IS703A/IS703_StudentManual_Aug2010.pdf
2. Federal Emergency Management Agency, Emergency Management Institute. "IS-26: Guide to Points of Distribution."
<http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=is-26>
3. Kailes, J. and Enders, A. in "Moving Beyond 'Special Needs' A Function-Based Framework for Emergency Management Planning," Journal of Disability Policy Studies, Vol./No. 44/207, pp.230-237.
4. Los Angeles Department of Public Health, "Adult Disability in Los Angeles County." LA Health. Sept. 2006.
5. Regional Catastrophic Planning Team. Regional Logistics Program. "Disaster Logistics Capstone Document."
6. United States Army Corps of Engineers. Inter-Governmental Plans, Commodities Planning and Distribution. "Local Distribution Point Planning for Commodities," June 7, 2005. [http://www.engl ink.usace.army.mil/igp/commodities.htm](http://www engl ink.usace.army.mil/igp/commodities.htm)

ATTACHMENT A-1: ACRONYMS

Acronym	Full Name
ADA	Americans With Disabilities Act
Cal OES	California Governor's Office of Emergency Services
CAO	Chief Administrative Officer
City	City of Los Angeles
CPG	Comprehensive Preparedness Guide
C-POD	Commodity Point of Distribution
DAFN	Disabilities Access and Functional Needs (DAFN) Technical Specialist
DC	Distribution Center
DOC	Department Operations Center
DoD	Department on Disability
DSW	Disaster Service Worker
EMD	Emergency Management Department
EMD JIT	Emergency Management Department Just-In-Time Training
EOB	City of Los Angeles Emergency Operations Board
EOC	Emergency Operations Center
EOO	Emergency Operations Organization
EOP	Emergency Operations Plan
ESF	Emergency Support Function
ETA	Estimated Time of Arrival
FEMA	Federal Emergency Management Agency
FMS	Financial Management System
FNSS	Functional Needs Support Services
GIS	Geographic Information Systems
GSD	Department of General Services
ICS	Incident Command Structure
LADOT	Los Angeles Department of Transportation
LEMA	Local Emergency Management Agency
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MREs	Meals Ready-to-Eat
NIMS	National Incident Management System
NLSA	National Logistics Staging Area

OA	Los Angeles Operational Area
Personnel	Personnel Department
PIO	Public Information Officer
POD	Point of Distribution
Red Cross	American Red Cross Los Angeles Region
REOC	Regional Emergency Operations Center
SEMS	Standardized Emergency Management System
SOC	State Operations Center
SOP	Standard Operating Procedure
TC	Traffic Controller
USACE	United States Army Corps of Engineers

ATTACHMENT A-2: EOC RESOURCE REQUEST FORM

112233A

Order Request Number: _____
To be issued manually by Logistics Section

E.O.C. RESOURCE REQUEST FORM

USE BACK OF FORM FOR ADDITIONAL NOTES OR COMMENTS

Date: 01/01/2014	Time: 1300hrs	Route To: (Which Logistics Unit)	Request Priority: (use priority matrix to determine)
RESOURCE DETAILS			
Resource Requested: Disaster Service Workers			
Quantity: 40	<input checked="" type="checkbox"/> Individual Item Qty <input type="checkbox"/> Case Qty <input type="checkbox"/> Other (specify):		
What Will Resource Be Used For (Task Details) Shelter Registration			
Resource Comments: Individuals with strong interpersonal, organizational, and communication skills, attention to detail for 10 shelter locations (4 DSWs per site). Input other special considerations.			
Specify the Date & Time the Resource Will Be Required On Location In Order to Accomplish Task/Mission:		Date Required: 01/02/2014 - 01/09/2014	Time Required: 0900 hrs - 1700 hrs
DELIVERY DETAILS			
Deliver To: (Name) Shelter Managers	Title: Shelter Site Locations 1, 2, 3, etc.	Phone: 111-111-1111	Alternate Phone: 111-111-1111
Delivery Location: (Address) Addresses Attached.	Delivery Notes: DSWs must report to home department before reporting to DSW site location.		
FIELD REQUESTOR INFORMATION & DETAILS			
Requested By: (Name)	Title: Incident Commander	Department/Agency: American Red Cross	
Date Requested to EOC: 01/01/2014	Time Requested to EOC: 1300 hrs	Phone # of Requestor: 111-111-1111	
EOC REQUESTOR INFORMATION			
Name:		EOC Position: Operations Section Coordinator	
LOGISTICS SECTION INFORMATION & DETAILS			
Assigned To: (Name)	EOC Position: Personnel Unit Leader	Date Assigned:	Time Assigned:
Resource Request Approved By: (Name)	EOC Position:	Date Approved:	Time Approved:
CLOSEOUT INFORMATION & DETAILS			
<input type="checkbox"/> Fulfilled as Requested <input type="checkbox"/> Fulfilled with Substitute (see comments) <input type="checkbox"/> Denied <input type="checkbox"/> Cancelled by Requestor <input type="checkbox"/> Redirected (see comments)			
Delivered To: (Name)	Title:	Date Delivered:	Time Delivered:
Closure Comments:			
SOURCE & COST INFORMATION			
Resource Obtained Through: <input type="checkbox"/> GSD Stores <input type="checkbox"/> Other City Resources (see comments) <input type="checkbox"/> Purchased From Vendor <input type="checkbox"/> Rental From Vendor <input type="checkbox"/> Mutual Aid (first 24 hours) <input type="checkbox"/> Assistance For Hire <input checked="" type="checkbox"/> Other (see comments)			
Obtained From: (Name of Vendor, Agency or Other City) Personnel in coordination with citywide DPOs		Contact Person:	Contact Phone:
Total Cost Estimate:	Hourly Rate: (If Applicable)	P.O. #: (If Applicable)	Charge To (Department): (If Applicable)
Fund/Account Information:			
Source/Cost Comments: For payroll, use Work Order : 11111; Task: 111; Subtask: 111			

To Be Completed By EOC Resource Requestor

Completed By EOC Logistics Section

USE BACK OF FORM FOR ADDITIONAL NOTES OR COMMENTS

EOC Requestor: To complete all applicable information and forward to Logistics Section Coordinator/Deputy Coordinator (requestor to make a copy and keep for their records)
 Logistics Section: Assign to the appropriate Unit within Logistics (indicate individual's name & EOC position on form). Determine if request requires additional approval to be submitted, if so, obtain appropriate level of approval (indicate approver's name & EOC position on form).
 When Completed (fulfilled, denied, cancelled or redirected): Check appropriate closeout box and complete delivery information if applicable. Complete all applicable Source & Cost information fields. (Original completed document to be sent to Documentation Unit, copy to be kept by Logistics and a copy to be forwarded to Requestor).

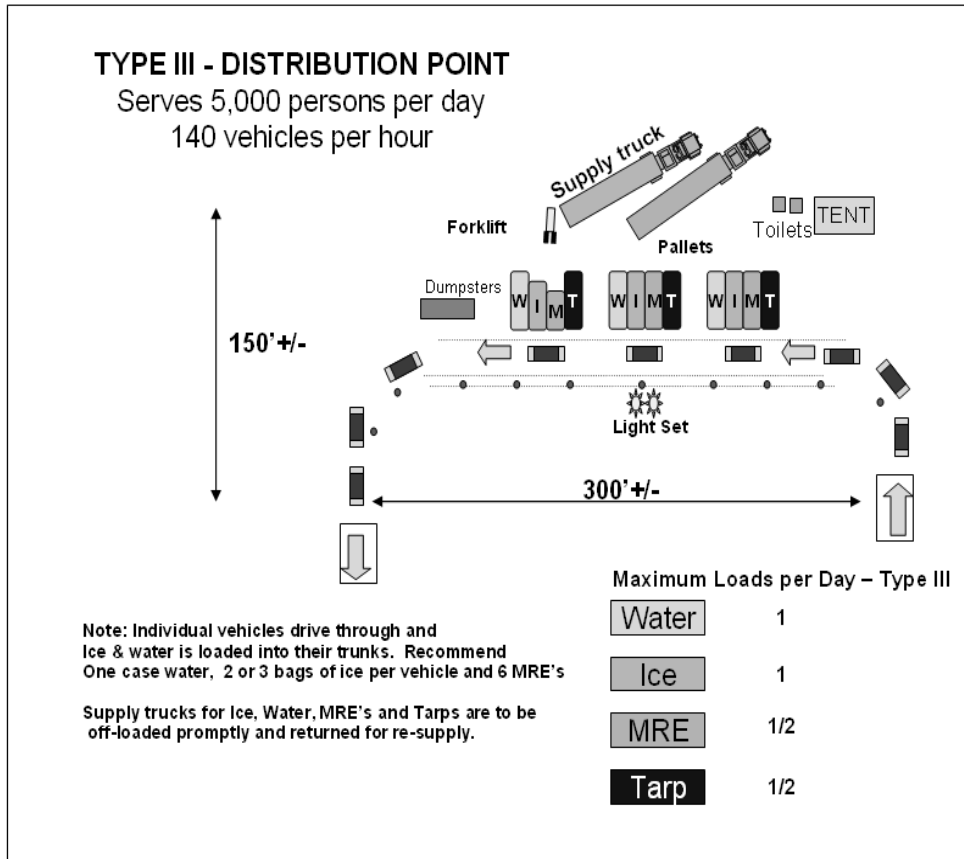
ATTACHMENT A-3: SAMPLE C-POD SITE SETUP CHECKLIST

POD Site Setup Checklist						
	POD Manager:					
	Location:					
				Yes	No	Remarks
1	Team members arrived					
2	Site hazard assessment complete					
3	Communications established with EOC					
4	Inspect POD Kit					
5	Determine the location of the Supply, Loading, and Vehicle lines					
6	Establish the port-a-potty location					
7	Establish the dumpster location					
8	Establish the break area location					
9	Set up traffic cones around the vehicle line					
10	Ensure supply trucks can enter and exit					
11	Assign staffing positions					
12	Distribute PPE					
13	Conduct a safety briefing					
14	Determine signage locations					
15	Receive port-a-potties					
16	Receive dumpster					
17	Receive pallet jack					
18	Receive first supply					
19	Notify EOC that the POD is ready for opening					
20	Put up signage					
21	Open POD					
22	Notify EOC that the POD is open					
	Other Remarks:					
	POD Manager Initials:					
	Date and Time Complete:					

ATTACHMENT A-4: CITY OF LOS ANGELES C-POD SITES

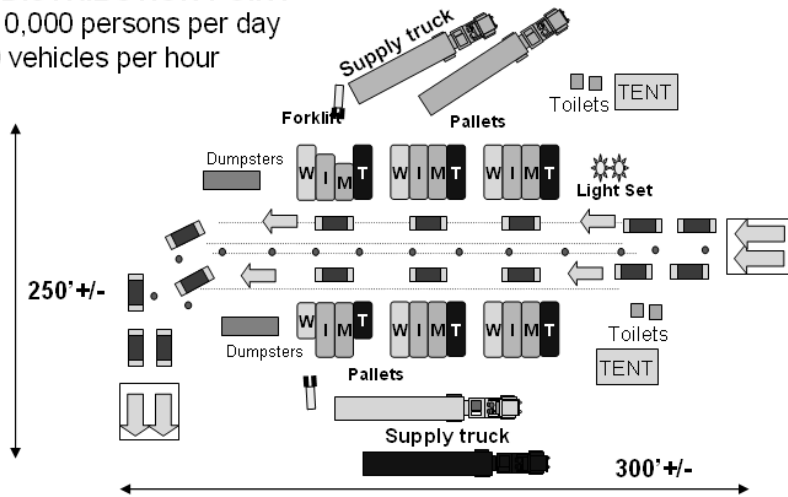
	SITE	ADDRESS	CITY
1	Adat Ari El	12020 Burbank Boulevard	Valley Village
2	Crenshaw Christian Center	7901 S. Vermont Ave	Los Angeles
3	Harbor Gateway Transit Center	731 West 182nd Street	Los Angeles
4	Los Angeles City College	855 North Vermont Avenue	Los Angeles
5	Los Angeles City Parking Lot 630	15432 Erwin Street	Van Nuys
6	Los Angeles Zoo	5333 Zoo Drive	Los Angeles
7	Macy's	6150 Laurel Canyon Boulevard	North Hollywood
8	Pierce College	6201 Winnetka Avenue	Woodland Hills
9	Rancho Cienega Sports Complex	5001 Rodeo Road	Los Angeles
10	Taft High School	5461 Winnetka Avenue	Woodland Hills
11	City of Los Angeles Parking Lot	414 E. Temple St.	Los Angeles
12	Hansen Dam Recreation Center	11798 Foothill Blvd.	Lake View Terrace
13	Harbor Park Golf Course	1235 N. Figueroa Pl.	Wilmington
14	Lanark Recreation Center	21816 Lanark St.	Canoga Park
15	Venice Beach Recreation Center	1800 Ocean Front Walk	Venice

ATTACHMENT A-5: SAMPLE C-POD LAYOUT BY TYPE



TYPE II - DISTRIBUTION POINT

Serves 10,000 persons per day
280 vehicles per hour



Note: Individual vehicles drive through and ice & water is loaded into their trunks. Recommend One case water, 2 or 3 bags of ice per vehicle and 6 MRE's

Supply trucks for Ice, Water, MRE's and Tarps are to be off-loaded promptly and returned for re-supply.

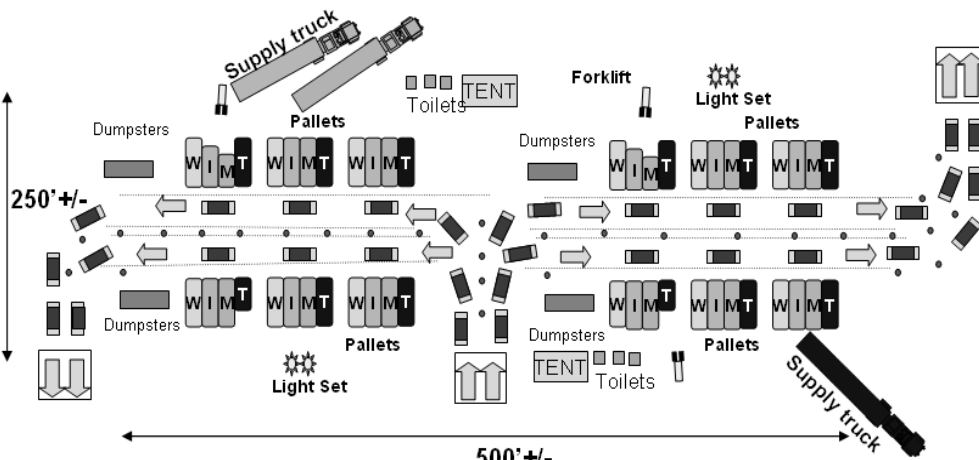
Maximum Loads per Day - Type II

Water	2
Ice	2
MRE	1
Tarp	1

Figure 5

TYPE I - DISTRIBUTION POINT

Serves 20,000 persons per day
560 vehicles per hour



Note: Individual vehicles drive through and ice & water is loaded into their trunks. Recommend One case water, 2 or 3 bags of ice per vehicle and 6 MRE's.

Supply trucks for Ice, Water, MRE's and Tarps are to be off-loaded promptly and returned for re-supply.

Maximum Loads per Day - Type I

Water	4
Ice	4
MRE	2
Tarp	2

ATTACHMENT A-6: C-POD QUANTITY AND LOCATION DETERMINATION METHODS

A. Excel Model

The number of C-PODs can also be determined mathematically. The Excel Planning Model below contains an Excel model that will calculate the number of C-PODs required when the total number of people without commercial power is entered. Commercial power is the input because the need for commodities is directly proportional to commercial power. If the power is out, the need is there. When the power returns (with the exception of a contaminated water supply), the need is gone.

This Excel model uses a 40% factor to calculate the estimated number of people that will visit a C-POD. This figure is an estimated average percentage based on past disaster experience. The model output is the number of lanes required to distribute commodities to the estimated population in need. A Type III C-POD provides for 5,000 people a day, and can handle one truck of ice and water a day, along with the required amounts of Meals Ready to Eat (MREs) and tarps. In other words, for every truck load of ice or water ordered, there should be a corresponding C-POD or lane for off-loading. Because a Type III C-POD consists of a one lane operation, this model output also reveals the number of Type III C-PODS required. The number of actual C-PODS can be lowered if Type I or Type II C-PODS are used; however, the number of “lanes” will remain the same.

A similar approach requires multiplying the county or city population by 20% and dividing the result by 5,000 to get the estimated number of Type III C-PODS that will be needed. In order to get the number of Type II C-PODS, divide the result by 10,000 and in order to get the number of Type I C-PODS, divide the result by 20,000.

The C-POD Planning Model below is an active Excel File. Double-click on the face of the sheet, enter the # of people without power and push the “Enter” key. The date will update with each entry.

Sample United States Army Corps of Engineers Pre-Event Commodities Model

Enter # of people without power (Equals number of customers x 3)	500,000																																																													
# of people requiring commodities	200,000																																																													
# of Type III Dist. Points Req'd	40																																																													
	<table border="1"> <thead> <tr> <th colspan="2"></th> <th colspan="2">Type III Dist. Point</th> <th colspan="2"></th> </tr> <tr> <th>Manpower</th> <th>Day</th> <th>Night</th> <th colspan="2">Equipment</th> <th></th> </tr> </thead> <tbody> <tr> <td>Local Req.</td> <td></td> <td></td> <td>Forklifts</td> <td>40</td> <td></td> </tr> <tr> <td>Forklift Oper.</td> <td>40</td> <td>40</td> <td>Pallet Jacks</td> <td>40</td> <td></td> </tr> <tr> <td>Laborers</td> <td>600</td> <td>80</td> <td>Traff Cones</td> <td>400</td> <td></td> </tr> <tr> <td>Total</td> <td>640</td> <td>120</td> <td>Light Sets</td> <td>40</td> <td></td> </tr> <tr> <td>Law Enf</td> <td>80</td> <td>40</td> <td>Toilets</td> <td>80</td> <td></td> </tr> <tr> <td>Comun Rel</td> <td>40</td> <td>0</td> <td>Tents</td> <td>40</td> <td></td> </tr> <tr> <td>Grand Total</td> <td>760</td> <td>160</td> <td>Dumpsters</td> <td>40</td> <td></td> </tr> </tbody> </table>										Type III Dist. Point				Manpower	Day	Night	Equipment			Local Req.			Forklifts	40		Forklift Oper.	40	40	Pallet Jacks	40		Laborers	600	80	Traff Cones	400		Total	640	120	Light Sets	40		Law Enf	80	40	Toilets	80		Comun Rel	40	0	Tents	40		Grand Total	760	160	Dumpsters	40	
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Number of truck loads required per day for 24 days	Days	Water		ICE		MREs																																																								
		Loads	K Gal	Loads	K Pounds	Loads	Each																																																							
	1	40	190.0	40	1600	20	434,880																																																							
	2	37	173.7	37	1463	18	391,392																																																							
	3	33	157.4	33	1326	17	360,329																																																							
72 Hour Planning Total >		110		110		55																																																								
	4	30	141.1	30	1189	15	323,054																																																							
	5	26	124.9	26	1051	13	285,778																																																							
	6	23	108.6	23	914	11.4	248,503																																																							
	7	19	92.3	19	777	9.7	211,227																																																							
60% Power back on-line >	8	16	76.0	16	640	8.0	173,952																																																							
	9	15	68.9	15	580	7.3	157,644																																																							
	10	13	61.8	13	520	6.5	141,336																																																							
	11	11.5	54.6	11.5	460	-	-																																																							
	12	10.0	47.5	10.0	400	-	-																																																							
	13	8.5	40.4	8.5	340	-	-																																																							
	14	7.0	33.3	7.0	280	-	-																																																							
	15	5.5	26.1	5.5	220	-	-																																																							
90% Power back on-line >	16	4.0	19.0	4.0	160	-	-																																																							
	17	3.5	16.6	3.5	140	-	-																																																							
	18	3.0	14.3	3.0	120	-	-																																																							
	19	2.5	11.9	2.5	100	-	-																																																							
	20	2.0	9.5	2.0	80	-	-																																																							
	21	1.5	7.1	1.5	60	-	-																																																							
	22	1.0	4.8	1.0	40	-	-																																																							
	23	0.5	2.4	0.5	20	-	-																																																							
	24	0.0	0.0	0.0	0	-	-																																																							
Total Loads		312.0	1482.0	312.0	12480	125	2,728,095																																																							

B. Geographic Information Systems (GIS)

Another method for determining number as well as location of C-PODs is through the Geographic Information System (GIS). GIS can produce a dot density map that provides a visual dot for a selected density of population. To determine the C-POD locations, a dot density map should be produced based on a density of one dot for every 12,500 people (40% of 12,500 = 5000, the number of people served by a Type III C-POD; however, as stated before, consider all tribes, municipalities, and/or major communities having at least one C-POD).

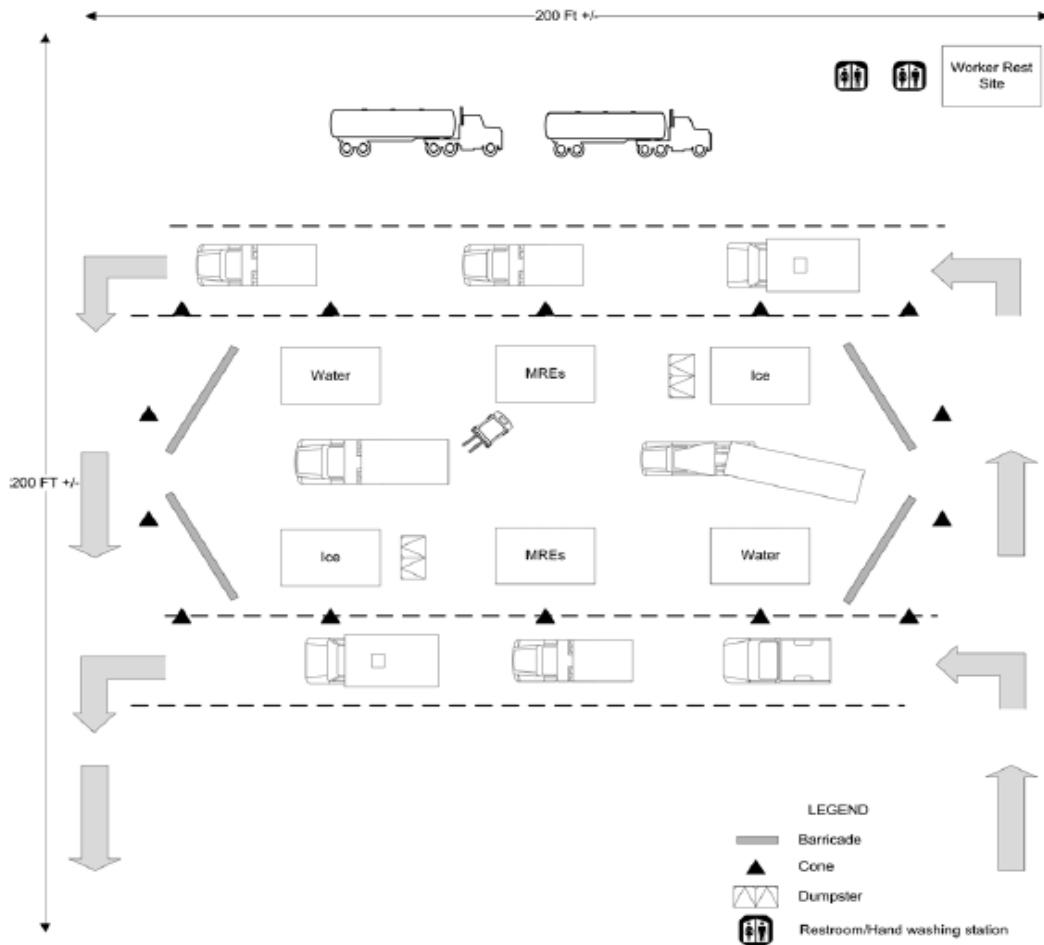
C. Additional Location Factors

An additional factor for consideration is finding facilities with large accessible parking areas (e.g. schools, churches, athletic fields, civic centers, vacant shopping centers, fairgrounds, etc.) This will allow for easy ingress and egress of consumers, and will provide substantial space for truck unloading and distribution. Additionally, it is important to identify locations that are not adjacent to stores that may open for business quickly. It is the City's responsibility to make sure resources are available, not necessarily free.

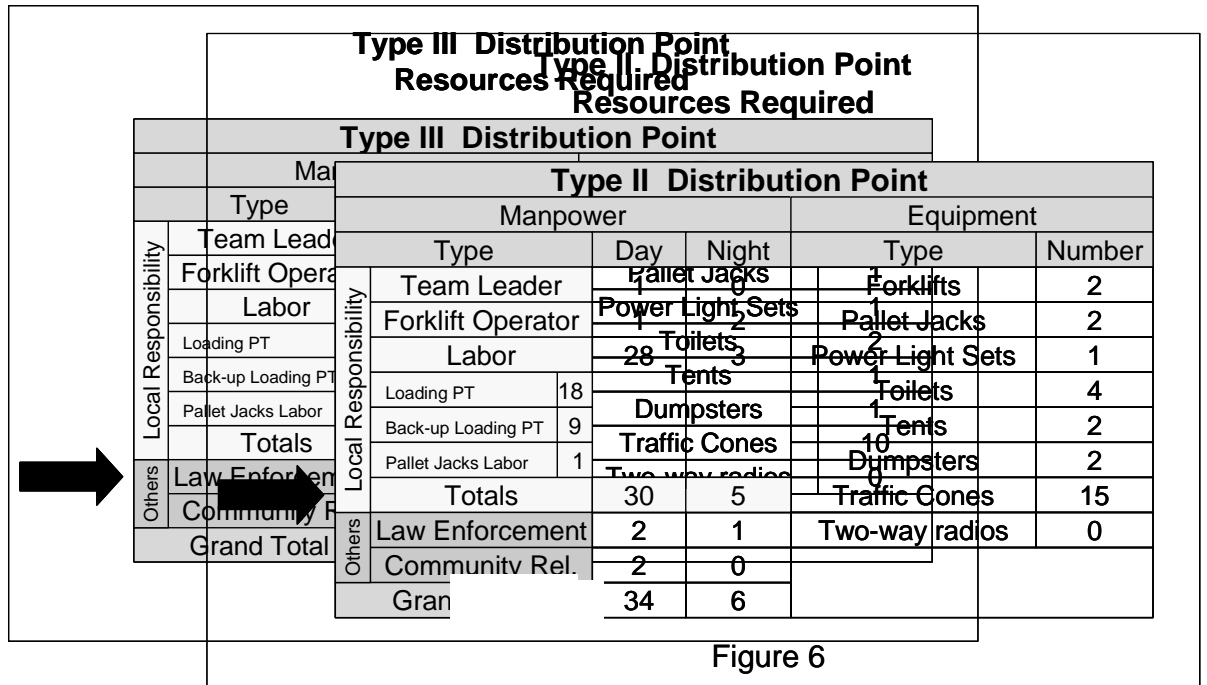
Additionally, it is necessary when determining C-POD site locations to take into account people with disabilities and others with access and functional needs. If the C-POD location has barriers to access, C-POD staff should work with facility owners to remove the barriers. The majority of accommodations for people with disabilities and others with access and functional needs concern pedestrian C-POD sites rather than drive-thru C-POD sites, including path width; however, certain aspects of all types of C-PODS, such as restrooms, must be accessible to people with disabilities and others with access and functional needs.

The pre-planning of C-POD locations is critical to the public. This allows the locations of the C-PODs to be known to the public prior to an event and before communications are impacted. This also allows for route clearing priorities and route mapping to be performed during the pre-planning process in lieu of the response process.

ATTACHMENT A-7: SAMPLE SITE LAYOUT



ATTACHMENT A-9: SAMPLE RESOURCE REQUIREMENT CHARTS FOR C-POD TYPES



Type II Distribution Point Resources Required

		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		

**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		



ATTACHMENT A-10: SAMPLE EQUIPMENT INVENTORY FORM

Sample Equipment Inventory Form

- Keep complete list of equipment on site
- Provides a quick reference when closing the POD and returning equipment

POD Equipment Inventory					
Date	Types of Equipment	Serial Number	Condition	Owner Name (Company, Jurisdiction)	Location
	POD Kit				

ATTACHMENT A-11: C-POD STAFF

1. C-POD Manager's Role

The C-POD Manager has overall responsibility for the safe operation of the C-POD. This includes all staff and resources on site throughout the activation. The C-POD Manager is also the primary safety officer and ensures all operations are accessible for people with disabilities and others with access and functional needs, and are conducted in a safe manner for the staff and the C-POD visiting public.

2. Support Team and Loading Team Roles

Under the direction of the C-POD Manager, the C-POD operates using two teams: Support Team and Loading Team. The Support Team supports the loading line by resupply loading points, unloading bulk commodities, maintaining traffic control, and providing community relations.

The Support Team roles and responsibilities consist of the following:

- The **Support Team Leader** supervises all support operations including:
 - Ensuring equipment used on site has been inspected, maintained, and used in a safe manner
 - Coordinating supply truck movement on site
 - Conducting resupply operations including downloading commodities and resupplying the loading line
 - Maintaining accountability of all commodities received, on hand, and distributed from the site
 - Maintaining all paperwork relating to resource accountability and providing daily resource reports to EMD
- The **Traffic Controller** manages the movement of vehicles through the POD--not just customer vehicles but also tractor trailers. The Traffic Controller directly controls the movement of vehicles in the vehicle lane and oversees the safety of loaders on the vehicle line.

All issues with customer vehicles, such as breakdowns, are coordinated with and directed by the TC or Support Team Leader.
- **The Community Relations** staff serves as the central point of contact for media and public relations on the site. The Community Relations staff works with EMD's Public Information Officer (PIO) to distribute public information (flyers, handouts etc.). In order to ensure a common message across the jurisdiction and other C-PODs, all questions from the media must be directed to that PIO. Additionally, the media must be directed to not interfere with ongoing C-POD operations, such as stopping or disrupting traffic flowing in and out of the C-POD site.

Additionally, the Community Relations staff will provide information from EMD's PIO to

the C-POD customers. The information may be verbal or through handout flyers and will follow the accessibility guidelines established in the Citywide ADA Guidance – Inclusionary, Accessible Messaging and Effective Communication. The C-POD Manager should work closely with the Community Relations staff to ensure correct messages are being provided.

- The **Fork Lift Operator** manages the movement of pallets to and from the resupply vehicle(s). This includes resupplying the loading line.
- The **Pallet Jack Operator** is responsible for the movement of pallets to and from the loading line and removing empty pallets.
- The **Loading Team** conducts loading operations and sustainment of staff. The support team supports the loading line by conducting customer commodity loading and sustaining staff operations including restrooms, break areas, trash removal, staff feeding, and establishing shift schedules.

The Loading Team roles and responsibilities consist of the following:

- The **Loading Team Leader** supervises all loading and sustainment operations including:
 - Loading of supplies into customer vehicles
 - Ensuring ability to communicate with people with disabilities and others with access and functional needs
 - Ensuring the Loading Lane has adequate supplies
 - Coordinating the staff sustainment and care (restrooms, rest areas, feeding, and shift schedules)
 - Oversees site security and coordinates with local law enforcement for assistance
- The **Loaders** are responsible for loading set quantities of supplies into customer vehicles. Loaders also coordinate with the Support Team for resupply of the loading line.
- The **Site Security Officer** is responsible for securing the C-POD site and ensuring/maintaining good order. The Site Security Officer will be the primary staff member that will work with angered or agitated customers. The Site Security Officer should be a law enforcement officer or an individual trained in security operations.

3. C-POD Logistics Team

The successful operation of a C-POD requires a C-POD Team Leader or Manager that understands the purpose, functions, and requirements of a C-POD. A successful Team Leader must have the skills to motivate people, organize shifts, assure the right equipment is available, keep records on equipment usage, and act the primary point of contact for the C-POD with EMD and possibly State or Federal interests. Tracking charts that gather key information on deliveries, as well as any contract/delivery forms that require signing by the delivery driver, must be collected and maintained until local, State, or Federal officials collect it. This information is vital for documenting payment to the delivery contractors.

4. Volunteers

At C-POD sites, volunteers may arrive willing to assist with activities. These volunteers may

be City personnel, friends of C-POD staff, or spontaneous public volunteers. Volunteers will all attend the EMD JIT. The C-POD Manager must coordinate the decision to accept volunteers with C-POD staff and EMD. If the decision is to allow additional volunteers on the C-POD site, they must follow the same rules and procedures as the trained staff. This includes signing in just as the regular staff does each day.