

BAY AREA

REGIONAL
LOGISTICS
PROGRAM

DISASTER LOGISTICS

Point of Distribution Manual

February 2014

DISASTER LOGISTICS

Point of Distribution Manual

This manual is intended to provide guidance to local and state officials in executing disaster logistics operations, and is neither prescriptive nor comprehensive. The actions described in this manual will not necessarily be completed in every event, nor is every activity that may be required described in this manual. Local and state officials and those of nonprofit and private sector partners will use judgment and discretion to determine the most appropriate actions at the time of the incident.

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Preface

Established in 2008, the Department of Homeland Security's Regional Catastrophic Preparedness Grant Program (RCPGP) was authorized to encourage collaborative all-hazards planning for catastrophic incidents in some of America's largest metropolitan areas. A 12-county area representing the greater San Francisco Bay Area was identified by Congress as one of ten eligible areas to receive funding. These counties are Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma.

The Bay Area Urban Areas Security Initiative (UASI), through its regional governance structure, manages the RCPGP grant for the Bay Area. Using these funds, the Bay Area UASI produced seven functional annexes to the Bay Area Regional Emergency Coordination Plan (RECP). This manual is one of a series of accompanying documents to the Regional Catastrophic Earthquake Logistics Response Plan (Regional Logistics Plan) Annex to the RECP.

In addition to promoting collaborative planning across metropolitan areas, the RCPGP was also intended to encourage collaborative planning and information sharing across the ten metropolitan areas. This manual was originally developed under the RCPGP by the New York-New Jersey-Connecticut-Pennsylvania (NY-NJ-CT-PA) Regional Catastrophic Planning Team's Regional Logistics Program, with contributions from a multi-jurisdictional planning team.

This document was refined for the Bay Area under the guidance of the Regional Logistics Plan Steering Committee, with input from local, state and federal stakeholders, the American Red Cross Bay Area Chapter and the California Resiliency Alliance.

The standards contained in this document may be applied to any and all jurisdictions throughout the country.

This project was supported by the California Governor's Office of Emergency Services under the FY 12 UASI Grant #2012-SS-00123, OES ID 075-95017, awarded by the U.S. Department of Homeland Security.

Using this Document

The Point of Distribution (POD) Manual provides operational guidance to support the distribution of life-sustaining commodities (food and water) to the public following a catastrophic incident.

This manual should be considered as part of a general feeding and food restoration strategy; the operations described in this document are intended to complement and support emergency feeding as necessary. The model may also be adapted to support distribution of other commodities, such as clean-up kits, tarps and cots.

It is assumed that the reader is familiar with basic emergency management doctrine, including the National Incident Management System and California's Standardized Emergency Management System (SEMS). For more information on SEMS, see the glossary.

Although the planning assumptions in this document pertain to a catastrophic earthquake, this document is applicable to all hazards.

This manual will help you:

- Understand key decisions relating to activation, operation, and deactivation of the PODs.** 6
- Review the physical layout, staff, and resources required at a POD.** 10
- Find guidance on identifying sites, staff, resource needs and required commodities.** 23
- Identify local, state, federal, private and nonprofit partners who may support POD operations.** 50
- Find tools and reference materials that support the execution of the strategies and objectives outlined in this plan.** 72

➔ When you see a reference arrow, look to the bottom of the page for guidance on where to find additional information from the Bay Area Regional Logistics Program.

The POD Manual is part of a comprehensive suite of disaster logistics guidance produced by the Bay Area UASI. This guidance includes the Regional Catastrophic Earthquake Logistics Plan, operational manuals, field operations guides, assessment papers, forms and training. For more information, visit <http://bayareauasi.org/programs/rcpgp/projects>

Overview

Local Government is primarily responsible for managing the distribution of life-sustaining commodities to members of the public when traditional supply chains are disrupted. To ensure effective and efficient distribution operations, government, nonprofit and private sector partners must work together to establish relevant procedures and policy in advance of an incident.

Goal Establish baseline standards and define tasks for Local Government Emergency Operations Center (EOC) personnel and partners to enable the mass distribution of life-sustaining commodities.

- Objectives**
- 1** Provide time-phased, task-based guidance for EOC personnel and partners assigned to support POD operations:
 - Establish triggers for manual activation.
 - Identify support roles and responsibilities.
 - Outline a mechanism for determining the appropriate number, type and location of PODs.
 - Identify the resources that are required to support POD operations.
 - Recognize jurisdictional lines of authority, current plans and procedures.
 - 2** Outline preparedness actions and recommend key information and data points that should be pre-identified by the Local Government for each POD site.
 - 3** Serve as a common point of reference for any emergency response official from within or outside the Bay Area who supports POD or other mass feeding operations.

- Intended Audience**
- Government officials and advisors at all levels.
 - Emergency response officials (agency heads, their deputies and logistics chiefs) at the Local Government, Operational Area, Region, State and Federal levels.
 - Agency or organization personnel assigned to manage any aspect of a jurisdiction's feeding and food restoration strategy.
 - Nonprofit or private sector partners who play a key role in general feeding and food restoration.

- Planning Assumptions**
- Following a catastrophic earthquake:
- Local and state-owned resources are exhausted quickly, resulting in competing priorities for supplies.
 - The President will declare a Major Disaster for all or part of the Bay Area.
 - Utilities (water supply, electric grid, natural gas supply, wastewater, and telecommunications systems) across the Bay Area could be significantly disrupted for 14 to 60 days or more.
 - Transportation infrastructure will range from operable to severely compromised.
 - A combination of ground, air and marine transportation resources will be necessary to reach all of the affected areas with required commodities.

- Debris removal operations will be required to facilitate ground transport.
 - Rotary-wing aircraft and marine transport, in tandem with short-range ground transport, may be required in the most affected areas.
 - Improvised staging areas will be required to support rotary-wing aircraft and marine transport.
- PODs will be required regardless of the mode(s) of transport used to move commodities.
- The State, the Cal OES Coastal Region and Operational Areas must be prepared to coordinate the receipt and distribution of massive aid packages coordinated by the federal government, and to obtain supplemental aid from other sources using SEMS.
- Local Governments must be prepared to receive and distribute these massive aid packages.
- Efforts to pre-identify field sites will have been made by Local Government, Operational Areas and the Cal OES Coastal Region prior to an incident.
- PODs are activated when local retail establishments have been compromised and are not capable of providing essential resources.
- Conditions under which distribution takes place are expected to be adverse, and may include widespread sustained power outages; lack of shelter; excessive heat, cold, or wet weather conditions; poor sanitary conditions; lack of access to healthcare and general conditions of population insecurity.
- The population that may be served by PODs includes the general population in the Bay Area as well as stranded visitors or commuters.
- The following characteristics may increase the likelihood that an individual will suffer diminished access to life-sustaining commodities during a disaster or emergency and need to visit a POD:
 - Age 65 years and older, or 4 years and younger.
 - Functional needs.
 - Serious chronic health condition or multiple conditions (including heart disease, high blood pressure, psychiatric, or cognitive disorders).
 - Living near, on, or below the poverty line.
 - Language barriers.
- The supply chain operations required to meet public need in the aftermath of a catastrophic incident may surpass in scale all historical relief operations in the United States. If half of the population lacks access to life-sustaining commodities, the Region would need to:
 - Receive over 1,300 fully loaded trucks daily.
 - Mobilize and staff between 200 to 400 PODs.
 - Distribute 8,000,000 emergency meals and 16,000,000 liters of water per day; each individual receives two emergency meals and four liters of water per day.
- Most jurisdictions will need to identify additional mass feeding strategies (such as mobile feeding) and partner agencies to provide meal deliveries to support the needs of the homebound population:
 - Use the guidance provided in *Appendix C, Alternative Commodity Distribution Strategies*, to determine which additional strategies might be required to meet your jurisdiction's needs.

Decision-Making

This section identifies triggers for activating PODs, and provides executive level checklists for decision-makers to use during activation, operations and demobilization.

Activation

PODs are activated when, upon activation of the EOC, the Local Government Office of Emergency Services (OES), in collaboration with partner agencies and organizations, determines that one of the following triggers has been met.

Trigger A

An incident significantly impedes or disrupts (or is expected to disrupt) normal access to life-sustaining commodities for the local population for at least 48 hours, **AND** other mass feeding strategies cannot meet the needs of the population or are not appropriate based on the precipitating incident.

Trigger B

A visible need for non life-sustaining commodities arises in the population, **AND** this need cannot be met through existing mechanisms in the private or public sector.

Trigger C

The EOC Director directs the activation of PODs.

Considerations

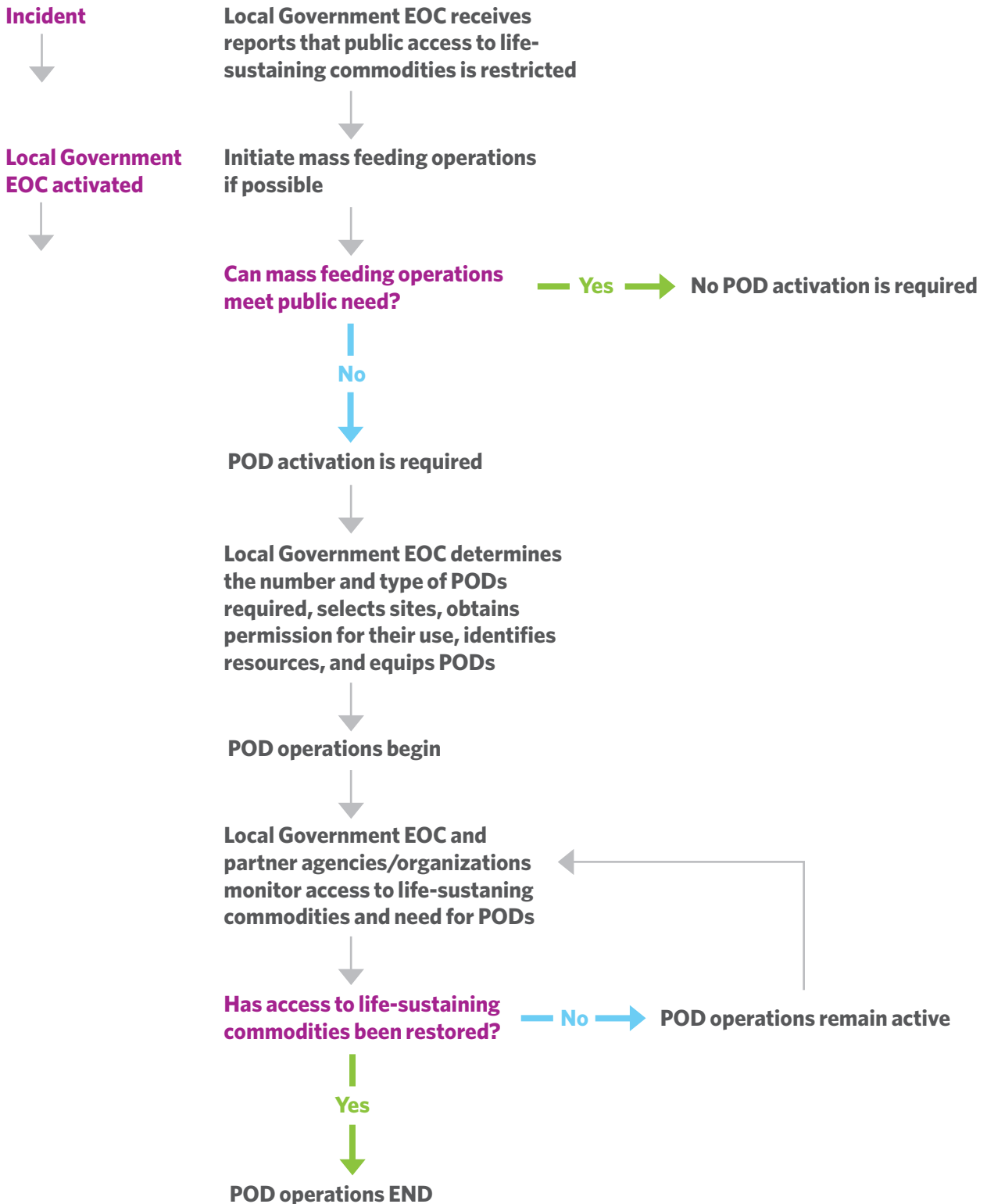
When activating the PODs, the Local Government may:

- 1 Estimate need using guidance in *Operational Strategy 1, Site Selection*, accounting for:
 - The scale, duration, and context of power outages, which impact residential, commercial and industrial refrigeration and potable water distribution systems in high-rise buildings.
 - The potability / integrity of the water supply.
 - Damage to infrastructure and personal property.
 - Sudden decreases in the public's ability to purchase food and water.
 - The ability of private industry to supply food and water for public purchase.
 - The ability of public and nonprofit support mechanisms to meet public need for services that enable access to food and water.
 - Impending weather events and resulting damage expected.
- 2 Work with the Mass Care and Shelter Unit and public and private agencies/organizations to determine how many people in need **cannot** be served by other mass feeding operations. These people may need to be served by PODs.

Deactivation

After the POD Plan is activated, public access to life-sustaining commodities must be continually monitored. Support must be provided to assist the private and nonprofit sectors in restoring normal access to life-sustaining commodities to the community. Once access has been sufficiently restored and PODs are no longer needed, public announcements are made and PODs are deactivated and demobilized.

Decision-Making Sequence of Events



Decision-Making Checklists

The coordination and management of PODs is primarily a responsibility of Local Government, with support from the Operational Area, Region, State and Federal levels, and the private and nonprofit sectors. The checklists that follow provide guidance for the EOC Director and POD Coordinator.

EOC DIRECTOR CHECKLIST

Activation

- Activate the POD Plan once a trigger has been met.
- Authorize the Finance/Administration Section Chief to seek emergency procurement authority from the Mayor, County Administrator, City Council, Board of Supervisors, City Administrator, or Controller, as applicable.
- Direct the Operations Section Chief to activate the POD Coordinator
- Work with the General Staff to determine whether there are any gaps between initial resource needs and availability.
- Direct a coordinated effort to request and procure resources through appropriate sources:
 - Resource requests to the Operational Area
 - Purchasing and contracting
 - Volunteers and donations
 - Private sector

Operations

- Approve any system-level strategic changes proposed by the POD Coordinator.

Demobilization

- Approve the POD Coordinator's recommendation to demobilize the system.

POD COORDINATOR CHECKLIST

Activation

- Coordinate with the Management Section to notify elected officials of the POD Plan's activation and coordinate public outreach.
- Work with the Mass Care and Shelter Unit to quantify the number and location of people without access to life-sustaining commodities.

-
- Use the guidance provided in *Operational Strategy 1, Site Selection* to decide the operating pattern and number of POD sites to activate.
 - Review *Managing POD Operations* and decide if a POD Operations Center should be activated.
 - Use the guidance provided in *Operational Strategy 2, Staff Identification and Deployment* to identify and mobilize staff.
 - Use the guidance provided in *Operational Strategy 3, Resource Requirements* to identify and order any required resources for the first operational period.
 - Use the guidance provided in *Operational Strategy 4, Commodity Requirements* to estimate and order commodities.
-

Operations

- Recommend expansion or contraction of the POD system as appropriate.
 - Ensure that POD operations do not adversely impact the private sector or private sector recovery.
 - Recommend modifications to the Distribution Guidelines[↗] based on resource availability, as appropriate.
 - Support the restoration of critical lifelines and private sector services.
-

Demobilization

- Make the recommendation to demobilize POD sites.
 - Update public messaging.
 - Notify impacted agencies, elected officials and executives.
-

[↗] Find distribution guidelines in the **POD Field Operations Guide (FOG)**.

The POD

Operational Component

This section provides a brief overview of the POD for the Local Government EOC user.[↗]

The POD is a last resort, temporary location where life-sustaining commodities, such as emergency meals and water, are distributed to up to 20,000 members of the public during daytime operations. This will most likely include two emergency meals and four liters of drinking water per person. Other commodities, such as clean-up kits, tarps and cots may also be distributed using the POD model.

Layout

Each POD uses one of the five possible layouts. Each layout is either vehicle-only (vehicular) or pedestrian-only (pedestrian).

Colocating vehicular and pedestrian sites leads to significant safety and operational concerns and is not recommended. When determining whether to establish a vehicular or pedestrian POD, consideration should be given to fuel scarcity and traffic congestion impacts of vehicular PODs.

POD Layout Options

Vehicular	Type I	<ul style="list-style-type: none">• Largest vehicular layout, can serve up to 20,000 people per day*• Four lane operation (100,000 sq ft minimum space)
	Type II	<ul style="list-style-type: none">• Medium vehicular layout, can serve 10,000 people per day*• Two lane operation (75,000 sq ft minimum space)
	Type III	<ul style="list-style-type: none">• Smallest vehicular layout, can serve 5,000 people per day*• One lane operation (50,000 sq ft minimum space)
Pedestrian	Type I	<ul style="list-style-type: none">• Largest pedestrian layout, can serve up to 20,000 people per day*• Used in parks, parking lots and other large, open spaces
	Type II	<ul style="list-style-type: none">• Smallest pedestrian layout, can serve 10,000 people per day*• Used in parks, parking lots, and other open spaces.

*The number of people served per day is based on operations in which distribution takes place during daytime hours, and restocking occurs at night.

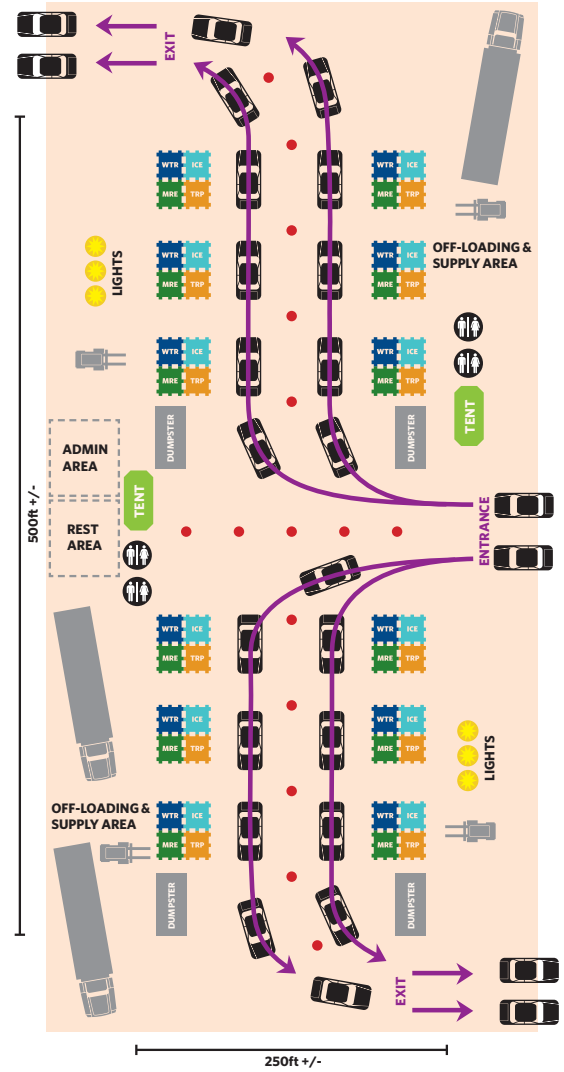
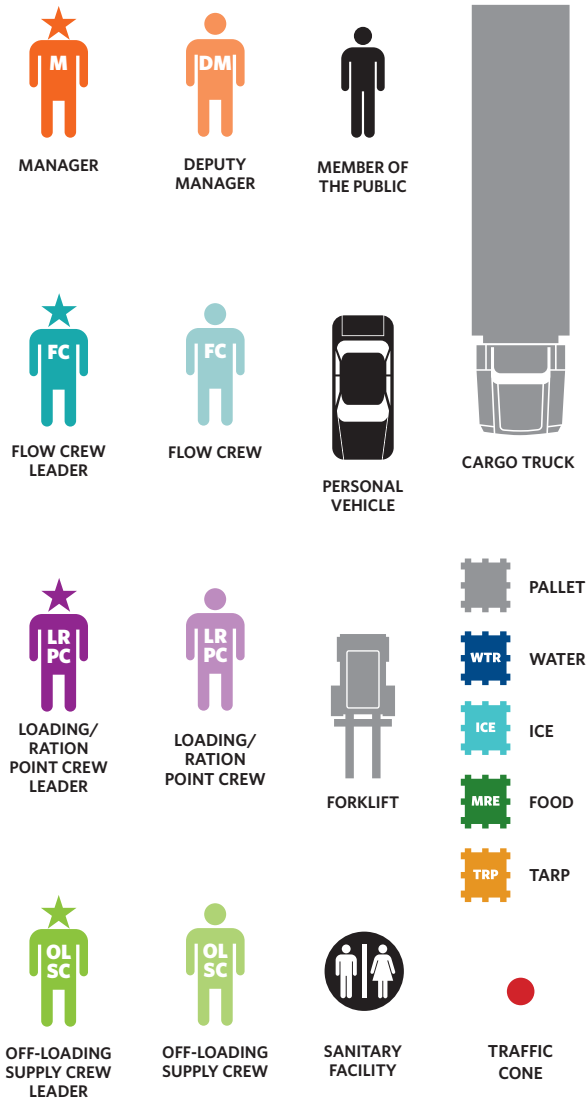
The diagrams that follow provide a bird's eye view of each of the five POD layouts. The POD Manager may modify the recommended configurations based on the space available and the scale of operations. **Note that traffic lanes at vehicular PODs should be sufficiently wide to accommodate any disabled vehicles while maintaining traffic flow.**

[↗] Find more detailed information in the **POD FOG**.

Layout Key

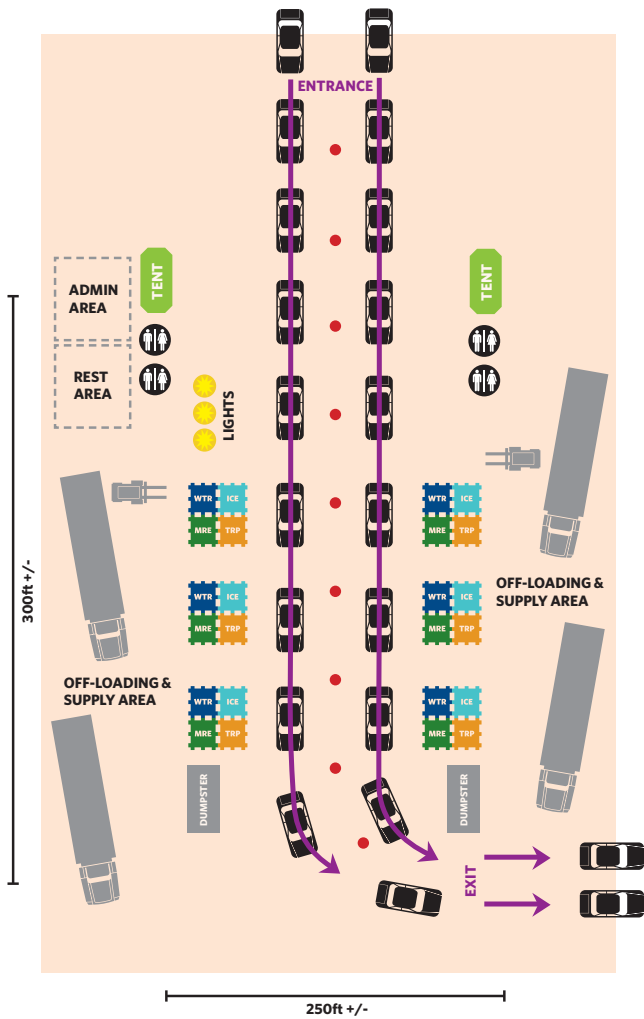
Type I Vehicular Layout

Serves 20,000 persons per day
560 vehicles per hour



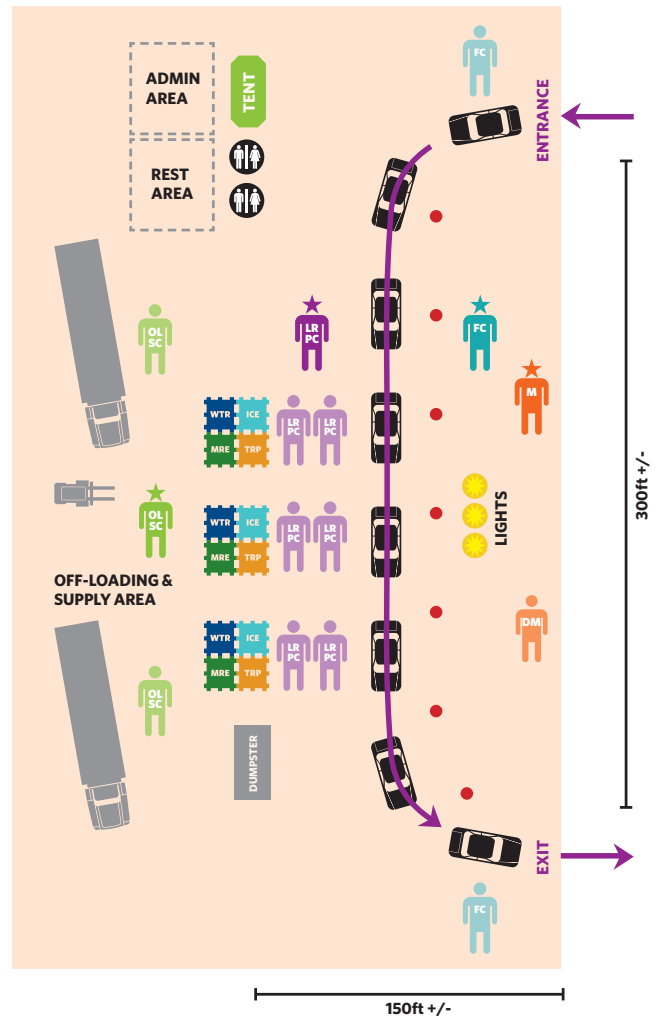
Type II Vehicular Layout

Serves 10,000 persons per day
280 vehicles per hour



Type III Vehicular Layout

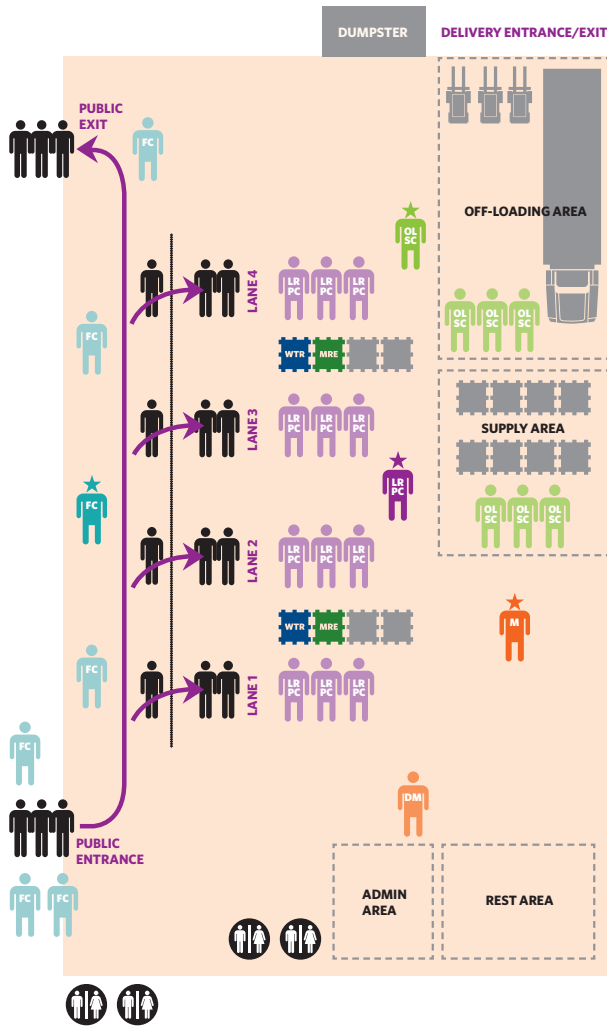
Serves 5,000 persons per day
140 vehicles per hour



Type I Pedestrian Layout

Open Space

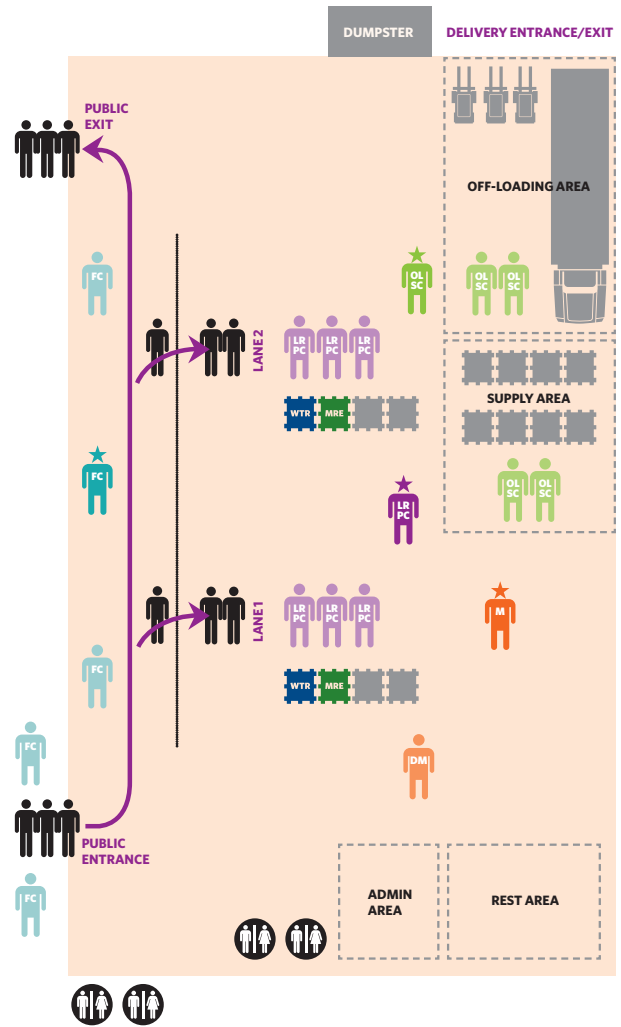
Serves 20,000 persons per day



Type II Pedestrian Layout

Open Space

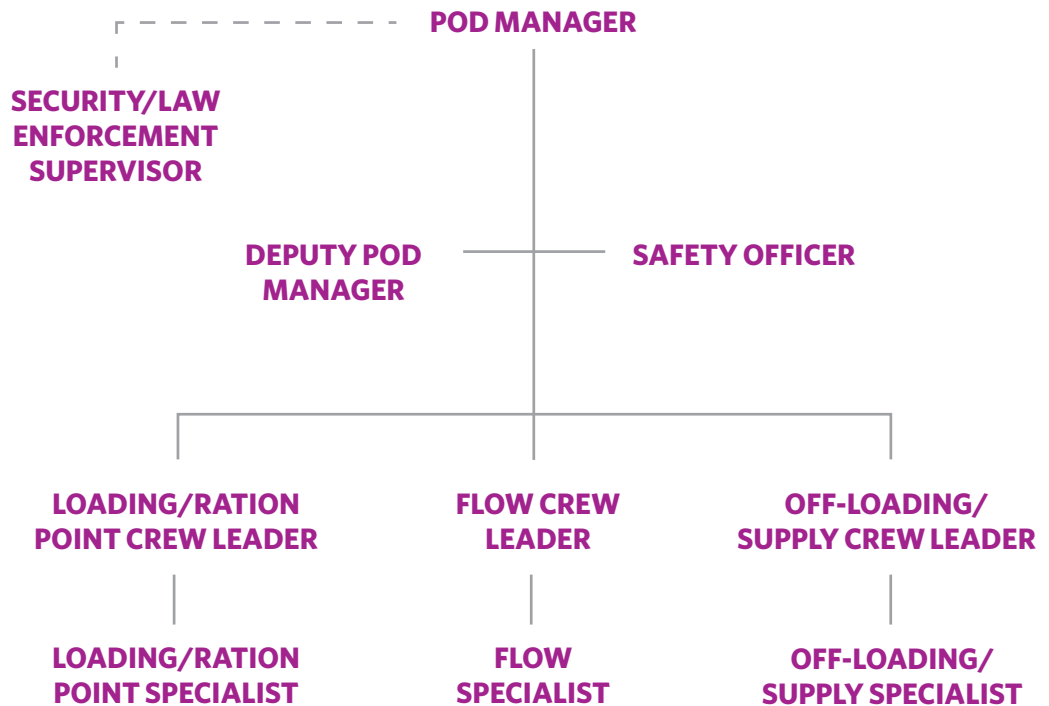
Serves 10,000 persons per day



Staffing

The POD staffing pattern depends on the site layout, hours of operation and scale of response. Up to 61 staff members may be required per operational period, although in smaller scale operations, position responsibilities may be combined, as needed. The organization chart that follows identifies the positions that are needed to staff a POD for one operational period. Find more information in *Operational Strategy 2, Staff Identification and Deployment*.

POD Staffing Organization



POD Roles and Responsibilities [↗]

POD Manager or Task Force Leader	<ul style="list-style-type: none">• Oversees and manages all aspects of the POD operation.• Establishes and maintains proper lines of command, control and communication.• Manages external communication.
Deputy POD Manager	<ul style="list-style-type: none">• Supports the POD Manager.• Ensures that all roles in the POD are staffed, staff are signed-in and trained, and operations run smoothly.
Safety Officer	<ul style="list-style-type: none">• Develops and recommends measures for ensuring personnel safety, and assesses and mitigates hazardous and unsafe situations.
Security/Law Enforcement Supervisor	<ul style="list-style-type: none">• Oversees security inside and outside the POD.• Provides protection and deters criminal activity.• Controls crowds and manages traffic.• Coordinates with law enforcement personnel.• Works with the Off-Loading / Supply Crew Leader to control truck entry to the POD.• Works with the Flow Crew Leader to control public entry to the POD.
Loading/Ration Point Crew Leader	<ul style="list-style-type: none">• Oversees the distribution of commodities to the public in a safe and efficient manner.• Ensures that goods are distributed fairly and according to set guidelines.• Coordinates with the Off-Loading/Supply Crew Leader to maintain a steady and efficient commodity distribution flow.
Flow Crew Leader	<ul style="list-style-type: none">• Serves as the public face of the POD.• Leads a crew that directs the movement of the public.• Manages the line leading into the POD and disseminates information to the public on operating hours, commodity allocation, and commodity status.• Leads a crew that directs the public to the POD, through the Distribution Area, and out of the exit.
Off-Loading/Supply Crew Leader	<ul style="list-style-type: none">• Oversees the unloading, positioning, and movement of commodities within the storage and distribution areas.• Manages documentation and inventory control.• Ensures that work areas are organized and free of trash and debris.
Loading/Ration Point Specialist	<ul style="list-style-type: none">• Distributes commodities to the public.• Performs the final check to ensure that commodities have not expired or are otherwise unfit for consumption.

[↗] Find complete Job Action Sheets in the **POD FOG**.

**Off-Loading/
Supply Specialist**

- Secures, organizes and stocks commodities for distribution.
 - Unloads commodities and operated equipment.
-

**Flow
Specialists**

- Directs recipients to and through the POD.
 - Provides information to the public (operating hours, commodity allocation, etc.).
 - Determines individual eligibility for additional commodities when necessary.
 - Records the number of pedestrians or vehicles receiving commodities.
-

**Operating
Pattern**

The hours during which commodities are distributed to the public (hours of operation) may differ from the hours that the POD is staffed (crew working hours). Together, the crew working hours and the hours of operation combine to form the Operating Pattern.

Hours of Operation + Crew Working Hours = Operating Pattern

Hours during which
commodities are
distributed to members
of the public

Hours that POD crews
are working on location,
including set-up, re-supply,
and clean-up of the POD

**Distribution
Guidelines**

Distribution Guidelines must be established and followed to ensure that everyone who visits a POD receives an equal quantity of commodities.

Key policies to follow in both pedestrian and vehicular PODs include:

- Any individual of any age, including an unaccompanied minor, who waits in line, should receive at least one daily allocation of commodities.
- Members of the public are not required to show identification for themselves or their children to receive commodities.
- If a jurisdiction chooses to distribute baby formula or ice they should use the distribution guidelines provided for these commodities in the **POD Field Operations Guide**.

Daily Per-Person Rations for a Pedestrian POD

Item	Ration	Distribution Guidelines
Water	4 liters or 1 gallon	Follow distribution guidelines regardless of the types of water containers used.
Shelf-Stable Meal (SSM)/MRE	2 meals	If available, distribute vegetarian, halal, and kosher SSMs or MREs to those who request them. Infants under 1 year of age should not receive SSMs/MREs.
Ice (if applicable)	One 8 lb bag	A jurisdiction must determine its own guidelines on whether or not to distribute ice. [↗]
Baby Formula (if applicable)	48 oz	For infants under 1 year of age, baby formula may be given to the accompanying adult (proof of age not required).

- Notes:
- A pedestrian may be allowed to receive up to three daily rations if there are adequate supplies and the pedestrian is capable of carrying the commodities.
 - For children who cannot carry their own commodities, the adult accompanying them will be given the child's commodities.

Daily Per-Person Rations for a Vehicular POD

Item	Ration	Distribution Guidelines
Water	9-12 liters or 1 case	Follow distribution guidelines regardless of the types of water containers used.
SSM/MRE	6 meals	If available, distribute vegetarian, halal, and kosher SSMs or MREs to those who request them. Infants under 1 year of age should not receive SSMs/MREs.
Ice (if applicable)	Three 8 lb bags	A jurisdiction must determine its own guidelines on whether or not to distribute ice. [↗]
Baby Formula (if applicable)	48 oz	For infants under 1 year of age, baby formula may be given to the accompanying adult (proof of age not required).

- Notes:
- A vehicle represents a family of three. If there are more than three people in a vehicle, then give allocations for the number of people that you see.
 - Members of the public should drive through the POD and receive commodities without leaving their vehicles.

[↗] Find a list of medications requiring refrigeration in Appendix C of the **POD FOG**.

Managing POD Operations

This section outlines a management structure that can be activated by the POD Coordinator to oversee multiple PODs.

Identifying a Lead Agency

Due to the expected scale of POD operations, each Local Government should consider identifying a Lead Agency to oversee commodity distribution operations.

A representative from this Lead Agency would likely serve as either the POD Coordinator or POD Operations Center Commander during an incident. The Lead Agency's responsibilities are significant, and may require a substantial support structure.

POD Coordinator

The POD Coordinator is stationed in the Local Government EOC Mass Care and Shelter Unit. The POD Coordinator helps set objectives for POD operations and is involved with all POD activation, operations support, and demobilization tasks in the EOC.

When up to seven PODs are activated, the POD Managers may report directly to the POD Coordinator, if no other field command structure is established. The POD Coordinator must:

- Develop strategy and policy objectives for the POD system.
- Coordinate the mobilization and deployment of resources to each POD.
- Coordinate within the EOC to secure adequate quantities of commodities, equipment, supplies and staff to support commodity distribution at each POD.
- Monitor, anticipate, and provide assistance to PODs as needed.
- Collect information and provide updates on operations to the EOC.

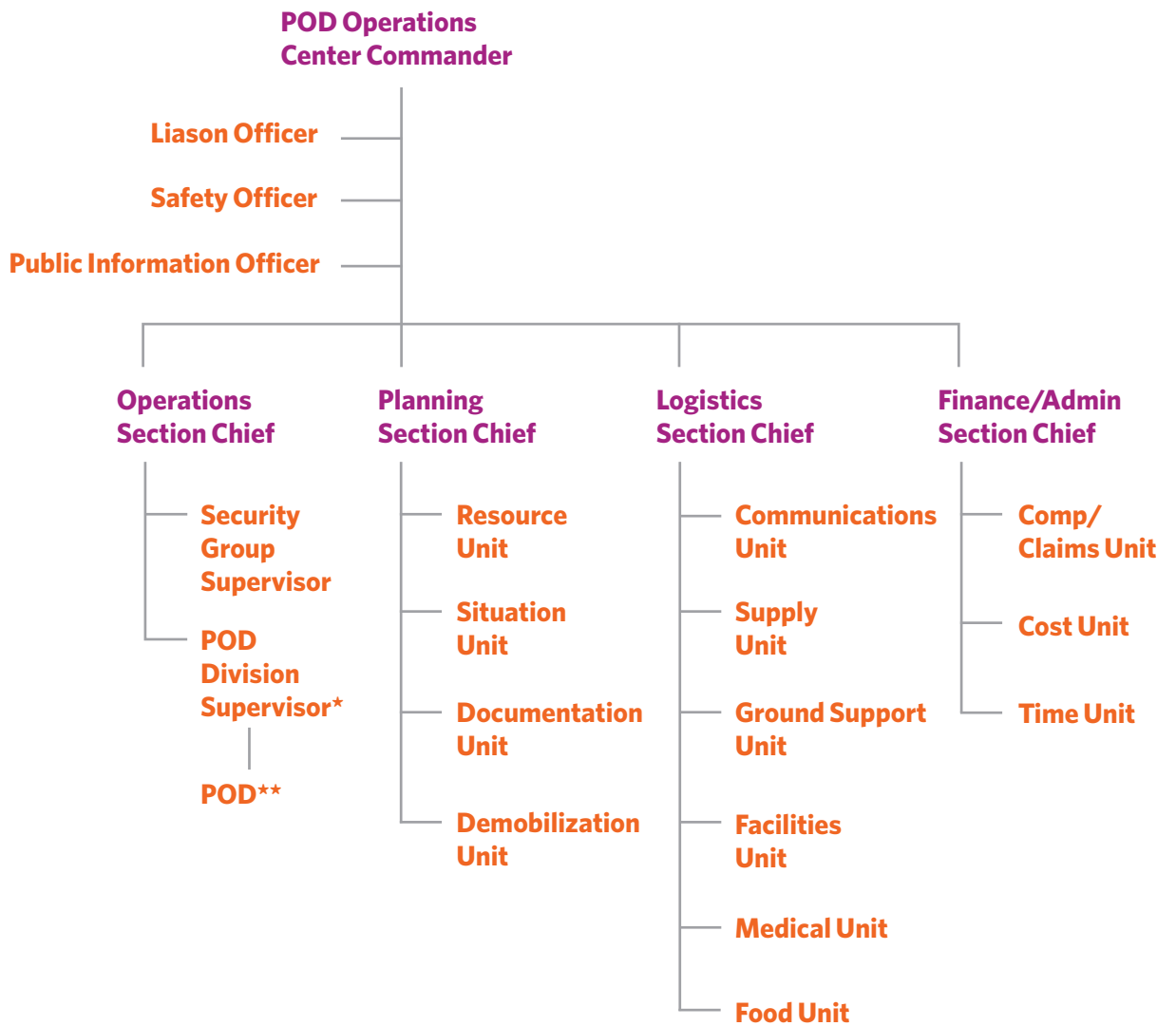
If more than seven PODs are established, a POD Operations Center may be established and will be led by the POD Operations Center Commander. A POD Operations Center may be established to manage fewer than seven PODs if the EOC Director chooses.

POD Operations Center

At the discretion of the Local Government, a POD Operations Center may be established as a central point to manage POD operations. The POD Operations Center may be located at a Department Operations Center (DOC) or other facility located apart from the EOC.

POD Operations Center Commander

The POD Operations Center Commander oversees all field operations. This individual oversees the gathering of data and creation of projections on burn rates, commodity and resource resupply, POD staffing, and all other reporting and management tasks. The POD Operations Center Commander may organize a team in accordance with Incident Command System (ICS) principles, as indicated in the organization chart that follows. Positions are activated and deactivated as needed based on operational requirements.



*Up to seven POD Division Supervisors; Branch Directors added as needed.

** Up to seven POD Managers under each Division Supervisor.

POD Operations Center Roles and Responsibilities

Command Staff

POD Operations Center Commander	<ul style="list-style-type: none">▪ Maintains command and control of all PODs within the system.▪ Establishes incident objectives.▪ Usually staffed by a senior-level representative from the Lead Agency.
Liaison Officer	<ul style="list-style-type: none">▪ Serves as a point of contact for agencies, organizations and private entities that require information about the POD system.
Public Information Officer	<ul style="list-style-type: none">▪ Facilitates the flow of information between the Joint Information Center and the POD Command.▪ Interfaces with the public, media and other agencies with POD-related information.▪ Develops accurate and complete briefings on operations, current situation, resources committed, and other matters of general interest.
Safety Officer	<ul style="list-style-type: none">▪ Monitors, reports, and provides for the conduct of safe operations at all locations within the POD Command's area of responsibility.▪ Monitors POD operations and advises the POD Operations Center Commander on all matters relating to operational safety, including the health and safety of POD personnel.▪ Retains the authority to stop or prevent POD operations if a life safety issue warrants such action.▪ Establishes systems and procedures to ensure staff safety, as well as the general safety of operations.▪ Advises the Safety Officer at each POD on all matters relating to operational safety.

General Staff

Operations Section Chief	<ul style="list-style-type: none">▪ Oversees and supports POD operations.▪ Develops and implements strategies and tactics to carry out distribution objectives.▪ Organizes, assigns and supervises all tactical field resources.▪ Supervises up to seven Division or Group Supervisors, or Branch Directors, depending on the size of POD operations.
Planning Section Chief	<ul style="list-style-type: none">▪ Collects information about the status of POD operations and resources.▪ Manages the planning process.▪ Develops the Incident Action Plan (IAP) for each operational period.▪ Provides situation reports (Sit Reps) to the EOC.▪ Looks beyond the current and next operational periods to anticipate potential problems or events.
Logistics Section Chief	<ul style="list-style-type: none">▪ Issues resource requests and acquires necessary resources not currently under the control of the POD Command. Seeks support from the EOC when needed.
Finance/Admin Section Chief	<ul style="list-style-type: none">▪ Tracks costs associated with conducting POD operations.

POD Operations Center Roles and Responsibilities (cont.)

Operations Section Staff

Branch Director • Directly supervises up to seven Division Supervisors or Group Supervisors

Security Group Supervisor • Oversees and supports security operations at all PODs.

Division Supervisor • Oversees and supports non-security operations at up to seven PODs.
• Directly supervises up to seven POD Managers.

Planning Section Staff

Resources Unit Leader • Maintains the status of, and tracks, all incident resources.
• Plans the staffing of personnel and resources for each POD.
• Plays a significant role in preparing the IAP.

Situation Unit Leader • Collects and analyzes information on the current situation.
• Prepares Sit Reps and provides updates to the EOC.
• Develops staffing, equipment and commodity projections.

Documentation Unit Leader • Gathers, maintains and stores all incident-related documentation.
• Provides duplication services, including for the IAP.

Demobilization Unit Leader • Ensures that resources are released from the incident in an orderly, safe and cost-effective manner.

Logistics Section Staff

Communications Unit Leader • Prepares and supports the Incident Communications Plan.
• Distributes and maintains communications equipment. Communicates with the EOC to procure any additional required communications equipment.
• Ensures all communications work properly at all PODs within the system.

Medical Unit Leader • Provides guidance, as needed, to the Safety Officer at each POD, and confirms that a Medical Plan is established at each POD.

Food Unit Leader • Establishes a feeding plan for the Lead Agency and PODs (if not emergency meals).
• Coordinates with the Ground Support Unit Leader to arrange for meals to be delivered to the PODs. Works with the POD Deputy Manager to arrange for POD staff to consume water and emergency meals if meal service cannot be arranged.

POD Operations Center Roles and Responsibilities (cont.)

Logistics Section Staff

- Supply Unit Leader**
- Assists in determining the type and amount of supplies needed to support the incident.
 - Coordinates with the EOC to acquire equipment, supplies and commodities needed for the POD and the operations of the Lead Agency.
 - Receives, stores, and distributes equipment, supplies and commodities.
 - Services non-expendable equipment.
 - Maintains inventory of supplies and equipment.
-

- Facilities Unit Leader**
- Sets up and maintains the facility used by the Lead Agency.
 - Coordinates site security with the Security Director.
 - Identifies maintenance services and needs (sanitation, refuse, etc.) of the Lead Agency and PODs.
-

- Ground Support Unit Leader**
- Identifies transportation and ground resource needs.
 - Arranges for, activates and documents the fueling and maintenance of ground resources including vehicles and forklifts.
 - Arranges for ground transportation within the POD system.
 - Arranges for the transportation of food for staff to POD sites, if needed.
 - Provides any repairs to vehicles, as needed.
 - Assists with signage at and around sites.
-

Finance/Administration Section Staff

- Time Unit Leader**
- Tracks time and hours worked by Lead Agency staff.
 - Works with the POD Manager to ensure that Staff Check-In/Check-Out Logs are completed accurately and submitted for each operational period.
-

- Comp/Claims Unit Leader**
- Supports and directs all administrative matters pertaining to compensation for injury and claims related to POD operations.
-

- Cost Unit Leader**
- Collects all cost data associated with the operation of the Lead Agency and the POD system.
 - Performs cost effectiveness analyses.
 - Provides cost estimates.
 - Makes cost-savings recommendations.
-

Site Selection

Operational Strategy 1

This strategy details the process and considerations for selecting and activating POD sites and POD Operations Center facilities.

The Local Government EOC works with the POD Coordinator to select POD sites and the POD Operations Center facilities once the decision has been made to activate PODs.

1 Estimate POD Demand

Determine the demand for life-sustaining commodities that will need to be met by the POD:

- Determine the impacted area by:
 - Reviewing damage assessments from impacted areas.
 - Reviewing any U. S. Geological Survey (USGS) shake maps provided by the Cal OES State Warning Center.
 - Collecting damage assessment information from the appropriate EOC Sections or Units.
 - Requesting aerial assessment.
- Use census and other data to determine the total population in need of commodities within the impacted area.

When the public need for life-sustaining commodities is caused by sustained power outages, the Lead Agency may use the model developed by the State of Florida and U.S. Army Corps of Engineers (USACE) to estimate commodity requirements, as detailed in *Appendix B, Estimating Resource Needs*. This model was originally designed to support emergency planning in suburban, rural and coastal areas in the southeastern United States, and typically projects the number of people in need to be between 40-60% of the number of people without power. The model estimates demand by considering:

- The number of people without power.
- The number of days without power.
- The number of days without commodities/resources.

Be sure to plan only to provide commodities to members of the public whose needs cannot be met by the private sector or by conventional mass feeding operations.

2 Determine Operating Pattern

The Operating Pattern is a combination of crew working hours and hours of operation, as outlined in *Operational Component 1, POD Overview*. The choice of operating pattern is driven by current security conditions and the expected demand for commodities at PODs. There are three recommended operating patterns for the POD.

Estimated Population Served by each Operating Pattern

Operating Pattern	Type I Vehicular or Pedestrian*	Type II Vehicular or Pedestrian*	Type III Vehicular	Notes
Pattern 1: 24 hr Operation 24 hr Distribution	30,000	15,000	7,500	Preferable only when public need is so great that the POD should remain open at night. Estimates anticipate lower overnight demand.
Pattern 2: 24 hr Operation 12 hr Distribution / 12 hr Restocking	20,000	10,000	5,000	Preferable when there are no major security concerns about nighttime restocking operations.
Pattern 3: 13 hr Operation 10 hr Distribution	16,500	8,300	4,200	Preferable only in situations of severe insecurity, when it is not advisable to staff the site after dark. Estimates assume 1.5 hours for set-up and breakdown each day.

* Pedestrian model estimates assume that seven people are served per table per minute, accounting for some family groups arriving together.

3 Determine Layout

Decide whether vehicular or pedestrian PODs are most appropriate for the community and present conditions. The layout will vary depending on the site chosen and the needs of the population served. Consider the following questions when deciding upon a POD layout:

- What are the benefits of a vehicular or pedestrian distribution model?
- How are members of the public most likely to reach the POD (personal vehicle, on foot or by public transportation)?
- How accessible is the site?

4 Determine the number of PODs required

Determine the number of PODs required by dividing the population in need of commodities by the estimated population served per POD, as shown in the table that follows.

Calculating the Number of PODs Required

Operating Pattern	Type I Vehicular or Pedestrian	Type II Vehicular or Pedestrian	Type III Vehicular Model
Pattern 1: 24 hr Operation 24 hr Distribution	Population in need/30,000	Population in need/15,000	Population in need/7,500
Pattern 2: 24 hr Operation 12 hr Distribution/ 12 hr Restocking	Population in need/20,000	Population in need/10,000	Population in need/5,000
Pattern 3: 13 hr Operation 10 hr Distribution	Population in need/16,500	Population in need/8,300	Population in need/4,200

5 Create a List of Potential POD Sites

Create a list of potential POD sites, considering the areas of greatest geographic need:

- Locate a list of pre-identified POD sites, if available.
- If no POD sites have been pre-identified, create a list of potential sites using criteria outlined in the table on the following page, and in *Appendix A, Preparedness*.

6 Select preferred facilities

- Confirm that the preferred sites meet the criteria listed in the preferred characteristics table that follows, if possible. The nature of the incident may preclude satisfying all of the criteria.
- Confirm that any buildings adjacent to the site are structurally sound, and do not pose a risk to anyone at the site.
- Determine whether there are any environmental issues at the site that could put workers at risk.
- Confirm that cargo transport can access the site.
- Confirm that the site can be reached by pedestrians or personal vehicles as applicable.

7 Contact site owners/operators

- Confirm that the site is available for use as a POD, and that agreements are in place governing its use. If agreements are not in place, follow the processes and procedures outlined by your Local Government OES to obtain authorization to use a site.
- Confirm the site is clear of debris and safe for distribution operations, and that there are no environmental issues that could pose a risk to anyone at the site.
- Obtain a point of contact for the site to coordinate with mobilized personnel.

8 Document site conditions

- Photograph or describe any visible damage.

9 Notify

- Provide the EOC with a complete list of site locations, addresses, operating hours, and road closures.
- Assign an identification code to each POD.
- The Public Information Officer (PIO) in the EOC provides a coordinated message to notify the public.

As operations progress, if it is determined that additional POD sites are needed, repeat the steps outlined above. Based on the size and scale of the operation and number of resources being moved to support and sustain operations, Logistics Staging Areas may be required to support the movement of commodities. [↗](#)

Preferred Characteristics of a POD Site

Facility

- At least one power source .
- Dumpsters, forklifts (with fuel), pallet jacks and certified operators should be immediately available.
- Covered building or tent available; parking and restrooms available for staff and the general public (if possible, have a separate facility for staff).

Location

- Close to a major congregation point (church, school, veterans' organization, or community building) with excess parking, kitchens, and restrooms available.
- Should **not** be close to an open grocery store without first coordinating with the grocer. PODs should not be opened, or remain open, if the public has normal access to the life-sustaining commodities.
- Should **not** be co-located with comfort stations, feeding kitchens, or shelters; this will significantly slow the flow of traffic to the POD.

Accessibility

- Accessible from major roads or parkways.
- Should have more than one driveway with an ample paved area for loading and off-loading.
- Meets all Americans with Disabilities Act (ADA) requirements; accessible to people with functional needs.

Security

- Must be safe for the general public and POD staff.
 - Must be clear of visible utility damage and downed power lines.
 - Must be clear of debris.
-

[↗](#) Find more information on [Logistic Staging Areas in the LSA Manual](#).

POD Operations Center Facility Selection

POD management operations can take place in a variety of locations. If a separate location is required to support the management of the POD system, use the characteristics in the table below to identify a suitable facility.

Preferred Characteristics of a POD Operations Center

Facility	<ul style="list-style-type: none">▪ Able to support communications and technological infrastructure, including expected power load and data transmission capability.▪ Existing technical and communications infrastructure (computers, phones, etc.).▪ Includes access to at least one meeting room or additional meeting spaces.▪ Parking available at or near the facility.▪ Food preparation or consumption allowed.
Location	<ul style="list-style-type: none">▪ Accessible to and from POD sites▪ Close to POD sites▪ Accessible to and from a Logistics Staging Area▪ Accessible to and from priority routes for responders and/or debris removal
Accessibility	<ul style="list-style-type: none">▪ Meets federal Occupational Safety and Health Administration (OSHA) and California Department of Industrial Relations, Division of Occupational Safety and Health (Cal/OSHA) facility requirements.▪ Meets all ADA requirements or can be modified to be ADA compliant.
Size	<ul style="list-style-type: none">▪ Minimum 30 x 40 feet of office space.

Staff Identification and Deployment

Operational Strategy 2

This strategy provides a process for identifying and deploying staff to PODs. Staffing levels vary with the size and complexity of the incident, and personnel may be provided by a number of various agencies and organizations.

Staff Types

The first staff member identified during POD activation is the POD Coordinator, who helps identify and deploy the three general types of staff in the POD system:

- **POD Operations Center Staff:** The POD Operations Center is typically staffed by the Lead Agency. These personnel require significant training and familiarity with the principles of ICS and management of large-scale incidents.
- **POD Site Staff:** POD staff may be provided by a number of agencies and organizations. The POD Manager and Deputy Manager and some Off-Loading/Supply Specialists require specific experience and prior training.¹ Although prior training is preferred, the remaining staff can be given just-in-time training.⁷
- **POD Security Staff:** Since PODs are activated in times of food insecurity, the risks to POD staff and transport assets may be significant and must be mitigated by adequate security. Site security, traffic and crowd control, and vehicle escorts may all be required to support safe POD operations. Security staff members should have a background in public safety and hold law enforcement authority.

1 Determine Staffing Needs

- Determine the POD Operations Center Staff requirements using the organization chart provided in *Managing POD Operations*.
- Determine the total number of POD Site Staff by multiplying the staff number from the tables that follow by the number of sites that will be activated.
 - Purple indicates positions requiring skilled and experienced staff.
 - Orange indicates positions that may utilize unskilled staff and volunteers provided with just-in-time training.
- Work with public safety partners to determine security and crowd/traffic control requirements at POD sites and the POD Operations Center.

2 Identify and Activate Staff

Once staffing requirements have been determined, take the following steps to identify and deploy staff:

- Submit requests for needed support to the EOC, which may obtain staff from government workers, staffing agencies, private universities, Community Emergency Response Teams (CERTs), etc.
- Coordinate with the EOC to secure adequate staffing for each POD site.
- Issue reporting instructions and location to activated staff, ensuring that the POD Manager and Deputy Manager receive individual notifications and are provided with a copy of the POD FOG.

⁷ Find more information in the **POD Field Operations Guide**.

¹ Off-Loading / Supply Specialists should have training or experience to operate forklifts.

POD Staffing: Pedestrian Model, Type I

Position	Operating Pattern 1		Operating Pattern 2		Operating Pattern 3	
	Day	Night	Day	Night	Day	Night
POD Manager	1	1	1	1	1	0
Deputy POD Manager	1	1	1	1	1	0
Safety Officer	1	1	1	1	1	0
Security/Law Enforcement Supervisor	1	1	1	1	1	0
Loading/Ration Point Crew Leader	1	1	1	0	1	0
Loading/Ration Point Specialists	16	12	16	0	16	0
Flow Crew Leader	1	1	1	0	1	0
Flow Specialists	10	7	10	0	10	0
Off-Loading /Supply Crew Leader	1	1	1	1	1	0
Off-Loading/Supply Specialists*	6	6	6	6	6	0
Total Skilled	4	4	4	4	4	0
Total Unskilled	35	28	35	7	35	0
Totals	39	32	39	11	39	0

* Forklift certification preferred.

POD Staffing: Pedestrian Model, Type II

Position	Operating Pattern 1		Operating Pattern 2		Operating Pattern 3	
	Day	Night	Day	Night	Day	Night
POD Manager	1	1	1	1	1	0
Deputy POD Manager	1	1	1	1	1	0
Safety Officer	1	1	1	1	1	0
Security/Law Enforcement Supervisor	1	1	1	1	1	0
Loading/Ration Point Crew Leader	1	1	1	0	1	0
Loading/Ration Point Specialists	8	6	8	0	8	0
Flow Crew Leader	1	1	1	0	1	0
Flow Specialists	5	4	5	0	5	0
Off-Loading/Supply Crew Leader	1	1	1	1	1	0
Off-Loading/Supply Specialists*	4	4	4	4	4	0
Total Skilled	4	4	4	4	4	0
Total Unskilled	20	17	20	5	25	0
Totals	24	21	24	9	29	0

* Forklift certification preferred.

POD Staffing: Vehicular Model, Type I

Position	Operating Pattern 1		Operating Pattern 2		Operating Pattern 3	
	Day	Night	Day	Night	Day	Night
POD Manager	1	1	1	1	1	0
Deputy POD Manager	1	1	1	1	1	0
Safety Officer	1	1	1	1	1	0
Security/Law Enforcement Supervisor	1	1	1	1	1	0
Security/Law Enforcement Staff	4	4	4	1	4	0
Loading/Ration Point Crew Leader	1	1	1	1	1	0
Loading/Ration Point Specialists	36	36	36	0	36	0
Flow Crew Leader	1	1	1	1	1	0
Flow Specialists	8	8	8	0	8	0
Off-Loading/Supply Crew Leader	1	1	1	1	1	0
Off-Loading/Supply Specialists*	6	6	6	6	6	0
Total Skilled	8	8	8	5	8	0
Total Unskilled	53	53	53	9	53	0
Totals	61	61	61	14	61	0

* Forklift certification preferred.

POD Staffing: Vehicular Model, Type II

Position	Operating Pattern 1		Operating Pattern 2		Operating Pattern 3	
	Day	Night	Day	Night	Day	Night
POD Manager	1	1	1	1	1	0
Deputy POD Manager	1	1	1	1	1	0
Safety Officer	1	1	1	1	1	0
Security/Law Enforcement Supervisor	1	1	1	1	1	0
Security/Law Enforcement Staff	2	2	2	1	2	0
Loading/Ration Point Crew Leader	1	1	1	1	1	0
Loading/Ration Point Specialists	18	18	18	0	18	0
Flow Crew Leader	1	1	1	0	1	0
Flow Specialists	5	5	5	0	5	0
Off-Loading/Supply Crew Leader	1	1	1	1	1	0
Off-Loading/Supply Specialists	4	4	4	4	4	0
Total Skilled	6	6	6	5	6	0
Total Unskilled	30	30	30	6	30	0
Totals	36	36	36	11	36	0

* Forklift certification preferred.

POD Staffing: Vehicular Model, Type III

Position	Operating Pattern 1		Operating Pattern 2		Operating Pattern 3	
	Day	Night	Day	Night	Day	Night
POD Manager	1	1	1	1	1	0
Deputy POD Manager	1	1	1	1	1	0
Safety Officer	1	1	1	1	1	0
Security/Law Enforcement Supervisor	1	1	1	1	1	0
Security/Law Enforcement Staff	1	1	1	1	1	0
Loading/Ration Point Crew Leader	1	1	1	1	1	0
Loading/Ration Point Specialists	9	6	9	0	9	0
Flow Crew Leader	1	1	1	0	1	0
Flow Specialists	3	2	3	0	3	0
Off-Loading/Supply Crew Leader	1	1	1	1	1	0
Off-Loading/Supply Specialists	2	2	2	2	2	0
Total Skilled	5	5	5	5	5	0
Total Unskilled	17	13	17	4	17	0
Totals	22	18	22	9	22	0

* Forklift certification preferred.

Resource Requirements

Operational Strategy 3

This strategy details the supplies, equipment, and technology required to sustain and support POD operations, as well as the process used to fulfill these requirements.

The POD Coordinator identifies resources required to support POD operations. Resources assigned to support POD operations are placed under the direct operational control of the POD Coordinator, who may elect to establish a tactical staging area to manage these resources. After identifying the facilities and staff required to execute POD operations, the next step is to identify equipment and supply requirements using the tables that follow.

1 Identify General POD Supply Requirements

At the start of operations, each POD should be given an equipment and supply start-up package containing the items needed to operate its site (office supplies, personnel safety equipment, hand trucks, radios, tents, etc.). Information on expected and ongoing resource, supply, and service needs can be found below. If additional equipment or supplies are needed, the POD Manager should notify the POD Command.

GENERAL SUPPLIES

	Item	Unit	Quantity for Vehicular Type			Quantity for Pedestrian Type	
			I	II	III	I	II
Required	Barricade tape (rolls of 1,000 feet)	Roll	4	4	2	4	4
	Batteries (assorted sizes based on equipment needs)	Box of 12	4	4	2	4	4
	Batteries, portable radio	Each	4	4	2	4	4
	Box cutter	Each	4	4	2	4	4
	Chalk	Box	10	10	5	10	10
	Dumpster, open top (30 cubic yards) with service	Each	4	2	1	4	4
	Electrical distribution (spider box), 50 amp	Each	2	2	1	2	2
	Forklift (4,000 pound capacity)	Each	1	1	1	1	1

2 Light towers consume approximately 11 gallons/day (assuming that lights are only used during nighttime operations).

	Item	Unit	Quantity for Vehicular Type			Quantity for Pedestrian Type	
			I	II	III	I	II
Required	Fire extinguisher (ABC type, 5-pound)	Each	3	2	1	2	2
	First aid kit (ANSI-compliant for up to 50 persons)	Each	3	2	1	2	2
	Gasoline/diesel	Gallon	TBD	TBD	TBD	TBD	TBD
	Hand truck	Each	6	6	6	6	6
	Index cards (blue)	Pack	15	15	7	15	15
	Index cards (pink)	Pack	15	15	7	15	15
	Pallet jack (hand-operated)	Each	3	2	1	2	2
	Paper	Ream	10	10	5	10	10
	Pens	Dozen	36	36	18	36	36
	Portable light tower/generator	Each	4	4	4	4	4
	Portable radio, Public safety	Each	4	4	2	4	4
	Portable toilet with service	Each	6	4	2	4	4
	Safety vest (for all staff, standard ANSI 207)	Each	79	43	25	50	28
	Support belts or vests for loading/ration point and off-loading supply crews (medium, for the back)	Each	25	13	7	18	9
	Talkabout two-way radios	Dozen	16	16	8	16	16
	Traffic cones	Each	30	15	10	15	15
	Trash bags (18 to 20 per box)	Box	10	10	5	10	10
	Work gloves*	Pair	14	10	6	14	10
Whistle	Each	4	4	2	4	4	
Preferred	Barricades	Each	12	12	6	12	12
	Bus, 40-passenger (cooling station or rain shelter, based on whether conditions)						
	Calculator	Each	2	2	1	1	1
	Chocks, vehicle (for each piece of rolling equipment)	Pair	4	2	1	2	2
	Copier/scanner/printer	Each	2	2	1	1	1
	Duct tape	Roll	4	4	2	4	4
	Ear plugs (all staff)	Pair	79	43	25	50	28
	Extension cords, 12/3 gauge (50 feet)	Each	10	10	5	10	10

	Item	Unit	Quantity for Vehicular Type			Quantity for Pedestrian Type	
			I	II	III	I	II
Preferred	Flashlight, industrial	Each	12	12	6	12	12
	Folding chair (17 x 31 inch)	Each	79	43	25	50	28
	Folding table (30 x 96 x 29 inch)	Each	10	10	5	10	10
	Forklift (4,000-pound capacity)*	Each	2 (3 total)	1 (2 total)	N/A (1 total)	1 (2 total)	1 (2 total)
	Glasses, safety	Each	79	43	25	50	28
	Glow sticks (orange or red)	Pack of 2	45	30	15	30	30
	Hand/tally counter	Each	4	4	2	4	4
	Hand-washing station/hand sanitizer (with daily service)	Each	3	2	1	2	2
	Hard hat	Each	79	43	25	50	28
	HazMat spill kit	Each	1	1	1	1	1
	Hole punch	Each	2	2	1	2	2
	Ink cartridges (for printer)	Each	3	3	1	3	3
	Laptop (heavy duty preferred)	Each	2	2	1	1	1
	Marker (black)	Each	15	15	7	15	15
	Megaphone	Each	1	1	1	1	1
	Measuring tape (300 feet)	Each	1	1	1	1	1
	Nametag	Each	400	400	200	400	400
	Pallet grabbers	Set	1	1	1	1	1
	Recycle bin (with service contract)	Each	2	2	1	2	2
	Stop/Slow sign; handheld, two-sided	Each	8	5	3	0	0
	Sunscreen	TBD	TBD	TBD	TBD	TBD	TBD
	Tent, shade (20 x 40 feet)	Each	2	2	1	2	2
	Tire repair kit	Each	2	2	2	2	2
	Trash can, wheeled (96-gallon)	Each	2	2	1	2	2
	Warehouse fan (26 inch)	Each	2	2	1	2	2
	White board	Each	2	2	1	2	2
	White board marker	Each	10	10	5	10	10
	Work gloves*	Pair	65 (79 total)	33 (43 total)	19 (25 total)	36 (50 total)	18 (28 total)
	Zip ties	Each	50	50	25	50	50

* in addition to required

2 Identify Signage Requirements

Effective signage improves operational flow. A list of signs that may be ordered to support POD operations is included in the table that follows. Signs may be pre-printed, or if pre-printed signs are not available, large posterboard or white boards and markers may be provided as a replacement.

POD SIGNAGE	
Sign	Quantity
About the POD*	2
Administrative Area	8
Meals	6
Water	6
Point of Distribution	4
Deliveries	15
Hours of Operation	2
Distribution Guidelines ¹	8
Do Not Enter	8
Entrance (Forward Arrow)	2
Entrance (Right Arrow)	2
Entrance (Left Arrow)	2
Exit	10
Lane**	12
Loading Point***	12
No Parking	6
Off-Loading Area	2
Please Keep Moving	20
Restrooms (Men)	2
Restroom (Women)	2
Staff Only	4
Storage Area	2

* Includes hours of public distribution and rules of the POD (members of the public should not return that day, etc.). At pedestrian PODs guidance should highlight the importance of bringing bags and carrying containers. At PODs, guidance should indicate that drivers must engage the parking brake, flip the trunk and not exit their vehicle while inside the POD.

** Lane signs will be numbered (1-6) with two signs per lane, for use at pedestrian PODs.

*** Loading Point signs will be numbered (1-6) with two signs per lane, for use at vehicular PODs.

3 Identify POD Operations Center administrative requirements

When a POD Operations Center is activated, office and administrative equipment and supplies may be required to support command operations. If requested, the EOC can order and deliver an administrative Start-up Package, like the one below.

POD OPERATIONS CENTER START-UP PACKAGE

	Item	Unit	Quantity
Required	Batteries (public safety radio, Disposable)	Each	3
	Easel pads 27"x34"	Packs	2
	Note pads	Package	5
	Pens	Dozen	36
	Public Safety Radio	Each	3
Preferred	AA batteries for 2-way radios (192 each)	Dozen	16
	Battery charger	Each	3
	Box-sealing tape w/ dispenser	Set	2
	C batteries for megaphones	Dozen	6
	Clip board (plastic)	Each	20
	Communication board	Each	2
	D batteries for flashlight	Dozen	6
	Dry-erase marker set and eraser	Set	3
	Duct tape	Roll	2
	Easel (heavy-duty, portable, instant)	Each	6
	Easel pad (tabletop 20 sheets/pad)	Each	4
	Extension cords (25 inch)	Each	10
	File boxes (rubber)	Each	6
	Flashlight (2-cell Type D)	Each	20
	General purpose masking tape	Roll	6
	Legal file folders (manila)	Box	1
	Megaphones	Each	4
	Name badge sticker labels (2 1/3 x 3 3/8 inch, 400/box)	Box	2
	Paper clips	Package	3
	Pencils	Package	12
	Pencil sharpener	Each	1
	Permanent markers	Box	2
	Portable side flat cart	Each	1
	Power strip with metal housing (6 outlet)	Each	5
	Radio harness (public safety radio)	Each	3

Rechargeable batteries (public safety radio)	Each	3
Record book	Each	5
Rolling cases (used to store and transport supplies)	Each	2
Rubber bands (assorted)	Box	6
Scissors	Each	5
Staplers	Each	5
Staples	Box	2
Tape dispenser w/ 6 rolls of tape	Sew	2
Talkabout two-way radios (T5440)	Package	10
Thumb tacks	Box	5
Trash bags	Container	1
Vests (multi-colored)	Each	50
White index cards (3 x 5 inch, ruled)	Package	2
Work gloves	Pair	10

Commodity Requirements

Operational Strategy 4

This section provides guidance on how to estimate the quantity of commodities required for public distribution at PODs.

1 Determine Commodity Requirements

Significant quantities of life-sustaining commodities are required to sustain POD operations. Use the table below to calculate the daily quantity of commodities needed for distribution to 20,000 people per day.

- Truck capacity depends on both the cube size and the weight limit of the truck.
- Cargo weight should not exceed 40,000 pounds due to weight restrictions on interstate highways.

Commodities Needed per POD, per day (serving 20,000 people per day)

Maximum number of pallets per...

Commodity	Unit	Amount per Person	Total Number Required	Pallet (48"x 40")	Pounds per Pallet	53 ft Tractor Trailer	48 ft Tractor Trailer	40 ft Tractor Trailer	24 ft Box Truck ⁵
Water	Liter	4	80,000	93	1,900 ¹	21	21	20	7
Food: MRE	Meal	2	40,000	69	1,100 ²	36	36	36	13
Food: SSM	Meal	2	40,000	11 ³	N/A	6	6	6	2
Ice	8 lb bag	1	5,000	20	2,000	20	20	20	7
Baby Formula	8 oz can	6	2,400 ⁴	1	1,200	33	33	31	12

1 Assumes 1 liter bottles, 12 bottles per case, 72 cases per pallet for a total of 864 liters, or 1,900lbs.

2 Assumes 12 meals per case, 48 cases per pallet, for a total of 576 meals per pallet.

3 Assumes 12 meals per case, 302 cases per pallet, for total of 3,624 meals (based on USACE and DLA calculations).

4 Assumes that no more than 2% of the population will require formula. To provide 48oz per infant, per day, a POD serving 20,000 people will need 2,400 8oz cans per day. Assume 24 cans per case, 100 cases per pallet, for a total of 2400 cans/pallet.

5 24 ft Box Trucks have a payload limit of 15,000 pounds.

Use the table below to determine how many truck-loads of each commodity are required for each POD site to have sufficient quantities to distribute each day. The table lists the approximate number of people or vehicles each fully loaded truck can serve depending on the commodity it is carrying.

Number of Vehicles and Pedestrians Served Based on Truck Sizes*

Truck Type	Water	MREs	SSMs	Ice	Baby Formula
24 ft Box Truck serves:	504 vehicles or 1,512 people	1,248 vehicles or 3,744 people	1,208 vehicles or 3,624 people	583 vehicles or 1,750 people	4,800 infants
40 ft Truck serves:	1,440 vehicles or 4,320 people	3,456 vehicles or 10,368 people	3,624 vehicles or 10,872 people	1,660 vehicles or 5,000 people	13,200 infants
48 ft Truck serves:	1,512 vehicles or 4,536 people	3,456 vehicles or 10,368 people	3,624 vehicles or 10,872 people	1,660 vehicles or 5,000 people	13,200 infants
53 ft Truck serves:	1,512 vehicles or 4,536 people	3,456 vehicles or 10,368 people	3,624 vehicles or 10,872 people	1,660 vehicles or 5,000 people	13,200 infants

*Assumes that commodities are transported in the following quantities:

- 864 liters of water per pallet
- 576 MREs per pallet / 3,624 SSMs per pallet
- 2,000 lbs of ice per pallet
- 2,400 cans of formula per pallet

Use the table below to estimate the number of commodities needed to serve all PODs, depending on the number, type and operating pattern of activated POD sites.

Type	Operating Pattern	Total Liters of Water*	Total Emergency Meals*	Total 8 oz cans of Baby Formula*	Total 8 lb Bags of Ice*
Type I: Pedestrian or Vehicular	Pattern 1	(# of PODs) x (94,500)	(# of PODs) x (63,000)	(# of PODs) x (3,780)	(# of PODs) x (7,875)
	Pattern 2	(# of PODs) x (63,000)	(# of PODs) x (42,000)	(# of PODs) x (2,520)	(# of PODs) x (5,250)
	Pattern 3	(# of PODs) x (51,975)	(# of PODs) x (34,650)	(# of PODs) x (2,079)	(# of PODs) x (4,331)
Type II: Pedestrian or Vehicular	Pattern 1	(# of PODs) x (47,250)	(# of PODs) x (31,500)	(# of PODs) x (1,890)	(# of PODs) x (3,938)
	Pattern 2	(# of PODs) x (31,500)	(# of PODs) x (21,000)	(# of PODs) x (1,260)	(# of PODs) x (2,625)
	Pattern 3	(# of PODs) x (26,145)	(# of PODs) x (8,715)	(# of PODs) x (1,046)	(# of PODs) x (2,179)
Type III: Vehicular	Pattern 1	(# of PODs) x (23,625)	(# of PODs) x (15,750)	(# of PODs) x (945)	(# of PODs) x (1,969)
	Pattern 2	(# of PODs) x (15,750)	(# of PODs) x (10,500)	(# of PODs) x (630)	(# of PODs) x (1,313)
	Pattern 3	(# of PODs) x (13,230)	(# of PODs) x (8,820)	(# of PODs) x (529)	(# of PODs) x (1,103)
* Based on a 5% wastage rate; in other words, order 5% more commodities than required to account for damage and loss.					

Coordination and Planning

Operational Strategy 5

For POD operations to succeed, ongoing coordination and planning must take place between the EOC and POD managers. This strategy details these processes.

1 Coordinate inbound shipments of commodities

To ensure the efficient receipt and processing of commodity deliveries at each POD, the POD Coordinator and EOC personnel work together to determine the timeline for deliveries.

The POD Coordinator ensures that the EOC Logistics Section provides suppliers sending shipments to the POD with instructions that include:

- **POD Off-Loading Location:** A physical description, cross streets and address of the Off-Loading Area. This may differ from the site's mailing address.
- **Crew Working Hours:** The hours during which the POD receives shipments.
- **Directions:** The recommended routes that drivers should use while delivering shipments to each POD, considering road closures or restrictions.
- **Documentation:** Any documents required by the EOC or POD including a bill of lading (BOL), which is a list of trailer contents that includes the name of the POD receiving the shipment or the name of the Local Government that requested the shipment. The POD Coordinator also establishes guidance for POD staff to use when managing inbound shipments, including any special procedures or documentation requirements for dealing with broken trailer security seals.

2 Operational planning & communication

Timely reporting of information is vital to the success of POD operations. The POD Coordinator and EOC personnel work together on the following tasks to support effective operational planning and enhance situational awareness:

- Define POD objectives for each operational period.
- Define and/or modify distribution guidelines based on requirements and available commodities.[↗]
- Receive operations reports[↗] from each POD, reviewing data on burn rates, estimate upcoming commodity requirements, and expand or contract POD operations, as appropriate.
- Provide a status summary to the EOC Planning Section and ensure a summary of important information is included in the EOC's IAP for each operational period.
- Review the burn rate, opening balances of commodities and quantities of commodities remaining at each POD site.

Analyzing Burn Rates

[↗] Find Commodity Distribution Guidelines in the **POD FOG**

[↗] Find the POD Operations Report template in the **POD FOG**.

- Compare the quantity of commodities distributed to the quantity originally received:
 - If the quantity distributed is roughly the same as the quantity received, continue sending the same quantity of shipments to the site.
 - If the quantity distributed is significantly less than the quantity received, this means that more commodities were shipped to the site than were distributed. If this pattern continues, scale down the shipments of commodities to the site and consider scaling down operations by changing the layout type (Type I becomes Type II), or consider consolidating with another site that is scaling down.
 - If the quantity remaining is zero, review the operations report to ensure all the people in need at the POD site were served. If not, consider increasing commodities shipments to the site and/or scaling up the operation.
- Create system-wide estimates of commodity requirements for upcoming operational periods and order commodities as appropriate.

NOTE: Before scaling POD operations up or down, work with the EOC Mass Care and Shelter Unit as well as public/private organizations and agencies to determine how many people in need still cannot be served by other conventional mass feeding strategies. This represents the approximate number of people who may need to be served by a POD, and this number will change over time.

Interagency Coordination

EOC Operations

This section outlines potential Local Government EOC support roles when PODs are operational.

This list of roles and responsibilities is intended for EOC staff supporting POD operations.

EOC Management

- Coordinate multi-agency and multi-jurisdictional resource support to POD operations.

EOC Planning Section Chief

- Incorporate information about the POD system into the EOC Sit Rep.
- For pending weather events, assess forecast and pre-incident projected impact data and provide situational awareness to POD management.
- Work with the Transportation Unit to assess damage to arterial roadways, water crossings, and pre-identified PODs (request reconnaissance support from aerial assets and collect information from ground-based teams, if possible). Provide the information to POD management.

EOC Logistics Section Chief

- Receive and process requests from POD management.
- Acquire and deploy resources in support of POD operations.
- Coordinate with the Operational Area and Volunteers and Donations Unit to support POD operations.

EOC Finance/ Administration Section Chief

- Track costs incurred by the POD operation.
- Track straight time and overtime costs.
- If needed, coordinate emergency procurements for required goods and services.

Public Information Officer

- Using SEMS and the Joint Information System (JIS), work with the Lead Agency PIO, the Joint Information Center (JIC), and JICs established at the Operational Area, Region, State, Federal Emergency Management Agency (FEMA) Region and/or Joint Field Office (JFO) to:
 - Initiate press releases and distribute flyers.
 - Craft a public statement that includes: hours of POD operation, available commodities, locations, affected streets, parking restrictions, and a reminder to bring a bag or cart to carry supplies away from a pedestrian POD.
 - Ensure consistency in messaging.
 - Ensure that the media receive up-to-date information.
 - Ensure that all press releases are promptly made available to all agencies involved in POD operations.
-

- Using SEMS and the JIS, work with the Lead Agency Public Information Officer, the JIC, and the Operational Area to initiate messages via:
 - The Emergency Alert System (EAS)
 - Reverse 911
 - Emergency email or text message alerts
 - Web and social media
-

- Ensure that the emergency public information team, and POD management hold an initial briefing for elected officials. Ensure that elected officials are informed when individual sites open and close.
-

- Provide continuous updates on PODs to:
 - 211 / 311 operators
 - Operational Area
 - Relevant agency websites , if functional (website information should be accessible through ADA-compliant web content, foreign language translation, etc.)
-

- Coordinate with the Mass Care and Shelter Unit, the Volunteers and Donations Unit, and other units, as applicable, for local-level community outreach and public messaging (since power outages and/or disabled telecommunications systems will negatively impact the effectiveness of broadcast messaging). This may include:
 - American Red Cross
 - Voluntary Organizations Active in Disasters (VOAD)
 - Community-based organizations
 - Affiliated volunteers – e.g. CERT and Volunteers in Police Services (VIPS)
-

- Work with the agency in charge of information technology to obtain information on local 211/311 inquiry calls regarding the POD, including volume and trends.
-

- Work with the appropriate agency to provide accessible information to limited-English-speaking populations.
-

-
- Communicate with the Logistics Section to discuss staffing needs for the POD system. If necessary, ask elected officials for assistance recruiting volunteers.
-

GIS Unit

- Map POD locations.
- Work with the Logistics Section and the Transportation Unit to identify and map supply chain routes.
- Create signs for PODs, as needed.
-

Public Health and Medical Unit

- Coordinate with the Mass Care and Shelter Unit and PIO on messaging for special needs populations.
- Coordinate with local hospitals to receive updates on any increases in hospital admissions as a result of restricted access to life-sustaining commodities.
- If there are problems with the water supply, coordinate with the PIO and Public Health Department and/or Operational Area to develop public messaging updates on water safety.
-

Mass Care and Shelter Unit

- Convene and coordinate multi-agency human services groups (sheltering, feeding, etc.) to help identify any lack of access to life-sustaining commodities within the local population and to activate mass feeding strategies prior to POD activation:
- Maintain contact with agencies and organizations to obtain updates on local access to life-sustaining commodities.
 - Coordinate with the Lead Agency and the Private Sector Liaison to determine feeding needs in the jurisdiction.
 - Coordinate efforts to address local feeding needs, including the needs of vulnerable populations, such as seniors and people with disabilities.
 - Monitor possible disruptions to food delivery programs for homebound populations.
- Work with the Public Health and Medical Unit on messaging for special needs populations.
- Coordinate with the JIC and other EOC Units to ensure that local agencies conduct outreach to people with functional needs and to raise awareness of POD locations.
- Work with human services agencies and the Volunteers and Donations Unit to identify staff to support distribution operations.
-

-
- Support language translations of public service announcements related to the POD system.
-

Public Works and Engineering Unit

- Work with the local sanitation department to monitor debris removal and clearing operations.
 - Work with the local buildings department to ensure that any buildings adjacent to POD sites and POD Operations Center facilities are structurally sound.
 - Work with the local environmental protection agency to confirm that there are no known environmental issues at potential POD sites.
 - Identify damage to arterial roadways and water crossings, and coordinate with the Transportation and Law Enforcement Units to determine whether supply routes in and out of the area are still viable.
 - Coordinate with agency representatives to identify staff and equipment to support POD operations.
 - If there are problems with the water supply, coordinate with the local environmental protection agency and the PIO to develop public messaging updates on water testing.
-

Private Sector Liaison

- Coordinate with the Mass Care and Shelter Unit and Lead Agency regarding feeding and jurisdictional needs.
 - Liaise with the California Resiliency Alliance (CRA) and/or local grocers for updated information on supermarket openings and closing. Ensure that POD operations are not adversely affecting the private sector, or private sector recovery.
 - Liaise with big-box retailers for resources.
 - Liaise with food packagers or bottling companies to utilize current stocks or processing capabilities.
 - Communicate with the local small business bureau for updated information on supermarket and grocery / convenience stores status.
 - Work with private sector agencies to disseminate public information and alerts through available emergency notification systems.
-

Law Enforcement Unit

- Alert local law enforcement of POD operations.
- Work with local law enforcement and the California Highway Patrol (CHP), U.S. Civil Air Patrol, the U.S. Coast Guard, USACE and the Transportation Unit to assess damage to arterial roadways and water crossings.
- Work with Local law enforcement, CHP and the National Guard to coordinate commodity escorts and fixed-post security in support of POD operations.

Transportation Unit

- Request updates from the Infrastructure, Utilities and Law Enforcement Unit Coordinators regarding potential outages/disruptions of critical transportation services that could affect POD operations.
- Work with local departments of sanitation and transportation to determine whether transit routes to recommended POD sites can be sufficiently cleared of debris to enable access by cargo transport.
- Work with the local department of transportation and law enforcement traffic control to determine whether recommended POD sites can be reached by pedestrians on foot and/or in personal vehicles.
- Coordinate with agency representatives to identify staff and equipment to support POD operations.

Utilities Unit

- Work with utility companies to estimate area-wide power outages.
- Communicate information on power outages to POD management.

Volunteers and Donations Unit

- Activate government affiliated volunteers.
 - Coordinate with volunteer centers to register spontaneous, unaffiliated volunteers as Disaster Service Workers (DSWs).
 - Coordinate with voluntary organizations, community-based organizations and government-affiliated volunteers to obtain unskilled staff for PODs.
-

Partner Responsibilities

This section identifies a number of local, state, federal, private and nonprofit partners who may support POD operations.

This list is provided as a starting point, and may be modified by each jurisdiction as needed. The agencies and organizations listed here, as well as additional partners, may offer support in a variety of ways, including:

- Staff for the POD Operations Center
- Staff to fill positions at the POD sites
- Supplies, equipment and consumables that are used to operate the PODs
- Commodities that are distributed at the PODs
- Material handling equipment (MHE) and operators to unload commodities at the PODs

LOCAL GOVERNMENT AGENCIES

Agency	Preparedness
Community College District	<input type="checkbox"/> Assist in identifying and securing potential POD sites. <input type="checkbox"/> Working with the local OES, maintain a database of pre-identified sites that may be used for POD operations.
Disability Services	<input type="checkbox"/> Provide assistance in determining accessibility of POD sites.
Emergency Medical Services	<input type="checkbox"/> Obtain the list of pre-identified PODs from the local OES and identify them as possible locations needing emergency medical services, as requested, when the PODs are activated.
Environmental Protection	

Initial Actions

- Working with the Local OES, identify the POD sites that are most appropriate for the incident or event.
- Mobilize the staff required to support selected POD sites.

- Ensure that outreach is being conducted by appropriate local agencies to people with access and functional needs to raise awareness of POD locations and accessibility.
- Determine the agency's ability to provide staff to the POD system.
- Participate in emergency messaging for outreach to people with functional needs.

- Determine the ability of local or private emergency medical services (EMS) providers (including mutual aid) to support the POD system, when requested.

- Determine the agency's ability to provide staff to the POD system.

Operational Actions

- Assist with the dissemination of POD system public service announcements, in coordination with the JIC.
- If District facilities are activated as POD sites, notify appropriate management of facilities that have been activated.
- Provide staff at PODs when requested and available.

- Provide staff at PODs when requested and available.
- Assist with the dissemination of POD public service announcements, especially to people with functional needs.

- Provide EMS resources to support PODs when requested and available.

- Assist with the dissemination of POD system public service announcements.
- Provide staff at PODs when requested and available.

LOCAL GOVERNMENT AGENCIES (cont.)

Agency	Preparedness
Finance/Controller's Office	<input type="checkbox"/> Work with the local OES on funding and spending issues.
Fire	
Human Resources	
Housing	
Information Technology and Telecommunications	<input type="checkbox"/> Coordinate with the local OES to identify public safety emergency communication systems that are compatible with and accessible to the key agencies that may be needed to support POD operations.
Language Services	<input type="checkbox"/> Obtain the list of pre-identified PODs from the local OES.



Initial Actions

Operational Actions

Determine the ability to obtain funding for POD staff and commodities.

Track POD operating costs.

Activate the Community Emergency Response Team (CERT).

Deploy CERT members to staff POD sites when requested and available.

Determine the agency's ability to provide staff to the POD system.

Review local personnel regulations regarding time and leave during an emergency, and issue appropriate directives.

Provide staff at PODs when requested and available.

Determine the population impacted and needing services.

Assist with the dissemination of POD system public service announcements to people living in housing authority residences.

Ensure that the public safety radio systems are operational.

Provide technical staff to PODs, as needed.

Determine the agency's ability to provide staff to the POD system.

Serve as the lead agency on technology for implementation and support.

Work with the local EOC to draw on existing equipment inventories and technical support staff as required:

Assist with the dissemination of POD system public service announcements.

Provide staff at PODs when requested and available.

Ensure that the appropriate local agencies are conducting outreach to limited-English-speaking populations to raise awareness of POD sites.

Assist with translation of POD system public service announcements when requested.

Help translate emergency messaging for limited-English-speaking populations.

Assist with the dissemination of POD system public service announcements.

Determine the agency's ability to provide staff to the POD system.

Provide translators and other staff at PODs when requested.

LOCAL GOVERNMENT AGENCIES (cont.)

Agency	Preparedness
Law Enforcement	<input type="checkbox"/> Participate in POD site visits to determine security requirements.
Office of Emergency Services	<input type="checkbox"/> Coordinate with the the parks and recreation department and other local agencies, schools, small businesses, the California Resiliency Alliance (CRA) and other entities to pre-identify potential POD sites. <input type="checkbox"/> Establish Memoranda of Understanding (MOUs) or Memoranda of Agreement (MOAs) for the use of pre-identified POD sites. <input type="checkbox"/> Develop detailed guidance and implement a training program for potential POD staff.
Parks and Recreation	<input type="checkbox"/> Assist the OES in identifying and securing potential POD sites. <input type="checkbox"/> Work with the local OES to maintain a database of pre-identified sites that may be used for POD operations.

Initial Actions

- Provide status updates on post-event damage reconnaissance (air, ground, marine).
- Determine the agency's ability to provide security and traffic control at POD sites.
- Coordinate street closures, if necessary, to support POD operations.
- Coordinate traffic and parking enforcement around POD sites, if necessary.

- Activate the EOC.
- Initiate mass feeding operations.
- Activate PODs in coordination with partner agencies if neither the private sector nor other mass feeding strategies can meet the needs of the population.

- Mobilize staff to support the Lead Agency.

Operational Actions

- Provide status updates on post-event damage reconnaissance (air, ground, marine).
- Provide security escorts for commodity shipments.
- Provide security at POD sites when requested.
- Coordinate crowd control and traffic management operations at POD sites when requested.
- Provide barriers to assist with traffic control inside and outside POD sites when requested.
- Assist with the dissemination of POD public service announcements when requested.

- Manage the EOC.
- Coordinate with the Operational Area in support of POD operations.
- Proclaim a Local Emergency if applicable.
- Receive and fulfill resource requests for equipment/supplies (including light towers), commodities, staff, security, transportation assets, etc.
- If possible, make warehouse space available for staging POD resources.

- Provide access to park sites utilized as POD sites when requested.
- Provide staff at PODs when requested.

LOCAL GOVERNMENT AGENCIES (cont.)

Agency	Preparedness
Public Health	<input type="checkbox"/> Coordinate with the local OES to determine mental health workers' role in supporting POD Flow Crews.
Public Works	<input type="checkbox"/> Obtain the list of pre-identified PODs from the local OES.

Initial Actions

- Determine the agency's ability to provide staff to the POD system.
- Provide status updates on post-incident infrastructure risk and vulnerability assessment.
- Remove any debris at identified POD sites that might prevent the sites from operating.
- Where necessary, evaluate any structural hazards posed by structures adjacent to or near identified POD sites.
- Provide emergency repairs to damaged infrastructure and critical public facilities (power, emergency water, sanitation systems, etc.) that will support POD operations.
- Determine the agency's ability to provide staff to the POD system.

Operational Actions

- Provide trained mental health workers to support Flow Crews at the PODs.
- Coordinate with mental health providers to provide Flow Crew support at the PODs.
- Assist with the dissemination of POD system public service announcements.
- Provide staff at PODs when requested and available.
- Provide status updates on post-incident infrastructure risk and vulnerability assessment.
- Clear major debris and provide emergency repairs to priority routes, and where otherwise directed, to support shipments of support resources and commodities to POD sites.
- Provide material handling equipment (MHE) and staff to operate it, if available.

LOCAL GOVERNMENT AGENCIES (cont.)

Agency

Preparedness

Purchasing

- Identify vendors for emergency resources (generators, light towers).

Sanitation

- Obtain the list of pre-identified PODs from the local OES.

Initial Actions

- Implement an emergency staffing plan for essential employees, including staff needed for the processing, procurement and delivery of emergency supplies.

- Provide a status update on general post-event damage reconnaissance.
- Clear debris at identified POD sites.
- Determine the agency's ability to provide staff to the POD system.

Operational Actions

- Assist the POD Operations Center and other agencies with logistics support where possible.
- Closely monitor and replenish critical resources in the central storehouse.
- Maintain contact with existing vendors to ensure continued delivery of contracted goods and services, such as fuel. Coordinate fuel deliveries to support POD system operations.
- Manage the emergency fuel mission.
- Inventory and mobilize vehicles for use by other agencies, if requested.
- Provide personnel to help staff the EOC Logistics Section and the PODs.
- Assist in executing emergency procurement for agencies in the local EOC.
- Work with the local OES to find additional warehouse space, if necessary.

- Provide status updates on general post-event damage reconnaissance.
- Clear debris from prioritized truck delivery routes.
- Pick-up garbage and recyclable materials at POD sites.
- Provide MHE and staff to operate it, if available.

LOCAL GOVERNMENT AGENCIES (cont.)

Agency	Preparedness
School District (K-12)	<input type="checkbox"/> Assist in identifying and securing potential POD sites. <input type="checkbox"/> Work with the local OES to maintain a database of pre-identified sites that may be used for POD operations.
Senior Services	<input type="checkbox"/> Prepare public information/outreach messages in coordination with the JIC.
Social Services	<input type="checkbox"/> Coordinate with the local OES to provide an understanding of the number of homeless that may be in need of services at PODS.

Initial Actions

- Work with the EOC to identify the POD sites that are most appropriate for the incident or event.
- Mobilize the staff required to support selected POD sites.

-
- Participate in emergency messaging for outreach to people with functional needs.
 - Determine the agency's ability to provide staff to the POD system.

-
- Determine the number of homeless impacted and needing services.
 - Determine the agency's ability to provide staff to the POD system.

Operational Actions

- Assist with the dissemination of POD system public service announcements, in coordination with the JIC.
- If School District facilities are activated as POD sites, notify facilities that have been activated.
- Provide staff at PODs when requested and available.

-
- Contact at-risk populations to ensure their safety and health, and assist with the dissemination of POD public service announcements.
 - Monitor possible disruptions to any home delivery of meals to seniors or others with supported nutrition services programs.
 - Provide staff at PODs when requested and available.

-
- Assist with the dissemination of POD system public service announcements to the homeless.
 - Provide staff at PODs when requested and available.
 - Where available, make vans and drivers available to support POD operations.
 - Make warehouses available for the staging of POD system resources.
-

LOCAL GOVERNMENT AGENCIES (cont.)

Agency

Preparedness

Transportation

- Obtain the list of pre-identified PODs from the local OES.

Initial Actions

- Coordinate with law enforcement on possible street closures to support POD operations.
- Support the sanitation department in clearing debris from POD sites.
- Determine the agency's ability to provide staff to the POD system.

Operational Actions

- Provide status updates on:
 - Roadways that are unsafe for use.
 - Bridge and tunnel structural integrity inspections.
 - Debris clearance on truck routes.
 - General post-event damage reconnaissance.
- Coordinate with law enforcement on street closures to support POD operations.
- Provide MHE and equipment operators.
- Provide open trucks and other vehicles capable of moving supplies to support supply chain operations.
- Provide variable messaging boards to support POD system operations.
- Provide staff at PODs when requested and available.
- Assist with the dissemination of POD public service announcements.

OPERATIONAL AREA

Agency	Preparedness
County Office of Emergency Services	<ul style="list-style-type: none"><input type="checkbox"/> Obtain a list of pre-identified POD sites from each Local Government within the Operational Area.<input type="checkbox"/> Coordinate with Local Governments where pre-identified POD sites serve immediately adjacent areas between jurisdictions.<input type="checkbox"/> Determine if there is mutual interest in sharing or delegating responsibility for POD operations between or among Local Governments (e. g. a small-sized city might delegate responsibility to the county, but only if the county accepts the responsibility). Formal MOAs must be established for this purpose.<input type="checkbox"/> Share the list of pre-identified POD sites with the Cal OES Coastal Region.

Initial Actions

- Activate the Operational Area EOC.
- Determine the locations of PODs activated by Local Government. Determine the type of POD activated at each location.
- Aggregate the number and type of PODs and determine corresponding resource requirements.

Operational Actions

- Coordinate resource requests between Local Government and the Cal OES Coastal Region.
 - Coordinate debris removal to support PODs.
 - Coordinate with the Cal OES Coastal Region and local law enforcement to provide security escorts for incoming commodity shipments.
-

STATE AGENCIES

Agency

Preparedness

California Governor's Office of Emergency Services

- Work with Operational Areas to understand commodity requirements.
- Work with Operational Areas to obtain information on POD sites pre-identified by Local Government.
- Work with Operational Areas to pre-coordinate support from state agencies and to prepare mission assignments.
- Identify vendors for emergency resources (emergency meals, ice, water, transportation assets, generators, light towers, etc.).

California National Guard

California Volunteers

- Work with Cal OES and Operational Areas to understand volunteer staffing needs.
- Work with Cal OES and Operational Areas to pre-coordinate volunteer support.
- Enhance affiliated volunteer mutual aid capability.
- Support volunteer training.

University of California/ California State University

- Coordinate with the local OES to determine recruitment messaging and roles for student volunteers.
- Coordinate with the local OES to identify university facilities that may be used as POD sites.

Initial Actions

- Staff the REOC, SOC and/or JFO.
- Deploy Emergency Services Coordinators to Operational Areas.

- Send a liaison to the SOC/JFO.
- Determine the capability to provide staff to the POD system.

- Staff Emergency Function #17 at the SOC/JFO.

Operational Actions

- Coordinate the state response. Support all mission requests, including those for:
 - Equipment and supplies
 - Commodities
 - Personnel to staff the REOC, SOC and/or JFO, conduct damage surveys, and support POD operations
 - Security
 - Transportation
- Coordinate security escorts for commodity shipments with CHP and Caltrans.
- Coordinate with Operational Areas.
- If necessary, forward mission requests to FEMA and through the Emergency Management Assistance Compact (EMAC).

- When requested by Cal OES:
 - Provide security at POD sites.
 - Provide staff at POD sites.
 - Provide incident-based trained staff and specialized teams.
 - Provide cargo transport.

- Coordinate Disaster Service Worker (DSW) volunteers to staff PODs.
- Facilitate statewide mutual aid of affiliated volunteers.
 - CERT
 - VIPS
- In coordination with Cal OES, manage donations to support PODs. This includes donations from within California and those received from other states.

- Coordinate student volunteers to staff POD sites.
- Coordinate efforts of university police and grounds personnel and the Lead Agency for POD operations on university grounds.

FEDERAL AGENCIES

Agency

Preparedness

Federal Emergency Management Agency

- Work with local and Cal OES to understand commodity requirements.
- Work with the Cal OES to coordinate support from federal agencies and to prepare pre-scripted mission requests.
- Identify vendors for emergency resources (emergency meals, ice, water, transportation assets, generators, light towers, etc.).
- Obtain the list of pre-identified PODs from the Cal OES.

U.S. Army Corps of Engineers

U.S. Department of State

Initial Actions

- Determine capability to provide commodities to support the POD system.

- Prepare to deploy staff in support of POD system operations as coordinated through FEMA, when requested through a mission assignment.

Operational Actions

- Coordinate the federal response.
- Establish a JFO in conjunction with Cal OES.
- Support all mission requests, including those for:
 - Equipment and supplies
 - Commodities
 - Personnel to liaise the Operational Area EOCs, conduct damage surveys, and support POD operations
 - Security
 - Transportation
- Assist with the dissemination of POD system public service announcements.
- Coordinates with Cal OES and the U. S. Department of State regarding any international donations to support PODs
- Model and estimate public need for commodities.
- Provide data and intelligence (such as damage assessment, aerial assessment, security conditions, etc.) to the JFO.
- Manage international donations to support PODs.
- Coordinate the receipt and staging of international donations with FEMA.

NONPROFIT ORGANIZATIONS

Organization	Preparedness
American Red Cross	<input type="checkbox"/> Coordinate with the local OES, Operational Areas and Cal OES to determine capacity to support PODs, with the understanding that American Red Cross (ARC) sheltering and mobile distribution operations will take priority.
Voluntary Organization(s) Active in Disaster (VOAD)	<input type="checkbox"/> Coordinate with local OES, Operational Area, Cal OES and FEMA to determine recruitment messaging and roles for volunteers and staff.

Initial Actions

- Determine capacity to support mobile distribution (using chapter, regional, state, and national-level ARC resources), given that ARC sheltering operations will take priority.
- Determine capacity to support POD operations (using chapter, regional, state, and national-level ARC resources), given that ARC sheltering and mobile distribution operations will take priority.

-
- Provide a status report on local volunteer availability.

Operational Actions

- Provide update information to the local EOC on the ability to support mobile distribution or POD operations.
- When requested and available to do so, organize teams to staff one or more PODs, consistent with the guidance in this manual.
- When requested, provide translators to staff PODs.

-
- When requested, organize teams of volunteers/staff to help staff POD sites.
-

PRIVATE SECTOR

Organization

Preparedness

California Resiliency Alliance

- Coordinate with the CGA to establish MOUs or MOAs with each grocer.
 - Determine whether the grocer is comfortable with the parking lots at their grocery store location(s) being used as PODs (only in the event the grocery store is not operating). Determine which grocery store locations, if any, may be used as PODs.
 - Determine whether the grocer can assist in providing SSMs.
- Coordinate with other retail chains to determine whether parking lots at their retail locations may be used at PODs.
- Coordinate with the local OES to provide information on MOUs or MOAs that have been established for use of potential POD locations within a local jurisdiction.

Private Schools, Colleges and Universities

- Coordinate with the Local OES to determine recruitment messaging and roles for volunteers.
- Coordinate with the Local OES to identify facilities to use as POD sites.

Initial Actions

- Staff the Business Operations Center (BOC).
- Obtain situational information from CGA on status of grocers. Specifically, identify which stores are not operating and the extent to which the grocers supply chains may be interrupted.
- Provide the above information in a Sit Rep to the SOC/JFO, for distribution to Local Government through SEMS. This information will help Local Government understand the extent to which grocery store services are interrupted.
- If requested by the SOC/JFO, coordinate with CGA to provide SSMs.

Operational Actions

- Maintain ongoing situation status of grocery stores. Specifically maintain situational awareness of whether stores in the impacted area are operating or not, and estimates on when stores will reopen.
 - Provide the above information in a Sit Rep to the SOC/JFO, for distribution to Local Government through SEMS. This information will help Local Government understand the extent to which grocery store services are interrupted.
 - Coordinate with the SOC/JFO to support the re-establishment of grocery stores and the commercial supply chains that support them as soon as possible.
-
- Determine the capability to recruit volunteers to staff POD sites.
 - Determine the capability to utilize facilities as POD sites.
- Coordinate volunteers to staff POD sites.
 - Coordinate efforts of school/college/university security and grounds personnel and the Lead Agency for POD operations on school/college/university grounds.

Job Action Sheet

POD Coordinator

Work Site Local Government EOC

Reports to Mass Care and Shelter Unit Leader

Coordinates with POD Managers (when 1-7 PODs are activated) or the POD Operations Center Commander (when more than 7 PODs are activated), or at the EOC Director's discretion

Staffed by A member of the local OES.

Job Summary The POD Coordinator is stationed at the EOC, helps set objectives for POD operations and is involved with all POD activation, operation and demobilization tasks.

ACTIVATION TASKS

- Obtain a briefing from EOC management and receive:
 - The ICS 201: Incident Briefing
 - The EOC's most current IAP
 - Information on POD sites that have been pre-identified / assessed by the Local OES

- Gather data and information to estimate the demand for life-sustaining commodities that need to be met by PODs, using guidance in *Operational Strategy 1, Site Selection*.

- Select POD sites using guidance in *Operational Strategy 1, Site Selection*.

- Identify and deploy POD staff using the guidance in *Operational Strategy 2, Staff Identification & Deployment*.

- Order resources to support POD operations using the guidance in *Operational Strategy 3, Resource Requirements*. Establish recycling and any other service contracts as needed.

- Order commodities for distribution at the POD using the guidance in *Operational Strategy 4: Commodity Requirements*.

- Ensure that all POD Managers receive Distribution Guidelines⁷⁴.

- Ensure that a feeding plan is in place for all POD staff.

OPERATIONAL TASKS

- Define POD objectives for each operational period.

⁷⁴ Find Commodity Distribution Guidelines in the **POD FOG**

-
- Estimate the quantity of anticipated commodity shipments to each POD for the next operational period, including shipment types, trailer size and number of trailers.

 - Ensure that special routing instructions are included with orders, including height restrictions, road closures and other pertinent information.

 - Consult with the EOC Logistics Section to determine if any special procedures are required at the POD when trailer security seals on incoming shipments are broken.

 - Manage requests for additional resources and personnel from the PODs.

 - Work with POD managers to track resources assigned to the POD.

 - Receive an Operations Report⁷⁵ for each POD and use this information for visibility into field operations and to place orders based on current burn rates.

 - Make recommendations to management for expansion or contraction of the POD system based on burn rates and numbers-served data.

DEMOBILIZATION TASKS

- Initiate POD demobilization when ordered by the EOC Director.

 - Consult the EOC Logistics Section to clarify the process for dealing with retrograde commodities and supplies at PODs, or their removal from PODs.
-

⁷⁵ Find the POD Operations Report template in the **POD FOG**.

Appendix A

Preparedness

This section outlines the most critical preparedness actions that should be taken in advance of an incident.

Proper preparedness is critical for effective incident response. The local OES should take the following preparedness actions:

- Identify a Lead Agency.
- Identify and train potential POD staff.
- Create a start-up kit of supplies that can be deployed to POD sites.
- Survey potential POD sites using the site survey and checklist that follow.

The following survey should be completed and, preferably, should be supplemented by layout diagrams, photos, maps, and a pre-visit site checklist.

Survey Information

Latest Survey Completed: (mm/dd/yyyy)
Survey Completed By:
Phone:

General Site Information

Facility Group:
Site Identifier: (Identifier is designated by locality)
Owner Identifier: (if applicable)
Owner Agency/Organization: <input type="checkbox"/> Privately Owned <input type="checkbox"/> Government Owned
Primary or Alternate Site? <input type="checkbox"/> Primary <input type="checkbox"/> Alternate
Site Name:
Address:
City/Town/Unincorporated Area, County and Zip Code:
Cross Streets:
General Description of Neighborhood: <input type="checkbox"/> Commercial <input type="checkbox"/> Industrial <input type="checkbox"/> Agricultural <input type="checkbox"/> Residential <input type="checkbox"/> Commercial/Industrial <input type="checkbox"/> Commercial/Residential <input type="checkbox"/> Industrial/Agricultural <input type="checkbox"/> Industrial/Residential <input type="checkbox"/> Agricultural/Residential <input type="checkbox"/> Commercial/Residential/Industrial/Agricultural
Hazard Zones: (if applicable) <input type="checkbox"/> Liquefaction Zone <input type="checkbox"/> Tsunami Inundation Zone <input type="checkbox"/> Other:

Notes:

Contact Information

*Contact Information is only required for privately owned facilities.

Primary Contact	Secondary Contact
Name:	Name:
Title:	Title:
Company:	Company:
Work Phone:	Work Phone:
Cell Phone:	Cell Phone:
Home Phone:	Home Phone:
Email:	Email:
24-hour contact? <input type="checkbox"/> Yes <input type="checkbox"/> No	24-hour contact? <input type="checkbox"/> Yes <input type="checkbox"/> No

Site Metrics and Infrastructure

Site Type: <input type="checkbox"/> Building <input type="checkbox"/> Open Space <input type="checkbox"/> Park <input type="checkbox"/> Parking Lot <input type="checkbox"/> Commercial <input type="checkbox"/> Lot <input type="checkbox"/> School <input type="checkbox"/> Street <input type="checkbox"/> Other
Can this site support distribution to PEDESTRIANS? <input type="checkbox"/> Yes <input type="checkbox"/> No
Can this site support distribution to VEHICLE? <input type="checkbox"/> Yes <input type="checkbox"/> No

Area in Square Feet:
Estimated dimensions of paved area (L x W) in feet:
Site Topography: <input type="checkbox"/> Flat <input type="checkbox"/> Uneven <input type="checkbox"/> Paved <input type="checkbox"/> Unpaved
Is the site: <input type="checkbox"/> Open-Air <input type="checkbox"/> Inside a Building
Are there any permanent awning or structures that provide cover from the sun or the elements? <input type="checkbox"/> Yes <input type="checkbox"/> No Description: (provide description of covered area and estimated square footage)
Are there any structures, including closets, sheds or outhouses on the site? <input type="checkbox"/> Yes <input type="checkbox"/> No Description: (provide description of covered area and estimated square footage)
Is there an existing trash/debris removal area at the site? <input type="checkbox"/> Dumpster <input type="checkbox"/> Trash Can <input type="checkbox"/> Dumpster and Trash Can <input type="checkbox"/> There are no trash receptacles at this site
Name of trash removal company/agency: (if available include contact info)
Perimeter Fencing: <input type="checkbox"/> Full perimeter fencing (with gate) <input type="checkbox"/> Partial perimeter fencing <input type="checkbox"/> No perimeter fencing
Can the ground support a fully-loaded forklift? <input type="checkbox"/> Yes <input type="checkbox"/> No
Is there a loading dock? <input type="checkbox"/> Yes <input type="checkbox"/> No
Where is the loading dock located? (If applicable, include the nearest cross streets)
Is there a leveler? <input type="checkbox"/> Yes <input type="checkbox"/> No
What is the height (in feet) of the loading dock? (If applicable, include the nearest cross streets)

Unloading Plan?

(The recommended unloading plan is described here; if there is street unloading, be sure to include the distance from the street curb to the receiving doorway, along a paved path.)

What Material Handling Equipment is stored on site? (Check all that apply)

- Pallet Jack Qty.
- Dolly Qty.
- Hand-Truck Qty.
- Other Qty.
- None

Obstacles/Concerns:**Any additional information, including general site description:****Points of Access (POA)****Location:****Height:**

(When inputting information on height, if there is no upper height limit, please write "No height restriction")

Width:**Assessible?** Yes No

An accessible POA is at least 32" wide, with a threshold less than 3/4 of an inch high. A forklift-accessible POA is at least 60" wide; most forklifts are less than 8'5". A passenger-vehicle-accessible POA (to include sedans, SUVs and pickups) must be at least 102" wide; most passenger vehicles are under 6'0". A tractor-trailer-accessible POA must be at least 126" wide; most tractor-trailers are no higher than 13'6". The site surveyor will take these factors into account, and use their experience to determine the best pedestrian and vehicle POA. If two POAs are identical, both may be chosen as the best POA.

- Best Pedestrian POA
- Best Forklift POA
- Best Passenger-Vehicle POA
- Best Tractor-Trailer POA

Location:
Height: (When inputting information on height, if there is no upper height limit, please write "No height restriction")
Width:
Assessible? <input type="checkbox"/> Yes <input type="checkbox"/> No An accessible POA is at least 32" wide, with a threshold less than 3/4 of an inch high. A forklift-accessible POA is at least 60" wide; most forklifts are less than 8'5". A passenger-vehicle-accessible POA (to include sedans, SUVs and pickups) must be at least 102" wide; most passenger vehicles are under 6'0". A tractor-trailer-accessible POA must be at least 126" wide; most tractor-trailers are no higher than 13'6". The site surveyor will take these factors into account, and use their experience to determine the best pedestrian and vehicle POA. If two POAs are identical, both may be chosen as the best POA.
<input type="checkbox"/> Best Pedestrian POA <input type="checkbox"/> Best Forklift POA <input type="checkbox"/> Best Passenger-Vehicle POA <input type="checkbox"/> Best Tractor-Trailer POA

Location:
Height: (When inputting information on height, if there is no upper height limit, please write "No height restriction")
Width:
Assessible? <input type="checkbox"/> Yes <input type="checkbox"/> No An accessible POA is at least 32" wide, with a threshold less than 3/4 of an inch high. A forklift-accessible POA is at least 60" wide; most forklifts are less than 8'5". A passenger-vehicle-accessible POA (to include sedans, SUVs and pickups) must be at least 102" wide; most passenger vehicles are under 6'0". A tractor-trailer-accessible POA must be at least 126" wide; most tractor-trailers are no higher than 13'6". The site surveyor will take these factors into account, and use their experience to determine the best pedestrian and vehicle POA. If two POAs are identical, both may be chosen as the best POA.
<input type="checkbox"/> Best Pedestrian POA <input type="checkbox"/> Best Forklift POA <input type="checkbox"/> Best Passenger-Vehicle POA <input type="checkbox"/> Best Tractor-Trailer POA

Utilities (may not be functioning at time of incident)

<p>Access to restrooms? <input type="checkbox"/> Yes, key required <input type="checkbox"/> Yes, no key required <input type="checkbox"/> No Description: Indicate type, number, and location (e.g. 2 single-unit accessible toilets on east side of lot)</p>
<p>Access to running water? <input type="checkbox"/> Yes <input type="checkbox"/> No Description: Indicate type, number, and location (e.g. 2 spigots on west side of lot)</p>
<p>Location of Nearest Fire Hydrant:</p>
<p>Access to grounded power outlets? <input type="checkbox"/> Yes, key required <input type="checkbox"/> Yes, no key required <input type="checkbox"/> No</p>
<p>Number of grounded power outlets:</p>
<p>Number of overhead lights on or at edge of site:</p>
<p>Number of floodlights (parks or stadiums) on or at edge of site:</p>
<p>Access to phone line? <input type="checkbox"/> Yes <input type="checkbox"/> No Description: (indicate number of line and location)</p>
<p>Access to Internet? <input type="checkbox"/> Yes <input type="checkbox"/> No Description: Indicate type (e.g. wireless, cable, phone line)</p>
<p>Additional Information: Any additional information pertaining to utilities, or the questions in this section, is added here</p>

Transportation (may not be functioning at time of incident)

Nearest Interstate:
Directions FROM Nearest Interstate Highway:
Directions TO Nearest Interstate Highway:
Largest type of truck that can travel to and from the site via the interstate:
Additional Information:

Nearest Mass Transit (may not be functioning at time of incident)

Transit Operator:
Transit Line:
Name of Transit Stop:
Distance from Transit Stop to Site? <input type="checkbox"/> Less than 1/4 mile <input type="checkbox"/> Between 1/4 mile and 1/2 mile <input type="checkbox"/> Greater than 1/2 mile
Transit Operator:
Transit Line:
Name of Transit Stop:
Distance from Transit Stop to Site? <input type="checkbox"/> Less than 1/4 mile <input type="checkbox"/> Between 1/4 mile and 1/2 mile <input type="checkbox"/> Greater than 1/2 mile

Nearest Mass Transit (may not be functioning at time of incident)

Transit Operator:
Transit Line:
Name of Transit Stop:
Distance from Transit Stop to Site? <input type="checkbox"/> Less than 1/4 mile <input type="checkbox"/> Between 1/4 mile and 1/2 mile <input type="checkbox"/> Greater than 1/2 mile
Transit Operator:
Transit Line:
Name of Transit Stop:
Distance from Transit Stop to Site? <input type="checkbox"/> Less than 1/4 mile <input type="checkbox"/> Between 1/4 mile and 1/2 mile <input type="checkbox"/> Greater than 1/2 mile

Nearest Mass Transit (may not be functioning at time of incident)

Transit Operator:
Transit Line:
Name of Transit Stop:
Distance from Transit Stop to Site? <input type="checkbox"/> Less than 1/4 mile <input type="checkbox"/> Between 1/4 mile and 1/2 mile <input type="checkbox"/> Greater than 1/2 mile
Transit Operator:
Transit Line:
Name of Transit Stop:
Distance from Transit Stop to Site? <input type="checkbox"/> Less than 1/4 mile <input type="checkbox"/> Between 1/4 mile and 1/2 mile <input type="checkbox"/> Greater than 1/2 mile

Neighborhood

Nearest Major Grocery Store:
Street Address of Grocery Store:
Distance from Grocery Store to Site? <input type="checkbox"/> Adjacent <input type="checkbox"/> Less than 1/4 mile <input type="checkbox"/> Between 1/4 mile and 1/2 mile <input type="checkbox"/> Greater than 1/2 mile
Nearest Hospital:
Street Address of Hospital:
Distance from Hospital to Site? <input type="checkbox"/> Less than 1/4 mile <input type="checkbox"/> Between 1/4 mile and 1/2 mile <input type="checkbox"/> Greater than 1/2 mile
Nearest Gas Station:
Street Address of Gas Station:
Distance from Gas Station to Site? <input type="checkbox"/> Less than 1/4 mile <input type="checkbox"/> Between 1/4 mile and 1/2 mile <input type="checkbox"/> Greater than 1/2 mile
Type(s) of Fuel: <input type="checkbox"/> Gasoline <input type="checkbox"/> Diesel <input type="checkbox"/> Propane <input type="checkbox"/> Kerosene
Nearest Hospital:
Street Address of Hospital:
Distance from Hospital to Site? <input type="checkbox"/> Adjacent <input type="checkbox"/> Less than 1/4 mile <input type="checkbox"/> Between 1/4 mile and 1/2 mile <input type="checkbox"/> Greater than 1/2 mile

POD Site Visit Check List

Site:
Date:
Preparation for site visit:
<input type="checkbox"/> Location
<input type="checkbox"/> Address
<input type="checkbox"/> Scheduled date and time
<input type="checkbox"/> Directions
<input type="checkbox"/> Personnel
<input type="checkbox"/> Local OES representative
<input type="checkbox"/> Lead Agency representative
<input type="checkbox"/> Point of contact for POD site
<input type="checkbox"/> Additional support
<input type="checkbox"/> Papers
<input type="checkbox"/> Preloaded POD Survey
<input type="checkbox"/> POD site layout (if exists)
<input type="checkbox"/> Aerial image of location
<input type="checkbox"/> Blank POD Survey
<input type="checkbox"/> POD Site Checklist
<input type="checkbox"/> Support Equipment
<input type="checkbox"/> Clipboard
<input type="checkbox"/> Pens
<input type="checkbox"/> Measuring Tape
<input type="checkbox"/> Camera
<input type="checkbox"/> Transportation
<input type="checkbox"/> GPS Unit

On-Site:

- Verify location
- Verify existing POD site information
- Collect new POD site information
- Capture POD site safety and security information
- Adjust POD site layout
- Pictures site (access points, storage and distribution areas, commodity flow, etc.)
- Video of site (pedestrian flow and commodity flow)
- Signature of site visit from local OES

After Site Visit:

- Input updated and new POD site information into database
- Upload POD site images into database
- Update/generate POD site layout
- Generate report for POD site

Appendix B

Estimating Commodity Needs

This section provides a post-event modeling spreadsheet developed by the USACE and used by the State of Florida Emergency Response Team to estimate commodity and staffing needs for a POD. The model was designed for suburban area estimates, so it may have a wider margin of error for urban areas.

To use this model:

- 1 Open the USACE post-event modeling spreadsheet.
- 2 Insert the number of persons without power into the spreadsheet on the top left-hand side, which reads "Enter number of people without power."

The total estimated commodity needs are automatically calculated on the bottom of the spreadsheet, under "Total Projected Loads."

Screenshots of the model are included below.³

STATE OF FLORIDA
COUNTY POD STAFFING and COMMODITIES MODEL


RUN DATE: 2/1/2012

COUNTY POINT OF DISTRIBUTION MODEL

Enter # of people without power >>>>>>> **1,000,000**

Enter percentage of people requiring resources >>>> **40%**

Projected # of people requiring commodities: **400,000**



HUMAN RESOURCES and COMMODITIES

PLANNING FACTOR: 1 HOME = 3 PEOPLE

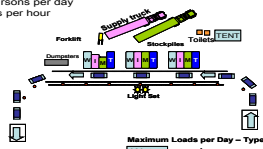
NOT ALL PERSONS REQUIRE ASSISTANCE DUE TO ALTERNATIVE SOURCES. TYPICAL PLANNING FACTOR IS 60%.

PROJECTIONS IN THIS MODEL ARE FOR INITIAL RESPONSE PURPOSES

OPTION 1: ALL TYPE III PODS

Number of TYPE III Distribution Points Required: 80.0

TYPE III - DISTRIBUTION POINT
Serves 5,000 persons per day
140 vehicles per hour



Maximum Loads per Day - Type III

WATER	1
ICE	1
MRE's	1/2
TARP	1/2

Figure 7

HUMAN RESOURCES and LOGISTICS SUPPORT

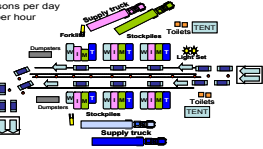
	TYPE III DISTRIBUTION POINT		Equipment	Each
	Day	Night		
LOCAL STAFFING REQUIREMENT				
Team Leader	80	-	Forklifts, 4000 #	80
Forklift Operator	80	80	Pallet Jacks	80
Labors	1,200	160	Traffic Cones	800
SUB-TOTAL	1,280	240	Light Sets, 4000 Watt	80
Law Enforcement	160	80	Toilets, or Porta Potties	160
Community Relations	80	0	Tents (20x40)	80
GRAND TOTAL	1,520	320	Dumpsters, 30 Cu Yd.	80

OPTION 2: ALTERNATE USE OF TYPE II SITES

Reduce by HALF for TYPE II SITES

Number of TYPE II Distribution Points Required: 40.0

TYPE II - DISTRIBUTION POINT
Serves 10,000 persons per day
280 vehicles per hour



Maximum Loads per Day - Type II

WATER	2
ICE	2
MRE's	1
TARP	1

Figure 5

HUMAN RESOURCES and LOGISTICS SUPPORT

	TYPE II DISTRIBUTION POINT		Equipment	Each
	Day	Night		
LOCAL STAFFING REQUIREMENT				
Team Leader	80	-	Forklifts, 4000 #	80
Forklift Operator	80	40	Pallet Jacks	80
Labors	1,120	120	Traffic Cones	600
SUB-TOTAL	1,200	160	Light Sets, 4000 Watt	40
Law Enforcement	80	40	Toilets, or Porta Potties	160
Community Relations	80	0	Tents (20x40)	80
GRAND TOTAL	1,360	200	Dumpsters, 30 Cu Yd.	80

FOR PLANNING PURPOSES ONLY
STATE OF FLORIDA - DIVISION OF EMERGENCY MANAGEMENT
UNIFIED LOGISTICS SECTION

3 State of Florida, Division of Emergency Management, Response Section - Logistics Planning. The Commodity Forecasting Model. A copy of the MS Excel model is available for planning purposes at <http://www.floridadisaster.org/Response/Logistics/Index.htm>

STATE OF FLORIDA
COUNTY POD STAFFING and COMMODITIES MODEL

RUN DATE: 2/1/2012

PROJECTED COMMODITIES TO BE ORDERED								TARPS	
NOTE: All figures represented here are PROJECTIONS for logistics planning purposes only. Once response operations begin, burn rates must be established and par levels set for each site. NO MODEL CAN TAKE ALL FACTORS INTO CONSIDERATION								TRUCKS	EACH
								91	400,000
Number of truck loads required per day for 24 days	EVENT DAY	WATER			ICE			MREs	
		TRUCKS	LITERS	GALLONS	TRUCKS	BAGS	POUNDS	TRUCKS	MEALS
	1	84	1,514,165	400,000	80	400,000	3,200,000	42	915,537
	2	81	1,462,251	386,286	78	388,571	3,108,571	41	891,504
	3	78	1,410,336	372,571	75	377,143	3,017,143	39	852,757
	PROJECTED 72 Hour Planning Total >	244	4,386,752	1,158,857	233	1,165,714	9,325,714	122	2,659,798
	4	76	1,358,422	358,857	73	365,714	2,925,714	38	821,367
	5	73	1,306,508	345,143	71	354,286	2,834,286	36	789,978
	6	70	1,254,594	331,429	69	342,857	2,742,857	35	758,588
	PROJECTED Next 72-Hour Planning Order >	218	3,919,524	1,035,429	213	1,062,857	8,502,857	109	2,369,933
	7	67	1,202,679	317,714	66	331,429	2,651,429	33	727,198
	PROJECTED 60% Power back on-line >	8	1,150,765	304,000	64	320,000	2,560,000	32	695,808
	9	57	1,017,194	268,714	56	280,571	2,244,571	28	615,045
	10	50	900,320	237,839	48	241,143	1,929,143	25	544,377
	11	44	783,445	206,964	40	201,714	1,613,714	22	473,709
	12	37	666,570	176,089	32	162,286	1,298,286	19	403,041
	13	31	549,696	145,214	25	122,857	982,857	15	332,373
	14	24	432,821	114,339	17	83,429	667,429	12	261,705
	15	18	315,947	83,464	9	44,000	352,000	9	191,037
	PROJECTED 90% Power back on-line >	16	215,768	57,000	9	44,000	352,000	6	130,464
	17	11	188,797	49,875	8	38,500	308,000	5	114,156
	18	9	161,826	42,750	7	33,000	264,000	5	97,848
	19	8	134,855	35,625	6	27,500	220,000	4	81,540
	20	6	107,884	28,500	4	22,000	176,000	3	65,232
	21	5	80,913	21,375	3	16,500	132,000	2	48,924
	22	3	53,942	14,250	2	11,000	88,000	2	32,616
	23	2	26,971	7,125	1	5,500	44,000	1	16,308
	24	0	0	0	0	0	0	0	0
	Total Projected Loads	906	16,296,671	4,305,125	843	4,214,000	33,712,000	454	9,861,108
		TRUCKS	LITERS	GALLONS	TRUCKS	BAGS	POUNDS	TRUCKS	MEALS
		WATER = 4,750 GALLONS PER TRUCK			ICE = 5,000 #B BAGS PER TRUCK			MRE = 21,744 PER TRUCK	

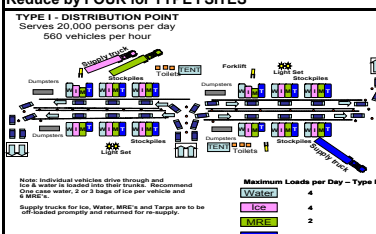
FOR PLANNING PURPOSES ONLY

STATE OF FLORIDA - DIVISION OF EMERGENCY MANAGEMENT

UNIFIED LOGISTICS SECTION

STATE OF FLORIDA
COUNTY POD STAFFING and COMMODITIES MODEL

RUN DATE: 2/1/2012

OPTION 3: ALTERNATE USE OF TYPE I SITES	HUMAN RESOURCES and LOGISTICS SUPPORT					
Reduce by FOUR for TYPE I SITES	20.0	Sites			1 Type I POD = 4 Type III PODs	
 <p>TYPE I - DISTRIBUTION POINT Serves 20,000 persons per day 500 vehicles per hour</p> <p>Note: Individual vehicles drive through and hot & water is dumped into steel barrels. Recycled water, 2 or 3 bags of ice per vehicle and 4 MRE's.</p> <p>Supply trucks for Ice, Water, MRE's and Tarps are to be off-loaded promptly and returned for re-supply.</p> <p>Figure 3</p>	TYPE I DISTRIBUTION POINT					
	Manpower	Day	Night	Equipment	Each	
LOCAL STAFFING REQUIREMENT					2-Way Radios	80
Team Leader	40	-	Forklifts, 4000 # and Extended Reach	60		
Forklift Operator	40	20	Pallet Jacks	60		
Laborers	1,140	80	Traffic Cones	600		
SUB-TOTAL	1,180	100	Light Sets, 4000 Watt	40		
Law Enforcement	80	20	Toilets, or Porta Potties	120		
Community Relations	80	0	Tents (20x40)	40		
GRAND TOTAL	1,340	120	Dumpsters, 30 Cu Yd.	80		

Most events will require a combination of TYPE I, TYPE II and TYPE III Points Of Distribution (POD).
Counties must conduct POD site surveys and selections PRIOR to events and pre-determine the TYPE based on available space, 2 or 4 lane roads and topographic features.
Conventional Hazard Analysis practices must be applied to avoid known flood planes, surge areas, potential blow-down hazards and other potential impediments.

IN ADDITION TO PODS, Commodity requirements must be taken into account for other sites such as shelters, mobile kitchens and comfort stations once they are established.

SHELTERS = MIXED LOAD OF 3 PALLETS WATER, 1 PALLET ICE and 1 PALLET MRE'S PER 500 PERSON FACILITY

MOBILE KITCHENS = 2 TRAILERS WATER. 1 TRAILER ICE PER 10,000 MEALS PER DAY SITE.

NOTE: FIRST DELIVERY OF TRAILERS REMAIN THROUGH ACTIVATION FOR FIELD WAREHOUSING SUPPORT.

FOR PLANNING PURPOSES ONLY

STATE OF FLORIDA - DIVISION OF EMERGENCY MANAGEMENT

UNIFIED LOGISTI

Appendix C

Alternative Commodity Distribution Strategies

The POD plan is designed for consideration as part of a general feeding and food restoration strategy; the intention is for the operations described in this document to complement and support emergency feeding as necessary. PODs may not comprehensively serve the feeding needs of a local jurisdiction. Some alternative commodity distribution strategies are described here.

All strategies listed here should be part of a broader mass feeding strategy, as included in the jurisdiction's Mass Feeding Plan.

Direct Delivery

Some local residents will not be able to reach the POD site. **Do not** let a representative from any organization pick up a batch of commodities for their residents without prior arrangement. Any arrangement needs to be pre-coordinated with the local OES/EOC, especially if commodities are limited. The best solution for everyone in the jurisdiction should be worked out between the local OES/EOC, the Logistics Staging Area (LSA), and the POD Manager on site. A local LSA may be established to support direct delivery.

Mobile Distribution

The local OES/EOC should consider using mobile distribution if a traditional POD will not work for the jurisdiction. Organizations such as the American Red Cross and Salvation Army may have the ability to conduct limited mobile distribution while conducting mobile feeding operations. However, each jurisdiction must address if and how they will conduct mobile distribution operations based on their demographics. Certain populations might need to receive commodities via mobile distribution. These include:

- Nursing homes, group homes, adult living facilities, etc.
- Homebound and the elderly who typically receive food through a social services meal support program
- Hospitals
- Prisons
- Isolated areas where roads may no longer be passable (debris, blocked traffic routes, flooding, damaged bridges)
- Small communities: isolated farms, work camps, trailer and mobile home parks, tribal lands
- Persons stranded in their vehicles due to impassible roads

Mobile distribution will require:

- A mixed load of commodities: SSMs or MREs, bottled water, baby formula, and ice (if applicable)
- A security/law enforcement escort (may be required)
- First aid kit
- Flashlight with extra batteries
- At least one primary and secondary form of communication

**Mass Transit
Distribution**

Another consideration in an urban area is to put the POD site at or near a public transportation hub or station. Extra security will be needed to manage more people in a smaller area. If the buses (or trains) are running, special considerations must be noted.

All buses serving PODs would need to not only be operational, but must expect heavy ridership. Extra capacity on those lines would be necessary to get the public to the POD.

The capacity of each bus (or train) would be reduced on the return trip, as the public would be carrying their commodities, most likely in shopping carts and large bags, on public transportation.

Those members of the public that need to travel via mass transportation to reach the POD may or may not have the fare to travel.

The traffic flow at the station will be vital to POD operations; extra staff should be in place to direct and inform the public.

Public transportation time schedules should be consulted to allow the public adequate time to receive their commodities and return home before the transportation line shuts down for the night, if applicable.

References

Glossary

At-risk (population/resident/citizen): A segment of the population identified to be more susceptible to the effects of a particular hazard. At-risk populations for heat emergencies include individuals age 65 and older and age 4 and younger, individuals with a serious chronic health condition or multiple conditions, and individuals who consume alcohol or take certain medications or illicit drugs.

Business Operations Center (BOC): The BOC serves as a location for business liaisons to coordinate with the State. The BOC is located at the State Operations Center (SOC).

Commodity: Both food and non-food items given in mass distribution to the public.

Crew Working Hours: The hours that the POD Crew is working on location, including set-up, re-supply, and clean-up of the POD.

Disaster Service Worker (DSW): The Disaster Service Worker program is a state-funded worker's compensation program for government employees and government-affiliated volunteers who provide services to protect the health and safety, and preserve the lives and property, of the people of California. Government-affiliated volunteers, including members of the public who spontaneously volunteer to assist during a disaster, may be registered as DSWs under California's Disaster Service Worker Volunteer Program.

Distribution: The process of handing over commodities to intended beneficiaries, fairly, according to specified rations, selection criteria and priorities. For the purposes of this plan the term 'distribution' does not include the process by which commodities are procured, nor the transportation, storage and handling, except at the final public distribution point.⁴

Emergency Operations Center (EOC): The physical location at which the coordination of information and resources to support incident management takes place.

Field: Under SEMS, the Field level is where emergency response resources, under the command of responsible officials, execute strategic and tactical operations in direct response to an incident or threat.

Functional Needs Population: Individuals requiring support based on a physical, sensory, mental health, cognitive, and/or intellectual disability affecting their ability to function independently without assistance.

Hours of Operation: The hours during which commodities are distributed to the public at PODs.

⁴ From the UNHCR Commodity Distribution Manual (06/1997)

Joint Field Office (JFO): A temporary Federal multiagency coordination center, usually established in close proximity to the incident site, to facilitate coordination of Federal and State response to a presidentially declared disaster

Joint Information Center (JIC): A central location where Public Information Officers from relevant agencies coordinate information and media operations during an emergency.

Joint Information System (JIS): A system to provide the public with timely and accurate information and unified public messages among various levels of government. This system employs JICs to develop, coordinate, and deliver messages.

Lead Agency: The identified agency responsible for overseeing commodity distribution operations. Usually this is the same as the lead agency for the EOC's Mass Care Unit.

Local Government: Under SEMS, Local Government includes cities, towns, special districts and counties. Local Governments manage and coordinate overall emergency response and recovery activities within their jurisdiction. The Local Government level serves as the coordination and communications link between the Field and the Operational Area levels. A Local Government operates an EOC and may operate DOCs.

Logistics Staging Area: A Logistics Staging Area (LSA) is a temporary outdoor facility at which incoming shipments of commodities are received and pre-positioned for deployment upon request by the State, Region, Operational Area, Local Government or the Field.

Operational Area: Under SEMS, an Operational Area encompasses all Local Governments within a county, including the county. The Operational Area level serves as the coordination and communications link between the Local Government and Region levels. The Operational Area prioritizes resources and coordinates mutual aid among Local Governments within the Operational Area. Each Operational Area is responsible for activating and operating an Operational Area EOC.

Operating Pattern: A combination of crew working hours and hours of operation.

Point of Distribution (POD): A location from which basic material assistance is provided to the public in the form of emergency food and drinking water. The POD may also distribute other commodities such as ice, tarps, baby food, etc. A POD is not the same as a point of dispensing, which distributes or administers pharmaceuticals.

Public Safety Radios: A radio communication system that is interoperable with, and accessible to, the key agencies both within and in support of establishing and operating a commodity distribution program. Communications may also include commercial direct connect systems, cellular systems and others as available to Local agencies.

Region: Under SEMS, the Region level serves as the coordination and communications link between the Operational Area and State levels. California is divided into three administrative Regions managed by Cal OES. The Bay Area is located within the Cal OES Coastal Region. Each Region is responsible for operating a Region Emergency Operations Center (REOC).

Region Emergency Operations Center (REOC): The REOC is the Region-level EOC. When activated, the REOC coordinates state resources, prioritizes resources and coordinates mutual aid among multiple Operational Areas and may request resources from the State level.

Shelf-Stable Meal (SSM): A pre-packaged emergency meal that does not require refrigeration and can be consumed at room temperature, if needed.

Special Needs Population: Anyone in need of special care, including but not limited to: seniors, people with disabilities, and homeless individuals.

Standardized Emergency Management System (SEMS): SEMS is the cornerstone of California's emergency response system and the fundamental structure of the response phase of emergency management. SEMS incorporates ICS, multi-/inter-agency coordination, mutual aid and the Operational Area concept. There are five levels under SEMS: Field, Local Government, Operational Area, Region and State. All state government agencies must use SEMS when responding to multi-jurisdictional or multi-agency emergencies. All local government agencies must use SEMS in multi-agency emergency responses to be eligible for state reimbursement of response-related costs. SEMS integrates, and is consistent, with the National Incident Management System.

State: Under SEMS, the State level serves as the coordination and communication link between Regions and the Federal emergency response system. The State level operates the State Operations Center (SOC).

State Operations Center (SOC): The SOC is the State-level EOC. When activated, the SOC coordinates state resources, prioritizes resources and coordinates mutual aid among the Regions. The SOC may request assistance from FEMA or from other state governments through EMAC and other interstate compacts and agreements.

Unit: Any ICS function or emergency support function (ESF) in an Incident Command or EOC (e.g., Branch, ESF, unit).

Acronyms

Acronyms	Definition
ADA	Americans with Disabilities Act
ARC	American Red Cross
BOC	Business Operations Center
Cal OES	California Governor's Office of Emergency Services
Cal /OSHA	California Department of Industrial Relations, Division of Occupational Safety and Health
Caltrans	California Department of Transportation
CERT	Community Emergency Response Team
CGA	California Grocers Association
CHP	California Highway Patrol
CRA	California Resiliency Alliance
DOC	Department Operations Center
DSW	Disaster Service Worker
EAS	Emergency Alert System
EMAC	Emergency Management Assistance Compact
EMS	Emergency Medical Services
EOC	Emergency Operations Center
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FOG	Field Operations Guide
GIS	Geographic Information Systems
IAP	Incident Action Plan
ICS	Incident Command System
JIC	Joint Information Center
JIS	Joint Information System
MHE	Material Handling Equipment
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MRE	Meal, Ready-to-Eat
OES	Office of Emergency Services
OSHA	Occupational Safety and Health Administration
PIO	Public Information Officer
POA	Point of Access

Acronyms	Definition
POD	Point of Distribution
PPE	Personal Protective Equipment
SEMS	Standardized Emergency Management System
Sit Rep	Situation Report
SSM	Shelf-Stable Meal
UASI	Urban Areas Security Initiative
UNHCR	United Nations High Commission for Refugees
USACE	United States Army Corps of Engineers
USGS	United States Geological Survey
VIPS	Volunteers in Police Services
VOAD	Voluntary Organization(s) Active in Disaster

Planning Team

This document was produced by the Bay Area UASI, in collaboration with the Regional Logistics Plan Steering Committee.

Agency

Alameda County Sheriff's Office of Homeland Security and Emergency Services
American Red Cross Bay Area Chapter
Bay Area UASI
Cal OES Coastal Region
Contra Costa County OES
County of Sonoma, Fire and Emergency Services Department
FEMA Region IX
Oakland Fire Department, Emergency Management Services Division
Marin County Sheriff's OES
Monterey County OES
Napa County Emergency Services
San Benito County OES
San Francisco Department of Emergency Management
San José OES
San Mateo County Sheriff's OES
Santa Clara County OES
Santa Cruz County OES
Solano County OES

For more
information on the
Bay Area Regional
Logistics Program,
please visit:

<http://bayareauasi.org/programs/rcpgp/projects>

For more
information on
the NY-NJ-CT-PA
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