



## **Northern Berkshire County MACC**

*General Staff*

### *Logistics Chief Standard Operating Guideline (SOG)*

#### **Purpose:**

The purpose of this checklist is to provide a Standard Operating Guideline (SOG) to be utilized by an individual serving as the Logistics Section Chief at the Northern Berkshire Regional MACC.

#### **Responsibilities:**

- Exercise overall responsibility and supervision of the Logistics Section. Ensure that all Logistics Functions are carried out, including providing communication services and supporting facility and supply requirements.
- Establish the appropriate level of Logistics Section staffing and assignments as determined by the scope/severity of an emergency event or identified within an Incident Action Plan (IAP). Monitor the effectiveness of Logistics Section effectiveness and modify accordingly.
- Coordinate closely with the Operations Section Chief to establish priorities and to coordinate the need or deployment of facilities, equipment and/or personnel required to support local operations.

#### **Reports to:**

MACC Manager

#### **Direct Reports:**

- Logistics Section Staff (as required)

#### **Coordinates with:**

- MACC Public Information Officer (PIO)
- MACC Liaison Officer (LO)
- MACC Operations Section Chief (OSC)
- MACC Planning Section Chief (PSC)
- MACC Admin/Finance Section Chief (FSC)
- External Agencies as required



**1.0 Pre-Event Actions**

- 1.1 Review and become familiar with the MACC Organizational Chart (See Attachment 1), MACC Concept of Operations (ConOps), this SOG, as well as other documentation related to the Logistics Section Chief as appropriate.
- 1.2 Attend annual MACC Concept of Operations and SOG training in order to become and remain familiar with the Concept of Operations / Integrated Sequence of Actions, as well as the responsibilities identified in this SOG.
- 1.3 Participate in scheduled drills and exercises that include a MACC activation component by serving as the Logistics Section Chief position.
- 1.4 Be prepared to serve as a Logistics Section Chief during activation of the MACC.

**2.0 Initial Actions**

- 2.1 **Determine the Event Type** - Immediately upon receiving notification, determine the type of event (Notice or No-Notice) and the appropriate initial actions to be performed. Assist the MACC Manager by utilizing the following table to determine the appropriate initial actions:

If the Event is a:	Then:
<b>Notice Event –</b> Such as a forecasted weather event or other event with notice prior to actual occurrence or impact	<b>Proceed to Step 2.2</b> Notice / Forecasted Event
<b>No-Notice Event –</b> Such as an infrastructure failure, active shooter incident or hazmat spill with no notice prior to actual occurrence or impact	<b>Proceed to Step 2.3</b> No-Notice / Unanticipated Event

- 2.2 **Notice Event and/or Forecasted Event** – Prior to the occurrence or impact of a Notice and/or forecasted event, participate in the following pre-impact planning activities.

- 2.2.1 Participate in pre-event planning meetings with MACC staff to discuss:
  - Areas of the Region (Northern Berkshire County) that may be impacted by the Notice and/or forecasted event.



- Preparation activities prior to the event's impact or occurrence.
- Determination of appropriate MACC staff and resource requirements needed to respond to the event upon its actualization.

2.2.2 Upon completion of pre-event planning activities, proceed to Step 2.3.1 (Initial Assessment of the Situation).

**2.3 No-Notice and/or Unanticipated Event** – Provide your initial assessment of the situation to the MACC Manager through the following activities:

2.3.1 Perform an initial assessment of the situation regarding the scope and severity of areas of the Northern Berkshire Region which may or actually have experienced impact from the emergency event.

2.3.2 Assist the MACC Manager by providing input on initial actions, including:

- Recommendation on incident stabilization activities.
- Critical resource requirements for public safety and/or public health/medical.
- Mutual aid and availability needs.
- Interaction with City, State, and/or public safety or public health agencies.
- Anticipated logistical support requirements (internal to MACC and external to the Region).

2.3.3 Provide logistics input into the development of the Incident Action Plan (IAP) and Planning Cycle for the emergency event and provide to the Planning Section Chief.

**2.4 Activation of the MACC** – In support of MACC activation, provide input and assistance to the MACC Manager by conducting the following activities.

2.4.1 Assist the MACC Manager in determine if the MACC should be activated and the appropriate level of MACC activation based on the type and projected impact of the event. Utilize the MACC Activation Level Description and Actions table below to determinate the appropriate MACC Activation Level.



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<p><b>If a hazard or threat condition has occurred and involves the following anticipated time frame:</b></p>	<p><b>And the event involves the following event types or conditions:</b></p>	<p><b>Then the event requires the following MACC activation level:</b></p>
<p><b>0-4 Hours</b></p>	<ul style="list-style-type: none"> <li>• <b>Examples</b> – Suspicious Devices, Localized and/or Rolling Power Outages, Severe Weather Advisory, Moderate incidents involving 2 or less communities, Transportation accident involving hazmat</li> <li>• <b>Activation and Duration:</b> Virtual (optional) or Physical / Under 4 hours</li> <li>• <b>Staffing:</b> Limited</li> <li>• <b>Response:</b> Event monitoring, Activation of Information Sharing Networks</li> <li>• <b>Information:</b> Initial dissemination of information, Status reporting as required, WebEOC coordination and assistance, Public Information Support as required</li> <li>• <b>Resources:</b> Coordination unlikely, monitoring only</li> </ul>	<p><b>Level 1 –Standby/ Monitoring Activation</b></p> <p><b>Standby/Monitoring Activation for up to 4 hours and/or until incident stabilization has occurred.</b></p>
<p><b>4-24 Hours</b></p>	<ul style="list-style-type: none"> <li>• <b>Examples</b> – Large incidents involving 2 or more communities, Extended localized utility outages, Wildfire threatening segment of Sub-Region, Hazmat spill/release</li> <li>• <b>Activation and Duration:</b> Physical Activation / 8-24 hours</li> <li>• <b>Staffing:</b> 1-2 MACC + required ESF personnel contingent upon scope/severity</li> <li>• <b>Response:</b> Event monitoring, Public Information Support, MACC IAP for multiple operational periods, and Coordination with activated EOCs required</li> <li>• <b>Information:</b> Initial dissemination of information, WebEOC coordination and assistance, Situation Brief and Status reporting performed at regular intervals, JIS Support and coordination with MEMA REOC</li> <li>• <b>Resources:</b> Coordination likely required, Facilitation and coordination of resource requests as needed, Coordination with MEMA REOC as needed</li> </ul>	<p><b>Level 2 – Partial Activation</b></p> <p><b>Partial Activation of the MACC for up to 24 hours from the onset of occurrence and until incident stabilization is reached.</b></p>
<p><b>An undetermined timeframe for resolution.</b></p>	<ul style="list-style-type: none"> <li>• <b>Examples</b> - Major or regional emergency with multiple or all communities requiring heavy resource requirements, Large-scale Hazmat spill/release, Hurricane/Ice Storm/Blizzard affecting entire County, Major Wildfire, Pandemic/Epidemic Disease Outbreak</li> <li>• <b>Activation and Duration:</b> Physical Activation / Beyond 24 hours</li> <li>• <b>Staffing:</b> All MACC staff + required ESF personnel contingent upon scope/severity</li> <li>• <b>Response:</b> Event monitoring, Public Information Support, MACC IAP for multiple operational periods, and Coordination with activated EOCs required</li> <li>• <b>Information:</b> Initial dissemination of information, WebEOC coordination and assistance, Situation Reporting (SitReps) performed at regular intervals, JIS Support and coordination with MEMA REOC</li> <li>• <b>Resources:</b> Coordination highly likely, Facilitation and coordination of resource requests, Coordination with MEMA REOC</li> </ul>	<p><b>Level 3 - Full Activation</b></p> <p><b>Full Activation of the MACC beyond a 24-hour basis and until incident stabilization has occurred.</b></p>



- 2.4.2 When directed by the MACC Manager, assist in implementing the order to activate the MACC by overseeing and ensuring for the implementation of MACC logistics activities:
- HVAC communications, utilities, sanitation, access, etc.
  - Activation of displays, audio/visual technology, communication support, etc.
  - Distribution of MACC equipment, supplies, etc.
  - Assignment and set-up of MACC workstations.
  - Food/beverage requirements.
  - Break area with cots and blankets.
- 2.4.3 In conjunction with the Operations, Planning, and Admin/Finance Section Chiefs, determine the appropriate level of staffing for the MACC, including Command and General staff. Provide agreed upon input to the MACC Manager.
- 2.4.4 Identify the appropriate level of staffing that must be instituted for the Logistics Section, dependent upon the scope and severity of the emergency event. Identify any additional:
- Logistical support requirements for Regional ESFs
  - Resources/equipment, and/or
  - Personnel
- Provide staffing input to the Planning Section Chief with regard to all appropriate Logistics Section personnel, in order to fill the Logistics Section staff roster.
- 2.4.5 Once the MACC Manager has approved the MACC staffing roster, request the finalized staffing roster from the Planning Section Chief in order to determine the material supplies, food services and/or other requirements needed to sustain MACC personnel for the duration of the activation.

### **3.0 Ongoing Actions**

- 3.1 **Provide Food/Beverage Support** - Utilize the MACC staffing roster to determine food catering requirements to sustain MACC staff for duration of the MACC activation and provide catering requirements to the Finance Section for purchase and documentation.
- 3.2 **Prepare all Facilities and Support Assets** – Continuously ensure for the readiness of all supporting facilities, transportation, fuel, and/or other logistical needs required to assist the Operations Section in accomplishing its objectives.



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- 3.3 Establish Regional Logistical Support Needs** - In conjunction and/or as required by local and affected communities, establish Regional logistical support staging areas for equipment or staff to organize before forward deployment to emergency event locations and/or Command Post (CP) locations.
- 3.4 Provide Logistical Support to Operations** - Coordinate resource deployment, Point of Distribution (POD) operation, and/or the transportation of supplies, equipment and personnel needs in conjunction with the MACC Manager and the MACC Operations Section Chief if/when support is requested or required on behalf of affected cities/towns within the Northern Berkshire Region.
- 3.5 Coordinate with Command and General Staff** – Coordinate and communicate regularly with MACC Command and General Staff in order to facilitate a common operating procedure and to share ongoing information, identify challenges, or complete objectives.
- 3.5.1 Coordinate with the MACC Manager.**
- Provide regular updates regarding all emergency event logistical support activity, challenges, or milestones to the MACC Manager.
  - Identify, share and discuss logistical staff and resource deployments, missions, and status on an ongoing basis.
- 3.5.2 Coordinate with the MACC Liaison Officer.**
- Provide regular updates regarding all emergency event logistical activity, challenges, or milestones to the MACC Liaison Officer.
  - Determine the extent of external agency logistical assistance, coordination or support that is required in order to enhance ongoing operational efficiency and share this information with the MACC Liaison Officer on an ongoing basis.
  - Inquire as to any coordinative needs or requirements communicated to the MACC Liaison Officer by external and/or assisting or cooperating agencies.
- 3.5.3 Coordinate with the MACC Public Information Officer.**
- Support the development of all media and public information material, press briefings, or related public information activity by sharing the status of ongoing logistical activity being conducted by the MACC Logistics Section within the MACC, as well as addressing any information pertaining to donations or volunteer support.



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- 3.5.4 Coordinate with the MACC Planning Section Chief.
- Support the development of IAPs, MACC staff rosters, and Situation Reports through the collection and sharing of emergency event status, operational goals/objectives, ongoing logistical activity, or completion of milestones.
- 3.5.5 Coordinate with the MACC Operations Section Chief
- Determine communication requirements needed to support ongoing response/recovery operations and supply the required communication support.
  - Assess and provide operational facility requirements needed to support MACC operations, critical functions or facilities.
  - Facilitate the movement of equipment or personnel in order to assist Operations.
  - Conduct the establishment of staging and or Point of Distribution (POD) areas, if required and/or requested by local cities/towns.
- 3.5.6 Coordinate with the MACC Admin/Finance Section Chief
- Ensure that all Logistics Section staff are appropriately tracking their time and submitting information as requested by the MACC Admin/Finance Section Chief.
  - Organize all costs related to logistical support (i.e. food, transportation, etc.) and provide to the MACC Admin/Finance Section Chief.

## **4.0 Event Termination and Recovery**

**4.1 Transition to Demobilization** – Provide assistance to the MACC Manager by performing the following activities:

- 4.1.1 Determine Logistics staff to be released from the MACC when they are no longer needed to support response efforts.
- 4.1.2 Establish a seamless transition into recovery operations by providing input into the development of a Demobilization and Recovery Plan.
- Identify recovery timeframe benchmarks and goals.
  - Determine staff or equipment release considerations or demobilization requirements.
  - Determine post-event operational or logistical support requirements (i.e. demobilization of response assets, assistance with family reunification, facilitation of mental health or extended social services, etc.).

**4.2 Perform Reconstitution and Recovery Actions** – Provide support to the Operations Section activities as defined within the Demobilization and Recovery Plan.



4.2.1 Release staff from field deployments or event mission areas as appropriate.

4.2.2 Support the return of staff or equipment to pre-emergency event locations.

4.2.3 Coordinate joint demobilization efforts with local and state agencies.

**4.3 Participate in After-Action Review and Corrective Action Planning** – Provide assistance to the MACC Manager by performing the following activities:

4.3.1 Gather all Incident/Emergency related documentation.

4.3.2 Participate in emergency event hotwash meetings, After Action, or Corrective Improvement Planning Conferences.

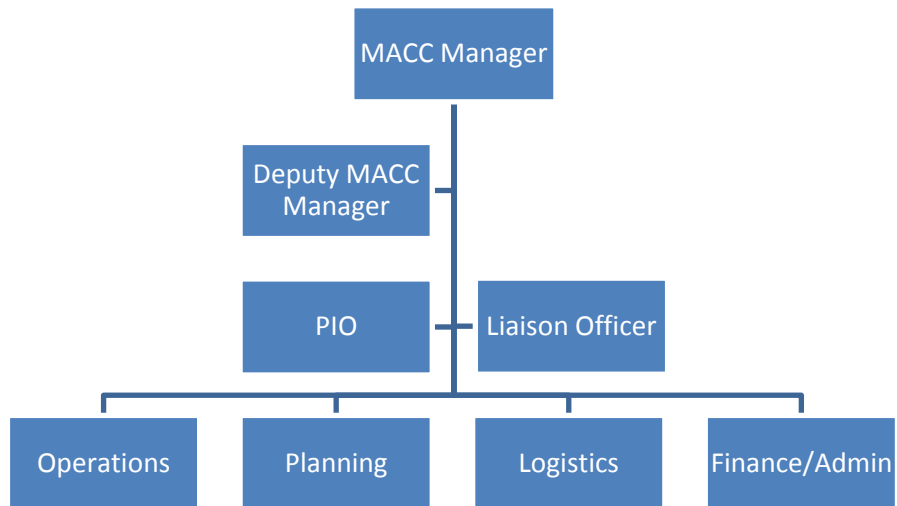
4.3.3 Support the development of an After Action Report and Improvement Plan (AARIP) by providing feedback regarding logistical strengths, shortfalls, or future needs that were discovered during the conduct of response/recovery operations. Include any input with regard to logistical mitigation strategies for future response/recovery operations.





**Attachment 1**

**MACC Organization Chart**





**Attachment 2**

**MACC Operational Assessment Checklist**

- \_\_\_ A. Assess/confirm Operational Readiness of the MACC- Assist in MACC activation by requesting the period of time in hours and/or days that the MACC is expected to remain operational and review the following checklist of items:
  - \_\_\_ MACC Facility Systems
    - Heating Ventilation and Air Conditioning
    - Utilities - Electricity, Water, etc.
  - \_\_\_ MACC Facility Back Up Generator
    - Generator operational
    - Fuel tank indicating full
  - \_\_\_ MACC Facility Operational Spaces
    - Operations room operational
    - Public Information Briefing room operational
  - \_\_\_ MACC Facility Support Spaces
    - Cafeteria operational
    - Shower facilities operational
    - Sleep quarters operational
  - \_\_\_ MACC Communications Systems
    - Radio systems operational
    - Telephone systems operational
  - \_\_\_ MACC Information Technology Systems
    - Internet systems operational
    - Technical support available
  - \_\_\_ MACC Facility Security Systems
    - Cameras operational
    - Access control systems operational
  - \_\_\_ MACC Facility Equipment and Supplies
    - Required support equipment operational
    - Supplies in stock
  - \_\_\_ MACC Facility Equipment Maintenance
    - Backup generator tested and maintenance performed
    - Required equipment tested and maintenance performed
  - \_\_\_ MACC Food Services
    - Food preparation systems and equipment operational
    - Food catering provider identified and available
  
- \_\_\_ B. Provide outcome of MACC Operational Readiness Assessment to MACC Manager.