NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5
SERT LOGISTICS SECTION
2023

A.   PURPOSE

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

B.   MISSION

The Logistics Section procures, stores and transports state and donated resources in support of disaster response and recovery operations. It processes resource requests from local governments, state agencies, and SERT partners, and tasks appropriate agencies to satisfy requests as needed through a resource management system. The resource management system is used for all incidents and events identified in the North Carolina Emergency Operations Plan (NCEOP) and the State Enhanced Hazard Mitigation Plan, and is comprised of:

- A disaster management software package titled the North Carolina State Preparedness and Resource Tracking Application (NCSPARTA) which is supported by WebEOC™;
- North Carolina Department of Public Safety, Division of Emergency Management (NCEM) facilities to include but not limited to the State Emergency Operations Center (SEOC) and headquarters, three (3) operational regional coordination centers, and two (2) disaster warehouses, as well as SERT partner facilities as needed;
- Personnel from all federal, state, regional, local, faith-based and non-profit agencies, and private business identified within the NCEOP that are supporting a specific incident or event;
- Equipment, goods, materials, services, and financial resources from all partners identified within the NCEOP;
- Solicited donated goods, materials, services, personnel, financial resources and facilities;
- Contractual agreements, memoranda of agreement, memoranda of understanding, and other arrangements that provide additional resources such as the Emergency Management Assistance Compact; and
- Laws, plans, policies, procedures, and job aids developed to implement an all hazards approach as well as specific incidents such as pandemic and radiological emergencies.

Unsolicited resources are not accepted by the state and are referred to non-profit, faith-based and private business entities. Resource management objectives are established first in order of life safety, incident stabilization, and property and environment preservation followed secondly by objectives established per incident or event by the SERT Leader.

C.   ORGANIZATION

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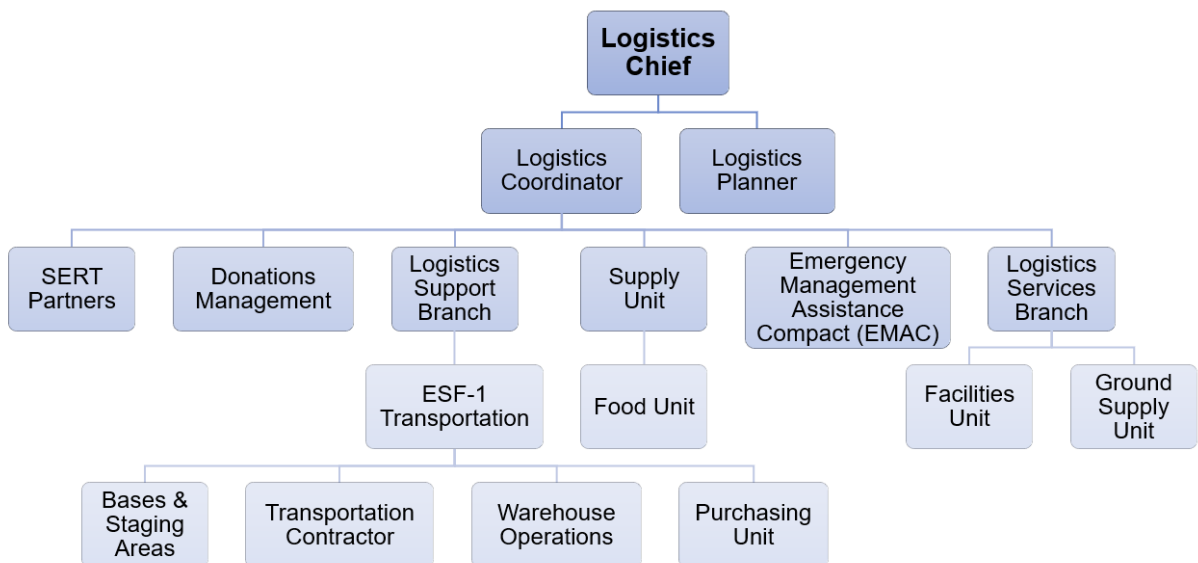
D.   CONCEPT OF OPERATIONS

1. LOGISTICS SUPPLY UNIT

The Logistics Supply Unit is responsible for:

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

b. Tasking subordinate branches and SERT partners to fill resource requests or to accomplish logistics missions.

c. Logistics situational awareness.

d. Logistics planning for future operations.

2. LOGISTICS SUPPORT BRANCH

The Logistics Support Branch consists of two warehouses, a purchasing unit, an ESF-1 Transportation Unit, and the SERT civilian transportation contractor's representative. The branch is responsible for:

a. Warehouse Operations.

b. Inventory Management.

c. Purchasing, transporting, staging and issuing supplies and equipment.

d. Management of all transportation requirements.

3. LOGISTICS SERVICES BRANCH

The Logistics Services Branch is responsible for supply and services support to the State Emergency Operations Center and to response teams deploying to the field. For deploying teams, the Branch provides staging facilities, vehicle support, supplies, mail and equipment. The branch is responsible for:

a. Supporting EOC operations.

b. Linking with FEMA LOG Operations.

c. Supporting ongoing Recovery operations.

d. Supports JFO operations.

4. DONATIONS MANAGEMENT COORDINATION TEAM

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

5. **LOGISTICS SERT PARTNERS**

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

a. The Department of Administration provides support to the SERT in several areas. Motor Fleet Management Division provides motor pool support. Augments disaster purchasing by providing purchasing agents to NCEM. The State Property Office provides facilities to support disaster needs.

b. The Civil Air Patrol (CAP) provides both light aviation and significant ground resources to assist with logistics disaster response. CAP aircraft are Cessna single-engine planes used for aerial damage assessment, search and rescue operations, and light logistical transport. The CAP also provides several Type III Points of Distribution (POD) teams and several two-person County Logistics Liaison Teams that have the mission of assisting hard hit counties get the logistics support they need and of assisting SERT Logistics get the information it needs to help the counties.

c. The North Carolina Department of Agriculture and Consumer Services (NCDA&CS) has Food Distribution Division trucks and refrigerated trailers which can be used for transportation requirements. Additionally, the NCDA&CS Food Distribution Division supports mass feeding and shelter operations. NCDA&CS Food Distribution Division maintains two warehouses in Burlington, NC and Badin, NC where they store and distribute USDA foods to 7 feeding programs across the state.

d. The Department of Public Safety Purchase and Logistics Office provides support to the SERT by augmenting Logistics Support with disaster purchasing. Purchase and Logistics provide personnel to operate as the Purchasing Unit Manager and purchasing agents. These personnel are charged with processing resource request purchases from multitude of sources; disaster convenience contract, State Term contract and/or other vendors. They operate within the State Emergency Operation Center and/or from a satellite location.

e. The Department of Adult Correction has a variety of resources which include: manpower intensive requirements, approximately 200 buses and vans with drivers, several special law enforcement teams, and tracking teams useful for Search and rescue operations.

f. The N.C. League of Municipalities facilitates mutual aid between North Carolina cities. It provides a representative to the Logistics Section during SERT activations.

6. LOGISTICS CONCEPTS FOR DISASTER RESPONSE

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

a. Maintain warehoused stocks of basic disaster supplies (food, water, etc.) for immediate response needs.

b. Maintain convenience contracts with vendors to purchase additional supplies/equipment and to fill the procurement pipeline for follow-on supplies during large disasters. Operate a purchasing unit to procure items not available within the Logistics Warehouse inventory SERT Partners, or BEOC.

c. Employ a transportation contractor who can procure commercial trucks and trailers for disaster transportation requirements. Operate an ESF-1 Transportation Coordination Cell consisting of representatives from appropriate State Agencies to coordinate use of State transportation assets when required.

d. Deliver most resources to one, designated County Receiving and Distribution Point per county unless a county requests delivery to another location. Support local government operation of Points of Distribution (POD) for public distribution of disaster supplies (food, water, tarps, ice).

e. Make maximum use of mutual aid assets, both nationally through the Emergency Management Assistance Compact and through intra-state mutual aid between local governments.

f. Use resources available from Logistics SERT Partners wherever possible.

g. Integrate Federal partners into our EOC processes, particularly the FEMA Logistics and Corps of Engineers representatives of the FEMA Incident Management Assistance Team (IMAT).

h. Maintain the capability to establish both a mobile Joint Reception, Staging, Onward Movement and Integration (JRSOI) site and a base or camp for response workers in an area impacted by a disaster.

i. Ensure effective management of donations and volunteers to include a proactive donations management information campaign.

7. CONCEPT FOR PROCESSING RESOURCE REQUESTS

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

NC SPARTA is used for customers to make requests, for EOC personnel to query for additional information and for the Logistics Supply Unit personnel to task Logistics Branches or SERT Partners to take action to satisfy requests. NC SPARTA, Logistics Inventory, purchase orders, and the file library are used to provide real time asset visibility of available commodities, equipment and to share essential process information among all Logistics players. The Logistics Inventory is used to:

a. View inventory balances at multiple locations.

b. Issue and receive inventory.

c. View purchase order lists.

d. View convenience and contract information.

e. Schedule and manage all transportation missions by truck and mission number.

f. Produce bills of lading.

g. Provide situational awareness information and management reports to assist in managing logistics processes.

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

E.   REFERENCES

A. JRSOI Plan

B. Logistics Standard Operating Procedures (Log SOP)

C. General Warehouse Management and Operations Standard Operating Procedures

D. Disaster Purchasing Standard Operating Procedures

F.   TABS

A. Resource Support and Transportation

B. Volunteer and Donations Management

C. Distribution Management