



## **EAA MANAGEMENT**

### **REPORTS TO:**

EOC, ESF-1, Evacuation and Re-entry Branch Director

### **EAA MANAGEMENT STAFFING:**

- ☐ EAA Group Supervisor / Site Manager
- ☐ EAA Communications Officer
- ☐ EAA Public Information Officer
- ☐ EAA Safety Officer

## **RESPONSIBILITIES – EAA GROUP SUPERVISOR / SITE MANAGER**

### **Preparations**

#### **-120 to 96 hrs. (Hurricane Response Timeline)**

- ☐ Review Hurricane Response Timeline (EOP/Incident Annex A/Appendix 4)
- ☐ Review EAA Plan (EOP/ESF-01 Annex/Appendix 1-1/Tab B)
- ☐ Begin coordination conference calls with EAA Group.

#### **-72 to 60 hrs.(Hurricane Response Timeline)**

- ☐ Identify and contact all EAA Unit Leaders.
- ☐ Coordinate with Facility Staff to cancel scheduled events if required.

#### **-48 hrs. (EAA Activation)**

- ☐ Conduct the initial EAAG Planning Meeting (as required).
- ☐ Confirm the Facility is prepared to set up for EAA activities.
- ☐ If the Facility is not available, designate another site.

#### **-24 hrs. (EAA Activation)**

- ☐ Supervise preparations for EAA Activation.

#### **-12 hrs. (EAA Activation)**

- ☐ Establish EAA Incident Command Post in Arena Mezzanine area.

#### **-4 hrs. (EAA Activation)**

- ☐ On-site preparations completed.
- ☐ Communications Officer is on site.
- ☐ Public Information Officer (PIO) is on site.
- ☐ Safety Officer is on site.
- ☐ Facility Unit Leader is on site.
- ☐ Services Unit Leader is on site.
- ☐ Sign-in Unit Leader is on site.
- ☐ Transportation Unit Leader is on site.
- ☐ Volunteer Unit Leader is on site.



**-2 hrs. (EAA Activation)**

- ☐ All EAA Staff on site.
- ☐ Communications Check conducted between all EAA Units.

**Activation**

- ☐ Ensure provisions outlined in the EAA Plan are met and operations are conducted in a safe manner.
- ☐ Address and resolve all issues that arise at the EAA.

**Deactivation**

- ☐ Confirm with the Sign-In Unit Leader that the Sign-In Areas have completed processing passengers and the Staffs have been released.
- ☐ Collect all Sign-In documents from the Sign-In Unit Leader and verify that all records are accounted for.
- ☐ Confirm with EAA Services Unit Leader that the Medical, Social Services and Veterinary Staff have completed their assignments and have been released.
- ☐ Collect all Medical, Social Services and Veterinary Treatment records from the EAA Services Unit Leader and verify that all Records are accounted for.
- ☐ Arrange to have the Sign-In Sheets/Bus Manifests delivered to the EOC ERBD.
- ☐ Arrange to have the EAA Services Records delivered to the EOC Human Services Branch Director.
- ☐ Confirm with the Transportation Unit Leader that all buses have left the EAA and Staff have completed their assignments and are released.
- ☐ Confirm with the Volunteer Coordination Leader that all Volunteers have completed their assignments and are released.
- ☐ Coordinate for transportation for volunteers needing to be returned to home station.
- ☐ Confirm that all 800 MHz radios are collected and accounted for.
- ☐ Confirm with the EAA Facility Unit Leader that Communications and Workforce Parking Staff have completed their assignments and are released.
- ☐ Coordinate with the EAA Facility Unit Leader on the facility/perimeter security needs and set a time when they can be released.
- ☐ Confirm with the EAA Facility Unit Leader that EAA Operations have been completed and the facility has been returned to the owner's control.



## RESPONSIBILITIES – EAA COMMUNICATIONS OFFICER

### Preparations

- ☐ Review EAA Plan (EOP/ESF-01 Annex/Appendix 1-1/Tab B).
- ☐ Review and update Como Plan started by EOC Site Manager.
- ☐ Confirm Commercial Land Line Telephone are available and operational.
- ☐ Confirm Commercial Satellite Telephone are available and operational.
- ☐ Confirm 800 MHz Radios are available and operational.
- ☐ Confirm Internet Connectivity is available and operational.
- ☐ Confirm Message Courier is available and operational.
- ☐ Confirm Commercial Radio and Television Stations are available and operational.

### **Staff Radio Assignments and Cellphone Numbers**

<input type="checkbox"/> EAAGS/Site Manager	Radio # _____	CH _____	Cell # _____
<input type="checkbox"/> Safety Officer	Radio # _____	CH _____	Cell # _____
<input type="checkbox"/> PIO	Radio # _____	CH _____	Cell # _____
<input type="checkbox"/> Transportation UL	Radio # _____	CH _____	Cell # _____
<input type="checkbox"/> Facility UL	Radio # _____	CH _____	Cell # _____
<input type="checkbox"/> Facility Security	Radio # _____	CH _____	Cell # _____
<input type="checkbox"/> Perimeter Security	Radio # _____	CH _____	Cell # _____
<input type="checkbox"/> Volunteer TL	Radio # _____	CH _____	Cell # _____
<input type="checkbox"/> Sign-In UL	Radio # _____	CH _____	Cell # _____
<input type="checkbox"/> Pets Registration	Radio # _____	CH _____	Cell # _____
<input type="checkbox"/> Services UL	Radio # _____	CH _____	Cell # _____
<input type="checkbox"/> Medical/EMS TL	Radio # _____	CH _____	Cell # _____
<input type="checkbox"/> Bus Marshalling TL	Radio # _____	CH _____	Cell # _____

### Mobile Communications Plan

- ☐ Complete and issue Telephone Contact Numbers in Como Plan.
- ☐ Confirm with PIO that commercial and public radio stations in the region that are broadcasting emergency information.

### Activation

- ☐ Assists the Site Manager coordinate the EAA Communications plan and trouble shoots any on-site communications issues.



### **RESPONSIBILITIES – EAA PUBLIC INFORMATION OFFICER (PIO)**

- ☐ Review Hurricane Response Timeline (EOP/Incident Annex A/Appendix 4).
- ☐ Review EAA Plan (EOP/ESF-01 Annex/Appendix 1-1/Tab B).
- ☐ Establish (set up), and coordinate staffing of the “Media Area” as outlined in the Plan.
- ☐ Provide additional support as needed to the Site Manager.

### **RESPONSIBILITIES – EAA SAFETY OFFICER**

- ☐ Review EAA Plan (EOP/ESF-01 Annex/Appendix 1-1/Tab B).
- ☐ Ensure there is a Safety Plan is included in the Incident Action Plan.
- ☐ Provide advice and assistance to the Site Manager regarding actual and/or potential safety issues affecting passenger and staff health and wellbeing.



## **FACILITIES UNIT**

### **REPORTS TO:**

EAA Group Supervisor / Site Manager

### **FACILITIES UNIT STAFFING:**

- ☐ Facilities Unit Leader
- ☐ Law Enforcement & Security
- ☐ Maintenance & Operations
- ☐ Perimeter Security & Traffic Control
- ☐ Parking

### **RESPONSIBILITIES – FACILITIES UNIT LEADER**

- ☐ Review EAA Plan (EOP/ESF-01 Annex/Appendix 1-1/Tab B).
- ☐ Coordinate the transition of the Civic Center from day-to-day operations to an EAA Facility.
- ☐ Address/Resolve all facility related issues.

### **RESPONSIBILITIES – LAW ENFORCEMENT/SECURITY**

- ☐ Review EAA Plan (EOP/ESF-01 Annex/Appendix 1-1/Tab B).
- ☐ Coordinate resources required to establish security and law enforcement activities during EAA Operations.
- ☐ Establish Security Posts throughout the EAA as required.
  - Passenger Entrance on Montgomery Street.
  - Passenger Registration, Service, and Waiting Areas (Arena).
  - Passenger loading and Bus Exit (Liberty Street Side).
  - Passengers with Pets Registration Area (Oglethorpe Avenue side).
  - Passengers with Pets Loading Area (Hull Street).
- ☐ Enforce established statutory laws and enacted emergency ordinances.
- ☐ Assist with crowd control and resolving passenger disputes when needed.

### **RESPONSIBILITIES – MAINTENANCE AND OPERATIONS**

- ☐ Review Exhibit 11 of this Plan (EAA Floor Set Ups).
- ☐ Prepare the Civic Center for EAA Operations and maintains the facility during the event:
  - Clear and set up the Lobby area.
  - Clear and set up the Arena areas.
  - Clear and set up the Breeze-way/Porch Areas exterior walkways.
- ☐ Coordinate maintenance/janitorial services, general housekeeping and sanitation functions for the facility.



## RESPONSIBILITIES – PERIMETER SECURITY / TRAFFIC CONTROL

- ☐ Review Exhibit 8 of this Tab (EAA Perimeter Traffic Control Points).
- ☐ Review Exhibit 9 of this Tab (EAA Barricade Plan) with the Staff.
- ☐ Coordinate with SCMPD regarding the Traffic Management Plan.
- ☐ Ensure the efficient, unobstructed flow of bus traffic into and out of the Civic Center parking lot.
- ☐ Maintaining the designated Traffic Control Points around the perimeter of the EAA as required.
  - Civic Center Main Entrance on Montgomery Street.
  - Montgomery Street at Oglethorpe Avenue.
  - Oglethorpe Avenue at Hull Street (Pet's Bus Entrance).
  - Oglethorpe Avenue at Barnard Street.
  - Hull Street and Barnard Street.
  - Civic Center Parking Lot Entrance on Barnard Street (Bus Entrance).
  - Liberty Street at Barnard Street.
  - Civic Center Exit on Liberty Street (Bus Exit).
  - Liberty Street and Montgomery Street.
  - Portable barricades are available on site.

## RESPONSIBILITIES – PARKING

### Preparations

- ☐ Review Exhibit 2 of this Tab (EAA Area Map-Site Location (Civic Center)).
- ☐ Review Exhibit 3 of this Tab (EAA Activation Time Line).

### **-24 hrs. (EAA Activation)**

- ☐ Ensure Civic Center Parking Lot (Bus Marshaling Area) is clear of vehicles. Vehicles that are not removed from Civic Center Parking Lot, arrange to have them towed.
- ☐ Confirm Liberty Street Parking Lot (Workforce Parking) is clear of vehicles (Most vehicles will be removed by their owners in a timely manner), and EAA Workforce can access the garage.
- ☐ Determine if additional parking space is required and coordinate.
- ☐ Review Site Security Plan.
- ☐ Access control is established. Barricades have been placed to secure the perimeter.

### **-12 hrs. (EAA Activation)**

#### Parking/Traffic Control

- ☐ Restrict parking around Civic Center.
  - Obtain bags for Parking meters from Parking Services.
  - Install bags on the perimeter parking meters.



- ☐ Coordinate with Civic Center Staff and appropriate police agencies to clear the Civic Center Parking Lot of all unauthorized or abandoned vehicles.
- ☐ Clear the Liberty Street Garage for the exclusive use of the EAA Workforce during EAA activations.

**Activation**

- ☐ Provide and maintain a secure location for EAA Workers to park their vehicles while supporting the EAA.
- ☐ Maintain parking lots and the lanes of traffic in the areas of the EAA free of standing/parked/abandoned vehicles. Coordinate with Law Enforcement to enforce parking/towing ordinances if required.



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## SERVICES UNIT

### REPORTS TO:

EAA Group Supervisor / Site Manager

### SERVICES UNIT STAFFING

- ☐ Services Unit Leader
- ☐ Food Services
- ☐ Medical Oversight
- ☐ EMS Support
- ☐ Pet Support Services
- ☐ Social Services Support

### RESPONSIBILITIES – SERVICES UNIT LEADER

- ☐ Review EAA Plan (EOP/ESF-01 Annex/Appendix 1-1/Tab B).
- ☐ Coordinate all on-site Food Services, Medical/Emergency Medical Services (EMS) Support, Pet Support, and Social Services for both Staff and Passengers during EAA Operations.

### RESPONSIBILITIES – FOOD SERVICES

- ☐ Review Exhibit 3 of this Tab (Activation Time Line).
- ☐ Review Exhibit 11 of this Tab (EAA Floor Set Ups)
- ☐ Coordinate On-site Canteen support for the EAA Staff.
- ☐ Coordinate On-site Comfort Station for Passengers.
- ☐ Coordinate Provisioning for departing buses with available snacks and water.

### RESPONSIBILITIES – MEDICAL/EMS

- ☐ Review Exhibit 3 of this Tab (Activation Time Line).
- ☐ Review Exhibit 11 of this Tab (EAA Floor Set Ups)
- ☐ Review the Medical Plan addressing situations and protocols for situations occurring at the EAA with the staff. Have a copy available.
- ☐ Establish on-site Medical Aid Station to provide initial First Aid and medical care to Evacuees and EAA Staff; and provide general medical support and EMS Transport (if needed) for the EAA. Services may include but are not limited to:
  - General screening of Passengers presenting possible medical conditions.
  - Triage of Passengers presenting medical conditions.
  - First aid to Passengers and the EAA Workforce as required.
  - Transportation from the EAA for those requiring treatment at area medical facilities.



## **RESPONSIBILITIES – PET SUPPORT SERVICES**

- ☐ Review Exhibit 3 of this Tab (Activation Time Line).
- ☐ Review Exhibit 7 of this Tab (EAA Vet Support Contact List).
- ☐ Review Exhibit 11 of this Tab (EAA Floor Set Ups)
- ☐ Review Exhibit 12 of this Tab (EAA Resources and Supplies).
- ☐ Coordinate with the Facility Unit Leader and ARC for appropriate space and resources to support the Pets Registration Area. Resource coordination may include but is not limited to:
  - Procuring pet care accessories which include Muzzles, Leashes, and Pet Carriers from identified Sources (including the County Warehouse).
  - Pet care services which include Water, Sanitation, and shade (Canopies) in the Pets Services and Evacuation Waiting Areas.
  - Confirm established protocols with the EAA Medical Support Team in the event of animal bites.
- ☐ Establish Waiting Area (Porch Area – Evacuees will have access to Evacuee Services located in the Arena Area).
- ☐ Establish Pet Services Area(s) (North Side Grounds).
- ☐ Establish Pet Exercise & Waiting Area (North Side Grounds).
- ☐ Pet Handlers/Loaders are available in the Exercise & Waiting Areas.
- ☐ Feeding pets while at the EAA is discouraged in order to avoid health issues (motion sickness), and sanitation issues during transport.
- ☐ Veterinarian Support is staffed on each shift.
- ☐ Pet health issues are addressed as needed on a per case basis.

## **RESPONSIBILITIES – SOCIAL SERVICES**

- ☐ Review Exhibit 3 of this Tab (Activation Time Line).
- ☐ Review Exhibit 11 of this Tab (EAA Floor Set Ups)
- ☐ Provide general social services support at the EAA. Services may include but are not limited to:
  - Avail councilors to address Passenger and EAA Workforce Staff mental and emotional health concerns and/or issues.
- ☐ Address issues pertaining to children and adult protective services including lost and/or separated children.



## **SIGN-IN UNIT**

### **REPORTS TO:**

EAA Group Supervisor / Site Manager

### **SIGN-IN UNIT STAFFING**

- ☐ Sign-in Unit Leader
- ☐ Passenger Registration
- ☐ Passenger Registration
- ☐ Pets Registration

### **RESPONSIBILITIES – EAA SIGN-IN UNIT LEADER**

- ☐ Review EAA Plan (EOP/ESF-01 Annex/Appendix 1-1/Tab B).
- ☐ Coordinate all Passenger Sign-in and Animal Registration procedures.
- ☐ Coordinate passenger and animal loading during EAA Operations.
- ☐ Address/Resolve all Passenger Sign-in issues.

### **RESPONSIBILITIES PASSENGER SIGN-IN AREAS**

- ☐ Review Exhibit 3 of this Tab (EAA Activation Time Line).
- ☐ Review Exhibit 4 of this Tab (EAA Passenger On-site Movement Plan).
- ☐ Review Exhibit 5 of this Tab (EAA Passenger Roster / Bus Manifest).
- ☐ Review Exhibit 11 of this Tab (EAA Floor Set Ups).
- ☐ Review Exhibit 15 of this Tab (Bus Capacity and Serial Worksheet).
- ☐ Establish Registration Desks for Evacuees without Pets (Arena).
- ☐ Sign-in Areas are staffed in a manner which provides for an efficient, timely, and safe sign-in process.
- ☐ Sign-in Areas are equipped as needed to support sign-in procedures; to include sufficient Passenger Manifest Forms and administrative supplies.
- ☐ Baggage Handlers are available at Sign-in Areas.
  - All Passenger baggage is marked/identified.
- ☐ Required information is obtained from Passengers.
- ☐ Neat and accurate Passenger Rosters/Bus Manifests are produced.
- ☐ The appropriate number of Passengers are placed on any one roster.
- ☐ Completed Sign-in Rosters/Manifests are distributed as required: CEMA, ARC, and the Bus Marshaling Coordinator (to be given to the bus driver as the passenger manifest).
- ☐ All Passengers are provided with a bus boarding pass once signed in.



## **RESPONSIBILITIES – PETS REGISTRATION**

- ☐ Review Exhibit 3 of this Tab (EAA Activation Time Line).
- ☐ Review Exhibit 4 of this Tab (EAA Passenger On-site Movement Plan).
- ☐ Review Exhibit 6 of this Tab (EAA Pet Registration Form).
- ☐ Review Exhibit 7 of this Tab (EAA Vet Support Contact List).
- ☐ Review Exhibit 11 of this Tab (EAA Floor Set Ups).
- ☐ Establish Pets Registration Desk (West side Porch/Breezeway).
- ☐ Registration Area is staffed in a manner which provides for an efficient, timely, and safe registration process.
- ☐ Registration Area is equipped as needed to support Registration Procedures.
- ☐ Established Registration Protocol is followed for the event.
- ☐ Evacuees with Pets have a 3 day supply of food for their pet.



## TRANSPORTATION UNIT

### REPORTS TO:

EAA Group Supervisor / Site Manager

### TRANSPORTATION UNIT STAFFING

- ☐ Transportation Unit Leader
- ☐ Bus Dispatchers
- ☐ Bus Dispatchers
- ☐ Transportation Security

### RESPONSIBILITIES – EAA TRANSPORTATION UNIT LEADER

- ☐ Review EAA Plan (EOP/ESF-01 Annex/Appendix 1-1/Tab B).
- ☐ Maintains situational awareness of all transportation resources available to support EAA Operations to include trucks for baggage and pet transporters by coordinating with the EAA Site Manager, Registration Unit Leader, Bus Marshaling Coordinator, Bus Dispatching, and Transportation Security.
- ☐ Coordinates all transportation resources supporting the EAA.
- ☐ Ensures bus requests are sent to the appropriate Dispatcher.
- ☐ Address/Resolve all On-Site Transportation issues.

### RESPONSIBILITIES – BUS DISPATCHERS (OFF-SITE)

- ☐ Review Exhibit 13 of this Tab (CAT Bus Routes).
- ☐ Review Exhibit 14 of this Tab (EAA Traffic Management Plan).
- ☐ Review Exhibit 15 of this Tab (Bus Capacity and Serial Worksheet).
- ☐ Review Exhibit 16 of this Tab (Bus ID Placard).
- ☐ Review Exhibit 17 of this Tab (Bus Driver Information Sheet).
- ☐ Review Exhibit 18 of this Tab (Savannah to Augusta Bus Evacuation Route).
- ☐ Ensure buses are fully fueled.
- ☐ Ensure each bus has required safety equipment.
- ☐ Provide licensed drivers to operate the buses.
- ☐ Dispatch buses to the EAA in a timely manner.
- ☐ Provide limited vehicle maintenance to the EAA when required.
- ☐ Ensure buses are fully fueled.
- ☐ Ensure each bus has required safety equipment.
- ☐ Confirm licensed drivers are operating the buses.
- ☐ Establish communications as appropriate with the EOC, EAA Transportation Unit Leader and Bus Marshaling Team Leader.
- ☐ Maintain communications as appropriate with the EOC, EAA Transportation Unit Leader and Bus Marshaling Team Leader.
- ☐ Dispatch buses as required to support Evacuation Operations.
- ☐ Coordinate limited vehicle maintenance to the EAA when required.



## **RESPONSIBILITIES – BUS MARSHALING**

- ☐ Review Exhibit 13 of this Tab (CAT Bus Routes).
- ☐ Review Exhibit 14 of this Tab (EAA Traffic Management Plan).
- ☐ Review Exhibit 15 of this Tab (Bus Capacity and Serial Worksheet).
- ☐ Review Exhibit 16 of this Tab (Bus ID Placard).
- ☐ Review Exhibit 17 of this Tab (Bus Driver Information Sheet).
- ☐ Review Exhibit 18 of this Tab (Savannah to Augusta Bus Evacuation Route).
- ☐ Organize arriving buses into designated serials (convoys).
- ☐ Mark buses with appropriate placards.
- ☐ Coordinate with Unit Leader to determine how many buses are needed to support EAA Operations.
- ☐ Coordinate Bus requests directly with appropriate Dispatcher.
- ☐ Organize all arriving buses into designated serials (convoys).
- ☐ Conduct Bus Driver Briefings.

## **RESPONSIBILITIES – TRANSPORTATION SECURITY**

- ☐ Review Exhibit 13 of this Tab (CAT Bus Routes).
- ☐ Review Exhibit 14 of this Tab (EAA Traffic Management Plan).
- ☐ Review Exhibit 15 of this Tab (Bus Capacity and Serial Worksheet).
- ☐ Review Exhibit 16 of this Tab (Bus ID Placard).
- ☐ Review Exhibit 17 of this Tab (Bus Driver Information Sheet).
- ☐ Review Exhibit 18 of this Tab (Savannah to Augusta Bus Evacuation Route).
- ☐ Coordinate Law Enforcement escorts for every bus serial departing the EAA. Escorts remain with their assigned serials until they arrive at the designated host inland shelter or until they are properly relieved.



## **VOLUNTEER UNIT**

### **REPORTS TO:**

EAA Group Supervisor / Site Manager

### **VOLUNTEER UNIT STAFFING**

- ☐ Volunteer Unit Leader
- ☐ Baggage Handlers/Loaders
- ☐ Bus Provisioners
- ☐ Courtesy Guides
- ☐ Pet Handlers/Loaders

### **RESPONSIBILITIES – EAA VOLUNTEER UNIT LEADER**

- ☐ Review EAA Plan (EOP/ESF-01 Annex/Appendix 1-1/Tab B).
- ☐ Ensure sufficient numbers of volunteers are recruited to provide designated services at the EAA.
- ☐ Assign Courtesy Guides as needed.
- ☐ Assign Baggage Handlers to the Courtesy Desk.
- ☐ Assign Baggage Handlers/Loaders to the Passengers without Pets Registration Team.
- ☐ Assign Luggage and Pet Handlers/Loaders to the Passengers with Pets and Registration Team.
- ☐ Assign Volunteers to other EAA Services if available.

### **RESPONSIBILITIES – BAGGAGE HANDLERS/LOADERS**

- ☐ Carry baggage and load baggage onto departing vehicles as needed.
- ☐ Provide assistance moving and loading passengers' luggage as required.

### **RESPONSIBILITIES – BUS PROVISIONERS**

- ☐ Ensure cases of water are provided (transported and loaded) on to departing buses from the ARC Issue Point as needed.

### **RESPONSIBILITIES – COURTESY GUIDES**

- ☐ Courtesy Desk is established in the Civic Center Lobby (inside entrance door).
- ☐ Courtesy Guides are assigned to the Lobby Courtesy Desk.
- ☐ Courtesy Guides are assigned to the Sign-in Areas as needed.
- ☐ Courtesy Guides are trained in identifying and handling Evacuees with Functional Needs (use of Civic Center Elevator).
- ☐ Provide general information and directions to Evacuees during Sign-in and the evacuation process.
- ☐ .



## **RESPONSIBILITIES – PET HANDLERS/LOADERS**

- ☐ Carry pet containers and baggage, as needed, to the bus loading area.
- ☐ Load pets and baggage onto transport vehicles.
- ☐ Provide assistance moving and loading passengers' luggage and pets as required.