

ANNEX A

FUNCTIONS AND RESPONSIBILITIES

2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

To specify functions and responsibilities that the State Emergency Response Team (SERT) will undertake in order to effectively respond to emergencies and disasters resulting from natural and technological hazards.

B. SCOPE

This annex assigns functional responsibilities to appropriate state departments and agencies, as well as private sector groups and volunteer organizations. These responsibilities are identified, where possible, by Emergency Support Functions (ESF).

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Individual state departments and agencies, private sector groups, and volunteer agencies have resources and capabilities that will be crucial to effective prevention of, protection against, response to, recovery from, and mitigation of a full range (to include catastrophic events) of emergencies and disasters.

B. ASSUMPTIONS

Agencies will offer their resources and capabilities in accordance with NC General Statute 166A.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

As described in the Basic Plan and various appendices to this annex.

IV. CONCEPT OF OPERATIONS

As described in the Basic Plan and various appendices to this annex.

V. DIRECTION, CONTROL AND COORDINATION

As described in the Basic Plan and various appendices to this annex.

SERT EXTERNAL AFFAIRS AND COMMUNICATIONS (ESF-15)

2024 (Pre-Helene)

I. PURPOSE

This appendix describes the Office of External Affairs and Communications (also known as the Joint Information System (JIS)) of the State Emergency Response Team (SERT) during activation.

II. MISSION

The Office of External Affairs and Communications is responsible for the timely and detailed distribution of public information through various mediums during periods of disaster. This may include print, interviews, press conferences, social media, and press releases. This section maintains message templates as necessary and prepares others on an as-needed basis. The primary mission of the Office of External Affairs and Communications is to ensure that public safety focused messaging reaches all that live in, work in, and visit North Carolina in a timely manner prior to, during, and after a disaster. To accomplish this mission, the section must ensure that messaging is accessible to those within the deaf and hard of hearing population, the blind, and to those whose primary language is not English.

III. ORGANIZATION

The Chief of External Affairs and Communications works directly with the SERT Leader during SERT activations. The Office of External Affairs and Communications works to coordinate with the NCDPS Communications Office and the Governor's Press Office prior to, during, and after a disaster impacts the state.

IV. TABS

A. SERT External Affairs and Communications

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 1 | TAB A
SERT EXTERNAL AFFAIRS AND COMMUNICATIONS (ESF-15)
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide guidance and procedures to carry out the public information function to support preparation, response and recovery efforts surrounding disasters.

B. SCOPE

This appendix applies all hazards that threaten North Carolina.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

After the occurrence of a disaster, it can be expected that normal means of communications in the affected areas will either be disrupted or incapacitated. Limited and incomplete information may be expected from the disaster area. Normal means of disseminating messages and information to the public may be severely affected or cease to exist, and demand for information concerning the disaster could be overwhelming.

B. ASSUMPTIONS

1. The demand for public information in the disaster area may exceed the capability of the local government. Additional support may be requested from the state. Evacuees being hosted outside the regular media market for their communities will need information regarding impact and re-entry. The State Emergency Response Team (SERT) has primary responsibility for collecting and disseminating this information.
2. Information originally received from the disaster area may be incomplete, vague, erroneous, and/or difficult to confirm.
3. Media communications facilities may suffer extensive destruction and/or loss of power may severely disrupt the normal information flow.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 1 | TAB A
SERT EXTERNAL AFFAIRS AND COMMUNICATIONS (ESF-15)
2024 (Pre-Helene)

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Provide the following types of information during emergencies/disasters: location, type, extent of damage, and casualties; state agency response actions; assistance available to disaster victims.
- b. Coordinate state emergency public information efforts.
- c. Provide news conferences, news releases and social media messages as warranted and in a timely manner.
- d. Coordinate public health messages with the NC Departments of Health and Human Services and Agriculture and Consumer Services.
- e. Coordinate with the Federal Public Information Officer (PIO) during a presidentially declared emergency or disaster.
- f. Coordinate with public information officers of business and industry involved in the response/recovery efforts.
- g. Use the media to disseminate public information as necessary.
- h. Coordinate with other agencies to ensure accurate and current information is released.
- i. Serve in a public information support role to state agencies in disaster in which their agency is the lead agency for response.
- j. Develop, maintain, and conduct a program for dissemination to the media and the public, information relating to specific disasters and recommended protective actions.
- k. Coordinate with Donations Management on release of information concerning needed volunteer services and goods.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 1 | TAB A
SERT EXTERNAL AFFAIRS AND COMMUNICATIONS (ESF-15)
2024 (Pre-Helene)

B. SUPPORTING STATE AGENCIES

1. NC OFFICE OF THE GOVERNOR

GOVERNOR’S PRESS OFFICE

- a. Provide public information regarding emergency actions taken.

2. NC DEPARTMENT OF PUBLIC SAFETY

COMMUNICATIONS OFFICE

- a. Provide translation services to the SERT.
- b. Coordinate social media messaging with the SERT.
- c. Support the Joint Information Center (JIC) as needed.

3. STATE GOVERNMENT PUBLIC AFFAIRS OFFICES

- a. Provide public information regarding emergency actions taken.
- b. Coordinate public information activities with the SERT and use the Joint Information System prior to release to ensure consistency of information/instructions to the public.
- c. Staff the State Emergency Operations Center (EOC) as appropriate for the situation.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The NCEM Office of External Affairs and Communications, with support from the NCDPS Communications Office, will serve as lead agency for coordination of public information activities. When response to a disaster situation is confined to one or two departments, the communications offices of those departments will be in demand from reporters and news organizations. NCDPS will support those agencies as needed and will assist in coordination of emergency public information.

SERT EXTERNAL AFFAIRS AND COMMUNICATIONS (ESF-15)

2024 (Pre-Helene)

B. NOTIFICATION

The NCEM Duty Officer will notify the Office of External Affairs and Communications, who will in turn notify the NCDPS Communications Office, that an emergency has occurred or that such potential exists. According to the severity and nature of the situation, public information support agencies will also be notified.

C. RESPONSE ACTIONS

1. INITIAL

- a. Distribute messages out via traditional and social media as warranted.
- b. Staff EOC as needed.
- c. Conduct initial press briefing.

2. CONTINUING

- a. Provide trained public information personnel to support local response and recovery efforts.
- b. Provide updates to news media on disaster situation and actions the state is taking regarding the situation.
- c. Share accurate information with the NC 211 as necessary.
- d. Coordinate with SERT sections to ensure accurate and current information is released to the public.
- e. Monitor trends and rumors within the NC 211; take action to correct rumors and erroneous information.
- f. Coordinate with NCEM Office of Partnership Engagement to determine what volunteer goods and services are most needed in the disaster area for public communication.
- g. Coordinate with state and local agencies and, using an outreach program, provide emergency information to individuals, families, business and industry directly or indirectly affected by the disaster. Information should include news about safety of structures, food, location of medical aid and shelters, etc.

SERT EXTERNAL AFFAIRS AND COMMUNICATIONS (ESF-15)

2024 (Pre-Helene)

V. DIRECTION, CONTROL AND COORDINATION

A. LOCAL

Local governments designate a public information officer to coordinate emergency public information during disasters and to carry out public education programs during pre-disaster periods. During disasters, the County EOC serves as a central coordinating center for public information. Local governments will develop procedures for carrying out the public information function. When the demand for public information exceeds the capability of the local government, additional support may be requested from the state.

B. STATE

The State EOC will serve as the central coordinating facility for receiving and disseminating public information. Communications professionals from lead and support agencies will locate in the State EOC's JIC as required to facilitate the flow of public information. The SERT External Affairs and Communications Section, led by the NCEM Office of External Affairs and Communications, will coordinate with other sections since the protective actions taken during disasters involve their resources.

C. FEDERAL

After a federally declared disaster, a state/federal JIC will be opened to provide response and recovery information to individuals, families, business and industry directly or indirectly affected by the disaster. The NCEM Office of External Affairs and Communications will coordinate with the NCDPS Communications Office and FEMA to ensure there is adequate PIO representation in the Joint Field Office to help coordinate public information needs during recovery.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 2
SERT RECOVERY SECTION
2024 (Pre-Helene)

I. PURPOSE

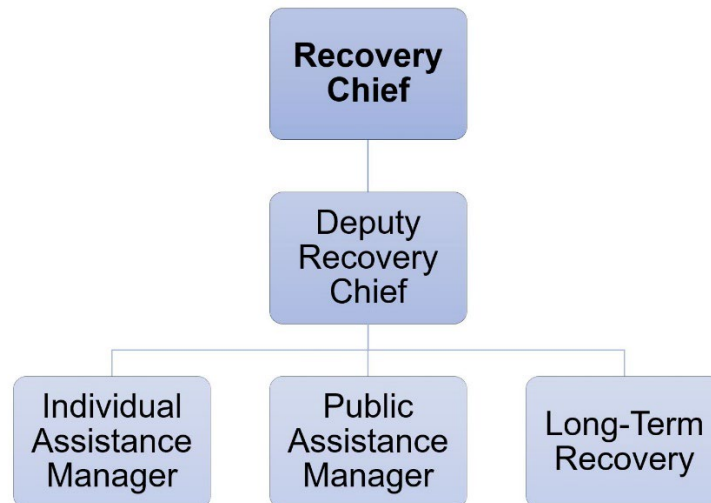
This appendix describes the Recovery Section of the State Emergency Response Team (SERT) during activation.

II. MISSION

The mission of the federal, state, and local governments, as well as voluntary disaster relief organizations, is to provide immediate assistance to reduce or relieve human suffering while supporting the restoration of essential services during the recovery phase. The state will coordinate and direct those operations when local government resources are inadequate or exhausted. The state will request and coordinate assistance from other states, the federal government, and voluntary disaster relief organizations as necessary and appropriate.

III. ORGANIZATION

The Recovery Chief reports directly to the SERT Leader and leads recovery activities as listed below:



IV. CONCEPT OF OPERATIONS

A. PUBLIC ASSISTANCE BRANCH

The Public Assistance Branch serves as the direct contact between the Federal Emergency Management Agency (FEMA) and the applicant. Program guidance is provided through the Recovery Public Assistance Administrative Plan. This category of aid is available to public (and certain private nonprofit) entities to fund the repair, restoration, reconstruction, or replacement of a public facility or infrastructure that is damaged or

SERT RECOVERY SECTION

2024 (Pre-Helene)

destroyed by a disaster. Eligible applicants include state governments, local governments, any other political subdivision of the state, and Native American tribes. Certain Private Non-profit (PNP) organizations may also receive assistance.

Reimbursement is available to all organizations and communities meeting requirements. Trained grant managers help applicants through the reimbursement process. A Request for Public Assistance must be filed with the state within 30 days after the area is designated eligible for assistance. Following the applicant's briefing, a kick-off meeting is conducted where damages will be discussed, needs assessed, and a plan of action put in place. A combined federal/state/local team proceeds with project formulation, which is the process of documenting the eligible facility, the eligible work, and the eligible cost for fixing the damages to every public or PNP facility identified by state or local representatives.

The team prepares a project worksheet (PW) for each project. Projects fall into the following categories:

- Category A: Debris removal
- Category B: Emergency protective measures
- Category C: Road systems and bridges
- Category D: Water control facilities
- Category E: Public buildings and contents
- Category F: Public utilities
- Category G: Parks, recreational, and other facilities
- Category Z: Indirect and Direct Administrative Costs

If the damage does not meet the federal threshold for a federal PA declaration, the state may request a Type 1 State Declaration. Upon approval by the Governor, projects fall into the following categories:

- Category A: Debris removal
- Category B: Emergency protective measures
- Category C: Road systems and bridges

B. NC INDIVIDUAL ASSISTANCE BRANCH

The Individual Assistance branch ensures that individuals and families have access to the full range of state and federal programs made available in the aftermath of a disaster. The branch develops and maintains partnerships with state, federal and voluntary organizations that deliver resources to disaster victims. If there is a federal IA Declaration, the programs below are

SERT RECOVERY SECTION

2024 (Pre-Helene)

managed by FEMA. If the damage does not meet the federal threshold, the state may request a Type 1 State Declaration. Upon approval by the Governor and the Small Business Administration, NCEM Recovery will manage a mirrored version of the programs below. For a Type 1 State Declaration, applicants must request a Small Business Administration (SBA) loan prior to submitting a state IA application to receive any state funds. This category of aid provides money and services to people in the declared area whose property has been damaged or destroyed and whose losses are not covered by insurance.

The following types of individual assistance may be provided:

- **Rental Assistance:** Financial assistance to rent alternate temporary housing.
- **Repair:** Homeowners receive grants to repair damage that is not covered by insurance. The goal is to make the damaged home safe, sanitary and functional.
- **Replacement:** Under rare conditions, homeowners receive limited funds to replace their disaster damaged home.
- **Temporary Housing:** Homeowners and renters receive funds to rent or are provided temporary housing units if eligible when rental properties are unavailable.
- **Other Needs Assistance (ONA):** Applicants receive grants for necessary and serious needs caused by the disaster. This includes personal property, transportation, moving and storage, childcare, medical, dental, funeral expenses.
- **Small Business Administration (SBA) Low-Interest Loans:** Homeowners and renters located in a declared disaster area can apply for low interest SBA disaster loans for losses not covered by insurance or FEMA funding.
- **Other:** Disaster Case Management (DCM), Disaster Unemployment Assistance, Disaster Legal Services, Income Tax Assistance, and Crisis Counseling.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 2
SERT RECOVERY SECTION
2024 (Pre-Helene)

V. REFERENCES

- A. NCEM Recovery Public Assistance Administrative Plan
- B. North Carolina Disaster Recovery Framework

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3
SERT OPERATIONS SECTION
2024 (Pre-Helene)

I. PURPOSE

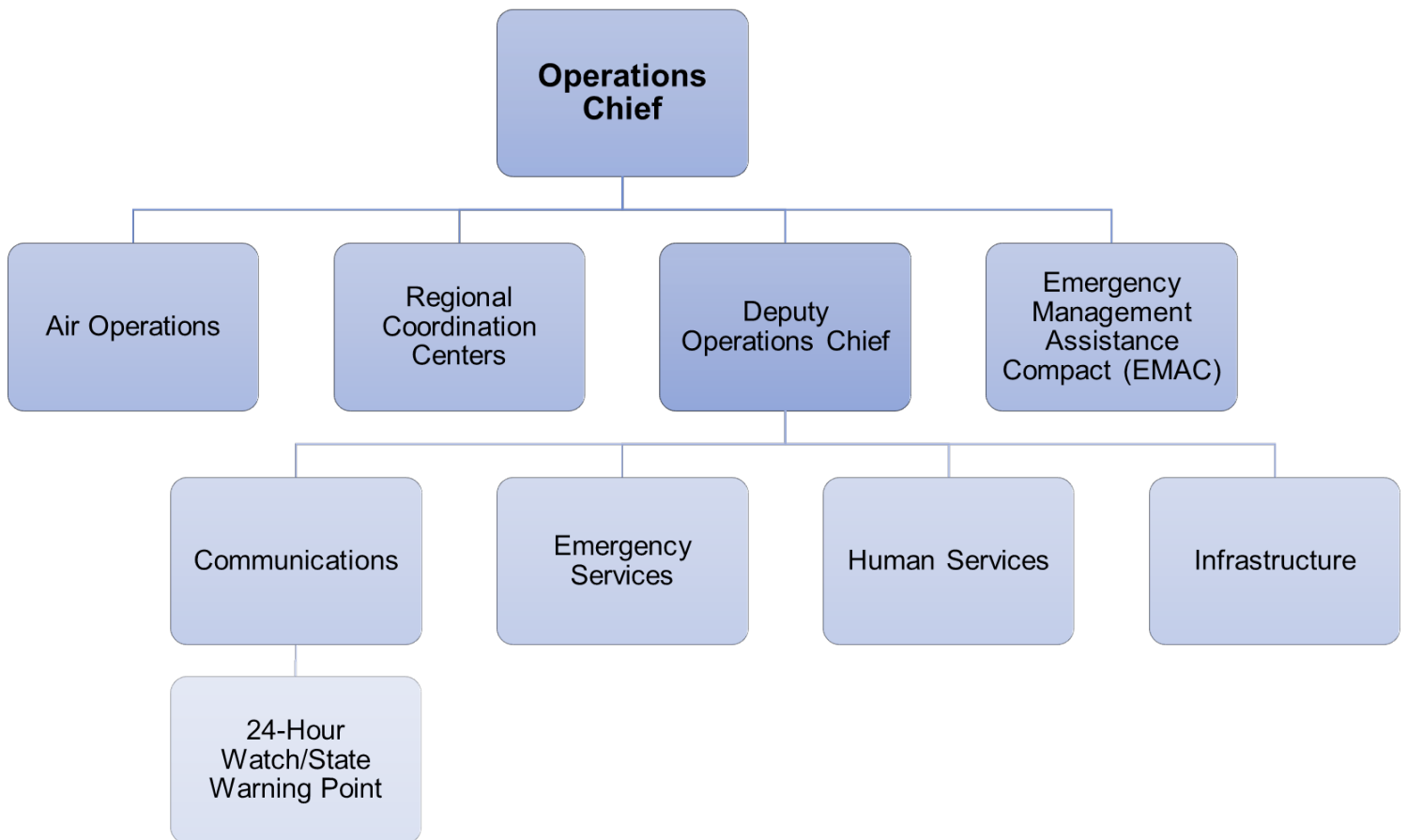
This appendix describes the Operations Section of the State Emergency Response Team (SERT) during activation.

II. MISSION

The Operations Section is responsible for coordinating and directing state government and emergency management field activities in response to emergencies and recovery from disasters.

III. ORGANIZATION

The Operations Chief reports directly to the SERT Leader and leads emergency response and recovery activities as listed below:



SERT OPERATIONS SECTION

2024 (Pre-Helene)

IV. CONCEPT OF OPERATIONS

A. HUMAN SERVICES BRANCH

The Human Services Branch coordinates shelter activation during response to emergencies and disasters. They work closely with multiple state agencies and with service organizations such as the American Red Cross and The Salvation Army to ensure basic human needs of the public are satisfied during emergencies and disasters. Activities under purview of this branch include mass care and shelter operations, public safety and health, responder safety and health, volunteer efforts to aid disaster victims, emergency information and assistance for tourists, impact assessment, mental health, and agriculture.

For agriculture, the Human Services Branch coordinates emergency management activities in response to and recovery from agricultural emergencies and disasters. It deals with NC Veterinary authorities regarding issues associated with the care and safety of domestic, wild and livestock animals. It also coordinates emergency management activities with those of the NC Department of Agriculture & Consumer Services (NCDA&CS) to assess agricultural damage and to reduce immediate and future crop and dollar loss. At full activation, this branch must be manned 24 hours per day.

B. INFRASTRUCTURE BRANCH

The Infrastructure Branch plans, coordinates and arranges for the recovery of infrastructure after a disaster. Such activities include, but are not limited to debris removal, repair of highways and bridges, restoration of sewer and water systems, building inspection, and reconstitution of electrical and telephone service. At full activation, the Infrastructure Branch must be manned 24 hours per day.

C. EMERGENCY SERVICES BRANCH

The Emergency Services Branch provides coordinated state assistance to supplement local resources in response to medical care needs to victims of a major disaster. It provides guidelines for those agencies directly or indirectly involved in firefighting and support to fire and rescue resources. It supports both urban and non-urban search and rescue activities. It coordinates response when actual or potential discharge and/or release of hazardous materials occurs, and it coordinates activities of all state law enforcement resources supporting local authorities in response to emergencies requiring state assistance. It also manages the delivery of health and human related services in times of disaster for all citizens, but especially those most

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3
SERT OPERATIONS SECTION
2024 (Pre-Helene)

vulnerable including children, elderly, disabled, and low-income families. At full activation, it must be manned 24 hours per day.

D. FIELD OPERATIONS BRANCHES

Field Operations Branches advise counties on the need for state support and arrange and coordinate that support. Field Operations is organized in three branches - Western, Central, and Eastern. Each branch office is responsible for preparing and maintaining standard operating procedures, guidelines, and checklists in support of this plan. For emergency operations, the SERT Leader may activate Branch Offices at an enhanced level, Field Deployment or Strike Teams, and other specialized facilities and teams as necessary. All field operations will be organized and operated in a manner consistent with the National Incident Management System (NIMS). The NCEM Operations Section will maintain standing operating procedures for Branch Offices and other specialized offices and teams. An activated Branch Office may be established as a Regional Coordination Center (RCC) to support state disaster relief personnel and equipment (search and rescue teams, NC National Guard, emergency medical service teams, debris clearance teams, public works strike teams, security teams, etc.).

- The functions of the RCCs are to:
 - Support incident management policies and priorities;
 - Facilitate logistical support and resource tracking;
 - Information resource allocation decisions using incident management priorities;
 - Coordinate incident-related information; and
 - Coordinate and resolve interagency and intergovernmental issues regarding incident management policies, priorities and strategies.
- RCCs operate under the Field Standard Operations Guideline (FSOG). Team allocation and deployment to the RCC is managed by the Operations Chief.

E. TYPE 3 ALL-HAZARD INCIDENT MANAGEMENT TEAM (AHIMT)

AHIMTs in North Carolina are comprised of experienced emergency response personnel who have served in key positions within their own organization and/or jurisdiction. Members have varying areas of expertise in emergency management, fire service, emergency medical service, government finance, public information and other areas. All members are experienced in the operation of Emergency Operations Centers, field

SERT OPERATIONS SECTION

2024 (Pre-Helene)

command posts and have varying experience with the operation of staging areas, bases, camps and Joint Information Centers. Type 3 AHIMT members all have training and experience working in an ICS structure to manage disasters as defined by the North Carolina AHIMT Workgroup.

Type 3 AHIMT members are credentialed in Command and General Staff positions by the AHIMT Workgroup. A Type 3 AHIMT consists of the following: an Incident Commander, Public Information Officer, Safety Officer, Liaison Officer, Operations Section Chief, Planning Section Chief, Logistics Section Chief and a Finance/Administration Section Chief. The eight person Type 3 AHIMT is designed to assist in the management of complex incidents and/or events. The AHIMT works for and with the local jurisdiction requesting assistance.

AHIMTs may be deployed in-state to assist with the operation of Emergency Operations Centers, field command posts, staging areas and bases. Based upon the mission requests from the impacted community, their mission may differ from deployment to deployment. The number of IMT members and ICS positions filled within a team will also vary based upon the mission requested.

AHIMTs will respond fully self-sustaining for a minimum of three days. After that period, self-containment will again depend upon the capabilities and information contained within the mission request.

AHIMTs may deploy out of state through Emergency Management Assistance Compact (EMAC) mission requests to support emergency response in impacted communities of other states who are members of the EMAC.

When deployed, it is the responsibility of the AHIMT Leader to ensure that all costs and expenditures follow state and/or EMAC financial guidelines. All costs, to include salaries, equipment, meals and lodging must be captured with daily reports and end of deployment reports. These reports should be captured and provided on a daily basis to the RCC Branch Manager for the AHIMT deployed. The end of deployment records should be completed and filed with the Branch Manager and EMAC Coordinator within two weeks of returning home. The AHIMT Leader will also provide copies of all generated products to the Branch Manager for file purposes. The team will gather upon return and complete an after action report to be filed as well.

SERT OPERATIONS SECTION

2024 (Pre-Helene)

F. 24-HOUR WATCH

The 24-Hour Watch is responsible for receiving and disseminating communications between field agencies and the SERT. It operates a message-processing center in support of SERT activities according to standing operating guidelines and/or procedures. It operates 24 hours per day during normal day-to-day activities and at all levels of activation.

G. AIR OPERATIONS (STATE AND REGIONAL DISASTER AIRLIFT)

Air Operations coordinates use of air assets from the NC National Guard, the NC Coast Guard, the NC Wing of the Civil Air Patrol, and others during disasters and emergencies.

H. EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC)

The Emergency Management Assistance Compact (EMAC) provides mutual assistance between states during States of Emergency or disasters to send and receive personnel, equipment, and commodities.

V. REFERENCES

- A. NCEM Standing Operating Guidelines for Field Operations
- B. NCEM Disaster Field Operations Guidebook

VI. TABS

- A. Air Operations/State and Regional Disaster Airlift (SARDA)
- B. Public Works and Engineering
- C. Fire Fighting
- D. Worker Safety and Health Support
- E. Mass Care and Human Services
- F. Disaster Medical Services
- G. Public Health
- H. Search and Rescue

SERT OPERATIONS SECTION

2024 (Pre-Helene)

- I. Hazardous Materials – Inland
- J. Hazardous Materials - Coastal
- K. Animal Protection
- L. Energy
- M. Law Enforcement
- N. Communications
- O. Military Support
- P. AHIMT
- Q. Aerial Reconnaissance Teams (ART)
- R. Transportation

AIR OPERATIONS/STATE & REGIONAL DISASTER AIRLIFT (SARDA)

2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to establish consistent policies, organizational structures, and procedures for the use of aviation support during emergencies in North Carolina.

B. SCOPE

This appendix establishes parameters for the effective integration of aviation assets into disaster response and recovery activities.

II. SITUATION AND ASSUMPTIONS

A. ASSUMPTIONS

1. Disasters will result in a need for aircraft to support operations in the impacted area.
2. State government is responsible for planning, organizing, directing, managing, and controlling Air Operations/State & Regional Disaster Airlift (SARDA) operations prior to activation of the National Response Framework (NRF). After activation of the NRF, the State Air Operations Coordinator (AOC) must contact the Federal Coordinating Officer (FCO) and then coordinate missions closely with the Transportation Emergency Support Function (ESF-1) at the Joint Field Office (JFO).
3. Aviation assets used in disaster aviation support operations in North Carolina will remain under the command of their parent organization/owner/operator.
4. The AOC will coordinate disaster air operations.
5. Airspace control and management rests with the Federal Aviation Administration (FAA).
6. The AOC can activate all or part of the SARDA plan.
7. Aircraft, aircrews, support and supplies may be pre-positioned at staging areas in order to be in a position to respond after a disaster strikes.

AIR OPERATIONS/STATE & REGIONAL DISASTER AIRLIFT (SARDA)

2024 (Pre-Helene)

8. Civil Air Patrol (CAP) missions are coordinated within the State Emergency Response Team (SERT) and must be approved by either the Commander, NC Wing CAP (if a state mission) or by the US Air Force (if a federal mission).

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Support local government efforts through resource and technical assistance during emergencies.

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

CIVIL AIR PATROL (CAP)

- a. Assist in air search, land rescue, aerial surveillance of surface routes and traffic.
- b. Provide aerial courier/messenger service, light transport flights for personnel and supplies.
- c. Provide aerial reconnaissance and photographic flights for damage assessment as well as fixed, mobile, and airborne communications.
- d. Provide aircraft to support disaster air operations as available.
- e. Provide a CAP liaison officer to support air operations in the State Emergency Operations Center (EOC).
- f. Provide ground team support and ground transport.
- g. Support and participate in Point of Distribution operations (POD).

AIR OPERATIONS/STATE & REGIONAL DISASTER AIRLIFT (SARDA)

2024 (Pre-Helene)

STATE HIGHWAY PATROL (SHP)

- a. Assist in air search and rescue.
- b. Assist in aerial surveillance of surface routes and traffic.
- c. Provide rotary wing aircraft in support of NCHART.
- d. Provide light transport flights for personnel and supplies.
- e. Provide aerial reconnaissance and command and control.
- f. Provide rotary wing aircraft to support disaster air operations as available.
- g. Respond to requests for aviation support from the State EOC.

STATE BUREAU OF INVESTIGATION (SBI)

- a. Assist in aerial surveillance of surface routes and traffic.
- b. Provide aerial courier and messenger service.
- c. Provide light transport flights for personnel and supplies.
- d. Provide aerial reconnaissance and command and control.
- e. Provide fixed, mobile, and airborne communications.
- f. Provide aircraft to support disaster air operations as available.
- g. Respond to requests for aviation support from the State EOC.

NORTH CAROLINA NATIONAL GUARD (NCNG)

AIR OPERATIONS COORDINATOR (AOC)

- a. Act as liaison among aviation resource agencies.
- b. Maintain and update aviation resource list and track status of resources during emergencies.

AIR OPERATIONS/STATE & REGIONAL DISASTER AIRLIFT (SARDA)

2024 (Pre-Helene)

- c. Identify necessary staffing and activate selected components.
- d. Identify the need for temporary flight restrictions and coordinate the requests with the FAA.
- e. If requested by the FAA, establish restricted airspace management.
- f. As necessary, identify and establish a forward staging area and the associated logistical support necessary for operations.
- g. Brief the State EOC on the status of air operations, including current missions, available aircraft by type, locations of staging areas, and proposed priorities for aviation support.
- h. Advise State EOC personnel on aircraft capabilities, recommendations for appropriate mission by type of aircraft, and restrictions or costs associated with use of private sector aircraft.
- i. Respond to requests for aviation support from the State EOC.
- j. Maintain Daily Aviation Activity Logs including all missions flown.
- k. Coordinate maintenance and logistical support for aircraft.
- l. Other operational, managerial and administrative support as needed.

AIR OPERATIONS OFFICER (AOO)

- a. Coordinate flight tasking, sequencing and frequency assignments for military air operations.
- b. Report all flight related data and logistics support requests through the Air Logistics Section (ALS).
- c. Provide aircraft to support disaster air operations as available.
- d. Provide personnel and equipment to support communications as available.

AIR OPERATIONS/STATE & REGIONAL DISASTER AIRLIFT (SARDA)

2024 (Pre-Helene)

AIR LOGISTICS SECTION (ALS)

- a. The ALS will be comprised of State Aviation Chief Pilots (SACP) from each of the aviation support agencies.
- b. Responsible for contacting all SACP's in times of need to obtain current aircraft availability, locations and capabilities.
- c. During SERT activation, the ALS is responsible for assisting the AOC in the State EOC by tracking flight hours, fuel costs, support personnel scheduling, passenger manifests, cargo shipments, billing, contracting and other tasks as assigned by the AOC.
- e. Provide aircraft to support disaster air operations as available.
- f. Provide personnel and equipment to support communications as available.

2. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISION OF MARINE FISHERIES (DMF)

NORTH CAROLINA MARINE PATROL

- a. Assist in aerial surveillance of surface routes and traffic.
- b. Provide aerial courier and messenger service.
- c. Provide light transport flights for personnel and supplies.
- d. Provide aircraft to support disaster air operations as available.
- e. Provide drones statewide to support survey and search and rescue operations.

3. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

DIVISION OF AVIATION

- a. Provide light transport flights for personnel and supplies.
- b. Provide aircraft to support disaster air operations as available.

AIR OPERATIONS/STATE & REGIONAL DISASTER AIRLIFT (SARDA)

2024 (Pre-Helene)

4. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

NORTH CAROLINA FOREST SERVICE (NCFS)

- a. Assist in aerial surveillance of surface routes and traffic.
- b. Provide light transport flights for personnel and supplies.
- c. Provide aerial reconnaissance and command and control.
- d. Provide aircraft to support disaster air operations as available.

5. NC WILDLIFE RESOURCES COMMISSION (NCWRC)

LAW ENFORCEMENT DIVISION

- a. Assist in aerial surveillance of surface routes and traffic.
- b. Provide aerial courier and messenger service.
- c. Provide light transport flights for personnel and supplies.
- d. Provide aircraft to support disaster air operations as available.
- e. Provide drones statewide to support survey and search and rescue operations.

6. AIR MEDICAL OPERATIONS

- a. Assist OEMS with critical care patient transportation.
- b. Provide rotary wing aircraft in support of patient movement.
- c. Respond to requests for aviation support from the State EOC.
- d. Coordinate agency flight tasking, sequencing and frequency assignments with Air SERT Functional Lead.
- e. Provide rotary wing aircraft to support disaster air operations as available.

AIR OPERATIONS/STATE & REGIONAL DISASTER AIRLIFT (SARDA)

2024 (Pre-Helene)

IV. CONCEPT OF OPERATIONS

A. GENERAL

Most aviation support will be limited in scope to the site of the disaster area during the assessment. The AOC is the central point of contact for disaster aviation support activities. For early reconnaissance flights, the AOC may be called during the initial stages of the event assessment.

The AOC may select a location and alert additional staff to support forward air operations. Aviation Liaisons may also be positioned in the State EOC. The Aviation Logistics Section will address the coordination and allocation of resources, staging, logistics, intelligence, reporting, and communications for air support. Depending on the severity of the situation, or the anticipated levels of air operations, additional staffing may be activated at the State EOC, an airport, or other appropriate facility to support this function.

Funding will be in accordance with the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288, as amended).

B. NOTIFICATION

NCEM, via the State EOC, will notify the AOC when aviation support is required. The AOC will notify the appropriate aviation asset holders as deemed necessary for the incident.

V. REFERENCES

A. State and Local Aviation Plan

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB B
PUBLIC WORKS & ENGINEERING (ESF-3)
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

Emergency Support Function 3 – Public Works and Engineering (ESF-3) assists the State Emergency Response Team (SERT), upon activation of the State Emergency Operations Center (EOC), by providing the resources (personnel, services, equipment, facilities, materials and supplies) of member agencies necessary to support public works systems, infrastructure and other emergency needs during domestic events and incidents affecting the state.

B. SCOPE

ESF-3 is designed and structured to provide public works and engineering resource support to assist in domestic event and incident management. Public Works and Engineering involves technical advice and evaluations, engineering services, construction management and inspection, emergency contracting, emergency repair of public water supply, wastewater, solid waste facilities and dam infrastructure. Activities within the scope of ESF-3 functions include:

- Processing and coordinating requests for public works and infrastructure;
- Reporting damage to infrastructure as a result of the incident;
- Coordinating the restoration and recovery of critical public works facilities infrastructure;
- Managing disaster debris removal; and
- Coordinating and supporting the preparedness, response, recovery and mitigation activities necessary to support the state's public works facilities infrastructure.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

After an incident, significant damage may cause public works infrastructure to be destroyed or severely weakened. In addition, debris may make streets and highways impassable.

PUBLIC WORKS & ENGINEERING (ESF-3)

2024 (Pre-Helene)

Many disaster situations have the potential to create sewage and waste disposal problems. Facilities may be damaged or destroyed creating additional public health problems. Emergencies may involve hazardous chemicals, sewage, waste, and pesticides that may threaten the environment critical to health and safety. State resources may be required to be deployed from outside the affected area to ensure a timely, efficient, and effective response.

B. ASSUMPTIONS

1. Local governments will use their own engineering personnel and those prearranged under mutual aid agreements. Additional engineering services required beyond state and local capabilities will be secured through contracts with private organizations or through prearranged agreements with other governmental organizations.
2. Assistance from the state may be needed to clear debris, perform damage assessment, conduct structural evaluations, make emergency repairs to essential public facilities, reduce hazards by stabilizing or removing structures, and provide emergency water for human health needs and firefighting.
3. State agencies will not remove debris from private property without a properly executed "Right-of-Entry" agreement.
4. Rapid damage assessment of the disaster area may be required to determine potential workload.
5. Emergency environmental waivers, legal clearances and "Rights-of-Entry" (on private property), will be needed for disposal of material from debris clearance activities.
6. Significant numbers of personnel with engineering and construction skills along with construction equipment and materials may be required to assist in the response and recovery from the disaster.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Serve as lead agency to support NCDEQ to plan, direct, and coordinate a multiple state agency emergency response to request from affected jurisdictions requiring public works assistance concerning debris collection, removal, and reduction; engineering services support; sewage and waste disposal facility repairs; and air and water quality evaluation and support.
- b. Serve as lead agency to plan, administer, and coordinate damage assessment throughout the state in response to emergencies.
- c. Gather, compile, and submit damage and needs assessment data for public as required for public works infrastructure.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

- a. The NC Department of Environmental Quality (NCDEQ) sets regulations for waste treatment facilities and will monitor the restoration of damaged wastewater systems to a safe, functioning condition.
- b. Regulations for the safety of the public water supply and clean air are set by DEQ. DEQ will monitor the restoration of systems to a safe, clean level.
- c. Consult with SERT partners to provide temporary alternative solutions that have been implemented when systems or infrastructure are damaged or unavailable.
- d. Provide staffing and resources necessary to conduct impact assessment of the impacted area, and.
- e. Provide engineering, technical, and specialty support and coordination.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB B
PUBLIC WORKS & ENGINEERING (ESF-3)
2024 (Pre-Helene)

DIVISION OF WATER RESOURCES (DWR)

- a. Assume the lead role for coordinating the response to sewage and waste disposal problems resulting from an emergency.
- b. Assist with damage assessment and restoration of wastewater treatment plants.
- c. Provide information, guidance, and instructions concerning standards for emergency wastewater treatment problems.
- d. Assist local governments in evaluating ramifications from chemical spills or releases that adversely affect the environment.
- e. Evaluate water quality when public water supplies are threatened by contamination resulting from any spill or emergency.
- f. Initiate boil water advisories for the period of time until water supply has been reestablished.
- g. Apply regulatory enforcement as situation demands.
- h. Assist in damage assessment to support restoration of water supply.
- i. Provide consulting assistance as required for public water supply concerns and emergencies.

DIVISION OF WASTE MANAGEMENT (DWM)

- a. Identify procedures for storage of debris pending disposal, recycling, or reuse in conjunction with partner agencies.
- b. Approve use of existing inventory debris storage sites at the request of local governments or NCDOT.
- c. Conduct site assessment, EHP review, and issue emergency authorizations for debris storage sites.
- d. Identify landfills or recycling facilities that will accept contaminated solid waste.
- e. Identify facilities and vendors that will accept and treat contaminated liquid waste to utilize or dispose of debris.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB B
PUBLIC WORKS & ENGINEERING (ESF-3)
2024 (Pre-Helene)

- f. Conduct post event site inspections to close out removal of debris and site restoration activities.

DIVISION OF ENERGY, MINERAL AND LAND RESOURCES (DEMLR)

DAM SAFETY

- a. Assume the consulting role to the SERT for the response to dam safety emergencies.
- b. As available, perform dam inspections/assessments to develop an analysis of the conditions to determine appropriate response measures.
- c. Provide information, guidance, and instructions concerning standards for emergency response and Emergency Action Plans (EAPs).
- d. Assist in evaluating ramifications from dam threats or failures.
- e. Apply dam safety regulations and statutes, as required.
- f. As available, provide technical assistance in a dam safety emergency.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

- a. Assume the lead role for vegetative debris removal on NCDOT maintained rights-of-way during and after an emergency or disaster.
- b. When debris removal from private property is ordered by the Governor, select and designate pick-up points on the right-of-way of public roads and streets to receive disaster related debris removed from private property.
- c. Provide coordination as needed for debris removal off right-of-way when it is a threat to health and safety and has been so ordered by the Governor.
- d. Provide assistance in clearing wreckage from public property as requested by the Governor after a disaster.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB B
PUBLIC WORKS & ENGINEERING (ESF-3)
2024 (Pre-Helene)

- e. Provide consultation and appropriate engineering evaluations as necessitated by damage to state highway systems (roadways, bridges, signs, traffic signals).

2. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

NORTH CAROLINA FOREST SERVICE (NCFS)

- a. Assist in damage assessment of state-owned property.
- b. Assist with debris removal from state-owned property.
- c. Provide personnel and equipment to assist in coordination of debris removal when environmental concerns exist.
- d. Assist NCDOT in obtaining permits and clearances for disposal of debris and wreckage.

3. OFFICE OF STATE FIRE MARSHAL (OSFM)

- a. Provide engineering services support for damage surveys and other technical support as needed to respond to missions assigned to Public Works and Engineering.

4. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF PUBLIC HEALTH (DPH)

- a. Provide assistance to local public health organizations.
- b. The Epidemiology Section will provide support as required.

5. NC WATER/WASTEWATER AGENCY RESPONSE NETWORK (WaterWARN)

- a. Provide a system of aid that may be utilized by water/wastewater utilities requiring emergency assistance from member utilities.
- b. Provide voluntary mutual aid and assistance network to combat water-related incidents throughout the state in the form of personnel, emergency equipment, materials, and other required resources.

D. SUPPORTING FEDERAL AGENCIES

1. NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION (NOAA)

- a. Provide emergency hydrographic surveys, search and recovery, obstruction location to assist safe vessel movement, and vessel traffic rerouting in ports and waterways.
- b. Provide expertise and conduct/support specialized salvage/wreck removal operations as part of a coordinated response and restoration strategy.
- c. Support response to significant transportation disruptions by providing expertise and conducting underwater obstruction surveys to search for dangers to navigation.

2. U.S. ARMY CORPS OF ENGINEERS (USACE)

- a. Provide an LNO familiar with authorities and capabilities to the State EOC to explain capabilities and coordinate efforts as related to temporary emergency power, debris management, infrastructure assessment, and critical public facilities.
- b. In the event of a major disaster impacting the state, provide support under the following authorities: PL 84-99 (Flood Control and Coastal Emergencies), Civil Works Authorities (USACE Flood Control Works), and the Stafford Act
- c. Support USACE-controlled dam projects impacting North Carolina.

3. U.S. DEPARTMENT OF HOMELAND SECURITY (DHS)

**CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY
(CISA)**

In response to threats, events and incidents impacting the state, CISA will have a dedicated Protective Security Advisor (PSA) report to the State EOC to coordinate critical infrastructure impact information resulting from the incident.

- a. The PSA provides expert knowledge of the impacted infrastructure providing vital information on interdependencies, cascading effects and damage assessments.

PUBLIC WORKS & ENGINEERING (ESF-3)

2024 (Pre-Helene)

- b. The PSA coordinates closely with critical infrastructure owner/operators on incident impacts and makes recommendations on critical infrastructure reconstitution prioritization, re-entry and recovery efforts.
- c. The PSA will utilize the Events and Incident Tracker to track, in near real time, facilities' pre-incident and post-incident status in order to provide situational awareness to counties and the State EOC as well as CISA leadership.

IV. CONCEPT OF OPERATIONS (CONOPS)

A. GENERAL

Public Works and Engineering support supplements local emergency response actions immediately following a disaster. Representatives of Public Works and Engineering agencies will report to the State EOC upon request to coordinate response to public works and engineering requests for assistance. Primary agencies will determine, according to the nature of the emergency/disaster, which support agencies need to be SERT participants.

- Mission assignments for public works support are tasked through NCSPARTA by the SERT Infrastructure Branch to ESF-3 for action;
- ESF-3 communications are established, maintained and coordinated with ESF-5 (Emergency Management) to facilitate the expeditious and accurate exchange of information necessary to conduct mission management activities;
- ESF-3 receipt and reporting of assessment and status information is coordinated with ESF-5 (Emergency Management), ESF-7 (Logistics management and Resource Support), NCDOT, state and federal agencies, and other emergency management as required.
- ESF-3 provides a structure for managing and coordinating:
 - Resource deployment into and out of the incident area;
 - Facility recovery, restoration, safety and security;
- ESF-3 may obtain resources through member agency contractors, vendors, and suppliers. Resources may also be obtained from local, state, regional, national, and public and private associations or groups;

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB B
PUBLIC WORKS & ENGINEERING (ESF-3)
2024 (Pre-Helene)

- ESF-3 resources may be used to:
 - Provide public works support to other ESFs;
 - Provide information and support to entities conducting evacuation and re-entry efforts;
 - Monitor, control, and coordinate all requests for assistance for public works and facilities;
 - Provide infrastructure status reports for all impacted public works facilities;
 - Identify temporary alternative solutions that can be implemented when systems or infrastructure are damaged or unavailable;
 - Coordinate mapping and schematics for critical public works, water treatment facilities and others;
 - Identify, assess, and prioritize repairs of damage sustained to public works facilities and infrastructure, and;
 - Prioritize and initiate emergency work to clear debris and obstructions from, and make emergency repairs to, the multi-modal transportation infrastructure.

B. NOTIFICATION

ESF-3 will utilize the following notification processes during State EOC activations:

- SERT Infrastructure will notify designated ESF-3 personnel to report to the State EOC, as directed by the SERT Leader and upon notification by the 24-Hour Watch;
- As warranted by the scope of the impending event or incident, NCDEQ will notify the appropriate supporting agencies and request necessary support;
- The designated supporting agencies will respond to the NCDEQ Duty Officer's request, report to the State EOC and ensure the necessary staffing for the remainder of the activation; and

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB B
PUBLIC WORKS & ENGINEERING (ESF-3)
2024 (Pre-Helene)

- The SERT Leader through the SERT Infrastructure will notify designated ESF-3 personnel to end operations at the State EOC, as directed and upon notification of the deactivation of the State EOC.

C. RESPONSE ACTIONS

1. INITIAL

Immediately upon notification of a threat, event, or incident, consideration is given by ESF-3 toward:

- a. Support requests and directives leading to, and resulting from, Presidential and Gubernatorial Executive Orders and Declarations and requests for federal assistance.
- b. Develop and maintain manual and automated templates, documents and listings for the following:
 - Agency emergency points of contact and Subject Matter Experts (SME) that are assigned or otherwise available to ESF-3;
 - Points of contact for agency, contractor and vendor obtainable public works resources;
 - Websites and other electronic resources identified to assist all supporting agencies; and
 - State EOC briefings, situation reports, and/or action plans.
- c. Initiate reporting to and from ESF-3 agencies.
- d. Implement plans to ensure adequate staff and administrative support.
- e. Coordinate with supporting agencies to inventory available personnel, equipment, and materials.
- f. Establish priorities and develop plans for mobilization.
- g. Preposition resources as appropriate.
- h. Evaluate and task public works support requests for impacted areas.
- i. Monitor the status of public works facilities.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB B
PUBLIC WORKS & ENGINEERING (ESF-3)
2024 (Pre-Helene)

2. CONTINUING

Upon an activation of the SERT, consideration is given by ESF-3 toward:

- a. Contact ESF-3 counterparts in the threatened or impacted county(s) according to established procedures.
- b. Coordinate state and federal assets in support of staging and preparation of public works facilities to fulfill mission assignments;
- c. Coordinate support to the appropriate state, local, and tribal entities regarding the movement of people and goods to, from, and within the impacted area(s), and providing information regarding issues such as movement restrictions, critical facilities closures, and evacuations.
- d. Coordinate the administrative support of individuals involved in regional emergency operations and for managing all financial transactions undertaken through mission assignments to ESF-3
- e. Evaluate impacts to infrastructure and conduct damage assessments in the threatened and/or impacted area as appropriate and task personnel for response and recovery work.
- f. Track resources and re-allocate as necessary.
- g. As the situation develops, begin pre-planning for recovery actions by coordinating with the SERT/NCCEM Public Assistance Branch to arrange for disaster cost reimbursement to local governments.
- h. Maintain records of work schedules and costs incurred by ESF-3 agencies during an event.

IV. DIRECTION, CONTROL AND COORDINATION

A. LOCAL

Each jurisdiction within the state is responsible for its own requirements. Only when local and mutual aid resources are exhausted or projected to be exhausted may the jurisdiction request assistance from the state. Local governments will use their own engineering personnel and those under prearranged mutual aid agreement and/or contracts to conduct public works response and recovery missions, and should have pre-arranged agreements or contracts in place for debris removal and disposal.

PUBLIC WORKS & ENGINEERING (ESF-3)

2024 (Pre-Helene)

Local governments are normally responsible for the operation of local sewage and waste disposal systems in accordance with state standards. Reports and/or requests for assistance are made to the nearest NC Department of Commerce field office that notifies NCEQ. Local governments maintain a capability to monitor and react to local air and water contamination to ensure readings are compatible with public health standards and requirements.

B. STATE

As a part of the SERT, ESF-3 may be needed to operate at several facilities or participate on several emergency management teams simultaneously. ESF-3 may be represented and participate at the State EOC and their respective agency EOCs to manage the different roles and functions necessary to successfully (efficiently and effectively) accomplish all mission assignments. Public Works and Engineering has been categorized into five support elements. The primary agencies for these categories include NCEM (damage assessment), NCDOT (debris removal), NCDOA (engineering services), NCDEQ (air/water quality and sewage/waste disposal), and the NCDHHS (testing/sampling).

C. FEDERAL

When resources beyond those at the state and local level are required, assistance will be requested from federal ESF-3 partners. This will be accomplished through the State EOC.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB C
FIREFIGHTING (ESF-4)
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

To provide guidelines for those agencies directly or indirectly involved in providing firefighting support or fire resources in response to emergencies requiring state assistance.

B. SCOPE

The firefighting function involves managing and coordinating firefighting activities, including the detection and suppression of fires, providing personnel, equipment, and supplies in support of local agencies involved in rural and urban firefighting operations.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

The management of a large firefighting operation is complex, often involving hundreds of people and several different agencies and jurisdictions. Fires resulting from catastrophic disasters will place extraordinary demands on available resources and logistics support systems. A major disaster may result in many urban, rural and wildland fires. Ignition sources of little concern under normal conditions could cause many fires during and after earthquakes, hurricanes, etc. These fires will have the potential to spread rapidly, cause extensive damage, and pose a serious threat to life and property. Fire departments not incapacitated by the disaster event will be totally committed to these fires. Firefighting resources normally may be difficult to obtain and use because of the disruption to communication, transportation, utility, and water systems.

B. ASSUMPTIONS

1. Many urban, rural, and wildland fires may result from or occur coincidentally with a major disaster. Large, damaging fires will be common.
2. At the time of a disaster, there may be major wildfires burning elsewhere in the state. These fires could draw upon the same resources (people, equipment, and supplies) that would be needed to support firefighting and other emergency operations. It must be assumed that some firefighting resources will become scarce, resulting in the disaster-related firefighting operations competing for resources.

FIREFIGHTING (ESF-4)

2024 (Pre-Helene)

3. Landline communications may be interrupted. Radio communication will be relied upon heavily, necessitating the request for back-up communications.
4. Wheeled-vehicle access may be hampered by bridge failures, debris, etc., making conventional travel to the fire location extremely difficult or impossible. Aerial attack by air tankers, helicopters, and quick response teams, may be essential in these situations. Helicopters may be scarce and usable airports congested.
5. Many of the resources commonly available for use in fighting large fires may be scarce or unavailable.
6. Wildland firefighting techniques may have to be applied to rural and urban fire situations, particularly where water systems are inoperative. Aerial delivery of fire retardants or water for structural protection may be essential. In the case of mass fires, the clearing of fire breaks and use of burning-out and backfiring techniques will be used.
7. Efficient and effective mutual aid among the various federal, state, and local fire agencies requires the use of the Incident Command System (ICS) together with compatible firefighting equipment and communications.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Assist the OSFM and the NC Forest Service with fire suppression efforts through resource allocation and coordination.
- b. Ensure coordination among all the resource providers and the supporting agencies.
- c. Provide search and rescue resources as may be required by the particular fire suppression scenario.
- d. Provide all essential coordination for the dispatch, arrival, entry, and reporting of necessary personnel into the fire suppression area.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB C
FIREFIGHTING (ESF-4)
2024 (Pre-Helene)

- e. Upon recommendation of the NC Forest Service, prepare the Fire Management Assistance Grant (FMAG) request for the Governor's signature, specifying the facts supporting the request.

B. LEAD TECHNICAL AGENCIES

1. OFFICE OF STATE FIRE MARSHAL (OSFM)

OSFM has the authority of the Insurance Commissioner to use any available resources to fulfill its mission in support of fire suppression, to include assigning of volunteer fire resources to locations throughout the state.

- a. Exercise the statutory mandate assigned to DOI for structural fire suppression in the state.
- b. Exercise the primary support function for forest fire suppression in support of the NC Forest Service.
- c. Oversee statewide fire training, providing standards and qualification levels for individuals functioning in the rescue specialty.
- d. Exercise control during major fire suppression over the coordination required through the local fire marshal and emergency manager to temporarily reallocate resources, personnel, and equipment to other areas where they are needed. This includes staging, security, and refueling.
- e. Assume responsibility for loaned equipment and personnel including accountability, maintenance and repair, and a provision for the return of the equipment to the original jurisdiction when it is no longer needed.
- f. Provide engineers to assist with damage assessment.
- g. Implement the NC Association of Fire Chief's Emergency Response Plan (NCAFC ERP) as necessary through a predetermined process for resource rostering and deployment that coordinates efforts through OSFM, NCEM, NCAFC, the local fire chief, local fire marshal, and local emergency manager.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB C
FIREFIGHTING (ESF-4)
2024 (Pre-Helene)

2. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NC DA&CS)

NORTH CAROLINA FOREST SERVICE (NCFS)

NCFS, through NCDA&CS, is mandated by Article 75, GS 106-895 to take such action as it may deem necessary to provide for the prevention and control of forest fires in any and all parts of state.

- a. Exercise the statutory mandate assigned to NCDA&CS for forest fire prevention and control in the state.
- b. Direct all operational and tactical activities.
- c. Exercise the primary support function for structural fire suppression in support of the OSFM.
- d. Conduct a forest fire public awareness program to prevent forest fires.
- e. Control outdoor burning permits and prohibit outdoor burning as authorized under Article 78 § 106-944.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE HIGHWAY PATROL (SHP)

- a. Provide traffic control activities and be available to assist local law enforcement.
- b. Reroute traffic around the affected area as required by circumstances and as requested by the local jurisdiction.
- c. Coordinate traffic control for ordered evacuations, establish roadblocks as the situation may dictate, and assist pedestrian traffic where critical.
- d. Provide any service or logistical support in support of fire suppression which may be directed by the Governor, the Secretary of DPS, the State Emergency Response Team (SERT), or as may be determined necessary by the Patrol Commander, appropriate Zone Director, or Troop Commander.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB C
FIREFIGHTING (ESF-4)
2024 (Pre-Helene)

- e. Coordinate all law enforcement activity required for the protection of life and property.
- f. In coordination with the local jurisdiction, prevent all unauthorized reentry into a fire suppression area which has been evacuated.

NORTH CAROLINA NATIONAL GUARD (NCNG)

- a. Assist the fire suppression effort as the situation may warrant.
- b. Provide heavy vehicles for logistical and transportation requirements.
- c. Supply field generators as required by the Incident Commander and SERT support coordination.
- d. Provide helicopter support for short notice fly-overs of the fire suppression area and for tactical observations.
- e. Provide wreckers for moving incapacitated firefighting engines and trucks as the situation may require.
- f. Provide helicopter support for moving equipment and personnel as needed. Provide water-bucket qualified aircrews for fire suppression.

2. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF HEALTH SERVICE REGULATION (DHSR)
OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)

- a. Work with the OSFM in the SERT to provide joint response in areas of mutual concern.
- b. Coordinate the medical response aspect inherent in the OSFM function to include extrication and other emergency medical technical concerns.
- c. Coordinate the deployment of emergency medical equipment and personnel in response to fire suppression.
- d. Coordinate ambulance services to include air ambulance services accessible through the Helicopter Consortium.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB C
FIREFIGHTING (ESF-4)
2024 (Pre-Helene)

DIVISION OF PUBLIC HEALTH (DPH)

- a. Provide North Carolina State Laboratory of Public Health (NCSLPH) support to conduct testing or to facilitate reference testing services.
- b. Provide occupational and environmental epidemiology support in cases of chemical exposure, carbon monoxide poisoning, pesticide exposures, wildfire smoke exposures, etc.
- c. The Office of the Chief Medical Examiner will provide support as required.

DIVISION OF SOCIAL SERVICES (DSS)

- a. Support mass care activities as required.

DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES, AND SUBSTANCE USE SERVICES (MHDDAS)

- a. Provide immediate and long-range counseling as necessary.

3. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

- a. Support fire suppression activities.
- b. Provide road-clearing work in support of fire suppression and/or rescue operations to facilitate access, assist initial response, or provide debris removal off right-of-way during a recovery phase.
- c. Provide maintenance, repair and/or fuel to fire suppression or rescue vehicles and equipment.
- d. Assist with road closings, detours, and other traffic control measures by furnishing and installing necessary signs, barricades, and other required devices.
- e. Assist in the reporting of forest fires.

4. NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES (NCDNCR)

DIVISION OF PARKS AND RECREATION (NC STATE PARKS)

- a. Assist in detection and reporting of forest fires.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB C
FIREFIGHTING (ESF-4)
2024 (Pre-Helene)

- b. Provide equipment and personnel to assist in fire control in, adjacent to, or threatening a state park and other areas.

5. NC WILDLIFE RESOURCES COMMISSION (NCWRC)

- a. Assist in the detection of forest fires and in the patrolling of fire areas.
- b. Provide assistance in controlling forest fires through the use of commission aircraft, vehicles, and radios.

6. NC DEPARTMENT OF ADULT CORRECTION (NCDAC)

- a. Serve as a support agency in fire suppression and rescue activities as requested by the SERT. Since each situation will differ, the requirements will also vary in requests for personnel, supplies, and equipment.
- b. Provide food to the committed forces in the affected area.

D. SUPPORTING VOLUNTEER AGENCIES

1. NORTH CAROLINA VOLUNTEER ORGANIZATIONS ACTIVE IN DISASTER MEMBER AGENCIES

AMERICAN RED CROSS

- a. Obtain damage assessment surveys of affected areas and determine the kinds of services that must be provided.
- b. Manage Red Cross Mass Care (feeding and sheltering) including 24-hour Disaster Health Services (physical and mental) for evacuees and to support personnel if their (support personnel) current plans are insufficient or need augmentation.
- c. Provide food at fixed and mobile feeding stations.
- d. Provide emergency information concerning welfare to evacuees.
- e. Assist government agencies in disseminating official warnings.
- f. Maintain a current inventory of ARC owned equipment and supplies and of available sources for additional supplies and equipment.
- g. Maintain or establish agreements with organizations which have shelter facilities to be used for disaster mass care operations.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB C
FIREFIGHTING (ESF-4)
2024 (Pre-Helene)

- h. Recruit and train disaster personnel and maintain rosters of available paid and volunteer staff.

THE SALVATION ARMY

- a. Initiate TSA Mass Care Services, including but not limited to, mass feeding with mobile and/or fixed sites as coordinated through the SERT.
- b. In accordance with TSA Memorandum of Understanding, provide additional support, within available resources and capabilities, in consultation within the SERT.
- c. Contingent upon available resources, implement a program for distribution of items, needed by survivors, that may include but not be limited to, food & commodities, clothing, furniture, bedding and household items.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The lead and supporting agencies named will manage and coordinate the state firefighting activities. Mobilizing resources in support of local wildland, rural and urban firefighting activities will accomplish this. Established firefighting organizations, processes, and procedures will be used. Responsibility for situation assessment and determination of resource needs lies with the local Incident Commander. Requests for firefighting assistance and resources will be handled in accordance with mutual aid agreements and/or from the local Emergency Management Agency to the State EOC. Requests can be filled by a statewide mutual agreement. The State EOC will coordinate requests for federal non-wildland fire resources as necessary.

Actual firefighting operations will be managed under the ICS situation and damage assessment information will be transmitted to the State EOC in accordance with established procedures.

Priority will be given to saving lives and protecting property, in that order. Mutual aid agreements exist through G.S. 58-83-1 and the North Carolina Association of Rescue and EMS.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB C
FIREFIGHTING (ESF-4)
2024 (Pre-Helene)

B. NOTIFICATION

The initial notification is passed from NCEM to the appropriate SERT agencies. The OSFM, who are on call 24 hours per day, will respond as called and assigned. Notification of other OSFM personnel will follow their standard operating procedures for recall.

C. RESPONSE ACTIONS

INITIAL

- a. Once the SERT is activated for response to a requirement for fire suppression missions, the OSFM SERT representative will assume control, respond to fire operational needs as required, evaluate information being reported, and initiate field staff assignments.
- b. Once the SERT is activated for response to a requirement for forest fire suppression, NCDA&CS and NCFS will assume their responsibility for the lead role in forest fire suppression activities.
- c. Communication links between SERT and essential attack and support elements will be established.
- d. An initial situation and damage assessment will be obtained through established procedures.
- e. Non-wildland fire resource requests will be submitted through SERT where the OSFM will evaluate, allocate, and account for committed personnel and equipment.
- f. The NC Forest Service will maintain situational awareness of wildland fire incidents and coordinate resource requests in conjunction with NCEM to satisfy the tactical requirements for each incident.
- g. The OSFM SERT representative will dispatch a team to the site when deemed necessary in order to provide for accountability in the acceptance and assignment of firefighting units from other parts of the state, in coordination with the Incident Commander.
- h. Staging areas will be set up and maintained in safe and accessible areas.
- i. Housing and feeding of responding personnel will be arranged.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB C
FIREFIGHTING (ESF-4)
2024 (Pre-Helene)

CONTINUING

- a. Determine and resolve issues regarding resource shortages, interagency conflicts, and policy matters.
- b. Maintain a complete log of actions taken, resource orders, records, and reports.
- c. Coordinate federal firefighting resources.
- d. Withdraw or re-deploy resources as needed, provide for the return of equipment to the parent jurisdiction when it is no longer needed and de-obligate personnel and equipment.
- e. Compile reports of costs incurred during response and submit to the SERT.

V. DIRECTION, CONTROL AND COORDINATION

A. LOCAL

In most North Carolina counties, the County Fire Marshal serves as the "leader" of the fire service. Fire departments are generally made up of organized and trained units using paid and volunteer personnel and serve a specific geographical area, providing service to local governments. The primary concern of these departments is fires within their jurisdictions, although some fire departments include rescue and EMS personnel. Through mutual aid agreements, local fire departments support the NC Forest Service in the control and prevention of forest fires.

B. STATE

In the event of a SERT activation, OSFM has been given the authority by the Insurance Commissioner / State Fire Marshal to use any resource available to fulfill its mission in support of fire suppression. The OSFM is responsible for implementing plans, controlling resources, verifying needs, and collecting and transmitting credible information to the State EOC.

FIREFIGHTING (ESF-4)

2024 (Pre-Helene)

The NCDA&CS, through NCFS, is the lead agency in forest fire suppression in the state, as mandated by Article 75, GS 106-895. As such, it directs all operational and tactical activities during such emergencies. Statewide forestry resources are divided into three regions: the Coastal Plain, Piedmont, and Mountains. Each region is comprised of a number of districts with a total of 13 districts in the state. Each county has one to fifteen permanently assigned state forestry personnel.

C. FEDERAL

The primary agency for the federal ESF-4 is the U.S. Department of Agriculture, U.S. Forest Service. Coordination with and support of state and local fire suppression organizations will be accomplished through the State Forester, in cooperation with the State Fire Marshal and NCEM.

North Carolina can apply for financial assistance through the Federal Emergency Management Agency (FEMA). Funds are applied for under the Fire Management Grant Assistance Program (FMAG), for the mitigation, management, and control of fires on publicly or privately owned forests or grasslands that may constitute a “threat of major disaster.”

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB D
WORKER SAFETY AND HEALTH SUPPORT
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide guidelines for implementing worker safety and health support functions during potential or actual emergencies and disasters. Additionally, this appendix describes the actions needed to ensure that threats to responder safety and health are anticipated, recognized, evaluated, and controlled consistently so that responders are properly protected during incident management operations.

B. SCOPE

The State Emergency Response Team (SERT) activates the North Carolina Department of Labor (NCDOL), Occupational Safety and Health (OSH) Division as the coordinator for worker safety and health technical support. The NCDOL then coordinates mechanisms and processes used to provide technical assistance for carrying out incident safety management activities include identification and characterization of incident hazards, assessments and analyses of health risks and exposures to responders, medical monitoring, and incident risk management.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A significant natural disaster or man-made incident may create conditions which would adversely affect the safety and health of emergency responders. In addition, secondary events such as fires, explosions, flooding and hazardous material releases may compound the problems and threaten both survivors and rescue personnel.

B. ASSUMPTIONS

1. Emergency Management activation of the State Emergency Response Team activates the NCDOL, Occupational Safety and Health Division as the coordinator for worker safety and health technical support.
2. NCDOL, OSH Division assistance and coordination may also be requested during the course of an incident if specific needs are identified by other departments or individual agencies.
3. Private-sector and public-sector employers are responsible for the safety and health of their employees.

WORKER SAFETY AND HEALTH SUPPORT

2024 (Pre-Helene)

4. NC employers are responsible for worker health and safety pursuant to the Occupational Safety and Health Act of NC (NCGS §95-129) and in some cases 40 CFR 311, Worker Protection. This responsibility includes allocating sufficient resources for safety and health programs, training staff, purchasing protective clothing, and equipment as needed, and correcting unsafe or unsanitary conditions.
5. Worker safety and health representatives work with the SERT or local Incident Commander regarding the release of general occupational safety and health information.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Provide resources, including personnel and equipment, to support and assist NC emergency response agencies and federal organizations in protecting first responders and recovery workers during a local or nationally significant incident.

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF LABOR (NCDOL)

OCCUPATIONAL SAFETY AND HEALTH DIVISION (OSH)

- a. Safety and health representatives work with the SERT or local Incident Commander regarding the release of general occupational safety and health information.
- b. Allocate sufficient resources for safety and health programs, training staff, purchasing protective clothing and equipment as needed, and correcting unsafe or unsanitary conditions.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB D
WORKER SAFETY AND HEALTH SUPPORT
2024 (Pre-Helene)

IV. CONCEPT OF OPERATIONS

A. GENERAL

The NCDOL coordinates state and federal safety and health assets to provide proactive consideration of potential hazards. They ensure the availability and management of safety resources needed by responders and shares responder safety-related information. They coordinate among state agencies, local, and federal governments, and private-sector organizations involved in incident response.

B. NOTIFICATION

Upon notification of an incident, representatives from local, state, and federal governments and the private sector involved in incident characterization, stabilization, and cleanup will meet as directed by the SERT Leader/Incident Commander to identify and resolve conflicts, share information, and provide the SERT Safety Coordinator/Incident Command Post (ICP) Safety Officer with the information necessary to manage responder safety and health risks.

C. RESPONSE ACTIONS

1. INITIAL

- a. Provide staff to support the SERT Safety Coordinator/Incident Command Post Safety Officer.
- b. NCDOL personnel will serve as technical specialists in other ICS elements as required.
- c. Identify likely hazards associated with potential incidents and the preventative actions that can be taken to reduce or eliminate illnesses and injuries that may result from hazardous exposure.

2. CONTINUING

- a. Evaluate the need for longer term epidemiological medical monitoring and surveillance of responders.
- b. Division resolves technical, procedural, and risk assessment conflicts, if necessary, through formal recourse to the SERT Safety Coordinator/ICP Safety Officer, SERT Leader or Incident Commander before they adversely affect the consistency and accuracy or the advice and information provided to responders and response organizations.

WORKER SAFETY AND HEALTH SUPPORT

2024 (Pre-Helene)

- c. Collect and manage data (exposure data, accident/injury documentation, etc.) to facilitate consistent data-formatting and data-sharing among response organizations.
- d. Carry out responder exposure monitoring, including task-specific exposure monitoring for toxins and physical stressors (e.g., noise, heat/cold, ionizing radiation).
- e. Provide occupational safety and health technical advice and support to the SERT Safety Officer and ICP Safety Officer(s) involved in incident management.
- f. Representatives from local, state, and federal governments and the private sector involved in incident characterization, stabilization, and cleanup will meet as directed by the SERT Leader/Incident Commander to identify and resolve conflicts, share information, and provide the SERT Safety Coordinator/ICP Safety Officer with the information necessary to manage responder safety and health risks.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB E
MASS CARE AND HUMAN SERVICES (ESF-6)
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

To coordinate efforts to provide emergency shelters, feeding, water, disaster human services, and preliminary case management through Multi-Agency Shelter Transition Teams (MASTT).

B. SCOPE

Mass Care and Human Services will ensure the provision of accessible sheltering during a disaster by supporting County requests for shelter support and/or establishing State Operated Shelters (SOSs) when necessary. This support will include shelter wrap around services, such as health, mental health, and includes support for those individuals with access and functional needs, such as hearing, sight, or other physical restrictions, and limited and non-English speaking groups. The function will be to coordinate meals and essential water requirements for disaster survivors and emergency workers. This function is also responsible for coordinating relief efforts provided by volunteer and other non-profit organizations, as well as coordinating mental health counseling to disaster survivors.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A significant natural or man-made disaster may cause severe damage to structures and may rapidly overwhelm the capacity of local government. Disaster survivors may be forced from their homes, depending on such factors as time of occurrence, area demographics, building construction, and existing weather conditions. Family members may be separated immediately following a sudden-impact disaster. Shelter registration, feeding, and provisions of water are fundamental functions necessary for the care of disaster survivors. Additional services, such as mental health and telemedicine in shelters, and coordination with pet sheltering partners, are also critical to ensuring disaster survivors are able to recover as quickly as possible.

B. ASSUMPTIONS

1. All coordination for sheltering will be accomplished through the State Emergency Response Team (SERT) in the State Emergency Operations Center (EOC).

MASS CARE AND HUMAN SERVICES (ESF-6)

2024 (Pre-Helene)

2. Sheltering is first and foremost a local responsibility. Support may be requested by the local jurisdictions to assist with existing local shelter plans.
3. The state may establish an SOS should shelter needs exceed local and State Coordinated-County Hosted Shelters (SCCHS) shelter capacities.
4. Local officials will relay mass care situation reports to the State EOC.
5. People who are care dependent have requirements that differ from other citizens. Local jurisdictions have the responsibility to provide adequate assistance to these individuals to meet their specific needs. State agencies will assist local jurisdictions as appropriate in meeting the needs of these individuals.
6. Shelters and feeding sites may need to be set up quickly with no advance notice.
7. Damage from catastrophic disaster incidents may cause extended displacement and damage to the infrastructure.
8. Some people may self-evacuate when advance warning of impending disaster is available.
9. Sheltering and feeding operations may be required for significant numbers of people.
10. Some survivors will go to public shelters while others will find shelter with friends or relatives. Many survivors will remain with or near their damaged homes.
11. Survivors of disasters often require mental health counseling to cope with the stress and uncertainty of the personal catastrophe.
12. Agreements exist between local governments and local volunteer organizations for assistance in mass care activities.
13. A significant influx of disaster workers may strain the resources of impacted areas.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB E
MASS CARE AND HUMAN SERVICES (ESF-6)
2024 (Pre-Helene)

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Provide assistance to Counties as needed through field services personnel.
- b. Coordinate requests for mass care resources with all state and partner agencies.
- c. Coordinate and deploy Functional Assessment Support Teams (FAST), when requested.
- d. Provide operational direction to the MASTT.
- e. Work with mass care partners to establish SOSs and/or non-congregate shelters, when local and SCCHS capacities are exceeded or expected to be exceeded.
- f. Work with mass care partners to establish reception centers, as needed.
- g. Coordinate with the SERT Donations Management Branch and volunteer agencies to assist disaster survivors during shelter/mass care situations.
- h. Request necessary assistance with transportation of food to shelters and community feeding sites.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)
HUMAN SERVICES LEAD**

- a. Serve as the designated State EOC lead for DHHS Human Services team during activations.

MASS CARE AND HUMAN SERVICES (ESF-6)

2024 (Pre-Helene)

- b. Liaise with NCDHHS divisions and offices and other SERT agencies and volunteer organizations to ensure the effective integration of Human Services related resources. Support SERT Human Services Branch Manager as lead point of contact for NCDHHS tasking needs.
- c. Ensure SERT Human Services Branch receives necessary information to support operations.
- d. Coordinate and recruit shelter staff from within NCDHHS. Work with SERT Human Services Branch Manager to determine appropriate reception center and shelter facilities.

DIVISION OF SOCIAL SERVICES (DSS)

- a. Assign liaison to State EOC, as requested.
- b. Coordinate with mass care support agencies to support local sheltering operations.
- c. Obtain personnel rosters, sheltering listings, and number of shelter managers from county departments of social services responding in affected jurisdictions.
- d. Coordinate requests for assistance with support agencies.
- e. Assess situation and prioritize activities.
- f. Provide support to County Social Services by the following but not limited to:
 - Provide technical assistance to county departments of social services with organizing resources to provide food and water requirements for shelter population.
 - Provide technical assistance to county departments of social services with organizing transportation of food from identified warehouses to mass care feeding sites.
 - Coordinate with partners to answer questions from county departments of social services about accessibility in shelters.
- g. Track and report the status of shelter operations.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB E
MASS CARE AND HUMAN SERVICES (ESF-6)
2024 (Pre-Helene)

- h. Serve as the MASTT Coordinator.
- i. Coordinate all requests for spoken language and American Sign Language interpreters.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF PUBLIC INSTRUCTION (NCDPI)

- a. Assign liaison to State EOC as requested.
- b. Support sheltering activities with personnel and facilities, specifically through contractual agreement between local boards of education, local governments, sheltering service providers, and/or NCEM.

2. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

**DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES
AND SUBSTANCE USE SERVICES (MHDDSUS)**

- a. Assign liaison to State EOC as requested.
- b. Coordinate with the SERT Human Services Branch to determine where mental health services are needed in shelters and communities.
- c. Coordinate with publicly funded managed care organizations to provide mental health services in shelter and community settings.
- d. Prepare required data for requesting federal crisis counseling assistance as necessary.
- e. Serve as a member of the MASTT.
- f. Support FASTs.

DIVISION OF AGING AND ADULT SERVICES (DAAS)

- a. Assign liaison to State EOC as requested.
- b. Promote the exchange of technical and statistical information relevant to needs and outcomes of older adults and adults with access and functional needs from NCEM to area agencies on aging and county health and human services departments.

MASS CARE AND HUMAN SERVICES (ESF-6)

2024 (Pre-Helene)

- c. Collaborate with NCEM, DSS, and other human service agencies to assist local jurisdictions in meeting the needs of individuals requiring functional support sheltering services.
- d. Collaborate with NCEM, Division of Health Service Regulation, Office of Emergency Medical Services, and Division of Public Health for individuals needing medical support sheltering services.
- e. Support recovery efforts by assigning and deploying appropriate personnel to assist county departments of social services, area agencies on aging, and other local entities.
- f. Provide technical and statistical information on homeless services (emergency shelters, grants programs) and emergency services (weatherization assistance program and heating/air conditioning repair and replacement programs).
- g. Collect and compile data on suspended or altered feeding taking place through regional Meals on Wheels and Area Agencies on Aging.
- h. Serve as a member of the MASTT.

DIVISION OF PUBLIC HEALTH (DPH)

- a. Conduct environmental health assessments of SOSs in advance of opening and provide mitigation recommendations where appropriate.
- b. Coordinate and assign public health nurses to staff local shelters as available according to requests from local emergency managers.
- c. Support Public Health nurses and collaborate with partners to facilitate referrals when shelter resident medical needs fall beyond the scope of the general population shelter health staff.
- d. Conduct disease outbreak monitoring in shelters or among evacuated populations and provide support for local health departments in monitoring infectious diseases.

DIVISION OF SERVICES FOR THE BLIND (DSB)

- a. Assign liaison to State EOC as requested.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB E
MASS CARE AND HUMAN SERVICES (ESF-6)
2024 (Pre-Helene)

- b. Provide technical and statistical information concerning needs relating to required services for people who are blind.
- c. Provide assistance as needed at State EOC and field sites.
- d. Coordinate with the SERT Human Services Branch to assist as required.
- e. Ensure the NCEM Joint Information Center (JIC) is kept informed of any specialized resources, announcements, or programs required to assist in keeping the blind populations informed (Braille information, programs, etc.).
- f. Assist with MASTT activities.

DIVISION OF SERVICES FOR THE DEAF AND HARD OF HEARING (DSDHH)

- a. Assign liaison to State EOC as requested.
- b. Provide technical and communication access information concerning needs relating to the required services for people who are Deaf, DeafBlind, and Hard of Hearing, including ASL interpreters and captioners.
- c. Provide assistance as needed at the State EOC and field sites.
- d. Coordinate with the SERT Human Services Branch to assist as required.
- e. Ensure the NCEM JIC is kept informed of any specialized resources, announcements, and programs required to assist in keeping people who are Deaf and Hard of Hearing, as well as DeafBlind, informed.
- f. Assist with MASTT activities.

DIVISION OF VOCATIONAL REHABILITATION SERVICES (DVRS)

- a. Assign liaison to State EOC as requested.
- b. Monitor and report disruptions to programs that promote employment and independence for state residents with disabilities.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB E
MASS CARE AND HUMAN SERVICES (ESF-6)
2024 (Pre-Helene)

- c. Serve as a member of the MASTT.
- d. Provide and/or coordinate for assistive technology and other durable medical equipment.

**DIVISION OF CHILD DEVELOPMENT AND EARLY EDUCATION
(DCDEE)**

- a. Assign liaison to State EOC as requested.
- b. Provide technical and statistical information on childcare facilities statewide.
- c. Coordinate with the SERT Human Services Branch as required.
- d. Approve temporary emergency childcare services established for disaster survivors and emergency workers as required.
- e. Assist with MASTT activities.

**DIVISION OF HEALTH SERVICE REGULATION (DHSR)
OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)**

- a. Support health services in SOSs through coordination of medical staffing and medical supplies.
- b. Coordinate with partners to facilitate referrals when shelter resident medical needs fall beyond the scope of general population shelter health staff.

3. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA NATIONAL GUARD (NCNG)

- a. Assign liaison to State EOC as requested.
- b. Transport available feeding resources to displaced population.

**4. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES
(NCDA&CS)**

- a. Assign liaison(s) to State EOC as requested.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB E
MASS CARE AND HUMAN SERVICES (ESF-6)
2024 (Pre-Helene)

- b. Coordinate food, agriculture, and animal related concerns through SERT Human Services Branch via the AgEOC and NCDA&CS Incident Management Team.
- c. Support mass feeding operations through SERT Logistics Section by providing access to food commodities and distribution resources.

5. NC DEPARTMENT OF ADULT CORRECTION (NCDAC)

- a. Assign liaison from Special Operations and Intelligence Unit to State EOC as requested.
- b. Make institutions under its control available for shelters where practical.
- c. Support mass feeding activities.
- d. Provide law enforcement personnel to shelters.

D. SUPPORTING VOLUNTEER AGENCIES

1. AMERICAN RED CROSS

- a. Assign liaison to State EOC as requested.
- b. Support the management and coordination of accessible sheltering, feeding, supplemental disaster health and mental health services, spiritual care, emergency first aid, distribution of emergency supplies, and family reunification services to the disaster-affected population.
- c. Establish and operate mass care shelters and fixed and mobile feeding for survivors requiring these services.
- d. Provide casualty and illness information to appropriate authorities.
- e. Coordinate the recruitment and assignment of personnel for mass care operations.
- f. Coordinate registration of shelter residents.
- g. Collect data from all open shelters for the National Shelter System (NSS) and coordinate with counties and DHHS for data collection on shelters operated solely by a county.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB E
MASS CARE AND HUMAN SERVICES (ESF-6)
2024 (Pre-Helene)

- h. Coordinate shelter information sharing and reporting with North Carolina Emergency Management.
- i. Report information on shelters, including access and functional needs and CMIST, to Human Services Branch.
- j. Provide information and referral services to disaster survivors with disaster caseworkers and disaster case management.
- k. Serve as a member of the MASTT.
- l. Serve as member of Mass Care Feeding Task Force.

2. THE SALVATION ARMY (TSA)

- a. Assign liaison to State EOC as requested.
- b. Establish a Command Post in the affected area to coordinate TSA activities/personnel/equipment.
- c. Initiate TSA Mass Care Services, including but not limited to, mass feeding with mobile and/or fixed sites.
- d. Coordinate with other SERT Human Services agencies and organizations to address unmet needs.
- e. Deploy trained personnel to provide emotional and spiritual care (ESC).
- f. Provide information and referral services to disaster survivors as appropriate.
- g. Contingent upon available resources, assess the need to implement a program for emergency supply distribution of items needed by survivors
- h. As required and/or requested and based on available personnel, assign TSA Representation in Disaster Recovery Centers (DRCs) to provide assistance to disaster survivors.

MASS CARE AND HUMAN SERVICES (ESF-6)

2024 (Pre-Helene)

- i. In accordance with TSA's Memorandum of Understanding, provide additional support, within available resources and capabilities. (See Memorandum of Understanding between The Salvation Army (A Georgia Corporation North and South Carolina Division (TSA) and the North Carolina Division of Emergency Management (NCEM), Division).
- j. Serve as member of Mass Care Feeding Task Force.

3. NC BAPTISTS ON MISSION

- a. Assign liaison to State EOC as requested.
- b. Serve as member of Mass Care Feeding Task Force.
- c. Coordinate with local churches and other non-profits to set up sites in affected areas to coordinate personnel/equipment for feeding and/or recovery.
- d. Provide mass feeding in coordination with Red Cross/Salvation Army with mobile and/or fixed sites.
- e. Coordinate with other SERT Human Services agencies and organizations to address unmet needs.
- f. Deploy trained volunteers to provide spiritual care.
- g. Deploy trained volunteers to provide assessment of property for recovery purposes.
- h. Deploy trained recovery volunteers to assist homeowners.
- i. Deploy shower/laundry units as needed for community and volunteers.
- j. With available resources, distribute items needed by survivors that may include but not be limited to food, furniture, and household items.

4. NORTH CAROLINA VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER (NC VOAD)

- a. Assign liaison to State EOC as requested.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB E
MASS CARE AND HUMAN SERVICES (ESF-6)
2024 (Pre-Helene)

- b. Maintain a listing of all volunteer organizations active in in the disaster area.
- c. Within its agreements, coordinate the provision of relief efforts by all volunteer organizations actively engaged in providing assistance to disaster survivors.

IV. CONCEPT OF OPERATIONS

A. GENERAL

Requests for mass care assistance will be coordinated through the SERT. Primary and Support Agencies for mass care will have representatives in the State EOC for as long as necessary. Specific incident operational activities will be directed by the Mass Feeding Plan and Mass Shelter Plan developed by NCEM Human Services in coordination with appropriate SERT partners.

B. NOTIFICATION

Primary and support agencies for mass care will be notified by NCEM Operations Human Services Branch and advised that a disaster has occurred or that the potential exists.

C. RESPONSE ACTIONS

1. INITIAL

- a. Verify available resources to determine adequacy of personnel, food, and water supplies for implementation of initial mass care activities.
- b. Deploy personnel and resources, as well as FAST notifications.
- c. Establish communications with personnel in the field as well as with the Division of Social Services and American Red Cross personnel in local jurisdictions.
- d. Assess anticipated level of response by the American Red Cross chapters and other organizations during the initial response.

2. CONTINUING

- a. Support the opening and operation of County and SCCHSs.

MASS CARE AND HUMAN SERVICES (ESF-6)

2024 (Pre-Helene)

- b. Open SOSs when needed.
- c. Open Reception Centers when needed.
- d. Work with the BEOC to coordinate non-congregate shelters when needed.
- e. Coordinate meals at fixed locations and mobile feeding.
- f. Coordinate with state partners to provide health and mental health services in shelters.
- g. Establish communications between SOSs, reception centers, and state-deployed feeding units.
- h. Monitor evacuation activities to ensure shelter operations are supported.
- i. Monitor shelter occupancy levels and ongoing survivors' needs, support consolidation as appropriate, coordinate with local emergency management, American Red Cross and federal agencies to determine continued shelter needs.
- j. Coordinate the provision of additional and relief staff and the replenishment of shelter supplies.
- k. Coordinate with the SERT Emergency Services Branch to ensure medical needs are addressed in an appropriate setting.
- l. Coordinate mass feeding locations with local and feeding partners.
- m. Assist in providing food for community members unable to go to mass feeding sites.
- n. Establish MASTTs based on need and County requests.
- o. Assist with long term placement of disaster survivors where needed due to damage to their homes, with considerations for accessibility.
- p. Work with NCEM Individual Assistance and Recovery Support Functions to transition survivor cases from response to recovery.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB E
MASS CARE AND HUMAN SERVICES (ESF-6)
2024 (Pre-Helene)

V. DIRECTION, CONTROL AND COORDINATION

A. LOCAL

Mass care activities begin as soon as a local jurisdiction recognizes the need. For notice incidents, this may be hours to days before the incident takes place. For no-notice incidents, this will take place immediately after the incident occurs. Local governments will identify facilities for use as shelters. Decisions to open and close shelters are responsibilities of local governments. Local governments will coordinate the opening and closing of shelters with the DSS and/or American Red Cross.

B. STATE

Mass care activities will be coordinated through the State EOC. The lead and supporting agencies will provide support to the State EOC for the duration of the Mass Care activation. Each agency assigned to mass care activities will develop disaster plans that have been coordinated through the mass care lead state agency. These plans are to be operational in nature and will be used upon activation of mass care along with necessary supporting documents.

The SERT Human Services Branch will support the activities of all public shelters including shelters opened before, during, and after the disaster. They will monitor evacuation activities to ensure shelter operations are supported as needed as well as monitor county and SCCHS capacities to determine when to initiate SOSs. The SERT Emergency Services Branch will support any shelter requiring medical services and/or personnel beyond American Red Cross resource capabilities.

C. FEDERAL

When resources beyond those at the state and local level are required, assistance will be requested from federal ESF-6 partners. This will be accomplished through the State EOC.

VI. REFERENCES

- A. NCEM Human Services Mass Feeding Plan
- B. NCEM Human Services Shelter Guide

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB F
DISASTER MEDICAL SERVICES (ESF-8)
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide coordinated state assistance to supplement local resources in response to medical care needs following a declared disaster event or at the request of emergency management.

B. SCOPE

The intent of Disaster Medical Services is to supplement county governments affected by the disaster from resources available within the NC Department of Health and Human Services (NCDHHS) Division of Health Service Regulation (DHSR), Office of Emergency Medical Services (OEMS), and resources available from the State Medical Response System inclusive of the State Medical Assistance Teams, the National Disaster Medical System (NDMS), Disaster Medical Assistance Teams (DMATs), Emergency Medical Services Systems, Health Care Organizations, and the Association of Rescue and EMS.

The OEMS fulfills its role as lead ESF-8 agency by coordinating non-local medical assets to augment local needs as identified by mission assignments from emergency management.

Disaster Medical Services involves supplemental assistance to local governments in planning, response, mitigation, and recovery of a major emergency or disaster. These activities include, but are not limited to, assessment of medical needs, provision of medical care personnel and medical equipment and supplies, coordination assistance for transportation of medical supplies and personnel, coordination assistance for evacuation of patients, provision of emergency responder health and safety, provision of medical command and control, and Emergency Medical Services.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A significant natural disaster or man-made event that overwhelms the local jurisdiction's standard of care capability would define a need for a declaration of emergency. This may require that state medical care assistance be provided. Hospitals, nursing homes, community health centers, rural health centers, university health centers, assisted living facilities, funeral homes, hospital morgues, and other medical facilities may be severely damaged or destroyed depending on the disaster. Even undamaged or slightly damaged facilities may be unusable due to the lack of utilities. Staff may be unable to report for duty because of personal injuries or lack of communication and transportation.

DISASTER MEDICAL SERVICES (ESF-8)

2024 (Pre-Helene)

Medical facilities that remain in operation and have the necessary utilities and staff will probably be overwhelmed with walking-wounded and seriously injured victims who are brought there immediately after the occurrence. In the face of increases in demand and the damage sustained, medical supplies (including pharmaceutical) and equipment will probably be in short supply. Most health care facilities usually maintain only a small inventory to handle their day-to-day short-term patient loads. Restocking medical supplies could be hampered depending on communication and transportation disruptions. Disruptions in personnel, product, and physical plant could seriously impair access to healthcare in impacted areas.

Uninjured persons who require daily medications may have difficulty in obtaining these medications because of damage/destruction of normal supply locations and general shortages within the disaster area. Man-made events, such as those involving hazardous materials, could cause a demand for specialized medical care personnel and equipment. Intentional or unintentional exposures to infectious agents could create a need for specific levels of protection for healthcare workers and possible substantial decreases in the healthcare workforce. Isolation surge capacity needs could also create a need for alterations and augmentation of existing product, pharmaceuticals, and physical plant in healthcare facilities. In addition to physical injuries, the stress imposed on individuals affected by a disaster may produce a need for increased mental health outreach and crisis counseling to prevent or resolve further emotional problems.

B. ASSUMPTIONS

1. The initial resources within the affected disaster area will most likely be inadequate to treat all casualties at the scene or treat them in local health care systems.
2. Additional resources will be urgently needed to supplement local jurisdictions for triage, tracking of patients and medical resources, treatment of casualties in the disaster area, and transport to appropriate facilities. In a major disaster, there will probably be a need for transportation of patients, possibly by air, to the nearest metropolitan areas with sufficient concentrations of medical assets where patient needs can be matched with the necessary definitive medical care.
3. Damage to chemical and industrial plants, sewer lines, and water distribution systems and secondary hazards such as fires will result in toxic environmental and health hazards to the surviving population and response personnel including exposure to hazardous chemicals, and contaminated water supplies, crops, livestock, and food products.

DISASTER MEDICAL SERVICES (ESF-8)

2024 (Pre-Helene)

4. Pandemic outbreaks will create needs for additional personnel, products, pharmaceuticals, and alteration in physical plant to meet surge capacity needs. Alternate care facilities, non-congregate sheltering, field hospitals and home care may be needed to augment existing healthcare facilities statewide.
5. Additional state and federal capabilities may be needed to supplement and assist the local jurisdictions.
6. Additional transportation will be needed to evacuate patients to the appropriate hospital or medical facility and to transport fatalities to funeral homes and hospital morgues.
7. Disaster conditions may increase the potential for injury or illness.
8. Emergency response personnel may be confronted with situations which can result in emotional distress causing disorientation, and which may hamper their ability to continue functioning in their current position. Supervisors of emergency response workers are encouraged to monitor these workers for indications of symptoms.
9. State Disaster Medical Services will be activated upon request from a county or regional level emergency management entity for assistance following the occurrence and/or declaration of a disaster.
10. Disaster Medical Services personnel will have the capability to deploy with the State Emergency Response Team (SERT) All-Hazard Incident Management Teams, as well as with any resources sent to the impacted area.
11. In accordance with assignment of responsibilities in this appendix and further tasking by the lead state agency, each participating support agency will contribute to the overall response but retain control over its own resources and personnel.
12. The SERT Emergency Services Branch will be the primary source of medical response information for distribution to state officials involved with response operations.
13. Federal medical response and public health response will be coordinated with the SERT Emergency Services Branch.
14. The SERT Emergency Services Branch will not release medical information on individual patients to the general public to ensure patient confidentiality protection.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB F
DISASTER MEDICAL SERVICES (ESF-8)
2024 (Pre-Helene)

15. Appropriate information on casualties and patients will be shared with Red Cross as appropriate.
16. All deaths occurring as a result of a disaster fall under the jurisdiction of the Office of the State Medical Examiner. The management of mass fatalities will be coordinated through a joint effort between ESF-8 and the Division of Public Health.
17. Disaster Medical Services will coordinate requests with SERT Emergency Services for other healthcare resources through the Emergency Management Assistance Compact (EMAC) as necessary.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Request medical assistance from other states and the federal government as required.
- b. Arrange the transfer of packaged-disaster hospitals or components where feasible.
- c. Provide identification cards and coordinate transportation in regulated areas.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF HEALTH SERVICE REGULATION (DHSR)

OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)

- a. Provide leadership in coordinating and integrating the overall state efforts that provide medical assistance to a disaster-affected area.
- b. Coordinate and direct the activation and deployment of state resources of medical personnel, supplies, equipment, and pharmaceuticals with Public Health as needed.

DISASTER MEDICAL SERVICES (ESF-8)

2024 (Pre-Helene)

- c. Coordinate information gathering and sharing between federal, state, and local agencies in order to best guide the SERT's decision making ability.
- d. Assist in the development of local capabilities for the on-site coordination of all emergency medical services needed for triage, treatment, transportation, tracking, and evacuation of the affected population with medical needs.
- e. Establish and maintain the cooperation of the various state medical and related professional organizations in coordinating the shifting of Emergency Medical Services resources from unaffected areas to areas of need.
- f. Coordinate with the SERT Military Support Branch to arrange for medical support from military installations.
- g. Coordinate the evacuation of patients from the disaster area when evacuation is deemed necessary.
- h. Coordinate the catastrophic medical sheltering response by implementing the Medical Support Sheltering Plan.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF MEDICAL ASSISTANCE (DMA)

- a. Administer the North Carolina Medicaid/Medicare Program to provide medical services for public assistance recipients as listed in "Scope of Services, NC Medicaid/Medicare Program" to include hospital care, physician bills, laboratory testing, and x-ray services.

DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE USE SERVICES (MHDDUS)

- a. Provide available personnel and space at regional mental institutions in support of area mental health agencies as the situation warrants.
- b. Coordinate and direct assistance in mental health and crisis counseling matters.
- c. Maintain liaison with National Institute for Mental Health and other

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB F
DISASTER MEDICAL SERVICES (ESF-8)
2024 (Pre-Helene)

appropriate federal agencies.

- d. Confirm, consolidate, and evaluate information from local governments and determine the need for federal assistance with mental health problems.
- e. Arrange for and support crisis-counseling service as needed.

OFFICE OF RURAL HEALTH AND COMMUNITY CARE (ORHCC)

- a. Work with local and state leaders to design and implement strategies for improving health care access for rural and underserved residents.
- b. Provide technical and financial assistance to underserved communities in developing and maintaining primary care health and dental centers.

DIVISION OF PUBLIC HEALTH (DPH)

- a. Provide coordination for the delivery of medical goods to hospitals through the NC Medical Countermeasures (MCM) Plan.
- b. Provide guidance on the evaluation and treatment of contagious diseases, chemical exposures and radiologic casualties.
- c. Provide North Carolina State Laboratory of Public Health (NCSLPH) testing services or facilitate reference testing services to support clinical laboratories throughout North Carolina.
- d. Provide support from the four (4) Public Health Preparedness and Response (PHP&R) regional offices.
- e. Provide guidance on health and safety measures for emergency workers including but not limited to Personal Protective Equipment (PPE), prophylactic medications and vaccines.
- f. Provide support for mass fatality planning to include transportation and transfer of the decedents to the appropriate entity.
- g. Provide guidance for sheltering models and staffing with Public Health Nurses and coordinate with OEMS for alternate healthcare staffing options.
- h. Provide medical and non-medical administrative assistance as available and necessary to immunization clinics.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB F
DISASTER MEDICAL SERVICES (ESF-8)
2024 (Pre-Helene)

- i. The Local Technical Assistance and Training (LTAT) Command Center within the Office of the Chief Public Health Nurse (OCPHN) will provide guidance and support to Public Health Nurses who are staffing general population shelters.

2. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA NATIONAL GUARD (NCNG)

- a. Provide limited emergency medical care to sick and injured people.
- b. Provide manpower to assist in setting up temporary hospital facilities that have been provided by other agencies.
- c. Assist with the transportation of disaster teams, medical personnel, and supplies into the disaster area.
- d. Assist with the transportation and evacuation of victims to permanent facilities.

STATE HIGHWAY PATROL (SHP)

- a. Assist with traffic control.
- b. Assist emergency responders and other authorized responders to obtain access into controlled areas.
- c. Provide logistics for Field Hospitals set up by State Medical Assistance Teams as needed based on type and size of disaster.
- d. Assist SMRS deployments by providing space and logistical support for receiving, storing and distributing drugs from the Strategic National Stockpile.

3. STATE MEDICAL RESPONSE SYSTEM

- a. Provide and/or coordinate appropriate medical treatment services for mobile, short-notice tasking medical facilities such as field medical services and medical coordination in the field, deployable, scalable field medical units, HAZMAT medical units, alternate care facilities, and medical support shelters.
- b. Assist Public Health with mass prophylaxis and mass casualty triage.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB F
DISASTER MEDICAL SERVICES (ESF-8)
2024 (Pre-Helene)

- c. Assist with National Disaster Medical System (NDMS) airhead or other patient transportation operations.
- d. Provide health and medical services to SERT workers.
- e. Prepare, maintain, and implement in cooperation with Public Health necessary procedures for receiving, storing, and distributing medications and supplies delivered to North Carolina from the Strategic National Stockpile.
- f. Assist with responder rehabilitation.
- g. Augment healthcare personnel in existing facilities.

4. NC ASSOCIATION OF RESCUE AND EMS, INC. (NCAREMS)

- a. Assist in obtaining manpower, equipment and other resources.

D. SUPPORTING VOLUNTEER AGENCIES

1. NORTH CAROLIA BAPTISTS ON MISSION

- a. Provide logistical and medical assets for ESF-8 when available.

2. AMERICAN RED CROSS (ARC)

- a. Provide supportive counseling for the family members of victims.
- b. Provide non-medical administrative assistance as available and necessary to immunization clinics.
- c. Provide information to families on available health resources and services.
- d. Assist with other tasks in accordance with the current NC Memorandum of Understanding.

3. THE SALVATION ARMY (TSA)

- a. Deploy trained personnel to provide emotional and spiritual care (ESC).
- b. Coordinate with other SERT agencies and organizations to address unmet needs.

DISASTER MEDICAL SERVICES (ESF-8)

2024 (Pre-Helene)

IV. CONCEPT OF OPERATIONS

A. GENERAL

OEMS serves as lead agency assigned to Disaster Medical Services. OEMS will be responsible for the provision and coordination of services to include personnel, medical product, physical plant, and pharmaceuticals to meet medical needs and thus provide access to healthcare for NC citizens before, during and after a disaster. Resources available within OEMS, the support agencies of Disaster Medical Services, private enterprise, and community voluntary agencies will be used to accomplish assigned missions. The lead agency will make available sufficient staff to be present in the State EOC to coordinate the activities of Disaster Medical Services.

North Carolina OEMS will use the Continuum System in addition to NCSPARTA to retrieve information on the status of healthcare facilities and obtain real time capabilities/resources to include personnel, transportation assets, specific medical products, pharmacy, and bed counts. This system will be used to disseminate information to NC healthcare facilities and EMS systems across the state. OEMS will use the NC Training, Exercise, & Response Management System (NC TERMS) to register, deploy, and track state assigned ESF-8 response and recovery personnel. NC TERMS will assist in the credentialing and mission tasking of all personnel deployed by OEMS for ESF-8 missions. NCOEMS will use the NC TERMS electronic program to deploy and manage all medical teams sanctioned by North Carolina Emergency Management and the lead state agency for ESF-8. NC TERMS will be used to assemble rosters of personnel, communicate deployment information, and track missions.

The NC Department of Agriculture & Consumer Services' (NCDA&CS) Multi-Hazard Threat Database will be used to monitor licensed facilities and EMS systems statewide potentially threatened by manmade and natural disasters. This database will serve as a mapping tool for the transfer, tracking, treatment, and transport of patients across the state during the disaster. The database will serve as a tracking and mapping tool to report progress of the re-establishment of medical care in licensed facilities and EMS systems during the recovery phase of a disaster.

The NC Disease Event Tracking and Epidemiologic Collection Tool (NC DETECT) will be used to provide statewide early event detection and syndromic surveillance, as well as situational awareness capabilities, to local, regional, and state public health practitioners and hospital-based users. NC DETECT currently is able to view data from emergency departments, the Carolinas Poison Center (CPC), the Pre-hospital Medical Information System

DISASTER MEDICAL SERVICES (ESF-8)

2024 (Pre-Helene)

(PreMIS), a select group of urgent care centers in the Mecklenburg County region, the Piedmont Wildlife Center and the North Carolina State University College of Veterinary Medicine Laboratories.

As a federal resource, NDMS has established and maintains a network of hospital beds across the country with North Carolina being a part of this network. These are available upon activation of NDMS by the U.S. DHHS following a request through the normal disaster response channels. For support of emergency responses wholly within the state, information regarding the availability, location, and types of beds can be obtained from the statewide bed and resource tracking system known as Continuum.

B. NOTIFICATION

Upon occurrence of a potential or actual natural disaster or man-made event, the State EOC will be activated by the Director of Emergency Management. Disaster Medical Services SERT Liaison will be notified by the Emergency Services manager by telephone and email and advised of the situation. Relevant ESF-8 Partners will be notified by the Disaster Medical Services SERT Liaison.

C. RESPONSE ACTIONS

INITIAL

- a. The SERT Emergency Services Branch will continuously acquire and assess information about the disaster. The primary source of information will be from the County EOC through the Branch Offices or county deployment teams. All information will be made immediately available to the Emergency Services ESF leads.
- b. Resources, including personnel, will be deployed as needed and appropriate. State Medical Assistance Teams will be activated and deployed as needed through the OEMS and in consultation with the SERT Leader. When National Disaster Medical System assets outside of the state are requested, the SERT Emergency Services Branch will coordinate through OEMS with NDMS or other HHS representatives for the deployment of those assets.
- c. National Guard assets may be needed to support Disaster Medical Service requirements. Missions will be assigned to the National Guard through coordination with the National Guard representative in the State EOC who will activate and deploy the necessary military units. OEMS will coordinate medical missions with the NC National Guard as needed.

DISASTER MEDICAL SERVICES (ESF-8)

2024 (Pre-Helene)

- d. Medical transportation is the responsibility of the local authorities. The SERT Emergency Services Branch will request state, interstate, and federal medical transportation assistance when county or state resources are inadequate to meet the needs.
- e. The SERT Emergency Services Branch will maintain a journal of Disaster Medical Service activities for each major action, occurrence, or event.
- f. OEMS/ESF-8 will make recommendations and requests through Emergency Services to the SERT Logistics Chief for the use of the Emergency Management Assistance Compact (EMAC) when needed and as indicated by assessment data.

CONTINUING

- a. Assess the status of all licensed facilities and their ability to render medical care to their communities post incident. This will include EMS Systems, hospitals, long term care facilities, state psychiatric facilities, assisted living facilities, group homes, community health centers, rural health centers, university health centers, and school health centers. ESF-8 will also assess the medical status of any state supported medical support shelter.
- b. Plan with specific DHSR staff, SERT partners, and affected facilities/centers to develop a strategy to reestablish healthcare. DHSR may establish a support cell and may ask for partners to assist with the planning and strategic plan development as needed. The support and planning team may include representatives from designated support agencies or other entities as deemed appropriate by the ESF-8 lead agency.
- c. Implement any needed changes in normal State DHSR procedures as needed to re-establish safe care in facilities/centers. Reports on progress and associated timelines will be given to the SERT leader and the Director of DHSR.
- d. Evaluate progress of reestablishment of facilities and centers and recommend appropriate changes to the strategic plan with the affected facilities/centers. Continue to provide guidance and technical assistance to the affected healthcare community and report the ongoing evaluation to the Director of Health Service Regulation.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB F
DISASTER MEDICAL SERVICES (ESF-8)
2024 (Pre-Helene)

V. DIRECTION, CONTROL AND COORDINATION

A. LOCAL

Locally available medical resources will be used to the extent possible to meet the immediate needs in the jurisdiction. Requests for assistance will be transmitted from the County EOC through the appropriate Branch Office and to the State EOC.

Local governments have annexes incorporated into their emergency operations plan that maintain comprehensive emergency medical plans, including provisions for coordination among all elements of the local medical system. Agreements exist between jurisdictions and other secondary providers. Counties use appropriate local mental health facilities and personnel and provide mental health and crisis counseling services to victims and emergency response workers affected by the disaster. Local governments may request Critical Incident Stress Management Teams directly or through the SERT Emergency Services Branch when necessary.

B. STATE

The SERT Emergency Services Branch is the primary coordination source of medical response and information for all state officials involved with response operations. Field response operations will be coordinated through the county EOC by state ESF-8. Support agencies may also be requested to provide information for the ESF-8 support cell to assist in coordinating Disaster Medical Services.

Once a local assessment has been completed and a medical support mission has been directed to ESF-8, local and state assets from the non-affected area may be mobilized to respond per the mission assignment. Those assets include activation of the State Medical Response System (SMRS). OEMS will also coordinate the request and management of federal medical assets from the U.S. Department of Health and Human Services as well as the U.S. Department of Homeland Security. OEMS does this through existing liaison relationships with the National Disaster Medical System (NDMS) and the Interstate Resource Coordination Team (IRCT) from HHS.

OEMS can assemble support personnel through employees, partners, and/or relevant support agencies to assist the ESF-8 with the assessment and coordination of medical assets and capabilities. This “support cell” may be located in a reasonable and convenient location as requested by OEMS and will report to the ESF-8 lead in the Emergency Services Branch of the State EOC.

DISASTER MEDICAL SERVICES (ESF-8)

2024 (Pre-Helene)

Throughout the response period, the SERT Emergency Services Branch will evaluate and analyze medical assistance requests and responses and will develop and update assessments of medical status. They will also coordinate requests for Critical Incident Stress Management (CISM) Teams. The SERT Emergency Services Branch will maintain accurate and extensive logs to support after action reports and other documentation of the disaster conditions.

C. FEDERAL

The Incident Management Team (IMT) from the U.S DHHS will be the lead for the Interstate Regional Health and Medical Emergency Support Function (ESF-8). The ASPR based IRCT will establish a Regional EOC and will provide administrative support to the regional response activities. The IRCT will then coordinate all requests with the Federal Coordinating Officer (FCO) and the state ESF-8 Lead Agency representatives.

NDMS will assist in determining specific medical needs and priorities. Disaster Medical Assistance Teams (DMATs) will assist in providing care for ill or injured victims at the site of a disaster at the state's request. Placement locations and specific missions of all NDMS or HHS assets will be coordinated by OEMS.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB G
PUBLIC HEALTH (ESF-8)
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to coordinate assistance to supplement local resources in response to public health needs following a disaster. Resources will be furnished when local resources are not adequate and local governments request public health assistance.

B. SCOPE

Public health involves identifying and meeting the health and environmental needs of a major emergency or disaster. The NC Department of Health and Human Services (NCDHHS) directs the provision of public health assistance through all resources within NCDHHS and supporting departments and agencies available to accomplish assigned missions. Public health activities include assessment of public health needs, human health surveillance, food and drug device safety, public health information, vector control, biological hazards, victim identification, and mortuary service.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A significant natural disaster or man-made incident that overwhelms the affected counties would call for state public health assistance. A significant disaster could result in public health threats such as problems related to indoor environment, food, vectors, and general health conditions. Disasters directly caused by infectious agents such as influenza, anthrax, and other biological and chemical terrorist agents will require state resources to support the local public health system.

B. ASSUMPTIONS

1. Damage to infrastructure could result in environmental and public health hazards.
2. Assistance will be required to maintain the continuity of public health services.
3. Disruption of sanitation services and facilities, loss of power, and massing of people in shelters may increase the potential for disease.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB G
PUBLIC HEALTH (ESF-8)
2024 (Pre-Helene)

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Provide assistance as needed through field services personnel.
- b. Coordinate requests for resources from all state agencies.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

- a. Provide leadership in directing and coordinating state efforts to provide public health assistance to the affected area.
- b. Direct and coordinate the activation and deployment of personnel, supplies, and equipment in response to requests for state assistance.
- c. Establish and maintain monitoring systems for the protection of public health.
- d. Provide guidance and assistance to local public health departments, health care entities and the general public.
- e. Develop and distribute infection prevention and chemical exposure guidance and tools.
- f. Provide guidance for sheltering models and staffing with Public Health Nurses and coordinate with OEMS for alternate healthcare staffing options.

DIVISION OF PUBLIC HEALTH (DPH)

- a. Provide for the epidemiological investigation of a known or suspected threat caused by nuclear, biological, or chemical agents.
- b. Provide for the procurement and allocation of immunizing AND PROPHYLACTIC agents.
- c. Provide for the distribution of the Strategic National Stockpile.

PUBLIC HEALTH (ESF-8)

2024 (Pre-Helene)

- d. Coordinate appropriate conditions for quarantine and isolation in order to prevent further transmission of disease.
- e. Issue guidelines for prophylaxis and treatment of exposed and affected persons.
- f. Provide medical and non-medical administrative assistance as available and necessary to immunization clinics.
- g. Provide North Carolina State Laboratory of Public Health (NCSLPH) support or facilitate laboratory testing of specimens derived from persons that may have been exposed to a nuclear, biological, or chemical agent, when appropriate.
- h. Provide NCSLPH testing services for private well water supplies.

OFFICE OF THE CHIEF MEDICAL EXAMINER

- a. Oversee and advise on human remains collection and identification in coordination with local, state, and federal agencies.
- b. Perform a death scene investigation in coordination with local, state and federal agencies.
- c. Coordinate the identification of evidence to be collected.
- d. Determine and certify cause and manner of death after completing an examination of human remains.
- e. Coordinate the identification of temporary storage facilities and other resources necessary for the storage of human remains
- f. Coordinate the transportation of the human remains to the storage facility.
- g. Assist local medical examiners in mass fatality death investigations.
- h. Advise local government of necessity for temporary morgue and body storage (refrigerator trucks) if local facilities are inadequate.
- i. Complete a Death Certificate, a report of investigation, and other reports, including autopsy, as required.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB G
PUBLIC HEALTH (ESF-8)
2024 (Pre-Helene)

- j. Coordinate the release of remains to next of kin with assistance of the NC Funeral Director Association.
- k. Request assistance from the Disaster Mortuary Response Team (DMORT) if state resources become overwhelmed.

DIVISION OF AGING AND ADULT SERVICES (DAAS)

- a. Serve as a primary advisor for the older adult population (age 60 and above), and in collaboration with disability specific divisions, on concerns relating to those 18 years old and above with disabilities.
- b. Provide data on locations of isolated or vulnerable older citizens.

DIVISION OF SERVICES FOR THE DEAF AND HARD OF HEARING (DSDHH)

DIVISION OF SERVICES FOR THE BLIND (DSB)

- a. Facilitate communication to communities of deaf, deafblind, hard of hearing, or blind individuals.
- b. Serve as the primary advisor on communicating access concerns and advise on appropriate communication access accommodations for communities of deaf, deafblind, hard of hearing, or blind individuals.
- c. Provide sign language interpreter for press conferences.
- d. Provide data on locations of citizens with disabilities.

DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES, AND SUBSTANCE USE SERVICES (MHDDSUS)

- a. Provide recommendations to the SERT Leader on mental health, developmental disabilities, and substance abuse issues.
- b. Distribute educational materials on the effects of psychiatric medicines, stress reduction techniques, local behavioral developmental disabilities and substance use to impacted communities and responders. Ensure these materials are accessible to people with sensory and cognitive disabilities through local public service systems.
- c. Coordinate all related activities with staff of the NC Division of State Operated Healthcare Facilities.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB G
PUBLIC HEALTH (ESF-8)
2024 (Pre-Helene)

DIVISION OF HEALTH SERVICE REGULATION (DHSR)

OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)

- a. Coordinate and direct the activation and deployment of state resources of medical personnel, supplies, equipment, and pharmaceuticals with the Division of Public Health as needed.
- b. Assist in the development of local capabilities for the on-site coordination of all Emergency Medical Services needed.
- c. Establish and maintain the cooperation of the various state medical and related professional organizations in coordinating the shifting of Emergency Medical Services resources from unaffected areas to areas of need.

DIVISION OF SOCIAL SERVICES (DSS)

- a. Coordinate with mass care support agencies to support local operations.
- b. Obtain personnel rosters, sheltering listings, and number of shelter managers from county departments of social services responding in affected jurisdictions.
- c. Provide technical assistance, when requested, to county departments of social services in organizing resources to provide food and water requirements for affected population.
- d. Provide technical assistance, when requested, to county departments of social services in organizing transportation of food and water from identified warehouses to mass care feeding sites.
- e. Track and report the status of local support operations.
- f. Coordinate with partners to answer questions from county departments of social services about accessibility.
- g. Coordinate all requests for spoken-language and American Sign Language interpreters.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

- a. Monitor disaster related health threats relating to animal disease, food or drug contamination, or hazardous exposure to pesticides or fertilizer.
- b. Provide recommendations to the SERT Leader and lead technical agency on phased public health response and food safety.
- c. Implement animal disease control procedures.
- d. Ensure proper animal carcass disposal.
- e. Provide response personnel as needed.
- f. Provide technical support on veterinary issues as the situation warrants.
- g. Assist with inspection of NCDA&CS regulated facilities and sites.

2. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

- a. Serve as primary advisor on environmental concerns.
- b. Support NCDHHS as required.

3. NC FUNERAL DIRECTORS ASSOCIATION (NCFDA)

- a. Assist in the notification of next of kin.
- b. Facilitate the coordination, preparation, and transportation of the remains of victims to appropriate destinations.

4. NC DEPARTMENT OF LABOR (NCDOL)

- a. Provide expertise in labor regulations for responders, including sending hazard alert letters or other publications ensuring compliance with applicable regulations.
- b. Provide advice on labor regulation to the SERT Leader.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The NCDHHS Division of Public Health will be responsible for the coordination of services, equipment, supplies, and personnel to meet the public health needs resulting from disasters. Staff and material resources currently existing within the primary and support agencies, private industry, and community volunteer organizations will be employed to meet the public health needs.

B. NOTIFICATION

When a disaster occurs, or when the potential for disaster exists, the lead and supporting agencies will be notified by State EOC staff by most efficient means available. Agencies will be asked to report to the State EOC or to be on standby as the situation dictates.

Each Public Health agency is responsible for insuring that sufficient and qualified program staff are available to support the Public Health Emergency Support Function and to carry out the activities tasked to their agency on a continuous basis. Individuals representing agencies that are part of the staffing of the State EOC will have extensive knowledge of the resources and capabilities of their respective agencies and have access to the appropriate authority for committing such resources during the activation.

C. RESPONSE ACTIONS

1. INITIAL

- a. Assess public health needs and provide guidance as necessary.
- b. Review and prioritize requests for assistance relating to surveillance, infectious disease outbreak management, medical countermeasures and vector control.
- c. Determine personnel and resource needs.

2. CONTINUING

- a. Continue to verify the nature and extent of public health threats and provide guidance as necessary.
- b. Establish appropriate monitoring and surveillance procedures.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB G
PUBLIC HEALTH (ESF-8)
2024 (Pre-Helene)

- c. Activate resources.
- d. Move supplies, equipment and support personnel to staging areas.
- e. Establish communications.
- f. Initiate a public information program.
- g. Public Health agencies will continue to assess long-term issues and will assist local governments in developing plans of action.

V. DIRECTION, CONTROL AND COORDINATION

A. LOCAL

The management of public health is primarily the responsibility of local government. When a disaster occurs which overwhelms the resources of local government, additional public health assistance may be requested from the state. In accordance with NIMS, the county EOC will serve as the conduit for requests up to the state and as the coordinator for resources delivered down to the local level.

Local public health agencies are organized to address four broad areas of concern:

- Health Intelligence – local health departments will be alerted to health-threatening disasters and will report public health threats to NCDHHS DPH, regardless of whether assistance is required.
- General Health and Sanitation – health departments will provide general guidance and direction on public health matters.
- Epidemiology – health departments will take appropriate measures to investigate and control disease outbreaks in order to prevent widespread epidemics.
- Vector Control – health departments will take measures to control animals and/or insects carrying disease-causing agents.

B. STATE

The Division of Public Health will coordinate all public health activities from the State EOC. Support agencies will provide staff in the State EOC for the duration of the incident. Where necessary, DPH will serve to assist local

PUBLIC HEALTH (ESF-8)

2024 (Pre-Helene)

agencies in obtaining services from appropriate state agencies in order to fill their missions. At the state level, this activity is led by DEQ and DPH will assist as needed in coordinating those requests to DEQ.

SERT Public Health activities will be implemented upon a request from a county for assistance following the occurrence of an emergency or disaster (natural or man-made) and determination has been made that a state response is warranted.

C. FEDERAL

The US Department of Health and Human Services will serve as the lead agency for federal ESF-8, Health and Medical Services. A federal Regional ESF-8 representative will be located in the State EOC and will maintain coordination to monitor current public health assistance requests. There will be close coordination between DPH and OEMS on any request for federal assistance. Federal assistance must be requested by and be subordinate to state public health activities.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB H
SEARCH AND RESCUE (ESF-9)
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide state support to local governments by using state resources in Search and Rescue (SAR) activities during daily events as well as actual or potential disasters.

B. SCOPE

Search and rescue activities include emergency incidents that involve locating missing person(s), boats lost at sea, downed aircraft, extrication if necessary, and treating victims upon rescue. The North Carolina Emergency Management Search and Rescue Program is comprised of the following core mission areas:

- Urban Search and Rescue
- Swift Water Rescue
- Helicopter-Aquatic Search and Rescue (HART)
- Wilderness Search and Rescue and
- Mountain Search and Rescue.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A major disaster may cause many people to be in life threatening situations that require prompt rescue and medical care. Since the first 72 hours are crucial to minimizing the mortality rate, search and rescue must begin immediately. Search and rescue personnel may be required to deal with extensive damage to buildings, roadways, public works, communications, and utilities. Secondary events such as fires, explosions, flooding and hazardous material releases may compound the problems and threaten both survivors and rescue personnel.

The most common SAR missions in North Carolina involve lost persons, missing aircraft, and watercraft. The extent may vary from a few individuals looking for a single person to a full-scale SAR operation involving local, state, and federal agencies in addition to private sector and volunteer groups looking for many individuals, missing aircraft or watercraft.

SEARCH AND RESCUE (ESF-9)

2024 (Pre-Helene)

B. ASSUMPTIONS

1. All available and trained SAR resources will be committed, and additional specialized resources may be needed from the state.
2. Coordination and direction of local efforts, including volunteers, will be required.
3. Damaged areas will have access restrictions and not be readily accessible except, in some cases, by air or water.
4. Secondary events will threaten survivors, as well as SAR personnel.
5. Search operations will be conducted at the lowest level of government compatible with operational requirements.
6. The state has 7 designated, trained, and equipped Urban Search and Rescue (USAR) teams. In the event of a catastrophic disaster with widespread building collapse, the SERT Emergency Services Branch will coordinate the deployment of necessary teams.
7. The Emergency Services Branch will coordinate with ESF-9 for federal USAR support if the event exceeds state capabilities.
8. In the event of disaster involving building collapse, there will be convergent volunteers, but their capabilities will be limited.
9. Workers' compensation will not be available for convergent volunteers assisting in urban search.
10. The level of urgency may be high, and as such, may require specialized resources, such as aircraft, to affect the rescue(s).
11. The Emergency Services Branch maintains a current typed resource database of specialized resources including missing person, swift water/ flood, and urban/disaster search and rescue.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB H
SEARCH AND RESCUE (ESF-9)
2024 (Pre-Helene)

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Provide a liaison to local government and coordinate assistance and/or response from state and federal governments and private SAR organizations.
- b. Organize and appropriately train emergency management personnel for participation in all aspects of SAR operations.
- c. Coordinate additional training for state and local government agencies and volunteer organizations to ensure an acceptable level of SAR preparedness.
- d. Ensure specialized resources are capable by maintaining training records, applications, and typing criteria.
- e. Maintain current directory of qualified resources for search and rescue.
- f. Coordinate air assets to transport specialized resources in a timely fashion following the Air Operations Tab.

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE HIGHWAY PATROL (SHP)

- a. Conduct air and ground search as directed.
- b. Provide immediate assistance (including traffic control and law enforcement) as required to local authorities during the onset of the emergency.
- c. Conduct searches on highways.
- d. Conduct swift water/flood search and rescue using qualified helicopter aquatic rescue technicians.

SEARCH AND RESCUE (ESF-9)

2024 (Pre-Helene)

- e. Conduct stranded personnel rescue and injured personnel extraction through operating aircraft with rescue hoist and/or short-haul operations capability.
- f. Conduct annual recurrent qualification training with pilot(s), crew chief(s), and qualified civilian rescuers.

CIVIL AIR PATROL (CAP)

- a. All support will be provided once a mission number is received from the Air Force Rescue Coordination Center (AFRCC) or once a request from Emergency Management is approved and accepted.
- b. Provide an Incident Commander (IC) for search operations as tasked by the US AFRCC.
- c. Provide qualified personnel for ground, lake or river SAR operations.
- d. Provide aircraft to support air search and aerial surveillance.

NORTH CAROLINA NATIONAL GUARD (NCNG)

- a. Conduct air and ground search as directed.
- b. Conduct swift water/flood search and rescue using qualified civilian helicopter aquatic rescue technicians.
- c. Conduct stranded personnel rescue and injured personnel extraction through operating aircraft with rescue hoist and/or short-haul operations capability.
- d. Conduct annual recurrent qualification training with pilot(s), crew chief(s), and qualified civilian rescuers.

2. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISION OF MARINE FISHERIES (DMF)

NORTH CAROLINA MARINE PATROL

- a. Act as guides in coastal areas.
- b. Provide air, sea, and land transportation suitable for SAR missions.
- c. Provide SAR teams.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB H
SEARCH AND RESCUE (ESF-9)
2024 (Pre-Helene)

3. NC WILDLIFE RESOURCES COMMISSION (NCWRC)

- a. Act as guides in woodland and water search areas.
- b. Provide air, water, and land transportation suitable for SAR missions.
- c. Provide SAR teams.
- d. Conduct swift water/flood search and rescues.

**4. NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES
(NCDNCR)**

DIVISION OF PARKS AND RECREATION (NC STATE PARKS)

- a. Act as guides in state park search areas.
- b. Provide transportation and make state park facilities available to support search and rescue.
- c. Provide SAR teams.
- d. Provide security and traffic control support.

**5. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES
(NCDA&CS)**

NORTH CAROLINA FOREST SERVICE (NCFS)

- a. Provide air and ground search and rescue as directed.
- b. Act as guides within the state forest areas.
- c. Provide mobile headquarters to function in a search management role.

6. OFFICE OF STATE FIRE MARSHAL (OSFM)

- a. Provide search and rescue training.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB H
SEARCH AND RESCUE (ESF-9)
2024 (Pre-Helene)

- b. Coordinate and mobilize qualified resources from fire and rescue services statewide through the NC Association of Rescue and EMS, the NC Firefighters' Association and the North Carolina Association of Fire Chiefs.

C. SUPPORTING VOLUNTEER AGENCIES

1. NC SEARCH AND RESCUE ADVISORY COUNCIL (NCSARAC)

- a. Provide and recommend personnel, equipment, education, and training for the effective delivery of search and rescue in NC.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The SERT Emergency Services Branch will provide support to local search and rescue operations. North Carolina Emergency Management, as the lead agency, will coordinate the provision of other state personnel and equipment.

B. NOTIFICATION

Upon notification by the State EOC of a potential or actual event requiring response, all support agency contact persons for the SAR emergency support function will be instructed to alert their contacts throughout the state to ensure all resources are available. The Emergency Services Branch will provide daily situation reports to all specialized state teams (USAR, Swiftwater, Mountain Rescue, Helo-aquatic Rescue, and Wilderness).

C. RESPONSE ACTIONS

1. INITIAL

- a. State and local resources from outside the disaster area are committed through coordination with other agencies with SAR resources.
- b. Transportation will be provided, if available, or may be the responsibility of the resource agency. Coordination with the SERT Logistical Support Services Branch may be required. Resources may be pre-positioned if necessary.
- c. NCEM will coordinate between state, local, and if requested, federal SAR resources.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB H
SEARCH AND RESCUE (ESF-9)
2024 (Pre-Helene)

- d. NCEM will use the Emergency Management Assistance Compact (EMAC) to support search and rescue missions if requests overwhelm capable state resources.

2. CONTINUING

- a. Reassign SAR resources as needed and requested.
- b. Provide SAR resources to assist recovery efforts.
- c. Withdraw SAR resources when no longer needed and return all activities expeditiously to pre-emergency status.

V. DIRECTION, CONTROL AND COORDINATION

A. LOCAL

Organization of the search and rescue function varies from county to county. The Emergency Management Coordinator, Rescue Chief, or law enforcement may be designated as the search coordinator. Mutual aid agreements usually exist among emergency services groups. Local emergency services support federal agencies when the search and rescue occurs on federal land. When a SAR situation exceeds the capabilities of local government, assistance from the state may be requested through normal emergency management channels.

B. STATE

State government agencies assist local government in planning, training, and obtaining resources. The state may assume operational control of any SAR mission when requested by the local government, when the situation involves multi-county areas or when the Governor directs. When deemed appropriate by the SERT leader, NCEM will activate the State EOC and notify SERT search agencies that state assets are required to augment SAR efforts.

C. FEDERAL

Federal ESF-9 will coordinate urban search and rescue support to state and local SAR operations through the SERT Emergency Services Branch. SAR activities on federal property, such as national parks, will be under the direction and control of the federal agency under whose jurisdiction the emergency occurs.

SEARCH AND RESCUE (ESF-9)

2024 (Pre-Helene)

The US Air Force Rescue Coordination Center (AFRCC) has jurisdiction of federal air search assets for incidents involving aircraft.

The US Coast Guard Rescue Coordination Center (CGRCC) has jurisdiction of search missions over coastal and navigable inter-coastal waterways.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide state support to local governments in response to an actual or potential discharge and/or release of hazardous materials following a disaster. A hazardous material includes any hazardous biological or disease-causing agents and toxins; any radioactive or radiological material or solid, liquid, or gaseous material that is toxic, explosive, flammable, corrosive; or a material that otherwise could adversely affect the health and safety of the public or the workers or harm the environment.

B. SCOPE

This appendix provides for a coordinated response to actual or potential discharges and/or releases of hazardous materials by employing all local, state and federal resources available for minimizing the threat. It establishes the lead coordination roles and responsibilities among state agencies involved in response actions.

This appendix is applicable to all state departments and agencies with responsibilities and assets to support the local response to actual and potential discharges and releases of hazardous materials. Federal and state laws and regulations require oil releases, hazardous substance releases or responses to weapons of mass destruction be managed with a trained and competent response management organization.

Response to oil discharges and hazardous substance releases will be in accordance with the State Coastal Hazardous Materials Plan and the North Carolina Area Contingency Plan (NCACP). These plans are based on the response powers and responsibilities created by the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), as amended, the authorities established by Section 311 of the Clean Water Act (CWA), as amended, and the Oil Pollution Act (OPA). This appendix does not impede or negate the use of or request for the activation of the National Response Team (NRT) or Federal Regional Response Team (RRT).

Response to radiological incidents not related to nuclear power plants or fixed facilities will be in accordance with:

- State Homeland Security Plan
- State Electromagnetic Pulse (EMP) Plan
- North Carolina Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) Task Force, State Radiological and Nuclear

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

Detection Concept of Operations

- North Carolina Response Plan for the Transportation of Radioactive Materials
- North Carolina Department of Health and Human Services (NCDHHS) Radiological Protection Section (RPS) and Public Health Preparedness and Response (PHP&R) plans

Incidents related to nuclear power fixed facilities will be covered by the North Carolina Radiological Emergency Preparedness Plan.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A natural or other catastrophic disaster could result in numerous situations in which hazardous materials are released in the environment. Fixed facilities (e.g., chemical plants, tank farms, hospitals, laboratories, storage facilities, operating hazardous waste sites which produce, generate, use, store, or dispose of hazardous materials) could be damaged so severely that existing release control apparatus and containment measures are not effective.

Hazardous materials that are transported through or temporarily stored may be involved in rail accidents, highway collisions, pipeline leaks, or air and waterway mishaps. Abandoned hazardous waste sites could be damaged, causing further degradation of holding ponds, tanks, and drums. Damage to or rupture of pipelines carrying hazardous materials could cause serious problems if the materials are released improperly.

B. ASSUMPTIONS

1. Situations involving hazardous materials emergency response are generally handled at the local level.
2. Counties may be overwhelmed by the extent of the response effort required to assess, mitigate, monitor, clean-up, and/or dispose of hazardous materials released into the environment, and provide medical resources to exposed, injured or ill persons.
3. There may be numerous incidents occurring simultaneously in separate locations, both inland and along the Atlantic coastal waters.
4. Response personnel, cleanup crews, and response equipment may not be able to access a significant area surrounding the release due to hazardous concentration levels.

HAZARDOUS MATERIALS - INLAND (ESF-10)

2024 (Pre-Helene)

5. Response personnel, cleanup crews, and response equipment may have difficulty reaching the site of a hazardous material release because of the damage sustained by the transportation infrastructure (roads, rails, bridges, airports, etc.) or the remoteness of the incident.
6. Additional response/cleanup personnel and equipment will be needed to supplement existing capabilities and to provide backup or relief resources.
7. Laboratories responsible for analyzing hazardous materials samples may be damaged or destroyed, depending on the severity of the disaster.
8. Air transportation may be needed for damage reconnaissance and to transport personnel and equipment to the release site support zone.
9. Emergency exemptions may be needed for disposal of contaminated material.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. On receipt of a release report which requires activation of the SERT, contact the NC Department of Environmental Quality (NCDEQ) or US Environmental Protection Agency (EPA) Region IV and obtain the proposed location of the Command Post (CP), the time the CP will be activated, and the name of the federal On-Scene Coordinator (OSC).
- b. Dispatch the NCEM Area Coordinator or Hazardous Materials Section staff to the CP to provide on-scene assessment, coordinate with the federal OSC, establish communication with the State Emergency Operations Center (EOC), and to notify other agencies of release.
- c. Ensure either the Responsible Party (RP) or the State EOC notifies the National Response Center (NRC) of the release.
- d. Contact Tier II priority facilities 72 hours prior to expected impacts, if information is available.
- e. Provide Tier II chemical facility information to NCDEQ for post storm assessments.

HAZARDOUS MATERIALS - INLAND (ESF-10)

2024 (Pre-Helene)

- f. Contact via email and phone, with the assistance of US EPA and local emergency managers, all facilities affected by the disaster that will not be contacted by NCDEQ.
- g. Maintain a data management system compatible with the NCDEQ Division of Air Quality (DAQ) and Division of Water Resources (DWR) for the documentation of oil and hazardous materials releases.
- h. Direct the activities of the seven State Hazardous Materials Regional Response Teams (NCRRT).
- i. Support NCDHHS with additional personnel for the mobile laboratory and field teams upon request.
- j. Appoint a state On-Scene Coordinator for Unified Command.
- k. Maintain and graphically display current information on the status and extent of the oil release.
- l. Activate the Environmental Technical Advisory Group (ETAG) when necessary.
- m. Obtain and provide data and information regarding the population, industrial, commercial, and natural resources within the state which may be endangered by the release.
- n. Through the NCEM Area Coordinator, provide communication from the SERT to the RP as well as any federal OSC to ensure that each receives timely consultations, advice, and decisions regarding the state's position on actions necessary to respond to the release.
- o. Maintain contact with emergency management agencies in adjacent states and provide coordination, if warranted by the location and magnitude of a release.
- p. When a release is of such magnitude that the two states have activated their respective EOCs, furnish a representative in the EOC of an adjacent state in order to facilitate communication and coordination.
- q. Provide representation on the federal Regional Response Team (RRT).

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

- a. Provide technical assistance related to environmental concerns and enforcement authority to the state on-scene coordinator for release containment and cleanup of oil and other hazardous substances.
- b. Activate inland federal RRTs or request federal assistance for release containment and cleanup.
- c. Provide communication with contiguous states and the federal government through the coastal and inland response agencies (US Environmental Protection Agency or U.S. Coast Guard).
- d. Provide laboratory analyses in instances of suspected oil or hazardous substance releases for samples collected and sent by the DAQ or DWR field representatives.
- e. Maintain a data management system compatible with NCEM for the documentation of any hazardous materials releases and releases.
- f. Take appropriate enforcement actions for unlawful hazardous materials releases where such action is legally enforceable, coordinating with the NC State Bureau of Investigation (SBI) when appropriate.
- g. Sample potentially contaminated bodies of water for analysis.
- h. Provide technical assistance in the decision to prohibit use of water sources.
- i. Advise on restrictions regarding the use of non-drinking water or seafood as necessary.
- j. Consult the Public Water Supply (PWS) Section on drinking water restrictions.
- k. Coordinate facility contact with NCEM Hazardous Materials Branch so that Tier II chemical facilities are contacted post storm during damage assessments.
- l. Conduct post disaster damage assessment for all facilities as required by NCDEQ response policy.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISION OF WASTE MANAGEMENT (DWM)

- a. Coordinate with the Department of Health and Human Services (DHHS) Division of Health Service Regulation, Radiation Protection Section in identifying hazardous waste, transporters, treaters, and storage and disposal facilities for the proper identification, handling, procedures, and other management alternatives for emergency releases.
- b. Provide a liaison with local health departments (with solid waste responsibilities) for regulating storage sites for hazardous compliance materials.
- c. Provide regulating evaluation of temporary storage sites for hazardous waste prior to the emergency.
- d. Dispatch state or regional personnel to the State EOC and to the incident site when applicable and directed.
- e. Provide for technical assistance in determining if certain releases are hazardous waste.
- f. Assist the RP by providing technical assistance on packing containers, labels, and other required standards for transporting hazardous waste.
- g. Assist RP in identifying hazardous waste, transporters, treaters, and storage and disposal facilities for proper identification, handling procedures and other management alternatives for emergency releases.
- h. Make any submitted contingency plan from any hazardous waste storage treatment or disposal facility available for emergency response.
- i. Issue emergency permits for required hazardous waste management activities associated with the clean-up, treatment or disposal of hazardous waste releases.
- j. Coordinate with the DHHS Division of Public Health (DPH) and U.S. Center for Disease Control and Prevention (CDC) to evaluate the public health impact of releases or other emergency management activity where there is a probability of significant public health impact.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

DIVISION OF WATER RESOURCES (DWR)
DIVISION OF AIR QUALITY (DAQ)

- a. Respond as appropriate to the release scene, assess the extent of environmental damage and provide on-scene liaison with NCEM and the US Coast Guard or the US EPA.
- b. Analyze air, water and soil samples for possible contamination.
- c. Assert state jurisdiction and order cleanup actions if no federal official has arrived on scene and assumed control or if the release is outside federal jurisdiction.
- d. Review containment and cleanup methods proposed by the RP if the release is within state jurisdiction. Monitor these methods if cleanup is within federal jurisdiction.
- e. Advise the SERT Leader on the feasibility and effectiveness of the containment and cleanup methods being used.
- f. Provide an on-scene liaison with federal OSC concerning state environmental policies and regulations.
- g. Request activation of the federal RRT or request federal assistance for containment and cleanup.
- h. Assist in the technical decision to restrict use of water resources.
- i. Halt or restrict the use of non-drinking water as necessary.
- j. Consult with PWS on restrictions to be placed on use of drinking water supply.
- k. Serve on the federal RRT and situate the state representative to the federal RRT at the State EOC to facilitate liaison between SERT and the federal RRT during such times as the SERT is activated for an oil release response.
- l. Enforce state environmental regulations and initiate prosecution under state law or regulations if circumstances warrant. Assist the Attorney General as necessary.
- m. Participate in damage assessment.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

- n. Communicate with adjacent state DWR and DAQ officials concerning the impact of the release.
- o. Obtain and evaluate technical data and information for SERT.

DIVISION OF MARINE FISHERIES (DMF)

- a. Monitor areas accessible by fresh and salt water marine life.
- b. Close containment or suspected areas to the taking of all marine life.
- c. Confiscate or prevent the sale of marine life from contaminated or suspected areas.
- d. Take samples of marine life that may have been exposed or contaminated to be analyzed by DEQ.
- e. Act as guides in coastal areas.
- f. Perform law enforcement function in event of violation of fishing regulations, felony, breach of peace, or on-site deputation by county sheriff, or as may be directed.
- g. Provide transportation and assist in rescue.
- h. Provide expert consultation in marine biology.

2. NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES (NCDNCR)

DIVISION OF PARKS AND RECREATION (DPR) (STATE PARKS)

- a. Monitor state park system facilities and resources.
- b. Provide equipment and personnel to assist in control activities in or near state parks.
- c. Regulate or prohibit entry into and use of contaminated state parks.
- d. Provide shelter for evacuees and emergency workers within available resources.
- e. Act as guides in state park areas.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

- f. Provide assembly areas for equipment and personnel as facilities allow.
- g. Provide law enforcement assistance as requested.

3. NC WILDLIFE RESOURCES COMMISSION (NCWRC)

- a. Monitor game, fish, and wildlife (game and non-game) periodically in impacted area during and after emergency.
- b. Collect specimens of game fish and wildlife for transfer to indicated laboratories to determine contamination and use of salvaged meats.
- c. Close contaminated areas to the taking of game fish and wildlife.
- d. Act as liaison between the SERT and interested environmental conservation groups.
- e. Act as guides in woodland and water search areas.
- f. Provide personnel and equipment to support law enforcement.
- g. Provide air, water and land transportation.
- h. Respond to and investigate reports of fish kill in inland waters.
- i. Provide consultation in wildlife management and biology.
- j. Collect or otherwise control the migration of migratory forms of game fish and wildlife if found to be necessary.

4. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

- a. Restrict the sale, production, distribution and warehousing of contaminated livestock, produce and processed food products.
- b. Provide sampling and monitoring assistance.
- c. Provide food commodities for evacuees when directed.
- d. Locate and report sources of uncontaminated feed for livestock.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

- e. Conduct the initial investigation of incidents involving pesticides, and if it is determined that people, fish and wildlife, water or other components of the environment could be adversely affected, advise the respective state agencies.
- f. Provide assistance for pesticide emergencies.

NC FOREST SERVICE (NCFS)

- a. Coordinate equipment and personnel for decontamination operations, including earth moving and wash down. Dozers and other earth moving equipment are for moving non-contaminated materials only. Engines used for wash down will be with water or non-corrosive detergent only.
- b. Provide air and land transportation for responders when access to the incident is limited.
- c. Support operations by acting as Field Observers, Line Locators or guides in forest areas.

5. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE HIGHWAY PATROL (SHP)

- a. Coordinate aerial transportation of personnel or equipment upon request.
- b. Coordinate aerial reconnaissance upon request.
- c. Provide officers trained in hazardous materials identification and certified hazardous materials technicians in the Hazardous Materials Unit as requested by the SERT for CBRNE incidents.
- d. Provide uniform personnel for highway law enforcement, traffic control, resource transportation, security, public disturbance, and riot response.
- e. Establish and maintain communication links between and among local authorities, the SERT, and the site of the emergency.
- f. Provide traffic control and security in the vicinity of shelters when opened.
- g. Maintain a log of all persons and vehicles entering and leaving the evacuated area.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

- h. Provide assistance to county and municipal law enforcement agencies in warning and evacuating.
- i. Provide security for state property, facilities and personnel as requested.
- j. Provide assistance with the transport of samples.

NORTH CAROLINA NATIONAL GUARD (NCNG)

- a. Provide technical expertise on the hazardous material, CBRNE or Civil Support Team as requested by the SERT or Governor. Assist with hazardous material identification, assessment of hazards, and advise civil authorities during an incident.
- b. Provide aviation support through short notice helicopter transportation as directed, aerial evacuation of personnel from threatened areas, and transportation of needed supplies and equipment.
- c. Furnish ground transportation by providing trucks and buses with drivers to transport individuals and groups being evacuated from contaminated or threatened areas; trucks and drivers for transporting supplies and equipment; operators to drive school buses and other equipment required during an evacuation, and trucks, water tanks, and drivers for hauling drinking water.
- d. Provide equipment and personnel for search and rescue missions.
- e. Provide equipment and personnel to establish and operate field kitchens as directed by the SERT Leader.
- f. Assist in decontamination operations by providing a limited number of trained personnel and equipment to operate decontamination showers, providing trained personnel and equipment to support decontamination of equipment, and assisting in operating decontamination points as required.
- g. Protect public and private property.
- h. Provide traffic control assistance in support of law enforcement agencies during evacuation and reentry phases of an emergency operation.
- i. Provide limited emergency medical assistance.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

- j. Make armories and other NCNG facilities available for support functions when not required for NCNG use.
- k. Provide generators and floodlight sets as requested.
- l. Provide wreckers to support evacuation.
- m. Manage hazardous materials exposure of NCNG personnel and maintain exposure records.

STATE BUREAU OF INVESTIGATION (SBI)

- a. Serve as lead agency in criminal investigations of hazardous material events. This may be done at the request of the SERT Leader or at the request of a third party through the Attorney General.
- b. Coordinate local law enforcement criminal investigative activities where necessary, or desirable.

CIVIL AIR PATROL (CAP)

- a. Provide aerial courier and messenger service.
- b. Provide light transport flights for the movement of personnel and supplies.
- c. Provide fixed, mobile and airborne communications.
- d. Assist with search and rescue missions.

6. OFFICE OF STATE FIRE MARSHAL (OSFM)

- a. Provide hazardous materials training.
- b. Coordinate and mobilize qualified resources from fire and rescue services statewide through the NC Association of Rescue and EMS, the NC Firefighters' Association and the North Carolina Association of Fire Chiefs.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

7. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

**DIVISION OF HEALTH SERVICES REGULATION (DHSR)
OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)**

- a. Coordinate and mobilize State Medical Response System (SMRS) teams, emergency medical personnel, equipment, and supplies, as appropriate, for deployment in support of local and regional requests for resources at accident sites and shelters.
- b. Provide subject matter experts, guidance and information on availability of emergency medical resources appropriate for hazardous materials incident response and recovery operations.

RADIATION PROTECTION SECTION (RPS)

- a. Dispatch a Radiation Protection Emergency Team (RPET) to the incident site, if required.
- b. Provide methodology for determining Radioactive Material Licensure status and validation of common practices for legitimate radioactive material use.
- c. Establish and supervise a system for radiological monitoring, excluding the monitoring of vehicles and people at traffic control points during evacuation.
- d. Designate a representative to coordinate technical activities.
- e. Recommend measures to lessen the adverse effects on the health of the public and emergency workers.
- f. Recommend measures to control the spread of radioactivity.
- g. Determine the types of radiological technical expertise required, if any, from other federal, state and local governmental agencies and private industries and request through the SERT that those agencies provide such expertise and assistance.
- h. Advise Division of Public Health on radiological issues during development and maintenance of a list of qualified radiological medical consultants who, if required, can assist state and local medical authorities.

HAZARDOUS MATERIALS - INLAND (ESF-10)

2024 (Pre-Helene)

- i. Activate the Southern Mutual Radiological Assistance Plan (SMRAP) and coordinate the response, if required.
- j. Identify fixed and supporting medical care facilities willing to accept and able to properly treat suspected or actual radiation contaminated victims.
- k. Coordinate with DEQ Division of Waste Management on waste disposal.
- l. Serve as lead agency for radiological damage assessment for land, crops, livestock, and other personal property.
- m. Assume control of all radiation related technical activities in the recovery operation.
- n. Hazmat agencies will assist in radiation protection through interaction between other federal, state, and local agencies.

DIVISION OF PUBLIC HEALTH (DPH)

- a. The State Laboratory of Public Health will perform nuclear chemistry and/or radiochemistry measurements as requested by the Radiation Protection Emergency Team.
- b. Coordinate local public health activities such as drug administration to the public or emergency responders as necessary.
- c. Coordinate with the Radiological Protection Section to develop and maintain a list of qualified medical consultants who can assist state and local medical authorities.
- d. Provide assistance from the Epidemiology Section and CDC to evaluate the public health exposure impact of releases and other hazardous materials as necessary.
- e. Support search and rescue missions as required.
- f. Environmental Health Section will collect shellfish samples for analysis; embargo and dispose of unprocessed shellfish; request the DMF enforce the embargo; embargo processed shellfish under authority delegated by the NCDA&CS; collect milk samples for analysis; request that the U.S. Department of Agriculture embargo contaminated milk; order local water supply plants to cease operations and close intake

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

systems where deemed necessary and ensure all responders are appropriately trained in accordance with 29CFR §1910.120, and provide liaison with local health departments and provide technical assistance and consultation as needed.

8. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

DIVISION OF HIGHWAYS (DOH)

- a. Erect and maintain such signs, lights, barricades or other traffic control devices as deemed appropriate to maintain or control traffic along affected routes or detour routes.
- b. Monitor and report on road conditions.

9. NC DEPARTMENT OF LABOR (NCDOL)

OCCUPATIONAL SAFETY AND HEALTH DIVISION (OSH)

- a. Assist in efforts to ensure safety at hazardous materials work sites.

10. NC DEPARTMENT OF ADULT CORRECTION (NCDAC)

- a. Evacuate on a priority basis any offenders housed in prison facilities that might be affected by the discharge of hazardous materials.
- b. Provide transportation equipment, uniformed personnel, and related services to include the support of law enforcement personnel as may be directed.
- c. Support mass feeding activities.
- d. Develop plans for the evacuation of offenders and other affected DAC personnel within the evacuation zone.
- e. Provide supervision and offender labor for cleanup.

D. SUPPORTING FEDERAL AGENCIES

1. U.S. DEPARTMENT OF ENERGY (DOE)

- a. Employ Radiological Assistance Program (RAP) teams to engage in preventative radiation detection missions and respond to threats.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

b. Provide the following services on a 24/7 basis to support both consequence management and crisis response operations:

- Radiological monitoring and environmental sampling.
- Radiological/nuclear search, detection, and identification.
- Data evaluation and interpretation.
- Advice to incident command to support protective action decision making.
- On-scene training for First Responders.

2. U.S. ENVIRONMENTAL PROTECTION AGENCY (EPA)

- a. Designated as the lead agency for planning and response for inland zones.
- b. Prepare for and respond to emergencies involving hazardous materials through Environmental Response Team (ERT), Chemical, Biological, Radiological, and Nuclear (CBRN) Consequence Management Advisory Division (CMAD).

3. UNITED STATES COAST GUARD (USCG)

- a. Designated as the lead agency for planning and response in coastal zones and certain major inland water bodies.
- b. Develop the North Carolina Area Contingency Plan (NCACP).

IV. CONCEPT OF OPERATIONS

A. GENERAL

SERT agencies will coordinate efforts that supplement local response activities involving hazardous materials. Local, state, and federal officials will maintain close coordination. SERT hazardous materials activities are generally confined to the response phase of a disaster. Additional hazardous materials events during the recovery phase of a disaster are handled as separate events.

B. NOTIFICATION

Upon occurrence of a disaster or when the potential exists, the SERT Operations Section will notify primary and support hazardous materials agencies and advise what actions are required.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

C. RESPONSE ACTIONS

1. INITIAL

- a. Identify initial resource requirements.
- b. Assess the situation including:
 - Nature, amount, source, and locations of real or potential releases of hazardous material(s);
 - Identification of potentially responsible parties;
 - Pathways to human and environmental exposure;
 - Probable direction and time of travel of the materials;
 - Potential impacts on human health, welfare, safety, and the environment;
 - The potential impact on natural resources and properties;
 - Types, availability, and location of response resources, technical support, and cleanup services; and
 - Priorities for protecting human health, welfare, and the environment.
- c. Utilizing Tier II chemical facility database and NCEM meteorologist input, notify all priority facilities within the expected impact area 72 hours prior to projected impacts.

2. CONTINUING

- a. Receive damage information from field teams.
- b. Provide technical experts to minimize impacts by stopping the source, containment, clean-up, recovery, and protection of sensitive areas.
- c. Continue to assess support, cleanup and decontamination requirements and establish response priorities.
- d. Validate priorities and identify the resources required.
- e. Work with local governments, and other agencies to maximize the use of available assets and identify resources that are required from outside the local area. Initiate actions to locate and move resources into the disaster area.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

- f. Develop a disaster recovery plan (DRP) based on the known and continuing impacts to the affected community to include impacts to infrastructure, local government, industry and economy, and community residents.
- g. Identify, notify, and assign involved agencies and assets that will be required to assist in recovery efforts based on the DRP.
- h. Coordinate between NCEM, NCDEQ, and EPA follow up facility status checks for all priority Tier II chemical facilities.

V. DIRECTION, CONTROL AND COORDINATION

A. LOCAL

The initial response to a hazardous materials emergency will be at the local level. Operations will abate threats to public safety, mitigate and contain the incident. Local emergency management will coordinate with local hospitals, law enforcement, emergency services, and will restrict access to the hazardous area.

Should the incident be beyond the capabilities of that jurisdiction, requests for assistance will be made in accordance with local mutual aid agreements or requests to the state through the State EOC.

B. STATE

SERT hazardous materials partners will supplement the local response actions immediately following a disaster involving hazardous materials. Hazardous material operations will secure, remove and dispose of hazardous materials from the disaster area, and will initiate other tasks as necessary. Activation of an NCRRT may be indicated based on existing guidelines.

C. FEDERAL

Federal authorities for response to hazardous substance, pollutant, or contaminant; including biological, chemical, and radiological warfare agent releases are outlined in CERCLA (42 U.S.C. 9604) and the National Oil and Hazardous Substances Pollution Contingency Plan, 40 CFR Part 300.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB I
HAZARDOUS MATERIALS - INLAND (ESF-10)
2024 (Pre-Helene)

1. U. S. DEPARTMENT OF ENERGY

The National Nuclear Security Administration (NNSA), within the Department of Energy (DOE), employs Radiological Assistance Program (RAP) teams, which engage in preventative radiation detection missions as well as respond to threats. RAP teams provide the following services on a 24/7 basis to support both consequence management and crisis response operations:

- Radiological monitoring and environmental sampling.
- Radiological/nuclear search, detection, and identification.
- Data evaluation and interpretation.
- Advice to incident command to support protective action decision making.
- On-scene training for First Responders.

North Carolina is located within DOE Region 3, which is based at the Savannah River Site near Aiken, SC. RAP support may be requested via the Region 3, 24-hour Emergency Number, 803-725-3333, or the DOE/ NNSA Headquarters Watch Office at 202-586-8100.

2. U.S. ENVIRONMENTAL PROTECTION AGENCY (EPA)

The Environmental Protection Agency (EPA) prepares for and responds to emergencies involving hazardous materials through Environmental Response Team (ERT), Chemical, Biological, Radiological, and Nuclear (CBRN) Consequence Management Advisory Division (CMAD). To request EPA resources or to make notification, contact the National Response Center (NRC) at 1-800-424-8802.

3. UNITED STATES COAST GUARD

The North Carolina Area Contingency Plan (NCACP) serves as the basis for planning and deployment of federal resources when responding to releases or threats of releases of oil or hazardous substances. Response actions under the federal ESF-10 will follow policies, procedures, directives, and guidance developed to carry out the provisions in the NCACP.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

This appendix outlines the procedures for the mobilization and coordination of a multi-organizational response that will contain, control, and manage a discharge of oil, petroleum product(s), or other hazardous materials (further referred to as “release”) that threatens the coastal communities and offshore waters of North Carolina.

B. SCOPE

This appendix includes the anticipated actions of the state, local and federal agencies and private sector organizations to a release that affects the coastal and offshore waters of the state. It is applicable to all state departments and agencies with responsibilities and assets to support the local response to actual and potential discharges and releases of hazardous materials. Federal and state laws and regulations require oil releases, hazardous substance releases, or responses to weapons of mass destruction be managed with a trained and competent response management organization.

Response to oil discharges and hazardous substance releases will be in accordance with the North Carolina Area Contingency Plan (NCACP). These plans are based on the response powers and responsibilities created by the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), as amended, the authorities established by Section 311 of the Clean Water Act (CWA), as amended, and the Oil Pollution Act (OPA). This appendix does not impede or negate the use of or request for the activation of the National Response Team (NRT) or Federal Regional Response Team (RRT).

II. SITUATION AND ASSUMPTIONS

A. SITUATION

North Carolina is located adjacent to major shipping lanes in the Atlantic Ocean and these shipping lanes carry a significant amount of ocean-going hazardous substances, oil, and petroleum products up and down the east coast of the United States. The state receives and ships hazardous materials and petroleum products through several methods such as pipeline and terminal operations, vessel, port and terminal operations, as well as inter-state ground transportation.

HAZARDOUS MATERIALS - COASTAL (ESF-10)

2024 (Pre-Helene)

Because hazardous materials and petroleum products are transported in the adjacent waters and on roadways throughout the state, a release can occur anywhere in the coastal zone, the contiguous waters of North Carolina, the offshore waters of nearby states, or the roadways within the state.

Remediation of Underwater Legacy Environmental Threats (RULET) vessels present unique challenges. These vessels are primarily WWII casualties from the Battle of the Atlantic, may be considered as civilian or military gravesites and may be eligible for listing under the National Register of Historic Places. Due to their proximity, a release from one of these vessels could impact the North Carolina coastal waters and land areas. In the event of a RULET vessel release, the United States Coast Guard (USCG) will assume command and control of the response efforts.

B. ASSUMPTIONS

1. A hazardous materials release could occur during severe weather, making control and cleanup operations dangerous and/or ineffective.
2. The release may present a substantial threat to the health, safety and welfare of the public as well as the environment. Threats such as fire or explosion, surface and ground water contamination, marine and aquatic ecosystems contamination are likely to adversely affect the daily lives of citizens, tourism, and access to fisheries and/or natural resources.
3. The Responsible Party (RP) may not be immediately identified or available to assume containment and/or cleanup operations and prompt exercise of federal control, with state and local support, will be required.
4. Initial efforts to contain and control the release may fail or be impractical and the response activity may be limited to clean-up of the material and restoration of the affected human and natural resources.
5. There will be substantial interest by the public and the press in the circumstances surrounding the incident and the emergency response efforts and recovery efforts.

HAZARDOUS MATERIALS - COASTAL (ESF-10)

2024 (Pre-Helene)

6. Timely deployment of resources (state, local and volunteer personnel and equipment) may be required to protect sensitive environmental areas of the state. State, local and volunteer response personnel who have been properly trained and equipped in hazardous material emergency response will be deployed by the SERT Leader, as required.
7. Emergency transportation of resources (inbound response and outbound disposal) may require permits, licenses, or exemptions.
8. A major release will require joint federal, state and local efforts to perform initial damage/needs assessment information concerning the number, type and magnitude of incidents and will necessitate a long-term recovery program to restore the impacted area.
9. The state for large scale ESF-10 response will make request for a federal resource request for ESF-10 mission assignment. This request will be made based on recommendations of NCEM Operations/Hazardous Materials, NC Wildlife Resources Commission, and NC Department of Environmental Quality (NCDEQ) staff and agencies.
10. The State will initiate appropriate actions to recover costs from response and recovery and well as damages from the RP during activation of the USCG ACP.
11. Releases of minimal impact may only require the partial activation of this appendix and may involve coordination between the RP and NCDEQ.
12. The USCG and EPA have designated boundaries between coastal and inland zones for the purpose of providing On-Scene Coordinators (OSCs) for response operations as defined in 33 CFR 3, Coast Guard Areas, Districts, Sectors, Marine Inspection Zones, and Captain of the Port Zones. When a release occurs in one zone and flows or threatens to flow into another, either: (1) the EPA will provide the OSC and the USCG will assist the EPA with waterside cleanup operations, or (2) by mutual agreement the USCG will provide the OSC and resources.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
 2024 (Pre-Helene)

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

Primary and Support Rules for Various Agencies under Unified Command

	ENVIRONMENTAL PROTECTION		PUBLIC PROTECTION	PROPERTY	ECONOMIC RECOVERY
Release Location / Responsibility	Lead	Support	Lead	Support	Lead
Marine / Coastal Water	USCG	SERT	SERT	USCG	NCEM
Inland Water	EPA	SERT	SERT	EPA	NCEM
Land	NCDEQ	SERT	NCEM/Local EM	SERT	NCEM

The local government representative will normally be the county emergency management coordinator or other people designated by the senior elected official of the governing jurisdiction in which the release occurred.

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. On receipt of a release report which requires activation of the SERT, contact the United States Coast Guard (USCG) (Sector North Carolina Command Center) or US Environmental Protection Agency (EPA) Region IV and obtain the proposed location of the Command Post (CP), the time the CP will be activated, and the name of the federal On-Scene Coordinator (OSC).
- b. Dispatch NCEM Area Coordinator or Hazardous Materials Section Staff to the CP to pr coordinate with the federal OSC, establish communication with the State Emergency Operations Center (EOC), and notify other agencies of release.
- c. Ensure either the RP or the State EOC notifies the National Response Center (NRC) of the release.
- d. Maintain and graphically display current information on the status and extent of the hazardous material release.

HAZARDOUS MATERIALS - COASTAL (ESF-10)

2024 (Pre-Helene)

- e. Activate the Environmental Technical Advisory Group (ETAG) when necessary.
- f. Obtain and provide data and information regarding the population, industrial, commercial, and natural resources within the state which may be endangered by the release.
- g. Provide communication from the SERT to the RP as well as the federal OSC to ensure that each receives timely consultations, advice and decisions regarding the state's position on actions necessary to respond to the release.
- h. Maintain contact with emergency management agencies in adjacent states and provide coordination if warranted by the location and magnitude of a release.
- i. Coordinate with all agencies within NC with responsibility and authority of coastal waterways on recommendations to the SERT.
- j. When a release is of such magnitude that the two states have activated their respective EOCs, furnish a representative in the EOC of an adjacent state to facilitate communication and coordination.
- k. Provide representation on the federal RRT.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISION OF COASTAL MANAGEMENT (DCM)

- a. Assist with the technical assessment of the impact of the release and cleanup operations pertaining to the marine environment.
- b. Advise the SERT Leader on emergency permits for activities within the areas of environmental concern; access points and routes least likely to harm areas of environmental concern; technical advice on any issue concerning the impact of the release on the State Coastal Reserve; access points and routes least likely to harm the State Coastal Reserve and identify sensitive estuarine resources and protective measures.
- c. Assist in determining the economic impact on coastal areas resulting from the release.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

- d. Participate in the ETAG assisting the SERT Leader.
- e. Assist in coordinating the determination of damage done to natural resources within the coastal zone.
- f. Provide a liaison to the SERT authorized to grant permission for response and cleanup activities as well as issue any required permits within State Coastal Reserve areas.
- g. Evacuate State Coastal Reserve areas when threat exists to public from the release.
- h. Assist in liaison with Minerals Management Service of the US Department of the Interior if the release originates at oil or gas facilities on the Outer Continental Shelf.

DIVISION OF WATER RESOURCES (DWR)

- a. Respond as appropriate to scene of release, assess extent of environmental damage and provide on-scene liaison with NCEM, the USCG, or a federal OSC concerning state environmental policies and regulations.
- b. Serve on Unified Command during ESF-10 Mission Assignments where an ICP is established and serves as the lead environmental response authority.
- c. Collect and analyze water and soil samples for possible contamination, maintaining proper chain-of-custody procedures. Provide SERT Leader with a summary of the analysis.
- d. Assert state jurisdiction and order cleanup actions if no federal official has arrived on-scene and assumed control, or if release is outside federal jurisdiction.
- e. Review containment and cleanup methods proposed by RP if a release is within state jurisdiction. Monitor these methods if cleanup is within federal jurisdiction.
- f. Advise the SERT Leader on the feasibility and effectiveness of the containment and cleanup methods being used.
- g. Provide an on-scene liaison with the federal OSC concerning state environmental policies and regulations.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

- h. Request activation of the federal RRT or request federal assistance for containment and cleanup.
- i. Assist in the technical decision to restrict use of water resources.
- j. Halt or restrict the use of non-drinking water as deemed necessary.
- k. Consult with Public Water Supply Section on restrictions to be placed on use of drinking water supply.
- l. In consultation with other NCDEQ agencies (Coastal Management, Wildlife Resources Commission, Marine Fisheries, and Air Quality), develop and maintain a decision-making methodology concerning the use of dispersants, biological agents, solidifiers, Special Monitoring of Applied Response Technology (SMART), disposal of contact waters, or *in situ* burning.
 - Approval of the chemicals to be used to disperse the oil or approval for *in situ* burning would require authorization of the Director, Division of Water Resources, NCDEQ;
 - Any request of dispersants or *in situ* burning will be addressed on a case-by-case basis; and
 - Guidelines for use are found at www.nrt.org.
- m. Serve on the federal RRT and place a federal representative from the federal RRT at State EOC in order to facilitate liaison between the SERT and the federal RRT during such times as the SERT is activated for a hazardous material response.
- n. Enforce state environmental regulations and initiate prosecution under state law or regulations if circumstances warrant and assist the state Attorney General as required.
- o. Participate in the assessment of damages and presentation of same to RP, the state and federal OSCs, the SERT and the state Attorney General as appropriate.
- p. Communicate with adjacent states' water quality officials concerning the impact of a release.
- q. Obtain and evaluate technical data and information for the SERT.
- r. Participate in the ETAG assisting the SERT Leader.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

DIVISION OF AIR QUALITY (DAQ)

- a. Respond as appropriate to scene of a release, assess extent of environmental damage and provide on-scene liaison with NCEM, the USCG, or a federal OSC concerning state environmental policies and regulations.
- b. Collect and analyze air for possible contamination, maintaining proper chain-of-custody procedures. Provide the SERT Leader with a summary of the analysis.
- c. Participate in the ETAG assisting the SERT Leader. Advise the SERT Leader on the feasibility and effectiveness of the containment and cleanup methods being used.
- d. Evaluate potential risk to the public on air quality in the state's Class 1 air sheds, and on ozone and particulate non-attainment areas if *in situ* burning is requested. **Approval for *in situ* burning is required from the Director, Division of Air Quality, NCDEQ and is addressed on a case-by-case basis.
- e. Serve on the federal RRT and provide division representative with the federal RRT at the State EOC to facilitate liaison between the SERT and the federal RRT during such times as the SERT is activated for a Level 1, Level 2, or Level 3 release response.
- f. Enforce state environmental regulations and initiate prosecution under state law or regulations if circumstances warrant; assist the Attorney General, as required, in this regard.
- g. Participate in assessment of damages and presentation of same to RP, the state and federal OSCs, SERT and the state Attorney General as appropriate.
- h. Communicate with adjacent states' air quality officials concerning the impact of the release.
- i. Obtain and evaluate technical data and information for the SERT.

DIVISION OF MARINE FISHERIES (DMF)

- a. Identify sensitive marine habitats and marine areas crucial to the fishing economy.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

- b. Render law enforcement assistance as requested by the SERT.
- c. Provide land, sea and air transportation.
- d. Operate watercraft as directed by the SERT Leader in support of on-water operations such as booming as well as waterfowl rescue.
- e. Provide sampling and monitoring assistance and act as lead agency concerning fish sampling from marine waters.
- f. Contact appropriate federal specialists and carry out technical consultations.
- g. Provide a liaison with the National Marine Fisheries Service.
- h. Participate in the ETAG assisting the SERT Leader.
- i. In conjunction with the Shellfish Sanitation Services Section of DHHS/DPH – Environmental Health Section, restrict the taking of fish and shellfish from marine waters suspected of contamination due to a release.
- j. Identify otherwise unaffected marine areas and species and advise the SERT Leader concerning advisories to the public about the edibility of fish products taken from marine waters.
- k. Participate in development decision-making methodology concerning use of dispersants, biological agents, solidifiers, and SMART in marine waters.
- l. Conduct damage assessment and determine valuation of economic losses in marine fishing and shellfish industries for economic recovery from the RP.
- m. Provide a liaison with marine fishing interests in coordination of response and recovery activities.
- n. Provide a liaison with the Wildlife Resources Commission for impacted areas and/or species from waters within the jurisdiction of both agencies.
- o. Provide watercraft and crews to support enforcement of USCG-initiated restrictions on waterway use.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

- p. Provide aircraft and crews for surveillance/reconnaissance.

DIVISION OF WASTE MANAGEMENT (DWM)

- a. Identify procedures for storage of oil/hazardous materials debris pending disposal.
- b. If oil/hazardous materials debris is determined to be hazardous, provide a vendor list to the RP for proper waste management.
- c. Issue emergency permits for treatment, storage, disposal, and transportation of debris from a hazardous material release and associated cleanup activities.
- d. Provide vendor list to RP to facilitate cost assessment for proper waste management.
- e. Participate on the ETAG assisting the SERT Leader.
- f. Provide oversight into waste stream management.
- g. Identify landfills that will accept oil/hazardous materials contaminated solid waste and facilities/vendors that will accept and treat oil/hazardous materials contaminated liquid waste.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

EMERGENCY PROGRAMS DIVISION

- a. Coordinate food and agriculture response for NCDA&CS and partners.
- b. Provide veterinary expertise and coordinate animal response support as requested by NCDEQ.
- c. Provide a SERT Liaison as needed.

FOOD AND DRUG PROTECTION DIVISION

- a. Assess the impact of the release on the edibility of food produced or gathered within the affected area.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

- b. Restrict the sale, production and distribution, and warehousing of produce, and processed food products suspected of contamination.
- c. Provide food product sampling and monitoring assistance as requested by the SERT and within the scope of the competency of the laboratory.

FOOD DISTRIBUTION DIVISION

- a. Provide surplus food commodities for evacuees when directed.
- b. Coordinate with NGOs to provide meals and potable water.

AGRONOMIC SERVICES DIVISION

- a. Assess the damage to agricultural lands and turf (golf courses) negatively impacted by hazardous materials that are carried inland by winds and flooding.
- b. Assess the impact of oil/hazardous materials on water sources used for irrigation.
- c. Serve as technical resource for recovery of damaged agricultural lands and turf.

RESEARCH STATIONS DIVISION

- a. Provide open space for staging equipment and personnel at the Tidewater Research Station in Plymouth, NC.

OFFICE OF THE COMMISSIONER

- a. Advise the SERT Leader concerning advisories to the public about the safety of food products.
- b. Provide a liaison with the US Department of Agriculture and the US Food and Drug Administration on questions of food safety and acquisition of emergency food supplies.
- c. Monitor availability of food supplies in affected areas.
- d. Assist in public and media information through participation in the SERT and the Joint Information System (JIS).

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

NC FOREST SERVICE (NCFS)

- a. Coordinate equipment and personnel for decontamination operations, including earth moving and wash down. Dozers and other earth moving equipment are for moving non-contaminated materials only. Engines used for wash down will be with water or non-corrosive detergent only.
- b. Provide air and land transportation for responders when access to the incident is limited.
- c. Support operations by acting as Field Observers, Line Locators or guides in forest areas.
- d. Within the available resources provide equipment and personnel for contaminated debris removal.

2. NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES (NCDNCR)

DIVISION OF PARKS AND RECREATION (DPR) (STATE PARKS)

- a. Provide the SERT Leader with technical advice on any issue concerning the impact of release on state park facilities.
- b. Evacuation of state parks when threats exist to public safety.
- c. Coordination with other law enforcement agencies.
- d. Provide areas on park property for use as assembly or staging areas for equipment and personnel.
- e. Provide transportation and communication within state park areas.
- f. Determine access points and routes least likely to harm park facilities and advise the SERT Leader of the same.
- g. Provide a liaison to the SERT authorized to grant permission for response and cleanup activities as well as issue any required permits concerning state park facilities.
- h. Advise the SERT Leader concerning damages to state park facilities due to release.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

- i. Provide a liaison and carry out technical consultations with US National Park Service if a national park/seashore is threatened.
- j. Evaluate impact of release on privately owned lands in the Natural Heritage program and serve as liaison between the owner and the SERT. Recommend appropriate cleanup actions on such lands.
- k. Advise the SERT Leader concerning protection of natural areas from hazardous material releases.
- l. Participate on the ETAG assisting the SERT Leader.

STATE HISTORIC PRESERVATION OFFICE (HPO)

- a. Identify sensitive terrestrial and submerged archaeological and historical areas.
- b. Advise the SERT Leader concerning the impact of release on known archaeological or historical sites.
- c. Inspect release areas to determine presence and significance of historical or archaeological sites.
- d. Provide a liaison on-scene to assist the SERT in choosing least-impact access points and staging areas; monitor cleanup activities and advise the SERT concerning impact on archeological and historical sites by machinery and cleanup crews; assess potential for vandalism to burial sites and advise the SERT concerning security needs and provide damage assessments.
- e. Serve as liaison with appropriate federal officials concerning Section 106 of the National Historic Preservation Act.
- f. Participate on the ETAG to assist the SERT Leader.

**DIVISION OF STATE HISTORIC SITES
OFFICE OF ARCHIVES AND HISTORY**

- a. Advise the SERT Leader concerning the impact of release on historic facilities owned by the state.
- b. Evaluate historic sites when circumstances warrant.
- c. Provide coordination with law enforcement agencies.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

- d. Provide assembly or staging areas for equipment and personnel needed at other locations.
- e. Advise the SERT Leader concerning access points and routes least likely to harm historic sites owned by the state.
- f. Provide damage assessments to the SERT Leader.

3. NC WILDLIFE RESOURCES COMMISSION (NCWRC)

- a. Provide personnel and equipment to support law enforcement.
- b. Identify sensitive inland water habitats that have potential to be impacted.
- c. Provide air, water, and land transportation.
- d. Provide sampling and monitoring assistance; act as lead agency concerning fish sampling from inland waters.
- e. Provide a liaison to and carry out technical consultations with the US Fish & Wildlife Service and other appropriate federal fish and wildlife specialists.
- f. Participate in the ETAG assisting the SERT Leader.
- g. Operate watercraft as directed by SERT Leader to support on-water operations such as booming as well as wildlife and waterfowl rescue.
- h. Restrict the taking of fish from inland waters suspected of contamination.
- i. In accordance with the US Fish and Wildlife Service's Wildlife Contingency Plan for North Carolina Coastal Areas 1995, cooperate with the US Fish and Wildlife Service. This Wildlife Contingency Plan describes the cooperative actions which will be implemented by the US Fish and Wildlife Services and the NC Wildlife Resources Commission in the event wildlife is threatened or harmed by a hazardous material release event in North Carolina.
- j. Calculate and communicate with the N.C. Department of Justice an assessment of damage done to fish, wildlife and waterfowl from any state waters and/or adjacent habitat including calculation of values for litigation purposes.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

- k. Act as liaison between the SERT and interested environmental and conservation groups.
- l. Participate on the ETAG Team assisting the SERT Leader.
- m. Identify otherwise unaffected areas of inland waters and species and advise the public concerning their use.
- n. Technical lead in ICP during activation of an ESF-10 Mission assignment for derelict vessels. Serve as member of Unified Command.
- o. Participate in development of decision-making methodology concerning use of dispersants and/or biological agents in inland waters.
- p. Provide a liaison with the NC Division of Marine Fisheries for impacted areas and/or species from waters under the jurisdiction of both agencies.
- q. Provide watercraft and crews to support enforcement of USCG-initiated restrictions on waterway use.

4. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF SOCIAL SERVICES (DSS)

- a. Coordinate with mass care support agencies to support local operations.

**DIVISION OF HEALTH SERVICE REGULATION (DHSR)
OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)**

- a. Provide leadership in coordinating and integrating the overall state efforts that provide medical assistance to a disaster-affected area.
- b. Coordinate and direct the activation and deployment of state resources of medical personnel, supplies, equipment, and pharmaceuticals with Public Health as needed.
- c. Assist in the development of local capabilities for the on-site coordination of all emergency medical services needed for triage, treatment, transportation, tracking, and evacuation of the affected population with medical needs.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

- d. Establish and maintain the cooperation of the various state medical and related professional organizations in coordinating the shifting of Emergency Medical Services resources from unaffected areas to areas of need.
- e. Coordinate with the SERT Military Support Branch to arrange for medical support from military installations.
- f. Coordinate the evacuation of patients from the disaster area when evacuation is deemed necessary.
- g. Coordinate the catastrophic medical sheltering response by implementing the Medical Support Sheltering Plan.

DIVISION OF PUBLIC HEALTH (DPH)

- a. Develop human health risk assessment for ingestion, inhalation, and direct contact related to the release utilizing data and information provided by partners within the SERT.
- b. Develop and implement disease surveillance to determine the impact of the release on human health.
- c. Assist in developing prevention messaging as a result of risk assessment and surveillance activities.
- d. Provide technical support and expertise in the training of workers and of the public related to possible hazards related to the release.
- e. Coordinate activities with local health departments.
- f. Coordinate public health nurses.
- g. Monitor the health of affected populations for potential infectious disease outbreaks.
- h. Coordinate well water testing for contaminants to render safe to drink after flooding.

5. NC DEPARTMENT OF ADMINISTRATION (NCDOA)

- a. Coordinate with the Human Relations Council to provide assistance and advice pertaining to non-discrimination and other similar activities during response and recovery operations.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

6. NC DEPARTMENT OF COMMERCE (NCDOC)

ECONOMIC DEVELOPMENT PARTNERSHIP OF NC (EDPNC)

- a. Provide economic assessments of the impact of the release on tourism.
- b. Prepare public information materials regarding the effect of the release on tourism and travel in the state.
- c. Assist the SERT in assessing the economic impact of a release on affected local governments.
- d. Advise the SERT Leader on interim strategies for community economic maintenance until disaster recovery resources and operations are fully available.

DIVISION OF EMPLOYMENT SECURITY (DES)

- a. Assist the SERT in locating cleanup personnel.
- b. Assess the impact on employment within the affected area.

7. NC DEPARTMENT OF JUSTICE (NCDOJ)

OFFICE OF THE ATTORNEY GENERAL

- a. Prosecution of civil cases including enforcement of cases, and litigation for recovery of damages arising from release.
- b. Develop and assist local district attorneys in prosecution of criminal cases arising from releases.
- c. Assist in the preparation of standard operating procedures for collection of evidence by agencies involved in assessment of damages to natural resources of the state.
- d. Provide technical assistance to the SERT during a Level 2 or 1 release response regarding procedures to be followed to enhance cost recovery following the release.
- e. Provide consultation and liaison with legal staff of the federal OSC and legal representatives of the RP as needed.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

- f. Request SBI assistance in criminal investigations related to hazardous material release and coordinate SBI's activities with respect to investigation and potential prosecution related to the release.
- g. Support the American Red Cross and other agencies in shelter staffing at designated Red Cross Shelters.

8. NC DEPARTMENT OF LABOR (NCDOL)

OCCUPATIONAL SAFETY AND HEALTH DIVISION (OSH)

- a. Provide technical assistance and consultation in determination of the potential for, or cause of, worker illness, injury or death, related to hazardous material releases.
- b. Provide technical assistance and consultation regarding compliance with occupational safety and health standards.
- c. Provide technical assistance and consultation regarding safety and health monitoring needs.
- d. Provide technical assistance regarding appropriate safety and health measures.
- e. Provide technical assistance and consultation regarding NCOSH training requirements.
- f. Enforce North Carolina occupational safety and health regulations, as warranted.
- g. Make technical assistance and consultative services available to the SERT Leader on request to the appropriate persons in the Department of Labor.

9. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

DIVISION OF HIGHWAYS (DOH)

- a. Erect and maintain such signs, lights, barricades or other traffic control devices as deemed appropriate to maintain or control traffic along the affected routes or detour routes.
- b. Remove contaminated sand/soil debris from state-maintained rights of way and dispose at NCDEQ approved sites.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

- c. Provide SERT partners lists of contractors/suppliers to assist in the cleanup effort of sites outside the state-maintained right of way.
- d. When directed by NCEM, the Division of Highways will develop, and administer contracts for the removal of oil/hazardous materials from private roads. Such contracts will be pre-approved by NCEM prior to advertising and award.

FERRY DIVISION

- a. Coordinate movement of ferries through affected waterways with USCG.
- b. Provide transportation or hazardous material release response personnel and equipment as needed.
- c. Assist in the evacuation of the affected population.

10. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE HIGHWAY PATROL (SHP)

- a. Isolate the impacted area as needed.
- b. Regulate motor vehicle traffic where indicated.
- c. Establish and maintain communication links between and among local authorities, the SERT, and the site of the emergency.

CIVIL AIR PATROL (CAP)

- a. Provide aircraft and crews for surveillance and reconnaissance.

STATE BUREAU OF INVESTIGATION (SBI)

- a. Serve as lead agency in criminal investigations of release events. This may be done at the request of the SERT Leader or at the request of a third party through the Attorney General.
- b. Coordinate local law enforcement criminal investigative activities where necessary.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

NORTH CAROLINA NATIONAL GUARD (NCNG)

- a. Provide aviation and ground support as directed by the SERT Leader.
- b. Provide security at established shelters.

11. UNIVERSITY OF NORTH CAROLINA SYSTEM (UNC SYSTEM)

**UNC SEA GRANT COLLEGE PROGRAM
UNC WATER RESOURCES RESEARCH INSTITUTE
UNC COASTAL STUDIES INSTITUTE
UNC-CH INSTITUTE OF MARINE SCIENCE
UNC-W CENTER FOR MARINE RESEARCH
ECU INSTITUTE FOR COASTAL SCIENCES AND POLICY
NCSU CENTER FOR MARINE SCIENCES AND TECHNOLOGY**

- a. Assist in assessing the impact of a major hazardous material release on the environment or on the health of North Carolina residents.

12. NORTH CAROLINA VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER MEMBER AGENCIES

- a. Assist in the staffing and maintenance of shelters.
- b. Provide water and other supplies at distribution points.

D. SUPPORTING FEDERAL AGENCIES

1. US ENVIRONMENTAL PROTECTION AGENCY (EPA)

- a. Provide the federal OSC for releases that occur in the inland waters.
- b. Coordinate, direct, and review the work of other agencies, the RP, and contractors to ensure compliance with the NCP, RCP and any other documents such as decision documents, consent decrees, administrative orders, and/or lead agency-approved plans.
- c. Notify the appropriate state and federal agencies of any reported discharges or potential discharges.
- d. Determine whether proper response actions have been initiated. If the RP does not act promptly in accordance with the directions of the OSC, or does not take appropriate actions, or if the party is unknown,

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

the OSC shall respond in accordance with provisions of the NCP, RCP, ACP and agency guidance.

- e. Collects pertinent information on the discharge or release including: source and cause; RP; nature, amount, location, direction, and time of discharge; pathways to human and environmental exposure; potential impact on and protection priorities for human health, welfare, and safety, and the environment; possible impact on natural resources and property, and estimated response costs.
- f. Consults with and informs RRT members of reported discharges and releases through Pollution Reports (POLREPs).
- g. Consults with the appropriate Regional or District office regarding situations potentially requiring temporary or permanent relocation. In the event of a declared federal disaster, coordinates with the FEMA Federal Coordinating Officer (FCO) as appropriate.
- h. Appropriately addresses worker health and safety issues prior to and during a response operation.
- i. Coordinates with Scientific Advisors from various agencies, as the OSC deems necessary, regarding possible public health risks and environmental sensitivity.
- j. Support for hazardous materials and coordination with NCDEQ as well as the USCG.

2. FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

- a. Provide financial support for damages to property.
- b. Educate state and local officials regarding the assistance available and how to apply for it.
- c. Monitor recovery process to ensure the timely delivery of eligible assistance and compliance with the law and regulations.

3. US FISH AND WILDLIFE SERVICE (FWS)

- a. The federal OSC may notify the Department of the Interior, Office of Environmental Policy and Compliance Regional Environmental Officer, who may coordinate a response team consisting of a Release Response Coordinator and Field Response Coordinator. When

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

activated, the team may provide an ecological risk assessment and identify endangered species that may be affected by the release.

4. UNITED STATES COAST GUARD (USCG)

- a. Support hazardous materials along the coast.
- b. Search and rescue response.
- c. Serve as the federal OSC for releases that occur in navigable waters, coastal waters, and deep-water ports.
- d. Investigate and identify the source of the discharge or the potential discharge.
- e. Identify and notify the RP.
- f. Provide aerial support as required.

IV. CONCEPT OF OPERATIONS

A. GENERAL

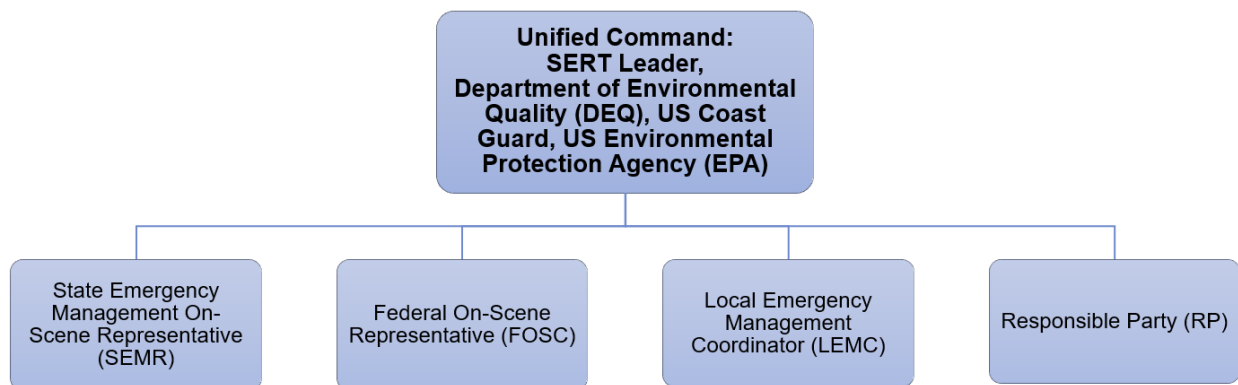
A multi-organizational hazardous material release response network will be deployed when oil/hazardous materials pose a threat to the public health and welfare of the environment. Included in this network are resources of the federal, state, and local governments, the RP, hazardous material release response contractors and cooperatives, and volunteer groups and individuals. The USCG or EPA, using the Incident Command System (ICS) concept, will lead this response.

Federal statutes and regulations require that any person in charge of a vessel or facility shall, as soon as he/she has knowledge of any discharge from such vessel or facility in violation of section 311(b)(3) of the Clean Water Act, immediately notify the National Response Center (NRC) or the USCG or EPA OSC for the geographic area where the discharge occurs.

On receipt of notification of a discharge, the NRC will promptly notify the appropriate federal OSC, and the State EOC. The OSC shall ensure notification of the appropriate state agency of any state that is or may reasonably be expected to be affected by the discharge. The State EOC may elevate from Normal Operations to an Enhanced Watch with NCEM Functional Leads meeting daily. NCEM or SERT Functional Leads will notify SERT Agency representatives of the possible SERT activation. Depending

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

on the extent of release, SERT agencies will report to the State EOC for a SERT activation.



B. RESPONSE ACTIONS

The RP is required to take immediate and effective actions to mitigate the effects of any release and to clean and restore the incident site. While nearly all discharges will involve some level of response by appropriate governmental agencies, discharges which pose or present a substantial threat to public health or welfare will involve local, state, and federal response personnel, and the RP, and will follow the priorities listed below:

1. First: Protection of human life, health, and safety of the public and emergency personnel;
2. Second: Protection of valuable environmental, cultural, historical and archeological resources; and
3. Third: Protection of business and commerce.

In any emergency event, the state will provide coordination of all measures taken with respect to public safety and protection. Only properly equipped and trained personnel will be permitted to engage in containment, control or cleanup activities, whether such personnel are from federal, state, or local agencies or from private contractors, cooperatives or volunteer organizations. On-scene personnel or the Unified Command should advise the State EOC of the size of the release and the NCEM Operations Section should recommend to the SERT Leader a level to be assigned to the incident.

NCEM Emergency Services will serve as liaison for ESF-10 Derelict vessel coordination. All Mission Assignments request through the RRF process will follow recommendations from NC Wildlife Resource Commission, NCDEQ

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

DWM, NCEM Hazardous materials through review of anticipated impacts for tropical systems.

NCEM Hazardous Materials Section will maintain direct communication with USCG Sector NC Emergency Management Staff and will provide staff to the ICP during activation of an ESF-10 Mission assignment once established by USCG.

All spills of hazardous chemicals shall base the activation level on a review and recommendation from NCEM Hazardous Materials Branch and NCEM Branch staff.

The table illustrates the relationship between the amount released and the federal terminology for sizing up the release. In federal terminology, the word "potential" is used in conjunction with "minor", "medium" or "major" to indicate the size of the potential release, should there be a release.

Amount Released	Federal Terminology
None, but substantial risk	Potential
<1,000 gallons (Inland) <10,000 gallons (Coastal)	Minor
1,000-10,000 gal (Inland) 10,000-100,000 gal (Coastal)	Medium
>10,000 gallons (Inland) >100,000 gallons (Coastal)	Major

At any level of response, on-scene personnel are encouraged to advise NCEM if circumstances indicate the serious likelihood for further deterioration of the situation regarding the size of the increases in the area impacted, or unanticipated involvement of sensitive resources or vulnerable property.

The State EOC change from Daily Operations to an Enhanced Watch or SERT Activation is dependent upon the observed and expected impact. The following are general guidelines that may support a change in activation level. For information on staffing and general responses associated with an activation, please refer to the North Carolina Emergency Operations Basic Plan.

HAZARDOUS MATERIALS - COASTAL (ESF-10)

2024 (Pre-Helene)

- **A potential oil spill** is a situation in which no oil has yet reached the waters of the state but there is significant potential for the spill to enter these waters. The report given by the federal authorities might also indicate a likely size of the spill. Therefore, the information received might indicate a potential minor, potential medium, or potential major spill.
 - Response activities for a potential oil spill will be undertaken by on scene federal, state or local personnel toward the rescue of any endangered persons, followed by efforts at containment of the oil or hazardous substance in order to prevent a release into the waters. If available data indicates that the potential for a major spill is highly likely, the appropriate state and local personnel will be notified of this potential.
 - A potential oil spill is designated as a situation in which no spill has occurred but there is a potential for a spill. The NCEM Emergency Management Officer (EMO) should initiate notifications consistent with the current "Oil/Petroleum Spill" checklist found in the *Operations Guide*. At this level the EMO may also contact the USCG, EPA, or other organizations which have personnel on scene, to determine the potential for a spill and its probable size.
- A **minor** oil spill emergency involves an incident in which oil or petroleum products are spilled in the following amounts:
 - a. Less than 10,000 gallons of oil or product enters the coastal or marine waters; or
 - b. Less than 1,000 gallons enter the inland waters

For spills in state waters, the NCEM Watch Officer should always contact either USCG Sector North Carolina [Command Center], or the EPA Region IV Telephone Duty OSC (See Tab D for telephone numbers), as appropriate, to determine if there is a need for NCEM and NCDEQ personnel to respond. If such a need arises, obtain the following information:

- a. Name of On-Scene Coordinator
- b. Location of Command Post
- c. Time of activation of Command Post

State response to a **minor** oil spill may include the following steps:

HAZARDOUS MATERIALS - COASTAL (ESF-10)

2024 (Pre-Helene)

- a. Response by regional NCDEQ Division of Water Quality and an NCEM area coordinator
 - b. On the scene efforts by federal, state and local personnel towards rescue of endangered persons, containment of the spill, recovery of oil or product, and an appropriate assessment of potentially adverse environmental consequences
 - c. Notifications per the “Oil/Petroleum Spill” checklist
 - d. Alert SERT Agencies
 - e. Alert ETAG
 - f. An additional response to the situation will be dictated by circumstances
- A **medium** oil spill involves:
 - a. Release of between 10,000 and 100,000 gallons in the marine or coastal waters; or
 - b. Between 1,000 and 10,000 gallons in the inland waters.

State response in a **medium** oil spill may include the following steps:

- a. Notifications per the “Oil/Petroleum Spill” checklist;
 - b. Level of SERT activation, including ETAG, at the discretion of the SERT Leader;
 - c. Additional responses to the situation will be dictated by circumstances; and
 - d. Response by regional NCDEQ Division of Water Quality and a NCEM Area Coordinator / Branch Manager.
- A **major** oil spill involves the following spill:
 - a. More than 100,000 gallons of oil into the coastal or marine waters; or
 - b. More than 10,000 gallons of oil or product in the inland waters

A **major** spill will require significant state and local resources, and the State EOC may be activated for the purposes of coordinating the response.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB J
HAZARDOUS MATERIALS - COASTAL (ESF-10)
2024 (Pre-Helene)

1. INITIAL

The initial public safety response is normally initiated by the local emergency response organizations. The RP's initial response will be directed toward stopping the discharge, containing the discharged product, and commencement of clean-up and removal of the hazardous material. Oversight and surveillance of the RP's actions are done at the state and federal levels.

When a discharge is within or potentially affecting the coastal waters of North Carolina, the initial response and monitoring of the RP's response will be taken by the USCG. Response to discharges into or upon navigable waters in the inland zone will be monitored by an EPA OSC. The roles of both the USCG and EPA OSC are to ensure an effective and immediate removal of the discharge or mitigation or prevention of a substantial threat of a discharge. All actions by the federal OSC will be closely coordinated with the NCEM Operations Section Staff.

Through NCEM Operations Section or Regional Coordination Centers (RCC), the State will provide guidance and assistance to local government and volunteer agencies engaged in the response activities. When directed by the SERT Leader, or if requested by a county emergency management coordinator, the NCEM Area Coordinator in whose area the spill occurs, or On-Call Area Coordinator, will become the initial State Emergency Management On-Scene Representative (SEMR) and will coordinate the use of all state resources through the Unified Command system with the USCG or EPA federal OSC as appropriate. Should the RCC determine the response reaches the need a request through the Operations Chief for NCEM Hazardous Material Section staff to assume these responsibilities.

2. CONTINUING

For a discharge in which the RP is unable or unwilling to respond effectively, the state or federal OSC, to the extent possible under the circumstances, will advise the RP of his/her responsibilities. If the situation continues, the OSC shall take the necessary response actions to include removing or arranging for the removal of the discharge through the appropriate NCDEQ division representative.

If the discharge results in a substantial threat to the public health or welfare of North Carolina, including but not limited to fish, shellfish, wildlife, other natural resources, and public and private beaches and shorelines, the federal OSC, under the direction of the NCP, must direct all federal, state, and private actions to remove the discharge or prevent the threat of such

HAZARDOUS MATERIALS - COASTAL (ESF-10)

2024 (Pre-Helene)

discharge. In such situations, North Carolina will assume a position of support to this response. If initial efforts to contain and control the release or spill are unsuccessful, the state's efforts will be principally directed toward supporting rapid and safe clean-up of the spilled material and the restoration of damaged natural and man-made resources to their normal state.

Damage assessments will be conducted by federal, state and local personnel within their areas of expertise or responsibility to determine the value of property and resources damaged or destroyed by the effects of the spill. NCEM and NCDEQ will lead the state's damage assessment and restoration efforts and will coordinate with the federal and local agencies involved in assessing local damages. The state will seek compensation for expenses and damages from the RP, and all such expenses and damages will be documented from the outset of the incident. States have access up to \$250,000, without a federal OSC request, from the Federal Oil Spill Liability Trust Fund established under OPA'90 and administered by the National Pollution Funds Center.

V. DIRECTION, CONTROL AND COORDINATION

When the release is within the inland zone under the jurisdiction of EPA, local government first responders will usually be the first government agencies on-scene. The local Incident Commander (IC) will attempt to contact the RP's representative and determine what threats exist to the health and safety of the local population. These threats may include the products involved, fire, explosion, and presence of airborne toxins.

If the RP is not present or available, the IC will establish a Command Post (CP) and initiate public safety protection actions under the Incident Command System (ICS). If the RP is represented and a CP has not already been established by the RP, the IC, in conjunction with the RP, will establish a CP and begin coordinating first response functions. Through this effort, the transition to a Unified Command (UC) begins.

Once public safety concerns have been addressed, local efforts will concentrate on environmental and public health concerns until the arrival of a SEMR or federal OSC. Direction and control of continuing local efforts will remain with the IC. On arrival of the state EMR, the ICS further transitions toward an UC. At this time, direction and control of the incident may be transferred to the state EMR if the IC so desires and the state EMR agrees. If the RP is not already represented at the CP, they should be encouraged to do so as soon as possible. Depending on the location of the release, the CP may be located at the RP's business location or at a site selected by the local IC. In any case, there will be only one CP.

HAZARDOUS MATERIALS - COASTAL (ESF-10)

2024 (Pre-Helene)

On the arrival of the federal OSC, a fully functional UCS, consisting of the three levels of government and the RP, assumes overall management of the response to the release. The UC overlay to the ICS provides a mechanism to involve all the stakeholders in the management of the response so that all responding agencies can work together to solve the common problems that arise during a significant release. The NCP Section 300.305(c) stipulates where practicable, the framework for the response management structure is a system (e.g., a unified command system), that brings together the functions of the federal government, the state government, and the RP to achieve an effective and efficient response, where the federal OSC maintains authority.

Under section 311(c)(1) of the Clean Water Act (CWA), as amended, the federal OSC has the authority to direct or monitor all federal, state, and private actions to remove a discharge, and, in case of a substantial threat to the public health and welfare of the United States, the federal OSC must direct such actions. The federal OSC, in coordination with the state EMR, will assume responsibility for the environmental protection aspects of the response. The techniques and procedures to be used in containing, removing, and disposal of the release will be determined cooperatively through the UC.

When the release is within the jurisdiction of the USCG, the USCG has ultimate responsibility for final direction and control decisions after appropriate consultation with local government representatives, the state EMR, and the RP.

VI. REFERENCES

- A. Public Law 96-510, December 1980, Comprehensive Environmental Response, Compensation and Liability Act (CERCLA), commonly known as Superfund.
- B. Public Law 99-499, October 1986, Superfund Amendments and Reauthorization Act, Title III, Emergency Planning and Community Right to Know, also known as SARA Title III.
- C. Public Law 92-500, Federal Water Pollution Control Act, commonly known as the Clean Water Act (CWA) as amended.
- D. Public Law 101-380 August 1990; commonly known as the Oil Pollution Act of 1990.
- E. Chapter 166A of the North Carolina General Statutes, North Carolina Emergency Management Act, as amended

HAZARDOUS MATERIALS - COASTAL (ESF-10)

2024 (Pre-Helene)

- F. Chapter 143.215.75 et seq. of the North Carolina General Statutes, The North Carolina Oil Pollution and Hazardous Substances Control Act of 1978.
- G. 15A North Carolina Administrative Code 02A.0005(a)(Z).
- H. Executive Order 73, State of North Carolina.
- I. National Hazardous Substances Contingency Plan, 40 CFR, Part 300, September 1994.
- J. Federal Region IV Oil and Hazardous Substance Pollution Contingency Plan. December 1994.
- K. United States Coast Guard, Sector North Carolina Area Contingency Plan, December 2006.
- L. United States Coast Guard, Sector Hampton Roads, Mid-Atlantic Area Contingency Plan, September 2007.
- M. Common law, and any other state or federal statutes, as applicable.
- N. Technical Operating Procedures for State Access under Section 1012 (d) (1) of the Oil Pollution Act of 1990 (P.L. 101-380)

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB K
ANIMAL PROTECTION (ESF-11)
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to outline response activities to help protect domesticated and wild animal resources. Public health, the food supply, and environmental resources will be safeguarded when the animal population is protected. This appendix will also ensure the humane care and treatment of animals during disasters in order to increase compliance by citizens who may disregard evacuation recommendations due to a perceived inability to evacuate with their companion animals.

B. SCOPE

Animal Protection actions will be aimed at all animals, whether owned, stray, or domestic, that may need help during disaster situations.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Any disaster that threatens humans usually threatens animals as well. Whether it is a natural disaster or one related to human activities, caring for animals, either domesticated or wild, will require special considerations. Depending on the circumstances and nature of the catastrophe, it may be necessary to provide water, shelter, food, and/or medical care for animals that exceed existing facility capabilities. It may require relocation or relief efforts for pets, livestock, wildlife, or exotic animals.

Under some conditions, there could be a shortage of equipment, trained personnel, or even the loss of sheltering resources. Emergency personnel may be in contact with pet owners, people concerned about the welfare of animals, and those who do not prioritize emergency care support for animals. It will be necessary for emergency responders to develop and maintain communication capability with disparate people and organizations.

B. ASSUMPTIONS

1. Animal protection planning will enhance care and recovery for animals and people during emergencies. In keeping in compliance with the Pets Evacuation and Transportation Standards (PETS) Act, these plans will include measures to identify housing and shelter, communicate information with the public, and ensure proper animal care, reunification, fostering, adoption, and release (in the case of wildlife).

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB K
ANIMAL PROTECTION (ESF-11)
2024 (Pre-Helene)

2. Public information will be issued through various forms of media. This information will include locations where farm animals and pets may be accepted during emergencies or disaster conditions.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Provide assistance as needed through field services personnel.
- b. Request companion animal support for state-coordinated shelters.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

- a. Serve as member of the State Emergency Response Team (SERT).
- b. Lead and partner with supporting animal and agriculture agencies and other stakeholders such as the State Animal and Agricultural Response Team (SART).
- c. Coordinate resources to support the rescue and sheltering of companion animals in disasters.
- d. Control disease and provide for the feeding of livestock and other farm animals.
- e. Provide for the management of animal response volunteers.
- f. Coordinate support agency activities.

C. SUPPORTING STATE AGENCIES

1. NORTH CAROLINA STATE UNIVERSITY (NCSU)

NC COOPERATIVE EXTENSION

- a. Provide technical advice to the SERT.

ANIMAL PROTECTION (ESF-11)

2024 (Pre-Helene)

- b. Provide personnel and equipment necessary and useful for response to animal emergencies.
- c. Provide partnership with the SART and County Animal Response Teams (CARTs).

NC STATE UNIVERSITY COLLEGE OF VETERINARY MEDICINE (CVM)

- a. Provide technical and academic advice and assistance to the SERT and SART.
- b. Provide personnel and equipment to deploy based on availability of requested resources.

2. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

DIVISION OF PUBLIC HEALTH (DPH)

- a. Provide support for investigation of zoonotic diseases and implementation of rabies control measures.
- b. Provide environmental health recommendations as needed to ensure pet shelter activities do not adversely affect human health.

3. NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES (NCDNCR)

NC ZOOLOGICAL PARK

- a. Provide guidance to the SERT on the control and protection of exotic animals that are affected by the disaster.
- b. Provide personnel and equipment as required to control or protect exotic animals.

4. NC WILDLIFE RESOURCES COMMISSION (NCWRC)

- a. Provide guidance to the SERT on the control and protection of wildlife affected by a disaster.
- b. Provide personnel and equipment as required to protect wildlife.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB K
ANIMAL PROTECTION (ESF-11)
2024 (Pre-Helene)

- c. Coordinate with licensed certified wildlife rehabilitation centers for the care of any orphaned or injured wildlife that is able to be safely captured and rehabilitated.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The NCDA&CS manages and coordinates animal protection activities during emergencies and disasters. The State Agricultural Response Team (SART) is an interagency partnership established as part of the SERT under leadership from the NCDA&CS. SART and other partner agencies and organizations support NCDA&CS in this mission through agency-specific tasks, volunteer management, receiving and distributing of donations, and the coordination of volunteer response groups when planning for and responding to an emergency affecting livestock and companion animals.

Responsibility for situation assessment and determination of resource needs lies primarily with county emergency management offices, county animal services, and local incident commanders. The State Emergency Response Team (SERT) and the Joint Field Office (JFO) rely on local assessments of impact and needs.

When local capabilities are exceeded, requests for animal protection assistance and resources, such as food, medicine, shelter material, specialized personnel, and additional veterinary medical professionals, will be transmitted from the local emergency management office to the State EOC and communicated to the Agriculture Emergency Operations Center (Ag EOC). Appropriate animal protection partners will be assigned to the local resource requests. Should the need for federal resources exist, the State EOC will coordinate requests for federal assistance. The coordination and tasking of these national level resources will be coordinated at the Ag EOC in conjunction with State EOC incident objectives.

Issues involving exotic animals and animals that are usually kept in a controlled environment, such as zoos, circuses, or carnivals, will be handled by local animal services, wildlife resources, or zoological personnel and returned to controlled environments.

Domestic animals and livestock that are displaced, lost, strayed, surrendered, homeless, or otherwise in danger shall be the responsibility of their owners or designees when possible. For these animals, local Animal Control will take a leadership role where ownership cannot be established, owners cannot be contacted, or owners cannot care for their animals. Animal

ANIMAL PROTECTION (ESF-11)

2024 (Pre-Helene)

services may receive assistance from NCDA&CS and NC Cooperative Extension. County Animal Response Teams (CARTs) may assist in this mission as requested by county emergency management personnel. Other volunteer groups may also assist in this function. If their deployment is coordinated by NCDA&CS, they must have a signed Memorandum of Agreement or Understanding and written approval of the State Veterinarian or Incident Commander at the Ag EOC. The animals will be sheltered, fed, and returned to their owners if possible. Animals with owners who are unable to care for them or where owners are not able to be located will become the property of the county, and final disposition will be determined by the county animal service.

Actual animal protection operations will be managed in accordance with the National Incident Management System (NIMS). Situation assessment information will be transmitted according to established procedures.

B. NOTIFICATION

This appendix and implementing procedures will be activated in the event of a disaster causing a major requirement for animal protection. The SERT Leader will determine when it is necessary to initiate animal protection activities and notify the NCDA&CS.

C. RESPONSE ACTIONS

1. INITIAL

- a. Assess the needs and numbers of affected animals.
- b. Support animal rescue and sheltering personnel.
- c. Support evacuation and sheltering operations by helping identify volunteers, supplies, and equipment.
- d. Support the opening of existing or temporary rescue animal shelters for stray, lost, and homeless pets by supplementing through the SERT partnerships of SART/CARTs, NCDA&CS, NCSU CVM, and NC Cooperative Extension.
- e. Provide support to control wild and exotic animals.

2. CONTINUING

- a. Support sheltering and feeding of animals.

ANIMAL PROTECTION (ESF-11)

2024 (Pre-Helene)

- b. Support opening of additional shelters as required.
- c. Make media appeals based on actual needs for donations, search for owners, and other needs as required.
- d. Support efforts to identify owners of lost, strayed, and homeless animals and return them to their rightful owners.
- e. Support efforts to foster or adopt animals without owners or whose owners can no longer care for them.
- f. Support euthanasia operations, if necessary, when animals, such as companion pets, cannot be adopted or owner cannot be found.

V. DIRECTION, CONTROL AND COORDINATION

A. LOCAL

Animal owners are responsible for the protection of their pets. Animal owners should plan for animal care during disasters as they prepare their family preparedness plan. Counties, usually through their Animal Control Officers and animal shelters will protect animals affected by any disaster to include rescue, shelter, control, feeding, and preventive immunization of animals left homeless, surrendered, lost, or strayed as a result of the disaster. County Animal Response Teams may be organized to manage and coordinate animal protection activities. CARTs mirror SART in their makeup and include all local level partners that can assist animals in catastrophic events.

B. STATE

The NCDA&CS manages and coordinates animal protection activities during emergencies and disasters. They work with a variety of partners, local emergency management coordinators and Federal Coordinating Officers (FCOs) to provide animal protection assistance to local jurisdictions in the form of guidance, policy, food, water, medicine, and other resources as may be required. The SART encourages the establishment of County Animal Response Teams. The state and majority of counties have built additional sheltering capacity in the form of Companion Animal Mobile Equipment Trailers (CAMETs), Companion Animal Sheltering Trailers (CASTs), and trained volunteers in the NC Veterinary Response Corps (NCVRC). These assets are distributed across the state and may be engaged via county to county mutual aid or requests to the state via emergency management channels and NCSPARTA. NCVRC management is accomplished via NC TERMS by NCDA&CS Emergency Programs Division.

ANIMAL PROTECTION (ESF-11)

2024 (Pre-Helene)

C. FEDERAL

USDA Animal and Plant Health Inspection Service (APHIS) Animal Care and Veterinary Services provide coordination and integration of federal resources through NIMS structured support centers. Animal Care assists with implementation of PETS Act activities and Veterinary Services does the same for livestock and equine activities. Assistance includes personnel, technology, feed, veterinary support, assistance with reimbursement procedures, and resource requests.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB L
ENERGY (ESF-12)
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to establish a systematic approach for addressing disruptive energy events that threaten or affect the citizens, economy, or government of North Carolina. Additionally, this appendix strives to reduce the impact of disruptive energy events and support a timely recovery.

B. SCOPE

This appendix provides a framework for addressing disruptions to any sector of the state's energy portfolio. During a disaster, energy is required to support immediate response operations, maintain the functionality of critical infrastructure, and facilitate recovery.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Energy disruptions threaten the commerce, transportation, communications, government, and health of the state's citizens. During any given year, North Carolina faces the possibility of an energy disruption through accidental, natural, systematic or deliberate incidents. An energy emergency has the potential to produce substantial cascading effects and adversely affect the delivery of essential needs such as food, water, shelter, and medical treatment.

B. ASSUMPTIONS

1. The energy system is complex by nature, with multiple cross-sector interdependencies. A disruption in one sector is likely to affect other parts of the system and involve multiple providers.
2. Each sector and commodity within the state's energy portfolio is vulnerable to disruption.
3. Energy industry entities are responsible for repairing their privately owned infrastructure and restoring energy supplies.
4. Energy industry entities have internal plans to respond to energy disruptions.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB L
ENERGY (ESF-12)
2024 (Pre-Helene)

5. Federal resources and expertise will be mobilized when energy disruptions exceed the capabilities of state and local governments.
6. Affected areas may be inaccessible via ground transportation.
7. Coordination of energy industry representatives may be required.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Provide a communications link with local and federal government for the exchange of status information and resource requests.
- b. Coordinate damage assessment within the disaster area and on-scene recovery efforts.
- c. Maintain communications with the Nuclear Regulatory Commission (NRC) and nuclear facilities in responding to and recovering from radiological nuclear power plant emergencies.

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

STATE ENERGY PROGRAM (SEP)

- a. Upon activation, report to the State EOC and staff the ESF-12 cell within the Operations Section Infrastructure Support Group.
- b. Gather information about the condition of the state's energy supply and infrastructure from commercial news sources, government information sharing systems, industry information services and private sector contacts.
- c. Share pertinent information with the SEP, North Carolina Emergency Management, federal ESF-12, and energy industry partners as appropriate.

C. SUPPORTING AGENCIES

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE HIGHWAY PATROL (SHP)

- a. Coordinate all law enforcement and traffic control measures.
- b. Provide security support for critical infrastructure as needed.

NORTH CAROLINA NATIONAL GUARD (NCNG)

- a. Provide generators to supply emergency power to critical facilities.
- b. Provide manpower and equipment for clearing debris where electrical service restoration is taking place.
- c. Provide other support to local governments as resources and tasking allow.

2. NORTH CAROLINA UTILITIES COMMISSION (NCUC)

- a. Monitor private electrical and natural gas utilities.
- b. Provide guidance, instruction, and oversight to all governmental and private organizations involved in power distribution systems.
- c. Maintain effective communications with agencies and organizations during response and recovery operations.

3. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

- a. Provide manpower and equipment for clearing debris on or near state-maintained roadways to areas where electrical service restoration is taking place.
- b. Provide support for NCDOT and NCEM vehicles and equipment used in response and recovery.
- c. Facilitate applications to the Federal Motor Carrier Safety Administration (FMCSA) for waivers of driver hour limits, if required.

4. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISION OF AIR QUALITY (DAQ)

- a. Facilitate applications to the U.S. Environmental Protection Agency (EPA) for waivers of environmental requirements for motor vehicle fuels in response to a disruption of petroleum supplies.

5. U.S. DEPARTMENT OF ENERGY (DOE)

**OFFICE OF ELECTRICITY DELIVERY AND ENERGY RELIABILITY,
INFRASTRUCTURE SECURITY AND ENERGY RESTORATION (ISER)**

- a. Coordinate federal information gathering and promulgation on the condition of energy supplies and distribution systems, restoration efforts and recovery.
- b. Assist with requests for federal emergency response actions.
- c. Locate fuel for transportation, communications, emergency operations and national defense.
- d. Coordinate with local and tribal governments to assess the condition of energy infrastructure and prioritize restoration activities.
- e. Facilitate Jones Act waiver applications.

6. U.S. ARMY CORPS OF ENGINEERS (USACE)

- a. In coordination with the U.S. Department of Energy, supply emergency electrical generation capacity.

7. LOCAL GOVERNMENTS

- a. Identify a local ESF-12 coordinator and develop a plan.
- b. Develop a list of critical infrastructure for priority restoration to be referenced in the local ESF-12 plan and include energy requirements for each facility.
- c. Establish contacts with local energy providers for coordination prior to and during disruptive energy events.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB L
ENERGY (ESF-12)
 2024 (Pre-Helene)

- d. Municipalities that operate their own electric distribution systems are responsible for restoring the functionality of their own infrastructure.
- e. Provide status reports to the SERT on service outages and restoration activities.

8. PRIVATE SECTOR PARTNERS

Electricity	Natural Gas	Petroleum	Propane
Dominion Duke Energy Progress Energy Electricities Electric Cooperatives	Williams Pipeline Piedmont Natural Gas PSNC Energy	Colonial Pipeline Kinder-Morgan Pipeline Charlotte Terminal Greensboro Terminal Selma Terminal American Petroleum Institute NC Petroleum & Convenience Marketers Association Local Distribution Companies	Dixie Pipeline Apex Terminal NC Propane Gas Association Local Distribution Companies

ELECTRIC UTILITIES

- a. Assess the extent of damage to transmission and distribution systems and provide status reports to the ESF-12 partners.
- b. Coordinate with state and local government to establish an electrical service restoration listing of critical facilities.
- c. Provide specially trained personnel and equipment for efficient restoration of the electrical distribution systems. An operator may choose to exercise Memorandums of Agreement with other companies to bring in the resources needed for timely restoration.

NATURAL GAS PARTNERS

- a. Assess the extent of damage to natural gas infrastructure and the availability of resources and provide a status report to the ESF-12 partners.
- b. Identify and address safety hazards caused by damaged pipelines.
- c. Restore functionality of the natural gas distribution system.

PETROLEUM PARTNERS

- a. Pipeline operators will assess the extent of damage to hazardous liquid and gas pipelines and the availability of resources and provide a status report to the ESF-12 partners.
- b. Terminal operators will assess the extent of damage to terminal infrastructure (racks, manifolds, storage and breakout tanks) and the availability of resources and provide a status report to ESF-12 partners.
- c. Pipeline and terminal operators will make repairs and restore pipeline functionality.
- d. Local propane distribution companies will assess the extent of damage to propane distribution infrastructure and the availability of resources and provide a status report to ESF-12 partners.
- e. Local propane distribution companies will coordinate with local emergency management personnel to recover displaced propane tanks.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The SEO continually monitors emergent or potential disruptions to the state's energy supply. Upon detection of an energy disruption, the SEO will notify NCEM, partner agencies, and energy industry partners as appropriate. The SEO will monitor the disruption's impact on the state's energy infrastructure, conduct analyses, and provide recommended actions.

The energy industry (electrical utilities, natural gas, propane, petroleum) provides for the production, transmission, and distribution of energy. The vast majority of energy infrastructure is privately owned, and the responsibility for restoration of service rests with the operator of the system.

The SEO and the SERT benefit from the cooperation of privately owned energy industry partners to understand the impact of disruptive energy events on their operations, the potential degradation of service delivery, and provide subject matter expertise depending upon the situation. The SEO and the SERT work with members of the energy industry and

ENERGY (ESF-12)

2024 (Pre-Helene)

government agencies to coordinate response activities and prioritize restoration for critical infrastructure.

The Electric Membership Cooperatives and Electricities of North Carolina serve as liaisons between their member providers and the SERT. Individual municipal power systems or cooperatives are responsible for restoring the functionality of their own infrastructure.

State, county, and local governments will pre-identify critical infrastructure that should have priority for energy restoration. These priorities will be communicated to the appropriate energy industry partners for incorporation into their internal restoration planning processes.

The ESF-12 cell will coordinate energy industry response and restoration activities with other ESFs in order to facilitate a timely recovery.

CLASSIFICATION OF ENERGY SHORTAGES AND TRIGGER POINTS

Energy shortages are classified as mild, moderate, or severe depending on their duration, the amount of supply reduction, and the area or number of citizens affected. Additional information on the classification process, criteria, and Energy Office response actions is available in Section 2.2 of the North Carolina Energy Assurance Plan. Information on types of energy shortages is available in Section 2.3.

These triggers are guidelines. Factors such as weather, expected duration, affected area, population or critical infrastructure will determine the appropriate level of response. Much of the data used to classify an energy shortage is produced on a monthly basis, and the preliminary classification of a specific shortage may be revised as more data becomes available.

- Mild Shortage: a 5-10% supply reduction lasting up to one week due to an isolated incident or degradation of service reliability. Commodity spot prices will increase rapidly, driving up retail energy prices.
- Moderate Shortage: a 10-15% supply reduction lasting up to three weeks due to an escalating incident or prolonged degradation of service reliability. Energy suppliers may declare force majeure, go on allocation, or request government assistance. Distributors may have difficulty meeting contract obligations, and there may be shortages at the retail level. Energy providers may implement curtailment plans.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB L
ENERGY (ESF-12)
2024 (Pre-Helene)

- Severe shortage: a 15% or greater supply reduction that persists for several weeks. Commodities may be unavailable on the spot and retail markets. Utilities may implement protective action plans to maintain grid integrity. Government agencies may be called upon to provide relief.

DEMAND REDUCTION MEASURES

Demand reduction measures are intended to reduce the consumption of a specific energy resource. Lower consumption may be required to extend available supplies or to restore stability to a distribution system. Measures can be implemented on a voluntary or mandatory basis depending on the severity, cause, and expected duration of an energy emergency. Section 5.4 of the North Carolina Energy Assurance Plan describes each measure in detail, and provides estimated demand reductions for individual measures.

1. Electricity

- a. Public/Government Measures. The following measures reduce the overall demand by curtailing non-essential consumption:
 - HVAC temperature set-back;
 - Reduce hot water temperatures;
 - Operating hours reductions/closings; and
 - Limit the use of electronic signage/advertising and other non-essential lighting.
- b. Utility Protective Actions. Utilities may act in order to preserve the integrity of the integrated electrical grid.
 - Curtailment of non-firm service
 - Voltage reductions
 - Load shedding

2. Natural Gas

- a. Public/Government Measures. The following measures reduce the overall demand by curtailing non-essential consumption:
 - Reduce temperature of heat spaces;
 - Reduce hot water temperatures;
 - Compressed work weeks for facilities heated using natural gas; and

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB L
ENERGY (ESF-12)
2024 (Pre-Helene)

- Operating hours reductions/closings.
 - b. Industry Actions. Providers may act to maintain line pressure and continuity of service. Curtailment of customers with interruptible service contracts.
3. Petroleum
- a. Public/Government Measures. The following measures reduce the overall demand by curtailing non-essential consumption:
 - Reduce or restrict non-essential travel;
 - Implement no-idling policy;
 - Encourage use of multi-passenger travel;
 - Highway Speed Reductive;
 - Fuel purchasing restrictions;
 - Odd/Even Schema
 - Minimum Fuel Purchase
 - Maximum Fuel Purchase
 - Priority End Users
 - Speed Enforcement; and
 - State Fuel Set-Aside Program.
 - b. Industry Actions. Disruptions may result in supply shortages.
 - Petroleum suppliers may declare force majeure.
 - Terminal operations may go on allocation.
4. Propane
- a. Public/Government Measures. The following measures reduce overall demand by curtailing non-essential consumption:
 - Reduce temperature of spaces heated with propane; and
 - Reduce hot water temperatures.
 - b. Industry Actions. Disruptions may result in supply shortages. Curtail delivery of fuel for non-essential purposes.

B. NOTIFICATION

Upon notification of an emergency or when the potential exists for a disaster, NCEM will notify agencies tasked in this appendix. Upon

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB L
ENERGY (ESF-12)
2024 (Pre-Helene)

identification of a disruptive energy event that affects or has the potential to affect the state's energy supply or distribution infrastructure, the SEO will notify NCEM. Upon declaration of an energy emergency, the ESF-12 Cell will notify the stakeholders listed in the ESF-12 Notification Checklist in Enclosure. Should communications systems become inoperable, the State Energy Office will send representatives to the Emergency Operations Center.

C. RESPONSE ACTIONS

1. INITIAL

- a. Gather information on the current energy situation including:
 - The cause and extent of the disruption;
 - Realized or potential effects on the state energy supply;
 - Realized or potential impact to energy consumers;
 - Estimated time to repair / replace infrastructure and restore service;
 - Current restoration priorities;
 - Potential sources of alternative supplies; and
 - Requests for government assistance.
- b. Provide energy industry stakeholders with information that may assist their response operations, track restoration progress and collect situation updates for SERT leadership.
- c. Establish a reporting schedule for updates on industry restoration activities.
- d. Provide information to the SERT Public Information Officer to inform the public about the disruption and government response efforts.

2. CONTINUING

- a. Provide SERT leadership with a practical analysis of the situation that includes a short-term projected outlook, potential mitigation measures and restoration of energy supplies.
- b. Communicate state restoration priorities to energy providers in accordance with the North Carolina Energy Assurance Plan.
- c. Assist local and state entities with resource requests.

ENERGY (ESF-12)

2024 (Pre-Helene)

- d. Administer statutory authorities pertaining to energy conservation as directed by SERT leadership.
- e. Track the availability, pricing, and usage of energy within the state.
- f. Communicate with local government officials to verify that recovery is progressing.
- g. Assist in the coordination of resupply efforts.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB L | ENCLOSURE 1
ENERGY CHECKLISTS (ESF-12)
 2024 (Pre-Helene)

ENERGY EMERGENCY TRIGGERS AND CHECKLISTS

ESF-12 CELL ACTIVATION CHECKLIST

Note: The following are guidelines. Factors such as weather, expected duration, affected area, population or critical infrastructure will determine the appropriate level of response.

<u>ACTIVATION LEVEL</u>	<u>ACTIONS TAKEN</u>
-------------------------	----------------------

Level 5 – Level 4

☐

+ Normal operations; monitor phase by all stakeholders

Trigger: N/A*

* The ESF-12 cell will prepare for activation when the National Hurricane Center advises that a tropical cyclone threatens the southeastern or mid-Atlantic coastline.

<u>ACTIVATION LEVEL</u>	<u>ACTIONS TAKEN</u>
-------------------------	----------------------

Level 3 (Mild Shortage) ☐

+ Review operating guidelines, continue monitoring and review/analyze results

Trigger:

Isolated incident/degradation of service reliability.
5 to 10% Supply reduction lasting up to one week.

☐

+ Communicate with energy providers to determine extent, cause, and expected duration of the disruption

☐

+ Communicate with affected jurisdictions to identify energy shortages

☐

+ Coordinate public information efforts with NCEM JIC

☐

+ Provide situation updates to NCEM

☐

+ Recommend voluntary demand reduction Measures

<u>ACTIVATION LEVEL</u>	<u>ACTIONS TAKEN</u>
-------------------------	----------------------

Level 2 (Moderate Shortage) ☐

+ Continue all Mild Shortage actions

Trigger:
10-15% Supply reduction lasting up to three weeks

☐

+ Coordinate with energy providers to identify and recommend voluntary conservation measures

☐

+ Advise NCEM regarding declaration of Energy Emergency

☐

+ Recommend mandatory demand reduction measures

<u>ACTIVATION LEVEL</u>	<u>ACTIONS TAKEN</u>
-------------------------	----------------------

Level 1 (Severe shortage) ☐

+ Continue all Moderate Shortage actions

Trigger:
>15% supply reduction lasting more than three weeks

☐

+ Recommend declaration of Energy Emergency

☐

+ Recommend implementation of Petroleum Set-Aside Plan

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB L | ENCLOSURE 1
ENERGY CHECKLISTS (ESF-12)
2024 (Pre-Helene)

PETROLEUM SHORTAGE (NC ENERGY EMERGENCY)

USAGE PROFILE

Petroleum is primarily used as a transportation fuel, as well as for heating, auxiliary electric generation and industrial purposes. North Carolina's petroleum supply originates along the Gulf Coast, where crude oil is refined and finished product is inserted into the Colonial and Plantation interstate pipelines. The two interstate pipelines bring fuel to terminals in Charlotte, Greensboro, and Selma. Both interstate pipelines operate as common carriers and serve additional markets. Some distillate products are imported via the Port of Wilmington. An insignificant amount is imported to border communities via truck. Trucks transport petroleum products from the three terminals to distributors and retailers.

TRIGGERS

Note: The following are guidelines. Factors such as weather, expected duration, affected area, population or critical infrastructure will determine the appropriate level of response.

The ESF-12 cell will prepare for activation when the National Hurricane Center advises that a tropical cyclone threatens petroleum refining or transportation infrastructure along the Gulf Coast.

Level 3 (Mild Shortage) Up to 10% supply reduction lasting up to one week

Response actions: Continue monitoring and determination actions.
Communicate with suppliers and provide situation update to NCEM.
Coordinate public information announcements with NCEM JIC.
Coordinate with other ESFs to address energy requirements.
Recommend voluntary conservation measures.

Level 2 (Moderate Shortage) 10-15% supply reduction lasting up to three weeks

Response actions: Continue all mild shortage actions.
Recommend mandatory conservation measures.

Level 1 (Severe Shortage) >15% supply reduction lasting more than three weeks

Response actions: Continue all moderate shortage actions.
Recommend implementation of Petroleum Set-Aside plan.
Notify U.S. Department of Energy, ESF-12.

RESOURCES

List of Stakeholders	NC Energy Assurance Plan 1.2.5
Types of Shortages	NC Energy Assurance Plan 2.3.3
Infrastructure Summary	NC Energy Assurance Plan 3.3.4
Transportation Summary	NC Energy Assurance Plan 3.4.4
Conservation Measures	NC Energy Assurance Plan 5.4.4

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB L | ENCLOSURE 1
ENERGY CHECKLISTS (ESF-12)
2024 (Pre-Helene)

ELECTRICITY SHORTAGE (NC ENERGY EMERGENCY)

USAGE PROFILE

Reliable and affordable electricity is essential to the health, safety, and welfare of the people and economy of North Carolina. All sectors of the economy rely on electricity. Approximately 90% of electric power used in North Carolina is generated in state or at plants operated by the three principal investor-owned utilities (IOUs), Duke Power, Progress Energy and Dominion North Carolina. As of 2009, North Carolina's primary sources of energy for electricity generation were coal (62%), nuclear (32%), natural gas (3%) and renewables (3%). There are three nuclear generating stations in the State, in Southport, New Hill, and Mecklenburg County.

TRIGGERS

Note: The following are guidelines. Factors such as weather, expected duration, affected area, population or critical infrastructure will determine the appropriate level of response.

Level 3 (Mild Shortage)	Isolated outage or service degradation affecting >2500 customers, restoration anticipated within 48 hours.
Response actions:	Continue monitoring and determination actions. Query utility about expected duration and grid-protective measures. Identify any affected critical infrastructure. Coordinate with other ESFs to address energy requirements. Coordinate public information announcements with NCEM JIC.
Level 2 (Moderate Shortage)	Region-wide outage or service degradation affecting >10,000 customers, restoration anticipated within 168 hours.
Response actions:	Continue all mild shortage actions. Recommend voluntary conservation measures.
Level 1 (Severe Shortage)	Widespread and persistent outage or service degradation affecting >20,000 customers, restoration not expected within 168 hours.
Response actions:	Continue all moderate shortage actions. Recommend mandatory conservation measures. Notify U.S. Department of Energy, ESF-12.

RESOURCES

List of Stakeholders	NC Energy Assurance Plan 1.2.1
Vulnerabilities	NC Energy Assurance Plan 2.1.3
Types of Shortages	NC Energy Assurance Plan 2.3.3
Infrastructure Summary	NC Energy Assurance Plan 3.3.1
Conservation Measures	NC Energy Assurance Plan 5.4.2

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB L | ENCLOSURE 1
ENERGY CHECKLISTS (ESF-12)
2024 (Pre-Helene)

NATURAL GAS SHORTAGE (NC ENERGY EMERGENCY)

USAGE PROFILE

North Carolina imports natural gas via the Williams-Transco pipeline, which originates in Mont Belvieu, TX. The pipeline is a common carrier, serving additional markets. Natural gas is primarily used for electrical generation, climate control, water heating, and cooking. Gas is a growing segment of the State's energy profile, and is increasingly used for electrical generation. It is transported throughout the State via transmission, distribution, and service pipelines. Natural gas is marketed by Piedmont Natural Gas, PSNC Energy, and several local distribution companies.

TRIGGERS

Note: The following are guidelines. Factors such as weather, expected duration, affected area, population or critical infrastructure will determine the appropriate level of response.

Level 3 (Mild Shortage) Up to 10% supply reduction lasting up to one week

Response actions: Continue monitoring and determination actions.
Communicate with suppliers and provide situation update to NCEM.
Coordinate public information announcements with NCEM JIC.
Coordinate with other ESFs to address energy requirements.
Recommend voluntary conservation measures.

Level 2 (Moderate Shortage) 10-15% supply reduction lasting up to three weeks

Response actions: Continue all mild shortage actions.
Query electric utilities about the potential for cascading effects.
Query gas providers about expected duration and curtailment measures.
Recommend mandatory conservation measures.

Level 1 (Severe Shortage) >15% supply reduction lasting more than three weeks

Response actions: Continue all moderate shortage actions.
Notify U.S. Department of Energy, ESF-12.

RESOURCES

List of Stakeholders	NC Energy Assurance Plan 1.2.3
Vulnerabilities	NC Energy Assurance Plan 2.1.4
Types of Shortages	NC Energy Assurance Plan 2.3.2
Infrastructure Summary	NC Energy Assurance Plan 3.3.2
Conservation Measures	NC Energy Assurance Plan 5.4.3

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB L | ENCLOSURE 1
ENERGY CHECKLISTS (ESF-12)
2024 (Pre-Helene)

NCESF-12
ENERGY DISRUPTION REPORTING WORKSHEET

TRACKING INFORMATION

DATE: / /	TIME:	NEXT REPORT EXPECTED:
EVENT:		REPORT TAKEN BY:
REPORTING ORGANIZATION:		
CONTACT NAME:		
CONTACT INFORMATION:		

EVENT SUMMARY

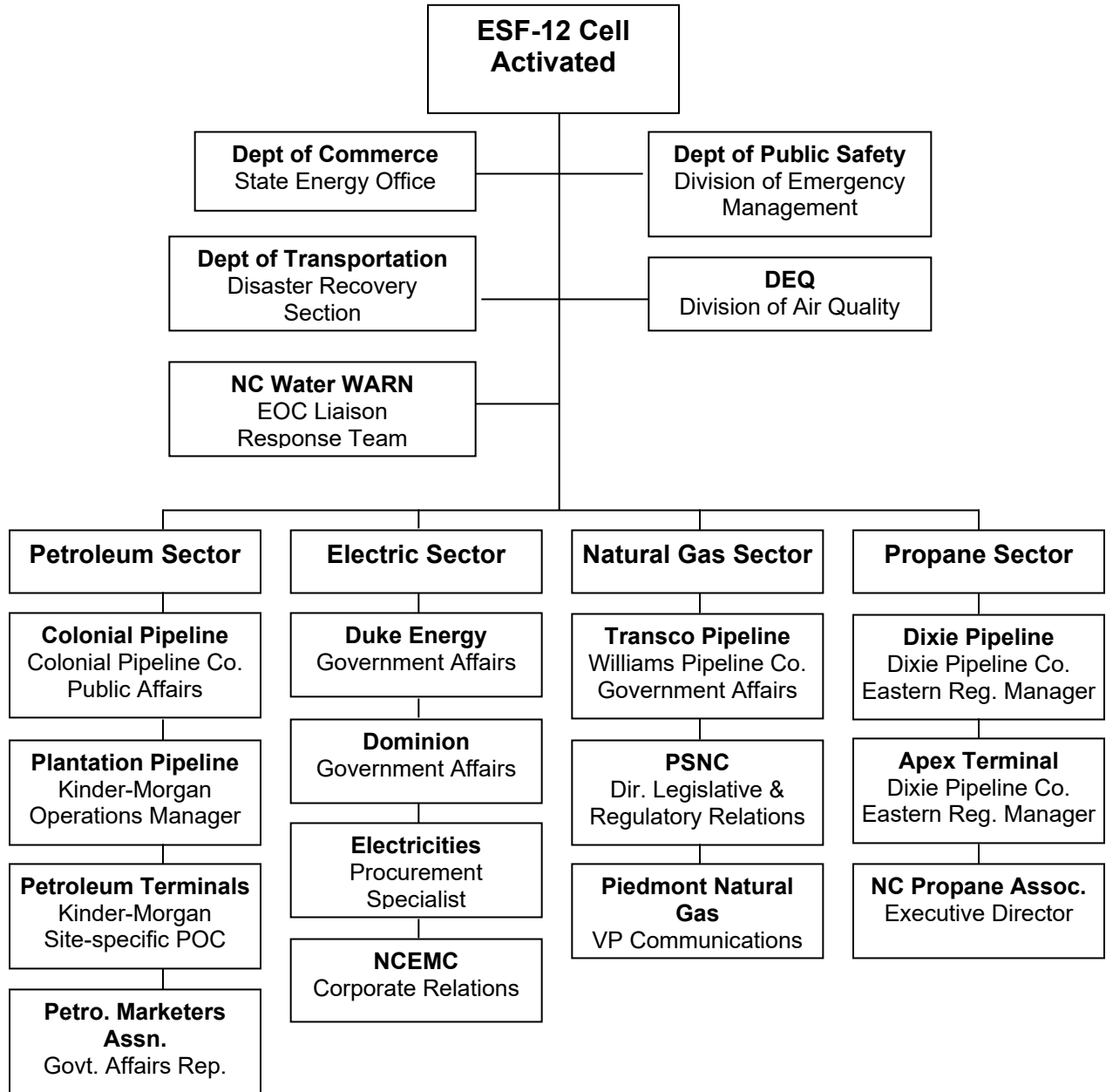
CAUSE (IF KNOWN):
AREA AFFECTED:
POPULATION(S) AFFECTED:
ENERGY SUPPLY IMPACT(S):
CRITICAL INFRASTRUCTURE(S) AFFECTED:
CONSUMER IMPACT(S):

RESPONSE ACTIVITIES

CURRENT RESPONSE/RESTORATION ACTIVITIES:
ESTIMATED TIME TO REPAIR/RESTORE:
ALTERNATIVE SOURCES OF SUPPLY:
SUPPORT REQUEST(S):

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB L | ENCLOSURE 1
ENERGY CHECKLISTS (ESF-12)
 2024 (Pre-Helene)

ESF-12 CELL NOTIFICATION CHECKLIST
FOR ENERGY EMERGENCIES



The entities listed on this notification chart are responsible for major sections of energy infrastructure serving North Carolina. It is not an exhaustive list, and additional notifications may be required due to the characteristics of a specific event.

Refer to the ESF-12 Emergency Contact List for the specific names, phone numbers, and/or email addresses of listed entities.

LAW ENFORCEMENT (ESF-13)

2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide coordination for all state law enforcement resources to support local law enforcement during and following public disturbance, riots and/or emergency situations.

B. SCOPE

The State Emergency Response Team (SERT) Emergency Services Branch will coordinate state law enforcement activities during public disturbances, riots and/or emergency situations.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Emergencies, man-made or natural, may be of such magnitude as to overwhelm the resources of local law enforcement. Security and protection of the public and its property will be essential. Civil disturbances are the public assemblage of three or more persons which by disorderly and violent conduct, or the imminent threat of disorderly and violent conduct, results in injury or damage to persons or property or creates a clear and present danger of injury or damage to persons or property (G.S. §14-288.2).

B. ASSUMPTIONS

1. Local government may be, under certain circumstances, overwhelmed by the extent of response effort required to support evacuations, provide security, control traffic and carry out other law enforcement activities.
2. Local police departments and sheriff's offices will activate mutual aid from other local law enforcement agencies before requesting state assistance.
3. The SERT will develop a contingency plan to deploy state resources in the event that local control of the emergency is insufficient to assure adequate protection for lives and property.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB M
LAW ENFORCEMENT (ESF-13)
2024 (Pre-Helene)

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Monitor potential emergencies that may require the deployment of state law enforcement resources in support of the affected law enforcement agencies.
- b. Provide additional law enforcement resources to impacted areas as necessary.

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE HIGHWAY PATROL (SHP)

- a. Provide uniform personnel for highway law enforcement, traffic control, resource transportation, security, public disturbance, and riot response.
- b. Provide security escort when required by related plans, policies, and/or procedures.

NORTH CAROLINA NATIONAL GUARD (NCNG)

- a. Provide trained military police for traffic control
- b. Provide military forces to assist local law enforcement in the emergency area for security, control of entrance to and exit from disaster area, and protection of people and crowd control.
- c. Provide a Reaction Force specifically trained for response to public disturbances and riots.

STATE BUREAU OF INVESTIGATION (SBI)

- a. Assist in law enforcement, including investigation and staff law enforcement specialists.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB M
LAW ENFORCEMENT (ESF-13)
2024 (Pre-Helene)

2. NC DEPARTMENT OF ADULT CORRECTION (NCDAC)

- a. Provide uniformed personnel to support/assist law enforcement with security, traffic control, and related services as directed.

3. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

DIVISION OF MARINE FISHERIES (DMF)

NORTH CAROLINA MARINE PATROL

- a. Enforce laws and regulations in state coastal waters.
- b. Provide law enforcement support.

4. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

DIVISION OF HIGHWAYS

- a. Develop, maintain and implement the Emergency Highway Traffic Regulation Plan.

DIVISION OF MOTOR VEHICLES LICENSE AND THEFT BUREAU (DMV-L&T)

- a. Assist local law enforcement.
- b. Assist emergency management officials with special vehicle registration matters for emergency vehicles.

5. NC WILDLIFE RESOURCES COMMISSION (NCWRC)

LAW ENFORCEMENT DIVISION

- a. Provide law enforcement support, especially on state rivers and lakes.

6. NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES (NCDNCR)

DIVISION OF PARKS AND RECREATION (NC STATE PARKS)

- a. Provide law enforcement support, including laws related to state park lands and waters.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB M
LAW ENFORCEMENT (ESF-13)
2024 (Pre-Helene)

7. NC DEPARTMENT OF INSURANCE (NCDOI)

CRIMINAL INVESTIGATION DIVISION (CID)

- a. Provide Law enforcement support, including security and traffic control.

IV. CONCEPT OF OPERATIONS

A. GENERAL

Local law enforcement agencies are encouraged to request assistance first from other local law enforcement agencies as provided for by mutual aid General Statutes before asking the state for assistance. In a gubernatorial or legislatively declared state of emergency, when it is determined by the lead state agency that local control of the emergency is insufficient to assure adequate protection for lives and property in accordance with the North Carolina Emergency Management Act, the Governor may deploy state law enforcement resources to the emergency area.

B. NOTIFICATION

Upon notification that a public disturbance, riot and/or emergency situation has occurred or the potential for one exists, emergency management will alert the Commissioner of Operations and appropriate law enforcement agencies. Based upon the severity of the situation, agencies will be asked to report to the State EOC.

C. RESPONSE ACTIONS

1. INITIAL

- a. Local and state law enforcement agencies from within the emergency area will be committed.
- b. State law enforcement agencies will monitor local situations in preparation for possible commitment.
- c. Local law enforcement resources from both within and from outside the emergency area will be committed when requested by mutual aid.

2. CONTINUING

- a. Local law enforcement agencies will respond to law enforcement and security requirements within their capabilities.

LAW ENFORCEMENT (ESF-13)

2024 (Pre-Helene)

- b. State law enforcement resources will be deployed to the emergency area upon receiving a request or when it is determined local law enforcement agency resources are insufficient to assure adequate protection for lives and property.

V. DIRECTION, CONTROL AND COORDINATION

A. LOCAL

County sheriffs and local chiefs of police are responsible for law enforcement within their jurisdictions. Pursuant to law, all sheriffs' offices and police departments may provide mutual aid to each other, upon a written request, upon the terms specified in the General Statutes. When local resources are exhausted, state assistance is requested through emergency management channels.

B. STATE

The SERT Emergency Services Branch will coordinate law enforcement activities when a public disturbance, riot and/or emergency situation occurs or when the potential for disaster exists. According to the severity, agencies will be asked to report to the State EOC. If the public disturbance, riots and/or emergency situation are isolated to one area of the state, a representative of the law enforcement division from that area will be dispatched to the affected agency to establish a state law enforcement liaison and to monitor and coordinate state law enforcement activities. State resources will be dispatched from the State EOC, including an NCEM Area Coordinator, should the situation require.

C. FEDERAL

In the event a public disturbance, riot and/or emergency situation exceed state capabilities, the Governor may request federal assistance.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB N
COMMUNICATIONS (ESF-2)
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The State Emergency Response Team (SERT) Communications Emergency Support Function (ESF-2) supports the restoration of communications infrastructure and facilitates the recovery of systems and applications for state, tribal and local governments impacted by manmade and natural disasters. ESF-2 will coordinate communications resources (equipment, services, and personnel) that may be available from a variety of sources (i.e., state agencies, volunteer groups, county agencies, the telecommunications industry, broadcast technology groups, federal government agencies, and the United States Armed Forces) before or after the activation of the State Emergency Operations Center (EOC).

B. SCOPE

ESF-2 plans, coordinates, and assists with communications support to state, tribal and county disaster response elements. ESF-2 will coordinate communications assets, personnel, equipment, and services, available from federal, tribal, state, and local government agencies, volunteer groups, commercial telecommunications industry and the United States military. ESF-2 will be the coordination point for all first responder communications activity at the state level before, during, and after activation of the State EOC. For the sake of clarification, communications in this document do not refer to public information or the operations within the Joint Information Center (JIC). Specific ESF-2 organizational structure and specific roles within ESF-2 are outlined further in this plan.

Communications is the process of transmission of information through verbal, written, electronic or symbolic means. The foundation for first responder communications is based on being operable, interoperable, reliable, portable, scalable, resilient and, where possible, redundant. State assistance under this function consists of the utilization of equipment, personnel, and networks essential to coordinate and disseminate information before, during and after an emergency event. In the event normal first responder communications systems become overburdened or inoperable, other available systems may be utilized as necessary to augment communications and assist local public safety entities perform their missions successfully.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Disaster conditions may result from significant natural, technological, or man-made causes. They can cause widespread damage to public safety and commercial voice and data communications networks. Incidents can result from day-to-day public safety activities that become overwhelmed and require assistance from the SERT. Events can be planned gatherings, festivals, fairs, or areas where there is a gathering of people that, due to natural, technological, or man-made causes, can result in an incident or disaster.

B. ASSUMPTIONS

1. Initial response by public safety entities will focus on lifesaving activities. Local government officials will work toward supporting and maintaining public safety functions in and around the affected area(s). County emergency management agencies will become the central point of coordination and control for local relief activities.
2. The entire SERT, i.e., all ESFs, will require large amounts of information. This information will be essential for ensuring the continuity of first responder communications and information sharing between all levels of government when communications networks become degraded or inoperable.
3. All available forms of notification to disseminate information in a timely manner should be considered for use during an emergency.
4. Parallel planning tracks may be occurring at the federal, tribal, state, local and commercial levels. The assumption is that all entities are communicating and integrating their plans.
5. Weather and other environmental factors may restrict mobile or transportable communications equipment movement and personnel deployment into the affected area(s).
6. Significant portions of the first responder communications systems in the affected area(s) may become overwhelmed or inoperable during an emergency or in the aftermath of a disaster.

COMMUNICATIONS (ESF-2)

2024 (Pre-Helene)

7. During the planning process, certain requests for resources may be unrealistic based upon anticipated disaster conditions (expectation of devastation to the natural or cyber environment).
8. There may be a situation or scenario for which communication networks are unattainable and public safety is required to operate in a “zero comms” environment for a period of time.
9. During a disaster, a citizen’s ability to access emergency services via commercial voice or data systems could be impaired or non-existent.
10. The affected area’s ability to communicate effectively to provide life safety related communications may be impaired.
11. The affected area’s ability to communicate with other parts of the state could be impaired.
12. Careful consideration of sites will be required to establish staging areas for centralized communications in the field.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Prepare and maintain a roster of Information and Communications Technology Branch (ICT) personnel that can be activated for service. This roster will contain Communications Coordinators (COMC), Communications Unit Leaders (COML), Information Technology Services Unit Leaders (ITSL), Communications Technicians (COMT), Incident Tactical Dispatchers (INTD), Telecommunicator Emergency Response Teams (TERT) and Auxiliary Communicators (AUXC) personnel that have been approved in partnership with the State Interoperability Executive Committee (SIEC). TERT needs, both anticipated and identified, will be coordinated by the NCEM Communications Branch in partnership with SERT PSAP coordination.

COMMUNICATIONS (ESF-2)

2024 (Pre-Helene)

- b. Establish and maintain a database of communications personnel and resources and methods to coordinate and track the deployment and use of these resources.
- c. Assist SERT partners with access to the Government Emergency Telecommunications Service (GETS), Wireless Priority Service (WPS) and Telecommunications Service Priority (TSP) process.
- d. Assist tribal and county partners with the authority to access the Integrated Public Alert and Warning System (IPAWS).
- e. In coordination with State EOC Operations, coordinate deployment of the resources to provide on-scene coordination of state emergency forces participating in emergency operations or in support of local government response, as required.
- f. Ensures all requests for assistance are addressed and routed to proper organization.
- g. Maintain proper information and intelligence gathering methods pertaining to potential threats to communications infrastructure.

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF INFORMATION TECHNOLOGY (NCDIT)

- a. Provide IT services to state agencies, many local governments and educational institutions.
- b. Maintain the status of North Carolina's Public Safety Answering Points (PSAPs) and ensure the 911 system is operational and effective (NC911 Board Staff).
- c. Provide subject matter expertise and guidance for any matters of suspected or confirmed cybersecurity issues or attacks on communications infrastructure.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB N
COMMUNICATIONS (ESF-2)
2024 (Pre-Helene)

2. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE HIGHWAY PATROL (SHP)

TECHNICAL SERVICES UNIT (TSU)

- a. Operate, manage and support the state's primary statewide land mobile radio system known as Voice Interoperability Plan for Emergency Responders (VIPER). Establish a mutual aid/incident management talk group is coordinated through the NCEM 24-Hour Watch.
- b. Identify and assign personnel to maintain contact with and prepare to support communications during periods of activation.
- c. In coordination with the 24-Hour Watch and the ESF-2 Coordinator, provide personnel to manage communications equipment using the Strategic Technology Reserve to include radio trailers, portable towers, cache radios, and personnel.
- d. Provide personnel to assist in managing VIPER talkgroups using established NCSPARTA resources to help coordinate response and recovery activities.
- e. Report tower site statuses based on "Active (on-air)," "Active (generator power)," "Degraded (site trunking)," or "Degraded (off-air)."
- f. Interface with other North Carolina radio system administrators to ensure status of infrastructure and operability of the system.
- g. Maintain readiness and resiliency of the VIPER LMR network.
- h. Ensure that the VIPER network is used efficiently during activations.
- i. Restrict talk group usage based on saturation due to eavesdropping by non-involved entities.
- j. Restrict users based on willful or accidental interference.
- k. Facilitate the maintenance, programming, and usage of the NCSHP strategic radio cache.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB N
COMMUNICATIONS (ESF-2)
2024 (Pre-Helene)

- I. Notify local users of any anticipated or actual degradations in radio coverage.

CIVIL AIR PATROL (CAP)

- a. Provide airborne or ground based logistical support for communications personnel or equipment.
- b. Provide emergency airborne data and voice relay services to both base and mobile EOCs.
- c. Identify and assign CAP personnel to maintain contact with and prepare to support ESF-2 efforts during periods of activation.
- d. Provide point-to-point high frequency (HF) radio communications assistance.
- e. Provide support for airborne and mobile ground repeaters.
- f. Voluntary organizations have a significant capability to help with emergency public communications during major disasters. CAP aircraft can provide logistics as well as communications support.

NORTH CAROLINA NATIONAL GUARD (NCNG)

- a. Primary communications support exists within the Civil Support Teams (CST), Mobile Emergency Communications Operations Center (MEOC) resources, DIRECT force packages and Joint Incident Site Communications Capabilities (JISCC). This includes the 42nd CST, 145th Airlift Wing (MEOC), and the 196th and 295th Signal Support Co. (DIRECT/JISCC).
- b. Coordinate mission assignments of NCNG communications equipment.
- c. Assist with frequency coordination for military aviation assets and/or programming.
- d. Identify and assign Civil Support Team and Mobile EOC and other communications trained personnel to maintain contact with and prepare to support ESF-2 functions during periods of activation.
- e. Provide personnel and equipment for point-to-point or mobile communications support on a 24-hour basis, as required.

COMMUNICATIONS (ESF-2)

2024 (Pre-Helene)

- f. Provide backup generator support (if available) to include personnel to transport, install, operate, and maintain generators and communications equipment.
- g. Provide subject matter expertise, guidance and liaison activities regarding requests for military communications resources outside of those outlined above.

3. NORTH CAROLINA AUXILIARY COMMUNICATIONS (AUXCOMM)

- a. Designate specific single point of contact to receive mission information, other instructions, and guidance from the Communications Branch Manager.
- b. Identify, train, and assign personnel to maintain contact with, and prepare to execute missions in support of ESF-2 during periods of activation.
- c. Provide radio communications support or other assistance as assigned during activations.
- d. Establish a plan, conduct ongoing training, and provide data over radio frequency (Winlink, Winmor, Pactor, etc).
- e. Provide and relay situation reports from impacted areas.
- f. Staff AUXC radio positions at the State EOC, regional coordination center locations, or other locations.
- g. Assist the 24-Hour Watch with PACE planning and testing.
- h. Coordinate with local AUXC entities to ensure PACE planning and tactical readiness.
- i. Maintain connections to the SHARES network and pass all requested messages.
- j. Operate the State EOC FEMA National Radio System (FNARS) station as required.
- k. Operate public safety radios, as authorized, to facilitate the passage of messages.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB N
COMMUNICATIONS (ESF-2)
2024 (Pre-Helene)

- l. Coordinate with SKYWARN spotter groups to assist National Weather Service (NWS) Offices with damage reports.
- m. Provide and relay situation reports from impacted areas (SPOT reports) to include status' of:
 - Local television broadcast signals;
 - Local radio broadcast signals;
 - Status of landline telephone services;
 - Status of power at the reporting location; and
 - Status of commercial voice and data networks.

4. NORTH CAROLINA 911 BOARD (PSAP COORDINATION)

- a. Serve as the ESF-2 Technical Lead for all PSAP service disruptions to include, but not limited to:
 - Physical damage to PSAP structure(s);
 - Significant staffing shortages due to injury or illness;
 - Infrastructure degradation for which a PSAP is not functioning; and
 - Multi-system cyber disruptions, malicious or accidental.
- b. Provide coordination between ESF-2 and the Network Monitoring and Assistance Center (NMAC). This will provide status of the North Carolina Emergency Services IP Network (ESInet).
- c. Provide the status for all PSAPs (primary and secondary) to ensure that citizens can access the 911 network.
- d. Facilitate any 911 call alternate routing based on capabilities at the degraded PSAP and the back-up PSAP. Consideration will be taken regarding the geographic impact area and the potentially impacted PSAPs to prevent a cascading route of 911 calls with an unknown destination.
- e. Deploy 911 Board staff to RCCs.
- f. Coordinate commercial voice/data partners that have direct involvement with the restoration of networks that deliver 911 calls to PSAPs.
- g. Coordinate with NC211 to ensure 911 system optimization.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB N
COMMUNICATIONS (ESF-2)
2024 (Pre-Helene)

**5. FIRST RESPONDERS EMERGING TECHNOLOGIES PROGRAM
(FIRSTTECH)**

- a. Provide specific, event based, technology platforms for usage within ESF-2.
- b. Provide direct support to the ESF-2 Functional Lead.
- c. Serve as the point of contact for FirstNet (US Department of Commerce) coordination.
- d. Work with NCDIT to coordinate state agency restoration of voice, data and other infrastructure systems.
- e. Provide supplemental staffing to NCEM or local response agencies.

**6. NORTH CAROLINA LOCAL GOVERNMENT INFORMATION SYSTEMS
ASSOCIATION (NCLGISA) IT STRIKE TEAMS**

- a. Utilize capable local IT professionals to form subject matter expertise resources to the SERT.
- b. Support IT systems at State EOC and RCC's at the request of NCEM Administration Section and/or ESF-2.
- c. Support NCEM Cyber with consequence management and recovery in response to a local, state or tribal system compromise.
- d. Provide incident/event-based support at the local, state or tribal level.

**7. UNIVERSITY OF NORTH CAROLINA CENTER FOR PUBLIC TELEVISION
(PBS-NC)**

- a. Provide coordination with NCSHP TSU to ensure access and restoration of shared tower sites and shared resources (for example - VIPER microwave radio network) that become degraded.
- b. Ensure that the State EOC infrastructure is sufficient to provide for the broadcast of the Governor's press conferences. If it is not, work with NCEM External Affairs and ESF-2 commercial partners to implement solutions.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB N
COMMUNICATIONS (ESF-2)
2024 (Pre-Helene)

C. SUPPORTING FEDERAL AGENCIES

1. FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

- a. Activate federal ESF-2 partners under the Stafford Act as required.
- b. Provide short-term restoration support to local, state, tribal, territorial, and insular area government first-responder communications.
- c. Provide personnel to support ESF-2 operations.
- d. Coordinate with FCC, NCC, CISA and other support agencies to develop appropriate documentation, policies and procedures.
- e. Provide first responder communications support to local, state, tribal, territorial, and insular area first responders as requested by the State Coordinating Officer (SCO) and as approved by the Federal Coordinating Officer (FCO).
- f. Coordinate activities to assist with the restoration of public safety communications systems and first responder networks as requested by the SCO and as approved by the FCO.
- g. Mobilize Mobile Emergency Response System (MERS) resources.
- h. Provide communications and information technology (IT) to federal response/recovery facilities within the area of operation. This includes federal USAR assets that deploy.

2. U.S. FEDERAL COMMUNICATIONS COMMISSIONS (FCC)

- a. Assist with special temporary authorizations (STA) based incident specific needs. All STAs will be coordinated through ESF-2.
- b. Provide SME guidance on frequency assignment, allocation and coordination as required by law.
- c. Provide frequency analytics based on pre and post disaster conditions.
- d. Coordinate and compile the Disaster Information Reporting System (DIRS) which provides information about communications infrastructure.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB N
COMMUNICATIONS (ESF-2)
2024 (Pre-Helene)

3. U.S. DEPARTMENT OF COMMERCE

**NATIONAL TELECOMMUNICATIONS AND INFORMATION
ADMINISTRATION (NTIA)**

- a. Manage the federal use of spectrum and identifying additional spectrum for commercial use as required by the incident/event.
- b. Ensure the stability and security of the Internet domain name system through its participation on behalf of the U.S. government in Internet Corporation for Assigned Names and Numbers.

FIRST RESPONDER NETWORK AUTHORITY

- a. Coordinate with the NC FirstTech to liaison between ESF-2 and AT&T (FirstNet.com) to ensure that contractual obligations are met between AT&T and their FirstNet customers.
- b. Assist with the coordination of AT&T FirstNet deployable resources as appropriate, as agreed upon.

**4. NATIONAL OCEANIC AND AERONAUTICS ADMINISTRATION (NOAA)
NATIONAL WEATHER SERVICE (NWS)**

- a. Maintain radio transmitting stations throughout the state to broadcast weather forecasts as well as alerts, watches, and warnings for severe weather and natural hazards.
- b. Support the Emergency Alert System and provide, in coordination with ESF-2, public dissemination of critical pre-event and post-event information over the all-hazards NOAA radio system, the NOAA Weather Wire Service, and the Emergency Managers Weather Information Network.
- c. Identify all needs for SKYWARN trained net control assistance during EOC activations.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB N
COMMUNICATIONS (ESF-2)
2024 (Pre-Helene)

IV. CONCEPT OF OPERATIONS

A. GENERAL

Operational activities outlined in this plan will be executed in accordance with all North Carolina general statutes and policies of the NC Department of Public Safety. They will also align with the NCEM ESF-2 Communications Plan and remain consistent with the National Incident Management System (NIMS) and the National Response Framework (NRF).

B. NOTIFICATION

The Communications Branch Manager will determine the extent to which ESF-2 coordination activities are needed and will identify the Communications Branch positions that will be necessary to support the mission most effectively. The extent of activation and positions needed will be directly correlated with the needs and scope of the incident or event (e.g., less complex incidents may only require activation of certain positions, while larger scale, more complex incidents may require activation of all positions).

State EOC activations and subsequent ESF-2 staffing notifications will be communicated via phone, text messages, e-mail, and other means available. The current contact listings for Communications Branch members, ESF-2 positions, and Communications SERT agency representatives are maintained by the Communications Branch Manager. In some cases, a mission order will be processed through NCSPARTA to facilitate reimbursement processes.

C. RESPONSE ACTIONS

1. INITIAL

- a. Provide a general description of the situation as it pertains to ESF-2 and an analysis of the ESF's operational support requirements.
- b. Based upon the Situation Analysis, prepare a list of objective-based priority actions to support lifesaving and short-term recovery operations. The action list should be revised as the situation changes.
- c. Coordinate with the 24-Hour Watch/VIPER staff for the equitable distribution and recall of previously assigned VIPER state event talk groups.

COMMUNICATIONS (ESF-2)

2024 (Pre-Helene)

- d. Establish communications with the federal agencies and partner states to coordinate communications assets required beyond state capability.
- e. In coordination with the RCCs, coordinate and develop an ICS-205 Incident Radio Communications Plan for disaster operations. This plan will include SERT and RCC information.
- f. Monitor NCSPARTA and be prepared to coordinate any request for Communications support. All communications resource requests will be entered into NCSPARTA by the requesting agency or county at which time it will be sorted by the State EOC. From there, it will be tasked to appropriate RCC, tasked to a county for mutual aid, or sent to the NCEM Operations Chief (via NCSPARTA) to be tasked to the ESF-2 Coordinator to fill the request using available resources.
- g. Mobilize resources and coordinate communications support for all government, quasi-government and volunteer agencies using approved mission assignments.
- h. Prepare timely electronic briefings and paper reports on the status of ESF-2 response operations and the status of communications systems. Maintain copies of all reports for preparation of after-action reports and lessons learned.
- i. Keep track of all expenditures concerning operations and submit these to the Administration and Logistics Section after terminating operations.

2. CONTINUING

- a. Gather information from impacted area and determine which communications systems are operational, including but not limited to land-line telephone service, cellular telephone networks, and land mobile radio systems (LMR).
- b. Assess the communications requirements for any damage assessment teams who will deploy to the impacted area to survey damage. Coordinate the procurement and distribution of equipment.
- c. Coordinate, if needed, with federal ESF-2 partners to ensure that state staff has the necessary communications equipment such as telephone lines, and internet connectivity to function at a Joint Field Office (JFO).

COMMUNICATIONS (ESF-2)

2024 (Pre-Helene)

- d. Continue to coordinate with ESF12 Energy partners to ensure the continuity of networks and to prevent unnecessary damage to communications infrastructure.
- e. Coordinate with the NCEM Business EOC (BEOC) to delineate between commercial telecommunications support for public safety entities and public service entities (schools, shelters, places of worship, etc.). ESF-2 will handle support for public safety responders, while the BEOC will support the public service entities.
- f. Ensure ESF-2 team members, or their agencies maintain appropriate records of costs incurred during the event.
- g. Provide ESF-2 coordination and support as required for Recovery Operations.
- h. Assess the need for and obtain telecommunications industry support as needed.
- i. Prioritize the deployment of services based on available resources and critical needs.
- j. Provide ESF-2 coordination and support as required for Recovery Operations.

V. DIRECTION, CONTROL AND COORDINATION

A. LOCAL

Counties are responsible for their own first responder communications needs and systems. Counties will continue using existing communications equipment and service vendors as much as possible during emergencies and disasters. Counties will route those requirements that cannot be met locally to the SERT through the State EOC Communications Center.

B. STATE

State agencies are responsible for their own communications needs and systems. In the event of a disaster, the state will assess damage to its communications systems and make repairs using existing resources as much as possible. If additional resources are needed, the state will call on local governments and the Emergency Management Assistant Compact (EMAC). If resources cannot be identified locally or through EMAC, FEMA may also

COMMUNICATIONS (ESF-2)

2024 (Pre-Helene)

provide assistance as applicable. The state will also attempt to respond to resource requests from local governments. If the state does not have adequate resources from which to draw, local government requests will be forwarded to FEMA.

C. FEDERAL

ESF-2 partners described by the National Response Framework monitor disaster situations and determine when there is a need for federal response. FEMA's communications liaison from the National Communications System will contact state personnel to prepare for Joint Field Office operations and to determine whether federal resources will be needed for state and local governments.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB O
MILITARY SUPPORT
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide for the organization of military support to the State Emergency Response Team (SERT) during disasters and/or civil unrest.

B. SCOPE

The scope of military support operations varies. Military support will be provided through U.S. Department of Defense resources under state or federal authorities to the SERT.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A large-scale disaster will result in widespread loss or damage to the civilian infrastructure. In addition, there may be widespread displacement of people because of damage to or loss of structures and housing. To quickly assess effects on the population and to provide immediate response, an impact assessment will be required immediately following a disaster.

B. ASSUMPTIONS

1. A catastrophic disaster will overwhelm the resources of local governments.
2. North Carolina National Guard (NCNG) resources will be made available to assist civil authorities provided that support does not interfere with an essential military mission.
3. To assist local officials, the Governor may order any or all of the NCNG to active duty under state authorities.
4. NCNG assistance will be limited to missions that can be accomplished more effectively by the NCNG compared to other agencies of government.
5. Additional military support may be requested when the disaster exceeds the capabilities of local and state resources.
6. Counties surrounding or adjoining military installations are encouraged to enter into Memoranda of Agreement with the local military base for support during

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB O
MILITARY SUPPORT
2024 (Pre-Helene)

local emergencies. Such memoranda should address financial accounting and liability, operations liability, and commercial operations.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Provide assistance as needed through field services personnel.
- b. Coordinate requests for resources from all state agencies.

B. SUPPORTING STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA NATIONAL GUARD (NCNG)

- a. Provide a representative of the SERT at the State EOC to serve as the functional lead for military support as well as any additional personnel and resources required for coordination, command, and control of military resources.
- b. Provide military support to civil authorities. Missions may include, but are not limited to:
 - Communications;
 - Debris clearance;
 - Medical and refugee evacuation;
 - Search and rescue;
 - Food and water supply;
 - Health, sanitation and medical services;
 - Housing and shelter;
 - Maintaining law and order;
 - Emergency repair of streets, roads, and bridges;
 - Transportation;
 - Damage assessment;
 - Emergency flood control; and
 - Aviation support.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB O
MILITARY SUPPORT
2024 (Pre-Helene)

- c. Provide NCNG mission capable packages.
- d. Provide personnel and resources to support the coordination, command, and control of military aviation assets to the SERT Air Operations Branch as outlined in North Carolina State and Local Aviation Planning Guide.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The NCNG will operate from the State EOC to coordinate mission requests in support of the SERT and to advise the SERT Leader on military support capabilities and resources. The NCNG will provide military support to civil authorities in accordance with the North Carolina National Guard State Area Command Operation Plan.

When ordered into active duty by the Governor, the Adjutant General will mobilize personnel and equipment in and around the disaster area or potential disaster area as required to restore/preserve law and order and to provide support for the other SERT activities as directed by the SERT Leader. During a disaster, when waiting for instructions from higher authority would preclude effective response, a National Guard Commander may take action necessary to save human life, prevent immediate human suffering, or lessen major property damage or destruction. The Commander will report his/her actions to higher military and civil authority as soon as possible. NCNG Assistance will not be delayed for lack of reimbursement commitment or for lack of liability certification from the requestor.

In disasters of sufficient magnitude to require federal Department of Defense (DOD) response, the NCNG Adjutant General and his staff will serve as liaison between North Carolina and the active component commander through the dual status command structure. This will allow for the integration of military support resources under state as well as federal authorities under a single command and control structure to reduce duplication of effort and improve operational efficiencies.

Requests for assets and/or capabilities of the larger U.S. Department of Defense are routed through the State EOC for approval and routing through FEMA. These requests do not impact the ability for any commander of a federal military installation to support an immediate threat to life, limb, or eyesight under their immediate response authority in support of local or state civil authorities.

MILITARY SUPPORT

2024 (Pre-Helene)

Military support to civil authorities will terminate as soon as possible after civil authorities are capable of handling the emergency with a priority of demobilization of military support resources deployed under federal authorities prior to resources mobilized under state authorities.

B. NOTIFICATION

When a disaster has occurred or is imminent, the NCEM Operations Chief or designee will notify military support agencies. NCNG will use existing unit alert and mobilization plans to alert, mobilize, and demobilize personnel and assets.

C. RESPONSE ACTIONS

- a. State personnel and equipment resources as necessary.
- b. Assess impacts and needs.
- c. Deploy personnel and equipment resources.
- d. Evaluate and coordinate military assistance requests.
- e. Relieve military units as soon as mission is complete or when civilian assets can assume mission requirements.

V. DIRECTION, CONTROL AND COORDINATION

A. LOCAL

Each local jurisdiction is responsible for the management of disasters to the extent its resources allow. When local and mutual aid resources have been exhausted, local jurisdictions may request assistance from the state.

B. STATE

Requests for military support are received in the State EOC and forwarded to the NCNG Adjutant General for approval. If the NCNG can support the request, the mission will be scheduled. The NCNG emergency coordinating officer will keep mission status information.

MILITARY SUPPORT

2024 (Pre-Helene)

C. FEDERAL

Requests for federal military assistance will be made by NCEM to FEMA. In the event of a major disaster or when the potential for a major disaster exists, FEMA will dispatch a Defense Coordinating Officer to the North Carolina EOC. This officer will help prepare and coordinate requests for federal military resources.

VI. REFERENCES

- A. North Carolina State and Local Aviation Planning Guide

ALL HAZARD INCIDENT MANAGEMENT TEAMS (AHIMT)

2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to describe the support provided by All Hazards Incident Management Teams (AHIMT). These personnel are trained and credentialed to fulfill a variety of incident command positions to maximize their value in a deployment, both within North Carolina and to other states through the Emergency Management Assistance Compact (EMAC).

B. SCOPE

Members of AHIMTs can be deployed for any response to maintain public safety. This may range from large, planned events to a response with very little lead time. The complexity of the incident will dictate the size of the AHIMT as well as the level of qualifications needed. Becoming and remaining an IMT member requires an ongoing commitment for that individual to attend training opportunities provided for IMT members. Candidates for an AHIMT must be experienced in disaster response, specifically long-term activations (greater than 72 hours) within an EOC or Field Command Posts. Additionally, completion of the AHIMT training requirements is necessary to apply to become a part of the Branch Incident Management Team. Individuals who become AHIMT credentialed also maintain a current AHIMT position task book.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

A major disaster may cause many people to be in life threatening situations that require various levels of response. Team members can be comprised of local, state, federal and non-governmental AHIMT trained and credentialed personnel. Supplemental personnel may be added to these teams to augment specific local needs.

B. ASSUMPTIONS

1. All available and trained AHIMT resources will be committed, and additional subject matter experts or technical specialists may be requested from the state or through EMAC.
2. Support, coordination and direction of local efforts, including volunteers, will be required.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB P
ALL HAZARD INCIDENT MANAGEMENT TEAMS (AHIMT)
2024 (Pre-Helene)

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Provide a liaison to local government and coordinate assistance and/or response from state and federal governments.
- b. Organize and appropriately train emergency management personnel for participation in all aspects of AHIMT operations.
- c. Coordinate additional training for all members of AHIMT to ensure an acceptable level of preparedness.
- d. Maintain a current directory of qualified resources for AHIMT deployment.

B. SUPPORTING STATE AGENCY

1. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

NORTH CAROLINA FOREST SERVICE (NCFS)

- a. Provide full AHIMTs and/or AHIMT personnel.
- b. Train NCFS personnel in All Hazard and or Wildland ICS. Maintain records of training and qualifications.
- c. Support AHIMT training of other state / local agencies.
- d. Support development of local AHIMTs.
- e. Develop AHIMT qualifications of other state and local agencies through participation in NCFS AHIMTs.

ALL HAZARD INCIDENT MANAGEMENT TEAMS (AHIMT)

2024 (Pre-Helene)

IV. CONCEPT OF OPERATIONS

A. GENERAL

AHIMT members are equipped with a high level of Incident Command System (ICS) experience in emergency management. When deployed, they may fill assigned ICS positions within an organization to support their response, serve in an ICS deputy position to support local responders, provide relief to local responders to ensure that 24-hour operations are continued, and/or serve as a mentor for local personnel with less disaster response experience. Although AHIMTs are comprised of sixteen ICS positions, some or all of these positions may be filled for any particular deployment. The positions include staff trained and certified in command elements, operations, planning, logistics, and finance and administration.

Requests for an AHIMT may come from an agency/community within the state, or from another state through EMAC. Upon notification by the State EOC of an AHIMT request, members will be notified and asked to respond with availability. If available, AHIMT members must be ready for deployment with 24 hours' notice. NCEM Regional Coordination Centers (RCCs) will identify team leaders who will be activated with concurrence of the State Emergency Response Team (SERT) Leader. The RCCs will identify other team members depending on requests and needs of the receiving jurisdiction and coordinate their movement and assignment with team leaders. As needed, the NCEM EMAC Coordinator will submit a cost estimate to the requesting agency.

Once the AHIMT has been activated, team members will be provided a copy of the mission assignment, which typically requires deployment of a period no less and 72 hours but up to 14 days. At the direction of the Team Leader, AHIMTs will support local/county briefings and planning meetings as required. They will ensure all state resources are properly accounted for and will provide advice to the agency/community on the availability and appropriate use of state resources. They will serve as liaisons between local/county government and the SERT. AHIMTs will be demobilized or re-deployed when the mission at their designated location has been completed.

AERIAL RECONNAISSANCE TEAMS (ART)

2024 (Pre-Helene)

I. MISSION

As part of preliminary damage assessment, to deploy rapidly and fly over severely impacted areas providing reports on the extent and location of hurricane damage. Aerial Reconnaissance Teams (ARTs) will coordinate activities with the FEMA Rapid Needs Assessment (RNA) Team.

II. CONCEPT OF OPERATIONS

The ARTs are led by an ART Coordinator assigned from the SERT Recovery Section. They schedule aerial reconnaissance according to requirements established by the SERT Planning Section. ARTs will be deployed immediately after a major hurricane impacts North Carolina and weather conditions permit. Two ARTs will deploy from the RDU airport at the National Guard Aviation Center and fly to counties impacted by a hurricane. One helicopter will fly the impacted area where the hurricane eye's center moved over land. The other helicopter will fly the eastern eye wall where hurricane winds are expected to have been most severe. Both helicopters will fly these areas, county by county, observing and noting the following:

- Severity of the damage;
- Specific impact information and locations, i.e. estimated houses damaged, roads washed away, bridges out, power lines down, etc.;
- Record video and digital images of the damage;
- Mark those areas that should be investigated in greater detail by an unmanned aerial vehicle (UAV) and, if possible, where a remote pilot could set up a nearby base of operations; and
- Determine what immediate state assistance may be needed.

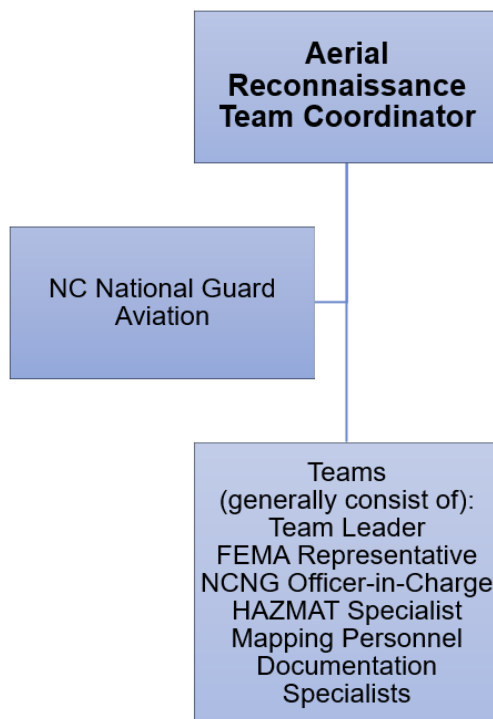
If possible, the information being recorded by the ARTs will be sent back to the State EOC by one or more of the following methods:

- By voice transmission between the ART leader and the State EOC as fly-over occurs.
- By voice transmission using a satellite phone once the helicopter lands in an impacted county.
- By telephone once a team lands in an impacted area.
- By fax machine once a team lands in an impacted area.
- By hand delivering the reports and maps back to the State EOC when the ARTs return to Raleigh.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB Q
AERIAL RECONNAISSANCE TEAMS (ART)
2024 (Pre-Helene)

III. ART INFORMATION MISSION OBJECTIVES

ART information mission objectives identify the status of Infrastructure and mass care structures for each affected county.



Priorities include:

- A. Telephone and communications towers
- B. Electrical power lines
- C. Roads and Bridges
- D. Health/Medical Facilities
- E. Waste and Water Treatment Plants and Systems
- F. Airports and Railroads
- G. Main Government buildings
- H. Shelters
- I. Mapped areas of significantly impacted areas

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB R
TRANSPORTATION (ESF-1)
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The Transportation Emergency Support Function (ESF-1) provides the basis for coordination with the state and local governmental entities as well as other emergency response organizations for resources to support transportation systems and emergency transportation needs during events. Upon activation of the State Emergency Operations Center (EOC), North Carolina Emergency Management (NCEM) will coordinate with the NC Department of Transportation (NCDOT) and other agencies as required to provide the resources (personnel, services, equipment, facilities, materials, and supplies) needed to perform emergency assistance missions. The term “transportation systems” includes the following modes of transportation:

- Highways and motor carrier, to include bridges;
- Mass Transit, to include passenger rail, and ferries;
- Freight rail;
- Aviation, to include passenger and cargo airports; and
- Maritime, to include seaports and fresh and saltwater routes.

B. SCOPE

ESF-1 is designed and structured to provide transportation emergency management and resource support to assist in incident management. The provision of state transportation includes overall coordination of transportation assistance requests from local governments and state agencies, allocation of public and private transportation resources needed for the transportation of people, goods and services to and from the affected area, and assisting with recovery operations as necessary. Activities within the scope of ESF-1 functions include:

- Processing and coordinating requests for transportation support;
- Reporting damage to transportation infrastructure as a result of the incident;
- Coordinating alternate transportation services;
- Coordinating the restoration and recovery of the transportation infrastructure;
- Coordinating and conducting activities under the direct authority of NCDOT elements; and
- Coordinating and supporting the preparedness, response, recovery and mitigation activities necessary to support the state’s transportation infrastructure.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB R
TRANSPORTATION (ESF-1)
2024 (Pre-Helene)

II. SITUATION AND ASSUMPTIONS

A. SITUATION

An incident may severely damage the transportation infrastructure, severely impacting roads, bridges and railways. These impacts may impact emergency response efforts. Impacts may also hinder local transportation activities, leading to delays, reduced accessibility, and increased congestion.

B. ASSUMPTIONS

1. Many local resources may be unavailable due to the level of damage to the transportation infrastructure or insufficient to handle the situation.
2. The state will provide transportation for resources requested by local government and may be required to provide transportation assets to assist local government in evacuation of citizens.
3. Clearing of access routes may be slow. Coordination between the local government and the State Emergency Response Team (SERT) Logistics Section and the SERT Infrastructure Branch may be required to organize emergency relief.
4. Damage to the transportation infrastructure may require use of air and water transportation assets.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

Serve as lead agency to coordinate ESF-1 response including coordination with supporting agencies and prioritization of the requests for transportation services and resources in consultation with the SERT Leader and other SERT agencies.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB R
TRANSPORTATION (ESF-1)
2024 (Pre-Helene)

B. LEAD TECHNICAL AGENCY

1. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

- a. In response to an event or incident impacting the state, NCDOT will assign personnel to the SERT at the State EOC as part of ESF-1. ESF-1 is designed and structured to respond and report directly to the SERT Infrastructure, who in turn, reports to the SERT Operations Section Chief (see the North Carolina Emergency Operations Plan (NCEOP), Basic Plan, Concept of Operations).
 - Highway Division: responsible for building and maintaining all aspects of North Carolina's highways, roadsides and bridges.
 - The State Transportation Operations Center (STOC) monitors roadways across North Carolina, dispatches Incident Management Assistance Patrol (IMAP) to assist stranded motorists or provide accident scene management, determines speeds, manages message boards, and provides alternative routes, if needed.
 - Ferry Division: supports coastal emergencies, moving people out of harm's way in advance of hurricanes.
 - Rail Division: focuses on the movement of people and goods on North Carolina's railroads through passenger and freight service.
 - Aviation Division: coordinates passenger, cargo, and unmanned aircraft systems.
 - Integrated Mobility Division: administer state and federal funds for public transportation, bicycle, and pedestrian programs.
- b. Coordinate all ESF-1 administrative, management, planning, training, preparedness, response, recovery, and mitigation/redevelopment activities.
- c. Provide all available and obtainable transportation resource support for the ESF-1 mission to include:
 - Transportation equipment and facilities lists;
 - Vehicular traffic management and control signs and devices of various types;
 - Vehicular traffic flow data and information from permanent and temporary monitoring sites;

TRANSPORTATION (ESF-1)

2024 (Pre-Helene)

- Coordinate with the United States Coast Guard (USCG) to take protective measures;
 - Suspend and clear all construction and maintenance zones in a timely manner;
 - Support the activation of evacuation plan(s) in a timely manner after notice of an evacuation order;
 - Provide public transit and resources with point of contact data by city and county;
 - Provide public and private airport, airfield, heliport, seaplane base, and hospital heliport data such as location, elevation, marine navigation aids, runways, and owner-operator points of contact;
 - Provide railroad transportation systems data and points of contact;
 - Provide seaport data such as location, marine navigation aids, docking and cargo capability, and owner-operator points of contact;
 - Provide pipeline data with coordination of ESF-12, and other support agencies;
 - Provide the SERT, including deployed personnel, maps for all modes of transportation;
 - Identify temporary alternative transportation solutions that have been implemented when systems or infrastructure are damaged or unavailable and update as system is restored;
 - Provide staffing and resources necessary to conduct impact assessment of the impacted area; and
 - Provide multi-modal transportation engineering, technical, and specialty support and coordination.
- d. Support the development of reports and action plans during State EOC activations and participate in and support the development of ESF-1 After Action Reports (AARs) following the deactivation of the event or incident by SERT.

C. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE HIGHWAY PATROL

- a. Provide uniform personnel for highway law enforcement, traffic control, security, public disturbance, and riot response.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB R
TRANSPORTATION (ESF-1)
2024 (Pre-Helene)

NORTH CAROLINA NATIONAL GUARD (NCNG)

- a. Provide military support to civil authorities including transportation and aviation support trained military police for traffic control.
- b. Provide military forces to assist local law enforcement in the emergency area for security, control of entrance to and exit from disaster area, and protection of people and crowd control.

2. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

NORTH CAROLINA FOREST SERVICE (NCFS)

- a. Provide equipment and personnel for road clearing of debris or earth. This is from road shoulder to road shoulder only. Does not include rights of way.

D. SUPPORTING FEDERAL AGENCIES

1. NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION (NOAA)

- a. Provide emergency hydrographic surveys, search and recovery, obstruction location to assist safe vessel movement, and vessel traffic rerouting in ports and waterways.
- b. Provide expertise and conducts/supports specialized salvage/wreck removal operations.
- c. Support the USCG and other authorities in response to significant transportation disruption by providing expertise and conducting underwater obstruction surveys to search for dangers to navigation.
- d. Coordinate Coast Survey response activities.
- e. Coordinate with USCG Maritime Transportation System Recovery Unit (MTSRU), Port Recovery Team, Harbor Safety Committee, USCG staff, or Pilots Association.

2. U.S. DEPARTMENT OF HOMELAND SECURITY (DHS)

CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY (CISA)

In response to threats, events and incidents impacting the state, CISA will have a dedicated Protective Security Advisor (PSA) report to the State EOC to coordinate critical infrastructure impact information resulting from the incident.

- a. The PSA provides expert knowledge of the impacted infrastructure providing vital information on interdependencies, cascading effects and damage assessments.
- b. The PSA coordinates closely with critical infrastructure owner/operators on incident impacts and makes recommendations on critical infrastructure reconstitution prioritization, re-entry and recovery efforts.
- c. The PSA will utilize the Events and Incident Tracker to track, in near real time, facilities' pre-incident and post-incident status in order to provide situational awareness to counties and the State EOC as well as CISA leadership.

U.S. COAST GUARD

The U.S. Coast Guard provides port conditions indicating the level of threat and the actions required by port users based on weather characteristics:

- a. Whiskey: Set when gale force winds are expected to arrive at the port within 72 hours. Port remains open to all commercial traffic, but oceangoing ships and barges must report their intention to remain in port or depart. If they are departing, they must do so within 12 hours of gale-force winds;
- b. X-Ray: Gale force winds are expected within 48 hours. The rules are similar to port condition Whiskey;
- c. Yankee: Gale force winds predicted within 24 hours. Vessels seeking to depart must arrange immediate departure. Cargo operations must cease with 18 kilometer per hour (kph) winds. Transfer hoses must be disconnected with 22 kph winds. Ships seeking to arrive in port should seek an alternate destination;

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB R
TRANSPORTATION (ESF-1)
2024 (Pre-Helene)

- d. Zulu: Gale force winds within 12 hours. The port is closed.

3. U.S. DEPARTMENT OF TRANSPORTATION

FEDERAL HIGHWAY ADMINISTRATION (FHWA)

- a. Assign USDOT and FHWA personnel to the ESF-1 duty roster and schedule in the State EOC and the STOC.
- b. Monitor and report the status of and damage to the transportation system and infrastructure.
- c. Assist with the identification of temporary alternative transportation solutions to be implemented when primary systems or routes are unavailable or overwhelmed.
- d. Serve as the Air Operations Liaison until a representative from the FAA is available in person to serve in this role.
- e. Coordinate federal regulatory waivers and exemptions.
- f. Serve as the Evacuation Liaison Team (ELT) representative on location during evacuations and re-entries.
- g. Provide longer-term coordination of the restoration and recovery of the affected transportation systems and infrastructure if required.
- h. Work with primary and support agencies, local and state transportation departments, and industry partners to assess and report the damage to the transportation infrastructure and analyze the impact of the incident on transportation operations, nationally and regionally.
- i. Coordinate and implement, as required, emergency-related response and recovery functions performed under USDOT and NCDOT statutory authorities. This includes management of the airspace within and surrounding the disaster impacted area, emergency highway funding for federally owned highways and highways on the Federal Aid System, hazardous material movement, and damage assessment, including safety- and security-related actions.

TRANSPORTATION (ESF-1)

2024 (Pre-Helene)

- j. Provide technical assistance to local, state, tribal, territorial, insular area, and federal governmental entities in determining the most viable transportation networks to, from, and within the incident area and on availability of accessible transportation.
- k. Assist in restoring the transportation infrastructure through ESF-1 and the Stafford Act program.
- l. Provide all available and obtainable transportation resources for the support of ESF-1 missions. NCEM will coordinate with ESF-1 the acquisition of transportation resources from intrastate/interstate mutual-aid and compact agreements and FEMA.

IV. CONCEPT OF OPERATIONS (CONOPS)

A. GENERAL

Local governments will use their transportation assets and resources to the extent necessary and available. If the extent of the disaster exceeds the transportation resources of the local government, state assistance will be provided upon request.

To efficiently and effectively perform the duties, responsibilities and activities reserved to ESF-1, the primary and supporting agencies will ensure that activities are shared and coordinated through timely and relevant situational awareness threat information reports. Transportation solutions may be implemented when systems or infrastructure are damaged or unavailable. Impact assessments will be conducted to evaluate damage to infrastructure and personnel will be tasked for response and recovery work.

ESF-1 may obtain resources through member agency contractors, vendors, and suppliers. Resources may also be obtained from local, state, regional, national, and public and private associations or groups. Mission assignments for transportation support are tasked by the SERT Infrastructure Branch to ESF-1 for action. ESF-1 communications are established, maintained and coordinated to facilitate the expeditious and accurate exchange of information necessary to conduct activities. All ESFs will assist ESF-1 by providing the following information: the availability of vehicles, vessels, and aircraft for transportation missions; availability of repair, service, refueling, parking, storage, and staging facilities, equipment, and personnel for all modes of transportation; availability of vehicular traffic management and control signs and devices for transportation missions; and, any known vehicular traffic flow information, highway, road, and street

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 3 | TAB R
TRANSPORTATION (ESF-1)
2024 (Pre-Helene)

closure or obstruction information, and the availability of any transportation related engineering, technical, and specialty support or assistance.

ESF-1 provides a structure for managing and coordinating the complex operations of the transportation system. This includes:

- Coordination of evacuation and re-entry efforts;
- Coordination of resource deployment into and out of the event or incident area;
- Coordination of transportation recovery, restoration, safety and security;
- Coordination of maintenance efforts;
- Coordination of the movement, or restricting the movement, of individuals, personnel and goods as necessary;
- Providing transportation support to other ESFs;
- Monitoring, controlling, and coordinating all modes of transportation;
- Providing infrastructure status reports for all modes of transportation;
- Providing multi-modal logistical support for the transportation of evacuees, responders, resources and survivors returning to impacted areas;
- Identifying temporary alternative transportation solutions that can be implemented when systems or infrastructure are damaged or unavailable, to include the identification of alternative routes;
- Providing transportation maps, charts and electronic geospatial information;
- Identifying, assessing, and prioritizing repairs of damage sustained to the multi-modal transportation infrastructure;
- Prioritizing and initiating emergency work to clear debris and obstructions from, and make emergency repairs to, the multi-modal transportation infrastructure;
- Facilitating and coordinating the Overweight and Over Dimensional expedited permitting process; and
- Facilitating and coordinating the provisions for extended hours of operation for commercial operators for materials necessary to respond to the event or incident.

B. NOTIFICATION

ESF-1 will utilize the following notification processes during State EOC activations:

1. The NCEM 24-Hour Watch will notify the SERT when a threat, event or incident that will potentially impact the state is occurring or has occurred;

TRANSPORTATION (ESF-1)

2024 (Pre-Helene)

2. SERT Infrastructure will notify designated ESF-1 personnel to report to the State EOC, as directed by the SERT Leader and upon notification by the 24-Hour Watch;
3. As warranted by the scope of the impending event or incident, NCDOT will notify the appropriate supporting divisions and agencies to request necessary support;
4. The supporting agencies designated to report to the State EOC will notify their respective agencies and emergency management partners;
5. The designated supporting agencies will respond to the NCDOT Duty Officer's request, report to the State EOC and ensure the necessary staffing for the remainder of the activation; and
6. The SERT Leader through the SERT Infrastructure will notify designated ESF-1 personnel to end operations at the State EOC, as directed and upon notification of the deactivation of the State EOC.

C. RESPONSE ACTIONS

1. INITIAL

Immediately upon notification of a threat, event, or incident, consideration is given by ESF-1 toward:

- a. Providing appropriate representation at the State EOC;
- b. Attending and participating in ESF-1 conference calls, webinars, meetings, conferences, training sessions, and exercises;
- c. Developing and maintaining manual and automated templates, documents and listings for the following:
 - Agency emergency points of contact and Subject Matter Experts (SME) that are assigned or otherwise available to ESF-1;
 - Points of contact for division, agency, contractor and vendor obtainable transportation resources;
 - Websites and other electronic resources identified to assist all supporting agencies; and
 - State EOC briefings, reports, and/or action plans.

TRANSPORTATION (ESF-1)

2024 (Pre-Helene)

- d. Participating in the SERT Evacuation conference calls;
- e. Providing appropriate representation at the NCDOT STOC;
- f. Initiating situation reporting to ESF-1 agencies at the State EOC and the SERT Infrastructure Support Group;
- g. Implementing plans to ensure adequate staff and administrative support;
- h. Implementing protective measures to manage and contain the event or incident to lessen potential impact regarding life safety, preservation of property and the environment, and mitigation against further damage;
- i. Evaluate and task multi-modal transportation requests to the appropriate supporting agency;
- j. Identify temporary alternative transportation solutions that can be implemented when systems or infrastructure are damaged or unavailable.

2. CONTINUING

Upon an activation of the SERT, consideration is given by ESF-1 toward:

- a. Coordination of the acquisition of transportation services to fulfill 1) informational, 2) mission related, and 3) financial and administrative assignments in support of the SERT and all ESFs when required;
- b. Coordination of support to the appropriate state, local, and tribal entities regarding the movement of people and goods to, from, and within the impacted area(s), and provides information regarding issues such as movement restrictions, critical facilities closures, and evacuations;
- c. Coordination of the administrative support of individuals involved in regional emergency transportation operations and for managing all financial transactions undertaken through mission assignments to ESF-1;

TRANSPORTATION (ESF-1)

2024 (Pre-Helene)

- d. Coordination of appropriate regional/district operating administrations on the implementation of specific NCDOT statutory authorities providing immediate assistance, such as air traffic control, long-term recovery of the transportation infrastructure, and any authorized mitigation efforts to lessen the effects of future incidents;
- e. Providing information (including situational awareness maps for all modes of transportation) to be included in briefings, reports, and/or action plans;
- f. Coordinating with ESF-1 counterparts in the threatened or impacted county(s) according to established procedures;
- g. Maintaining records of work schedules and costs incurred by ESF-1 agencies during an event;
- h. Evaluate and task the transportation support requests for impacted areas;
- i. Anticipate, evaluate, and respond to all requests for Temporary Flight Restrictions (TFR) according to established procedures;
- j. Monitor the status of seaports, airports, navigable waterways, and railway systems.

V. DIRECTION, CONTROL AND COORDINATION

A. LOCAL

Local governments have transportation assets that are used to support normal functions within the community and which may also be used during emergencies. These include administrative and utility vehicles (sedans, pickups, dump trucks), special purposes vehicles (water tankers, tractor-trailers), local school activity buses and public-school buses (as prearranged between local government and local school boards).

ESF-1 primary and supporting agency resources will coordinate with and assist the SERT in field operations efforts if necessary. Examples of the types of field operations teams that may be deployed are listed below:

- Incident Management Team (IMT);
- Joint Information Center (JIC);
- Logistical Staging Areas (LSA);
- Preliminary Damage Assessment Team;
- Damage Assessment Team;

TRANSPORTATION (ESF-1)

2024 (Pre-Helene)

- Joint Field Office (JFO);
- Local (regional/district or county) EOC liaison; and
- Interstate (Emergency Management Assistance Compact [EMAC]) mutual aid assistance.

B. STATE

As a part of the SERT, ESF-1 may be required to operate at several facilities or participate on several incident management teams simultaneously. ESF-1 may be represented and participate at the State EOC and their respective agency EOCs to manage the various roles, functions and resources necessary to efficiently and effectively accomplish all mission assignments.

C. FEDERAL

The U.S. Department of Transportation is responsible for coordinating federal emergency transportation assistance to affected state and local governmental entities. If the transportation demands exceed the resources of North Carolina agencies, federal transportation resources will be requested. U.S. DOT is also responsible for coordinating transportation assistance for federal agencies with disaster mission assignments that lack sufficient transportation capabilities necessary to perform their emergency missions.

SERT PLANNING SECTION

2024 (Pre-Helene)

I. PURPOSE

This appendix describes the Planning Section of the State Emergency Response Team (SERT) during disasters, emergencies, and significant planned events. The core functions performed by the SERT Planning Section are consistent for all hazards, regardless of impact or geographical area.

II. MISSION

The Planning Section is responsible for collecting, formatting, archiving, and distributing emergency/disaster information.

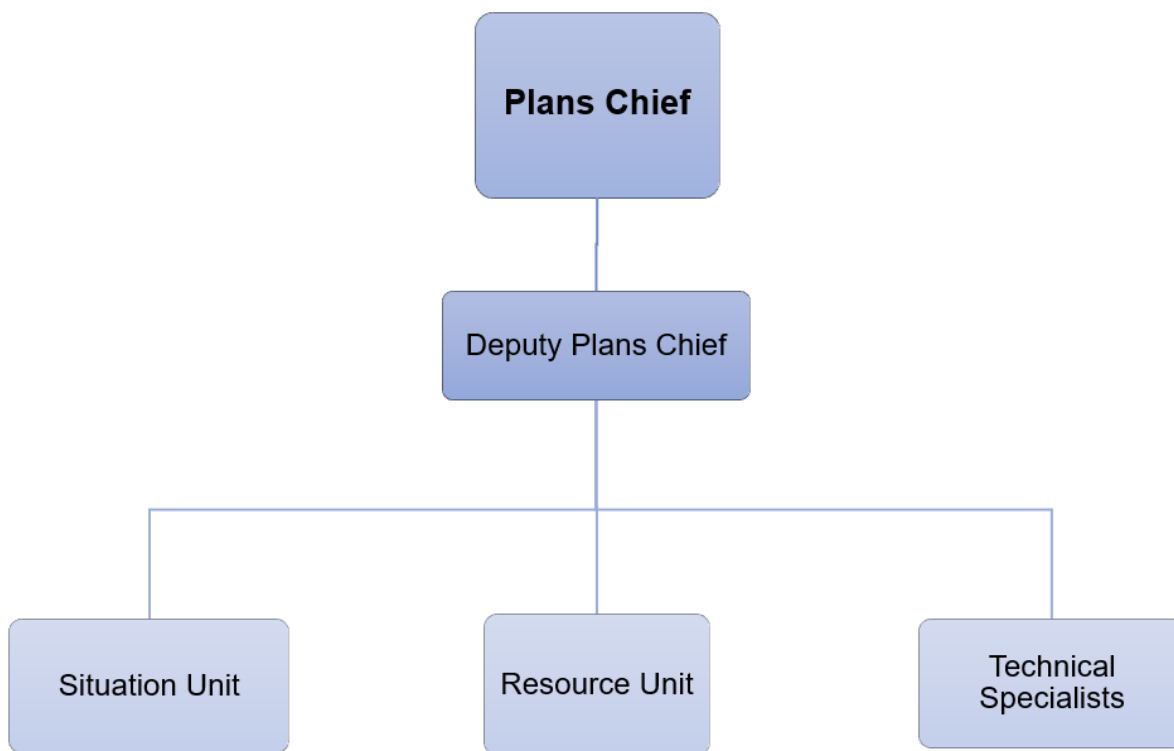
III. ORGANIZATION

The Planning Section Chief reports directly to the SERT Leader and will continually assess staff resources during disaster/emergency events requesting additional staff from the SERT Leader as necessary.

The core functions carried out by the SERT Planning Section include:

- A. Resource Tracking
- B. Developing and disseminating the following:
 - Reports containing disaster and incident information;
 - Incident Action Plans (IAPs);
 - Executive Summary; and
 - Demobilization Plans.
- C. Technical Expertise (event specific)
- D. Meteorological Support
- E. After-Action Reports and Corrective Action Planning

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 4
SERT PLANNING SECTION
2024 (Pre-Helene)



At a minimum, the following information is required to describe the emergency/disaster event:

- A. Deaths;
- B. Boundaries of the disaster area;
- C. Political boundaries;
- D. Status of transportation infrastructure;
- E. Status of communications infrastructure;
- F. Status of electrical infrastructure;
- G. Status of medical infrastructure;
- H. Hazard specific information;
- I. Weather data affecting the impacted area;
- J. Activated Emergency Management facilities;
- K. Shelter information;
- L. Mass feeding information; and
- M. Immediate or life threatening needs.

SERT PLANNING SECTION

2024 (Pre-Helene)

IV. CONCEPT OF OPERATIONS

A. SITUATION UNIT LEAD

The Situation Unit will monitor a variety of information sources (primarily NCSPARTA and social media) in order to collect, format, archive and distribute emergency/disaster information in a variety of report formats. Reports will be developed using statistical, narrative, and graphical information from response and recovery operations that regularly describe the progress of the emergency workers and future operational strategies. This information must accurately describe the impacted area and the effect to the infrastructure.

The Situation Unit is also responsible for collecting emergency/disaster information, assembling, and disseminating the Executive Summaries.

B. RESOURCE UNIT LEAD

The Resource Unit will monitor and track the assignment of resources to the NCEM Branch Level, manage the State EOC check in/check out process, and develop Incident Action Plans. IAPs will be published daily for the next 24 hour operational period (0700 – 0700). Considerations in preparing the IAP include among other things the SERT Leader's priorities, available state resources, and the status of previously planned activities. At full activation, Situation and Documentation goes on 24 hours per day.

C. TECHNICAL SPECIALISTS

Technical Specialists will maintain current technical data on the existing emergency/disaster and provide advice to the SERT Leader for decisions on issues including but not limited to evacuation recommendations, resource protection, and shelter activation/operations.

The Weather Officer will provide timely, tailored weather support for SERT operations. The Weather Officer will be available, as appropriate, on a 24-hour basis to provide any weather briefing or forecast the SERT may require. One-hour notice is usually required for special, non-routine briefings.

SERT LOGISTICS SECTION (ESF-7)

2024 (Pre-Helene)

I. 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.

II. MISSION

The Logistics Section procures, stores and transports state 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:

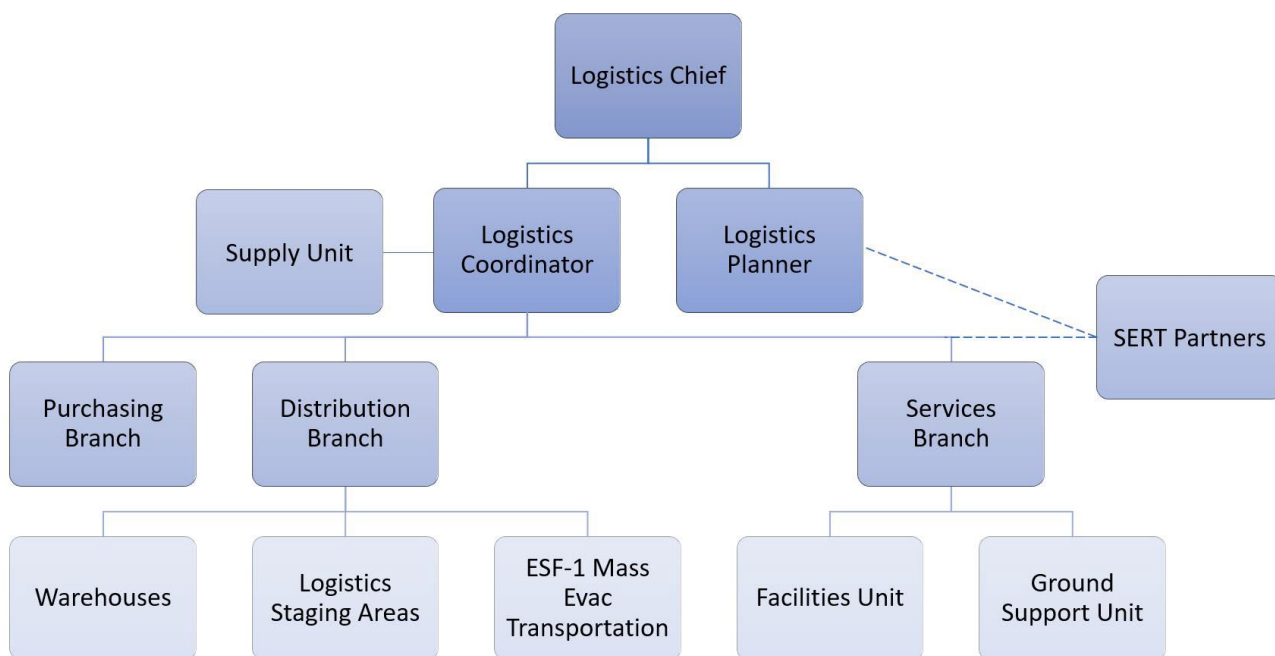
- A disaster management software package titled the North Carolina State Preparedness and Resource Tracking Application (NCSPARTA);
- NC Department of Public Safety (NCDPS), North Carolina Emergency Management (NCEM) facilities to include but not limited to the State Emergency Operations Center (EOC) and headquarters, three (3) operational regional coordination centers, two (2) disaster warehouses, and 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 in order of life safety, incident stabilization, and property and environment preservation followed by objectives established by the SERT Leader.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5
SERT LOGISTICS SECTION (ESF-7)
2024 (Pre-Helene)

III. 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 and serves as the Supply Unit Leader.



IV. CONCEPT OF OPERATIONS

A. SUPPLY UNIT

The Supply Unit is responsible for initial processing of resource requests and identifying sourcing solutions for feeding, lodging, commodities, facilities, equipment, and services. Once completed, the unit members task logistics branches and SERT partners to fill resource requests as appropriate.

B. LOGISTICS PLANNER

The logistics planner, when filled, gathers and shares situational awareness within the Logistics Section, conducts resource gap analysis, and advance planning for future operations. When this position is not filled, these duties revert to the Logistics Coordinator.

SERT LOGISTICS SECTION (ESF-7)

2024 (Pre-Helene)

C. SERVICES BRANCH

The Services Branch, Facility Unit maintains existing facilities and related services and establishes short-term leases. The Ground Support Unit provides fleet management and supports ongoing recovery operations. In addition, the Services Branch provides support to the Distribution Branch, Supply Unit, state/federal Joint Field Office (JFO), and Joint Reception, Staging, Onward Movement, and Integration (JRSOI) site as necessary.

D. DISTRIBUTION BRANCH

The Distribution Branch consists of two disaster warehouses and assorted emergency commodities, a Mass Evacuation Transportation Cell, and any additional activated logistics staging areas. The Branch is responsible for warehouse operations, inventory management, transportation of commodities and equipment, and coordinating mass evacuation transportation support.

E. PURCHASING BRANCH

The Purchasing Branch procures commodities, goods, equipment, facilities, and services for the SERT using an emergency procurement process in accordance with North Carolina General Statute 143 and with 2 CFR Part 200. The Branch also establishes and maintains disaster contracts as needed.

F. SERT PARTNERS

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

1. The NC Department of Administration (NCDOA) Fleet Management Division provides motor pool support. Purchase and Contracts provides purchasing and contract support. State Property Office provides facilities to support disaster needs. State Surplus Property assists in acquiring and disposal of resources.
2. The NC Department of Agriculture and Consumer Services (NCDA&CS), Food Distribution Division provides tractor trailers, drivers, and bulk USDA foods as needed.
3. The NCDPS, Purchase and Logistics Office provides procurement support. North Carolina National Guard provides logistical force packages as needed.

SERT LOGISTICS SECTION (ESF-7)

2024 (Pre-Helene)

4. The NC Department of Adult Correction (NCDAC) provides tractor trailers, drivers, commodities, buses, vans, and sworn law enforcement officers as needed.
5. The N.C. League of Municipalities facilitates mutual aid between North Carolina cities. It provides a representative to the Logistics Section during SERT activations, as needed.
6. The Federal Emergency Management Agency (FEMA) provides commodities, equipment, and transportation support as requested during a federally declared event, and technical support during non-federally declared events.

V. REFERENCES

- A. Joint Reception, Staging, Onward Movement and Integration (JRSOI) Plan and Standard Operating Procedure
- B. Logistics Standard Operating Procedures (Log SOPs) and Job Aids
- C. North Carolina Disaster Recovery Framework
- D. North Carolina Medical Countermeasure Plan
- E. State of North Carolina Receipt, Stage, and Store (RSS) Warehouse Manual

VI. TABS

- A. Resource Support and Transportation
- B. Distribution Management Plan

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB A
RESOURCE SUPPORT AND TRANSPORTATION (ESF-7)
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to provide resources in support of local governmental entities, volunteer organizations and other emergency response organizations prior to, during, and following an emergency or disaster incident, including a catastrophic disaster. This plan also provides a platform for compatibility and interoperability among all agencies.

B. SCOPE

Resource support involves the provision of logistical support to state and local emergency organizations during the entire period of an incident. This includes the procurement of emergency relief supplies, space, office equipment, office supplies, telecommunications, contracting services, transportation services, and personnel required to support emergency operational activities. The provision of state transportation includes overall coordination of transportation assistance requests from local governments and state agencies, allocation of public and private transportation resources needed for the transportation of people, goods and services to and from the affected area, and assisting with recovery operations as necessary.

Resource support also provides logistical support for requirements not specifically identified in the other emergency support functions, especially resources unique to the emergency itself. Resource support involves the effort and activity necessary to evaluate, locate, procure, and provide essential material resources throughout the incident.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Communities have been isolated due to problems with the transportation and communications infrastructure. County emergency operation centers are inundated with emergency telephone calls and resource capabilities become overwhelmed. State government has the capacity to meet most foreseeable logistical requirements. However, there will be shortages of a wide variety of supplies necessary for emergency population survival such as cots, sheets, blankets, pillows, pillowcases, tents for temporary shelter, and plastic and paper items for mass feeding.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB A
RESOURCE SUPPORT AND TRANSPORTATION (ESF-7)
2024 (Pre-Helene)

B. ASSUMPTIONS

1. Successful and sustained emergency operations are contingent upon an efficient and effective logistics effort.
2. Many local resources may be unavailable due to the level of damage to the transportation infrastructure or insufficient to handle the situation.
3. The state will provide transportation for resources requested by local government and may be required to provide transportation assets to assist local government in evacuation of citizens.
4. Clearing of access routes may be slow. Coordination between the local government and the State Emergency Response Team (SERT) Logistics Section and the SERT Infrastructure Branch may be required to organize emergency relief. Damage to the transportation infrastructure may require use of air and water transportation assets.
5. Transportation of resources may require staging areas. Counties must pre-designate staging areas to support their county operations and plan for integration of state provided assets. The state will designate Regional Staging Areas to support catastrophic disasters and survey them annually.
6. Supplies and equipment will be provided from current state stocks or from commercial sources.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Direct and coordinate logistics operations.
- b. Provide resource support for the State Emergency Operations Center (EOC), SERT, emergency management offices and other state supported field locations.
- c. Manage the emergency transportation function, coordinate with supporting agencies and prioritize the requests for transportation services in consultation with the SERT Leader and other SERT agencies.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB A
RESOURCE SUPPORT AND TRANSPORTATION (ESF-7)
2024 (Pre-Helene)

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF ADMINISTRATION (NCDOA)

MOTOR FLEET MANAGEMENT

- a. Operate motor pools in support of response and recovery operations.

STATE PROPERTY OFFICE (SPO)

- a. Provide facilities needed by the SERT for response and recovery operations.
- b. Make available a tabulation of properties that may be available.
- c. Provide assistance in locating appropriate lodging, meals, or other support services for emergency workers.
- d. Provide janitorial, mail, courier, and other general administrative services as required.
- e. Through State Capitol Police, provide security services for the State EOC and other emergency management facilities.
- f. Provide surplus property listing for use during emergency situations.

2. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

- a. Provide the SERT with information related to available emergency resources and supplies.

NORTH CAROLINA FOREST SERVICE (NCFS)

- a. Transport emergency food supplies through food distribution and state farms operations from NCDA&CS owned warehouses or other sources to distribution and/or mass feeding locations in disaster areas.
- b. Respond to requests for other available transportation assets in support of emergency/disaster resource requirements including use of hauling units, pick-up trucks, and helicopters. Needs will be prioritized as missions are received and by risk to life, property, and resources.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB A
RESOURCE SUPPORT AND TRANSPORTATION (ESF-7)
2024 (Pre-Helene)

- c. Provide equipment and personnel for road clearing of debris or earth, not including rights of way.

3. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE HIGHWAY PATROL (SHP)

- a. Provide transportation, equipment, uniformed personnel, and related services as may be directed.

PURCHASE AND LOGISTICS (P&L)

- a. Provide personnel for the Purchasing Unit in the State EOC during disaster activations.
- b. Ensure personnel are trained and participate in exercises periodically.
- c. Coordinate procedures with NCEM Logistics Chief.

CIVIL AIR PATROL (CAP)

- a. Provide ground support to include search and rescue and debris removal.
- b. Provide Point of Distribution (POD) Teams.
- c. Provide transportation for evacuees as needed.

NORTH CAROLINA NATIONAL GUARD (NCNG)

- a. Provide ground transportation and logistical support as directed. (NCNG will not be a primary source for routine transportation requirements).

4. NC DEPARTMENT OF ADULT CORRECTION (NCDAC)

- a. Provide transportation, equipment, uniformed personnel, offender labor, and related services as may be directed.
- b. Provide a representative to the SERT Logistics Transportation Cell, when activated, who is able to coordinate use of buses and passenger vans to assist with evacuation operations.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB A
RESOURCE SUPPORT AND TRANSPORTATION (ESF-7)
2024 (Pre-Helene)

- c. Provide transportation to support evacuation missions, equipment, uniformed personnel and related services for the support of law enforcement personnel as may be directed.
- d. Provide transportation for the evacuation of offenders and other affected department personnel.
- e. Provide trucks and drivers as well as provisions (blankets, pillows, etc.) from Correction Enterprise Warehouses.

5. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)

- a. Provide the SERT with information related to available emergency resources and supplies.

6. NC DEPARTMENT OF PUBLIC INSTRUCTION (NCDPI)

- a. Provide the SERT with information related to available or potential emergency facilities, resources, supplies, and/or personnel resources.
- b. Provide a representative to the SERT Logistics ESF-1 Transportation Cell who is able to coordinate use of school buses to assist with evacuation and re-entry operations.
- c. Coordinate with county school systems to provide buses for evacuation.

7. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

- a. Provide a representative to the SERT Logistics ESF-1 Transportation Cell to provide assistance with communication between public transportation sub recipients.
- b. Provide a list of transportation agencies.
- c. Identify potential federal funding sources and identify other financial resources that may be available for public transportation grantees during an emergency.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB A
RESOURCE SUPPORT AND TRANSPORTATION (ESF-7)
2024 (Pre-Helene)

IV. CONCEPT OF OPERATIONS

A. GENERAL

All available state-owned resources may be used during emergency operations. Primarily, resource distribution will occur through the State EOC or area commands and from state warehouses. Resources that cannot be provided from state assets will be secured through direct procurement from federal or vendor resources.

Local governments will use their transportation assets and prearranged supporting resources to the extent necessary and available. If the extent of the disaster exceeds the transportation resources of the local government, state assistance will be provided upon request.

Contracted truck and charter bus transportation services, as well as state government transportation resources available to the SERT, will be used to assist local emergency operations and other state agencies in meeting the requirements of moving people, supplies and equipment. Resources will be allocated according to the following priorities: evacuation of persons from danger areas; transporting materials, equipment, and people required in support of local emergency response activities as requested through the State EOC; and maintenance of traffic movement for evacuation and re-entry.

The Logistics Section is responsible for transportation operations, and the Logistics Support Branch Manager serves as the State Transportation Coordinator. State Logistics employs a civilian transportation contractor to provide contract trucks and trailers to move most resources in response to a disaster. The transportation contractor will provide a representative in the State EOC to procure transportation assets as directed by the State Transportation Coordinator.

A Transportation Cell, consisting of transportation representatives from appropriate state agencies, will be established in the State EOC under the control of the State Transportation Coordinator whenever state assets are required to assist with evacuation operations. As a minimum for evacuation operations, the Cell will consist of representatives from the NC Department of Transportation, NC Department of Public Instruction, NC Department of Public Safety, and a representative from the civilian charter bus company currently under state contract. The Cell may also be established during other contingencies when significant, non-bus transportation assets are required from other state agencies for the disaster response.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB A
RESOURCE SUPPORT AND TRANSPORTATION (ESF-7)
2024 (Pre-Helene)

B. NOTIFICATION

NCEM will notify SERT members of an impending or occurring disaster situation. Emergency management standing operating procedures for SERT notification will be used.

C. RESPONSE ACTIONS

1. INITIAL

- a. Assess potential resource needs and evaluate the Disaster Buy List.
- b. Prepare the State EOC for operational activation.
- c. Maintain a resource tracking and accounting system for Logistics resources.
- d. Provide the SERT Leader with resource status reports.
- e. Identify procurement resources required in the impacted area.
- f. Identify potential facility locations in the impacted area.
- g. Notify the Transportation Contractor's EOC representative to report to the State EOC as needed.
- h. Notify Transportation Cell representatives if it is decided to activate the cell.
- i. Pre-stage transportation resources, if appropriate.
- j. Satisfy transportation request and requirements for delivery of resources to local government and requesting state agencies.

2. CONTINUING

- a. Continue to assess disaster reports to identify potential resource needs and satisfy requests.
- b. Continue operation of the State EOC as long as necessary.
- c. Continue to monitor and track resource requests and provide decision makers with accurate and concise information.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB A
RESOURCE SUPPORT AND TRANSPORTATION (ESF-7)
2024 (Pre-Helene)

- d. Continually reassess priorities to assure the most urgent transportation needs are being addressed appropriately.
- e. Continue to track committed resources, redeploy as necessary and provide the SERT Leader with resource status reports.
- f. Continue to support all state supported field locations and send resources to staging areas as applicable and appropriate.
- g. Provide for the full range of logistical requirements of the agencies participating in the disaster response and recovery efforts.
- h. Determine availability and provide supplies stocked in state distribution facilities.
- i. Provide security enforcement services to the State EOC.
- j. Coordinate with the SERT Fiscal Section to ensure proper accounting for all expenditures and purchases.
- k. Logistically support the occupation of the Joint Field Office (JFO) by state personnel, if applicable.
- l. Ensure that the state component to the JFO is operational within 12 to 24 hours of site selection and establishment decision, provided the pre-designated site and communications facilities are usable and operable.

V. DIRECTION, CONTROL AND COORDINATION

A. LOCAL

Local governments have transportation assets that are used to support normal functions within the community, and which may also be used during emergencies. These include administrative and utility vehicles (sedans, pick-ups, dump trucks), special purposes vehicles (water tankers, tractor-trailers), local school activity buses and public school buses (as prearranged between local government and local school boards).

All requests for state resources should be made through the county emergency management coordinators. Municipalities should coordinate their resource requests through the appropriate county EOC. County requests for resources should be directed to the State EOC for assignment by the Mission Assignment Coordinator (MAC).

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB A
RESOURCE SUPPORT AND TRANSPORTATION (ESF-7)
2024 (Pre-Helene)

Each county will maintain one County Receiving and Distribution Point (CRDP) to ensure the county has the ability to receive state resources during a disaster. The CRDP should have at least 2,000 to 3,000 square feet of warehouse space to store pallets of emergency supplies, material handling equipment sufficient to unload supplies from tractor trailers, sufficient outside parking area to store at least 10, 53-foot cargo trailers, and designated personnel trained to operate the facility.

Counties must designate a sufficient number of POD to support distribution of disaster supplies (food, water) to 20 percent of their populations and report these locations to the Logistics Section so that they are available for use during disasters. Counties must also plan to provide staffing and equipment to operate these PODs or report to the Logistics Section the locations needing state support to operate.

B. STATE

The NCEM Logistics Section Chief is responsible for the management of SERT Logistics and coordinates the logistics operations of all state agencies. State logistics will be coordinated through the State EOC. NCEM staff will provide personnel augmentation to the Logistics Section so it can meet the increased personnel requirements of activation. Upon notification of implementation of the NCEOP, the Logistics Chief will determine which pre-designated augmentation personnel from other state agencies and within NCEM are required for the State EOC and the State Emergency Management Warehouses.

NCEM Logistics will provide transportation support as requests for assistance come through the State EOC. Most state requirements will be handled using contract transportation assets. If additional assets are required, or when it is prudent to use state agency assets for transportation requirements, the State Transportation Coordinator will coordinate directly with these support agencies. If significant assets are required from state agencies, the ESF-1 Cell will be established.

C. FEDERAL

When requested, the Federal Emergency Management Agency (FEMA) will be the initial contact point for emergency operations. The Federal Coordinating Officer (FCO) will be the single conduit for accessing federal resources during disaster events. FEMA Region 4 will provide a Logistics Liaison Officer to the Logistics Section of the SERT.

RESOURCE SUPPORT AND TRANSPORTATION (ESF-7)

2024 (Pre-Helene)

The U.S. Department of Transportation is responsible for coordinating federal emergency transportation assistance to affected state and local governmental entities. If the transportation demands exceed the resources of North Carolina agencies, federal transportation resources will be requested. U.S. DOT is also responsible for coordinating transportation assistance for federal agencies with disaster mission assignments that lack sufficient transportation capabilities necessary to perform their emergency missions. The federal government maintains a contract with a civilian transportation company to handle most requirements.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB B
DISTRIBUTION MANAGEMENT PLAN
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

This appendix is to provide guidance for the effective and efficient distribution of critical resources and services prior to, during, and following an emergency or disaster event.

B. SCOPE

Distribution management covers the disbursement of critical commodities and services to affected personnel, municipalities, counties and other state agencies in North Carolina. Distribution management involves managing a comprehensive supply chain, resource management; warehouse and transportation operations to effectively and efficiently distribute supplies to distribution points and staging areas; provision of equipment and services to support incident requirements; and a mechanism for supplies and commodities to be provided to survivors.

C. BACKGROUND

Disasters in North Carolina, both large and small, will disrupt normal supply chains. This triggers the need for relief distribution chains that address critical emergency supplies such as food, water, tarps, and fuel. This emergency distribution management system is managed at all levels by state, local, tribal, and territorial agencies and/or voluntary, faith-based, or community-based organizations. Gaps in response during previous disasters have pushed us to develop and adjust our emergency distribution plan to effectively and efficiently distribute critical resources and services to disaster survivors in the community.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Emergency Operation Centers (Municipalities and Counties) have the potential to exceed their capabilities to provide emergency supplies such as food, water, tarps, fuel and services due to transportation and communications limitations or failure. The State Emergency Operations Center (EOC) and State Emergency Response Team (SERT) can augment the capacity to meet most foreseeable logistical requirements.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB B
DISTRIBUTION MANAGEMENT PLAN
2024 (Pre-Helene)

B. ASSUMPTIONS

1. Successful and sustained emergency operations are contingent upon an efficient and effective logistics and distribution management plan at all levels.
2. Effective distribution of resources may require State Regional Staging Areas (SRSA), County Receiving and Distribution Points (CRDP) or local Points of Distribution (POD's). Counties must pre-designate CRDP's, Staging Area's and POD locations to support their county operations and plan for integration of state provided resources.
3. Commodities and equipment may be provided from the SERT, Business Emergency Operations Center (BEOC) partners, public donations or commercial sources.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Direct and coordinate logistics operations.
- b. Provide distribution support for the State EOC, SERT, emergency management offices and other state supported field locations.

B. SUPPORTING STATE AGENCIES

1. NC DEPARTMENT OF ADMINISTRATION (NCDOA)

MOTOR FLEET MANAGEMENT

- a. Operate motor pools in support of distribution, response and recovery operations.

2. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE HIGHWAY PATROL (SHP)

- a. Provide transportation, equipment, uniformed personnel, and related services as may be directed.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB B
DISTRIBUTION MANAGEMENT PLAN
2024 (Pre-Helene)

NORTH CAROLINA NATIONAL GUARD

- a. Provides transportation assets from the National Guard such as trucks, personnel, material handling, and air assets

PURCHASING AND LOGISTICS (P&L)

- a. Provide personnel for the Purchasing Unit in the State EOC during disaster activations.
- b. Provide Field Purchasers down range if required.
- c. Ensure personnel are trained and exercised periodically.
- d. Coordinate procedures with NCEM Logistics Chief.

3. NC DEPARTMENT OF ADULT CORRECTION (NCDAC)

- a. Provide services transportation, equipment, uniformed personnel, offender labor, and related as may be directed.
- b. Provide a representative to the SERT Logistics ESF-1 Transportation Cell, when activated, who is able to coordinate use of buses and passenger vans to assist with evacuation operations.
- c. Provide trucks and drivers as well as provisions (blankets, pillows, etc.) from Correction Enterprise Warehouses.

4. NC DEPARTMENT OF PUBLIC INSTRUCTION (NCDPI)

- a. Provide the SERT with information related to available or potential emergency facilities, resources, supplies, and/or personnel resources.
- b. Provide a representative to the SERT Logistics ESF-1 Transportation Cell who is able to coordinate use of school buses to assist with evacuation and re-entry operations.

5. NC DEPARTMENT OF TRANSPORTATION (NCDOT)

- a. Provide a representative to the SERT Logistics ESF-1 Transportation Cell to provide assistance with communication between public transportation sub recipients.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB B
DISTRIBUTION MANAGEMENT PLAN
2024 (Pre-Helene)

- b. Represents transportation agencies including Aviation, Mass Transit Association, NC Ferry Division, Rail and Ports Authority.
- c. Identify potential federal funding sources and identify other financial resources that may be available for public transportation grantees during an emergency.

6. OTHER STATE AGENCIES

- a. Other state agencies can supply transportation needs if requested to make immediate deliveries.

IV. CONCEPT OF OPERATIONS

A. REQUIREMENT DEFINING

North Carolina cannot stock or maintain all of the equipment and commodities required for every potential incident. NCEM has identified specific response commodities and levels are maintained for initial response. Agency specific contracts, mutual aid agreements, and business partnerships are in place to replenish stock levels and provide continual support during an incident. Gaps for resources are identified as the results of exercises and real-world activations.

NCEM also assists with the critical distribution for the Strategic National Stockpile (SNS) and the National Veterinary Stockpile (NVS). Those distribution plans are synchronized with NCEM Logistics SOP 002.

B. RESOURCE ORDERING

The Logistics Supply Unit processes all resource requests assigned to the Logistics Section before tasking any agency to fill a request. Logistics Supply Unit personnel coordinate with requestors, the Logistics Branches, the SERT and BEOC partners as necessary to develop sourcing recommendations to satisfy resource requests. Supply Officers recommend sourcing solutions to the Logistics Coordinator who approves, denies, or makes resource recommendations to the Logistics Chief. Supply Officers task appropriate organizations (SERT, BEOC partners, EMAC, Logistics Support or Logistics Services) and follow the progress of assigned tasks through to completion.

NCSPARTA is the primary platform utilized by state and county agencies to make requests, for EOC personnel to track requests, and for Logistics personnel to task agencies to take action to satisfy requests. Logistics personnel use the Resource Tracker within NCSPARTA to provide real time

DISTRIBUTION MANAGEMENT PLAN

2024 (Pre-Helene)

asset visibility on commodities and equipment and record all purchases and rental equipment transactions. The Resource Tracker is used to complete the following:

- Record purchases and view purchase list;
- Manage/track rental equipment; and
- Provide situational awareness information and management reports.

Logistics Supply Unit

The Logistics Supply Unit is where the Logistics Coordinator directs processing and coordination activities. The Logistics Controller reviews all NCSPARTA requests and assigns them to one of several Supply Officers. The Logistics Coordinator provides guidance to Supply Officers and approves their sourcing recommendations.

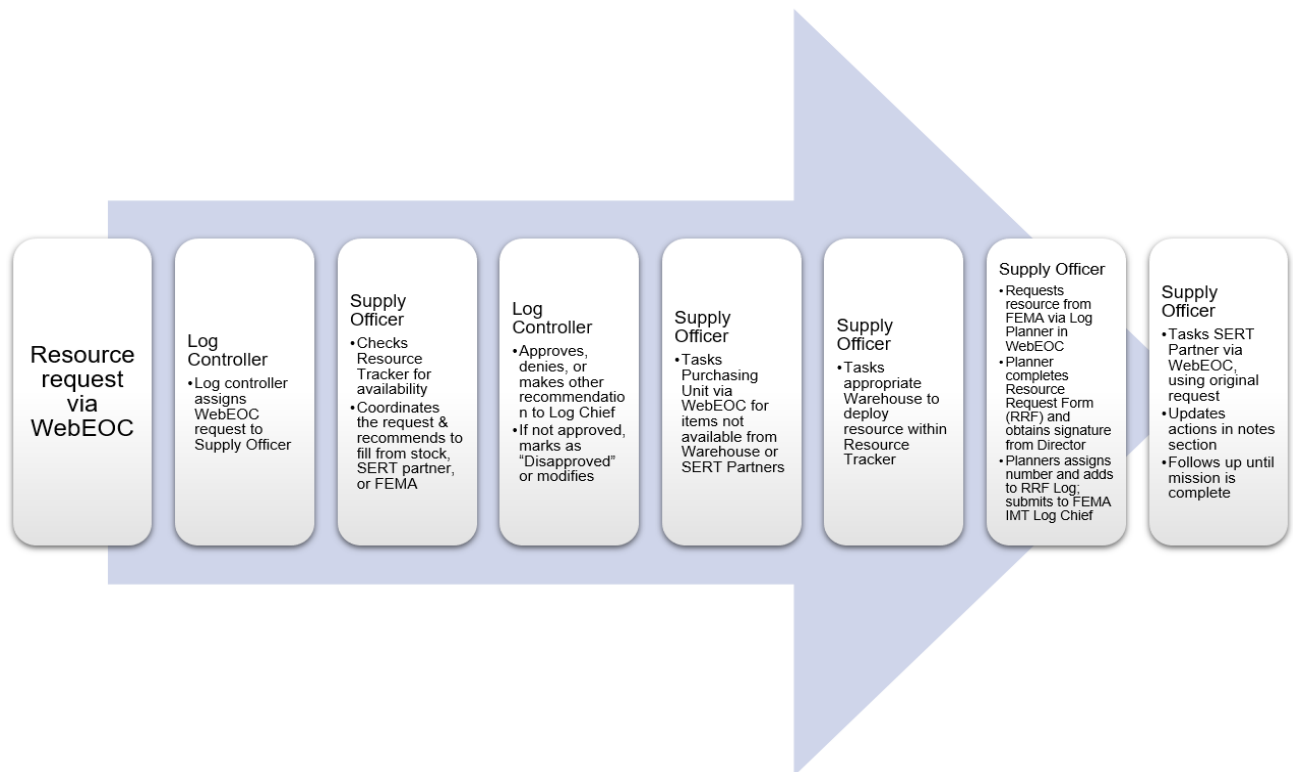
The role of the Supply Officer is to develop and recommend to the Logistics Coordinator a sourcing solution for resource requests. They will gather additional information needed to make a good sourcing solution by querying a county for additional information, checking in Resource Tracker to determine whether the warehouses or FEMA have the resources on hand in sufficient quantities, or by coordinating with SERT partners to ascertain whether they can fill the request. A Supply Officer may determine that the best solution is to purchase the requested resources. When the Logistics Coordinator approves a Supply Officer's recommendation, the Supply Officer tasks the appropriate agency in NCSPARTA to provide the resources.

The number of Supply Officers can be increased to keep pace with requirements as the number and frequency of requests increases. In large events, the Logistics Coordinator will appoint a Supply Unit Leader to assist with the approval process and to provide guidance to the Supply Officers. If no Supply Unit Leader is assigned, the Logistic Coordinator will assume those duties.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB B
DISTRIBUTION MANAGEMENT PLAN
2024 (Pre-Helene)

Figure 2 shows the process flow of resource requests within the Logistics Supply Unit. It illustrates the role and actions of a Supply Officer for a request. The bullets at each stage in the process describe the actions of the players.

Figure 2 - Process Flow for Resource Request



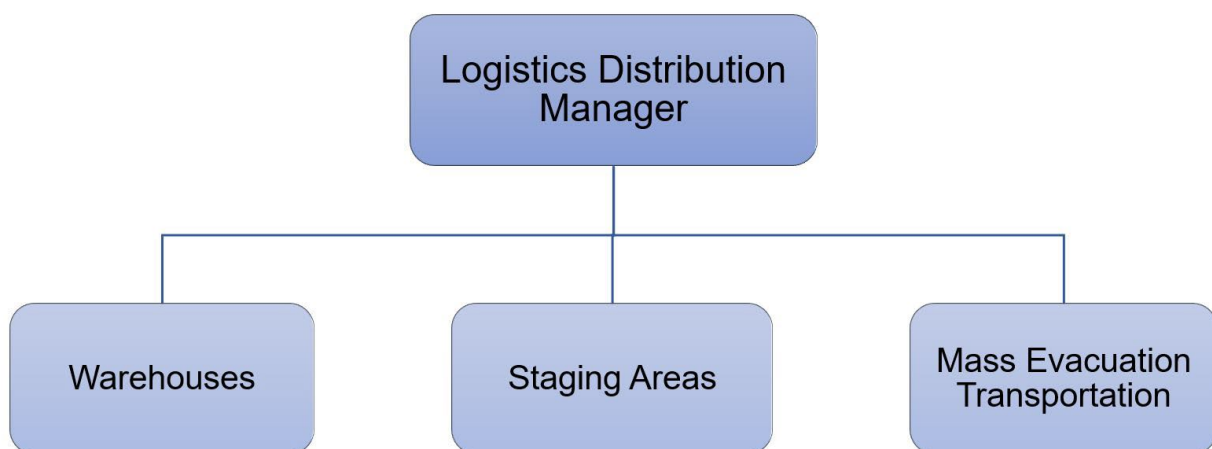
If the items are on-hand in one of the logistics warehouses, the Supply Officer deploys the resource in Resource Trackers then tasks the appropriate warehouse via NCSPARTA.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB B
DISTRIBUTION MANAGEMENT PLAN
2024 (Pre-Helene)

C. DISTRIBUTION METHODS

The mission of the Logistics Distribution Branch is to execute approved sourcing solutions for on-hand supplies and equipment, to purchase disaster supplies and services, and to coordinate ground, air or sea transportation for distribution. Figure 3 shows branch organization.

Figure 3 - Logistics Distribution Branch



The Distribution Branch requests and assigns ground transportation to the state warehouses as needed, and such assets operate under the control of the warehouse manager. These assets can come from state agencies such as the North Carolina Department of Agriculture and Consumer Services (NCDA&CS), the North Carolina National Guard (NCNG), and contracted vendors. The Logistics Distribution Branch will coordinate with the SERT Air Boss for air transportation, or with the NCDOT for ferry or additional ground support needs such as waivers and over-weight/height routing.

Commodities Distribution Infrastructure

Below shows the distribution infrastructure for disaster commodities.

1. FEMA Incident Support Base (ISB) (Ft. Liberty)

- a. 29 trucks meals; 57 trucks water
- b. 5+ days for 50,000 people

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB B
DISTRIBUTION MANAGEMENT PLAN
2024 (Pre-Helene)

2. Logistics Support Centers (Badin and Burlington Warehouses)

- a. Stocks for 20,000 people for one day
- b. Staging areas for trailer loads of commodities adjacent to warehouses

3. County CRDP

- a. Pre-landfall commodities for responders
- b. Post-landfall stocks for emergency POD re-supply

4. County PODs

- a. Operational by Landfall +72 hours

5. County Logistics Liaison Teams (2-person)

- a. Assist County EM Coordinator with request & CRDP/POD reporting
- b. Ensure SERT Logistics gets the information it needs

FEMA Incident Support Base (ISB)

The FEMA ISB at Fort Liberty supports the state with 29 truckloads of meals and 57 truckloads of water. The ISB is stocked and operational no later than one day before landfall for hurricane events with enough food and water for 285,000 people for a day – or for over 50,000 people for 5 days. The quantity of supplies is the result of a FEMA-NCCEM gap analysis based on a Category 3 hurricane impacting Wilmington and coming inland along Interstate 40. The ISB is requested using the Federal Resource Request Form (RRF) process and can deliver to state warehouses, staging areas, or local CRDP and POD's in coordination with the Logistics Section.

Logistics Support Centers

The state has two warehouses with enough meals and water for 20,000 people for one day. Warehouses have tarps and plastic sheets for covering damaged roofs, chainsaws and four sandbaggers. Each warehouse has an area of hardstand available for staging tractor-trailer loads of commodities, up to 80 truckloads per staging area. National Guard Warehouse Force Packages provide personnel to assist NCEM managers to operate each warehouse and staging areas adjacent to the warehouses. Additionally, NG

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB B
DISTRIBUTION MANAGEMENT PLAN
2024 (Pre-Helene)

trucks are staged at the warehouses as a shuttle fleet to deliver supplies in addition to internal Logistics Personnel, contractors, or other SERT partners available to deliver to CRDP's and POD's.

Supply chain management is coordinated between the Logistics Supply Unit and the Logistics Distribution Branch with key stakeholders such as vendors, contractors, state agencies, and FEMA. The Logistics Support Branch will work with the Logistics Supply Unit and the Logistics Services Branch to spin up additional logistics support centers or staging areas as needed.

County Receiving and Distribution Point

Counties have identified at least one County Receiving and Distribution Point (CRDP) capable of receiving supplies from State Logistics. State guidance is for CRDPs to have approximately 2,000 feet of inside storage for pallets; a loading dock; enough hardstand to park ten, 53-foot trailers; and material handling equipment to off-load trucks. The CRDP should open no later than one day before landfall for hurricane events with food/water for county responders. Post-landfall, CRDPs will distribute supplies to un-typed commodity distribution points and be prepared to provide emergency re-supply for other PODs and responders in the county area.

County Logistics Liaison Team

To assist the counties in managing commodities distribution and to ensure SERT Logistics gets the information it needs to support the counties effectively, the SERT is prepared, upon request, to send the most critically impacted counties a two-person Logistics Liaison Team to coordinate with the impacted county emergency management agency. Both the NCNG and Civil Air Patrol have identified personnel for these teams. Each will receive training on its mission prior to reporting to the county to help manage operations and inventory at the CRDP and PODs. In particular, the team can help the county EOC with re-supply orders for PODs and the CRDP and ensure re-supply orders are submitted with the required information and at the required time each day. Teams can stage at the Disaster Recovery Operations Center (DROC) in Raleigh at landfall minus one day, where they will receive vehicles, equipment, supplies and just-in-time training for their mission, presented by Logistics Services personnel. The teams will deploy to designated counties once it is safe to do so.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 5 | TAB B
DISTRIBUTION MANAGEMENT PLAN
2024 (Pre-Helene)

Points of Distribution (PODs)

Using the United States Army Corps of Engineers (USACE) POD model, counties have identified enough POD locations to meet the needs of at least twenty percent of its population. POD locations, point of contact information, and other key elements of information are kept up to date in NCSPARTA. A county will make an initial commodity order with the state based on the standard POD typing methodology. One caveat is that the state uses an “un-typed” POD standard: one pallet each of meals, water and tarps for small/rural areas.

D. INVENTORY MANAGEMENT

The NCEM warehouses stock basic commodities such as packaged food, bottled water, clean-up supplies, sandbags, and chainsaws. The Logistics Inventory in ICAM is the inventory management system for the warehouses and provides real-time asset visibility for all Logistics Section personnel as noted above. Minimum commodity thresholds are established within ICAM and the system will notify key logistics personnel when the minimum re-order threshold has been reached. Each facility, be it a state staging area, logistics coordination center or other, uses the First In First Out (FIFO) methodology. Initial inventories will be validated prior to a facility opening, and again when the facility closes. PODs are to report inventory balances and burn rates to counties daily, with counties putting in re-stock orders daily to the state.

E. TRANSPORTATION

The Division's primary commercial transportation contractor provides a representative in the EOC 24/7 who is co-located with and works for the Logistics Distribution Branch Manager. The responsibility of the Transportation Contractor is to provide the trucks and trailers needed to deliver warehoused and purchased resources in excess of what can be delivered by NCEM employees and the NC National Guard shuttle fleet established at the warehouse(s). The Logistics Distribution Branch Manager assigns these transportation missions to the Transportation Contractor as Supply Officers assign NCSPARTA requests to the warehouses or to the Purchasing Unit.

1. WAREHOUSE

- Transportation Representatives take action on assigned missions follow procedures outlined in this SOP and in Agency Specific contracts;

DISTRIBUTION MANAGEMENT PLAN

2024 (Pre-Helene)

- Use NCSPARTA message number or the PO# for transportation mission numbers so they convey the purpose of the mission. Ensure drivers reporting to vendors and the warehouses know their transportation mission number;
- Notify the Logistics Distribution Manager as missions are completed so completion can be posted in NCSPARTA; and
- Work with the Commodities Planning Team to provide transportation for delivery of supplies to local commodity PODs.

2. STRATEGIC NATIONAL STOCKPILE

Strategic National Stockpile / Medical Countermeasure will be distributed per the SNS/MC Transportation and Escort Security Plan.

3. NATIONAL VETERINARY STOCKPILE

The National Veterinary Stockpile will be distributed per the State of North Carolina National Veterinary Stockpile Plan.

4. RADIOLOGICAL EMERGENCY PREPAREDNESS (REP) PROGRAM

The North Carolina REP assets will be distributed at the county level first and then augmented by Logistics Support.

5. MASS FEEDING PLAN

Mass Feeding will be distributed by SERT Partners and supported by Logistics Support.

F. STAGING

The state can designate and operate forward staging areas based on the needs of the event. Each Resource Coordination Center (RCC) can establish and manage an operational staging area, and/or base camp. Staging can also occur at a state run Joint Receiving, Staging, Onward Movement and Integration (JRSOI) site, National Guard armories, other state facilities, airports, and commercial sites such as truck stops. State staging areas will be managed using the Logistics LOG SOP-002 Warehouse Operations Standard Operating Guide as a baseline.

DISTRIBUTION MANAGEMENT PLAN

2024 (Pre-Helene)

G. DEMOBILIZATION

Logistics Purchasing tracks rentals for renewals and/or demobilization using NCSPARTA during the event. At the request of the end user or the RCC, the resource will be marked "DEMOB" in the NCSPARTA resource request. Logistics Distribution will contact the vendor and arrange the pick-up of the resource. Logistics Distribution will complete a post activation/demobilization inventory of the warehouse and record it in ICAM. Any shortfalls in inventory will be noted and resources will be ordered to bring the inventory to state required levels. The Logistics Distribution Branch Manager will demobilize warehouse staff when instructed. Other assets in the operational theater are demobilized using a tiered approach: released from county, released from RCC, then released from the state in accordance with published incident specific demobilization plans.

V. REFERENCES

- A. Log SOP-001 SERT Logistics
- B. Log SOP-002 Warehouse Operations
- C. Log SOP-003 Disaster Purchasing
- D. RSOI (Reception, Staging, Onward Movement and Integration) Plan
- E. RSOI Standard Operating Procedure
- F. SNS/State of North Carolina Medical Countermeasure Plan
- G. National Veterinary Stockpile Plan

SERT ADMINISTRATION SECTION

2024 (Pre-Helene)

I. PURPOSE

This appendix describes the role of the Administration Section during the activation of the State Emergency Operations Center (EOC). This includes finance, applications and GIS, human resources, information technology and the Responder Assistance Initiative (RAI). The Administration Section performs other roles outside of State Emergency Response Team (SERT) activations that are not described in this appendix.

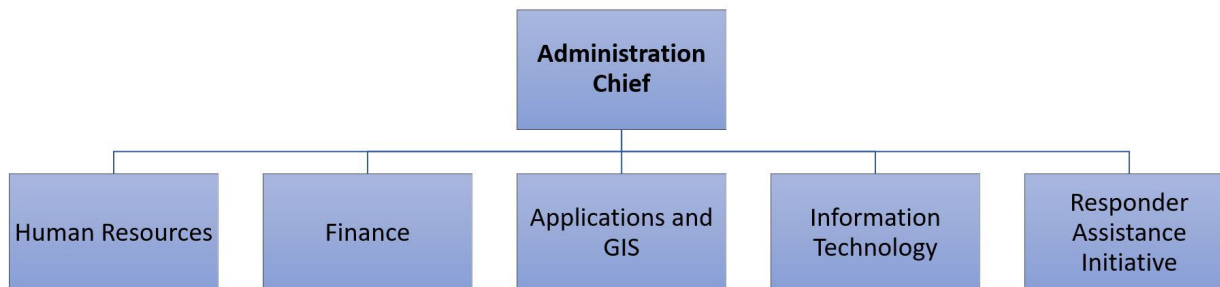
II. MISSION

The Administration Section during a SERT activation is responsible for:

- A. Finance: Document disaster-related costs for leadership and process invoices to ensure prompt payment for goods and services necessary to support emergency response and disaster recovery efforts;
- B. Applications and GIS: Provide flood inundation mapping and GIS information technology user support in coordination with the Hazard Mitigation Section;
- C. Human Resources: Process the hiring of temporary employees, if applicable;
- D. Information Technology: Provide information technology user support and infrastructure capabilities;
- E. RAI: Provide specialized mental health services in addition to peer team consultation and coordination with first responder agencies upon request.

III. ORGANIZATION

The Assistant Director of Administration reports directly to the SERT Leader during SERT activations. The Administration Section is constituted with staff from North Carolina Emergency Management (NCEM) and augmented with staff members from the NC Department of Public Safety (NCDPS) Budget and Controller's Office. The Finance Chief is the principal fiscal/financial advisor to the SERT Leader.



SERT ADMINISTRATION SECTION

2024 (Pre-Helene)

The size of the SERT Finance function will determine if the Finance Team will need to be augmented with DPS Budget and Controller's Office personnel.

A. FINANCE BRANCH

SERT Finance supports SERT response and recovery operations by collecting expenditure reports from state agencies and advising the SERT Leader on the financial activities and expenditures before, during and after the response phase and/or event. The following are primary responsibilities of the Branch:

1. Finance Chief and Deputy Finance Chief(s)
 - a. Implement the SERT Finance State EOC Activation Checklist.
 - b. Monitor NCSPARTA and enter significant events or taskings as needed.
 - c. Assist with collecting and analyzing expenditure data in order to work with Functional Leads in ensuring state agencies are reporting their expenditures in NCSPARTA.
 - d. Provide data and information to the SERT Leader, Assistant Director and Deputy Chief for Administration.
 - e. Coordinate and resolve financial issues with the NCDPS Controller and Budget Office.
 - f. Disseminate information to SERT partners and NCEM personnel on financial issues.
 - g. Provide guidance to SERT partners on collecting and retrieving expenditures for reimbursements.
 - h. Ensure all NCEM expenditures, such as labor, equipment, materials and supplies, contracts, and rentals, have been captured for reimbursement following the event.
 - i. Coordinate with the Assistant Director for Logistics, or designee, on estimated expenditures for requests for Direct Federal Missions (DFM) and Emergency Management Assistance Compact (EMAC) requests.

SERT ADMINISTRATION SECTION

2024 (Pre-Helene)

- j. Coordinate with the Recovery Section for the preparation and submission of the initial SF-424 (Request for Federal Assistance) and associated documents for federally declared disasters. Ensure required expenditure reports are submitted and/or downloaded from the Finance Tracking Board to the Plans Section for inclusion in their various reports of established reporting times.

2. SERT Finance Team

- a. Track all expenditures for NCEM to include invoice, contract, E-Procurement and P-Card purchases, direct billing, DFM, EMAC, lodging, meals and other costs related to the event.
- b. Track expenditures from state agencies during the event using the Finance Tracking Board. Notify the NCEM Functional Leads when state agencies are not reporting their information.
- c. Track expenditures from state resources i.e., NCHART, Urban Search and Rescue Teams, Regional Response Teams (Hazardous Materials) and other teams and individuals that are considered state resources.
- d. Ensure cost centers and budgets are established.
- e. Use the Finance Branch State EOC Activation Checklist to ensure activities are submitted and monitored.
- f. Coordinate with the functional leads to ensure state agencies are reporting their event expenditure costs daily in the NCSPARTA Finance-Incident Expenditure Board.
- g. Prepare reports for the SERT Leader, DPS, and other state and federal agencies as needed or required.
- h. Monitor NCSPARTA for anticipated and/or estimated and actual expenditures.
- i. Coordinate with the Logistics Section on anticipated and actual costs and resources, commodities, and equipment ordered and received.
- j. Coordinate with the Regional Coordination Centers on their expenditures and are submitted.

SERT ADMINISTRATION SECTION

2024 (Pre-Helene)

- k. Forward copies of invoices for payment to the Account Payable team for payment.
- l. Process vendors' invoices for approval and payment, including coding to the appropriate disaster cost center and charting of account lines.
- m. Develop and maintains internal tracking of daily expenditures and disaster per cost units daily by utilizing Logistics cost units.
- n. Retain copies of invoices and contracts for reimbursement submission.

B. APPLICATIONS AND GIS BRANCH

Geographic Information System (GIS) staff cover analysis, geospatial data creation and analysis within impacted areas. Flood inundation mapping and analysis requests are only modeled and not ground proofed. The branch also supports NCSPARTA and Flood Inundation Mapping and Alert Network (FIMAN) applications.

C. HUMAN RESOURCES

The NCEM Human Resources team provides personnel administration for those supporting the disaster event. This includes the hiring of temporary employees and ensuring applicable HR data points are provided to the Finance Chief.

D. INFORMATION TECHNOLOGY

Information technology provides help desk and end user computer preparation and technical support to the State EOC and RCC's for video teleconferencing, server maintenance and security, LAN/WAN network connectivity and network perimeter security (NCEM Firewall).

E. RESPONDER ASSISTANCE INITIATIVE

The Responder Assistance Initiative provides wellness services, peer support services, and mental health clinical treatment for employees of NCDPS and first responders in North Carolina. The services provided are essential for the clients served and accessibility during disaster operations is critical to the program's mission.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 6
SERT ADMINISTRATION SECTION
2024 (Pre-Helene)

IV. CONCLUSION OF THE EVENT

At the conclusion of the disaster and/or event, collect the following documents for reimbursement:

- Invoices/receipts
- Contracts
- Time sheets (for overtime)
- Other documents to support reimbursement

V. REFERENCES

- A. DPS Policies and Procedures Manual
- B. NC Disaster Recovery Guide
- C. Office of State Budget and Management Budget Manual
- D. NCEM Comprehensive Recovery Plan
- E. US Department of Homeland Security, Financial Management Guide
- F. 44 Code of Federal Regulations, Part 13
- G. 2 Code of Federal Regulations, Part 200
- H. NC DPS Purchasing and Logistics Manual
- I. NC DPS Accounts Payable Policy
- J. NC DPS Travel, Travel Allowance, and Reimbursement Policy

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 7
SERT PARTNERSHIP ENGAGEMENT (ESF-14)
2024 (Pre-Helene)

I. PURPOSE

This appendix describes the Partnership Engagement Section of the State Emergency Response Team (SERT) during disasters, emergencies, and significant planned events. The core functions performed by the Partnership Engagement Section are consistent for all hazards, regardless of impact or geographical area.

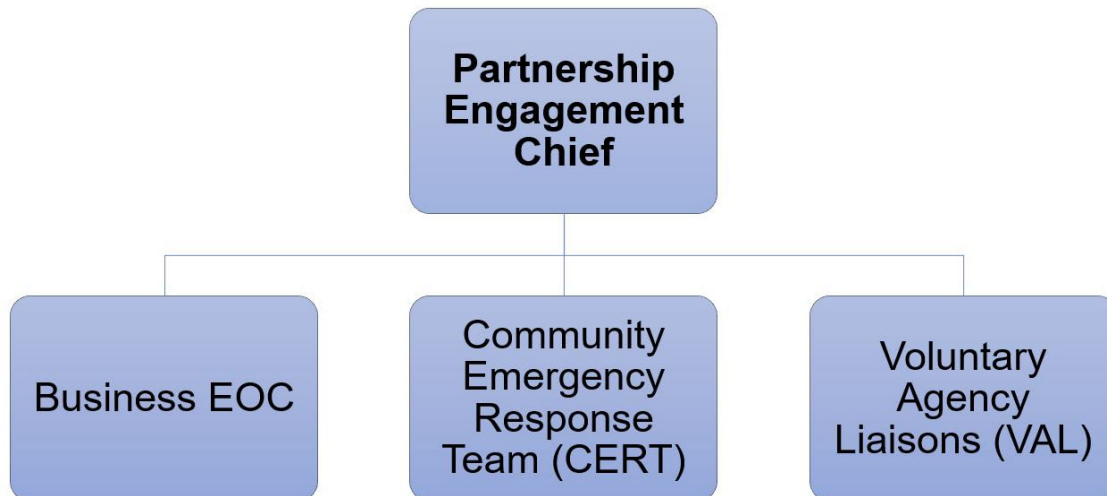
II. MISSION

The Office of Partnership Engagement (OPE) is responsible for identifying, coordinating and developing key local, state, federal, and national private sector business/industry partnerships and non-profits active in disaster (VOADS) in support of North Carolina Emergency Managements' public safety mission, the stability of NC communities and the state's infrastructure. OPE's function also extends to the inclusion of universities and the faith-based community. The section includes the Business EOC, Voluntary Agency Liaisons, the Community Emergency Response Team (CERT), and the Radiological Emergency Volunteer Corps (REVC).

III. ORGANIZATION

The Partnership Engagement Chief reports directly to the SERT Leader and will continually assess staff resources during disaster/emergency events requesting additional staff from the SERT Leader as necessary.

The core functions carried out by the Partnership Engagement Section include:



NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 7
SERT PARTNERSHIP ENGAGEMENT (ESF-14)
2024 (Pre-Helene)

IV. CONCEPT OF OPERATIONS

A. BUSINESS EMERGENCY OPERATIONS CENTER

The mission of the BEOC is to provide situational awareness and information sharing to the private sector during times of disaster and gather the same support of the SERT. To enhance the common operating picture, liaise, and foster the collaboration of efforts between the public and private sectors in all phases of emergency management, and to support the stabilization and recovery of communities after any event. The NC BEOC is the first operational BEOC with the capability to mobilize private sector resources, force packages and to manage the coordination and delivery of private sector supplies and donations.

Resource requests are tasked out to private sector partners and coordinated through the BEOC to speed support to the need whenever North Carolina Emergency Management is activated. Private Sector offers for rental, for lease, at cost or for donation are coordinated here. Mutual aid between businesses is encouraged and the common operating picture is greatly enhanced. The Private-Public Partnerships in our state support public safety and help protect North Carolina's economic strength by fostering collaboration, communication and cooperation between businesses and the communities they serve.

B. VOLUNTARY AGENCY LIAISONS (VAL)

The Voluntary Agency Liaison (VAL) mission is to establish, foster, and maintain relationships among government, voluntary, faith based, and community partners to strengthen capabilities and support the delivery of inclusive, equitable services by empowering communities to address disaster related unmet needs. The VAL works directly with Long Term Recovery Groups (LTRGs) and Voluntary Organizations Active in Disaster (VOADS) across North Carolina. These groups aid survivors of disasters with home repair, rebuilding, the provision of furniture and appliances, as well as provide financial and legal advice and counsel.

VOADS and Community Organizations Active in Disaster (COADS) provide a coordination of services to ensure that unmet needs are addressed, provide financial assistance, supplies and share knowledge and resources with residents of North Carolina before, during and after disasters. The VAL supports the coordination, training, preparedness and status reporting of these critical groups.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 7
SERT PARTNERSHIP ENGAGEMENT (ESF-14)
2024 (Pre-Helene)

C. COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

Community Emergency Response Teams across the state are available through NCSPARTA resource requests for a myriad of tasks, including but not limited to:

- Assisting with sheltering and reception center operations.
- Conducting light search and rescue.
- Performing damage assessments.
- Assisting with sandbagging operations.
- Assisting in local/county/state Emergency Operations Centers.
- Assisting with Disaster Medical Operations.
- Assisting with animal rescue and sheltering.
- Providing communications support.
- Assisting with Points of Distribution.
- Assisting with call center operations.

D. RADIOLOGICAL EMERGENCY VOLUNTEER CORPS (REVC)

These volunteers are specially trained to respond to radiological incidents and can assist with radiological surveys and shelter staffing. The REVC team is requested through NCSPARTA.

V. TABS

A. Volunteer and Donations Management

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 7 | TAB A
VOLUNTEER AND DONATIONS MANAGEMENT
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to ensure the most efficient and effective use of volunteers, organizations, and donations to support all Emergency Support Functions (ESFs) during incidents of significance in North Carolina that require a state response.

B. SCOPE

This appendix provides guidance on the state's role in supporting the management of affiliated/unaffiliated volunteers and solicited/unsolicited donations. Affiliated volunteers include those that are trained and rostered by their organization, as defined in the NCEOP. Unaffiliated volunteers, also known as spontaneous volunteers, include individuals who offer to help or who self-deploy to assist in emergency situations without coordinating their activities. They are considered "unaffiliated" because they are not part of a disaster relief and/or emergency response organization. The guidance in this appendix also ensures the effective and efficient acceptance, management and delivery of solicited and unsolicited donations including goods, materials, services, personnel, financial resources, and facilities.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

During and following an incident, requirements for goods, materials, services, personnel, financial resources, and facilities may exceed local and state capabilities. Volunteer and donations management may play a major role in meeting these needs. However, the SERT will need to provide leadership and direction to organize and streamline efficient use of resources. Special actions may be required to avoid unsolicited volunteers and donations becoming a burden to response and recovery operations.

B. ASSUMPTIONS

1. Local volunteer resources will be inadequate to deal with the incident; state and possibly federal, assistance will be required.
2. Individual volunteers and/or groups of volunteers will go to the affected area and offer assistance; an organized volunteer disaster response effort will be required.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 7 | TAB A
VOLUNTEER AND DONATIONS MANAGEMENT
2024 (Pre-Helene)

3. Individuals and relief organizations from outside the disaster area may begin to collect materials and supplies to meet the needs of the survivors.
4. NCEM will not directly receive donations but will provide appropriate public messaging on volunteer and donation opportunities.
5. VOAD member organizations may receive and allocate volunteers and donations.
6. Unsolicited donations may arrive unsorted or with minimal packaging from local, national, or international organizations. Unneeded or unwarranted donations may arrive such as unsorted or dirty clothing, used mattresses, or perishable food. These donations should not be accepted.
7. The amount of donations and services may increase with the amount of media attention the disaster receives.
8. Resource gaps tied to medical supplies and pharmaceuticals will be addressed through the NC Department of Health and Human Services (NCDHHS), Division of Public Health (DPH) first.
9. All available means will be used to education the public, emergency management community, elected officials, and the media on the strategy and principles for managing donations

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Support the efforts of SERT partners associated with volunteer and donation management.
- b. Assist in the arrangement for transportation that might be required during the receipt, movement, and distribution of donations.
- c. Determine if resources offered can support any needs requested.
- d. Coordinate resource requests with private sector assets and capabilities when local and state resources have been exhausted.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 7 | TAB A
VOLUNTEER AND DONATIONS MANAGEMENT
2024 (Pre-Helene)

- e. Coordinate donated facilities with appropriate stakeholders.
- f. Provide telephones, computers, and other equipment/supplies necessary for the operation of NC 211.

B. SUPPORTING STATE AGENCIES

1. OFFICE OF THE GOVERNOR

**NC COMMISSION ON VOLUNTEERISM AND COMMUNITY SERVICE
(VOLUNTEERNC)**

- a. Manage, coordinate, maintain, and control unsolicited volunteers, AmeriCorps volunteers, and cash donations on behalf of the state.
- b. Coordinate activities with the SERT and FEMA Voluntary Agency Liaisons (VALs).
- c. Coordinate with partner agencies to determine available resources and needs.
- d. Remain cognizant of the activities and needs of VOAD member organizations through collaborative efforts with the SERT.
- e. Activate online tools used for the recording and management of donated goods and volunteer services.
- f. Create and execute an incident-specific media messaging campaign for donated goods, volunteers, and donated cash in coordination with the Joint Information Center (JIC).
- g. Manage the NC Disaster Relief Fund should it be activated by the Governor. Once activated, record and manage financial donations.

2. NC DEPARTMENT OF ADULT CORRECTION (NCDAC)

- a. Coordinate available offender labor as needed.

3. NC DEPARTMENT OF ADMINISTRATION (NCDOA)

STATE PROPERTY OFFICE (SPO)

- a. Provide information of any state-owned facility that might be needed.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 7 | TAB A
VOLUNTEER AND DONATIONS MANAGEMENT
2024 (Pre-Helene)

4. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

- a. Coordinate the use of the State Fairgrounds in Raleigh and other NCDA&CS owned facilities.
- b. Arrange for the transport of donated food items if needed.
- c. Conduct inspections of potential suspect food donations.
- d. Provide a liaison to coordinate donation activities for animals.

5. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)

- a. Inform the SERT of identified needs within DHHS divisions and/or offices that could be satisfied by offers of donations or volunteer services.
- b. Assist the SERT in the management of donated pharmaceuticals.

DIVISION OF HEALTH SERVICE REGULATION (DHSR)

OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)

- a. Inform the SERT of any disaster response activity by NC Medical Reserve Corps units.
- b. Collaborate with the SERT on any donated medical supplies.

C. SUPPORTING AGENCIES

1. AMERICAN RED CROSS

- a. Coordinate with appropriate agencies to identify any needs of survivors which could be met using donated goods or the services of incident-based volunteers.
- b. Inform the SERT of identified needs for products that might be donated.
- c. Provide organizational donation phone numbers to NC 211 for reference.
- d. Accept assignment of spontaneous volunteers through VolunteerNC to support incident-specific volunteer needs of the organization.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 7 | TAB A
VOLUNTEER AND DONATIONS MANAGEMENT
2024 (Pre-Helene)

2. THE SALVATION ARMY (TSA)

- a. Provide a liaison to the SERT to assist in the state's process for accepting/refusing offers of donations.
- b. Inform the SERT of the status of TSA distribution efforts and TSA needs.
- c. Provide organizational donations management and/or volunteer coordination information to NCEM and/or the JIC.

3. FOOD BANKS OF NORTH CAROLINA

- a. Provide a liaison to the SERT to assist in the state's process for accepting/refusing offers of donated food.
- b. Prepare procedures to accept unsolicited donations of food and other appropriate products when received through the state's web-based donated goods system.
- c. Provide organizational donation phone numbers to NC 211 for reference.
- d. Inform the SERT of any identified needs of survivors which could be met using donations or the services of spontaneous volunteers.
- e. Accept assignment of spontaneous volunteers through VolunteerNC to support incident-specific volunteer needs of the organization.

4. NC BAPTISTS ON MISSION

- a. Provide a liaison to the SERT to assist in the state's process for accepting/refusing offers of donations.
- b. Provide organizational donation phone numbers to NC 211 for reference.
- c. Inform the SERT of any identified needs of survivors which could be met using donations or the services of spontaneous volunteers.
- d. Accept assignment of spontaneous volunteers through VolunteerNC to support incident-specific volunteer needs of the organization.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 7 | TAB A
VOLUNTEER AND DONATIONS MANAGEMENT
2024 (Pre-Helene)

5. METHODIST DISASTER RESPONSE

- a. Provide organizational donation phone numbers to NC 211 for reference.
- b. Inform the SERT of any identified needs of survivors which could be met using donations or the services of spontaneous volunteers.
- c. Accept assignment of spontaneous volunteers through VolunteerNC to support incident-specific volunteer needs of the organization.

6. UNITED WAY OF NC

- a. Provide the information and referral service, NC 211, a public information portal for residents to obtain real-time communications and resources related to a disaster.
- b. Provide trained call specialists to staff the NC 211 call center to provide information and referrals on available resources within their community in addition to eligibility requirements and intake information.
- c. Collaborate with the SERT and the Office of the Governor by serving as the fiscal agent for the NC Disaster Relief Fund, if activated.

7. GOVERNOR'S ADVISORY COUNCIL ON HISPANIC/LATINO AFFAIRS

- a. Translate or interpret emergency information into Spanish to support volunteer and donations management efforts.

8. NC PSYCHOLOGICAL ASSOCIATION (NCPA)

- a. Provide NC 211 with mental health professionals to support the personal needs of operators.
- b. Respond to callers who may need assistance.

9. CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (AMERICORPS)

- a. Collaborate with VolunteerNC and FEMA to task AmeriCorps programs and members in North Carolina.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 7 | TAB A
VOLUNTEER AND DONATIONS MANAGEMENT
2024 (Pre-Helene)

10. COMMUNITY EMERGENCY RESPONSE TEAMS (CERT)

- a. Assist with sheltering operations, light search and rescue, damage assessments, sandbagging operations, disaster medical operations, animal rescue and sheltering, communications, and commodity points of distribution.
- b. Assist in local/county/state Emergency Operations Centers.
- c. Coordinate with local volunteer, community, and religious organizations to manage and operation local distribution sites.

11. TRIBAL AND LOCAL GOVERNMENTS

- a. Prepare plans to accept offers of donations and volunteer services.
- b. Identify local volunteer coordinators who will match spontaneous volunteers with local organizations or agencies that need volunteers after an incident.
- c. Identify a receiving and distribution point to be used in times of disaster.
- d. Identify an alternate distribution point for contingency purposes.
- e. Assess local needs for donations and volunteers and communicate the needs through NCSPARTA.

12. FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

- a. Support volunteer and donation management activities as formally requested by the state.
- b. Provide a VAL to support the State Voluntary Agency Liaison.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The state manages affiliated/unaffiliated volunteers and solicited/unsolicited donations through NCEM's Office of Partnership Engagement (OPE). During a SERT activation, NC 211 operates a hotline used to receive all offers of donations/services and direct them as needed. NC 211 call specialists will provide callers with emergency information such as shelter locations, feeding sites, and road closures, along with intake information and eligibility

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 7 | TAB A
VOLUNTEER AND DONATIONS MANAGEMENT
2024 (Pre-Helene)

requirements. The SERT will provide NC 211 with priority emergency information and instructions necessary for electronically capturing donor information related to goods, volunteers, and cash.

The SERT JIC will implement a public information campaign at the onset of the incident to encourage donations of money and specific goods and services needed to address the particular nature of the disaster. Initial speeches by the Governor and senior state officials will inform the public of the donations policy and how the public can best contribute. The SERT will continue the public information effort throughout disaster operations by coordinating with the Governor's Press Office and the Joint Information Center.

The SERT will expand the volunteer and donations coordination effort as needed.

CONCEPT FOR AFFILIATED AND UNAFFILIATED VOLUNTEERS

Affiliated volunteers are those that are trained and rostered by their organization and can be requested through NCSPARTA. Requests from state agencies, local government, or private volunteer organizations for volunteers to assist in affected jurisdictions that are received in NCSPARTA. This does not preclude direct coordination with private voluntary organizations by local jurisdictions.

Unaffiliated volunteers, also known as spontaneous volunteers, include individuals who offer to help or who self-deploy to assist in emergency situations without coordinating their activities. They are considered "unaffiliated" because they are not part of a disaster relief and/or emergency response organization. While the state recognizes the value of unaffiliated volunteers, they are discouraged from going directly into any disaster site but can register through VolunteerNC.

CONCEPT FOR SOLICITED AND UNSOLICITED DONATIONS

The SERT coordinates the acceptance and management of solicited and unsolicited donations including donated goods, materials, services, personnel, financial resources, and facilities. Unsolicited donations are those that arrive but have not been requested by an agency. Solicited goods are those which are advertised as needs.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 7 | TAB A
VOLUNTEER AND DONATIONS MANAGEMENT
2024 (Pre-Helene)

If an unsolicited donation is accepted, the SERT manages and coordinates the donation to fulfill a need using NCSPARTA. Donors may be asked to hold their donation until the product or services is needed and an organization has agreed to accept the goods. The SERT does not solicit donations unless otherwise directed by the Governor or designee.

Donated goods that are determined to be a health hazard or unsuitable for use by any organization involved in the disaster operation will not be accepted. Pharmaceuticals and medical supplies are generally not accepted from the general public. However, in a large-scale or catastrophic incident when pharmaceuticals and/or medical supplies may be needed, the SERT will coordinate with appropriate stakeholders.

When a donor specifies a donation for a specific use, this is a designated donation and will be coordinated with the appropriate SERT partner. The organization accepting or receiving the donation will follow its own logistics policies and procedures. Exceptions may be made on a case-by-case basis, but only for those items most desperately needed.

B. NOTIFICATION

Notification requirement for activation of web-based systems for donated goods and volunteer services includes informing the President of NCVOAD, the Governor's Press Office, the JIC, VolunteerNC and United Way of NC (fiscal agent for the NC Disaster Relief Fund).

C. RESPONSE ACTIONS

1. INITIAL

- a. Several response activation decisions are required initially, including the soliciting for volunteers and donations and establishing NC 211. The NC Disaster Relief Fund may also be activated.
- b. Gaps are identified and reported to respective functional leads.

2. CONTINUING

- a. To ensure continuity in the operation of the hotline, continue to develop staffing patterns for future shifts.
- b. Document and share information and resource gaps by participating in NCVOAD conference calls and communicating with NCVOAD leadership and local emergency management coordinators.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 7 | TAB A
VOLUNTEER AND DONATIONS MANAGEMENT
2024 (Pre-Helene)

- c. Facilitate the fulfillment of resource requests and share unsolicited volunteer and donation information with appropriate stakeholders.
- d. Process financial donations for the NC Disaster Relief Fund, if activated for the disaster. Financial contributions are distributed to vetted NCVOAD member organizations that are engaged in long-term recovery efforts by repairing or rebuilding homes that were damaged or destroyed by the disaster. Funds are distributed via a documented and tested Request for Proposal process.

V. DIRECTION, CONTROL AND COORDINATION

1. LOCAL

Local governments and volunteer agencies will be encouraged to develop and implement volunteer and donations management plans.

2. STATE

NCEM OPE will lead volunteer and donations management functions. The state will use NCSPARTA and other tools to facilitate volunteer and donations management. Emergency information will be dispersed related to donated goods, spontaneous volunteers, and cash donations.

The state will primarily collaborate with NCVOAD member organizations that have established structures to coordinate volunteers and donations. Rather than donations of food, clothing or other items, the state will encourage donations of cash to established NCVOAD member organizations that are providing services to disaster survivors or to the NC Disaster Relief Fund if activated for the incident.

The decision to activate the NC Disaster Relief Fund is made after discussion between NCEM and the Office of the Governor. The decision to activate the web-based tool for volunteer management is made by VolunteerNC.

3. FEDERAL

OPE communicates and coordinates with the FEMA VALs who are deployed for the disaster. When requested, the FEMA VAL will support the fulfillment of volunteer and donation resource gaps as identified by the SERT.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 8
SERT HAZARD MITIGATION SECTION
2024 (Pre-Helene)

I. PURPOSE

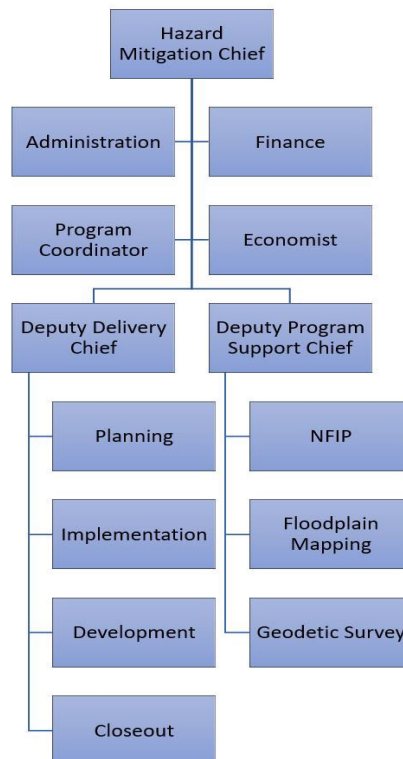
This appendix describes the Hazard Mitigation Section of the State Emergency Response Team (SERT) during activation. Mitigation activities outside of SERT activation are described in the North Carolina Enhanced Hazard Mitigation Plan.

II. MISSION

The mission of the federal, state, and local governments, as well as voluntary disaster relief organizations, is to provide immediate assistance to reduce or relieve human suffering while supporting the restoration of essential services during the recovery phase. The state will coordinate and direct those operations when local government resources are inadequate or exhausted. The state will request and coordinate assistance from other states, the federal government, and voluntary disaster relief organizations as necessary and appropriate.

III. ORGANIZATION

The Hazard Mitigation Chief reports directly to the SERT Leader and leads recovery activities:



NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 8
SERT HAZARD MITIGATION SECTION
2024 (Pre-Helene)

IV. CONCEPT OF OPERATIONS

A. ADMINISTRATION

Responsible for supporting all of the administrative functions of the section and supporting all personnel actions of assigned personnel. Responsible for the logistical support of the section as well, from vehicle management to purchase orders and invoice payment.

B. FINANCE

Responsible for managing all grant funds received either for the Delivery Branch or the Program Support branch. Monitors and controls the reimbursements paid out to grant awardees (sub-recipients), contractors and consultants/engineering firms. Ensures all payments of both federal and state funds meet FEMA grant guidance. Works with Project Managers to ensure projects don't exceed awarded costs and works with FEMA to reallocate funds (if available) to support change order costs, if required.

C. ECONOMIST

Responsible for supporting both the Delivery and Program Support branches in order to provide projected mitigated damage reductions, benefit-cost analysis of grant applications and calculating projected costs of damages during storm events. Supports the damage calculations that are used in the requesting of either state or federal disaster declarations.

D. PROGRAM COORDINATOR

Provides outreach to multiple government and non-government agencies to support mitigation activities. Writes the administrative plans for grants that determine how management costs are spent, sets priorities for what projects get developed into grant applications and provides guidance to the Hazard Mitigation Chief on FEMA related decisions and guidance.

E. PLANNING

Responsible for writing, editing and maintaining all Regional Hazard Mitigation Plans (RHMPs) as well as the Enhanced State Hazard Mitigation Plan. Works with counties, local municipalities, other state agencies and contractors to ensure plans are updated every five years. Responsible for ensuring all mitigation activities are documented in the plans to support Hazard Mitigation grants.

SERT HAZARD MITIGATION SECTION

2024 (Pre-Helene)

F. DEVELOPMENT

Responsible for assisting all Hazard Mitigation grant sub-applicants with developing approvable grants to FEMA for one of three grant programs; Flood Mitigation Assistance (FMA), Building Resilient Infrastructure in Communities (BRIC) and Disaster Recovery (DR). Key to success is partnering with county and municipal partners to gather the required information to properly support each grant application. Typical information includes tax cards, Special Flood Hazard Area (SFHA) maps, homeowner application, photos and costs associated with construction and acquisition. The development branch publishes all Notices of Funding Opportunities (NOFOs) so that counties and municipalities are aware of pending grants they can apply to receive.

G. IMPLEMENTATION

Responsible for the timely delivery and cost management of all projects awarded by FEMA. Implementation consists of 2 teams which are Project Managers (PMs) and Engineers. PMs are responsible for the timeliness and financial control of all projects awarded to the state by FEMA. PMs work with county and municipality officials as well as construction contractors to ensure all awarded projects meet required timelines and are constructed according to plans and specifications. Project managers are responsible for the payments to contractors, ensuring grant funds are properly documented and meet regulatory compliance guidance. Engineers are responsible for technical assistance to all sub-applicants in the preparation of grant submissions, providing and reviewing construction plans supporting home and infrastructure projects, and providing quality assurance/quality control (QA/QC) on all awarded grant works.

H. CLOSEOUT

Responsible for the prompt and accurate closeout of all awarded grants with FEMA to ensure 100% accountability of all funds, submission of all required documentation to update the National Flood Insurance program on mitigated properties (resulting in lower NFIP rates). Supports the NFIP and Flood Mapping Branches as well with closeout of assigned grants from FEMA supporting both of those branches.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 8
SERT HAZARD MITIGATION SECTION
2024 (Pre-Helene)

I. NATIONAL FLOOD INSURANCE PROGRAM (NFIP)

Responsible for the coordination of the National Flood Insurance Program (NFIP) across the state, supporting communities and FEMA in identifying damaged structures located in Special Flood Hazard Areas (SFHA) and conducting Substantial Damage Assessments and Determinations. Works with communities on regional plans and actions that can reduce homeowner premiums as well as possible mitigation activities that can be turned into mitigation grant applications.

J. FLOODPLAIN MAPPING

Responsible for the mapping of all streams and rivers across the state and showing their impact on surrounding structures, identifying areas at high risk and informing the Operations Section, based on a given event, where pre-positioning of rescue/response assets may be needed. The Engineers are responsible for maintaining all of the data in the Flood Inundation Mapping and Alert Network (FIMAN) and ensuring it is operational during disaster events. The branch is also responsible for answering planning questions from local governments, assisting Floodplain Managers in identifying locations for high water mark data collection and providing dam inundation mapping.

K. GEODETIC SURVEY

Responsible for the maintenance of the state's river and storm gauge networks, surveying state and county borders and after disaster events, and surveying high water marks which can be incorporated into FIMAN data. The branch is responsible for performing surveys to support the engineering team, temporary gauge installation, UAV mapping missions, operating and maintaining the State's Continuously Operating Reference Stations (CORS) Real-Time Network (RTN) and coordinating with other state agencies, such as the NC Department of Transportation (NCDOT), and the National Geodetic Survey.

V. REFERENCES

- A. NCEM Recovery Public Assistance Administrative Plan
- B. NCEM State Hazard Mitigation Plan
- C. North Carolina Disaster Recovery Framework

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 9
SERT HOMELAND SECURITY SECTION
2024 (Pre-Helene)

I. PURPOSE

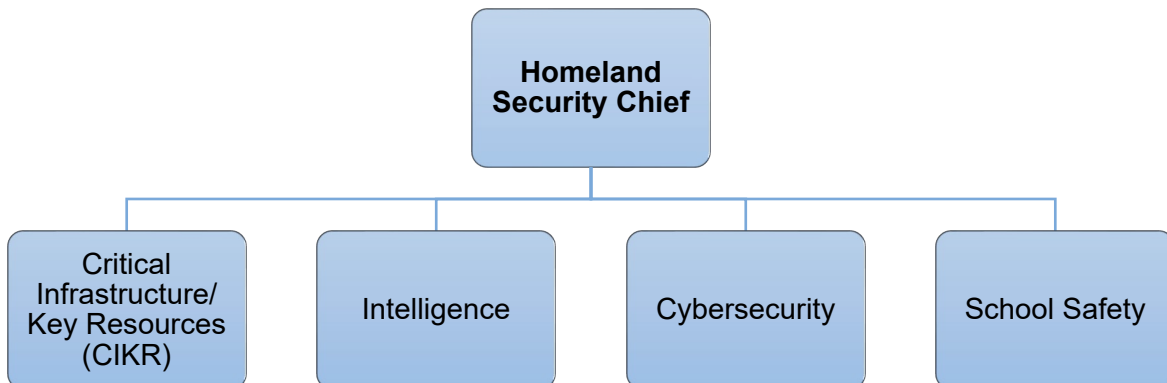
This appendix describes the Homeland Security Section of the State Emergency Response Team (SERT) during activation. The core functions performed by the SERT Homeland Security Section are pliable for an all hazards approach regardless of geographical area.

II. MISSION

The Homeland Security Section is a multi-functional section with roles that conjoin with other NCEM sections during SERT activations. The Homeland Security Section maintains liaison with federal, state, tribal, local and private sector partners in supporting statewide critical infrastructure response; intelligence gathering assistance and monitoring; cyber response and connectivity to Emergency Services. The Homeland Security Section also provides situational awareness, to the NC Homeland Security Advisor (HSA), regarding operational activities being conducted during SERT activations.

III. ORGANIZATION

The Homeland Security Section Chief reports directly to the SERT Leader and will continually assess staff resources and needs as well as support other NCEM Sections during disaster/emergency/special events and address resource and/or staffing supplements as they develop. The Homeland Security Section Chief will act as the HSA advisor during SERT activations in conjunction with the SERT Leader who is dual rolled as the Deputy Homeland Security Advisor (DHSA). This support is intended to keep the HSA informed as to the mitigation, response and recovery efforts as well as maintaining connectivity with federal agency partners.



NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 9
SERT HOMELAND SECURITY SECTION
2024 (Pre-Helene)

IV. CONCEPT OF OPERATIONS

A. CRITICAL INFRASTRUCTURE/KEY RESOURCES UNIT (CIKR)

The CIKR unit is responsible for the writing, editing and maintaining the Threat and Hazard Identification and Risk Assessment Plan (THIRA) as well as maintaining active liaison with critical infrastructure partners at the federal, state, local, tribal and private levels. Depending on the nature of the SERT activation, CIKR is prepared to provide pro-active outreach, through this partnership network, allowing other SERT members to prepare assets and resources as effectively and efficiently as possible.

B. INTELLIGENCE UNIT

The Homeland Security Sections maintains a staff of two (2) analysts, who, depending on the nature of the SERT activation, will conduct proactive threat and information gathering, as contained within NC Information Sharing And Analysis Center (NCISAAC), in support of the overall strategic deployment of staffing and resources. These analysts are capable of being dual rolled (i.e. medical support services, etc.) to support SERT activations where intelligence gathering can be operationalized by other NCISAAC personnel.

C. CYBER UNIT

The Homeland Security Section Cyber Unit is responsible for coordinating pre-established cyber support/response team members from the NC National Guard (NCNG), NC Department of Information Technology (NCDIT), NC Local Government Information Security Association (NCLGISA) as well as the FBI and other federal partners. The flexibility and outreach capabilities of this unit allow for a multifaceted cyber approach supporting the designated SERT activation.

D. SCHOOL SAFETY

The Homeland Security Section coordinates with all North Carolina School Districts, along with the NC Department of Public Safety (NCDPS), Center for Safer Schools and other SERT partners to implement the State Emergency Response Application (SERA), School Risk Management Plans (SRMP) and the statewide Panic Alarm solution all of which are designed to help coordinate first responders, law enforcement and emergency management response to hazards and threats at school facilities.

SERT HOMELAND SECURITY SECTION

2024 (Pre-Helene)

Leveraging data and information documented in SRMP, SERA efficiently presents profile and process information and spatially displays school floor plans, key assets, and vulnerabilities for first responders and law enforcement assets, which is also aligned with the Panic Alarm solution.

V. TABS

A. Cybersecurity

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 9 | TAB A
CYBERSECURITY
2024 (Pre-Helene)

I. INTRODUCTION

A. PURPOSE

The purpose of this appendix is to establish a systematic approach for addressing a cybersecurity incident that affects or threatens to affect the citizens, economy, or government of North Carolina. The goal of this approach will be to reduce impacts, enact effective cyber response measures, and support a timely recovery of state and local government IT assets, IT capabilities and critical infrastructure.

B. SCOPE

This incident response plan is applicable to state and local government operated information technology and critical infrastructure partners. In many cases, coordination between the lines of efforts, i.e. state, local, federal and private sector infrastructure owners, will be critical to the identification, protection, detection, response and recovery from a cyber incident.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Cybersecurity is the state of being protected against the criminal or unauthorized use of electronic data, or the measure taken to achieve this. The unauthorized intrusion of network systems and manipulations of these systems to include disruptions of services and extrication of sensitive data are elements of a cybersecurity incident.

B. ASSUMPTIONS

1. Information systems in the private and public sector are routinely probed and attacked on a continuous basis by a variety of known and unknown actors.
2. The potential for a cybersecurity incident exists at any given time.
3. A cybersecurity incident can produce cascading impacts that adversely affect the delivery of essential goods and services, harm the state's economy, degrade public services, and have other adverse outcomes.
4. A cybersecurity incident could be a part of a complex attack involving physical attacks or other malicious activity.

CYBERSECURITY

2024 (Pre-Helene)

5. Ongoing deployments of information technologies in essential business processes and critical infrastructure increases the potential impact of a future incident.
6. Impacted entities may not be required to report cybersecurity incidents to the Joint Cybersecurity Task Force (JCTF), may not report cybersecurity incidents in a timely manner, or may not know who to alert unless previously notified.
7. Initial state or local response may be focused on the physical and operational impact of a cybersecurity incident, while the actual cause and impacts of the incident may remain undetermined for a period of time.
8. Cybersecurity incidents may overwhelm local government, state government and private sector resources.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEAD STATE AGENCY

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Member of the JCTF as outlined below.
- b. Coordinate requests for resources from all state agencies.
- c. Request federal assistance as required.

B. LEAD TECHNICAL AGENCIES

NC JOINT CYBERSECURITY TASK FORCE (JCTF)

The JCTF serves as the lead task force responsible for directing technical response and recovery to an identified cybersecurity incident. The JCTF is chaired by the State Homeland Security Advisor and operated by four lead technical agencies:

1. North Carolina Emergency Management (NCEM), Homeland Security Section Cyber Unit Manager and recognized deputies.
2. North Carolina National Guard (NCNG) Cyber Security Response Force Chief Information Officer and designated deputies.

CYBERSECURITY

2024 (Pre-Helene)

3. North Carolina Department of Information Technology (NCDIT) Chief State Risk Officer/State Chief Information Security Officer and designated deputies.
4. North Carolina Local Government Information Systems Association (NCLGISA) IT Strike Team Leaders and designated deputies.

The JCTF is responsible for:

1. Providing subject matter expertise and supporting information to aid in the declaration of a state of emergency or actions requiring the activation of this plan.
2. Escalating and downgrading cybersecurity levels.
3. Gathering cyber threat intelligence related to incidents and sharing information and intelligence with relevant partners for an all-hazards approach.
4. Identifying cyber related critical infrastructure and key resources.
5. Coordinating with all state, local, private and federal technical partners from a threat response perspective.
6. Establishing coordination calls between state, local and/or private affected entities, and ensuring the following:
 - a. Legal agreements, i.e. Memorandums of Agreement/ Understanding (MOA/U) and/or Non-Disclosure Agreements (NDAs) are in place.
 - b. Affected entity has established procedures to address:
 - Onsite crisis coordination (needed when multiple vendors are in use).
 - Types of forensic support on contract or needed.
 - Coordination calls.
 - Mechanisms on how Indicators of Compromise (IoCs) will be shared, e.g. HSIN or public releasable anonymized.
 - The capturing of appropriate minutes of coordination meetings.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 9 | TAB A
CYBERSECURITY
2024 (Pre-Helene)

1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

- a. Serve as one of the lead technical agencies responsible for directing technical response and recovery to an identified cybersecurity incident.
- b. Serve as lead response agency responsible for coordinating SERT resources and administering the North Carolina Mutual Aid System.
- c. Coordinate with JCTF to maintain situational awareness and address consequence management as it relates to cybersecurity incidents.
- d. Operate, house, and staff the Joint Information System/Center for coordination of public messaging related to any incident (once activated).
- e. Provide emergency contracting support for SERT agencies.
- f. Serve as a communications link between local, state and federal government agencies for information exchange and resource requests for asset response.
- g. Identify cyber related critical infrastructure and key resources.

2. NORTH CAROLINA NATIONAL GUARD (NCNG)

CYBER SECURITY RESPONSE FORCE

- a. Serve as one of the lead technical agencies responsible for directing technical response and recovery to an identified cybersecurity incident.
- b. Provide trained cybersecurity specialists to assist state agencies, local governments, and critical infrastructure partners in responding to ongoing cybersecurity incidents and restoration of services if available and appropriate.
- c. Provide cyber subject matter experts and liaison officers to assist NCDIT, other state agencies, local governments, and other critical infrastructure partner agencies if available and appropriate.

CYBERSECURITY

2024 (Pre-Helene)

- d. Provide lead support and technical subject matter expertise for cyber incidents affecting private sector critical infrastructure if available and appropriate.
- e. Provide incident response and recovery resources such as information assurance, applications, and network operations personnel, for affected state, local and private sector partners.
- f. Collect, analyze, and share cyber threat and vulnerability information with appropriate agencies/entities on affected state, local, and private sector critical infrastructures.
- g. Conduct state missions including cyber activities incident response, as directed by the Governor and as permitted by law.

3. NC DEPARTMENT OF INFORMATION TECHNOLOGY (NCDIT)

ENTERPRISE SECURITY AND RISK MANAGEMENT OFFICE (ESRMO)

- a. Serve as one of the lead technical agencies responsible for directing technical response and recovery to an identified cybersecurity incident.
- b. Share responsibility for providing subject matter expertise and supporting information to aid the declaration of a state emergency or actions requiring the activation of this plan.
- c. Share responsibility for the escalation and downgrade of cyber severity levels.
- d. Monitor the state networks through the state's Security Operations Center (SOC) for cybersecurity incidents or other conditions which could disrupt essential information technology services in the state.
- e. Share cybersecurity incident response and recovery activities with the State Emergency Response Team (SERT), and other external partners for situational awareness on NCDIT incidents falling under this plan and make recommendations to the SERT on additional response and recovery actions, as appropriate.
- f. Coordinate with all state, local, private and federal technical partners from a threat response perspective.

CYBERSECURITY

2024 (Pre-Helene)

- g. Provide incident response and recovery personnel and resources to affected state, local and private sector partners as appropriate and as available.
- h. Establish and maintain a continuity of operations plan for reestablishing access to hosted services following a disaster.
- i. Coordinate cyber training and education of state sectors.
- j. Provide advisory services as it relates to the use of 3rd party incident response vendor support.

4. NC LOCAL GOVERNMENT INFORMATION SYSTEMS ASSOCIATION (NCGLISA)

INFORMATION TECHNOLOGY (IT) STRIKE TEAM

- a. Serve as one of the lead technical agencies responsible for directing technical response and recovery to an identified cybersecurity incident.
- b. Provide mutual support to local government entities impacted by any incident that exhausts their resources and capabilities.
- c. Identify and provide local government cyber and law enforcement support to aid local and tribal government organizations affected by cyber incidents.
- d. Provide technical skills to support the identification, protection, detection, response and recovery actions for cyber incidents impacting local government systems or infrastructure.
- e. Maintain local government cyber situational awareness and conduct information sharing activities with state, local and federal partners.
- f. Provide law enforcement support to collaborate with federal and state resources and aid in information sharing and timely response for the preservation of cybercrime evidence.

C. SUPPORTING STATE AGENCIES

**1. NC INFORMATION SHARING AND ANALYSIS CENTER (ISAAC)
FUSION CENTER**

- a. Support of the lead in response to cyber incidents.
- b. Gather and share information with local, state and federal law enforcement agencies. Collect and analyze law enforcement information following the incident's conclusion.
- c. Provide cyber liaison capabilities between NCDIT, NCDPS, NCNG, NCLGISA Strike Team, Private Sector and other local government and federal partners.
- d. Provide accurate and timely information and intelligence products and provide direct analytical support for investigations.
- e. Provide investigative response and triage resources as well as support the post-incident criminal investigation and associated forensics.
- f. Notify the NCCIC of cybersecurity incidents for situational awareness purposes and to provide context and to scope of the incident.

2. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

STATE BUREAU OF INVESTIGATION (SBI)

- a. Support of the lead agency in response to cyber incidents.
- b. Provide maintenance of law and order due to unrests created as a result of the cyber event.
- c. Intelligence gathering and warning dissemination.
- d. Direct criminal investigation of a cyber event or coordination with federal entities.
- e. In coordination with NCEM provide support for cyber terrorist incident activities.

STATE HIGHWAY PATROL (SHP)

- a. Support of the lead agency in response to cyber incidents.

D. SUPPORTING FEDERAL AGENCIES AND EXTERNAL ENTITIES

1. FEDERAL BUREAU OF INVESTIGATION (FBI)

- a. Serve as members of the JCTF.
- b. Provide support with threat intelligence, information sharing, and investigation support as requested and dictated by the cyber incident.
- c. Provide technical support capabilities for incident response and investigations.
- d. Leverage the National Cyber Investigative Joint Task Force to augment investigations.
- e. Report cybercrime, including computer intrusions or attacks, fraud, intellectual property theft, identity theft, theft of trade secrets, criminal hacking, terrorist activity, espionage, sabotage, or other foreign intelligence activity to FBI Field Office Cyber Task Forces.

2. U.S. DEPARTMENT OF HOMELAND SECURITY (DHS)

CYBERSECURITY & INFRASTRUCTURE SECURITY AGENCY (CISA)

- a. Serve as members of the JCTF.
- b. Provide 24x7 cyber situational awareness, incident response, and management center resources.
- c. Share information among public and private sectors to provide a common operating picture of vulnerabilities, intrusions, incidents, mitigation, and recovery actions.
- d. Facilitate coordination regarding cybersecurity risks and incidents across the civilian communities, SLTT governments, and the private sector.

CYBERSECURITY

2024 (Pre-Helene)

- e. Provide federal asset response support to the private sector in the form of on-site technical assistance (if requested by the impacted entity).
- f. Reduce risks within and across all critical infrastructure sectors by partnering with law enforcement agencies and the intelligence community.
- g. Coordinate efforts among federal, state, local, and tribal governments and control systems owners, operators, and vendors.
- h. Act as the primary platform to coordinate the federal government's asset response to cyber incidents.
- i. Report suspected or confirmed cyber incidents, including when the affected entity may be interested in government assistance in removing the adversary, restoring operations, and recommending ways to further improve security.

U.S. SECRET SERVICE (USSS)

- a. Serve as members of the JCTF.
- b. Provide support with threat intelligence, information sharing, and investigation support as requested and dictated by the cyber incident.
- c. Provide technical support capabilities for incident response and investigations.
- d. Report cybercrime, including computer intrusions or attacks, transmission of malicious code, password trafficking, or theft of payment card or other financial payment information.

4. MULTI-STATE INFORMATION SHARING AND ANALYSIS CENTER (MS-ISAC)

- a. Provide additional support for forensics, continuous monitoring, SME consulting and awareness materials.
- b. Act as a focal point for critical information exchange and coordination between the SLTT community and the federal government.

5. NATIONAL CYBER INVESTIGATIVE JOINT TASK FORCE (NCIJTF)

- a. Serve as the lead federal agency for threat response activities.
- b. Reports cyber intrusions and major cybercrimes that require assessment for action, investigation, and engagement with local field offices of federal law enforcement agencies or the federal government.

IV. CONCEPT OF OPERATIONS

A. GENERAL

The normal operation and maintenance of statewide information technology infrastructure is shared between multiple state, local, and private sector agencies and the NCDIT. Many agencies maintain their own systems using internal IT staff and resources. NCDIT operates and maintains enterprise services, data centers, and other functions used throughout state government. NCDIT also operates several of the primary internet gateways used by state agencies and provides perimeter monitoring of traffic into and out of many areas of the state's network. These entities, working collaboratively, will provide the technical expertise and resources required to respond to and recover from a cybersecurity incident.

NCEM will support the technical response and recovery effort through coordination of SERT resources, public messaging via the Joint Information System/Center, and requests for resources (as required).

State agencies are responsible for creating and maintaining cyber incident response and business continuity plans that describe how the agency will respond to and recover from cybersecurity incidents. These plans define specific roles, responsibilities, and procedures for agency personnel. The plans are maintained by each agency's Chief Information Security Officer or designee, as well as by the NCDIT Enterprise Security and Risk Management Office (ESRMO).

Cybersecurity incidents affecting local government critical infrastructure systems will be supported by the JCTF. Localities can request JCTF assistance through established emergency management processes. Cybersecurity incidents affecting privately owned critical infrastructure should be managed by the infrastructure owner/operator. If additional resources are needed, private owners/operators should exhaust all existing support channels before requesting assistance from the state.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 9 | TAB A
CYBERSECURITY
2024 (Pre-Helene)

B. NOTIFICATION

1. STATE NOTIFICATION

In accordance with N.C.G.S. § 143B-1379 state agencies that experience an information security incident will notify the NCDIT Enterprise Security and Risk Management Office (ESRMO) within 24 hours of confirmation. For state agencies, notification can occur through the following mechanisms:

Statewide Cybersecurity Incident Report Form (online portal to enter details): <https://it.nc.gov/cybersecurity-situation-report>

Telephone (NCDIT Service Desk): 1-800-722-3946 / 919-754-6000

E-mail (ESRMO): DIT.ThreatManagement@nc.gov.

Local government, academic institutions, and private partners may report confirmed and suspected incidents affecting their operations to the NCEM 24-Hour Watch Center 1-800-858-0368 / 919-733-3300, or via e-mail to NCEOC@ncdps.gov. If an affected entity is requesting JCTF assistance, they must report the incident to the Watch.

The ESRMO and/or the 24-Hour Watch will make appropriate notifications to lead and supporting agencies as described in this annex and any other external entities as required. Based on the severity of the situation, the SERT Leader may request supporting agencies to participate in coordination conference calls or report to the State Emergency Operations Center (EOC). Note: If the incident is reported to DHS or FBI, the Secretary of Public Safety/Homeland Security Advisor will be notified to ensure coordinated messaging.

2. FEDERAL NOTIFICATION

The National Cyber Incident Response Plan outlines the activities and focus of the supporting federal agencies. Upon receiving a report of a cyber incident, the federal government will promptly focus its efforts on two activities: threat response and asset response.

- Threat response includes attributing, pursuing, and disrupting malicious cyber actors and malicious cyber activity. It includes conducting criminal investigations and other actions to counter malicious cyber activity.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 9 | TAB A
CYBERSECURITY
 2024 (Pre-Helene)

- Asset response includes protecting assets and mitigating vulnerabilities in the face of malicious cyber activity. It includes reducing the impact to systems and/or data; strengthening, recovering and restoring services; identifying other entities at risk; and assessing potential risk to the broader community and mitigating potential privacy risks to affected entity.
- The state will leverage the below reporting chain for efficiency and standardization of processes.

NCDIT will ensure that all federal threat and asset response supporting agencies are notified appropriately (see contact details in Table 1).

Threat Response
Federal Bureau of Investigation (FBI): FBI Field Office Cyber Task Forces: https://www.fbi.gov/contact-us Internet Crime Complaint Center (IC3): https://www.ic3.gov
National Cyber Investigative Joint Task Force (NCIJTF) CyWatch 24/7 Command Center: cywatch@fbi.gov or (855) 292-3937
United States Secret Service (USSS) Secret Service Field Offices and Electronic Crimes Task Forces (ECTFs): https://www.secretservice.gov/contact/field-offices
United States Immigration and Customs Enforcement / Homeland Security Investigations (ICE/HSI) HSI Tip Line: 866-DHS-2-ICE (866-347-2423) or online via https://www.ice.gov/webform/ice-tip-form HSI Field Offices: https://www.ice.gov/contact/field-offices HSI Cyber Crimes Center (C3): https://www.ice.gov/features/cyber
Asset response
Cybersecurity and Infrastructure Security Agency: email report@cisa.gov or call 1-844-Say-CISA or 844-729- 2472 https://www.cisa.gov/cisa-central

Table 1 Key Federal Threat and Asset Response Supporting Agencies

3. PUBLIC NOTIFICATION

NCDIT and NCEM will coordinate through the JIS to provide public information for any incident affecting state entities or critical infrastructure. The impacted entity shall provide a representative to the JIS to ensure consistency and coordination.

C. RESPONSE AND RECOVERY ACTIONS

The state will leverage the NCCIC Cyber Incident Scoring System (NCISS) in order to assess the impact and severity of a cyber incident. For more information about the NCISS, see https://www.cisa.gov/sites/default/files/publications/NCCIC_Cyber_Incident_Scoring_System.pdf.

The various levels outlined in Table 2 will only be determined after an impact assessment has been conducted and will factor the likelihood of the threat materializing. North Carolina defines “significant cyber incident” as any incident with the classification level of High, Severe, or Emergency. For incidents impacting state resources, appropriate members of the JCTF will determine the extent of a response.

The JCTF will be responsible for classifying the cyber disruption level. An upgrade may occur if there is substantial intelligence received to indicate a need or if a cyber incident has increased in its overall impact to the affected areas. Increasing the response action and stages is accomplished as an effort to prevent the incident from spreading. Increasing the cyber level should be managed gradually and an assessment conducted regularly throughout the process.

In order to downgrade the level, careful assessment must be conducted. A downgrade will only occur once there is confirmation that the indicators leading to the declaration have been neutralized. Similar to upgrade procedures, downgrading will occur incrementally.

It is important to note that a cyber disruption level may be declared prior to an actual cyber incident occurring and without any attributed impact. This declaration could be made as a result of actionable and targeted intelligence received. The severity levels, description and baseline cyber support responses are captured in Table 2.

CYBERSECURITY

2024 (Pre-Helene)

CYBER DISRUPTION ESCALATION PROTOCOL			
LEVEL	COLOR	DESCRIPTION / IMPACT	BASELINE CYBER SUPPORT
Emergency	Black	Poses an imminent threat to the provision of wide-scale critical infrastructure services, state government stability, or the lives of North Carolina residents.	State of Emergency is declared. Full Cyber package which may contain National Guard, Private Sector, State and Federal Cyber resources. EMAC support may be requested. Incident reporting by affected party is mandatory.
Severe	Red	<p>Likely to result in a significant impact to public health or safety, economic security, foreign relations, or civil liberties.</p> <p>Involvement of any actual, suspected, or potential breach of bulk Restricted or Confidential Data.</p> <p>Immediate attention required including the engagement of Data Owners and performing short-term containment including taking down potentially compromised systems and applications.</p> <p>Multiple systems likely to be exploited with high criticality to business functionality.</p>	State of Emergency is declared. Full Cyber package which may contain National Guard Defensive Cyber Operations, Private Sector and State Cyber resources. Incident reporting by affected party is mandatory.
High	Orange	<p>Likely to result in a demonstrable impact to public health or safety, economic security, foreign relations, civil liberties, public confidence or state/agency reputation.</p> <p>Serious attempt or actual interruption in availability, or negative impact to confidentiality or integrity or Data Breach.</p> <p>Repeated or persistent Medium Incident. May include systems with low to moderate criticalities</p>	The state will activate MOU with National Guard Defensive Cyber Operations Team and provide onsite cyber recovery and remediation support. Incident reporting by affected party is mandatory.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 9 | TAB A
CYBERSECURITY
 2024 (Pre-Helene)

CYBER DISRUPTION ESCALATION PROTOCOL			
LEVEL	COLOR	DESCRIPTION / IMPACT	BASELINE CYBER SUPPORT
		which are affected by vulnerabilities likely to be exploited.	
Medium	Yellow	<p>May impact public health or safety, economic security, foreign relations, civil liberties, public confidence or state/agency reputation.</p> <p>One instance of a clear attempt to obtain unauthorized information or access; a repeated or persistent low incident. May also include the accidental internal exposure of employee records.</p> <p>May also include vulnerabilities with a rare rate of occurrence on critical systems.</p>	The state may provide remote cyber support and consultation services. Incident reporting is mandatory
Low	Green	<p>Unlikely to result in a demonstrable impact to public health or safety, economic security, foreign relations, civil liberties, public confidence or state/agency reputation.</p> <p>One instance of potentially unfriendly activity (e.g., port scan, malware detections, unexpected performance peak, observation of potentially malicious user activity, theft of a device, etc.</p>	State resources will not be deployed; however, incident reporting is required from the affected party. The state may provide recommendations as requested. Incident reporting by affected party is mandatory.

Table 2 Cyber Disruption Escalation Protocol and Levels

INCIDENT RESPONSE PROCESS

In the event that this plan is activated, the lead technical agency, supported by the JCTF will use the following process flow diagram throughout the cyber incident response (see Figure 1.)

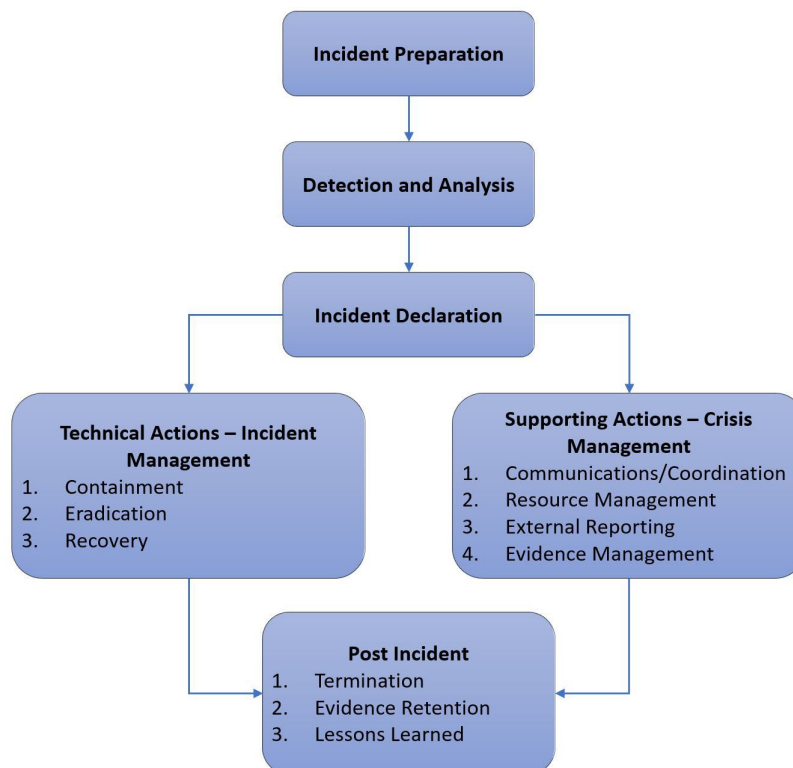


Figure 1 Incident Response Phases

1. PREPARATION

- a. The JCTF will maintain situational awareness of cybersecurity threats through a variety of federal, state, and private sector information-sharing resources.
- b. The State SOC is located in NCDIT and is managed 24 hours per day. The State SOC leads the coordination and response efforts in assessing and managing cyber incidents affecting the state government networks.

2. DETECTION AND ANALYSIS

- a. The JCTF will assess the extent and severity of the cybersecurity incident through analysis of log files, audit trails, system contents, or other indicators of compromise. The JCTF determines the level of response required to respond to incidents and directs the utilization of agency resources to minimize incident exposure. Once the severity level has been identified, the JCTF will make the necessary coordination activities as needed.
- b. If any data classified as restricted, highly restricted or other protected information is confirmed to be compromised the affected entity will immediately notify the JCTF as indicated in above notification procedures and any other authorities required by laws or appropriate regulations.

3. INCIDENT DECLARATION

- a. The Joint Information System/Center (JIS/JIC) will be activated to coordinate public messaging and media requests. SERT partners may be asked to augment personnel to staff the Joint Information Center (as required).
- b. The Joint Cybersecurity Mission Center (JCMC) located at the State EOC will be used as the primary location for coordination of all operational response activities and resource allocations. This coordination includes communicating significant cyber incident related situational awareness and activities to State EOC partners, the Governor's office, NCCIC, and the HSA to monitor and prepare for the possible onset of any further consequences.

4. CONTAINMENT

- a. The JCTF will coordinate and/or provide technical support to the impacted entity to take appropriate measures to isolate, contain or mitigate further service disruptions related the cybersecurity incident.
 - i. Law enforcement agencies may request that intrusions continue for a limited period of time in order to facilitate collection of evidence and techniques, tactics, and procedures (TTPs). These requests will be considered on a situationally dependent basis in coordination with JCTF and the affected entity.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 9 | TAB A
CYBERSECURITY
2024 (Pre-Helene)

- b. Once the method of intrusion/compromise is known, the affected entity(s) will implement corrective actions to reduce the risk of further disruption. During this phase, it is important that all stakeholders maintain situational awareness. The JCTF will provide information technology support for collaboration tools and services as needed.
- c. The JIS/JIC will publish regular press releases updating the public on response activities and respond to information requests, as appropriate.

5. ERADICATION

- a. When the incident has been contained, the JCTF will coordinate and provide technical support to the affected entity to ensure that mandatory forensics is conducted on all impacted systems, networks, infrastructure to ensure against residual vulnerabilities.
- b. Audit trails, log files, and other forensic information should be retained to the greatest extent that is reasonably feasible for the purposes of later analysis and investigation.
- c. The JIS/JIC will continue to provide public messaging and information request support for the affected entity(s) and SERT partners.

6. RECOVERY

- a. For affected agencies, the JCTF will assist in the restoration and recovery efforts to restore services and return state information technology infrastructure to normal operations. NCDIT will lead this effort when state agencies are affected. Restoration may include actions such as restore from “clean” backups or software installations, replacement of damaged/unrecoverable equipment, or rebuilding/restoration of systems.
- b. All affected entities should validate configurations using approved configuration baselines, (e.g. Security and Technical Implementation Guides (STIGS)), CIS benchmarks and vulnerability testing to ensure systems are no longer susceptible to various methods of attack, prior to being placed into production.
- c. NCEM will coordinate SERT activities in support of the recovery effort.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 9 | TAB A
CYBERSECURITY
2024 (Pre-Helene)

- d. The JIS/JIC will publish regular press releases updating the public on recovery activities and respond to information requests until transitioning public messaging activities back to individual agencies.

7. LESSONS LEARNED

- a. The JCTF will work with the affected entity to identify policy options or best practices that could prevent similar incidents in the future or improve the overall state's defense and response capabilities.
- b. The JCTF may also recommend and/or coordinate implementation of such actions statewide, including with local government entities. The affected entity has the lead to collect documentation resulting from the incident for post incident analysis and TTP modifications.

V. DIRECTION CONTROL AND COORDINATION

A. LOCAL

The agency responsible for the operation and maintenance of local government information technology infrastructure varies between jurisdictions. All local government activities to respond and recover from cybersecurity incidents will be conducted in accordance with established local policies and plans. Local governments may be able to obtain required resources from neighboring jurisdictions through mutual aid agreements.

B. STATE

State assistance may be requested through emergency management channels if the incident exhausts local government resources. State response activities will be coordinated through the SERT. The SERT will have overall incident command for the response and recovery operation. The State Chief Information Officer or their designee will serve as the primary agency technical advisor to the SERT during the response and recovery phases of the incident. The SERT may request support from other states through the Emergency Management Assistance Compact (EMAC).

In the event of an exceptionally severe or widespread disruption the Governor or General Assembly may declare a state of emergency in accordance with the North Carolina Emergency Management Act.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)
ANNEX A | APPENDIX 9 | TAB A
CYBERSECURITY
2024 (Pre-Helene)

C. FEDERAL

In the event an incident exceeds state capabilities or there is a need for federal resources, the state may request federal assistance through the US-CERT, MS-ISAC, DHS and/or NSA. Depending on the need, the [National Cyber Incident Response Plan](#) identifies when reporting to the federal government is appropriate. The following are listed as reportable cyber incidents:

- Result in a significant loss of data, system availability, or control of systems;
- Impact a large number of victims;
- Indicate unauthorized access to, or malicious software present on, critical information technology systems;
- Affect critical infrastructure or core government functions; or
- Impact national security, economic security, or public health and safety.

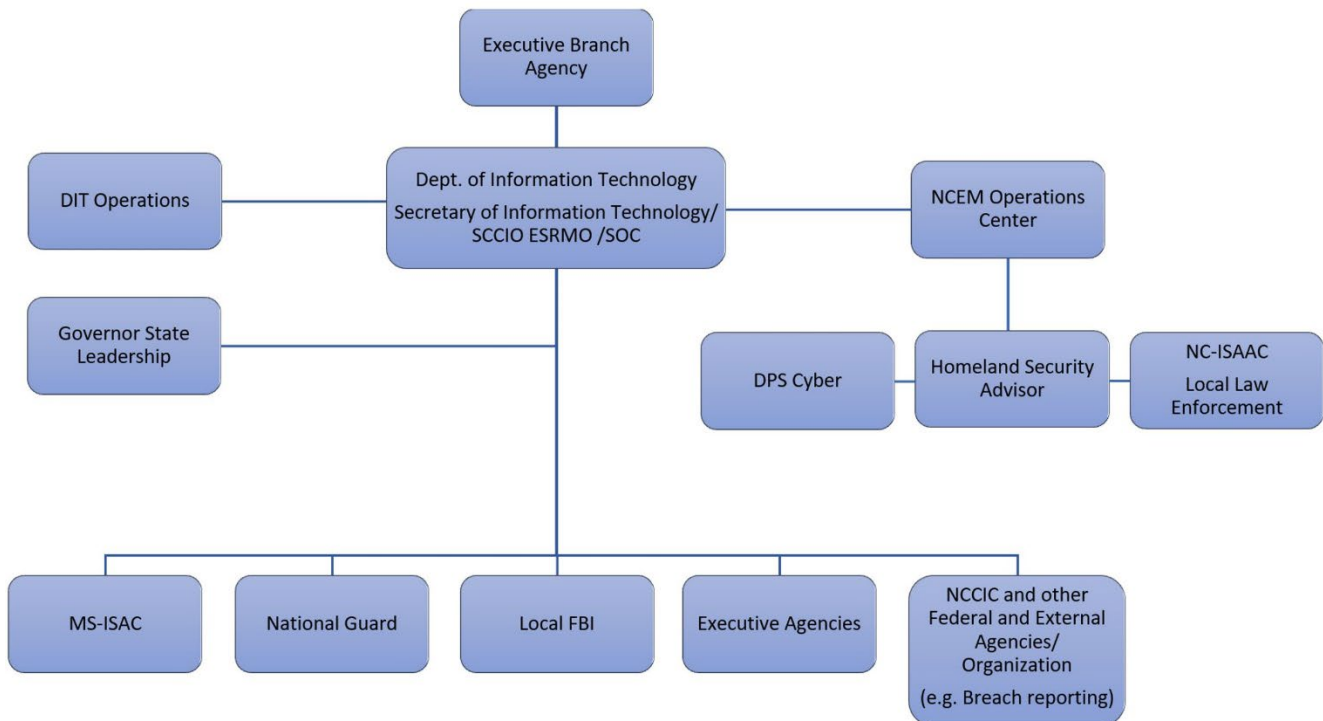
VI. REFERENCES

- A. N.C.G.S. § 143B-1376. Statewide security standards
- B. N.C.G.S. § 143B-1379. State agency cooperation; liaisons
- C. N.C.G.S. § 143B-1377. State CIO approval of security standards and risk assessments
- D. N.C.G.S. § 75-65. Protection from security breaches
- E. N.C.G.S. § 75-60. Identity Theft Protection Act
- F. N.C.G.S. §§166A North Carolina Emergency Management Act
- G. National Cyber Incident Response Plan, 2016

CYBERSECURITY

2024 (Pre-Helene)

ATTACHMENT A – SIGNIFICANT CYBER INCIDENTS AFFECTING STATE AGENCY(S) NOTIFICATION PROCESS



CYBERSECURITY

2024 (Pre-Helene)

ATTACHMENT B – SIGNIFICANT CYBER INCIDENTS AFFECTING LOCAL GOVERNMENT OR OTHER NON-STATE ENTITY(S) NOTIFICATION PROCESS

