

## **Annex 3**

# **LOGISTICS**

## **Mutual Aid / Emergency Management Assistance Compact Branch**

**Operations Guidance**

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## **I. Introduction**

Large-scale emergencies and disasters may exceed the capabilities of state and local government to effectively respond and recover. Resources may be required from outside the affected area to augment the on-going effort. Assistance may be provided from state resources, Statewide Mutual Aid Agreement, Emergency Management Assistance Compact, Federal resources or even donations from private sources.

Mutual aid agreements and memoranda of understanding are essential components of emergency management planning, response and recovery operations. These agreements provide reciprocal emergency aid and assistance during an emergency or disaster. They can increase available resources and improve response and recovery efforts.

The Statewide Mutual Aid Agreement encourages the requesting county or political sub-division to submit a written request for mutual aid through the Division of Emergency Management.

In accordance with Chapter 252, Part III, Florida Statutes, Florida has also adopted the Emergency Management Assistance Compact and Memoranda of Understanding with other States and private organizations. These agreements provide mechanisms to obtain additional resources.

The Mutual Aid Branch is one of three branches subordinate to the Logistics Section as such the Mutual Aid Branch Director is directly responsible to the Logistics Section Chief. The Branch has three sub-elements. The Statewide Mutual Aid Unit, the Emergency Management Assistance Compact Unit , and the Federal Action Request Form Unit.

## **II. Purpose**

The purpose of this Annex is to provide guidelines for the Mutual Aid Branch to implement the procedures of various mutual aid agreements. These agreements include but are not limited to, The Emergency Management Assistance Compact the Statewide Mutual Aid Agreement and Federal Action Request Forms

## **III. Scope**

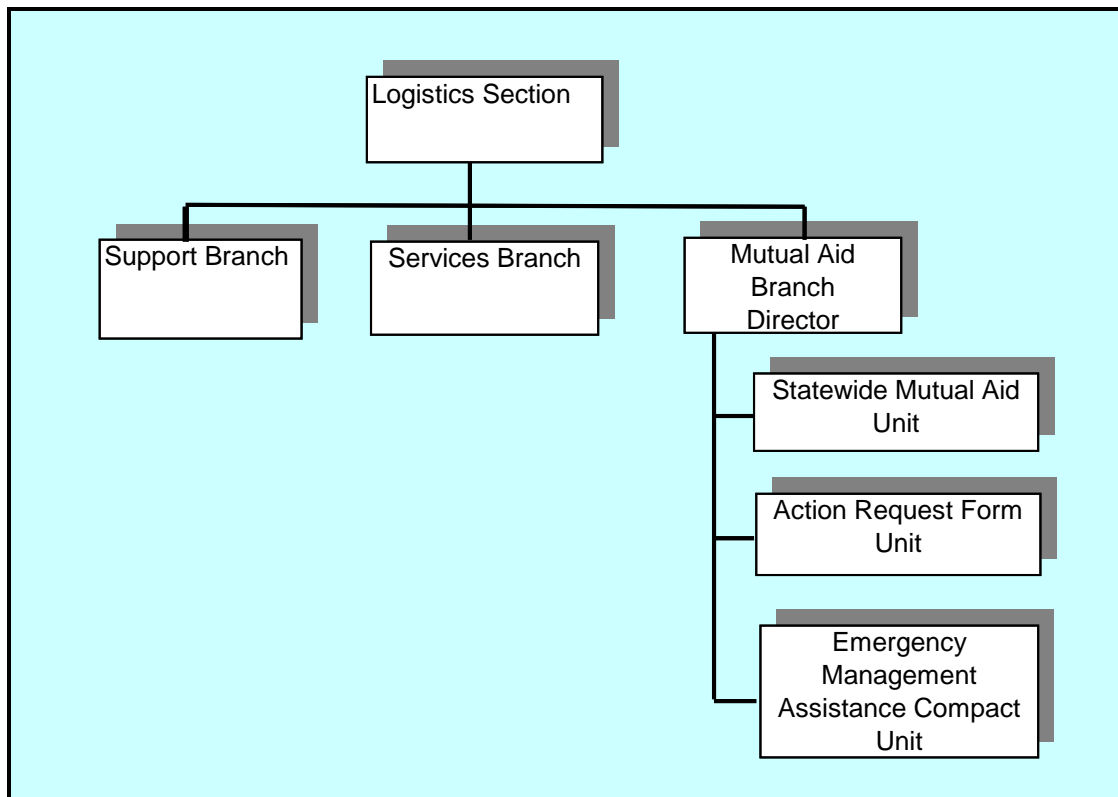
This Guideline is limited to the coordination, tasking and utilization of Intra-State and Inter-State mutual aid, and processing Federal Action Request Forms. This Annex is based on the State Comprehensive Emergency Management Plan and establishes policies and guidelines for local and state decision-makers to follow during a major or catastrophic disaster. This is not a stand-alone document and is designed to be used in conjunction with the latest addition of the Emergency Management Assistance Compact, Guidebook and Operating Procedures

## **IV. Assumptions**

- A disaster may occur with little or no warning and may escalate more rapidly than the ability of any single local response organization or jurisdiction to handle.
- Local governments will utilize available resources fully before requesting state or Federal assistance
- Upon implementation, all state and local agencies and jurisdictions will adhere to these

policies.

- When state resources and capabilities are exhausted, additional resources will be acquired through interstate mutual aid agreements and federal assistance.
- Certain cities, counties and states will have limited amounts of resources available to respond to their own incidents.
- The Bureau of Response will maintain a database of authorized agents for signatory of the Statewide Mutual Aid Agreement.
- The Emergency Management Assistance Compact Guidebook and SOP maintain a list of authorized agents and signatory states.
- An Incident Action Plan (IAP) will be developed for the operational period. This Incident Action Plan will establish priorities.
- Mutual Aid missions which support the Incident Action Plan will be granted unless otherwise determined by Senior Management.
- The Mutual Aid Branch will require augmentees to fulfill the full scope of requirements.



The Mutual Aid Branch is staffed by multiple sources. The Division of Emergency Management, Augmentees through the Emergency Management Assistance Compact, Statewide Mutual Aid

Agreement and the Rapid Response Teams or other State agencies may provide staffing to the Mutual Aid Branch.

## **V. Roles and Responsibilities**

### **A. Mutual Aid Branch Director**

The role of the Mutual Aid Branch Director is to coordinate the activities of Emergency Management Assistance Compact, Statewide Mutual Aid Agreement, and Action Request Form's and tasked mutual aid request activity to insure resources are obtained, transported, and utilized when needed/requested.

#### **Responsibilities**

- 1) Review all Emergency Management Assistance Compact, Statewide Mutual Aid Agreement, and Action Request Form's request messages.
- 2) Insure all Emergency Management Assistance Compact, Statewide Mutual Aid Agreement, and Action Request Form requests are tasked.
- 3) Develop a staffing pattern to support Emergency Management Assistance Compact, Statewide Mutual Aid Agreement, and Action Request Form's activity based on the current situation and anticipated requirements.
- 4) Determine need and request augmentees from county Emergency Management as required.
- 5) Determine non-impacted region for establishment of Regional Mutual Aid (if applicable)
- 6) Determine need and request an Emergency Management Assistance Compact A-Team, as required.
- 7) Monitor all Emergency Management Assistance Compact, Statewide Mutual Aid Agreement, and Action Request Form's; obtain status updates of each mutual aid request until completion.
- 8) Supervise the activities of the Branch to include the Emergency Management Assistance Compact A-Team and any augmentees.
- 9) If a mutual aid request problem persists, immediately notify the Logistics Section Chief to identify alternatives and to bring the request to resolution.
- 10) When necessary, the Mutual Aid Branch Director may intervene to coordinate the delivery of resources.
- 11) Provide the Finance and Administration Section with daily cost estimates.
- 12) Insure all mutual aid requests are brought to closure.

- 13) Provide Emergency Support Function 5 with Situation Report feeders and Incident Action Plan information as required.
- 14) Other Branch Directors and Emergency Support Function personnel will assist the Mutual Aid Branch Director in verifying or following-up on mutual aid requests made by the County Emergency Operation Centers.
- 15) Continuously communicate with the Logistics Section Chief in the coordination of mutual aid management activities.
- 16) The Mutual Aid Branch Director must be thoroughly knowledgeable of this document, Statewide Mutual Aid Agreement Operations, Emergency Management Assistance Compact Operations, and the Action Request Form process.
- 17) Reviews outgoing messages from the Mutual Aid Branch.

When notified, the Mutual Aid Branch Director will assume a pre-designated workstation in the State Emergency Operations Center. Immediately, the Mutual Aid Branch Director will peruse messages to identify Emergency Management Assistance Compact, Statewide Mutual Aid Agreement, and Action Request Form requests, resources deployed, resources on-scene, and resources de-activated.

The Mutual Aid Branch Director will communicate with the Logistics Section Chief to ensure that all mutual aid requests have been addressed. Throughout the event, the Mutual Aid Branch Director continuously reviews Emergency Management Assistance Compact, Statewide Mutual Aid Agreement, and Action Request Form's request messages and monitors the progress of each.

The Mutual Aid Branch Director will need to determine if an Emergency Management Assistance Compact A-Team and County augmentees are needed for the event. If needed the Mutual Aid Branch Director makes a recommendation to the Logistics Section Chief and or the State Emergency Response Team Leader. If agreed upon a request is made in accordance with this document. The Mutual Aid Branch Director periodically evaluates the situation to determine if either an Emergency Management Assistance Compact A-Team or other augmentees are required.

In the event that a mutual aid request appears stalled, the Mutual Aid Branch Director will follow-up to expeditiously fulfill the request. The Mutual Aid Branch Director will remain at the workstation until the event is terminated or staffing pattern is modified.

## **B. Statewide Mutual Aid Agreement Unit Leader**

Purpose: An augmentee staffs the Statewide Mutual Aid Agreement Unit Leader. If no unit leader is staffed the responsibility for Statewide Mutual Aid Agreement lies totally with the Mutual Aid Branch Director. The purpose of the Statewide Mutual Aid Agreement Unit Leader is to coordinate the activities of Statewide Mutual Aid Agreement and tasked mutual aid request activity to insure resources are obtained, transported, and utilized when needed/requested.

### **Responsibilities**

- 1) Review all Statewide Mutual Aid Agreement request messages.
- 2) Insure all mutual aid requests are tasked.
- 3) Determine need and request augmentees from county EM as required.
- 4) Determine non-impacted Counties.
- 5) Monitor all Statewide Mutual Aid Agreement requests; obtain status updates of each mutual aid request until completion.
- 6) Supervise the activities of the unit to include any augmentees.
- 7) If a mutual aid request problem persists, immediately notify the Mutual Aid Branch Director to identify alternatives and to bring the request to resolution.
- 8) Provide daily cost estimates to the Mutual Aid Branch Director.
- 9) Insure all mutual aid requests are brought to closure.
- 10) Provide the Mutual Aid Branch Director with SITREP feeders and Incident Action Plan information as required.
- 11) Continuously, communicate with the Mutual Aid Branch Director in the coordination of mutual aid management activities.
- 12) Reviews outgoing messages from the Statewide Mutual Aid Agreement unit.

When notified, the Statewide Mutual Aid Agreement Unit Leader will assume a pre-designated workstation in the State Emergency Operations Center. The Statewide Mutual Aid Agreement unit will be co-located with the Emergency Management Assistance Compact A-Team.

Immediately, the Statewide Mutual Aid Agreement Unit Leader will peruse messages to identify mutual aid requests, resources deployed, resources on-scene, and resources de-activated.

The Statewide Mutual Aid Agreement Unit Leader communicates with the Mutual Aid Branch Director to insure that all mutual aid requests, at this time, have been addressed. Throughout the event, the Statewide Mutual Aid Agreement Unit Leader continuously reviews mutual aid request messages and monitors the progress of each.

The Statewide Mutual Aid Agreement Unit Leader will need to determine if additional County augmentees are needed for the event. If needed the Statewide Mutual Aid Agreement Unit Leader makes a recommendation to the Mutual Aid Branch Director. The Statewide Mutual Aid Agreement Unit Leader periodically evaluates the situation to determine if other augmentees are required.

In the event that a mutual aid request appears stalled, the Statewide Mutual Aid Agreement Unit Leader will follow-up to expeditiously fulfill the request. As time permits, the Mutual Aid Branch Director/ Statewide Mutual Aid Agreement unit leader will prepare a list of available resources from the unaffected areas that may be needed during the event. To develop this list of available resources from the unaffected counties messages will be sent via, E-mail, ESATCOM or Fax to the unaffected county emergency operations center or special districts. The information requested should include size, amount, location, type, cost, duration of availability, contact person and phone number. If regional liaisons are present, they will fulfill this role.

Mutual Aid Branch Director / Statewide Mutual Aid Agreement Unit Leader will compile a list of available resources. See attachment 4 (Mutual Aid Available Resources)

### **C. Action Request Form Unit Leader**

The purpose of the Action Request Form Unit Leader is to coordinate the activities of Action Request Form and tasked Action Request Form activity to insure resources are obtained, transported, and utilized when needed/requested. An augmentee may staff the Action Request Form unit leader position. If the unit leader is not staffed the responsibility for Action Request Form lies totally with the Mutual Aid Branch Director.

#### **Responsibility**

- 1) Review all Action Request Form request messages.
- 2) Insure all Action Request Forms are coordinated with the Federal Emergency Management Agency Liaison.
- 3) Monitor all Action Request Form requests; obtain status updates of each Action Request Form with the Federal Emergency Management Agency Liaison until completion.
- 4) Supervise the activities of the unit to include any augmentees.
- 5) If an Action Request Form problem persists, immediately notify the Mutual Aid Branch Director to identify alternatives and to bring the request to resolution.
- 6) Provide daily cost estimates to the Mutual Aid Branch Director.
- 7) Ensure all Action Request Forms are brought to closure.
- 8) Provide the Mutual Aid Branch Director with Situation Report feeders and Incident Action Plan information as required.

- 9) Continuously, communicate with the Mutual Aid Branch Director in the coordination of Action Request Form management activities.
- 10) Reviews outgoing messages from the Action Request Form unit.

When notified, the Action Request Form Unit Leader will assume a pre-designated workstation in the State Emergency Operations Center. The Action Request Form unit will be co-located with the Mutual Aid Branch Director. Immediately, the Action Request Form Unit Leader will peruse messages to identify Action Request Form requests, resources deployed, resources on-scene, and resources de-activated.

The Action Request Form Unit Leader communicates with the Mutual Aid Branch Director to insure that all Action Request Form requests, at this time, have been addressed. Throughout the event, the Action Request Form Unit Leader continuously reviews Action Request Form request messages and monitors the progress of each.

The Action Request Form Unit Leader will need to determine if additional augmentees are needed for the event. If needed, the Action Request Form Unit Leader makes a recommendation to the Mutual Aid Branch Director. The Action Request Form Unit Leader periodically evaluates the situation to determine if other augmentees are required.

In the event that an Action Request Form request appears stalled, the Action Request Form Unit Leader will follow-up to expeditiously fulfill the request. As time permits the Mutual Aid Branch Director/ Action Request Form unit leader will prepare a list of available resources from Federal Emergency Management Agency that may be needed during the event.

#### **D. Duties Common to all Positions**

- 1) Establish the work area.
- 2) Review the Incident Action Plan and the Situation Reports.
- 3) Identify mutual aid management information such as the status of the mutual aid request; has the request been tasked to a Statewide Mutual Aid Agreement Jurisdiction, Emergency Management Assistance Compact Member State, another jurisdiction or to the Federal Emergency Management Agency, is the agency mobilizing the resource, does the resource require transport, is the resource en route, has the resource arrived, has the resource become operational, and has the resource been deactivated and returned to base (original) location.
- 4) When necessary "trouble-shoot"; assist with mutual aid request problems.
- 5) Report Emergency Management Assistance Compact, Statewide Mutual Aid Agreement, and Action Request Form's emergency/disaster through the EM Tracker.

- 6) All Mutual Aid Branch personnel must be knowledgeable of State Emergency Response Team operations.
- 7) All Mutual Aid Branch personnel must have a thorough understanding of the Emergency Support Function process.
- 8) All Mutual Aid Branch personnel must be knowledgeable of EM2000 Data Management System and E-mail.
- 9) Periodically coordinates with Emergency Support Function 15, Donations Management to identify services or resources being offered.

## **VI. Concept of Operations**

### **A. General**

- 1) A request is received in the State Emergency Operations Center to support local government.
- 2) The Operations Section Chief receives the request from Operations Support or the County via EM Constellation and makes a determination whether the request is valid and in accordance with the Incident Action Plan.
- 3) The request must be valid for the situation and beyond the capability of the local jurisdiction.
- 4) The request should include information on the size, amount, location, type, duration, contact person with phone numbers and a brief description of the problem and the mission.
- 5) If the request is approved it will be tasked to one of the Branch Directors to be filled by the appropriate Emergency Support Function.
- 6) If the request is denied the Branch Director or Emergency Support Function staff will notify the county.
- 7) The lead agency for the Emergency Support Function will provide the request to the appropriate agency for response.
- 8) The agency will determine if the request is within their capability.
- 9) If beyond the Emergency Support Function capability, the request will be assigned to the Logistics Section for fulfillment by Mutual Aid.

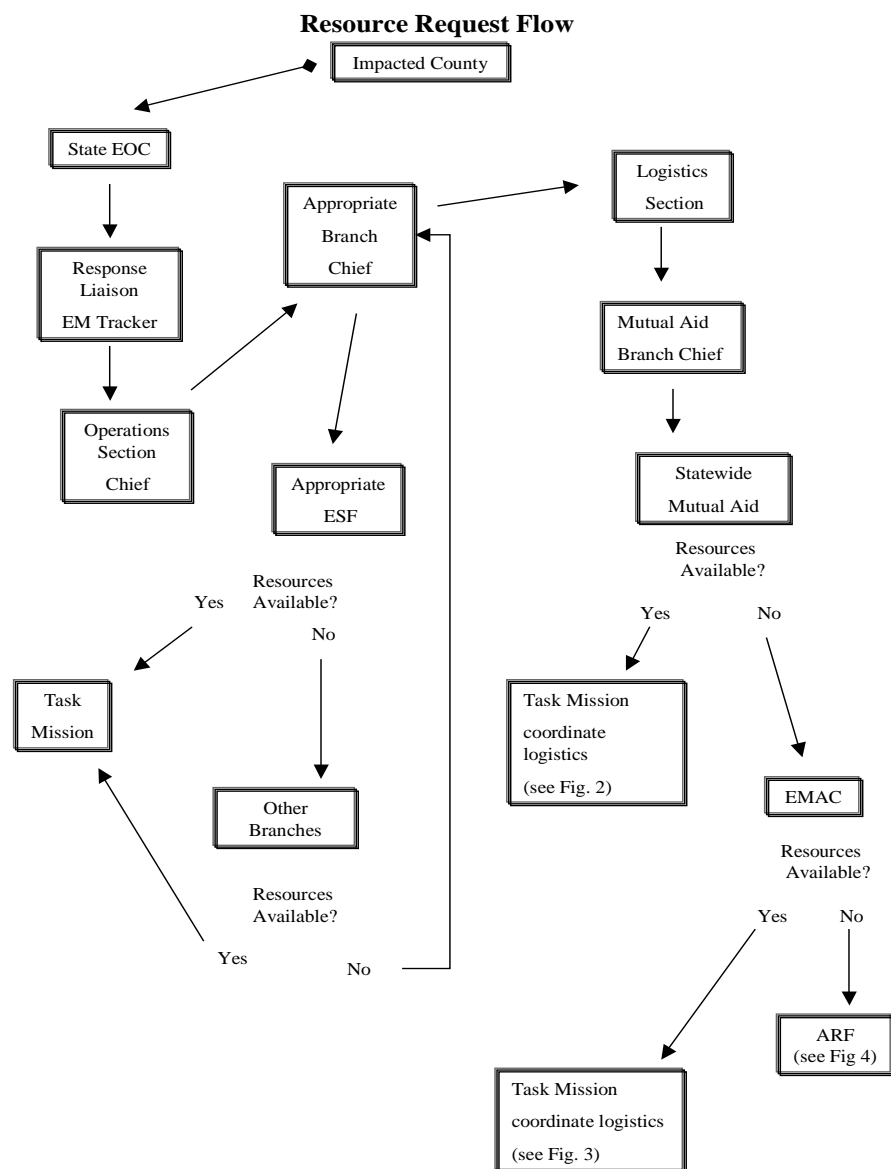


Figure 1

**B. Mutual Aid Branch Mission Assignment.**

- 1) The Logistics Section Chief will task the request to the Mutual Aid Branch for fulfillment when the request is valid and cannot be filled by an Emergency Support Function.
- 2) The Mutual Aid Branch Director will coordinate with the Resource Management Branch Director regarding the availability of the resource via a private vendor.

- 3) The Mutual Aid Branch Director will determine if resources are available through Statewide Mutual Aid Agreement from unaffected counties in accordance with the Section IV Statewide Mutual Aid Agreement. (See figure 2)
- 4) If the resource is not reasonably available within the State through the Statewide Mutual Aid Agreement then the Mutual Aid Branch Director will determine if the resource is available through the Emergency Management Assistance Compact.

### Statewide Mutual Aid Request Flow

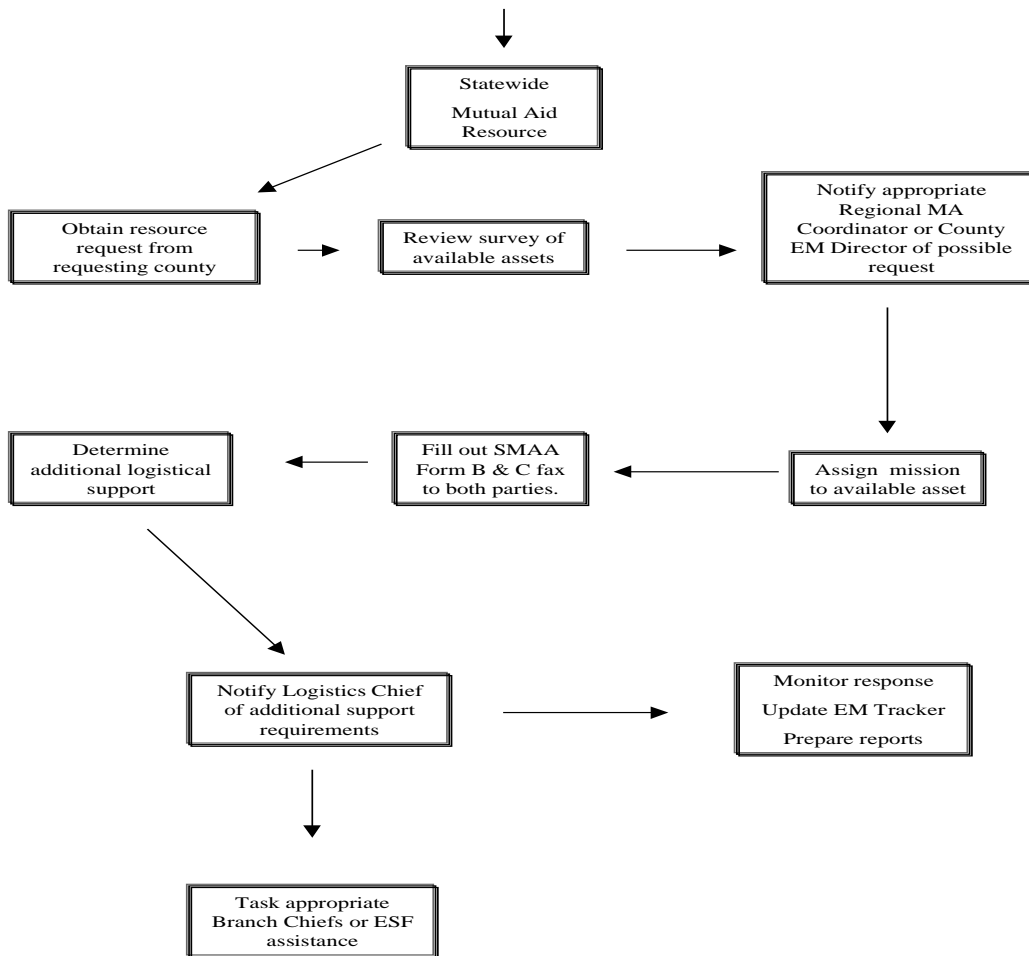


Figure 2

## Emergency Management Assistance Compact Request Flow

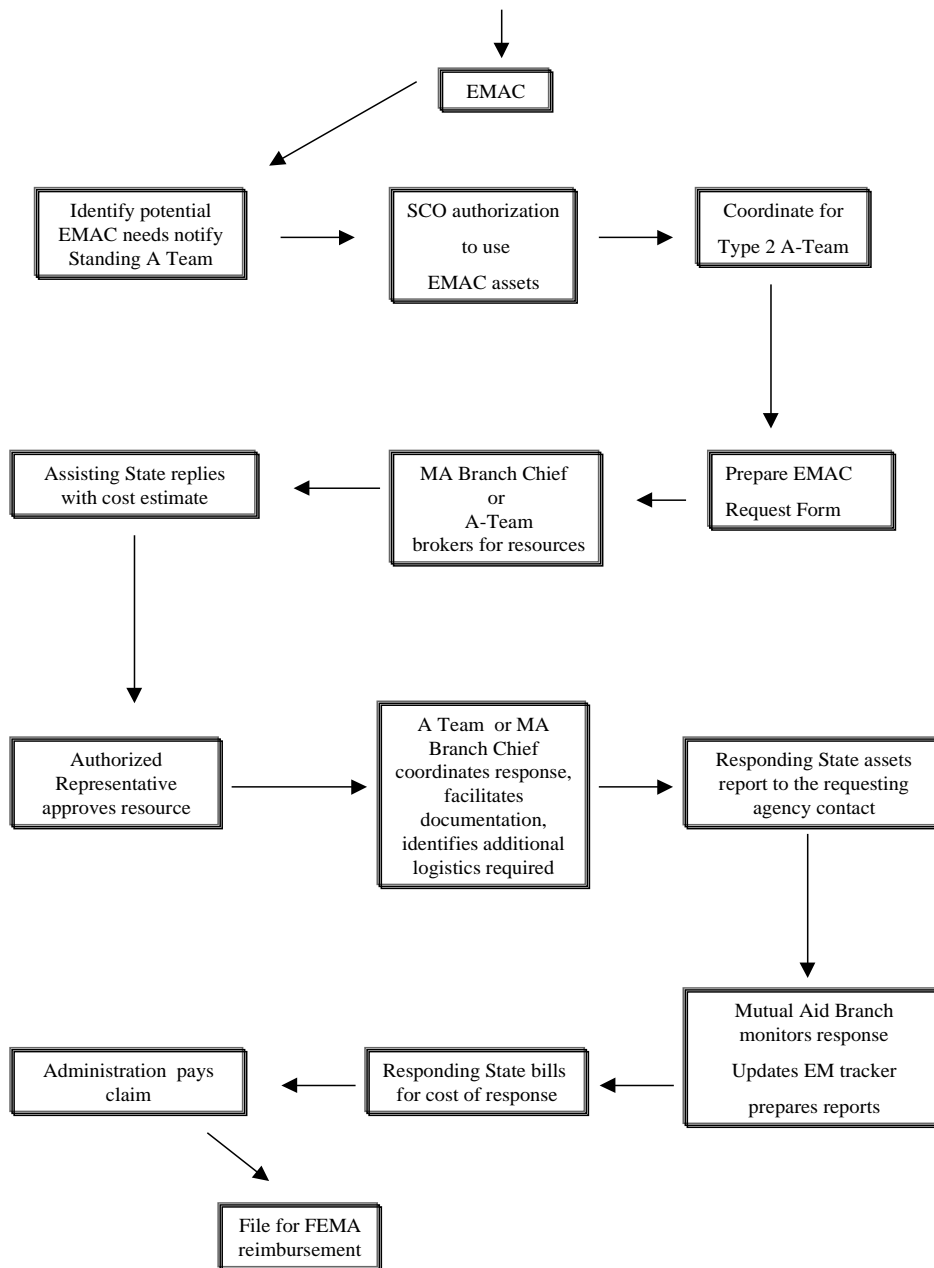


Figure 3

- 5) If the resource is not available through the Emergency Management Assistance Compact, the Mutual Aid Branch Director coordinates with the Federal Emergency Management Agency. The Initial Response Resources List, the Time Phase Deployment List, and other federal agencies are used to determine if a resource is available for use. If so, the Mutual Aid Branch Director completes an Action Request Form in accordance with the Action Request Form process identified below. (See Figure 4)

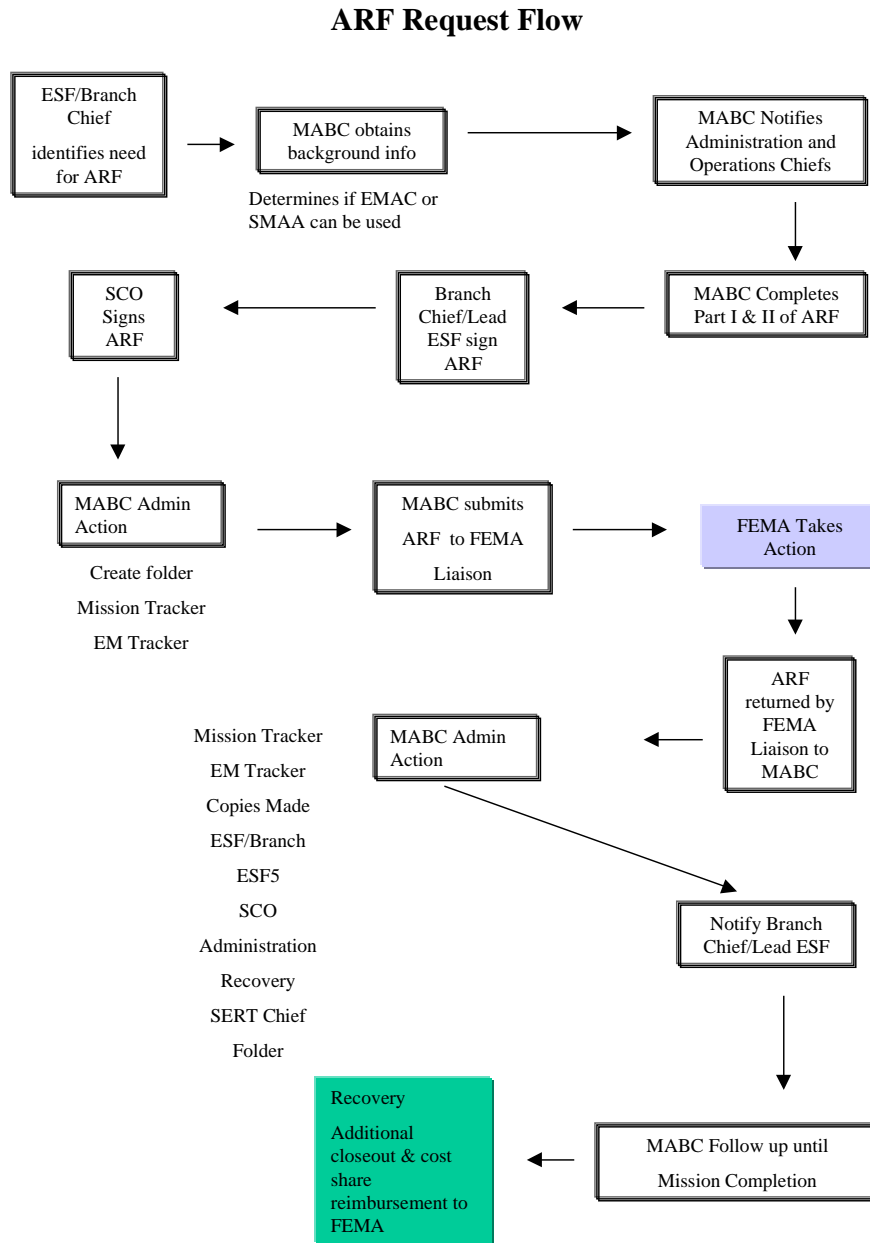


Figure 4

## **VII. Statewide Mutual Aid Agreement Process**

Resources can often be secured through the Statewide Mutual Aid Agreement in an expedited, and cost effective manner over other types of assistance. The following section provides guidelines for the coordination and tasking of resource requests through the Statewide Mutual Aid Agreement. This section can be used as a guide for the coordination of the Statewide Mutual Aid Agreement less law enforcement, fire and rescue. Emergency Support Functions 4, 8, 9 and 16 will handle all mutual aid requests involving law enforcement, fire, rescue, search and medical. Emergency Support Function 8 has an MOU to work with Emergency Support Functions 4 & 9 and the Florida Fire Chiefs Association in coordination of Emergency Medical assets.

### **Responsibility**

1. The responsibility for coordination of Statewide Mutual Aid Agreement lies with the Mutual Aid Branch Director. The Statewide Mutual Aid Agreement Unit is a sub-element of the Mutual Aid Branch tasked with the coordination of Statewide Mutual Aid Agreement activity. Augmentees staff the Statewide Mutual Aid Agreement Unit.
2. The Mutual Aid Branch will activate when an event of imminent threat or an actual major incident has occurred that causes the State Emergency Operations Center to activate.
3. The Mutual Aid Branch Director in agreement with the Logistics Section Chief will determine if the event requires that the Statewide Mutual Aid Agreement play a significant role. A decision will be made to request augmentees from the unaffected counties and to activate a Regional Emergency Operations Center to support the efforts of Statewide Mutual Aid Agreement. (if applicable) Any event affecting several counties may trigger the need for augmentees.
4. If augmentees are requested a unit leader for the Statewide Mutual Aid Agreement unit will be designated per shift.
5. The unit leader will be responsible to the Mutual Aid Branch Director for the coordination of Statewide Mutual Aid Agreement under the direction of the Mutual Aid Branch Director. If no augmentees are utilized the responsibility for Statewide Mutual Aid Agreement rest completely with the Mutual Aid Branch Director.
6. The Florida Department of Law Enforcement will handle all mutual aid requests involving law enforcement through Emergency Support Function 16 and the Florida Sheriffs association. The Florida Department of Law Enforcement will adhere to the same procedures for mutual aid requests as those followed by the Division of Emergency Management. The Florida Department of Law Enforcement will keep Mutual Aid Branch Director informed on mutual aid requests and responses.
7. Emergency Support Functions 4, 9 and 16 will handle all mutual aid requests involving Fire, rescue and search through Emergency Support Function 4, 9 and 16 and the Florida Fire Chief's Association. Emergency Support Function 4, 9 and 16 will coordinate with Emergency Support Function 8 for Emergency Medical Services mutual aid per the Memorandum of Understanding. Emergency Support Function 4, 9 and 16 will adhere to the same procedures for mutual aid requests as those followed by the Division of Emergency Management. Emergency Support Function 4 and 9 will keep Mutual Aid Branch Director informed on mutual aid requests and responses.

## Sequence of Activity

1. Requests for assistance will be received and reviewed by the Operations Section Chief as to viability and feasibility. All Resource requests come in to the Operations Support Desk via telephone or EM Constellation.
2. Approved requests will be routed through the Branch Directors to the appropriate Emergency Support Function.
3. If the Emergency Support Function cannot fulfill the request, the Operations Section Chief will task the Logistics Section and the Logistics Section Chief may make a determination to task the Mutual Aid Branch.
4. The Mutual Aid Branch Director / Statewide Mutual Aid Agreement Unit Leader will review the request to determine:
  - The urgency of the request.
  - If the request is determined to be a high priority concern affecting life safety or critical facilities a mission will be assigned to the closest available resource(s) regardless of Statewide Mutual Aid Agreement status of the requesting party. In cases of extreme emergency which threaten the loss of life, critical facilities or other sensitive areas, the nearest resource may be deployed regardless of the factored above.
5. If a determination is made that the request should be filled using in-state mutual aid, the Requesting Party should submit a completed Statewide Mutual Aid Agreement Form B, Part I detailing their request(s). Once an assisting agency has been determined the Mutual Aid Branch will forward a signed copy of Form B, Part I to the Assisting Party for them to complete Part II indicating cost estimates based on the request(s) outlined in Part I. Part II must have the signature of the Authorized Official, thus approving the estimates. Form B should then be returned to the Mutual Aid Branch Director(SEOC).
6. The Mutual Aid Branch Director / Statewide Mutual Aid Agreement Unit leader will then review the information and if satisfied that Parts I and II have been completed and signed (approved) by Requesting and Assisting Parties, Form B will then be forwarded back to the Requesting Party for their review of the estimated costs.
7. Upon review of the estimates, the Requesting Party will choose to accept or turn down the offer for assistance. If accepted, Part III will be completed and a copy returned to the Mutual Aid Branch Director who will then forward the completed copy to the Assisting Party for their records.
8. The Mutual Aid Branch Director will then contact both parties to assist in coordinating the mission. EM Constellation will be updated to indicate all status changes.
9. If additional resources are needed for an assigned mission, the supervisors of the Requesting and Assisting parties will jointly contact the Mutual Aid Branch Director / Statewide Mutual Aid Agreement Unit Leader to make the request.

10. During the operation, if the need for assistance is anticipated to exceed the original request dates, the Mutual Aid Desk should be notified to determine if the current mission can be extended or if a new mission needs to be assigned.
11. For whatever reason the Assisting Party will need to demobilize prior to the end of their scheduled assignment, the supervisor of the Assisting Party should give the Requesting Party and the Mutual Aid Branch Director / Statewide Mutual Aid Agreement Unit Leader as much notice as possible, 24 hours is requested.
12. At the conclusion of the mission, the Assisting Party will make contact with the Mutual Aid Desk. A determination will be made at that time whether to release the Assistance or to reassign as available to another mission. The status will be indicated in the EM Constellation.

## **VIII. Action Request Form Guideline**

This Section was developed to specify guidance and procedures for requesting federal assistance. The tasks included herein will be implemented during major or catastrophic disasters whenever processing requests from the State of Florida to the Federal Emergency Management Agency for federal assistance. A checklist for the Action Request Form process is provided. This is to be used for the coordination of Action Request Forms for Federal assistance.

### **Responsibility**

1. The responsibility for coordination of Action Request Form s lies with the Mutual Aid Branch Coordinator (Mutual Aid Branch Director). The Action Request Form unit is a sub-element of the Mutual Aid Branch tasked with the coordination of Action Request Form activity.
2. The Mutual Aid Branch will activate when an event of imminent threat or an actual major incident has occurred that causes the State Emergency Operations Center to activate.
3. The Mutual Aid Branch Director in agreement with the Logistics Section Chief will determine if the event requires the Action Request Form to play a significant role. A decision will be made to request augmentees from other State agencies or Emergency Management Assistance Compact. Any event affecting several counties may trigger the need for augmentees.
4. If augmentees are requested, a unit leader for the Action Request Form unit will be designated per shift.
5. The unit leader will be responsible to the Mutual Aid Branch Director for the coordination of ARFs under the direction of the Mutual Aid Branch Director. If no augmentees are utilized the responsibility for Action Request Form s rests completely with the Mutual Aid Branch Director.

## Sequence of Activity

1. The lead agency of the State Emergency Support Function or other State Emergency Operations Center representative identifies a need or service based on a request for assistance for either an impacted local government or another State Emergency Support Function. This need may be for ice, water, meals ready to eat, Urban Search and Rescue Teams, rotary wing air support, generators, feeding capabilities, medical support, or some form of life support.
2. The State Emergency Support Function lead agency or Branch Director determines whether or not a resource is available from any direct state agency source to fulfill the request (i.e., state agencies, direct purchase, or contract.). If the requested resource is not available, the State Emergency Support Function lead agency or other State Emergency Operations Center representative shall notify their respective Branch Director of the unmet need and the avenues explored.
3. The respective Branch Director then notifies the other Branches to ensure that the needed resource is not available within other Emergency Support Functions. Then notifies the Operations Section Chief. The request is then tasked to the Logistics Section.
4. The Logistics Section Chief notifies the Mutual Aid Branch Director of the unmet need. The Mutual Aid Branch Director contacts the originating State Emergency Support Function or Branch Director requesting the item/service or to provide documentation of attempts to obtain the needed item/service from other means. (The list of resources contacted and the responses will be recorded.) *Note: This may not be necessary in cases such as requesting military support for feeding vast numbers of victims of the disaster or other similar type missions when relief can only be provided by the federal government.*
5. The Mutual Aid Branch Director coordinates with the Support Branch to determine if the resource is available via a private vendor.
6. The Mutual Aid Branch Director contacts the appropriate local Statewide Mutual Aid Agreement and Emergency Management Assistance Compact coordinators to determine availability. If the Mutual Aid Branch Director determines the resource is not available through any other avenue, he/she shall notify the Logistics Section Chief and the Finance and Administration Section Chief of a potential Action Request Form.
7. If a county or state Action Request Form is validated as being beyond the capabilities of state and local governments and mutual-aid compacts, then the Mutual Aid Branch Director may initiate an Action Request Form (See Attachment 5) by completing Section I & II only. In many instances, the total amount and duration of need may not be completely known. This information (with estimations) should be provided to the Federal Emergency Management Agency representative assigned to the State Emergency Operations Center.
8. The Mutual Aid Branch Director submits the completed Part I & II of the ARF (Requestor Information and Requirements and Description of Request) to the Logistics Section Chief or State Emergency Response Team Leader, in this order, for approval and signature as the State Approving Official in Section II. *Note: This signature denotes the Official requesting federal support on behalf of the State but does not authorize mission response or state financial obligation. A signatory authority Memorandum must be*

executed by the State authorizing designees as the State Requesting official(s) and the State Approving Official(s).

9. The Mutual Aid Branch Director or Action Request Form Unit Leader takes the signed Action Request Form to the Federal Emergency Management Agency representative in the State Emergency Operations Center and explains any pertinent history associate with the request.
10. The Federal Emergency Management Agency State Liaison will then forward the Action Request Form to the appropriate Federal oversight entity depending on operational readiness status of federal response teams. The Federal Emergency Management Agency Operations Chief will then determine the Federal agency to be tasked, the assets available, the estimated cost, and percentage of the state cost share, then list the information on the Action Request Form. The Action Request Form is then passed back to the Mutual Aid Branch Director for further action.
11. The Mutual Aid Branch Director supplies copies of the completed Action Request Form to the requesting State Emergency Support Function/agency, State Coordinating Officer, Administration Section Chief, message control system operator, Recovery Chief, and the State Emergency Operation Center Chief. The original signed form is submitted to the Federal Emergency Management Agency State Liaison in the State Emergency Operation Center for a federal mission assignment.
12. The Mutual Aid Branch Director / Action Request Form Unit Leader notifies the requesting State Emergency Support Function lead agency or Branch Director of the disposition of the request.
13. The Mutual Aid Branch Director / Action Request Form Unit Leader periodically follows up on the mission to ensure the request is fulfilled.
14. The Federal Emergency Management Agency Mission Assignment Coordinator (MAC) will notify the Mutual Aid Branch Director, Operations Section Chief or the State Emergency Response Team Chief of any potential cost over-runs or necessary changes in the scope of the mission. An increase in the State cost share of the mission requires approval of the Administration Section Chief. The Federal Emergency Management Agency must approve any changes or modifications, including changes in the state cost share of the mission cost.
15. Upon completion of the mission and payment the provider(s), Federal Emergency Management Agency will submit an invoice to the state for reimbursement of the applicable cost share.
16. The Administration / Finance Section Chief will review the invoice with the Mutual Aid Branch Director for appropriateness and satisfactory completion. Upon concurrence, the Administration / Finance Section Chief will process the invoice for payment.

## **IX. Emergency Management Assistance Compact Process**

This Section serves as the guideline for implementing the Emergency Management Assistance Compact in support of response and recovery operations within the State of Florida and coordinating the resources to support other states requests for assistance. This document is in compliance with the State of Florida Comprehensive Emergency Management Plan and Emergency Management Assistance Compact – Standard Operating Protocols. This document will be used in concert with the current Emergency Management Assistance Compact – Standard Operating Protocols and the Emergency Management Assistance A-Team Guidebook.

### **Requesting Assistance, Prior to State Emergency Operations Center Activation.**

An incident has occurred or may be eminent which requires resources beyond the capabilities of the State of Florida. The State Emergency Operations Center is not activated. An Emergency Management Assistance Compact A-Team is not present.

1. The Division of Emergency Management Duty Officer is notified of a need or potential need for specific resources not available within the State.
2. The Duty Officer will obtain the information required. This will include the type of incident and problem requiring assistance; the action being taken, resources utilized, and resources available; the approximate type, size number, date and time needed, and duration of need for requested items; and the contact person including telephone, fax, pager, cellular numbers or e-mail.
3. The Duty Officer notifies the Bureau Chief of Response and the Director of the Division of Emergency Management of the Emergency Management Assistance Compact request to obtain authorization to initiate Emergency Management Assistance Compact. The Duty Officer also notifies the Emergency Management Assistance Compact Designated Contact.
4. The Duty Officer will discuss the need for an Executive Order with the Bureau of Response Chief, Division Director and Emergency Management Assistance Compact Designated Contact. If needed, the Duty Officer notifies the Executive Office of the Governor, who will coordinate with the Executive Office of the Governor's Legal Department to have an Executive Order drafted, approved and executed if necessary.
5. The Emergency Management Assistance Compact Designated Contact notifies the Finance and Administration Section Chief, Recovery Chief and Logistics Section Chief and briefs them on the request and decisions made. The Emergency Management Assistance Compact Designated Contact also notifies the Emergency Management Assistance Compact Operations Sub-Committee Chair (further referred to as the Standing A-Team) of the formal request for assistance (See Attachment 7).
6. Once authorized, the Emergency Management Assistance Compact Designated Contact will contact neighboring states to locate the most appropriate resource. This can be done via the Emergency Management Assistance Compact Notification System on the NEMA website ([www.emacweb.org](http://www.emacweb.org)) or via the Division's website ([www.floridadisaster.org](http://www.floridadisaster.org)). The Emergency Management Assistance Compact Designated Contact may request the Standing A-Team coordinate the resource request if necessary.

7. Once resource availability has been determined and initial coordination finalized, the Emergency Management Assistance Compact Designated Contact will complete Section I of an Emergency Management Assistance Compact Interstate Mutual Aid Request Form (Emergency Management Assistance Compact Guidebook and have it signed by one of the State Authorized Representatives. (Attachment 6). Section I will be faxed to the assisting state.
8. The assisting state will complete Section II and fax the form back to the State Emergency Operations Center. *Section II identifies the resources available and period available along with the approximate cost of response. **Note:** In certain emergency situations, verbal requests and the commitment of subsequent resources and funds may be obligated prior to the completion and appropriate signatures to the Emergency Management Assistance Compact Interstate Mutual Aid Request Form. In such cases the request form will be completed and exchanged at the earliest opportunity. The assisting state should respond within 12 hours.*
9. Once the completed Section II has been received from the assisting state, the Emergency Management Assistance Compact Designated Contact will brief the Duty Officer, Director of the Division of Emergency Management, or designee, the Finance & Administration Section Chief, and the requesting state agency or county. *The assumption is that the requesting state agency will bear the cost of such response. Cost share will be agreed upon between the State of Florida and the impacted county as appropriate.*
10. After concurrence on use and cost of the Emergency Management Assistance Compact resource between the Director of Division of Emergency Management or designee, the Division of Emergency Management Finance & Administration Section Chief, and the requesting agency/county, an Authorized Representative will sign the concurrence in Section III of the request form. The Finance & Administration Section Chief will place his/her initials on the same line with the Authorized Representative. The Request Form will then be faxed back to the assisting State. The Emergency Management Assistance Compact Designated Contact will make follow up notification by telephone to the assisting state and the Standing A-Team.
11. The Emergency Management Assistance Compact Designated Contact will coordinate with the other state agencies for additional logistical resources required to support the Emergency Management Assistance Compact mission and insure notification to the Director of Division of Emergency Management or designee.
12. The Duty Officer will brief Federal Emergency Management Agency Region IV on Emergency Management Assistance Compact requests.
13. The Emergency Coordinating Officer of the state agency providing assistance or designee will keep the Emergency Management Assistance Compact Designated Contact informed directly or through the State Warning Point as to the status of the mission and any concerns that occur.
14. The Emergency Management Assistance Compact Designated Contact will maintain contact with the assisting state Authorized Representative for the duration of the mission.
15. Upon completion of the mission, the assisting state will invoice the Division of Emergency Management for the total cost of response or recovery, in accordance with the Emergency Management Assistance Compact Guidebook.

## Requesting Assistance, State Emergency Operations Center Activated

1. The State Emergency Operations Center is activated at Level 2 or 1 in response to an event. An Emergency Management Assistance Compact A -Team may or may not be present in the State Emergency Operations Center. An Executive Order has been signed authorizing mutual aid. Resource short falls are identified and the State Emergency Response Team Leader is notified of a need for assistance.
2. The State Coordinating Officer and/or State Emergency Response Team Leader will determine the potential need for implementing the compact. The Operations Officer will notify the Executive Office of the Governor that Emergency Management Assistance Compact needs to be implemented. Once determined, the Operations Officer or designee will notify the Logistics Section Chief. The Logistics Section Chief will forward the mission to the Mutual Aid Branch Director.
3. The Mutual Aid Branch Director will notify the Standing A-Team and will contact the non-impacted Emergency Management Assistance Compact states of the potential implementation of the compact. This notification can be accomplished via conference call with the impacted and non-impacted states or via the Emergency Management Assistance Compact Notification System at [www.emacweb.org](http://www.emacweb.org) or via the Division's website [www.floridadisaster.org](http://www.floridadisaster.org). If necessary, the Standing A-Team can perform this function on behalf of the Mutual Aid Branch Director
4. A Type 2 Advance Team (A-Team) may be requested by the State Emergency Response Team Leader to coordinate resources via the compact. The Mutual Aid Branch Director or the Standing A-Team will coordinate the deployment of this team.
5. If an A-Team is not requested, the Mutual Aid Branch Director or Logistics Section Chief assumes these duties.
6. The coordination of Emergency Management Assistance Compact related issues may be accomplished via telephone conference calls. This includes potential resource needs, status of requests, and demobilization.
7. When present in the State Emergency Operations Center, the A-Team will be responsible to brief the Mutual Aid Branch Director and coordinate the activities of Emergency Management Assistance Compact.
8. All resource requests will be tracked via the State Emergency Operations Center message system. Emergency Management Assistance Compact Tracking Forms will be maintained on requests regardless of the presence of an A-Team. The Mutual Aid Branch Director is responsible for updating the Recovery Public Assistance and Finance and Administration Section of all Emergency Management Assistance Compact related missions.
9. Emergency Management Assistance Compact Resource request sequence of activity:
  - a. An Emergency Management Assistance Compact resource request can be received from any source, Emergency Support Function county, or from the Division of Emergency Management. The Logistics Section Chief will determine if it is an appropriate Emergency Management Assistance Compact request. If the resource request is appropriate for Emergency Management Assistance Compact action, the

Logistics Section Chief will give the request to the Mutual Aid Branch Director / A-Team for fulfillment.

- b. The Mutual Aid Branch Director will contact the Emergency Management Assistance Compact Standing A-Team while the on-site A-Team contacts neighboring Emergency Management Assistance Compact States to locate the resource. If the Mutual Aid Branch Director or A-Team cannot locate an appropriate available resource, the request will be returned to the Logistics Section Chief for alternative resources.
- c. After locating the resource requested, the Mutual Aid Branch Director or designee will fill out Section I of the Emergency Management Assistance Compact Interstate Mutual Aid Request Form and obtain the signature from the Authorized Representative (Attachment 7). The Form will be faxed to the designated assisting state. Section II will be completed by the assisting state and faxed back to the Mutual Aid Branch Director (*The assisting state should respond within 12 hours.*)
- d. The Mutual Aid Branch Director will review Section II for completeness and review the cost estimate with the State Emergency Response Team Leader and the Finance and Administration Section Chief for concurrence. If the cost estimate is not acceptable, the Mutual Aid Branch Director will notify the assisting State and search for other Emergency Management Assistance Compact resources that can fulfill the request and/or notify the Logistics Section Chief to seek an alternative resource.
- e. If the cost estimate is acceptable, the Mutual Aid Branch Director will obtain the signature of the Authorized representative and the initials of the Finance & Administration Section Administrator in Section III and fax the form back to the assisting State. Emergency Management Assistance Compact is now initiated.
- f. The Mutual Aid Branch Director will brief the Federal Emergency Management Agency State liaison regularly on all Emergency Management Assistance Compact requests.
- g. A summary of Emergency Management Assistance Compact missions will be provided to Finance and Administration Section Administrator. Finance and Administration Section Administrator and the Recovery Bureau will coordinate with assisting states for reimbursement of mission expenses.

## Providing Assistance

This section addresses situations when another Emergency Management Assistance Compact member state is either threatened or has been impacted by a disaster or emergency. The Emergency Management Assistance Compact Chair, an Emergency Management Assistance Compact State Emergency Management Agency or an Emergency Management Assistance Compact A-Team has notified the State Emergency Operations Center of the potential need for assistance. The State Warning Point will notify the Duty Officer and the Emergency Management Assistance Compact Designated Contact of the request. *NOTE: The Director of the Division Emergency Management, or designee, may elect to bring the State Emergency Operations Center to Level 2 activation to support the planning and deployment of resources.*

1. The Emergency Management Assistance Compact Designated Contact will gather the information for the Emergency Management Assistance Compact request and brief the Director of the Division Emergency Management, the Bureau of Response Chief, and the Duty Officer
2. The Emergency Management Assistance Compact Designated Contact will contact the Finance & Administration Section Chief, Recovery PA, the Logistics Section Chief and the appropriate Emergency Coordinating Officers of the various state or local agencies to give initial notification of a possible Emergency Management Assistance Compact resource request. This includes deployment of an A-Team.
3. Once the actual Emergency Management Assistance Compact resource request is received and upon approval of the Director of Division of Emergency Management or designee, the Emergency Management Assistance Compact Designated Contact will coordinate with the appropriate agencies and/or counties to determine available resources and estimated cost of fulfilling the request. This is done by contacting the Emergency Coordinating Officers for the appropriate agency to determine what if any resources are available.
4. Upon receipt of the available resource and cost information, the Emergency Management Assistance Compact Designated Contact briefs the Director or designee. The Emergency Management Assistance Compact Designated Contact completes Section II of the Emergency Management Assistance Compact Interstate Mutual Aid Request. (*The response to a request Section II should be returned to the assisting state within 12 hours.*)
5. Upon concurrence with the Director the Director of Division of Emergency Management, an authorized representative signs and returns the Emergency Management Assistance Compact Interstate Mutual Aid Request Form to the requesting state.
6. When the requesting state returns by fax Section III of the Emergency Management Assistance Compact Interstate Mutual Aid Request Form accepting the response and cost estimate, the Emergency Management Assistance Compact Designated Contact will notify the Director of Division of Emergency Management, the Bureau of Response Chief, the Duty Officer, the Finance & Administration Chief, and all responding and support agencies of the need to deploy.
7. The Division of Emergency Management will assist with deployment planning as required. Representatives from the Division of Emergency Management may deploy with the other various agencies into the impacted state to coordinate the missions. This must be stated in the initial request form or costs may not be reimbursed.

8. A pre-deployment briefing should be provided to deploying personnel just prior to their departure. This briefing can be accomplished verbally depending on time constraints. The briefing should include the expected working conditions and reimbursement procedures.
9. The Emergency Management Assistance Compact Designated Contact will provide updates to the Director of Division of Emergency Management, the Bureau of Response Chief, and others as required on the status of missions and any anticipated changes.
10. Each agency is responsible for documenting its own costs. Once the mission has been completed and all resources have returned, each participating agency will submit reimbursement requests along with supporting documentation to the Division of Emergency Management Finance & Administration Section. Finance & Administration will submit one compiled invoice with supporting documentation to the requesting state for reimbursement.

## **Florida A-Team deployment procedures**

1. Notifications and request procedures for A-Team deployment are the same as those listed earlier.
2. Typically, the A-Team is comprised of a minimum of two individuals with knowledge of State Emergency Operation Center operations and resource identification and deployment. Team members need not all come from the same state.
3. Once the formal request is received the Emergency Management Assistance Compact Designated Contact determines the estimated deployment costs, travel, lodging and per diem, records the estimated deployment costs on Section II of the Emergency Management Assistance Compact Interstate Mutual Aid Request Form, has an Authorized Representative sign the form, and returns it to the requesting state. The Emergency Management Assistance Compact Designated Contact briefs the Duty Officer on status of the request.
4. The requesting state fills out and signs Section III of the Emergency Management Assistance Compact Interstate Mutual Aid Request Form, accepting the cost estimate, and faxes the form back to the Emergency Management Assistance Compact Designated Contact through the State Warning Point.
5. The Emergency Management Assistance Compact A-Team will then deploy by air or ground within eight (8) hours to the requesting State Emergency Operations Center.
6. The deploying A-Team will deploy with the equipment and supplies indicated in the deployment list.
7. A pre-deployment briefing should be provided to the A-Team personnel just prior to their departure. The briefing should include the expected working conditions and reimbursement procedures.
8. If deploying an A-Team to the Federal Emergency Management Agency Regional Operations Center please refer to the Emergency Management Assistance Compact Guidebook and Procedures for details on travel procedures. NOTE: An invitation to travel must come from the Federal Emergency Management Agency before deploying the team.
9. The A-Team will submit their travel and other associated expenses incurred in the response to the Finance & Administration Section for reimbursement. Finance and Administration will prepare this information into an invoice for submission to the requesting state for reimbursement.

**Purpose:** The purpose of the A-Team is:

- To provide trained personnel for rapid deployment when requested by impacted member states to coordinate interstate mutual aid efforts.
- Coordinate and facilitate the provision of interstate assistance from the team's home state to the requesting state in accordance with Emergency Management Assistance Compact procedures or any other formal or informal mutual assistance agreements between the two (2) states.

- Coordinate and facilitate the provisions of interstate assistance to the requesting state(s) from other Emergency Management Assistance Compact member states in accordance with the Emergency Management Assistance Compact procedures.
- Serve as State Emergency Operations Center staff augmentation under operational control of the requesting state's Emergency Management director or authorized representative.
- Serve as a liaison between responding states, other Emergency Management Assistance Compact assisting states, and the impacted state.

A-Teams are initially deployed in 7-day cycles, on 12-hour shifts, providing 24-hour coverage in the impacted State Emergency Operations Center. Should the need appear to exceed the initial 7 days, additional teams for rotation will be identified by the Standing A-Team.

### **A-Team Operations (Generic)**

This section provides the general duties for a Florida A-Team when deployed to another state. The A-Team may have to adjust these duties to meet the operational requirements of the requesting state. This section does not supercede the instructions provided in the Emergency Management Assistance Compact Guidebook and Standard Operating Procedures.

### **Duties**

1. Upon arrival to the requesting State Emergency Operations Center, the A-Team will be briefed by the State Coordinating Officer or his / her designee.
2. The function of the A-Team will be to broker resources among the member states on behalf of the impacted state.
3. If an Emergency Management Assistance Compact resource is depleted or otherwise unavailable, the A-Team will advise the requesting state so other resource avenues may be investigated.
4. The Florida A-Team will make contact with the Florida State Emergency Operations Center and brief the Duty Officer on the status of the impacted state and potential requests. The Duty Officer will brief the Mutual Aid Branch Director.
5. It is important to note that the A-Teams will not have allocation authority, the authority to prioritize resource utilization, nor the ability to obligate state funds. This authority rests with the impacted state. The A-Team will not have the authority to independently create a pool of resources to be distributed to states on a basis of need.
6. The A-Team will provide the Federal Emergency Management Agency State Liaison in the impacted state with information regarding Emergency Management Assistance Compact resources requested / provided through its operations. This is to prevent duplication of effort between Action Request Forms and Emergency Management Assistance Compact requests.

## Concept of Operations

The A-Team should:

1. The A-team should contact those states who are Emergency Management Assistance Compact members nearest to the impacted state that have not been impacted to survey for potential resources.
2. Provide regular status reports to participating states, usually in advance of regular conference calls. Reports should clearly reflect the following information for each participating state: affected states and potential requests, assistance being offered, active requests not yet filled (emphasis), assistance being provided (in some detail), and completed actions.
3. Establish and maintain Emergency Management Assistance Compact Resource Tracking Form.
4. Update the Emergency Management Assistance Compact Web Page as required. The Emergency Management Assistance Compact Web Page is located at [www.emacweb.org](http://www.emacweb.org). To enter the Emergency Notifications Page a user name and password are required. To obtain a username and password the A-Team contacts the Emergency Management Assistance Compact Coordinator for National Emergency Management Association at 606-244-8112.
5. Establish and maintain a Personnel Location Form for A-Team members or other out of state support assisting the requesting state under Emergency Management Assistance Compact
6. Upon receipt of a request, the A-Team will facilitate the Emergency Management Assistance Compact Interstate Mutual Aid Request Form between the impacted and available states.
7. Review impacted state resource request for clarity and detail.
8. Complete the Emergency Management Assistance Compact Interstate Mutual Aid Request Form and submit the request to the impacted state's authorizing official for review and signature.
9. Canvass member states to determine resource availability, proximity to affected state, timeliness and ease of deployment, transportation needs, and overall cost. The A-Team may perform the same function for the non- Emergency Management Assistance Compact member states provided that both parties have executed "incident specific" mutual aid agreements pursuant to their respective state statutes.
10. Broker and secure resources on behalf of the requesting state.
11. Fax the Emergency Management Assistance Compact Interstate Mutual Aid Request Form with Section I signed by the authorizing official, to the responding state.
12. Review Section II of the Emergency Management Assistance Compact Interstate Mutual Aid Request Form for completeness and telephonically clarify any discrepancies with the responding state.

13. Present the Emergency Management Assistance Compact Interstate Mutual Aid Request Form with Section II completed, to the requesting state's authorizing official for approval and signature in Section III. Maintain a copy of the form in the Emergency Management Assistance Compact Cell and forward an information copy to the impacted State Emergency Management Finance Section.
14. Coordinate resource transportation requirements if the responding state cannot provide it.
15. As the request develops, the A-Team monitors and provides assistance in coordinating the additional logistical support required to facilitate the response from the assisting state. This may be in the form of a base camp, locating lodging, fuel, parts, etc.
16. The A-Team will document missions requested and assigned to Emergency Management Assistance Compact assets and ensure a demobilization plan is prepared to return the personnel and equipment in a safe and timely manner.
17. Track resource missions from deployment through return to home state to ensure timely delivery.
18. Should the operation appear to extend beyond the initial 7 days, consideration will be given to either extend the 7 days or make arrangements for a relief team from their own state or another state.
19. As the incident de-escalates, and upon concurrence between the A-Team and the impacted State Coordinating Officer, the A-Team can begin demobilization to return to their home state.
20. The team will insure each agency follows their demobilization procedures and coordinates this process with all organizations involved. These procedures should include incident debriefings, financial management, and documentation of expenses associated with the event.
21. At the earliest opportunity, the A-Team will compile a report on the Emergency Management Assistance Compact operation including successes and items for potential change in the procedures. This report will be submitted to the Emergency Management Assistance Compact Operations sub-committee Chair through the state designated Authorized Representative or contact and the State Emergency Management director. A copy will be provided to the Florida Mutual Aid Branch Director.
22. The A-Team will submit their travel and other associated expenses incurred in the response to the Finance & Administration Section for reimbursement.
23. The Recovery and Mitigation Bureau will prepare this information into an invoice for submission to the requesting state for reimbursement.

## Florida SEOC Guidelines for A-Teams

Welcome to the Florida State Emergency Operations Center. Your A-Team is an integral part of our overall response and recovery effort. As such you are a part of our team. This section is to outline your specific duties within the State Emergency Operations Center.

1. Your purpose as an Emergency Management Assistance Compact A-Team is to:
  - § Coordinate and facilitate the provisions of interstate assistance to Florida from other Emergency Management Assistance Compact member states,
  - § Coordinate and facilitate the provisions of interstate assistance to Florida from your home state in accordance with the Emergency Management Assistance Compact procedures,
  - § Coordinate and facilitate the provisions of interstate assistance from any other formal or informal mutual aid assistance agreements between Florida and another State.
  - § Act as our liaison between responding states and other Emergency Management Assistance Compact assisting states.
2. You are initially deployed in 7-day cycles. We will work on 12-hour shifts, providing 24-hour coverage until the situation allows us to adjust State Emergency Operations Center hours. If it appears this rotation will exceed the initial 7 days the Mutual Aid Branch Director will assist in obtaining additional staffing for the rotation.
3. This section provides the general duties for an A-Team deployed to the Florida State Emergency Operations Center.
4. Duties
  - a) Receive a briefing from the Logistics Section Chief or the Mutual Aid Branch Director once the A-Team arrives at the State Emergency Operations Center. The group will be briefed on the current situation and potential resource needs.
  - b) The A-Team will work under the direction of the State Emergency Operations Center Mutual Aid Branch Director.
  - c) If an Emergency Management Assistance Compact resource is depleted or otherwise unavailable, notify the Mutual Aid Branch Director so other avenues may be investigated.
  - d) Maintain contact with your home state and brief your Director on the status of the event and potential resource requests.
  - e) The Mutual Aid Branch Director will pass on the status of the event and potential resource requests.
  - f) Update the Emergency Management Assistance Compact Web Page as required. The Emergency Management Assistance Compact Web Page is located at [www.emacweb.org](http://www.emacweb.org). To enter the Emergency Notifications Page a user name and password are required. To obtain a username and password the A-Team contacts the Emergency Management Assistance Compact Coordinator for the National Emergency Management Association at 606-244-8112.

- g) The A-Teams will not have the ability to obligate state funds. This authority rests with the State Emergency Response Team Leader and State Coordinating Officer.
- h) The Mutual Aid Branch Director or A-Team will provide the Federal Emergency Management Agency State Liaison with information regarding Emergency Management Assistance Compact resources requested / provided through its operations. This is to prevent duplication of effort between Action Request Form and Emergency Management Assistance Compact requests.
- i) Contact non-impacted Emergency Management Assistance Compact member states nearest to Florida to survey for potential resources.
- j) Establish and maintain Emergency Management Assistance Compact Resource Tracking Form.
- k) Document missions requested and assigned to Emergency Management Assistance Compact assets.
- l) Track resource missions from deployment through return to home state to ensure timely delivery.
- m) Track all resource requests via the State Emergency Operations Center message system.
- n) Establish and maintain Personnel Location Form for A-Team members or other out of state support assisting the requesting state under Emergency Management Assistance Compact.
- o) The Mutual Aid Branch Director will coordinate Emergency Management Assistance Compact related issues via telephone conference calls with assisting States. This includes potential resources, status of requests, and demobilization.
- p) Coordinate resource transportation requirements with the Mutual Aid Branch Director if the responding state cannot provide its own transportation.
- q) Provide assistance in coordinating the additional logistical support required to facilitate the response from the assisting state. This may be in the form of a base camp, locating motel rooms, fuel, parts, etc.
- r) Coordinate the activities of Emergency Management Assistance Compact in concert with the Mutual Aid Branch Director. The Mutual Aid Branch Director will brief the Logistics Section Chief, the Finance & Administration Section Chief, and Operations Officer as required.
- s) Ensure a demobilization plan is prepared to return the personnel and equipment in a safe and timely manner.
- t) As the incident de-escalates recommend a demobilization schedule to the SERT Leader.
- u) Ensure each agency follows its demobilization procedures and coordinates this process with all organizations involved. These procedures should include incident debriefings, financial management, and documentation of expenses associated with the event.

- v) Prior to departure compile and submit a report to the Mutual Aid Branch Director on the Emergency Management Assistance Compact operation including successes and items for potential change in the procedures.
- w) Upon return to your home station, submit your travel and other associated expenses incurred in the response for reimbursement.

## **Reimbursement and Supporting Documentation**

**General:** The assisting state is responsible for ensuring the preparation, retention and submission of documentation for reimbursement.

### **Reimbursement Under a Presidential Disaster Declaration**

The Public Assistance Section will contact the assisting state's financial officer(s) to ensure prompt delivery of invoices and supporting documentation during or after an event. This is to provide technical assistance and Emergency Management Assistance Compact claim guidance as needed.

The Emergency Management Assistance Compact Designated Contact is responsible for collecting all documentation related to the Emergency Management Assistance Compact mission or missions including the Division of Emergency Management EM Constellation Messages if applicable and submitting to the Finance and Administration Section.

The assisting state(s) will submit one invoice and supporting documentation to the Finance and Administration Section for reimbursement. The Finance and Administration Section will submit the reimbursement packet to Recovery PA to write a project worksheet for reimbursement from the Federal Emergency Management Agency. The Finance and Administration Section will reimburse the assisting state when funds are available from the Federal Emergency Management Agency and sufficient budget authority has been obtained.

Upon receipt of reimbursement from Federal Emergency Management Agency the Finance and Administration Section will distribute funds, as appropriate, according to State of Florida and Emergency Management Assistance Compact Guidebook procedures.

### **Reimbursement (No Declaration)**

The Recovery PA will contact the assisting state's financial officer(s) to ensure prompt delivery of invoices and supporting documentation after an event. This is to provide technical assistance and Emergency Management Assistance Compact claim guidance as needed.

The Emergency Management Assistance Compact Designated Contact is responsible for collecting all documentation related to the Emergency Management Assistance Compact mission or missions including the Division of Emergency Management EM Constellation Messages if applicable and submitting to Finance and Administration Section.

Once a single invoice has been received from each assisting state with the proper supporting documents the Division of Emergency Management, Finance and Administration Section, will invoice the requesting agency/local government. Each requesting agency/local government is responsible for all costs associated with their mission request.

The Finance and Administration Section will reimburse the assisting state as required by the Emergency Management Assistance Compact Guidebook. If sufficient budget authority and funds are not available, The Finance and Administration Section will reimburse the assisting state upon receipt of reimbursement from the requesting agency/local government.

## **Reimbursement (Florida Provides Assistance)**

Prior to the deployment of Florida state assets the Finance & Administration Section will be responsible to insure that the State of Florida Authorization to Incur Travel Expenses form has been completed for all personnel being deployed within the Division of Emergency Management. All state agency or county personnel deployed under Emergency Management Assistance Compact should request travel authorization under their agency/local guidelines.

At the conclusion of the mission(s), the Finance & Administration Section in conjunction with the Emergency Management Assistance Compact Designated Contact will compile all mission related documentation from assisting agencies/local governments in Florida. The assisting agencies/local governments will submit invoices to the Finance & Administration Section for reimbursement. The Finance & Administration Section will consolidate all invoices into one invoice along with supporting documentation and submit to the requesting state for reimbursement. Initial outlay of funds should be made by the state or local agency providing the assistance.

Recovery Public Assistance is available for technical assistance should it be needed by either the Finance & Administration Section, the requesting state, and/or the local agency providing assistance to ensure accurate submission of paperwork for the Emergency Management Assistance Compact claim.

Once reimbursement is received from the requesting state, the Finance & Administration Section will reimburse the assisting agency or local government according to State of Florida procedures.

## **Invoices and Supporting Documentation**

1. Florida Group Leaders, A-Team Members and liaisons accompanying Florida assets, Florida State Emergency Response Team Agencies, and other agencies deploying resources to the affected state are responsible for the submission of cost reimbursement forms and supporting documentation.
2. Two invoices will be required:
  - a) One from each agency providing resources to the Division of Emergency Management.
  - b) One from the Division of Emergency Management to the requesting state
3. Cost reimbursement forms will be submitted in accordance with the Florida Division of Emergency Management Cost Reimbursement Forms, Instructions for Completion. Copies of this document can be obtained from the Public Assistance Branch.
4. All personnel traveling to another state authorized to receive per diem and lodging or incurring travel related expenses will complete State of Florida, Division of Emergency Management Voucher for Reimbursement of Travel Expenses form.
5. The Emergency Management Assistance Compact Designated Contact will insure a copy of all approved Emergency Management Assistance Compact Interstate Mutual Aid Request Forms are provided to the Public Assistance Branch and Finance & Administration Section.

# **ATTACHMENTS 1-16**

**STATEWIDE MUTUAL AID AGREEMENT**  
Type or print all information except signatures  
Form B

**TO BE COMPLETED BY THE REQUESTING PARTY (Parts I & III)**

**PART I:**

Dated:        /        /

Time:        :        Hrs  
(local)

REQUESTING PARTY:

Contact Person:

Telephone (    ) -

FAX (    ) -

To the Assisting Party:

Authorized Rep:

Incident Requiring Assistance:

Type Assistance /Resources Needed (for more space, attach Part IV):

**FORM B Editable versions is located at <http://www.floridadisaster.org/Response/Operations/EMAC/index.htm>**

Date &amp; Time Resources Needed:

Staging Area:

Approximate Date/Time Resources Released:

Authorized Official's Name:

Authorized Official's Signature:

Title:

Agency:

Mission No:

**PART II****TO BE COMPLETED BY THE ASSISTING PARTY**

Contact Person:

Telephone (    ) -

FAX (    ) -

Type of Assistance Available:

Estimated Total Mission Cost:

Date &amp; Time Resources Available From:

To:

Staging Area Location:

Approx. Daily Total Costs for Labor, Equipment and Materials: \$

Transportation Costs from Home Base to Staging Area: \$

Transportation Costs to Return to Home Base: \$

Logistics Required from Requesting Party Yes\_\_\_\_\_ ( Provide information on attached Part III) No\_\_\_\_\_

Authorized Official's Name:

Title:

Authorized Official's Signature:

Agency:

Dated:        /        /

Time:        :        Hrs  
(Local)

Mission No:

**PART III:**

Authorized Official's Name:

Title:

Signature:

Agency:

Attachment 1

**STATEWIDE MUTUAL AID AGREEMENT**  
Type or print all information except signatures  
Form B (continued)

**PART IV:**

**MISCELLANEOUS ITEMS / OTHER MISSION INFORMATION**

FORM B Editable versions is located at <http://www.floridadisaster.org/Response/Operations/EMAC/index.htm>





## **Attachment 4**

### **State Procedures for Federal Action Request Form (ARF)**

This Checklist is to be used when Action Request Form's are made after an incident has occurred and the Federal Emergency Management Agency Liaison is present in the State Emergency Operations Center

#### Initial Actions

- Signatory authority Memorandum executed by the State.

#### Per Request Actions

- Lead Emergency Support Function or Branch Director identifies need for Federal Assistance
  - ✓ Cannot be filled by State resources (agency, contract, or direct purchase)
- Mutual Aid Branch Director acquires background information on attempts to obtain resources from the Branch Director.
- Mutual Aid Branch Director determines if Statewide Mutual Aid or Emergency Management Assistance Compact Resources can be obtained.
  - ✓ Cannot be filled by Mutual Aid resources
  - ✓ Cannot be filled by Emergency Management Assistance Compact Resources
- Notify Operations Chief and Administration Section Chief of pending request.
- State coordinates with Federal Emergency Management Agency to determine if federal assets are available.
- State completes (Section I & II Requestor Information and Requirements and Description of Request) of the Action Request Form.
  - ✓ Identifies and describes the assistance needed, (attaches justification or additional information to the Action Request Form if necessary)
- ✓ Assistance requested, quantity, date/time required, delivery location, initiator/requestor and Point of Contact information.
  - ✓ Note: Direct Federal assistance (not Less than 75% Federal 25% State)
  - ✓ Technical Assistance (100% Federal, except design and development of Mobile Home Parks)
- Requestor Signs (Branch Director/ Point of Contact)
- State approving official signs.
- Log into Mutual Aid Branch Mission Tracking Form/ create mission folder/ update EM Tracker.
- Provide original to the Federal Emergency Management Agency Liaison in the State Emergency Operations Center.
- Federal Emergency Management Agency completes Section's III, IV and V, Action Request Form is returned to the state.
- Federal Emergency Management Agency Liaison returns completed Action Request Form to the Mutual Aid Branch Director
- Copies made for Emergency Support Function, State Coordinating Officer, Emergency Support Function 5 Chief, Administration / Finance Section Chief, message center, Recovery Chief and the State Emergency Response Team Chief, and the mission folder.
- Notify Emergency Support Function/Branch Director of disposition.
- Conduct periodic follow up until mission complete.
  - ✓ Cost over runs, Changes in scope of the mission, increases in cost share State Coordinating Officer must approve changes.
- Update EM Tracker throughout the cycle.

See Copy of Action Request Form and Instructions in separate PDF document. This document is also kept on the Mutual Aid Branch’s computers and on flash drives issued to each person assigned to the Mutual Aid Branch. Items on the Action Request form that are not specifically listed below or on the PDF Instructions are self-explanatory. Indicate “see attached” in any field for which additional space or information is required.

**D. TRACKING INFORMATION.** Completed by Action Tracking Coordinator. Required for all requests.

Action Request #: Based on chronological log number. Used for tracking.  
Program Code/Event #: The pre-declaration, emergency, or major disaster number assigned for funding the event. Examples: 7220-SU, 3130-EM, 1248-DR.  
State: If multi-State, choose State most likely to receive resources, (i.e., when using 7220-SU Program Code).  
Originated as Verbal: Check box if document records an action that was initially requested or approved verbally, if not leave blank.

**I. REQUESTOR INFORMATION.** Completed by Requestor.

**II. REQUIREMENTS AND DESCRIPTION OF REQUEST.** Completed by Requestor.

Description of Assistance Requested: Detail of resource shortfalls, statement of desired deliverables, or simply state the problem.  
Priority: The requestor’s priority, which may differ from the priority in Box III.  
Site POC: The person at the delivery site coordinating reception and utilization of the requested resources. 24-hour contact information required.  
If for Direct Federal Assistance and Technical Assistance, State Approving Official: Signature certifies that::

- (1) State and local governments cannot perform, nor contract for the performance of the requested work;
- (2) Work is required as a result of the event, not a pre-existing condition; and
- (3) The State is providing the required assurances found in 44 CFR, 206.208.

**III. COORDINATION/TASK ASSIGNMENT:** Completed by the Operations Section Chief.

Assigned to: Operations Section Chief assigns tasked organization. Operations Section Chief may also indicate the Action Officer if known, or the tasked organization may make

this assignment. This may be an Emergency Support Function, internal Federal Emergency Management Agency Organization (i.e. Logistics), or other organization.

Priority: Federal Emergency Management Agency Operations Section Chief-assigned priority, may be different than Section II.

Assigned Action: Description of task to be performed. Could be to assess a problem and report back, or could be to proceed with a specific action.

**IV. APPROVALS.** Completed by the Approving Official and the Accepting Official.

The Approving Official is the Federal Emergency Management Agency authorizing official such as the Operations Section Chief, Project Officer, or other person given this authority for the disaster. The Accepting Official is the tasked organization representative who may be the Action Officer, or who may direct another individual from within the tasked organization to be the Action Officer.

**DISPOSITION.** Completed by Action Officer.

Note what type of document the action resulted in if applicable. If “other”, write in appropriate response, or state “see below” and give detailed description in the “Disposition” field. “Disposition” field should note the steps taken to complete the Action, and personnel, sub-tasked agencies, contracts, and other resources utilized.

**Emergency Management Assistance Compact Contacts**

Florida Authorized Representatives

Bryan W. Koon, Director DEM/  
State Coordinating Officer

David Halstead, Deputy Director

Michael DeLorenzo, Bureau Chief  
Response/State Emergency Response Team Chief

Doug Wright, Bureau Chief Recovery/Deputy State  
Emergency Response Team Chief

Linda McWhorter, Operations Section Chief

Gwen Keenan, Bureau Chief Preparedness

Charles Hagan, Logistics Section Chief

*Attachment 7*

**Emergency Management Assistance Compact Procedures Check List**  
(Requesting Assistance Level 2 no A-team Activated)

This checklist is to be used when requesting Emergency Management Assistance Compact assistance when the State Emergency Operations Center is Activated at Level 2 and an A-team is not present.

- Notified of a resource need not available in the State.
- Gather essential information (Duty Officer)
- Notify Chief of Bureau of Response and Division of Emergency Management Duty Officer
- Notify Governors Office and Legal Staff
- Notify Finance & Administration Section Chief, Recovery, and Logistics Section Chief
- Determine need for Executive Order with Bureau of Response Chief, Division of Emergency Management Director. (Duty Officer and Mutual Aid Branch Director)
- Authorization granted. Contact neighboring States to locate needed resource (Mutual Aid Branch Director)
- Notify Standing A-Team (Mutual Aid Branch Director)
- Complete Section I Emergency Management Assistance Compact Interstate Mutual Aid Request Form and Fax to the assisting State (Mutual Aid Branch Director)
- Receive Section II for the assisting State (Mutual Aid Branch Director)
- Brief Chief of Response, Division Director, Finance & Administration Section Chief, Duty Officer and requesting State Agency or county on cost estimates (Mutual Aid Branch Director)
- Brief Governor's Office as appropriate (Duty Officer)
- Concurrence on use. Sign and Fax Section III to the Assisting State (Mutual Aid Branch Director)
- Brief Federal Emergency Management Agency Region IV on request (Duty Officer)
- Coordinate additional logistics support as required (Mutual Aid Branch Director)
- Maintain Emergency Management Assistance Compact Interstate Mutual Aid Request Form and monitor missions (Mutual Aid Branch Director)
- Provide updated mission status (Mutual Aid Branch Director)
- Facilitate invoice(s) for mission(s) from the assisting State (Finance & Administration Section Director)
- Coordinate with Recovery and Mitigation (Mutual Aid Branch Director and Finance & Administration Section Chief)
- Reimburse the assisting State (Finance & Administration Section and Recovery Public Assistance)

*Attachment 8*

**Emergency Management Assistance Compact Procedures Check List**  
(Requesting Assistance, State Emergency Operations Center Activated)

This checklist is to be used when requesting Emergency Management Assistance Compact assistance when the State Emergency Operations Center is Activated at Level 2 or above and an A-team is present or not. Refer to Section I.2 Florida Division of Emergency Management Emergency Management Assistance Compact Coordination Guide for detailed instructions.

- Resource Shortfalls identified. (State Coordinating Officer/ State Emergency Response Team Leader/Operations Officer)
- State Coordinating Officer/ State Emergency Response Team Leader implements Emergency Management Assistance Compact. Brief Governor's Office as appropriate. (State Coordinating Officer/ State Emergency Response Team Leader/Operations Officer)
- Notify Standing A-Team (Mutual Aid Branch Director)
- A-Team requested (State Coordinating Officer/ State Emergency Response Team Leader/Operations Officer or Mutual Aid Branch Director)
- Notified of a resource need not available in the State that could be fulfilled by Emergency Management Assistance Compact. (Logistics Section Chief)

**A-Team/Mutual Aid Branch Director Duties**

- Make Contact with neighboring Emergency Management Assistance Compact States/ Standing A-Team to locate resource.
- Resource located, Complete Section I Emergency Management Assistance Compact Interstate Mutual Aid Request Form and Fax to the assisting State.
- Receive Section II for the assisting State. Brief State Coordinating Officer/ State Emergency Response Team Leader, Admin, Logistics Section Chief, requesting State Agency or county on cost estimates as required.
- Concurrence on use. Sign and Fax Section III to the Assisting State.
- Brief the Federal Emergency Management Agency State Liaison and the Finance and Accounting Section Chief.
- Coordinate additional logistics support as required.
- Maintain Emergency Management Assistance Compact Interstate Mutual Aid Request Form, monitor missions, provide updated mission status, update EM2000, as required.
- Facilitate invoice(s) for mission(s) from the assisting State.
- Coordinate with Recovery Section
- Reimburse the assisting State.

**Emergency Management Assistance Compact Procedures List**  
(Providing Assistance)

This checklist is to be used when deploying resources to another State under the authority of the Emergency Management Assistance Compact Agreement.

- Verify request w/ impacted state emergency management or Florida primary Emergency Coordinating Officer (Duty Officer)
- Obtain specific needs from impacted entity; brief the Division of Emergency Management Director and Bureau of Response Chief (Duty Officer)
- Notify Governor's Office and Emergency Management Assistance Compact Designated Contact (Duty Officer)
- Notify appropriate Emergency Coordinating Offices of potential resource request (Emergency Management Assistance Compact Designated Contact)
- Obtain concurrence w/ Division of Emergency Management Director or designee (Duty Officer)
- Coordinate with A-Team or Notify Standing A-Team (Emergency Management Assistance Compact Designated Contact)
- Determine specific resources available (Emergency Management Assistance Compact Designated Contact)
- Obtain mission/cost estimate (Emergency Management Assistance Compact Designated Contact)
- Brief the Director or designee, Finance & Administration Section and of resources and cost (Emergency Management Assistance Compact Designated Contact)
- Complete Section II of the Emergency Management Assistance Compact Interstate Mutual Aid Request Form (Emergency Management Assistance Compact Designated Contact)
- Brief Executive Office of the Governor. (Emergency Coordinating Office=s as required) (Duty Officer)
- Maintain briefings w/ Director or designee, Standing A-Team, Admin, and supporting agencies (Emergency Management Assistance Compact Designated Contact)
- Maintain forms, monitor missions, fulfill needs, liaison as needed, and rotate resources (Emergency Management Assistance Compact Designated Contact)
- Document cost and missions issued and preformed (Emergency Management Assistance Compact Designated Contact and Finance & Administration Section)
- Facilitate invoice(s) for services rendered (Finance & Administration Section and Emergency Management Assistance Compact Designated Contact)
- Coordinate w/ Recovery Section (Emergency Management Assistance Compact Designated Contact and Finance & Administration Section)

**Potential Florida Emergency Management Assistance Compact A-Team Members**

Emergency Management Assistance Compact A-Team members should be experienced in emergency response and recovery procedures, and knowledgeable in Emergency Management Assistance Compact procedures. Team members must know whom to contact, how to contact them, and what information is needed to facilitate the request for, and provision of interstate mutual assistance. .

**A-team:** An A-team of at least two persons from other member states will be deployed to the requesting state's emergency operations center. A-team members need not necessarily come from the same state. A-teams may consist of more than two members from various states based on the magnitude of the situation.

## Emergency Management Assistance Compact A-Team Deployment Kit

Item	Quantity
Tak Pak (includes lap top computer, printer, fax, and scanner)	1
Cellular telephone	1 per member
National Pager (if available)	1
Copy of current Emergency Management Assistance Compact Guidebook	1
Appropriate Emergency Management Assistance Compact forms (including CD with forms)	as needed (paper forms) 1 CD
Blank CDs	10
Three ring binder or multi-folder	3
Clear Plastic Sheet Protectors	1 box
Pens, pencils	as needed
Highlighter	4
Steno book	3
Write on Tab Dividers	1 pkg.
This Document	1

### Support of an A-Team working in the Florida SEOC

The Mutual Aid Branch Director will be responsible to orient the Emergency Management Assistance Compact A-Team when deployed to the Florida State Emergency Operations Center. This orientation will include as a minimum the following information.

1. The A-Team will work out of Room 130E and one seat in the main room of the State Emergency Operations Center.
2. Insure that the Emergency Management Assistance Compact Cell is included in the State Emergency Operations Center message distribution plan.
3. Brief and train the arriving A-Team members on the following items as a minimum:

- T Facility layout
- T State Emergency Operations Center Organizational Structure
- T Fire exits and evacuation plan
- T Telephone use and instructions
- T Fax use and instructions. Faxes are located in both 130E and the State Emergency Operations Center behind the mutual aid branch desk.
- T Copier use and instructions. A copier is located behind the mutual aid branch desk as well as in the back of the State Emergency Operations Center.
- T Computer/printer hardware and incident management software use and instructions, if applicable. One computer is available in room 130E and one in the State Emergency Operations Center at the mutual aid desk. Printers are located in both 130E and behind the mutual aid desk.
- T Primary and alternate Points of contact for each shift, for approving Emergency Management Assistance Compact Interstate Mutual Aid Request Form
- T Message/Mission handling instructions and distribution
- T Reporting times for Situation Reports, updates, or other reports
- T Briefing times
- T Meal procedures (meals are served in Room 145A)

4. Insure that the A-Team has appropriate office supplies. During initial contact between Florida and the assisting State if any of these supplies are unavailable inform the deploying A-Team. As a minimum the following supplies should be available:

- T Copy of the current Emergency Management Assistance Compact Guidebook
- T Copy of this SOG (Annex 3 Mutual Aid/Emergency Management Assistance Compact)
- T One copy of the FL State EOC phone directory
- T Sufficient copies of approved standard Emergency Management Assistance Compact forms and Forms CD
- T Paper clips
- T Tape with dispenser
- T Stapler with staples
- T One three ring binder
- T File folders (letter)
- T Index tabs
- T Post-It notes
- T Legal Pads
- T Pens, pencils, high lighters

**Attachment 13**  
**Contact Information Guidelines for the Emergency Management Assistance Compact**

The National Emergency Management Association maintains the Emergency Management Assistance Compact web page and contact lists for notification purposes. Due to the periodic changes in personnel, National Emergency Management Association has asked that each state provide one centralized e-mail address to be used as the official contact under the Emergency Management Assistance Compact Notification System. Florida has submitted the following address to National Emergency Management Association as the official e-mail contact for the state: [eoc-mutualaid@em.myflorida.com](mailto:eoc-mutualaid@em.myflorida.com).

Once an e-mail is received by the state under the Emergency Management Assistance Compact Notification System, it will automatically be forwarded to each authorized contact and several key staff in the Division of Emergency Management. Notification of changes to the state e-mail address and Authorized Contacts List should be made to the National Emergency Management Association; c/o Council of State Governments; P.O. Box 11910; Lexington, KY 40578. Telephone number: (859) 244-8000 Fax: (859) 244-8239. This notification is the responsibility of the Emergency Management Assistance Compact Coordinator(s) for the Division of Emergency Management.

**Authorized Contacts and Key Staff**

Director, Florida Division of Emergency Management (State Coordinating Officer)  
Bureau Chief, Response (State Emergency Response Team Chief)  
Bureau Chief, Recovery (Deputy State Emergency Response Team Chief)  
Bureau Chief, Preparedness (Deputy State Emergency Response Team Chief)  
Community Program Administrator (Operations Section Chief)

### EMAC Personnel Location

State	Name	Hotel	Room #	Work Assignment	Work Number	Remarks



