

Commonwealth of Massachusetts

Critical Transportation Need (CTN)

Evacuation Operations Annex



An Annex to the Massachusetts

Statewide Evacuation Coordination Plan

January 2019

This page intentionally left blank.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 1.0

Table of Contents

Section 1.0 – Introduction	4
1.1 – Purpose	4
1.2 – Plan Evaluation, Maintenance and Revision.....	5
1.3 – Expenditures and Reimbursements.....	5
Section 2.0 – Terminology and Definitions	6
2.1 – Evacuee Types.....	6
2.2 – CTN Evacuee Support Sites	6
2.3 – Transportation Field Sites.....	6
2.4 – Shelter Facilities	7
2.5 – Coordination Facilities	7
2.6 – Timeline	8
2.7 – Other	8
Section 3.0 – Scope	10
Section 4.0 – Situation	11
Section 5.0 – Planning Assumptions	12
5.1 – State and Local Planning Assumptions	12
5.2 – State Planning Assumptions	13
5.3 – Local Planning Assumptions	14
Section 6.0 – Planning Factors and Methodology	16
6.1 – Planning Factors for Notice and No-Notice Incidents	16
Section 7.0 – Concept of Operations	18
7.1 – Management and Coordination	19
7.1.1 – Strategic Management and Coordination	19
7.1.2 – Transportation Movement Control System	20
7.2 – CTN Evacuee Support Sites	28
7.2.1 – Local CTN Evacuee Sites and Requirements.....	28

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 1.0

7.2.2 – State CTN Evacuee Sites and Requirements	33
7.3 – State Transportation Field Sites and Requirements	35
7.4 – Key Local CTN Evacuation Functions	38
7.4.1 – Identification of CTN Evacuees Requiring Direct Transportation Assistance	39
7.4.2 – Evacuation Assembly Point (EAP) Operations	39
7.4.3 – Transportation Hub (T-Hub) Operations	39
7.4.4 – T-Hub Staging Area	40
7.4.5 – Local Ground Transportation	40
7.4.6 – Pet Transportation/Sheltering	41
7.4.7 – Public Information/Messaging	41
7.5 – Key State CTN Evacuation Functions	41
7.5.1 – Ground-Transportation	41
7.5.2 – Transportation Field-Site Operations (SSA, RRC Staging Area)	42
7.5.3 – Regional Reception Center (RRC) Operations	42
7.5.4 – Shelter Assignments/Destinations	42
7.5.5 – Public Information/Messaging	42
7.6 – CTN Evacuation Process	43
7.6.1 – Phase 1/Locally Supported CTN Evacuation	43
7.6.2 – Phase 2/State-Supported CTN Evacuation	43
7.6.3 – Flow Chart Illustration	45
8.0 – State-Provided Transportation Resources	46
8.1 – Ground-Transportation Providers	46
8.2 – Activation of Transportation Resources	46
8.3 – Deployment Process for State-Provided Transportation Resources	47
9.0 – Strategic Timeline and Associated Tasks/Actions	49
9.1 – Timeline Planning Considerations	49
9.2 – Strategic Evacuation Timeline	49
Section 10.0 – Roles and Responsibilities	51
10.1 – State Lead Agency	51
10.2 – State Supporting Agencies	53

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 1.0

10.3 – Other Supporting Agencies/Organizations	56
Section 11.0 – Authorities and References	58
11.1 – Massachusetts State Legislation and Executive Orders	58
11.2 – Massachusetts Emergency Management Agency Supporting Documents	58
11.3 – Federal Legislation	58
11.4 – Supporting Federal References	59
11.5 – Other References	59
Section 12.0 – Task Tables	60
Index of Attachments	1
Attachment 1: Acronyms and Abbreviations:	1
Attachment 2: Massachusetts Hurricane Evacuation Study	1
Attachment 3: Regional Reception Center (RRC) Site Survey Criteria.....	1
Attachment 4: Sample Regional Reception Center Diagram.....	1
Attachment 5: Map of State Staging Area Sites	1
Attachment 6: SSAs Classified by Type.....	1
Attachment 7: Sample SSA Layout	1
Attachment 8: Sample Log-In Form.....	1
Attachment 9: Sample Check-In Form.....	1
Attachment 10: Sample Processing Form for Vehicles at SSA.....	1

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 1.0

Section 1.0 – Introduction

Based on prior evacuation patterns across the country, the majority of residents and tourists are classified as self-evacuees because they use their own means of transportation to evacuate the at-risk area. The second classification is referred to as CTN evacuees because these individuals do not have access to personal transportation resources. This smaller segment of the population will require government-provided transportation assistance to evacuate the area.

Therefore, this OPS PLAN will describe the key operational elements, procedures, and roles and responsibilities associated with transporting CTN evacuees from at-risk areas to designated shelters. If there is an imminent threat of a coastal storm or other hazardous incident that may require evacuations, state officials will coordinate the implementation of this plan with the impacted communities.

Authorized state and local officials may implement all or portions of this CTN evacuation plan to support an evacuation in one or more at-risk municipalities. An evacuation impacting multiple municipalities will undoubtedly pose a severe strain on the limited pool of governmental resources. These resources may include but are not limited to transportation, sheltering, and staffing. Therefore, close collaboration between the Commonwealth and local government officials is necessary to efficiently allocate available resources and to effectively coordinate a CTN evacuation.

This plan serves as an annex to the Massachusetts Evacuation Coordination Plan.

1.1 – Purpose

The purpose of this OPS PLAN is to provide the framework, functions, and procedures necessary to implement a state-supported CTN evacuation using ground transportation. The CTN Evacuation OPS PLAN is intended to serve as an annex to the State's Evacuation Coordination Plan and to complement the Statewide Mass Care and Shelter Coordination Plan.

The goal is to provide decision makers with the essential elements of information necessary to conduct an orderly evacuation of the CTN population and facilitate the operational implementation as seamlessly and transparently as possible to other segments of the evacuating population.

Figure 1: New England Map



Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 1.0

1.2 – Plan Evaluation, Maintenance and Revision

This plan will be reviewed, evaluated and revised in accordance with the Emergency Management Program Administrative Policy and the Multi-Year Exercise and Training Plan, by participating agencies and organizations in a manner conforming to the review and maintenance guidelines contained in the State CEMP Basic Plan. The Massachusetts Emergency Management Agency Planning Unit will provide administrative support for the review process.

1.3 – Expenditures and Reimbursements

Individual agencies and organizations will be responsible for tracking costs incurred and maintaining associated supporting documentation for possible reimbursement via applicable funding sources.

Commonwealth of Massachusetts CTN Evacuation Ops Plan

Base Plan - Section 2.0

Section 2.0 – Terminology and Definitions

The following terminology and definitions are applicable to this plan. This information not only establishes the overall planning framework but also helps to ensure consistency with other evacuation planning efforts.

2.1 – Evacuee Types

Self-Evacuees – Segment of the population that is capable of evacuating the at-risk area using their own means of transportation.

CTN Evacuees – Segment of the population that lacks personal transportation and requires government-provided transportation assistance to evacuate out of an at-risk area to a designated shelter.

2.2 – CTN Evacuee Support Sites

Evacuation Assembly Point (EAP) – An EAP is a short-term location (e.g., school bus stop, transit bus stop, etc.) within the evacuating community. Local authorities may instruct CTN evacuees to walk from their residences to an EAP to obtain evacuation transportation to a shelter (for incidents during which the community is able to operate a shelter), local Transportation-Hub (T-Hub), or Regional Reception Center (RRC) if the community is close to an operational RRC.

Transportation Hub (T-Hub) – One or more predesignated facilities or locations in each evacuating municipality where T-Hub staff determine CTN evacuees' suitability for transport to a designated RRC and onward to a state-initiated shelter. This is the location where CTN evacuees may transfer from a locally-provided bus to a state-provided vehicle to be transported to a Regional Reception Center.

Regional Reception Center (RRC) – An RRC is a regional facility operated by the State and serving multiple communities where evacuee intake is conducted and an assessment is completed to ensure appropriate shelter assignments for evacuees. CTN evacuees are transported from the RRC on a state-provided vehicle to the assigned shelter.

2.3 – Transportation Field Sites

T-Hub Staging Area – A staging area that is located either adjacent to or in close proximity to a T-Hub that may be pre-identified by either the local authority or the state. The primary purpose of the T-Hub Staging Area is to stage an allocated number of state-provided vehicles from the VSA in order to facilitate a timely response to the T-Hub. Additionally, the T-Hub Staging Area provides for overflow parking of the assigned state-provided vehicles when they are not immediately required to transport evacuees from the T-Hub to the RRC.

RRC Staging Area – A staging area located either adjacent to or in close proximity to the RRC. The primary purpose of the RRC Staging Area is stage an allocated number of state-provided vehicles from the VSA in order to facilitate a timely response to the RRC. Additionally, the RRC Staging Area provides for overflow parking of the assigned state-provided vehicles when they are not immediately required to transport evacuees.

State Staging Area (SSA) – The SSA typically serves as a multi-purpose staging area (i.e., co-located site) for a variety of state response/recovery resources (e.g., evacuation-support transportation, commodities, equipment

Commonwealth of Massachusetts CTN Evacuation Ops Plan

Base Plan - Section 2.0

and supplies, personnel/teams, etc.). In some cases, an SSA may also serve as a single purpose staging area (i.e., stand-alone site) that is dedicated to a single group/type of resources (e.g., evacuation-support transportation).

2.4 – Shelter Facilities

Local-Initiated Overnight Shelter – A locally operated and managed shelter that provides feeding and dormitory services for all residents, including individuals with disabilities and others with access and functional needs, of a single community. Local shelters are typically operated with local resources; in some cases, the American Red Cross (ARC) operates a local shelter if there is an existing agreement between the community and the ARC. The Commonwealth may supplement with resources to support the locals based on need/resource availability.

Multi-Community Local Shelter – A locally operated and managed shelter that provides feeding and dormitory services for residents, including those with access and functional needs of multiple communities. Multiple communities generally share the responsibility for supporting multi-community local shelter operations. Communities operating multi-community local shelters may have established a Memorandum of Understanding (MOU)/Memorandum of Agreement (MOA) to share mass care and sheltering costs and resources.

Locally Operated, State Funded Regional Shelter - Dependent on the situation, requirements, and severity of the event, MEMA may identify communities who have strong existing local or regional sheltering plans, and coordinate with them to implement their plans and stand up local or regional mass care shelters if they are able to do so. These facilities, while operated on a local or regional basis, would be funded by MEMA and be supported as a primary site for sheltering during a catastrophic scenario. These facilities would complement any SIRS which may be in operation, but would allow existing shelter plans to be executed, while being financially supported by MEMA.

State-Initiated Regional Shelters (SIRS) – Established to provide larger-scale sheltering services when local capacities are exceeded and to maximize the use of resources and staffing to operate shelters across the Commonwealth. These shelters provide functional needs support services (FNSS) and dietary, dormitory, and pet services. A SIRS serves multiple communities, is initiated by MEMA, and operated by the state.

Shelter Capacity – The number of evacuees that a specific shelter facility can accommodate based on staffing and wrap-around resources.

2.5 – Coordination Facilities

State Emergency Operations Center (SEOC) – The location where state agencies, partners, and stakeholders gather to coordinate and facilitate implementation of the plan and its operational elements. The SEOC works closely with local emergency operations centers. Within the SEOC, an Evacuation Specialized Mission Group (SMG) will be established to coordinate overall evacuation operations, and will also coordinate evacuations relative to CTN populations.

Regional Emergency Operations Center (REOC) – The location where Regional MEMA staff coordinate response for communities in need, and ensure a direct line of communication between local EOCs and the SEOC. There are three REOCs in Massachusetts, each responsible for specific geographic areas. The REOCs also ensure consistent situational awareness and support of the SEOC for implementing policy as determined by the SEOC Manager.

Commonwealth of Massachusetts CTN Evacuation Ops Plan

Base Plan - Section 2.0

Local Emergency Operations Center (LEOC) – The location where local agencies, partners, and stakeholders gather to coordination and facilitate implementation of the plan and its operational elements. LEOCs work closely with the SEOC.

2.6 – Timeline

H-Hour – The onset of tropical-storm-force winds.

2.7 – Other

Agency/Vendor Liaison – An individual assigned to an incident from an assisting or cooperating agency/vendor who provides a communications link and information sharing on matters affecting that agency's/vendor's participation at the incident. This individual may not have tasking authority.

Agency/Vendor Representative – An individual assigned to an incident from an assisting or cooperating agency/vendor who has been delegated authority to make decisions and provide tasking authority on matters affecting that agency's/vendor's participation at the incident.

Co-located Site – a site where more than one entity (functional group) shares the same facility or location in support of an evacuation; however, each entity operates independently.

Stand-alone Site – a site where a single entity (functional group) occupies a facility or location in support of an evacuation.

Direct Transportation Assistance – The process by which a CTN evacuee requests transportation assistance from a local government authority (LGA) and the LGA provides assistance by dispatching transportation directly to a CTN evacuee's residence. This may be necessary if a CTN evacuee is unable to walk to an EAP because he/she has access and functional needs or for other reason(s) may require local transportation assistance to evacuate from a residential location to a T-Hub or shelter.

Evacuation – The movement of people away from an at-risk area to a safe location.

Evacuation Order – An emergency notification by local and/or state officials urging persons within a designated at-risk location to evacuate the area in accordance with the instructions of local and/or state officials.

Household Pet – A domesticated animal (i.e., dog, cat, bird, rabbit, rodent, turtle, etc.) that is traditionally kept in the home for pleasure/companionship rather than for commercial purposes. Household pets do not include

Commonwealth of Massachusetts CTN Evacuation Ops Plan

Base Plan - Section 2.0

reptiles (except turtles), amphibians, fish, insects/arachnids, livestock/farm animals (including horses), and animals kept for racing purposes.¹

Local – Municipal-level government.

Movement Control System (MCS) – The MCS, managed by the Evacuation Specialized Mission Group (SMG), is a point-to-point coordination and communication system associated with a state-supported CTN evacuation using multiple types of transportation resources (i.e., minibuses, transit buses, school buses, motor coaches, etc.). More specifically, the MCS is a strategic and tactical management construct which provides for overall situational awareness and tactical deployment of transportation resources.

Operations Phase – Storm-specific incident that is supported by adaptive planning.

Preparedness Phase – Deliberate planning that is not specific to any particular storm.

Service Animal – Any guide dog, or other animal that has been individually trained to do work or perform tasks for the benefit of an individual with a disability, including physical, sensory, psychiatric, intellectual, or other mental disability. Service animals shall be permitted to remain with their owners at all times including during transport (i.e., to an emergency shelter, another facility, transitioning home, etc.).

Wrap-Around Resources – Equipment and supplies necessary to operate a fully functional shelter or reception center.

¹ Pet Evacuation Transportation Standards (PETS) Act of 2006, FEMA Disaster Assistance Policy (DAP) 9523.19. The entire DAP 9523.19 can be found at FEMA's policy website:
<http://www.fema.gov/pdf/government/grant/pa/policy.pdf>

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 3.0

Section 3.0 – Scope

This OPS PLAN provides the operational elements associated with a large-scale critical transportation needs (CTN) evacuation in the Commonwealth of Massachusetts. This plan builds upon the established evacuation capabilities at the local, regional, and state levels and applies to state agencies and other partners with a role in evacuation coordination and operations in the Commonwealth. The concept of operations and other details outlined in this plan are intended for use across the Commonwealth and for a variety of hazard conditions.

This plan is designed around an incident that causes municipalities to conduct large-scale evacuations and/or exceed sheltering capacity, and specifically addresses the elements of a CTN evacuation. In addition to transportation needs, CTN evacuees may have other access and functional needs (i.e., mobility support, language support, etc.). Although this plan specifically focuses on the transportation needs of CTN populations, the plan is intended to complement other existing access and functional needs planning.

This OPS PLAN includes information on the ground-transportation resources, functions, procedures, process, and operational support requirements associated with transporting CTN evacuees from evacuee support sites to designated shelters. Additionally, this OPS PLAN centers around a hurricane evacuation scenario that causes municipalities to conduct large-scale evacuations and/or exceed sheltering capacities.

This OPS PLAN does not account for the evacuation of:

- Health-care facilities such as hospitals or long-term care facilities (i.e., nursing homes, assisted living facilities, and hospice centers) or group homes that house CTN residents. This is the responsibility of local and state Emergency Support Function (ESF)-8 agencies.
- Secure facilities (i.e., jails, prisons, juvenile detention centers, etc.), which will generally be the responsibility of local and state ESF-13 agencies.
- Shadow evacuees (those individuals that choose to evacuate even though they are outside of the official evacuation zone).

Although a hurricane scenario serves as the backdrop for this OPS PLAN, it is designed to be scalable and adaptable to other incidents causing large-scale, region-wide evacuations across the Commonwealth. Moreover, the intent is for officials to integrate this plan with other local and state-initiated planning endeavors.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 4.0

Section 4.0 – Situation

In the last century, there were several hurricanes that had disastrous impacts on the Commonwealth. The hurricane of 1938 is considered one of the most damaging hurricanes ever to strike New England. It traveled north from the Connecticut coast and entered Massachusetts as a Category 3 storm on the Saffir-Simpson hurricane wind scale (*see Table 1*).²

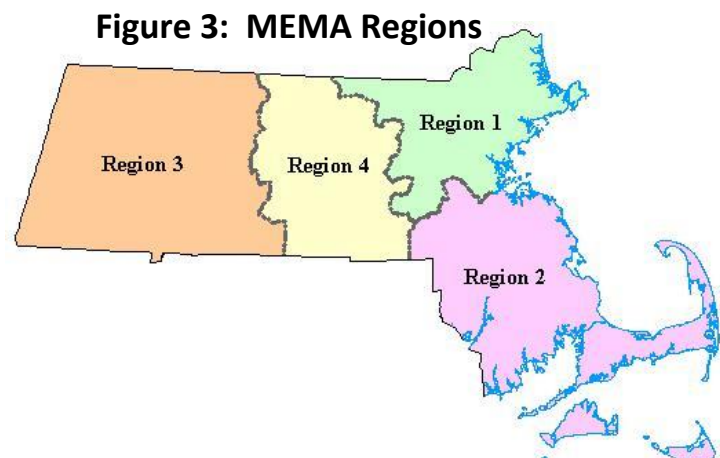
In 1954, Hurricane Carol and Hurricane Edna (each Category 3 storms) struck the State within two weeks of each other causing widespread destruction and flooding. The last two severe hurricanes to impact Massachusetts were Hurricane Diane (1955) and Hurricane Bob (1991). Since then, there have been several other notable storms that adversely impacted the State. These storms originated as hurricanes but were downgraded to tropical storms by the time they reached New England. For example, in 2011, Tropical Storm Irene forced evacuations due to flooding and caused widespread power outages. Just one year later, Tropical Storm Sandy impacted portions of New England's south coast causing significant flooding and damage.

Based on the Commonwealth's vulnerability to tropical storm and hurricane-induced surge flooding, local officials in coastal areas must be prepared to issue evacuation orders, successfully implement an evacuation and request support from the Commonwealth if necessary.

The impact of storms in the northeast may differ from those in the southern part of the country partly due to differences in infrastructure design, infrastructure age, and building codes. Therefore, implementation of this plan may be necessary even for hurricanes of lesser intensity (i.e., tropical storms, Category 1 or Category 2 storms) because of their potential impacts.

For planning and operational purposes, MEMA has designated four geographical regions throughout the state (see Figure 3). These regions are referenced throughout this OPLAN.

Table 1: Saffir-Simpson Hurricane Scale	
Category	Wind Speed (mph)
1	74-95
2	96-110
3 (major)	111-129
4 (major)	130-156
5 (major)	157 or higher



² National Hurricane Center. "Saffir-Simpson Hurricane Wind Scale." <http://www.nhc.noaa.gov/aboutsshws.php> (accessed 6/27/16)

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 5.0

Section 5.0 – Planning Assumptions

The following planning assumptions include information, situations, or circumstances that are relevant to a CTN evacuation in the Commonwealth of Massachusetts and are intended to help drive operational decision making.

5.1 – State and Local Planning Assumptions

The planning assumptions in this sub-section apply to both state and local government authorities.

General Planning Assumptions:

- Although this plan does not address these elements, a widespread evacuation may include the following population groups in addition to CTN evacuees:
 - Tourists
 - Medical patients
 - Self-evacuees
- CTN evacuees may evacuate with their pets and/or service animals.
- Special considerations will be necessary for unaccompanied minors and dependent adults.
- This plan is scalable and adaptable allowing for an increase or decrease in the number of CTN evacuees.
- If elements of this plan are implemented for an evacuation other than a hurricane, the number of CTN evacuees will vary.

Transportation Resource-Related Planning Assumptions:

- Although this plan only addresses the ground transportation available to transport CTN evacuees out of at-risk areas, a large-scale evacuation may require multi-modal transportation (i.e., via air, land, and sea) due to insufficient ground-transportation resources, limited road network, and limited time to evacuate.
- Due to the lead time required for vehicle acquisition, local and state officials must anticipate transportation requirements rather than waiting until there is an actual need.
- Transportation resource requirements are predicated on the total number of evacuees and the ability of local government to provide the required shelter capacity.
 - The number of transportation resources required is based on the anticipated number of CTN evacuees.

Sheltering-Related Planning Assumptions:

- Based on ARC planning factors, approximately 10-15% of the evacuating population requires public sheltering.
- Upon being transported to a shelter, some CTN evacuees may identify another means of shelter support (e.g., family, friends, etc.) and therefore may not remain at the public shelter. Subsequent transportation to an alternate self-identified shelter is not government-provided.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 5.0

5.2 – State Planning Assumptions

The planning assumptions in this sub-section apply to state government authorities.

General Planning Assumptions:

- The State will implement this plan if the following conditions exist:
 - A large-scale evacuation is imminent or underway.
 - An evacuation causes one or more communities to exceed their local shelter capacities.
 - One or more RRCs are required due to the large number of CTN evacuees.
- Whenever officials implement the plan or anticipate implementing the plan, the State will activate the SEOC to facilitate coordination and communication regarding the implementation of the plan and its operational elements.
- Massachusetts has designated hurricane evacuation zones for coastal communities (<https://www.mass.gov/service-details/hurricane-evacuation-zones>).
- Based upon data contained in the *Massachusetts Hurricane Evacuation Study: Behavioral Analysis Survey Data Report*, dated September 13, 2013, the estimated CTN population in the Commonwealth's designated evacuation zones is as follows:
 - The estimated CTN population for Evacuation Zone A is 2% of the evacuating population.
 - The estimated CTN population for Evacuation Zone B is 1% of the evacuating population.
- An evacuation of the at-risk population is estimated to take up to 32 hours, depending on the municipality at risk and the magnitude of the storm.

Transportation Resource-Related Planning Assumptions:

- A state-supported CTN evacuation may require various types of vehicles (e.g., passenger vans, minibuses, transit buses, contracted motor coaches, school buses, ADA-compliant vehicles, and National Guard vehicles).
- The state will dispatch vehicles to a T-Hub to provide transportation for evacuees from the T-Hub to a designated RRC or state-initiated shelter.
- A vehicle will generally make more than one trip for in-state missions transporting CTN evacuees from a T-Hub to an RRC or from an RRC to a state-initiated shelter.
- State officials anticipate that the Massachusetts Bay Transportation Authority (MBTA) and Regional Transit Authorities (RTAs) will provide a limited number of transportation resources for a CTN evacuation.
- The MBTA and RTA fleet typically consists of short-haul transit buses (no restroom or under storage).

Transportation Hub (T-Hub)-Related Planning Assumptions:

- The state is responsible for transporting CTN evacuees from T-Hubs to RRCs and from RRCs to state-initiated shelters (SIRS).

Regional Reception Center (RRC)-Related Planning Assumptions:

- In all cases, state officials are responsible for the following:

Base Plan - 13

January 2019

For Official Use Only

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 5.0

- Identifying RRC locations.
- Activating and managing RRC operations.
- Providing staff to operate an RRC.
- Providing the equipment and supplies to operate an RRC.
- The RRC maintains 24-hour operations.
- Depending on the magnitude and location of the storm, the state may be required to activate multiple RRCs.

Sheltering-Related Planning Assumptions:

- State authorities are responsible for managing and operating state-initiated regional shelters (SIRS).

5.3 – Local Planning Assumptions

The planning assumptions in this sub-section apply to local government authorities.

Transportation Resource-Related Planning Assumptions:

- Each municipality will provide vehicles for intra-community transport of CTN evacuees, including transport to T-Hubs.
- Municipalities that have the local transportation resources and ability to transport CTN evacuees directly to an RRC or state-initiated shelter may choose to do so upon consultation/coordination with MEMA.
 - In this situation, local authorities do not need to establish a T-Hub.

Evacuation Assembly Point (EAP)-Related Planning Assumptions:

- Local authorities are responsible for the following:
 - Planning of EAPs, to include development of a local EAP Plan and determining EAP locations and needs.
 - Execution of EAPs, to include picking up evacuees at EAP locations and transporting evacuees to T-Hubs.
 - Informing its residents of EAP locations, to include public information outreach activities.
 - Providing resources to transport CTN evacuees from EAPs to a local shelter or T-Hub.

Transportation Hub (T-Hub)-Related Planning Assumptions:

- Local authorities are responsible for the following:
 - Managing T-Hub operations.
 - Informing its residents and MEMA of T-Hub location(s).
 - Providing staff to operate a T-Hub.
 - Providing the equipment and supplies to operate a T-Hub.

Sheltering-Related Planning Assumptions:

- Local authorities are responsible for managing and operating the following shelters:

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 5.0

- Local-initiated overnight shelters
- Locally managed regional (multi-community) shelters

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 6.0

Section 6.0 – Planning Factors and Methodology

Although this OPS PLAN scenario is based on a hurricane evacuation, elements of this plan may be adaptable to other hazards that prompt evacuations. For planning and management purposes, evacuations associated with various hazards are classified according to “notice” or “no-notice” incidents, which entail the amount of advanced warning time an incident provides. Consequently, the number of CTN evacuees is expected to vary depending on whether the evacuation corresponds with a notice or no-notice incident.

In a notice incident,³ a CTN evacuee may obtain private means of transportation assistance (i.e., from friends, relatives, etc.), rather than government-provided transportation assistance. However, for a no-notice incident,⁴ there is likely to be a higher percentage of CTN evacuees requiring public-provided transportation assistance due to evacuation urgency and a lack of time to arrange for privately acquired transportation assistance. Additionally, in the aftermath of a disaster, there is potential for some residents to lose access to a Privately Owned Vehicle (POV) and/or the road networks may be inaccessible, which may render them transportation dependent.

6.1 – Planning Factors for Notice and No-Notice Incidents

The State has opted to use the following CTN population planning factors for notice and no-notice incidents (see Table 2) based on data acquired from the *Massachusetts Hurricane Evacuation Study: Behavioral Analysis Survey Data Report* ("Survey").⁵

Table 2: CTN Evacuation Planning Factors		
	Notice Incident (Hurricane)	No-Notice Incident
CTN Planning Factor	2% (Zone A) 1% (Zone B)	6%

³ Example of notice incidents may include but are not limited to a hurricane or wild fire.

⁴ Examples of a no-notice incident may include but are not limited to an earthquake, terrorism, flash flooding, or tornado.

⁵ Massachusetts Hurricane Evacuation Study: Behavioral Analysis Survey Data Report, prepared by Earl J. Baker, Hazards Management Group, September 13, 2013.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 6.0

The following methodology was used to calculate the percentage of CTN evacuees for a coastal hurricane evacuation based on the Survey data:

- Ten percent (10%) of the respondents reported that someone in the household would need assistance in order to evacuate.⁶
- Of the 10% of respondents needing assistance, half would need transportation assistance.⁷ Calculation: $10\% / 2 = 5\%$
- Of the 5% needing transportation assistance, the respondents in each Evacuation Zone specified the source of assistance required:⁸
 - In Evacuation Zone A, 33% of the households indicated that they need assistance and 5% "Don't Know" the source of assistance required. Therefore, 38% may require agency assistance.
 - In Evacuation Zone B, 5% of the households indicated that they need "Agency Assistance" and 10% "Don't Know" the source of assistance required. Therefore, 15% may require agency assistance.
- The CTN Population Factor for Evacuation Zone A is based on the following calculation: $38\% \text{ of } 5\% = 1.9\%$ (round to 2%)
- The CTN Population Factor for Evacuation Zone B is based on the following calculation: $15\% \text{ of } 5\% = .75\%$ (round up to 1%)

Note: The above data was extracted from pp. 31-32 of the Survey (see Attachment 2).

⁶ See Figure 34 of Survey.

⁷ See Figure 35 of Survey.

⁸ See Figure 36 of Survey.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

Section 7.0 – Concept of Operations

A CTN evacuation is a highly complex mission. The primary reason for executing a CTN evacuation is a lack of shelter capacity within one or more evacuating municipalities. When these circumstances are present, the Commonwealth may be required to assume a major role in the shelter and transportation components of a CTN evacuation.

Operational Overview:

The CTN evacuation mission begins at the local level. The methods by which a municipality transports CTN evacuees from residences or neighborhoods will vary based on the number of CTN evacuees and the evacuating municipality's transportation capabilities. At a minimum, a municipality must provide direct transportation assistance to transport CTN evacuees directly from private residences to a local shelter (if available). However, if local officials anticipate a large number of CTN evacuees, they will need to establish Evacuation Assembly Points (EAPs) throughout the evacuating municipality. EAPs are designated locations, such as school bus stops or transit stops, where CTN populations can assemble to be transported to a shelter or T-Hub.⁹ Each evacuating municipality is responsible for designating EAPs, local shelters, and transportation routes, and providing the transportation resources to support transporting CTN evacuees on regularly scheduled EAP routes. The EAP routes culminate at a local shelter or T-Hub.

When local officials need shelter support for large numbers of evacuees, they must establish a Transportation Hub (T-Hub) to facilitate the movement of CTN evacuees out of their community to either an RRC or regional shelter. When the T-Hub becomes operational, local officials are responsible for providing transportation assets to transport CTN evacuees to the T-Hub.

The primary purpose of the T-Hub is to transfer CTN evacuees from locally-provided vehicles to state-provided vehicles for onward movement to a Regional Reception Center (RRC), or in some circumstances, directly to a regional shelter or SIRS if an RRC has not been activated.

The purpose of the RRC is to provide a centralized location to transport evacuees, conduct evacuee intake, and complete a CTN evacuee assessment to ensure appropriate shelter assignments for evacuees. These evacuees are transported from the RRC on a state-provided vehicle to the assigned shelter, typically a State-Initiated Regional Shelter (SIRS).

⁹ Even when EAPs are activated, there may be instances when local authorities are required to provide and coordinate direct transportation assistance from private residences to a shelter or T-Hub for individuals who are unable to access an EAP.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

Upon activation of this CTN plan, and/or the Statewide Evacuation Coordination Plan, State officials' immediate priorities are coordination with impacted municipalities, activation and operation of RRCs and SIRS (based on local request(s) for shelter support or anticipated need), and the acquisition and deployment of transportation resources. Once the vehicle acquisition is complete, the state-provided vehicles initially assemble at a predetermined State Staging Area (SSA). After the vehicles are checked in, provided with communications equipment (if applicable), and staged, they are ultimately deployed to a designated T-Hub Staging Area or RRC Staging Area, which are located in close proximity to either a T-Hub or RRC, respectively.

Vehicles deployed to the T-Hub Staging Area typically transport CTN evacuees from the T-Hub to an RRC, and will generally continue a looped route between the two facilities.

The vehicles deployed to an RRC Staging Area typically transport CTN evacuees from the RRC to a SIRS, and will generally continue a looped route between the two facilities. Vehicles needing refueling or other replenishment proceed to a State Staging Area (SSA) and either await a new evacuation mission or demobilize.

The following sub-sections describe in greater detail the local and state CTN evacuee support sites, transportation field sites, functions/responsibilities, and evacuation processes.

7.1 – Management and Coordination

Proper management and coordination is critical to ensuring a successful CTN evacuation. Consequently, this plan includes strategic management, tactical management, and coordination elements. Strategic components contained within this section are focused on transportation resources and closely align with the overall shelter mission. Tactical components focus on the specific transportation resources as they are used during the evacuation operation.

7.1.1 – Strategic Management and Coordination

Local, state, and federal government agencies operate using independent management and coordination systems; however, these agencies will integrate their operations during a large-scale incident or disaster by utilizing a unified command structure. Local, regional, state and federal command centers provide the physical location for key management officials to convene in order to effectively implement management and coordination of an emergency or disaster. In the event of a hurricane evacuation operation in the State of Massachusetts, the primary command centers will include the Local EOCs, MEMA Regional EOCs, and SEOC. The primary federal command centers will include the FEMA National Response Coordination Center (NRCC) in Washington D.C., and Region I Regional Response Coordination Center (RRCC) in Maynard, Massachusetts.

The contractors/vendors employed by the State of Massachusetts and the federal government may operate using an independent management and coordination structure; however, integration into state, federal, and local command structures is critical when providing support to the state during an evacuation and/or re-entry operation.

The transportation vendors required to assist with the execution of this OPS PLAN may find it necessary to deploy their own field management team(s) in order to better serve state and local governments. In all cases, those teams shall operate under the authority of the State of Massachusetts and integrate into the overall state command structure. All decisions related to the mission (to include setting of priorities) shall be directed by the State of Massachusetts, and all reports and communications shall be vetted by the SEOC before dissemination.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

7.1.2 – Transportation Movement Control System

The Transportation Movement Control System (MCS) (*see Figure 4*), managed by the Evacuation Support Specialized Mission Group (SMG) CTN Team Leader (hereinafter “SMG”), is a point-to-point management, coordination, and communication system associated with a state-supported CTN evacuation operation. More specifically, the MCS is a strategic and tactical management construct which provides for overall situational awareness and tactical deployment of transportation resources. The MCS is designed to operate effectively with a single transportation-type fleet (e.g., motor coaches) or a diverse fleet of vehicles (e.g., school buses, MBTA vehicles, etc.). The MCS supports strategic decision-making related to the quantity of vehicles at key locations throughout the evacuation and re-entry operation. Additionally, the MCS tactically controls the movement of evacuation-transportation resources from the point of mobilization through demobilization.

MEMA/SEOC is responsible for establishing the SMG and implementing the MCS. MEMA in coordination with MAESF-1 is responsible for staffing the following key SMG positions:

- Evacuation Support SMG CTN Team Leader at the SEOC
 - Single point of contact for the strategic movement of transportation resources required for a CTN evacuation.
 - Duties include:
 - Establish communication and coordination links with appropriate transportation nodes.
 - Obtain estimated CTN throughput at each T-Hub and RRC.
 - Provide an estimated number of transportation resources required for the CTN evacuation to MAESF-1.
 - Pre-position a designated number of transportation resources at each T-Hub Staging Area and RRC Staging Area.
 - Pre-position a percentage of the anticipated transportation resource requirement at each RRC Staging Area. (Example: if the total anticipated transportation requirement is 100 vehicles, pre-position 25% of the vehicles. The percentage of vehicles is based on the number of available vehicles in the fleet and the available capacity at an RRC Staging Area.)
 - Monitor the status of the entire transportation fleet based on the following criteria:
 - ❖ Available – Transportation resource is parked at an SSA and available for assignment.
 - ❖ En route – Transportation resource is currently en route to one of the following locations: a T-Hub Staging Area, RRC Staging Area, shelter, or SSA.
 - ❖ Staged – Transportation resource is parked at one of the following locations: T-Hub Staging Area, RRC Staging Area, T-Hub, or RRC.
 - Maintaining operational control of state-provided vehicles for the duration of the CTN evacuation.
- Regional CTN Evacuation Specialists located at the MEMA Regional EOC (i.e., in Region 1 and Region 2)
 - Single point of contact for the tactical movement of transportation resources within the region.
 - Duties include:
 - Establish communication and coordination links with appropriate transportation nodes.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

- Communicate with MEMA Regional Manager to determine the estimated CTN throughput at each T-Hub and RRC.
- Provide CTN status updates to the State SMG Leader at predetermined intervals. Examples of status updates may include the following:
 - ❖ Numbers of CTNs arriving at T-Hubs and RRCs
 - ❖ Numbers of CTNs being processed at each site
 - ❖ Adequate number of transportation resources staged at each Departure Area
- State Field Site Managers
 - Oversees staffing, operations, and the tactical movement of transportation resources at a designated transportation field-site location (i.e., SSA, T-Hub Staging Area, or RRC Staging Area).
 - Duties include:
 - Establish communication and coordination links with appropriate transportation nodes.
 - Coordinate the movement of transportation resources based on real-time and anticipated need.
 - Provide transportation resource accountability at predetermined intervals based on the following criteria:
 - ❖ Available – Transportation resource is parked at an SSA and available for assignment
 - ❖ En route – Transportation resource is currently en route to one of the following locations: T-Hub Staging Area, RRC Staging Area, shelter, or SSA.
 - ❖ Staged – Transportation resource is parked at one of the following locations: T-Hub Staging Area, RRC Staging Area, T-Hub, or RRC.

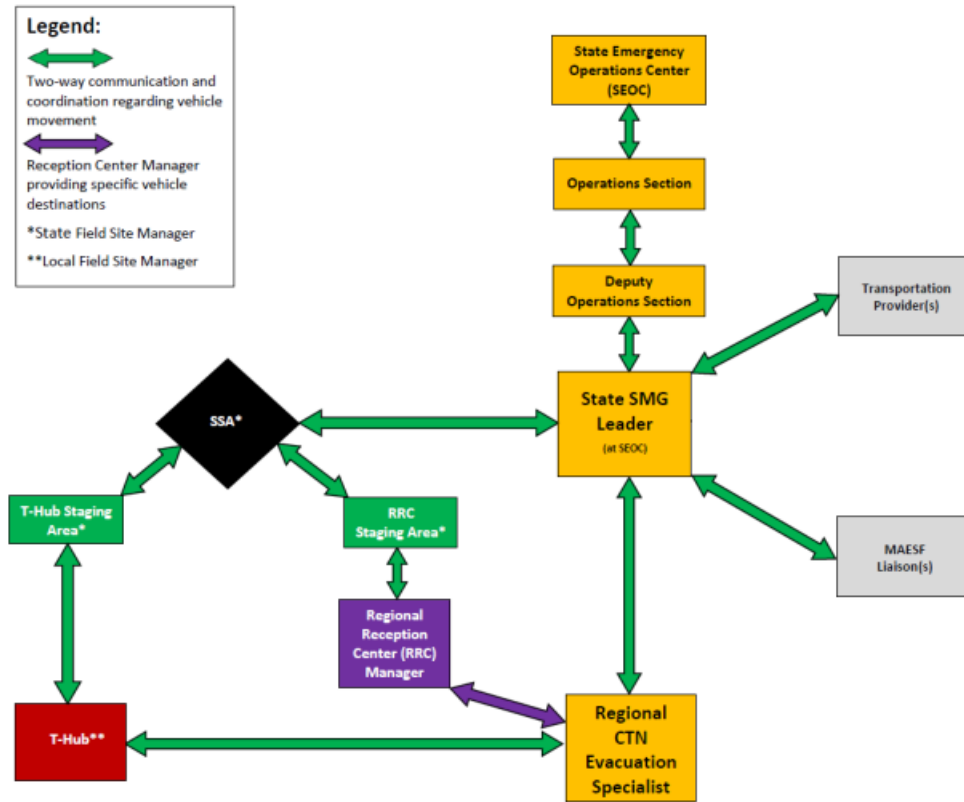
Other personnel at key locations (*see Figure 4 and Table 3*) will support the MCS by providing situational awareness of vehicles as they move from various locations during the evacuation.

Figure 4:

MCS Communication and Coordination Flow

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0



Abbreviations in Table 3: MCS Communication and Coordination Overview

CTN - Critical Transportation Need

GPS - Global Positioning System

MAESF - Massachusetts Emergency Support Function

POC - Point of Contact

QA/QC - Quality Assurance/Quality Control

SEOC - State Emergency Operations Center

SMG--Specialized Mission Group

SSA—State Staging Area

RRC—Regional Reception Center

T-Hub—Transportation Hub

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

Table 3: Movement Control System Communication and Coordination Overview			
Position	Physical Location	Communication/ Coordination Links	Duties
State SMG Leader	<ul style="list-style-type: none"> • SEOC 	<ul style="list-style-type: none"> • Deputy Operations Chief • Regional CTN Evacuation Specialist(s) • MAESF-1 • MAESF-6 • Transportation Provider(s) • SSA Field Site Manager (for vehicles) • VRP Field Site Manager 	<ul style="list-style-type: none"> • Primary POC for situational awareness of transportation assets. • Primary POC for CTN evacuation status. • Coordinate strategic movement of evacuation support vehicles. • Coordinate strategic tracking of vehicles from the RRC to the state-initiated shelter and onward to the VRP. • Provide direction to all Field Site Managers. <p>Note: Any of these tasks may be delegated to the State SMG Leader's staff. The number of staff will be proportional to the size and diversity of the transportation fleet.</p>
MAESF-6 Liaison	<ul style="list-style-type: none"> • SEOC 	<ul style="list-style-type: none"> • Primary MAESF-6 • State SMG Leader 	<ul style="list-style-type: none"> • Serve as liaison (from primary MAESF-6). • Coordinate with primary MAESF-6 to identify shelter destinations. • Provide shelter destinations to the State SMG Leader.
MAESF-1 Liaison	<ul style="list-style-type: none"> • SEOC 	<ul style="list-style-type: none"> • Primary MAESF-1 • State SMG Leader 	<ul style="list-style-type: none"> • Serve as liaison (from primary MAESF-1). • Coordinate with primary MAESF-1 regarding vehicle acquisitions. • Address concerns with agency and/or contract vendor.
Transportation Provider	<ul style="list-style-type: none"> • SEOC 	<ul style="list-style-type: none"> • Provider's Dispatch Center • State SMG Leader 	<ul style="list-style-type: none"> • Serve as liaison (from transportation provider's operations/dispatch center). • Coordinate with transportation provider on vehicle availability and/or dispatching. • Identify and resolve any issues related to the transportation provider's vehicles.

January 2019

For Official Use Only

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

**Table 3: Movement Control System
Communication and Coordination Overview**

Position	Physical Location	Communication/ Coordination Links	Duties
SSA Field Site Manager	<ul style="list-style-type: none"> A stand-alone or co-located SSA 	<ul style="list-style-type: none"> State SMG Leader RRC Staging Area T-Hub Staging Area 	<ul style="list-style-type: none"> Responsible for the following actions: <ol style="list-style-type: none"> Log In Vehicle QA/QC Vehicle/driver Check In Communications/GPS tracking equipment (optional) Staging vehicles Dispatching/tracking vehicles Create and maintain ready line for quick deployment to RRC Staging Area(s) or T-Hub Staging Area(s). Continually monitor the vehicle status at RRC Staging Area and T-Hub Staging Area. Report to State SMG Leader on the status of vehicles (at regular intervals).
VRP Field Site Manager	<ul style="list-style-type: none"> A stand-alone or co-located SSA 	<ul style="list-style-type: none"> State SMG Leader 	<ul style="list-style-type: none"> Responsible for the following actions: <ol style="list-style-type: none"> Check-in Vehicle cleaning Communications/GPS tracking equipment exchange (if applicable) Waste disposal Staging vehicles Providing ready line and mission briefing Dispatching/tracking vehicles for re-entry Demobilizing communications/GPS tracking equipment (if applicable)

January 2019

For Official Use Only

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

Table 3: Movement Control System Communication and Coordination Overview			
Position	Physical Location	Communication/ Coordination Links	Duties
Regional CTN Evacuation Specialist	<ul style="list-style-type: none">Regional EOC [Affected Region(s)]	<ul style="list-style-type: none">State SMG LeaderRRC(s)T-Hub(s)	<ul style="list-style-type: none">Primary POC for situational awareness related to transportation assets within a respective region.Primary POC for situational awareness related to the CTN evacuations within a respective region.Ensure that adequate CTN transportation assets are available to meet the requirement.Troubleshoot transportation issues.Monitor whether shelter assignments/destinations are occurring in a timely manner.
RRC Manager	<ul style="list-style-type: none">Various RRC locations	<ul style="list-style-type: none">Regional CTN Evacuation SpecialistRRC Staging Area	<ul style="list-style-type: none">Receive CTN evacuees at drop-off location.Screen CTN evacuees for inability to travel longer distances (e.g., elderly, CTN evacuees with pets).Enter CTN identification information into tracking system (if applicable).Queue the appropriate number of CTN evacuees associated with each bus/motor-coach capacity.Create CTN manifest.Provide shelter destinations.Assist with the loading of CTN evacuees and luggage.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

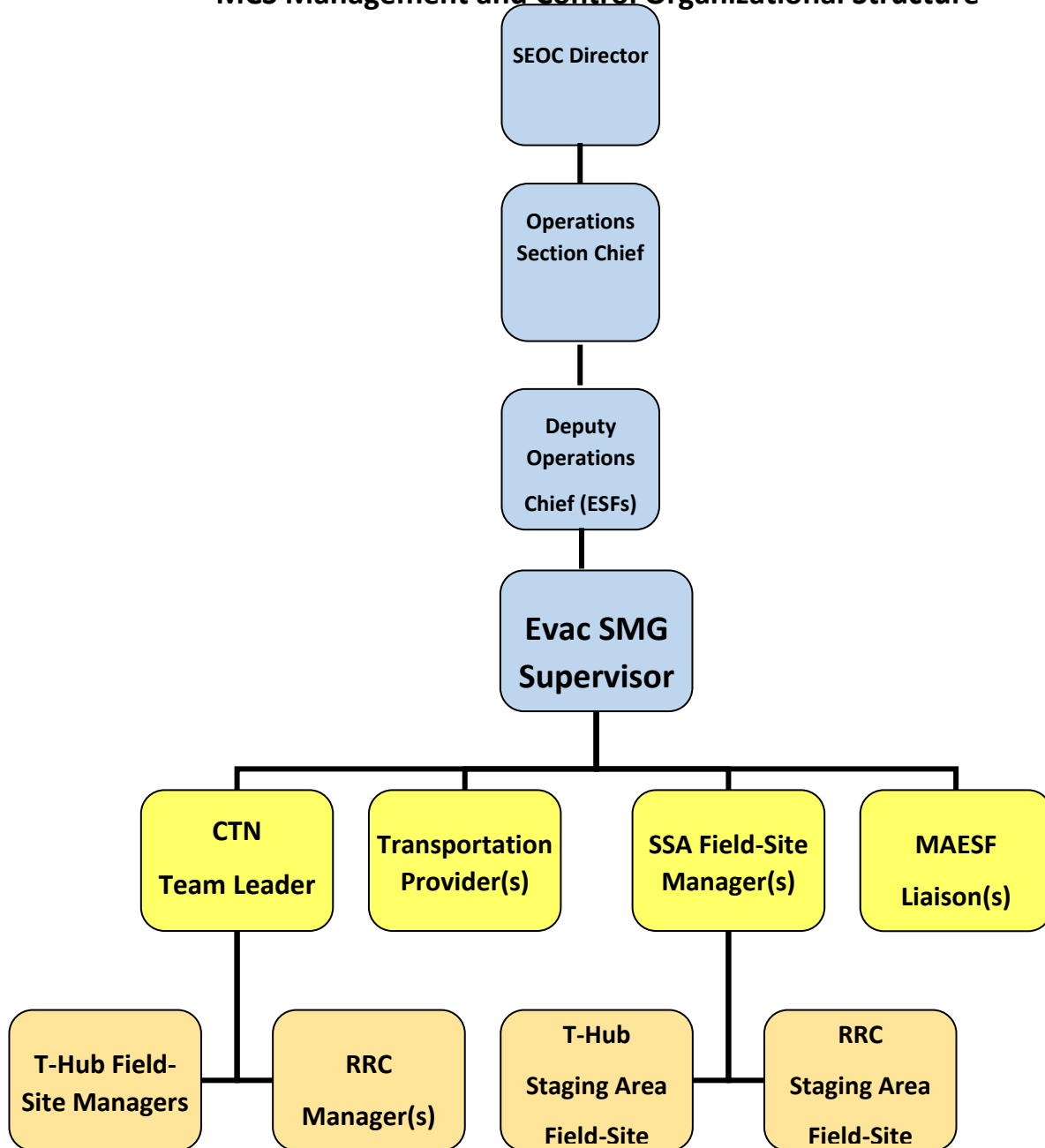
Table 3: Movement Control System Communication and Coordination Overview			
Position	Physical Location	Communication/ Coordination Links	Duties
RRC Staging Area Field Site Manager	<ul style="list-style-type: none"> • Various locations • Close proximity to each RRC 	<ul style="list-style-type: none"> • RRC • SSA 	<ul style="list-style-type: none"> • Check in state-provided vehicles. • Dispatch vehicles to the RRC departure area. • Continually monitor status of staged vehicles to ensure there are sufficient vehicles to support the demand. • Continually monitor the status of RRC activity. • Provide situational awareness to the SSA Field Site Manager.
T-Hub Field Site Manager	<ul style="list-style-type: none"> • Each evacuating municipality T-Hub location 	<ul style="list-style-type: none"> • Regional CTN Evacuation Specialist • T-Hub Staging Area 	<ul style="list-style-type: none"> • Receive CTN evacuees at drop-off location. • Screen CTN evacuees for inability to travel longer distances (e.g., elderly, CTNs with pets). • Enter CTN identification information into tracking system (if applicable). • Queue the appropriate number of CTN evacuees relative to each bus/motor coach capacity. • Create CTN manifest. • Assist with the loading of CTN evacuees and luggage.
T-Hub Staging Area Field Site Manager	<ul style="list-style-type: none"> • Close proximity to each T-Hub 	<ul style="list-style-type: none"> • T-Hub • SSA 	<ul style="list-style-type: none"> • Check in state-provided vehicles. • Dispatch vehicles to the T-Hub departure area. • Continually monitor status of state-provided vehicles to ensure there are sufficient vehicles to support the demand. • Continually monitor the status of T-Hub activity. • Provide situational awareness to the SSA Field Site Manager.

January 2019

For Official Use Only

Figure 5:

MCS Management and Control Organizational Structure



Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

7.2 – CTN Evacuee Support Sites

The CTN evacuee support sites are an essential component of CTN evacuation operations. The EAP and T-Hub are locally supported sites, and the RRC is a state-supported site.

7.2.1 – Local CTN Evacuee Sites and Requirements

Evacuation Assembly Point (EAP)

- An EAP is a short-term location (e.g., school bus stop, transit bus stop, etc.) within the evacuating community. Local authorities may instruct CTN evacuees to walk from their residences to an EAP to obtain evacuation transportation to a shelter (for incidents during which the community is able to operate a shelter) or T-Hub. There may be instances where the community may transport evacuees directly to the RRC (if the community is close to an operational RRC, and it is more effective to directly transport).
- Municipalities will have multiple EAPs located throughout the jurisdiction to ensure that CTN evacuees do not have to walk too far from their homes to an EAP.
- Municipalities are responsible for providing transportation resources to pick up CTN evacuees at EAPs at scheduled intervals during the evacuation process. Frequency of pickups will be based on a number of factors, including the number of vehicles running routes, demand, and the circumstances of the incident.
- Local officials are responsible for designating and publicizing EAP location(s) in their jurisdiction.
- In urban and more populated communities, pickups at EAPs may need to be more frequent, and local officials may consider establishing EAPs in the following locations:
 - School bus stops along designated routes
 - Transit bus stops along designated routes
 - Designated locations along snow routes
- In rural and less populated areas, pickups at EAPs may be less frequent and local officials may consider establishing EAPs at the following types of locations:
 - School bus stops along designated routes
 - Well-known local facilities such as:
 - Post office
 - Fire or police station
 - Library
 - Market
- Local authorities should publicize EAP pick-up times to avoid having evacuees wait at EAPs for prolonged periods of time.

Transportation Hub (T-Hub)

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

- A T-Hub is a predesignated facility in each evacuating municipality. Each municipality is expected to have at least one T-Hub or to have agreements in place with neighboring communities for the operation of a regional T-Hub. Larger communities may require more than one T-Hub.
- Municipalities are responsible for transporting CTN evacuees from community EAPs to a T-Hub where they are assessed to determine whether evacuees are physically capable of traveling long distance on a state-provided vehicle (i.e., from the RRC to a state-initiated shelter) and/or whether they are traveling with a pet.
- A T-Hub is activated when local shelter demand is anticipated to exceed local shelter capacity and the state evacuation support plan is activated and the municipality is looking for the state to move evacuees to RRCs and SIRS.
- A determination may be made not to utilize a T-Hub if the evacuating community is close to an operational RRC and the municipality will transport evacuees to the RRC. Such a determination should be made in close consultation/collaboration with SEOC staff to ensure that situational awareness is maintained.
- When identifying a facility to serve as a T-Hub and developing operational plans for a T-Hub, the municipality should use worst-case scenario estimates in terms of the number of CTN evacuees that may need to be processed through the T-Hub.
- It is necessary to estimate the throughput (rate of movement) of CTN evacuees at a T-Hub to determine the total number of staff, vehicles, and other resources that will be required to successfully operate the T-Hub, including moving evacuees from the T-Hub to an RRC. Factors to consider when estimating the throughput of CTN evacuees include:
 - Incident type and magnitude.
 - Estimated number of evacuees based on the incident (e.g., affected surge zones).
 - Estimated number of CTN evacuees requiring shelter (e.g., 3% of the evacuating population).
- Staffing is a local responsibility and staffing requirements are commensurate with the estimated throughput at a specific T-Hub location.
- Physical/Facility Requirements (*see Figure 6*):
 - Internal Requirements:
 - Large open area to process CTN evacuees and pets (if applicable).
 - External Requirements:
 - An Arrival Area for local transportation assets arriving from EAPs to drop off CTN evacuees. This area should have a curb or parking area that can accommodate two (2) to four (4) buses at any one time and is attached to or in close proximity to the facility.
 - A Departure Area, separate from the Arrival Area, where state-provided vehicles can pick up CTN evacuees (i.e., a curb or parking area that can accommodate two to four large buses at any one time). The Departure Area should be attached to or in close proximity to the facility.
 - Ample exterior lighting at the Arrival Area and Departure Area.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

- Parking lot area to serve as a T-Hub Staging Area where state-provided vehicles can stage for short periods of time/stand in queue for the Departure Area.
- Internal CTN processing area functions include:
 - Screening – the process of assessing CTN evacuees to determine the evacuation support required for transportation to the RRC. Assessment criteria may include the following:
 - Whether each evacuee can safely travel to the RRC in the type of vehicles provided by the state.
 - Whether an evacuee is an unaccompanied minor.
 - ❖ Unaccompanied minors will be assigned to, and accompanied by a local public safety official throughout the screening process and during transport to an RRC or shelter facility. Upon arrival to the RRC/shelter, supervision of the unaccompanied minor will be the responsibility of RRC staff until an appropriate state authority (e.g. DCF) is assigned or the child is reunified with the parent/legal guardian.
 - Whether an evacuee requires additional accommodations such as an ADA compliant and/or appropriately equipped vehicle.
 - ❖ Evacuees with disabilities and other access and/or functional needs will not be separated from family and/or caregivers.
 - ❖ Evacuees will not be separated from their durable medical equipment (e.g. wheelchair, walker etc.).
 - Whether an evacuee must be transported to a medical facility.
 - ❖ Such an evacuee will not be separated from family and/or caregivers.
 - Whether an evacuee is accompanied by a pet or service animal, which requires specialized transportation accommodations or preparations.
 - Queuing – the process of grouping CTN evacuees together who are traveling on the same vehicle to the RRC or state-initiated shelter.
 - Manifesting – the process of documenting the queued CTN evacuees assigned to a specific vehicle.
 - T-Hub staff obtain the name and other identifying/pertinent information of each person in a given queue line and record the information on a form or via an electronic record system.
 - If using a paper form, one copy of the form (manifest) is provided to the driver of the vehicle that will transport the evacuee from the T-Hub to an RRC or shelter, and one copy is retained at the T-Hub.
- External CTN processing area functions include:
 - Assisting with offloading evacuees, luggage, and household pets (if applicable) from the incoming vehicles at the T-Hub Arrival Area.
 - Directing evacuees from the Arrival Area to the screening area (generally located within the T-Hub facility).

Commonwealth of Massachusetts CTN Evacuation OPLAN

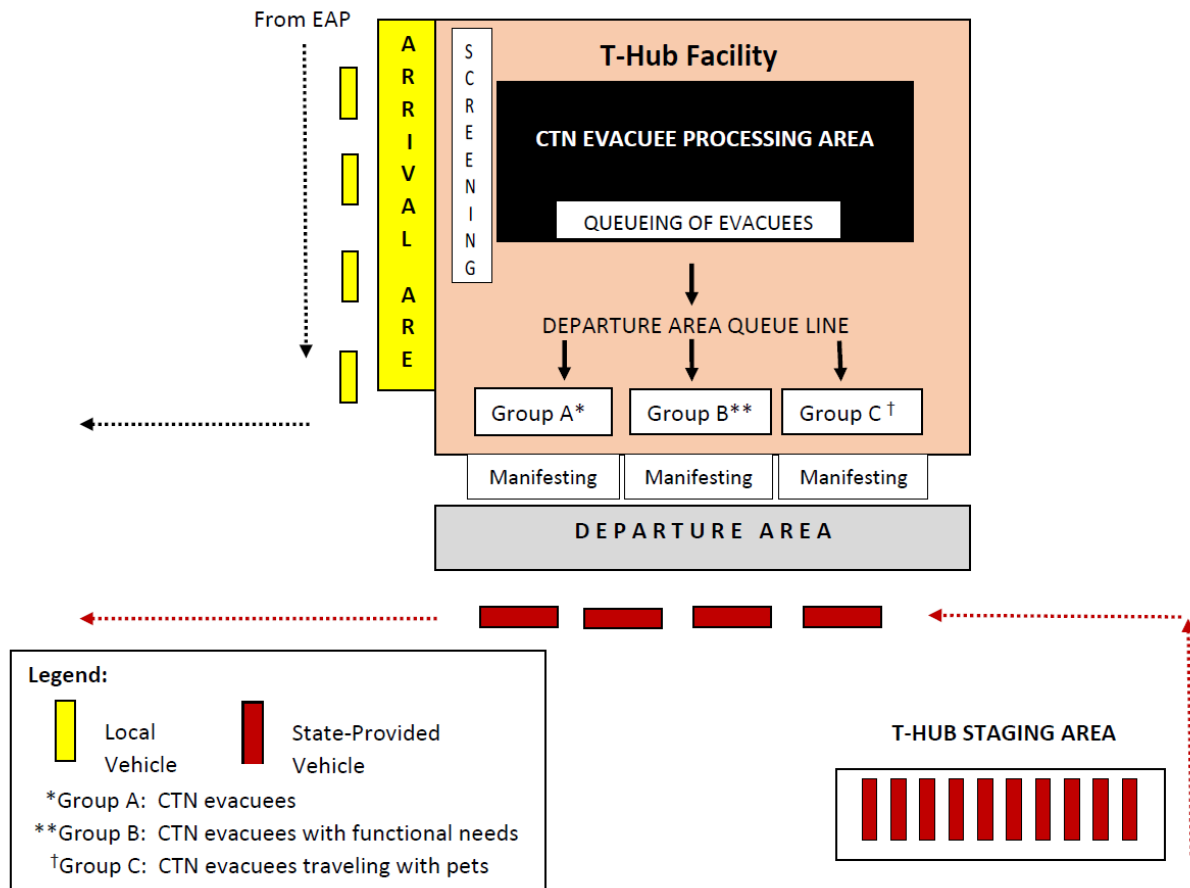
Base Plan - Section 7.0

- Assisting with loading evacuees, luggage, and household pets (if applicable) onto state-provided vehicles at the T-Hub Departure Area.
- T-Hub Vehicle Allocation and Flow
 - The vehicles allocated to each T-Hub are typically used to transport evacuees between a T-Hub and designated RRC and will generally continue running a looped route between the two facilities until the T-Hub operation ceases.
 - The number of transportation resources at each T-Hub is based on an evacuating municipality's anticipated number of CTN evacuees requiring state shelter support.
 - Vehicle allocation is provided at 125% of the anticipated number of vehicles required to move CTN evacuees to an RRC.
 - Ideally, the positioning and flow of the allocated vehicles is as follows:
 - 25% are positioned at the T-Hub Departure Area where evacuees board the vehicles.
 - 25% are en route to the RRC.
 - 25% are off-loading evacuees at the RRC.
 - 25% are returning from the RRC to the T-Hub.
 - The remaining 25% are held in reserve at the T-Hub Staging Area until the vehicles are needed in support of the following contingencies:
 - ❖ There are more CTN evacuees than anticipated.
 - ❖ High traffic volume causes extended travel times for vehicles en route to or returning from the assigned RRC.
 - ❖ Vehicle breakdowns.
 - ❖ Driver rest issues.
 - It may take several hours to fully utilize the allocated vehicles due to the slow arrival of the anticipated number of CTN evacuees.

Figure 6: Sample T-Hub Model

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0



7.2.2 – State CTN Evacuee Sites and Requirements

Regional Reception Center (RRC)

- An RRC is a regional facility operated by the state and serving multiple communities where evacuee intake is conducted and shelter assignments are made. The state - with MEMA as the state lead - will staff, equip, manage, and operate RRCs.
- State-provided vehicles will transport CTN evacuees from each T-Hub to a designated RRC.
- State officials will pre-identify facilities to serve as RRCs.
- Detailed Operational Plans have been developed for the setup, use, and demobilization of RRC facilities.
- State-provided vehicles will transport CTN evacuees from an RRC to state-initiated regional shelters.
- The number of operational RRCs will be dependent on the magnitude and location of the incident and the number of evacuees requiring shelter.
- Throughput of an RRC should not exceed 24 hours for any individual, as possible.
- The physical requirements for RRCs are detailed in Attachment 3.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

- When it appears likely that large-scale evacuations with large numbers of evacuees requiring shelter, state and local officials will coordinate efforts to activate RRC operations. This decision may coincide with the commencement of the CTN evacuation operation (approximately 30 hours from expected arrival of tropical storm force winds in the Commonwealth) depending on the size and location of the storm.
- An RRC generally includes the following processing area functions:
 - Arrival Area

In this area, staff will:

 - Monitor the flow of inbound local vehicles that are transporting CTN evacuees to the Arrival Area.
 - Receive copies of manifests from drivers transporting evacuees from T-Hubs.
 - Screening Area
 - Staff will perform a cursory screening of CTN evacuees as they arrive from T-Hubs to confirm the evacuation support required. Screening criteria generally include:
 - Whether each evacuee can safely travel on a vehicle to a more distant shelter location.

Note: individuals with disabilities and others with access and functional needs may require additional accommodations, to include an ADA-compliant vehicle.
 - Whether an evacuee is accompanied by a pet.

Note: evacuees who are accompanied by a service animal will be transported to a more distant shelter.
 - Registration Area

The typical registration process includes:

 - Obtaining pertinent identifying information (i.e., name, address, phone number) associated with each CTN evacuee for purposes of tracking and manifesting.
 - Queuing the appropriate number of evacuees based on the number of seats in the evacuation vehicle.
 - Creating a manifest of the queued group of evacuees assigned to a specific vehicle.
 - Assigning a shelter destination for the queued group of evacuees.
 - Short-Distance Travel Area
 - CTN evacuees wait for transportation to a local shelter or hospital/medical facility if they cannot safely travel to a more distant shelter for various reasons (e.g., have medical issues).
 - Waiting Area
 - After the queuing process, CTN evacuees may be directed to a waiting area until staff directs them to the Departure Area.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

- Departure Area
 - The area, separate from the Arrival Area, where state-provided vehicles pick up CTN evacuees (i.e., a curb or parking area that can accommodate two to four large buses at any one time). The Departure Area should be attached to or in close proximity to the facility.

Departure Area staff will:

- Coordinate with the RRC Staging Area and request a specified number/type of CTN transportation resources required at the Departure Area.
 - ❖ Assist with loading CTN evacuees, luggage, and small pets (if applicable) onto a designated vehicle at the Departure Area.
 - ❖ Provide each driver with a passenger manifest, the shelter destination, and SSA location. A map and directions to shelter and SSA will also be provided if necessary.
 - ❖ Instruct the driver to provide the passenger manifest to the shelter manager.
- The RRC maintains 24-hour operations until state officials issue a demobilization order.

7.3 – State Transportation Field Sites and Requirements

The transportation field sites are another fundamental element of CTN evacuation operations. The sites include the T-Hub Staging Area, RRC Staging Area, State Staging Area (SSA), and Vehicle Replenishment Point (SSA). Each of these sites has distinct functions and requirements associated with processing and/or staging state-provided vehicles.

T-Hub Staging Area

- The primary purpose of the T-Hub Staging Area is to:
 - Stage a predesignated number of vehicles en route from either a transit facility or SSA in order to facilitate a timely vehicle response to a T-Hub.
 - Provide overflow parking in the event that not all vehicles are immediately required on the route to transport CTN evacuees from the T-Hub to RRC.
- Each evacuating municipality will pre-identify a T-Hub Staging Area to support the T-Hub.
- The T-Hub Staging Area should be located either adjacent to or in close proximity to the T-Hub.
- T-Hub Staging Area staff* will:
 - Communicate vehicle needs through the corresponding LEOC, who will in turn relay the vehicle needs through the respective MEMA Regional EOC (Regional CTN Evacuation Specialist).
 - Coordinate with T-Hub personnel to meter the flow of vehicles required at a T-Hub.

*The state will provide a minimum of two personnel (per shift) in order to park vehicles, dispatch vehicles to the corresponding T-Hub, and communicate with the T-Hub and

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

SSA.

- The T-Hub Staging Area:
 - Is fully operational at approximately H-32.
 - Maintains the same hours of operation as the corresponding local or regional T-Hub (typically 24-hour operations).
 - Terminates operations in accordance with the local or regional T-Hub (no later than H-0).

RRC Staging Area

- The purpose of the RRC Staging Area is to facilitate a timely vehicle response to an RRC by staging a predetermined number of vehicles from either a transit facility or SSA.
 - If necessary, an RRC Staging Area may also serve as a T-Hub Staging Area.
- The RRC Staging Area should be located either adjacent to or in close proximity to an RRC.
- The RRC Staging Area will communicate vehicle needs through the SSA Manager.
- RRC Staging Area staff will coordinate with RRC personnel to meter the flow of vehicles required at an RRC.
- The RRC Staging Area:
 - Is fully operational at approximately H-38.
 - Maintains the same hours of operation as the corresponding RRC (typically 24-hour operations).
 - Terminates operations in accordance with the RRC (no later than H-0).

State Staging Area (SSA)

- The purpose of an SSA is to process and stage evacuation vehicles (e.g., private/ contracted vehicles, transit vehicles, and/or government-provided vehicles) for deployment to designated locations during a CTN evacuation.
- A SSA will typically be necessary if transportation resources are acquired from private transportation providers.
- Site selection is based on the following optimal criteria:
 - Roadway Access:
 - Roadway width allows for turning radius of a motor coach
 - Hard surface roadway for ingress and egress
- Staging Area Considerations:
 - Large open area for parking a large number of buses or motor coaches
 - Hard stand surface (asphalt or concrete)
 - Adequate lighting

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

- Perimeter fencing
 - Other On-Site Amenities Considerations:
 - Electricity
 - Running water
 - Restrooms
 - Cellular Phone Service
 - Land-line Service
 - An SSA may be established at predesignated SSA locations in Region 1 or Region 2 (*see Attachment 5*) as either a co-located or stand-alone site.
 - Each SSA is classified by type based on the level of capability (i.e., number of vehicles and personnel) (*see Attachment 6*).
 - SSA functional areas may include*: (*see Attachment 7 for sample SSA layout*)
 - Log In
 - The area where SSA personnel log in each vehicle using a pre-established form (*see Attachment 9*) to determine whether the vehicle is eligible to proceed to the next processing stage.
- * The complexity of the SSA depends on the type of vehicles being used for the evacuation.*
- Vehicle Quality Assurance/Quality Control (QA/QC)
 - The area where SSA personnel evaluate the working condition and safety of each vehicle.
 - Vehicle/Driver Check In
 - The area where SSA personnel obtain specific information from each driver, and record the information on the Check-In form (*see Attachment 10*).
 - Distribution of Communications Kits/Global Positioning Systems (GPS) Tracking Devices (optional)
 - The area where SSA personnel assign and distribute communication kits/GPS tracking devices to incoming drivers/vehicles.
 - Fuel Distribution (optional)
 - The area for placing a fuel truck so that SSA personnel can distribute fuel to state-provided evacuation vehicles.
 - Staging/Parking Area
 - The area where SSA personnel stage/park incoming vehicles that are authorized to support the CTN evacuation mission.
 - Driver Briefing Area

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

- The area where SSA personnel brief each driver on what to expect during the upcoming evacuation mission and provide information on communications protocols and equipment.
- Vehicle Ready Line and Mission Briefing
 - The area where a driver positions his vehicle immediately prior to deployment. SSA personnel provide a cursory mission briefing and driver packet information (e.g., map or other mission-related information) to the driver.
- Tactical Dispatching/Tactical Tracking
 - The area where SSA personnel provide dispatching and tracking duties which include identifying available vehicles, processing requests for vehicles, determining which vehicle will fill a request, dispatching vehicles to designated locations, and tracking the location of vehicles throughout the evacuation mission.
- A state-government agency or private-transportation vendor is responsible for staffing and managing operations at the SSA.
- After vehicles are fully processed at the SSA, designated SSA staff will deploy an initial allotment of vehicles to the T-Hub Staging Areas and RRC Staging Area(s).
 - The SSA Manager shall coordinate with the Evacuation Support Specialized Mission Group (SMG) CTN Team Leader (*see Section 7.1.1*) regarding any T-Hub Staging Area or RRC Staging Area requests for additional vehicles.
- The SSA is operational at approximately H-54.
- The SSA maintains 24-hour operations until state officials issue a demobilization order (no later than H-6).

7.4 – Key Local CTN Evacuation Functions

Local Emergency Management Agencies (EMAs) play a key role in evacuation operations, which is detailed in the State Evacuation Coordination Plan. As a home-rule state,¹⁰ local governments have the authority to issue an evacuation order. For purposes of this plan, local government functions may include the following:

¹⁰ In "Home-Rule" states, an amendment to the state constitution grants cities, municipalities, and/or counties the ability to pass laws to govern themselves as they see fit (as long as they obey the state and federal constitutions).

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

7.4.1 – Identification of CTN Evacuees Requiring Direct Transportation Assistance

- Municipalities are encouraged to develop plans and capabilities for identifying CTN evacuees who are unable to make their way to an EAP. These CTN evacuees may have a disability or other access and functional need that precludes them from evacuating their homes without assistance. As a result, these individuals may require local-provided transportation assistance to evacuate from their homes to a T-Hub or shelter (direct transportation assistance). Examples of operational capabilities include but are not limited to the following:
 - Establishing a government information line/hot line that residents and third parties (e.g., family, friends, or caregiver organizations) may call to request evacuation assistance.
 - Establishing a local registry/database of residents who may require government transportation assistance.
 - Conducting well-being checks of homes, particularly those known to be occupied by people with access and functional needs.
 - Coordinating with government and non-government organizations that typically provide services to individuals with disabilities and others with access and functional needs in the community. Coordination should occur during the preparedness/planning phase and in real time during the operations phase.

7.4.2 – Evacuation Assembly Point (EAP) Operations

- Designate EAP locations and inform the public of the locations, pick-up times, and hours of operation.
- Establish appropriate routes to support EAP operations.
- Implement and oversee EAP operations to include picking up evacuees from local EAPs.¹¹
- Demobilize EAP operations in accordance with established timelines.

7.4.3 – Transportation Hub (T-Hub) Operations

- Pre-identify a T-Hub site in accordance with recommended site criteria.
- Enter into agreements/contracts to use the pre-identified T-Hub site(s).
- Acquire the staff and wrap-around resources necessary to operate the T-Hub.
- Implement and manage the T-Hub.

¹¹ Upon implementing EAP operations, local officials will maintain direct transportation assistance.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

- Inform the Regional EOC of the estimated number of CTN evacuees requiring transport and any specialized transportation services needed (e.g., para-transit vehicles).
- Demobilize the T-Hub in accordance with established timelines.

7.4.4 – T-Hub Staging Area

- Pre-identify a T-Hub Staging Area in support of the T-Hub.
- Implement agreements/contracts to use predesignated T-Hub Staging Area site(s).
- Acquire the staff necessary to operate the T-Hub Staging Area.
- Implement and manage the T-Hub Staging Area.
- Communicate vehicle needs through the corresponding LEOC. If the LEOC is unable to fulfill the requirements, the LEOC will communicate the vehicle needs through the respective MEMA Regional Emergency Operations Center (REOC).
- Meter the flow of vehicles required at a T-Hub.
- Demobilize the T-Hub Staging Area in accordance with established timelines.

7.4.5 – Local Ground Transportation

Preparedness Phase:

- Pre-identify the type and estimated number of local ground-transportation resources (i.e., local government or private sector vans/buses, transit buses, school buses, etc.) necessary to transport CTN evacuees from a private residence (direct transportation assistance) or EAPs to one of the following locations:
 - Local shelter
 - T-Hub
 - RRC - if a community is located in close proximity to an operational RRC (i.e. drive time is 10 minutes or less)
- Pre-identify transportation provider(s).
 - Query transportation providers to identify the type/quantity of available transportation resources.
 - Enter into agreements/contracts to use pre-identified transportation resources.

Operations Phase:

- Coordinate the acquisition of transportation resources.
 - Execute transportation agreements/contracts.
- Coordinate the deployment of transportation resources.
 - Inform local transportation provider(s) of pick-up and drop-off locations.
 - Ensure evacuees are picked up at EAPs and transported to a T-Hub or RRC.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

- Notify the Regional EOC to request state support if municipality anticipates exceeding its local sheltering and transportation capacities. This includes informing the Regional EOC of the estimated number of CTN evacuees requiring transport and any specialized transportation services needed (e.g., para-transit vehicles).

7.4.6 – Pet Transportation/Sheltering

- Chapter 54 of the Acts of 2014, An Act Ensuring the Protection of People with Pets in Disasters requires cities and towns to have a plan in place to address the evacuation and sheltering needs of household pets before, during, and after an emergency or natural disaster.
 - Each municipality should review its own transportation guidelines related to pet transport on local transportation resources pursuant to the above legislation.
- Provide staff support, supplies, and equipment to assist with the evacuation of household pets.
- Assist with pet processing (e.g., registration, tagging, etc.) at T-Hub and shelter locations.
- Identify and coordinate transportation resources that may be necessary to transport pets to shelters (e.g., vans and/or box trucks for pets in cages/crates).
- Coordinate with local ESF-6 regarding pet sheltering requirements.

7.4.7 – Public Information/Messaging

- Coordinate public information messaging for a locally supported CTN evacuation.
 - Coordinate messaging with the state Joint Information Center (JIC).
 - Disseminate evacuation information to local residents.
 - Prepare press releases and schedule press conferences.

7.5 – Key State CTN Evacuation Functions

State officials are responsible for implementing and managing the following functions associated with a CTN evacuation.

7.5.1 – Ground-Transportation

Preparedness Phase:

- Query at-risk municipalities to confirm the anticipated number of CTN evacuees.
- Identify shelter capacity shortfalls in order to determine transportation requirements.
- Pre-identify transportation provider(s):
 - Query transportation providers to identify the type/quantity of available transportation resources.
 - Enter into agreements with transportation provider(s) in order to acquire a specified type and number of transportation resources.

Operations Phase:

- Coordinate the acquisition of transportation resources.
- Coordinate the deployment of transportation resources.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

- Implement the CTN Evacuation Plan.
- Coordinate the transportation of CTN evacuees from T-Hubs to RRCs and from RRCs to state-initiated shelters.

7.5.2 – Transportation Field-Site Operations (SSA, RRC Staging Area)

Preparedness Phase:

- Pre-identify transportation field sites that meet pre-established site criteria.
- Enter into agreements/contracts with field-site providers.
- Pre-identify the logistical resources needed at each transportation field site.
- Pre-identify the staffing provider(s) (i.e., state-government and/or vendor-contract staff) and number of staff required at each field site.

Operations Phase:

- Establish and oversee field-site operations in accordance with established timelines.
- Confirm staffing requirements.
- Communicate and coordinate with appropriate entities/personnel in accordance with the MCS (*see Section 7.1.2*).
- Process and deploy vehicles to designated locations.
- Demobilize operations in accordance with established timelines.

7.5.3 – Regional Reception Center (RRC) Operations

- Implement RRC operations if the state anticipates that multiple municipalities will exceed local shelter capacity and require state-sheltering and transportation support.
- Acquire the staff and logistical-resource support necessary to operate the RRC(s).
- Oversee RRC operations and demobilize no later than H-Hour.

7.5.4 – Shelter Assignments/Destinations

- MEMA, the American Red Cross, and other appropriate agencies will coordinate all shelter assignments associated with CTN evacuees traveling on a state-provided vehicle to a state-initiated regional shelter.
- A SIRS and RRC Specialized Mission Group (SMG) at the SEOC will coordinate these activities and provide state-initiated regional shelter assignments/ destinations to the RRC Manager.
- If all available SIRS reach full capacity, the SIRS and RRC Specialized Mission Group (SMG) at the SEOC will coordinate with the MEMA Deputy Operations Section Chief and MAESF-6 will coordinate with neighboring states and/or FEMA Region I to identify host-state shelters for CTN evacuees.

7.5.5 – Public Information/Messaging

Proper public information messaging is a critical element of a successful CTN evacuation.

- The designated lead agency for MAESF-15 will coordinate public information messaging for a state-supported CTN evacuation.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

- MAESF-15 will establish a JIC in order to coordinate messaging with local JICs/Public Information Officers (PIOs).
- MAESF-15 will disseminate information using all necessary tools including but not limited to:
 - Mass commercial media (radio, television, newspapers)
 - Publicly owned media
 - Cable television
 - Massachusetts Alerts
 - Mass511 or highway advisory radio
 - Government web sites
 - Emergency Alert System (EAS)
 - Wireless Emergency Alerts (WEA)
 - Social media (Facebook and Twitter)
 - Call centers (i.e., 2-1-1) or direct telephone (hotline) number(s)

7.6 – CTN Evacuation Process

For purposes of this plan, a CTN evacuation is classified into two phases. Phase 1 describes a CTN evacuation process that solely encompasses local transportation resources, and Phase 2 describes a CTN evacuation process that integrates local and state resources.

7.6.1 – Phase 1/Locally Supported CTN Evacuation

- Phase 1 signifies that a municipality is capable of sheltering evacuees from at risk areas.
- Local vehicles (e.g., school buses, transit vehicles, or passenger vans acquired from local-transportation providers) pick up CTN evacuees at EAPs based on a pre-established routes and schedules (e.g., every 30 minutes).
- Local vehicles transport CTN evacuees from an EAP to one of the following locations:
 - Local-initiated overnight shelter
 - Locally managed Multi-community regional shelter

7.6.2 – Phase 2/State-Supported CTN Evacuation

- Phase 2 signifies that municipalities have exceeded local-shelter capacity and have requested state-sheltering support.
- Phase 2 begins with a Phase 1 (local) vehicle transporting CTN evacuees to one of the following designated locations:
 - An RRC (if the RRC is located within the evacuating community or within close proximity to an operational RRC).
 - T-Hub (if the RRC is not located within the evacuating community or within close proximity).

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

- State-provided vehicles (e.g., school buses, transit vehicles, and/or motor coaches acquired from state-transportation providers) will pick up CTN evacuees at a designated T-Hub and transport them to an RRC located outside of the community.
- State-provided vehicles transport CTN evacuees from:
 - T-Hubs to a designated RRC.
 - A designated RRC to a state-initiated shelter.
- After CTN evacuees are processed at the RRC, state-provided vehicles will transport CTN evacuees to a state-initiated shelter.

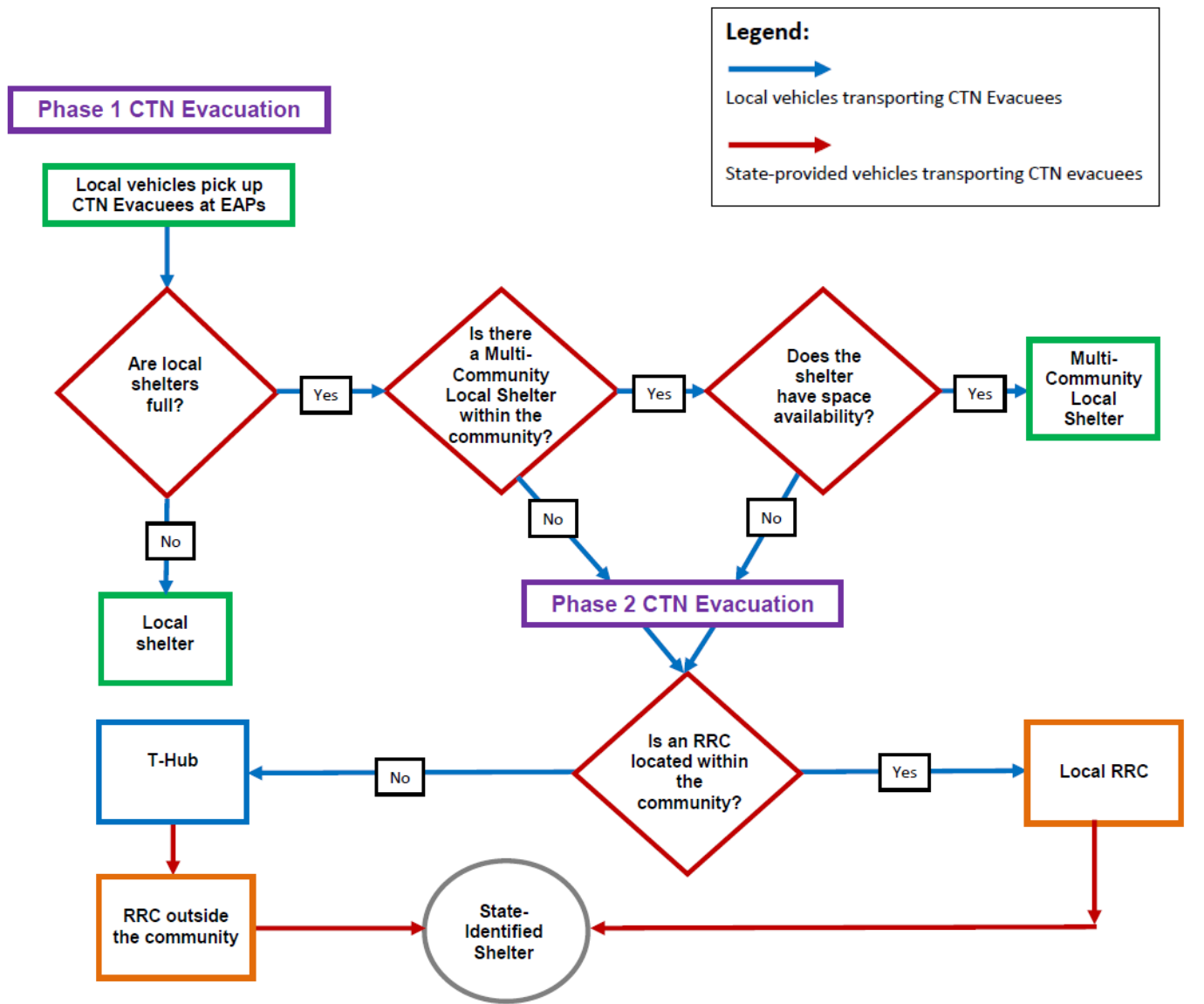
Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 7.0

7.6.3 – Flow Chart Illustration

Figure 7 is a flow chart for a Phase 1 and Phase 2 evacuation that describes the sequence of actions necessary for determining CTN transportation destinations.

Figure 7: CTN Evacuation Flow Chart



Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 8.0

8.0 – State-Provided Transportation Resources

At the core of this plan are the state-provided transportation resources necessary to transport CTN evacuees from T-hubs to a designated RRC and from RRC(s) to a SIRS.

8.1 – Ground-Transportation Providers

- After pre-identifying the ground-transportation requirements, MEMA, in coordination with MAESF-1, will enter into agreements/contracts with transportation providers which may include:
 - State/public transportation providers (likely requiring a pre-established written agreement to procure vehicles)
 - Transit buses (MBTA/RTAs)
 - School buses
 - Passenger vans

Note: The number of MBTA resources may be limited due to the demand for continuing transit service during the initial evacuation period.

- Private transportation providers (requiring a state-contract to procure vehicles)
 - Motor coaches
 - Minibuses
 - 15-passenger vans
 - Para-transit buses

8.2 – Activation of Transportation Resources

MEMA and MAESF-1 will coordinate the activation of state-provided transportation. Additionally, an Evacuation Support Specialized Mission Group (SMG) may be established in the SEOC to ensure focused planning is done surrounding both the CTN evacuation and any other needed general evacuation support. In order to determine the number and type of transportation resources required, MAESF-1 will query MAESF-6 to determine sheltering shortfalls and the anticipated number of CTN evacuees requiring state-initiated sheltering. The number of CTN evacuees requiring state-initiated sheltering will determine the transportation requirements.

- MEMA and MAESF-1 will coordinate the activation of all available state/public transportation resources (e.g., transit buses, school buses, passenger vans, ADA-compliant vehicles) and drivers in support of a CTN evacuation.
 - Activate all or a portion of the agreed upon transportation resources depending on the magnitude of the evacuation.
 - Inform provider(s) of when the transportation resources need to be operational.
 - Identify whether transportation resources will be deployed from the provider's motor-pool site/garage or from an SSA.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 8.0

Note: MBTA vehicles used to support evacuation operations will be serviced and staged at an MBTA facility.

- If MAESF-1 anticipates that the required number of transportation resources will exceed the state's available resources, MAESF-1 will notify the SEOC Operations Section Chief or designee so that the SEOC Resource Unit can implement other efforts to acquire the appropriate number and type of private-transportation resources (e.g., motor coaches and para-transit vehicles).
- Upon receiving notice from MAESF-1 that private-transportation resources are needed, the SEOC Manager may direct the Resource and Procurement Units to implement a contract necessary to acquire additional vehicles and drivers. Contract implementation includes the following:
 - Activate all or a portion of the agreed upon transportation resources depending on the magnitude of the evacuation. The number and type of private transportation resources required is based on the:
 - Estimated number of CTN evacuees that require state-initiated sheltering.
 - Projected shortfall of state/public vehicles needed to transport CTN evacuees.
 - Estimated number of trips possible for each vehicle.
 - Inform provider(s) of the time at which the transportation resources need to be operational.
 - Specify that drivers/vehicles report to a designated SSA.
- The SEOC (through the CTN Evacuation Specialized Mission Group) provides sole direction to any transportation provider that assists with the CTN evacuation.

8.3 – Deployment Process for State-Provided Transportation Resources

After the state formally acquires the transportation resources necessary, the SEOC (through the CTN Evacuation Specialized Mission Group) will coordinate the deployment of those resources. The process for deploying state-provided transportation resources to and from various locations is described below followed by a diagram that illustrates the process (*see Figure 8*):

- The deployment of a state-provided vehicle first occurs when it departs the SSA or transportation provider's facility and travels to either a designated T-Hub Staging Area or RRC Staging Area.

Initial Deployment to a T-Hub Staging Area:

- Upon arrival at a T-Hub Staging Area, the state-provided vehicle is temporarily staged.
- Upon receiving a request for vehicles from the T-Hub Manager (or designee), the T-Hub Staging Area Manager directs the requested number of vehicles to the T-Hub Departure Area.
- After a state-provided vehicle arrives at the T-Hub Departure Area, a queued group of CTN evacuees boards the vehicle and the driver transports the CTN evacuees to the RRC Arrival Area.
- Upon arrival at the RRC, evacuees exit the vehicle and retrieve their luggage, and the driver returns to the T-Hub Staging Area to await another mission unless otherwise directed by the T-Hub Staging Area Manager.

Initial Deployment to an RRC Staging Area:

- Upon arrival at an RRC Staging Area, the state-provided vehicle is temporarily staged.

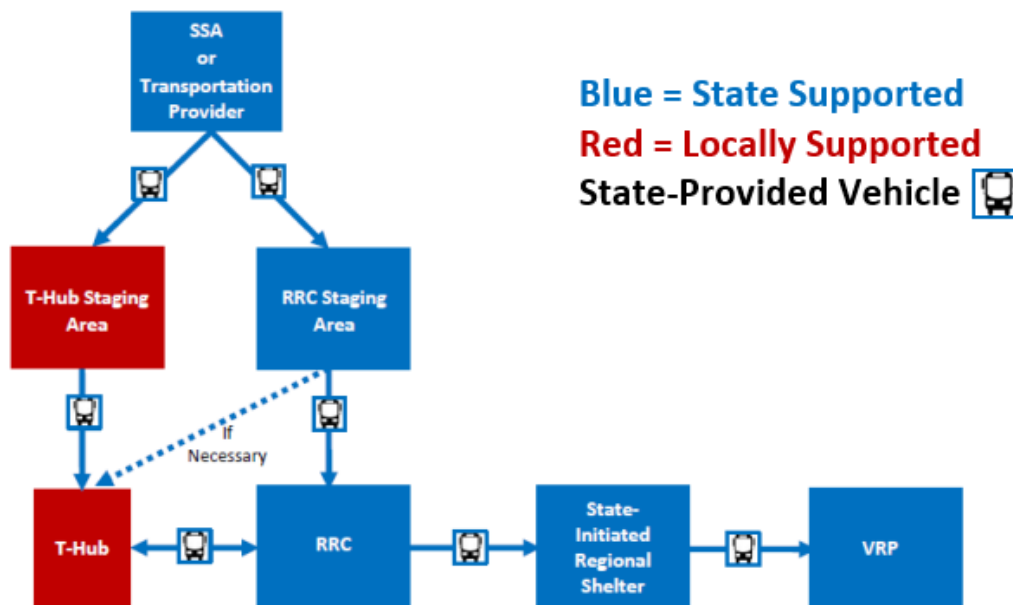
Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 8.0

- Upon receiving a request for vehicles from the RRC Manager (or designee), the RRC Staging Area Manager directs the requested number of vehicles to the RRC Departure Area.
- After a state-provided vehicle arrives at the RRC Departure Area, a queued group of CTN evacuees board the vehicle and the driver transports the CTN evacuees to a designated state-initiated shelter.
- After arriving at the state-initiated shelter, evacuees exit the vehicle and retrieve their luggage, and the driver travels to a predesignated SSA.
 - Depending on the proximity of an RRC to a state-initiated shelter, a state-provided vehicle may continue to support the evacuation if time permits.

Note: All state-provided high-profile vehicles must depart the evacuating area no later than H-6 due to safety concerns.

Figure 8: Deployment Process for State-Provided Transportation Resources



9.0 – Strategic Timeline and Associated Tasks/Actions

The complexity of a CTN evacuation, coinciding with several other complex evacuation missions, makes it imperative that timelines synchronize at the state and local level. For purposes of this plan and the corresponding hurricane scenario, the timing of various actions may require adjustments based on changes in the hurricane status. State and local authorities will confer before making significant changes to the timeline.

9.1 – Timeline Planning Considerations

The following planning considerations apply to the state's strategic timeline:

- The strategic timeline relates to a worst-case evacuation clearance time of 32 hours.
- State officials use an H-Hour evacuation timeline as a planning and decision-making tool.
 - H-Hour is defined as the onset of tropical-storm-force winds.
- Commencement of timeline actions is dependent upon various factors including but not limited to:
 - Magnitude and timing of the storm
 - Political decision-making
 - Emergency declaration status
- Timeline actions may require adjustments based on the need to commence evacuation during daylight hours.
- The Commonwealth may request transportation resources based on the anticipated needs of local government.
- Adequate notification is necessary for travelers/commuters who are reliant on public transportation so they can make necessary preparations to evacuate before normal public-transportation service ends.

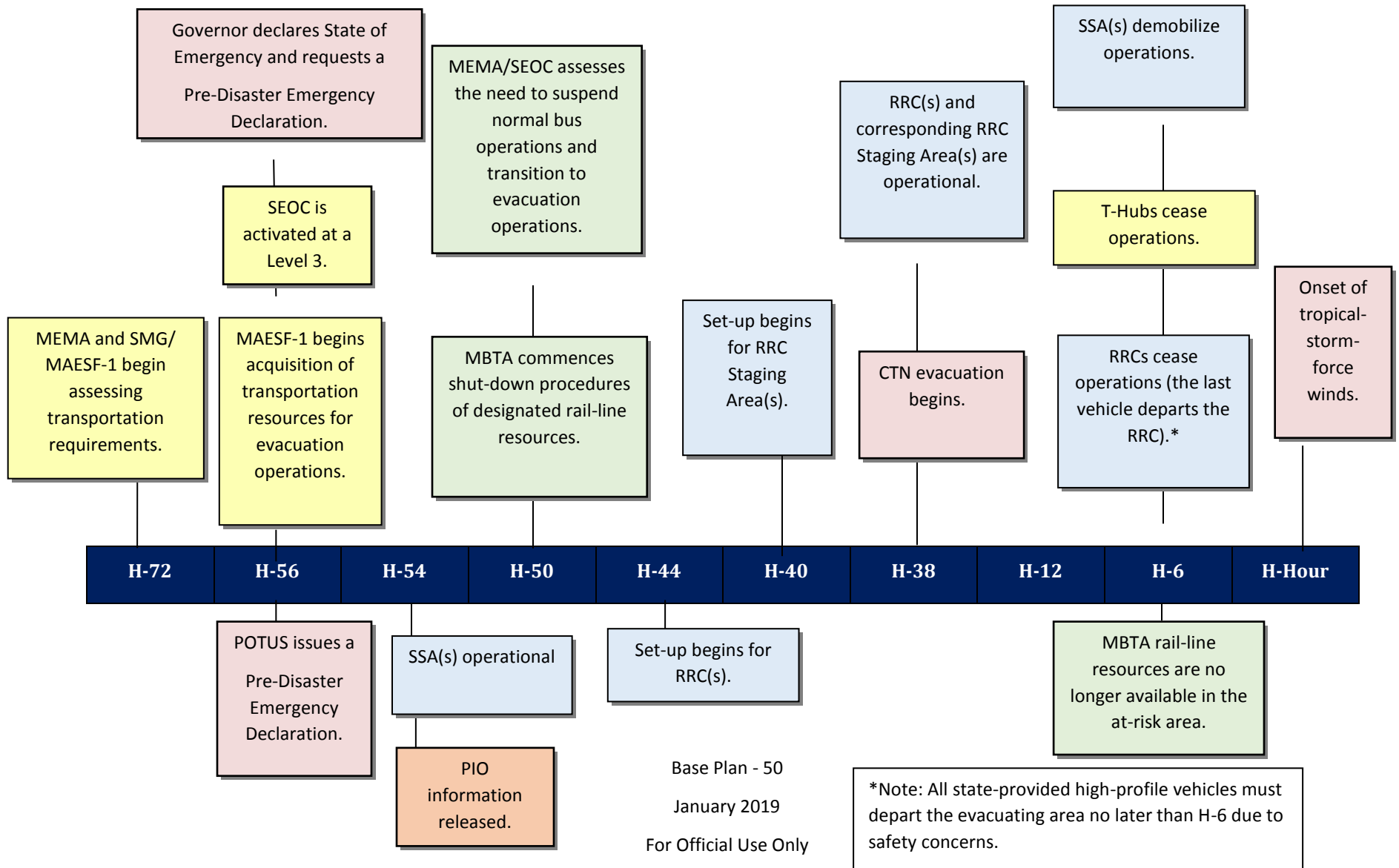
9.2 – Strategic Evacuation Timeline

The strategic evacuation timeline (*see Figure 9*) identifies key actions required before and after the evacuation commences.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan – Section 9.0

Figure 9: Strategic Evacuation Timeline



Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 10.0

Section 10.0 – Roles and Responsibilities

There are multiple components to a CTN evacuation operation that will involve extensive coordination by numerous agencies and organizations. This section identifies the lead and supporting agencies/organizations that have essential roles and responsibilities in a CTN ground-transportation evacuation. Although this section highlights the primary roles and responsibilities, it is incumbent on the agencies/organizations identified in this plan to develop standard operating procedures (SOPs) in order for staff members to effectively execute the corresponding field/support mission.

10.1 – State Lead Agency

Massachusetts Emergency Management Agency (MEMA)/State Emergency Operations Center (SEOC)

MEMA is responsible for coordinating all aspects of the state's mitigation, preparedness, response, and recovery functions associated with an emergency/disaster. In accordance with the Massachusetts Comprehensive Emergency Management Plan, MEMA serves as one of several responsible agencies for the following Massachusetts Emergency Support Functions (MAESFs):

- MAESF-2 (Communications)
- MAESF-5 (Business and Industry)
- MAESF-6 (Mass Care, Emergency Housing, and Human Services)
- MAESF-9 (Search and Rescue)
- MAESF-11 (Agriculture, Animals, and Natural Resources)
- MAESF-14 (Recovery)
- MAESF-15 (Public Information)

For purposes of this plan, MEMA will serve as the lead agency responsible for identifying the requirements and coordinating the Commonwealth's inclusive response to a state-supported CTN evacuation. In addition, MEMA will:

- Query at-risk municipalities to confirm the anticipated number of CTN evacuees.
- Pre-identify transportation providers.
 - Query transportation providers to identify the type/quantity of available transportation resources.
 - Enter into agreements with transportation provider(s) in order to acquire a specified type and number of transportation resources.
- Identify transportation field sites (i.e., SSAs, RRC Staging Areas) and negotiate agreements with each facility/site owner.
- Pre-identify the staffing providers and logistical resources needed at each transportation field site.
- Identify RRC sites and negotiate agreements with each facility/site owner.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 10.0

- Implement the CTN Evacuation OPS PLAN if authorized by the Governor's office.
- Ensure overall coordination of this Annex is in line with the Commonwealth Evacuation Coordination Plan.
- Work within established Evacuation Support Specialized Mission Groups, under the Evacuation Support SMG Supervisor.
- Notify appropriate agencies and organizations that have an operational role in implementing the CTN evacuation plan.
- Activate and operate the SEOC at the appropriate level.
 - Level 1: Steady State/Monitoring
 - Level 2: Partial Activation
 - Level 3: Full Activation
- Provide command and control in the SEOC and overall coordination of the state's assets and resources.
- Provide situational awareness, expertise, and recommendations to government leadership and SEOC staff related to all aspects of the CTN evacuation.
- Execute agreements/contracts:
 - Agreements with state/public transportation providers for transportation resources
 - Contracts with private transportation providers for transportation resources
 - Agreements/contracts to use transportation field sites
 - Agreements/contracts to use predesignated RRCs
- Implement and oversee the MCS (*see Section 7.1.2*).
 - Oversee the Evacuation Support SMG Supervisor.
 - Oversee the SMG CTN Team Leader
- Identify personnel to staff the following key SMG positions.
 - State Evacuation Support SMG Supervisor at the SEOC
 - Evacuation Support SMG CTN Team Leader
 - Regional CTN Evacuation Specialist at the Regional EOC
 - State Field Site Managers
- Identify the staffing requirements at transportation field sites.
- Establish and oversee field-site operations.
- Coordinate the transportation of CTN evacuees from T-Hubs to RRCs and from RRCs to state-initiated shelters.*
- Communicate and coordinate with appropriate entities/personnel in accordance with the MCS.*

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 10.0

- Assess the need to use a phased approach to gradually suspend normal bus-route services based on the demand from communities for evacuation transportation resources.*

**This function is the responsibility of the Evacuation Support SMG CTN Team Leader.*

- Coordinate and implement state support associated with specific components of a CTN evacuation. This may include transportation-field-site locations (i.e., transit facilities, SSAs, T-Hub Staging Areas, RRC Staging Areas, RRCs, state-initiated regional shelters, and other shelters (if applicable)).
- Assist with acquiring transportation resources, staffing, and other logistical resources that may be required at transportation field sites and RRC sites.
 - The MEMA Operations Section and Finance Section may be required to assist with the acquisition of transportation resources from private transportation providers if requested by MAESF-1.
- Oversee RRC operations and demobilize in accordance with established timelines.
- In coordination with MAESF-1, demobilize field site operations in accordance with established timelines.

MEMA officials will administer requests for assistance from local jurisdictions (through the regional offices) and coordinate support to affected municipalities if an emergency/disaster exceeds the local government's ability to respond or recover. If requests exceed state capabilities, MEMA officials, in coordination with the Governor, may request a pre-disaster emergency declaration in order to acquire federal support. If the state obtains a federal declaration, MEMA may request federal support by submitting RRFs to FEMA.

10.2 – State Supporting Agencies

Massachusetts Governor's Office

The Governor is the chief executive of the Commonwealth and may declare a State of Emergency¹² in the event of an impending or no-notice emergency or disaster. Additionally, the Governor may order the implementation of state emergency operations plans and may also submit a request for an emergency declaration to the President of the United States either pre- or post-incident. The Governor is the commander-in-chief of the Commonwealth's

¹² A State of Emergency allows for state resources to be available for response and recovery activities and calls for MEMA to activate the State's Comprehensive Emergency Management Plan. While the Massachusetts Governor may declare a State of Emergency based on the forecast, a State of Emergency is not required in order to implement this plan.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 10.0

armed forces and may authorize the activation and deployment of National Guard resources in support of Commonwealth operations or to support local government as requested.

MAESF-1 (Transportation)

Primary State Agencies:

Massachusetts Department of Transportation (MassDOT)

Rail & Transit Division

Massachusetts Bay Transportation Authority (MBTA)*

Regional Transit Authorities (RTAs)*

The designated lead agency responsibilities for MAESF-1 include the following:

- Coordinate with MEMA on planning, logistical, and operational support requirements.
- Provide situational awareness, expertise, and recommendation to government leadership and SEOC staff related to all aspects of transportation and the CTN evacuation.
- Coordinate with transportation providers (e.g., MBTA and RTAs, school-bus providers, private vendors, etc.) to acquire and deploy transportation resources.
- Oversee all transportation resources that are used in support of the CTN evacuation.
- Provide support to the Evacuation SMG as requested by MEMA/SEOC.
- Provide routing recommendations for state-provided vehicles that are transporting CTN evacuees from RRCs to designated shelters.
- Initiate request to waive driver hours.
- Initiate waiver of highway tolls.
- In coordination with MEMA, demobilize field site operations in accordance with established timelines

***Massachusetts Bay Transportation Authority (MBTA) and Regional Transit Authorities (RTAs)**

- The MBTA provides public transportation to the Greater-Boston Area (includes 176 cities and towns) and serves as the nation's 5th largest mass-transit system in terms of daily ridership. In order to carry out its mission, MBTA maintains one hundred eighty-three (183) bus routes, two (2) of which are Bus Rapid Transit lines, three (3) rapid transit lines, five (5) light rail (Central Subway/Green Line) routes, four (4) trackless trolley lines, and thirteen (13) commuter rail routes.
- The MBTA may provide a predetermined number of vehicles and drivers in support of this plan.
 - The majority of MBTA buses will be ADA compliant and capable of accommodating passengers in wheelchairs.
 - The majority of MBTA buses are equipped with GPS tracking, which enables officials to track the location of any bus at any given time.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 10.0

- There are currently fifteen (15) RTAs in the State of Massachusetts. While all of the RTAs provide fixed route bus service, many also provide shuttle and para-transit services.
 - RTA vehicles/drivers are considered a local resource and typically will not be available as a state resource in support of this plan.

MAESF-6 (Mass Care, Emergency Housing, and Human Services)

Primary State Agencies:

Massachusetts Emergency Management Agency

Primary Supporting Organizations:

American Red Cross

MEMA and the American Red Cross play vital roles in successfully implementing the *Massachusetts Statewide Mass Care and Shelter Coordination Plan* ("shelter plan"). In order to effectively accomplish the CTN evacuation mission, it is essential that the CTN Evacuation Plan synchronizes closely with the shelter plan.

MAESF-6 responsibilities related to this plan include the following:

- Identify shelter capacity shortfalls in order to determine transportation requirements.
- Assign an ESF-6 representative to the SEOC to provide overall coordination and communication, situational awareness, expertise, and recommendations to state government leadership, SEOC staff, RRC(s), shelters, and local organizations supporting ESF-6 on all aspects of sheltering (e.g., shelter activations, sequence of fill, CTN shelter assignments/destinations, shelter status reports, etc.).
- Maintain communication with local EOCs, shelters, and RRCs.
- Identify and activate State-Initiated Regional Shelters (SIRS) and coordinate shelter destinations for the CTN evacuating population.
- Provide a liaison/representative to RRC(s) in order to facilitate the movement of CTN evacuees.
- Provide SIRS assignments/destinations to the ESF-6 liaison/representative at the RRC.
- Provide guidance and staff support for RRC operations (as requested).
- If all available SIRS reach full capacity, coordinate with neighboring states and/or FEMA Region I to identify host-state shelters for CTN evacuees.

MAESF-11 (Agriculture, Animals, and Natural Resources)

Primary State Agency:

Department of Agricultural Resources (DAR)

- Provide personnel at the SEOC during a CTN evacuation to assist with resource requests involving household pets and service animals.
- Provide resource support (i.e., staffing and equipment/supplies) at the RRC(s) to assist with the processing and movement of household pets and/or service animals that are evacuating with their CTN owners.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 10.0

MAESF-13 (Public Safety and Security)

Primary State Agency:

Massachusetts State Police

- Provide law enforcement capability in support of state CTN evacuation operations (e.g., security and traffic control at state transportation field sites and RRCs) as requested by MEMA/SEOC.

MAESF-15 (Public Information)

Primary State Agencies:

Massachusetts Emergency Management Agency

Governor's Press Office

An essential component to any evacuation operation is the proper dissemination of public information. In support of this plan, MAESF-15 will:

- Develop public-education tools for a mass-transportation-evacuation-education program in coordination with local emergency management officials.
- Establish a Joint Information Center (JIC) and coordinate with authorized local officials and/or any operational local JICs to develop information announcements regarding CTN evacuation procedures.
 - Prepare coordinated press releases and schedule press conferences in support of the evacuation operation.
- Develop regional and statewide information announcements regarding regional CTN evacuation procedures.

MAESF-16 (Military Support)

State Agencies:

Massachusetts National Guard

The Massachusetts National Guard has assets and capabilities that may be necessary to respond, protect, and preserve life and property during emergencies and disasters when local and state civilian resources are either exhausted and/or insufficient to accomplish the needed mission. If activated by the Governor, National Guard may be tasked to assist with various pre-landfall evacuation duties. In accordance with this plan, the National Guard may be tasked to:

- Provide security at key locations [e.g., SSA(s), T-Hub Staging Areas, RRC Staging Area(s), RRC(s), shelters,] in conjunction with local or state law enforcement.
- Support RRC operations (e.g., assisting with loading and unloading CTN evacuees/pets/luggage from evacuation vehicles, and process/manifest CTN evacuees).

10.3 – Other Supporting Agencies/Organizations

Private-Transportation Providers

Base Plan - 56

January 2019

For Official Use Only

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 10.0

MAESF-1, in coordination with MEMA, may acquire transportation resources from one or more private-transportation providers if the number of vehicles required for the state's CTN evacuation exceeds the state's current capabilities. Upon implementation of an agreement/contract with the State of Massachusetts, MAESF-1 will ensure that the vendor complies with the contract requirements which may include but are not limited to the following:

- Supply the contracted number and type of vehicles and drivers to support an evacuation and/or re-entry operation.
- Coordinate with MAESF-1 on field-site-staffing requirements.
- Maintain coordination and communication with designated MAESF-1 and MEMA officials, as necessary, before, during, and after the evacuation operation.
- Ensure that all contracted vehicles arrive at SSA with at least 3/4 tank of fuel.
- Provide lodging accommodations and meals for its drivers.
- Provide a mechanism for refueling (e.g., fuel card or fuel account).
- Make any necessary mechanical repairs to its vehicles.
- Develop driver instructions that address vehicle mechanical breakdowns and emergencies (e.g., medical, fire, security, etc.).
- Identify additional resources (e.g., a wrecker and replacement vehicle) that may be necessary to respond to a mechanical breakdown.

Federal Motor Coach Evacuation Operational Support Contractor

FEMA identified a contractor as the prime provider recipient of the Motor Coach Evacuation Operational Support (MCEOS) contract for large-scale motor coach evacuation operations in the Continental United States. The federal MCEOS contractor is responsible for providing the State of Massachusetts with designated operational support upon issuance of a FEMA task order. If the state receives a federal declaration, state officials may request federal support in the implementation of this plan. Operational support activities may include deploying Liaison Officers (LNOs)/Subject Matter Experts (SMEs) to key locations, preparing Incident Action Plans (IAPs), and providing advisory field support at key sites (e.g., SSAs, transit facilities).

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 11.0

Section 11.0 – Authorities and References

There are numerous authorities and references to provide the legal basis for the CTN Ops Plan

11.1 – Massachusetts State Legislation and Executive Orders

- Massachusetts Civil Defense Act, Chapter 639 of the Acts of 1950 Codified, Appendix 33
- An Act Ensuring the Safety of People with Pets in Disasters, Chapter 54 of the Acts of 2014
- An Act Providing for the Entry of the Commonwealth into the Interstate Emergency Management Assistance Compact, Chapter 339 of the Acts of 2000
- An Act Further Regulating Dam Safety, Repair, and Removal, Chapter 448 of the Acts of 2012
- Massachusetts General Laws, c. 21E
- Massachusetts General Laws, c. 40, §4A
- Massachusetts General Laws, c. 40, §4I
- Massachusetts General Laws, c. 40, §4J
- Massachusetts General Laws, c. 48, §59A
- Massachusetts General Laws, c. 66, §10
- Massachusetts General Laws, c. 164, §85B
- Massachusetts General Laws, c. 253, §§44-50
- Massachusetts General Laws, c. 272, §98A
- Massachusetts Executive Order #144, September 27, 1978
- Massachusetts Executive Order #221, June 30, 1982
- Massachusetts Executive Order #242, June 28, 1984
- Massachusetts Executive Order #469, September 28, 2005

11.2 – Massachusetts Emergency Management Agency Supporting Documents

- Comprehensive Emergency Management Plan, Massachusetts Emergency Management Agency
- Commonwealth Evacuation Coordination Plan
- EMAC Operations Manual
- Massachusetts SEOC Standard Operating Procedures
- Massachusetts Hurricane Preparation Checklist, 2017
- MA Statewide Mass Care and Shelter Coordination Plan
- Cape Cod Emergency Traffic Plan
- Massachusetts Department of Transportation, Office of Security Planning and Emergency Preparedness, Metro Boston Emergency Traffic Management Planning Concept of Operations for an Evacuation Zone Approach.
- Massachusetts Department of Transportation, Metropolitan Boston Emergency Evacuation
- Traffic Control Point Support Plan, Concept of Operations.
- Massachusetts Department of Transportation; Unified Response Manual for Roadway Traffic Incidents.
- Massachusetts Hurricane Evacuation Study: Behavioral Analysis Survey Data Report, prepared by Earl J. Baker, Hazards Management Group

11.3 – Federal Legislation

- The Federal Civil Defense Act of 1950 (Public Law 920, 81st U.S. Congress) as amended by Public Law 96-342 (September 1980).

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 11.0

- Homeland Security Act of 2002
- Homeland Security Presidential Directive 5, Management of Domestic Incidents
- Post-Katrina Emergency Reform Act of 2006
- Post Evacuation and Transportation Standards (PETS) Act of 2006
- The Americans with Disabilities Act.
- Disaster Evacuation and Displacement Policy: Issues for Congress, April 16, 2006.
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (Disaster Relief Act of 1974), 42 U.S.C. s. 5151 (2006).
- Catastrophic Hurricane Evacuation Plan Evaluation: A Report to Congress, USDOT, June 1, 2006.
- Pets Evacuation and Transportation Standards Act (PETS) of 2006, September 21, 2006.

11.4 – Supporting Federal References

- Developing and Maintaining Emergency Operations Plans, Comprehensive Preparedness Guide (CPG) 101, Version 2.0 (October 2010).
- National Incident Management System (NIMS), October 2017
- U.S. Department of Homeland Security/Federal Emergency Management Agency, Mass Evacuation Incident Annex, June, 2008.
- FEMA Region 1 Operations Plan
- National Disaster Housing Strategy
- FEMA and USACE Hurricane Evacuation Study, 2016

11.5 – Other References

- U.S. Government Accountability Office (GAO). 2006. Disaster Preparedness: Preliminary Observations on the Evacuation of Hospitals and Nursing Homes due to Hurricanes. GAO-06-443R. Washington, DC: GAO www.gao.gov/new.items/d06443r.pdf.
- U.S. Government Accountability Office. 2006. Disaster Preparedness: Preliminary Observations on the Evacuation of Vulnerable Populations due to Hurricanes and Other Disasters. GAO-06-790T. Washington, DC: GAO. www.gao.gov/new.items/d06790t.pdf.
- National Research Council, Transportation Research Board Studies and Special Programs, Emergency Evacuation Planning for Special Needs Populations Inadequate, July 24, 2008.
- Real, Byron. 2007. "Hard Decisions in the Big Easy: Social Capital and Evacuation of the New Orleans Area Hispanic Community during Hurricane Katrina." Pp. 72-83 in Perspectives on Social Vulnerability, edited by K. Warner. Bonn: United Nations University, Institute for Environment and Human Security.
- Transportation-Disadvantaged Populations: Actions Needed to Clarify Responsibilities and Increase Preparedness for Evacuations.
- Federal Emergency Management Agency (FEMA). 2014. Declarations Process Fact Sheet: The Emergency Response Process. The Declarations Process/Primary Considerations for Declaration.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 12.0

Section 12.0 – Task Tables

The task tables contained in this section include a detailed description of the various tasks/ functions necessary to implement operations at an SSA, RRC Staging Area.

Task: State Staging Area (SSA) Operations for Evacuation Vehicles	
Mission:	Establish an SSA in order to check in, stage, and deploy designated state-provided-transportation resources.
Task Provided by:	State Support <input checked="" type="checkbox"/> Vendor Contract <input type="checkbox"/> Federal Support <input type="checkbox"/>
Planning Assumptions Specific to Task:	<ul style="list-style-type: none">• Communications technology is operational.• MEMA is responsible for pre-identifying the SSA location and entering into agreements/contracts with the field-site provider.• Transportation providers are responsible for staffing the SSA.• MEMA is responsible for establishing and overseeing the SSA. This oversight will primarily be accomplished from the SEOC.• Each transportation provider will provide a liaison/representative to the SEOC [in support of the Evacuation Specialized Mission Group (SMG)] in order to assist with the coordination of SSA operations.• MAESF-13 will provide security and traffic control.• The SEOC Operations Section Chief, in coordination with MAESF-1, will determine when to implement SSA operations.• The SSA is a 24-hour operation.
Personnel Required:	<ul style="list-style-type: none">• SSA Manager• Quality Assurance/Quality Control (QA/QC) Specialist• Check-in Specialist• Ready-Line Supervisor• Dispatcher• Field-Support staff• Transportation Provider Liaison/Representative

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 12.0

	<p><i>Staffing is required for two 12-hour shifts.</i></p> <p>Note: The total number of personnel required is based on the " SSA Type" (see <i>Attachment 6</i>)</p>
Equipment/Supplies Required:	<p><u>Acquired by MEMA and delivered to the SSA:</u></p> <p>Orange safety vests, flashlights, cone-tipped flashlights, batteries, cellular phones, two-way radios/walkie-talkies, light towers, variable message signs, portable toilets (if restroom facilities are unavailable on-site), dumpsters, office supplies, check-in forms including a check-in form repository box, and packaged meals/bottled water for SSA staff.</p>
Task: State Staging Area (SSA) Operations for Evacuation Vehicles	
Site Location and address:	<p>An SSA may be established at any of the following locations:</p> <ul style="list-style-type: none">• An SSA in Region 1 or Region 2 (see <i>Attachment 5</i>) as either a co-located or stand-alone site. <p>Region 1:</p> <p>Hanscom Air Force Base (civilian side) - SSA</p> <p>1 Vandenberg Dr, Bedford, MA 01730</p> <p>Region 2:</p> <p>Bridgewater Correctional - SSA</p> <p>1 Admin Rd, Bridgewater, MA 02324</p> <p>JBCC (Camp Edwards) - SSA</p> <p>101st RTI. Building 5222, Turpentine RD, Camp Edwards, MA 02542</p> <ul style="list-style-type: none">• Mass Bay Community College as a stand-alone site.50 Oakland Street, Wellesley, MA 02481• The transportation provider's motor-pool site, depending on the location.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 12.0

Site Layout:	<i>See Attachment 7</i> (sample SSA layout) <i>See Attachment 18</i> (Mass Bay Community College)
Site Point of Contact:	TBD
Estimated Time to Commence Task:	H-60 (SSA set-up begins) H-54 (SSA is operational)
Estimated Time to Complete Task:	The SSA will maintain 24-hour operations until the Evacuation Support SMG CTN Team Leader determines that it is necessary to demobilize operations (no later than H-6).
Task Operations:	<u>Operations Overview:</u> <ul style="list-style-type: none">• MEMA, in coordination with MAESF-1, determines that an SSA is necessary for processing and staging state-provided transportation resources.• The vehicles will be temporarily staged and later deployed to a designated location in order to transport CTN evacuees. <u>SSA Manager:</u> <ul style="list-style-type: none">• Manage all SSA staff and operations.• Report directly to the Evacuation Support SMG CTN Team Leader and provide ongoing situational awareness.
Task:	State Staging Area (SSA) Operations for Evacuation Vehicles
Task Operations:	<ul style="list-style-type: none">• Ensure that all equipment and supplies are scheduled for delivery to the SSA.• Survey the site to determine current operational capabilities and establish the functional layout.• Distribute necessary communications equipment (e.g., walkie-talkies, cellular phones, etc.) to SSA staff.• Conduct communications check of assigned communications equipment.• Provide staff with site assignments, instructions, and ongoing guidance as necessary.• Establish and maintain communications with all on-site staff via walkie-talkie or cellular phone.• Establish and maintain communications with Evacuation Support SMG CTN Team Leader, RRC Staging Area Manager, and T-Hub Staging Area Manager via cellular

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 12.0

	<p>phone.</p> <ul style="list-style-type: none">• Establish communications with the site contact.• In coordination with the Evacuation Support SMG CTN Team Leader, confirm staffing requirements for 24-hour SSA operations.• Notify the State SMG Leader, RRC Staging Area Manager, and T-Hub Staging Area Manager of operational readiness.• Coordinate with the State Evacuation Support SMG CTN Team Leader regarding deployment locations.• Direct the Ready-Line Supervisor to deploy vehicles to designated location(s).• Conduct operational briefings with all field site personnel and security personnel as necessary.• Maintain a log of all significant actions and/or issues that occur. <p><u>Check-In Specialist:</u></p> <ul style="list-style-type: none">• Obtain the Check-In forms (<i>see Attachment 10</i>) and any necessary office supplies.• Obtain necessary equipment (e.g., walkie-talkie, cellular phone, etc.) in order to communicate with on-site staff.• Conduct communications check of assigned communications equipment.• Establish communications with the SSA Manager.• Proceed to Check-In Area and await incoming vehicles.• When vehicle arrives at the Check-In Area, ask the driver to complete the Check-In form.• Request to see the driver's Commercial Driver's License, vehicle registration card, and DOT physical card in order to verify the
Task: State Staging Area (SSA) Operations for Evacuation Vehicles	
Task Operations:	<p>information required on the Check-In form.</p> <ul style="list-style-type: none">• Ensure that the Check-In form has been fully completed, and then place the form in Check-In Repository Box for a field-support-staff member to pick up and deliver to the SSA Dispatcher.• Inform the SSA Manager of any issues/challenges that arise. <p><u>Field-Support Staff:</u></p>

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 12.0

	<ul style="list-style-type: none">• Obtain necessary equipment (e.g., walkie-talkie, cellular phone, etc.) to communicate with on-site staff.• Conduct communications check of assigned communications equipment.• Establish communications with the SSA Manager.• Receive field-support staff member assignment and instructions from SSA Manager.• Park/stage incoming vehicles.• Direct the drivers and vehicles to the Ready Line.• Provide the Dispatcher's driving directions to the Ready-Line Supervisor.• Inform the SSA Manager of any issues/challenges that arise. <p><u>Ready-Line Supervisor:</u></p> <ul style="list-style-type: none">• Obtain necessary equipment (e.g., walkie-talkie, cellular phone, etc.) to communicate with on-site staff.• Conduct communications check of assigned communications equipment.• Establish communications with the SSA Manager and Dispatcher.• The Ready-Line Supervisor will request a field-support-staff member to send a designated number and type of vehicles from the Staging Area to the Ready Line.• The Ready-Line Supervisor will provide the Dispatcher with the "unit numbers" of the vehicles at the Ready Line.• If there are multiple drivers that require a mission briefing, and if time permits, the Ready-Line Supervisor will direct the drivers to the Mission Briefing Area to receive a briefing on their upcoming mission and a driver packet containing mission instructions, map, directions to deployment location, and point-of-contact information.• If time does not permit a formal mission briefing, the Ready-Line Supervisor will provide the driver with a quick briefing on the upcoming mission along with a driver packet.• The Ready-Line Supervisor will deploy each vehicle from the Ready Line to a designated location.
Task:	State Staging Area (SSA) Operations

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 12.0

for Evacuation Vehicles	
Task Operations:	<ul style="list-style-type: none">• Inform the SSA Manager of any issues/challenges that arise. <p><u>Dispatcher:</u></p> <ul style="list-style-type: none">• Establish communications with the SSA Manager, Ready-Line Supervisor, and field-support-staff member(s) via walkie-talkie.• Compile an hourly inventory of all on-site vehicles.• Maintain a dispatch log.• Receive requests for vehicles from the SSA Manager.• Notify the Ready-Line Supervisor of the number and type of vehicles required at the Ready Line.• Obtain driving directions from the current location to the deployment location (using MapQuest or other-accepted mapping program).• Provide the driving directions to a field-support staff member.• Inform the SSA Manager of any issues/challenges that arise.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 12.0

Task: Regional Reception Center (RRC) Staging Area Operations	
Mission:	Conduct RRC Staging Area operations in order to meter the flow of state-provided vehicles to a designated RRC.
Task Provided by:	State Support <input checked="" type="checkbox"/> Vendor Contract <input type="checkbox"/> Federal Support <input type="checkbox"/>
Planning Assumptions Specific to Task:	<ul style="list-style-type: none"> • Communications technology is operational. • MEMA is responsible for establishing and overseeing the RRC Staging Area. • The RRC Staging Area will receive an initial allotment of vehicles from the SSA. • RRC Staging Area staff maintain a minimum number of on-site vehicles during the evacuation operation (i.e., not less than 50% of <u>initial</u> allotment). • MAESF-13 will provide security and traffic control at the RRC Staging Area. • The RRC Staging Area maintains the same hours of operation as the corresponding RRC (typically 24-hour operations).
Personnel Required:	<p>One (1) RRC Staging Area Manager*</p> <p>Two (2) Field-Support Staff</p> <p>Total Personnel: Three (3)** (divided between two 12-hour shifts)</p> <p>*The RRC Staging Area Manager will float between the day/night shift.</p> <p>**Staffing requirements are ultimately dependent on the anticipated size of the fleet at the RRC Staging Area.</p>
Equipment/Supplies Required:	<p><u>Acquired by MEMA and delivered to the RRC Staging Area:</u></p> <p>Orange safety vests, flashlights, cone-tipped flashlights, batteries, cellular phones, and walkie-talkies.</p>
Site Location and address:	<p>RRC Staging Area locations coincide with a parking area at the following RRC sites:</p> <ul style="list-style-type: none"> ➤ Middlesex Community College (Region 1) 591 Springs Road, Bedford, MA 01730 ➤ North Essex Community College 100 Elliot Street, Haverhill, MA 01830 ➤ North Shore Community College 1 Ferncroft Road, Danvers, MA 01923

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 12.0

	➤ University of Massachusetts Boston 100 Morrissey Boulevard, Boston, MA 02125
Task: Regional Reception Center (RRC) Staging Area Operations	
Site Location and address:	➤ Bristol Community College 777 Elsbree Street, Fall River, MA 02720 ➤ Cape Cod Community College 2240 Iyannough Road, West Barnstable, MA 02668
Site Layout:	<i>See Attachment 12 - 17</i>
Site Contact:	TBD
Estimated Time to Commence Task:	(H-40) (RRC Staging Area set-up begins) (H-38) (RRC Staging Area is operational)
Estimated Time to Complete Task:	(H-6) (Initiate demobilization operations at the RRC Staging Area in accordance with the RRC demobilization schedule or after the RRC Manager requests the last vehicle.)
Task Operations:	<u>RRC Staging Area Manager:</u> <ul style="list-style-type: none">• Report directly to the SSA Manager and provide continual situational awareness.• Manage all operations and staff at the RRC Staging Area.• Establish communications with SSA Manager, RRC Staging Area staff and the RRC Manager (via cellular phone).• Establish communications with the Site Contact (via cellular phone).• Contact the SSA Manager to <u>confirm</u> the initial number of vehicles allotted to the RRC Staging Area.• Provide allotment information to the RRC Staging Area staff.• Direct staff to deploy the specified number and type of vehicles to the RRC Departure Area based on requests from the RRC Manager (or designee).• When necessary, request additional vehicles from the SSA Manager in order to replenish the fleet at the RRC Staging Area. (Note: In order to maintain proper fleet requirements, it is important to factor in the drive time from the SSA to the RRC

Commonwealth of Massachusetts CTN Evacuation OPLAN

Base Plan - Section 12.0

	<p>Staging Area.)</p> <ul style="list-style-type: none">• Maintain a log of all significant actions and/or issues that occur. <p><u>Field-Support Staff:</u></p> <ul style="list-style-type: none">• Log-in vehicles arriving at the RRC Staging Area.• Stage vehicles at the RRC Staging Area based on arrival time and the type of vehicle (i.e., transit vehicle, motor coach, ADA-compliant vehicle, etc.).
Task: Regional Reception Center (RRC) Staging Area Operations	
Task Operations:	<ul style="list-style-type: none">• Inform the RRC Staging Area Manager when the number of on-site vehicles is approaching 50% of the initial allotment level. (Note: the number of on-site vehicles should not drop below 50% of the initial allotment level unless all allotted vehicles have been deployed from the SSA to the RRC Staging Area.)• Deploy the specified number and type of vehicles to the RRC Departure Area based on direction from the RRC Staging Area Manager.• Provide ongoing situational awareness to the RRC Staging Area Manager.• Inform the RRC Staging Area Manager of any issues/challenges that arise.

Commonwealth of Massachusetts CTN Evacuation OPLAN

Index of Attachments

Index of Attachments

Attachment 1:	Acronyms and Abbreviations
Attachment 2:	Massachusetts Hurricane Evacuation Study
Attachment 3:	Regional Reception Center Site Survey Criteria
Attachment 4:	Sample Regional Reception Center Site Diagram
Attachment 5:	Map of State Staging Area Sites
Attachment 6:	SSAs Classified by Type
Attachment 7:	Sample SSA Layout
Attachment 9:	Sample Log-in Form
Attachment 10:	Sample Check-in Form

Attachments

January 2019

FOR OFFICIAL USE ONLY

Commonwealth of Massachusetts CTN Evacuation OPLAN

Attachment 1

Attachment 1: Acronyms and Abbreviations:

ADA	Americans with Disabilities Act
ARC	American Red Cross
CONPLAN	Concept of Operations Plan
CTN	Critical Transportation Need
DOT	Department of Transportation
EAP	Evacuation Assembly Point
EAS	Emergency Alert System
EMA	Emergency Management Agency
EOC	Emergency Operations Center
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
GPS	Global Positioning System
IAP	Incident Action Plan
JIC	Joint Information Center
LEOC	Local Emergency Operations Center
LGA	Local Government Authority
LNO	Liaison Officer
MAESF	Massachusetts Emergency Support Function
MANG	Massachusetts National Guard
MBTA	Massachusetts Bay Transportation Authority
MCEOS	Motor Coach Evacuation Operational Support
MCLS	Multi-Community Local Shelter
MCO	Movement Control Officer
MEMA	Massachusetts Emergency Management Agency
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NRCC	National Response Coordination Center
OPS PLAN	Operations Plan
PETS Act	Pets Evacuation and Transportation Standards Act
PIO	Public Information Officer

Attachments

January 2019

FOR OFFICIAL USE ONLY

Commonwealth of Massachusetts CTN Evacuation OPLAN

Attachment 1

POTUS	President of the United States
POV	Privately Owned Vehicle
QA/QC	Quality Assurance/Quality Control
REOC	Regional Emergency Operations Center
RRC	Regional Reception Center
RRCC	Regional Response Coordination Center
RRF	Resource Request Form
RTA	Regional Transit Authority
SEOC	State Emergency Operations Center
SIRS	State-Initiated Regional Shelter
SME	Subject Matter Expert
SMG	Specialized Mission Group
SOP	Standard Operating Procedure
SSA	State Staging Area
T-Hub	Transportation Hub
TMS	Transportation Management Services

Attachments

January 2019

FOR OFFICIAL USE ONLY

Commonwealth of Massachusetts CTN Evacuation OPLAN

Attachment 2

Attachment 2: Massachusetts Hurricane Evacuation Study Behavioral Analysis Survey Data Report

(The following information was extracted from pages 31-32 of the Survey)

Households Needing Assistance to Evacuate

Survey participants were asked if anyone in their household would need assistance in order to evacuate. In all risk areas 10% or fewer said yes (Figure 34).

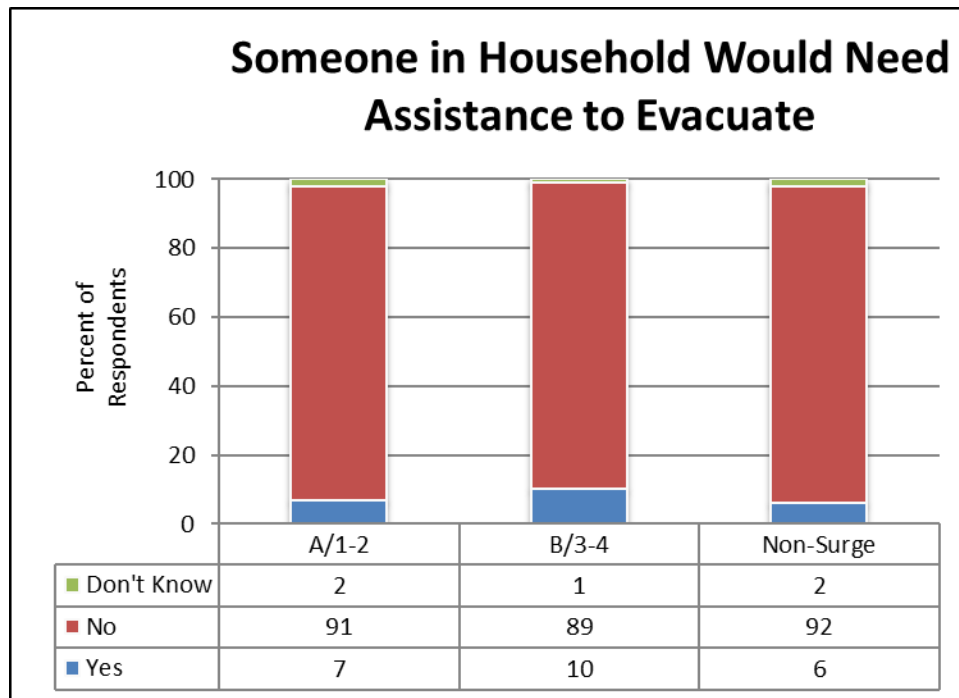


Fig. 34

Note that percentages reported in graphs based on subsequent follow-up questions apply just to the 10% or fewer households requiring assistance. Sample sizes in Figures 35-37 are just 21 in zone 1-2, 20 in zone 3-4, and 6 in the non-surge area.

Attachments

January 2019

FOR OFFICIAL USE ONLY

Commonwealth of Massachusetts CTN Evacuation OPLAN

Attachment 2

Those who said someone would need assistance were asked whether the person needed just transportation or had a disability or medical problem that would require special assistance (Figure 35). Although there were differences among risk zones, sample sizes were very small in each zone. Overall about half the households require just transportation assistance. About a third have a special medical or functional need, and about 15% need both types of assistance.

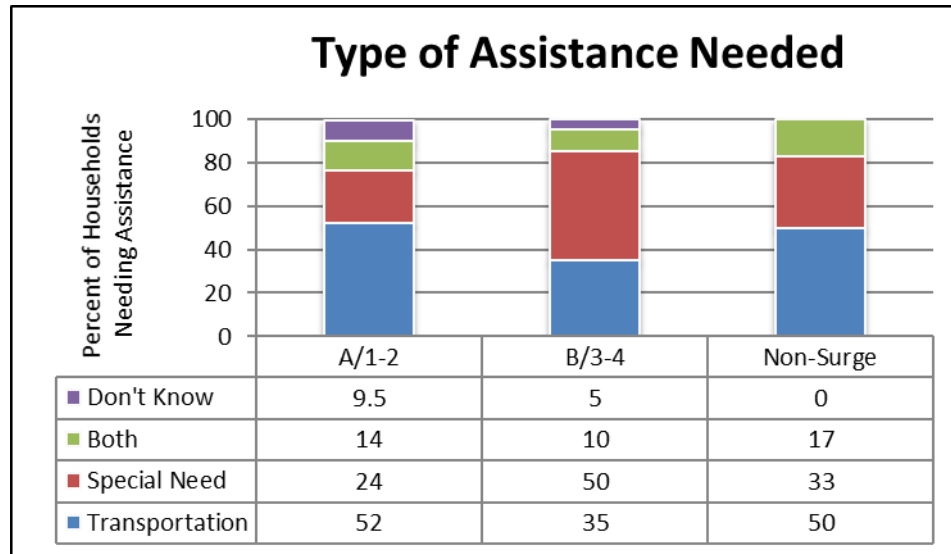


Fig. 35

In households with someone needing assistance, interviewees were asked if the assistance would be provided by someone in their own household, by an outside agency, or by a friend or relative outside their household. A small minority of homes would require agency assistance, although up to 20% said they didn't know the source of the assistance (Figure 36).

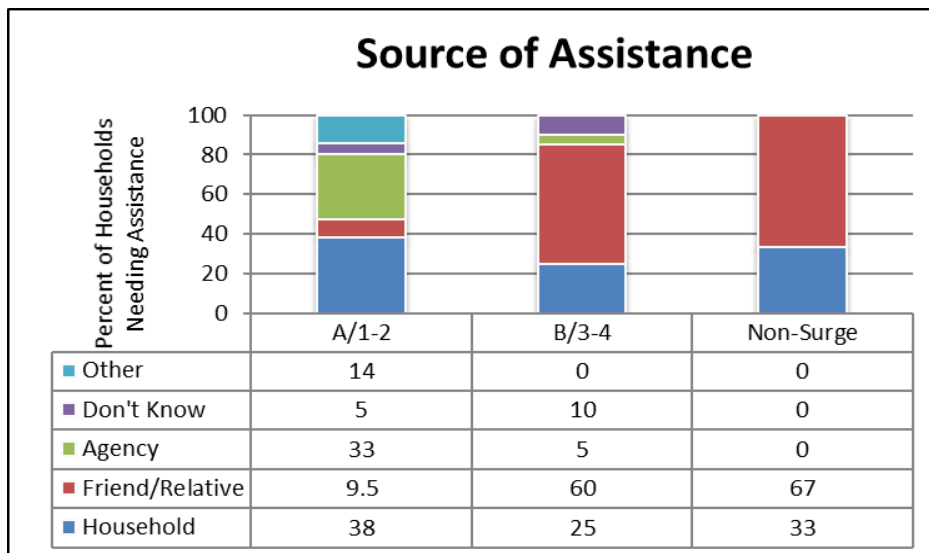


Fig. 36

Attachments

January 2019

FOR OFFICIAL USE ONLY

Commonwealth of Massachusetts CTN Evacuation OPLAN

Attachment 3

Attachment 3: Regional Reception Center (RRC) Site Survey Criteria

- 1) Roadway access:
 - Roadway width allows for turning radius of a bus/motor coach
 - Roadway vertical clearance is adequate for buses/motor coaches
 - Hard surface roadway for ingress and egress
- 2) RRC Staging Area Parking
 - RRC Staging Area is located adjacent to or in close proximity to reception center facility
 - Hard stand surface (asphalt or concrete)
 - Parking available for at least ten (10) buses/motor coaches
 - Adequate lighting
- 3) Arrival Area
 - Curb space can accommodate a minimum of two (2) to four (4) buses at any given time with an expansion capability
 - Incoming vehicles park with passenger door facing the curb
 - Adequate lighting
- 4) Building Interior
 - Large open area that can accommodate the anticipated throughput of CTN evacuees with expansion capability
 - The entrance and exit to the facility are separated by distance (if on the same side of the building) or each is located on different sides of the building
 - A minimum of one ADA access point to the facility (note: recommend including an ADA escort at each site)
 - Accessible restrooms
- 5) Departure Area
 - Curb space can accommodate a minimum of two (2) buses/motor coaches at any given time with an expansion capability
 - Incoming vehicles park with passenger door facing the curb
 - Adequate lighting

Attachments

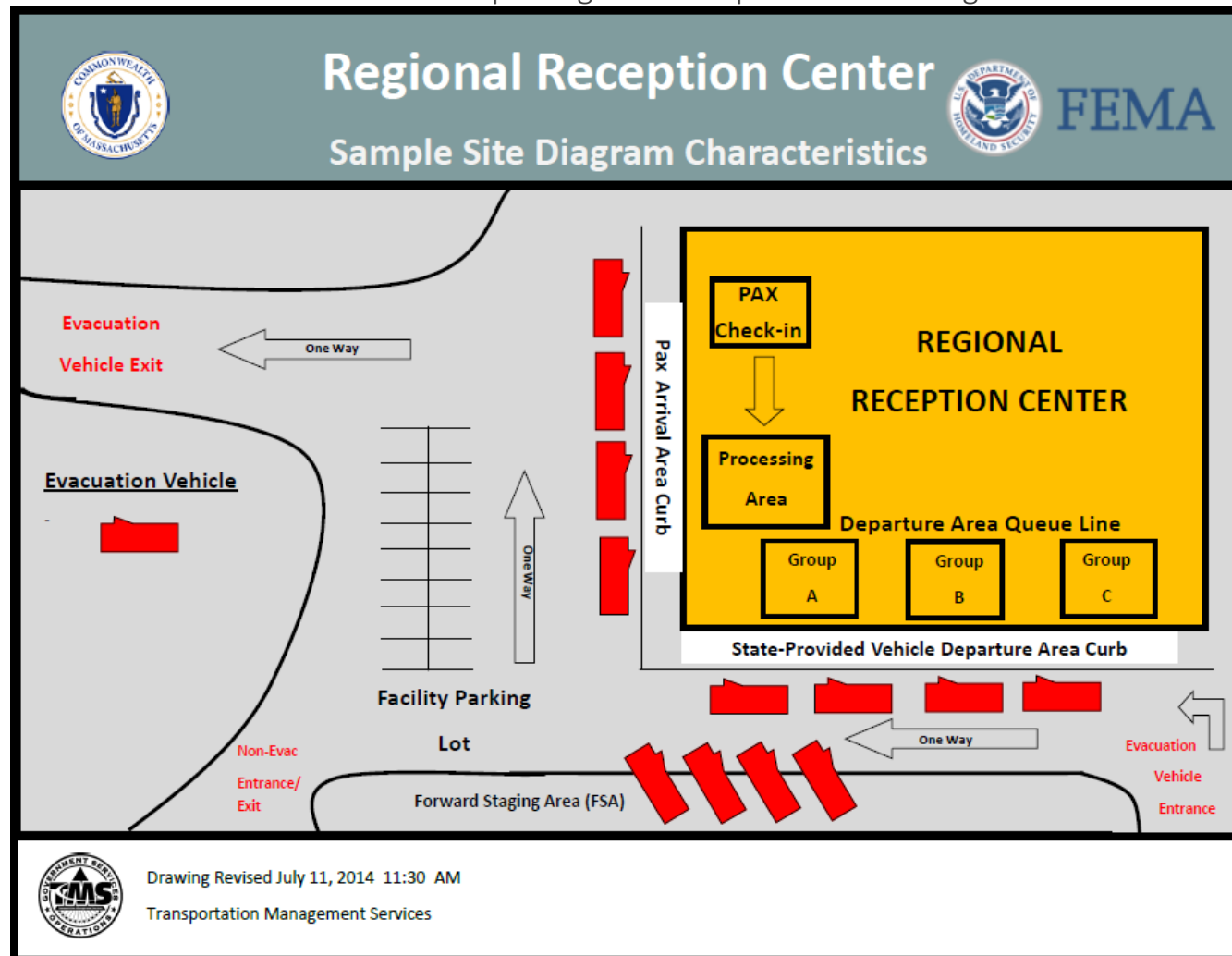
January 2019

FOR OFFICIAL USE ONLY

Commonwealth of Massachusetts CTN Evacuation OPLAN

Attachment 4

Attachment 4: Sample Regional Reception Center Diagram



Attachments

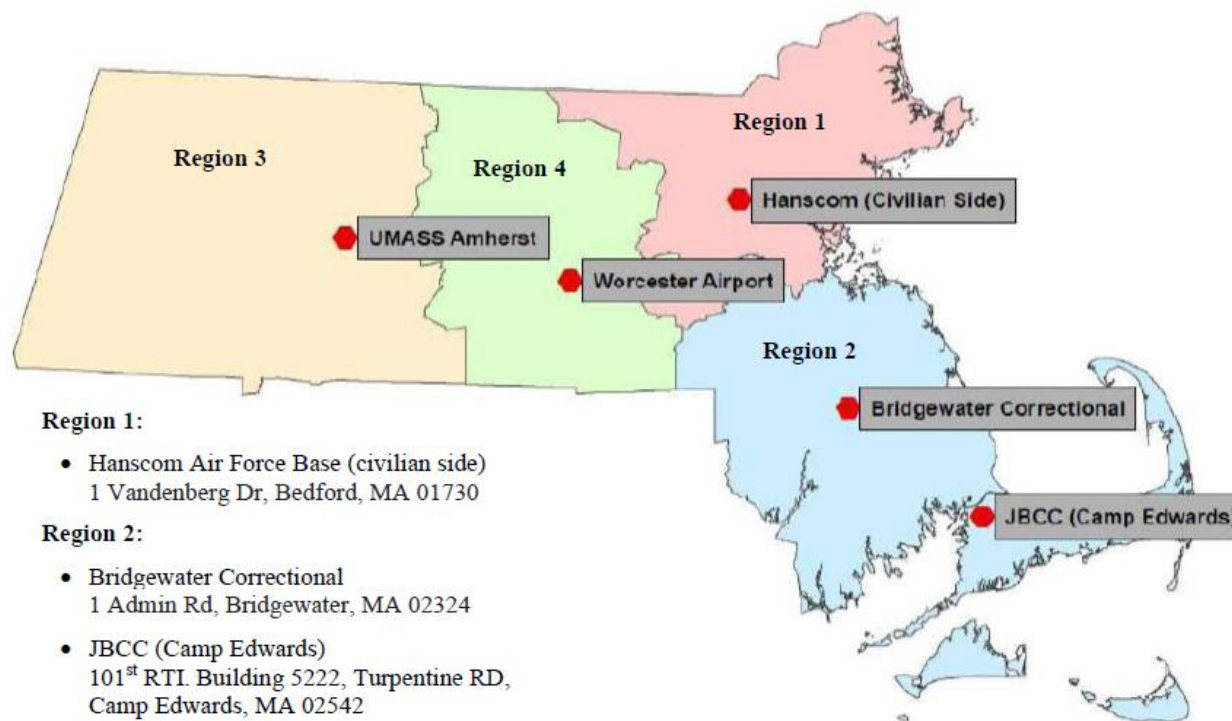
January 2019

FOR OFFICIAL USE ONLY

Commonwealth of Massachusetts CTN Evacuation OPLAN

Attachment 5

Attachment 5: Map of State Staging Area Sites



Region 1:

- Hanscom Air Force Base (civilian side)
1 Vandenberg Dr, Bedford, MA 01730

Region 2:

- Bridgewater Correctional
1 Admin Rd, Bridgewater, MA 02324
- JBCC (Camp Edwards)
101st RTI, Building 5222, Turpentine RD,
Camp Edwards, MA 02542

Region 3:

- UMass Amherst
Amherst, MA 01003

Region 4:

- Worcester Airport
375 Airport Dr, Worcester, MA 01602

*State Staging Areas (SSAs) may be used as co-located or stand-alone sites.

Attachments

January 2019

FOR OFFICIAL USE ONLY

Commonwealth of Massachusetts CTN Evacuation OPLAN

Attachment 6

Attachment 6: SSAs Classified by Type

SSA Types:

The MCEOS Contractor classifies each SSA by type based on the level of capability (i.e., number of incoming vehicles and personnel).

- Type 1 SSA includes over 750 vehicles and 40 (\pm) personnel (divided between two 12-hour shifts).
- Type 2 SSA includes between 350 and 750 vehicles and 32 (\pm) personnel (divided between two 12-hour shifts).
- Type 3 SSA includes between 100 and 350 vehicles and 21 (\pm) personnel (divided between two 12-hour shifts).
- Type 4 SSA includes fewer than 100 vehicles and up to 11 personnel (divided between two 12-hour shifts).

Attachments

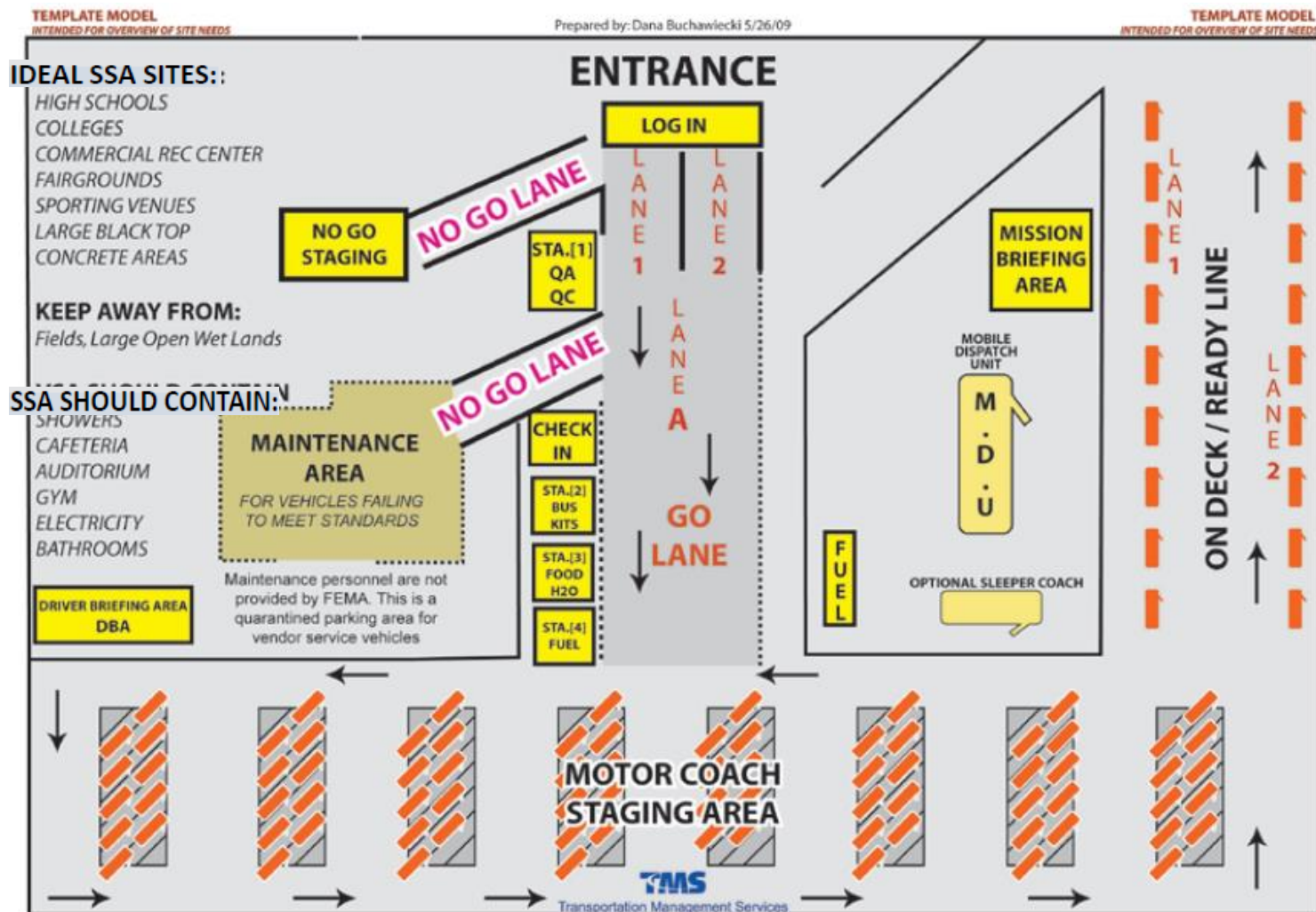
January 2019

FOR OFFICIAL USE ONLY

Commonwealth of Massachusetts CTN Evacuation OPLAN

Attachment 7

Attachment 7: Sample SSA Layout



Attachments

January 2019

FOR OFFICIAL USE ONLY

Commonwealth of Massachusetts CTN Evacuation OPLAN

Attachment 8

Attachment 8: Sample Log-In Form

Log-In Form

(complete one box per vehicle)

*If any check box is marked "NO" then direct vehicle to No Go Staging

*If all check boxes are marked "Yes" then direct vehicle to QA/QC

Transportation Provider Name:		
Unit #:	Arrival Date:	Arrival Time:
Full Gas Tank: Yes <input type="checkbox"/> No <input type="checkbox"/>	CDL: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Vehicle Registration: Yes <input type="checkbox"/> No <input type="checkbox"/>	License Plate w/Tag: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Direct to: No Go Staging <input type="checkbox"/> QA/QC <input type="checkbox"/>		

Transportation Provider Name:		
Unit #:	Arrival Date:	Arrival Time:
Full Gas Tank: Yes <input type="checkbox"/> No <input type="checkbox"/>	CDL: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Vehicle Registration: Yes <input type="checkbox"/> No <input type="checkbox"/>	License Plate w/Tag: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Direct to: No Go Staging <input type="checkbox"/> QA/QC <input type="checkbox"/>		

Transportation Provider Name:		
Unit #:	Arrival Date:	Arrival Time:
Full Gas Tank: Yes <input type="checkbox"/> No <input type="checkbox"/>	CDL: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Vehicle Registration: Yes <input type="checkbox"/> No <input type="checkbox"/>	License Plate w/Tag: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Direct to: No Go Staging <input type="checkbox"/> QA/QC <input type="checkbox"/>		

Transportation Provider Name:		
Unit #:	Arrival Date:	Arrival Time:
Full Gas Tank: Yes <input type="checkbox"/> No <input type="checkbox"/>	CDL: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Vehicle Registration: Yes <input type="checkbox"/> No <input type="checkbox"/>	License Plate w/Tag: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Direct to: No Go Staging <input type="checkbox"/> QA/QC <input type="checkbox"/>		

Transportation Provider Name:		
Unit #:	Arrival Date:	Arrival Time:
Full Gas Tank: Yes <input type="checkbox"/> No <input type="checkbox"/>	CDL: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Vehicle Registration: Yes <input type="checkbox"/> No <input type="checkbox"/>	License Plate w/Tag: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Direct to: No Go Staging <input type="checkbox"/> QA/QC <input type="checkbox"/>		

Transportation Provider Name:		
Unit #:	Arrival Date:	Arrival Time:
Full Gas Tank: Yes <input type="checkbox"/> No <input type="checkbox"/>	CDL: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Vehicle Registration: Yes <input type="checkbox"/> No <input type="checkbox"/>	License Plate w/Tag: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Direct to: No Go Staging <input type="checkbox"/> QA/QC <input type="checkbox"/>		

Transportation Provider Name:		
Unit #:	Arrival Date:	Arrival Time:
Full Gas Tank: Yes <input type="checkbox"/> No <input type="checkbox"/>	CDL: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Vehicle Registration: Yes <input type="checkbox"/> No <input type="checkbox"/>	License Plate w/Tag: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Direct to: No Go Staging <input type="checkbox"/> QA/QC <input type="checkbox"/>		

Transportation Provider Name:		
Unit #:	Arrival Date:	Arrival Time:
Full Gas Tank: Yes <input type="checkbox"/> No <input type="checkbox"/>	CDL: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Vehicle Registration: Yes <input type="checkbox"/> No <input type="checkbox"/>	License Plate w/Tag: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Direct to: No Go Staging <input type="checkbox"/> QA/QC <input type="checkbox"/>		

Attachments

January 2019

FOR OFFICIAL USE ONLY

Commonwealth of Massachusetts CTN Evacuation OPLAN

Attachment 9

Attachment 9: Sample Check-In Form

(Complete one box per vehicle)

*If any check box is marked "No" then direct vehicle to No Go Staging

*If all check boxes are marked "Yes" then direct vehicle to Vehicle Staging

Company/Agency Name:		
Driver Name:		
Driver Address:		
Driver Phone Number:		
Vehicle Unit #:	Arrival Date:	Arrival Time:
*Full Gas Tank: Yes <input type="checkbox"/> No <input type="checkbox"/>		*CDL: Yes <input type="checkbox"/> No <input type="checkbox"/>
*Vehicle Registration: Yes <input type="checkbox"/> No <input type="checkbox"/>		*License Plate w/Tag: Yes <input type="checkbox"/> No <input type="checkbox"/>
Direct to: No Go Staging <input type="checkbox"/> Vehicle Staging <input type="checkbox"/>		

Company/Agency Name:		
Driver Name:		
Driver Address:		
Driver Phone Number:		
Vehicle Unit #:	Arrival Date:	Arrival Time:
*Full Gas Tank: Yes <input type="checkbox"/> No <input type="checkbox"/>		*CDL: Yes <input type="checkbox"/> No <input type="checkbox"/>
*Vehicle Registration: Yes <input type="checkbox"/> No <input type="checkbox"/>		*License Plate w/Tag: Yes <input type="checkbox"/> No <input type="checkbox"/>
Direct to: No Go Staging <input type="checkbox"/> Vehicle Staging <input type="checkbox"/>		

Attachments

January 2019

FOR OFFICIAL USE ONLY

Commonwealth of Massachusetts CTN Evacuation OPLAN

Attachment 10

Attachment 10: Sample Processing Form for Vehicles at SSA

<u>Process</u>	<u>Processed By</u>	<u>Date</u>	<u>Time</u>
Arrival at Log In	_____	_____	_____
Quality Assurance/Quality Control	_____	_____	_____
Check In	_____	_____	_____
Communication Kit Distribution	_____	_____	_____
Food & Water Distribution	_____	_____	_____
Fueling	_____	_____	_____
Driver Briefing	_____	_____	_____
Staging Area (In)	_____	_____	_____
Staging Area (Out)	_____	_____	_____
Return to Service (exit Ready Line)	_____	_____	_____
Driver's Name	_____		
Company's Name	_____		
Unit #	_____		

Notes:

Attachments

January 2019

FOR OFFICIAL USE ONLY