

Table of Contents

- A Basic Plan
- **B Emergency Operations Center Plans**
- C Communications
- D Evacuation
- E Fire & Rescue
- F Law Enforcement and Security
- **G** Operations
- H Damage Assessment and Facility Repair

Table of Contents

- I Accounting, Finance and Administration
- J Risk Management and Insurance Claims
- K FEMA Claims
- L Legal Issues
- M Human Resource Issues
- N General Public Assistance
- O Examples and Forms
- P Glossary

C – Communications

- Central Point of Contact
- Communications Resource Requirements
 - Telecommunications
 - Telecommunications Service Priority
 - Wireless Priority Service
 - Text Messaging
 - Manual Cell Phone Chargers
 - Satellite Systems
 - 1-800 Service

C – Communications

- Internet Service
 - Website
 - E-Mail
 - Web Based Notification Systems
- Television and Radio Stations
- Amateur Radio
- Emergency Communications Kits
- Warning and Notifications
- Public Information and Media Relations

E - Fire & Rescue

- Preparedness
 - Assessment of Law Enforcement/Security Assets
 - Mutual Aid Agreements
 - Establishment of Communications
 - Assessment of Fire Hazards
- Response Actions

F – Law Enforcement and Security

- Preparedness
 - Assessment of Law Enforcement and Security Assets
 - Mutual Aid Agreements
 - Establishment of Communications
- Response Actions
- Mandatory Evacuations

G – Operations

- Preparedness
 - Assessment of Maintenance/Operations Assets
 - Establishment of Communications
 - Good Housekeeping Practices
 - Securing Terminal Equipment
 - Securing Terminal Facilities
 - Coordination with Customers/Tenants

G – Operations

- Preparedness
 - Foreign-Trade Zone
 - Recovery Equipment and Supplies
 - Port Closure
 - Accommodations for Essential Personnel
 - Pre-bid Recovery Service Contracts

G – Operations

- Response Actions
 - Initial Damage Assessment
 - Secondary Damage
 Assessment/Temporary Repairs
 - Emergency Mitigation Measures
 - Channel Damage Assessments
 - Repair/Restoration Phase
 - Re-opening Berths to Vessels
 - Rail Car Deliveries
 - Insurance and FEMA Claims

H – Damage Assessment and Facility Repair

- Preparedness
 - Assessment of Engineering Assets
 - Establishment of Communications
 - Assessment of Current Condition of Facilities
 - Assessment of Utility Infrastructure
 - Vulnerability Analysis

H – Damage Assessment and Facility Repair

- Preparedness
 - Documentation of Current Replacement Costs
 - As-Built Building Plans,
 Specifications and Other Facility Records
 - Critical Recovery Resources
 - Pre-Event Contracting
 - Damage Assessment Team

H – Damage Assessment and Facility Repair

- Response Actions
 - Initial Damage Assessments and Environmental Impacts
 - Secondary Assessment of Damage
 - Emergency Mitigation Measures
 - Final Assessment of Damage

I – Accounting, Finance and Administration

- Preparedness
 - Assessment of Finance/Accounting Assets
 - Establishment of Communications
 - Emergency Spending Authority
 - Vital Records
 - Bank and Investment Accounts
 - Payroll

I – Accounting, Finance and Administration

- Preparedness
 - Bond Payments and Disclosure Requirements
 - Emergency Purchases
 - Pre-bid Contracts for Disaster Recovery Services
 - Work Order Processes
 - Bridge Financing Plans for Recovery
 - Alternate Site for Critical Accounting and Finance Functions

I – Accounting, Finance and Administration

- Response Actions
 - Assessment of Damage
 - Restoring Critical Functions
 - Activating Alternate Site for Accounting and MIS Functions
 - Emergency Mitigation Measures for Damaged Records
 - Assessing Business Capability of Financial Institutions
 - Insurance and FEMA Claims

J – Risk Management and Insurance Claims

- Preparedness
 - Assessment of Loss Exposure
 - Property Insurance Strategy
 - Real Property
 - Personal Property
 - Flood Coverage
 - Windstorm Coverage
 - Costs Incurred to Prevent Loss
 - Business Interruption Coverage
 - Terrorism Coverage
 - FEMA Disaster Assistance Programs
 - Care, Custody and Control of Cargo

J – Risk Management and Insurance Claims

- Insurance Claims
 - Scope of Coverage
 - Making a Claim
 - Duty to Provide Notice
 - Proof of Loss
 - Proving the Amount of Loss
 - Examination Under Oath
 - Duty to Cooperate
 - Disagreement Over the Amount of Loss/Recovery
 - Lost or Destroyed Insurance Policies

L – Legal Issues

- Tariff Language
- Contracts
- Leases
- Inter-jurisdictional Mutual Aid Agreements

K – FEMA Claims

- Preparedness
 - FEMA Disaster Assistance Programs
 - Regulations
 - Declarations
 - Funding Eligibility & Process
 - Recordkeeping and Document Preparation
 - Contracting Procedures
 - Insurance Coverage
 - Immediate Needs Financing
 - Alternate Projects
 - Mitigation Projects

L – Legal Issues

- Preparedness
 - Tariff Language
 - Contracts
 - Leases
 - Inter-jurisdictional Mutual Aid Agreements

M – Human Resource Issues

- Preparedness
 - Assessment of Human Resource Assets
 - Establishment of Communications
 - Essential Personnel
 - Education and Training in EOP
 - Employee Recall

M – Human Resource Issues

- Preparedness
 - Temporary Housing
 - Medical Care
 - Child and Elderly Care
 - Basic Necessities
 - Personal Emergency Planning Assistance
 - Public Adjuster
 - Professional Counseling

N – General Public Assistance

- Preparedness
 - MARAD Hospital Ships
 - FEMA Temporary Housing
 - Relief Goods
 - Recovery Outside the Port