

Annex O: Commodities Point of Distribution (CPOD)

Introduction

a. Purpose

The purpose of the Commodity Point of Distribution (CPOD) Guide is to describe the operational process to establish, facilitate, and demobilize a CPOD site in the City of South Portland, as needed during an incident.

b. Scope

A CPOD is a site where South Portland community members can pick-up supplies to support basic needs during and after an incident, as well as during other times when the city may want to distribute resources directly to community members, businesses, or other segments of the community. Supplies distributed during or after an incident may include things like shelf-stable food, potable water, or other supplies to meet basic needs.

Situation Overview

a. Incident Conditions and Hazards

A significant natural, human-caused, or technological incident may have the capacity to disrupt supply chains and/or the ability of community members to locate and acquire needed supplies, including food and potable water.

Incidents such as severe storms, an earthquake, or a landslide may cause significant physical damage to transportation infrastructure that would prevent commodities from entering the South Portland community. Similar incidents may also cause direct damage to water infrastructure, preventing community members from accessing potable water in their homes.

Community members may feel the need to stock up on certain items in anticipation of or as a reaction to an incident, causing a local or more widespread commodity shortage. Severe winter weather or windstorms may prompt community members to purchase large quantities of goods, causing regional shortages. The threat of a pandemic or public health incident may also prompt similar behavior. This mass purchasing can lead to a shortage of supplies in the community.

Assumptions

Assumptions that apply to CPOD operations include, but are not limited to:

- Needed supplies may include commodities such as shelf-stable food, potable water, fuel or gasoline, or other commodities as determined at the time of the incident.
- Local resources for commodities may be exhausted following an incident and there may not be enough resources for private and/or public demand.
- There may be a delay between recognizing the community need for a CPOD and the ability of the city to acquire needed commodities to distribute to the community.

- The city may need to open more than one CPOD to accommodate community need.
- Potential CPOD sites may be determined in advance, but during or after an incident may not be safe locations for commodity distribution.
- The population that may require support includes City of South Portland residents, visitors, commuters, business owners and employees, school staff and students, and city employees.

Roles and Responsibilities

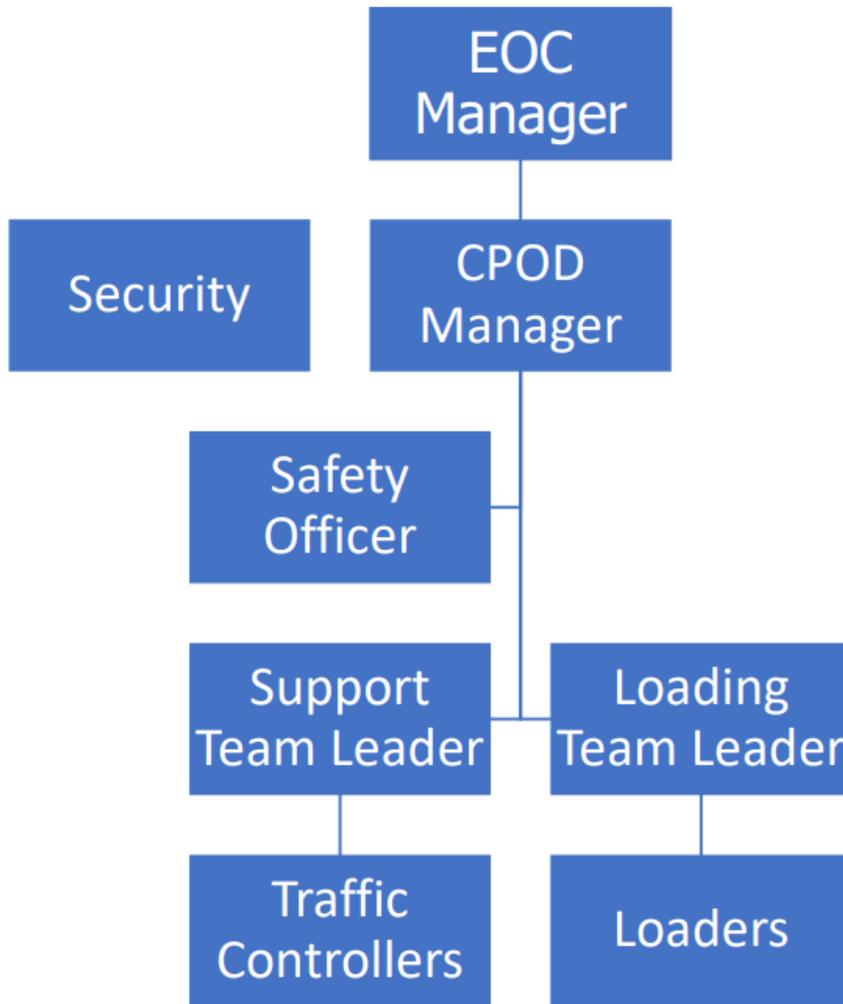


Figure 1 - CPOD Organizational Chart

CPOD Manager-The CPOD Manager has overall responsibility for the operations of a Commodity Point of Distribution.

- Operates the site and manages staff.
- Coordinate CPOD status and needs with the EOC.
- Tracks supply use and volume, needs of the public, and reports daily to the EOC.
- Monitors supplies and inventory.
- Completes, tracks, and stores CPOD paperwork.

Security-Security staff supports security for staff, volunteers, and the public.

- Oversees security operations inside and outside of the CPOD.
- Provides protection to staff and the public and otherwise deters potential criminal activity.
- Coordinates with law enforcement personnel.

Safety Officer

The Safety Officer is responsible for maintaining site and worker safety during operations. Duties include:

- Monitors CPOD worker safety including encouraging safe lifting practices, wearing appropriate personal protective equipment (PPE) which may include vests, work gloves, hard hats, etc.; encourages workers to take breaks and stay hydrated; and delivers the safety briefing to oncoming workers during each shift.
- Monitors the CPOD site for any environmental hazards and reports concerns to the CPOD Manager.
- Completes the Daily Site Hazard Assessment Form.
- Completes an Accident Form, as needed.

Loading Team

Loading Team Leader

The Loading Team Leader supervises the delivery of supplies into vehicles, including:

- Monitoring loading points and loading team so that supplies are delivered in a safe and efficient manner.
- Track supply distribution on the Supply Tracking Form and update the CPOD Manager of supply or inventory issues.

Loaders

Loaders are responsible for loading supplies into vehicles.

- Loaders place materials into the vehicle.
- One Loader should be available to speak to the driver, who remains in the vehicle.
- Loaders should rotate positions so workers get a chance to rest from loading supplies and speaking to drivers.

Support Team

Support Team Leader

The Support Team Leader supervises the flow of traffic into, through, and out of the CPOD site.

Traffic Controllers

Traffic controllers direct the flow of traffic:

- Place signage directing the public to the CPOD site and signage providing instruction to drivers.
- Direct the public through the CPOD site, including stopping vehicles before they enter the loading area until the Loading Team is ready.

Concept of Operations

General

The CPOD is intended to distribute basic emergency supplies to the public during an incident. These supplies may include food, water, PPE, sheltering supplies, or other goods as determined by the EOC.

The CPOD location and hours of operation will be determined by the EOC.

The city of South Portland is responsible for acquiring supplies to distribute to the public from designated regional supply centers or FEMA-operated regional warehouses, as well as for supplies needed for CPOD operations.

The CPOD Manager or their designee will deliver an orientation to oncoming CPOD staff, which will include the Safety Briefing.

The CPOD will utilize just-in-time training to train CPOD workers on their positions, roles, and responsibilities.

The CPOD Manager will contact the EOC if additional support is needed for the CPOD.

The same amount of supplies will be given to each vehicle. The amount of supplies to be distributed will be determined by the EOC, if activated.

Vehicles form a single line to enter the CPOD. Vehicles enter the Vehicle Line of the CPOD, and stop adjacent to the next open Loading Point. The Loading Points are arranged in the Loading Line, and are where supplies are kept to be distributed directly to vehicles. Once the vehicles in the Vehicle Line are stopped, the Loading Team will place supplies from the Loading Line directly into the vehicle. Once all vehicles have received supplies and all Loading Team Members are clear of the Vehicle Line, the Traffic Control team will direct vehicles to exit the CPOD. Once those vehicles are clear, new vehicles are directed to enter the CPOD and the process begins again. Supplies are delivered to the CPOD in the Supply Line, where they can be categorized, counted, and sorted into the Loading Line (Figure 2).

For the safety of staff and the public, all vehicles will come to a complete stop before staff begins loading supplies into vehicles. If one of the Loading Points is empty after the loading process has begun, new vehicles are not allowed to enter the CPOD until all vehicles already in the CPOD have exited safely.

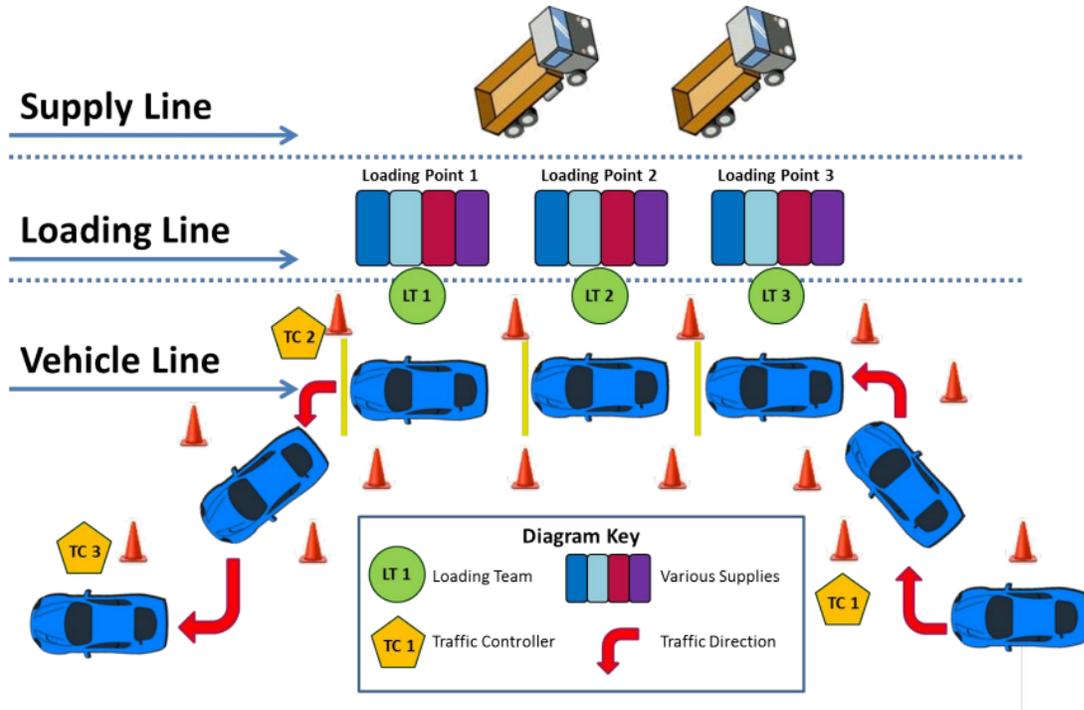


Figure 2 – CPOD Site Setup Diagram

Setting Up the CPOD Site

Step 1. Determine entry and exit routes.

Place signage at entry, exit, and along nearby roadways to direct traffic to, through, and out of the CPOD.

Place information signs at CPOD entry and along the vehicle path. These signs should inform drivers of the process, including that they should stay in their vehicle, roll down windows, and unlock doors for supplies to be loaded. Unless otherwise directed by the driver, supplies will be loaded into the trunk of the vehicle.

Do not place signage more than 30 minutes before CPOD is scheduled to open.

Step 2. Place traffic cones.

Place traffic cones to mark vehicle line and loading areas.

Placing a flag in cones at the loading points helps inform drivers of where to stop.

Step 3. Designate area for supply storage and delivery

Allow space in the Supply Line for vehicles or trucks to deliver additional supplies to the site without interrupting the public traffic flow, if possible.

Arrange extra supplies so they can be easily transferred into the Loading Line for the Loaders to grab and put into vehicles.

Step 4. Set up loading points

Arrange distribution supplies in a manner that is easy to grab and load into vehicles.

Assign Loaders to each loading point, including someone to interact with the driver and others to load supplies into the vehicle.

The Loading Team Leader oversees operation of the Loaders and tracks supply levels and restock needs.

Step 5. Staff Area

Set up an area for CPOD staff to rest and take breaks. This area should have adequate shelter from weather (protection from rain, shade from heat, heaters for warmth, etc.).

Opening the CPOD**Step 1. Assemble CPOD staff.**

All staff must sign in and out on the Daily Activity Report form.

Staff should arrive at least half an hour before the CPOD is scheduled to open. Staff who are assisting with site set up should arrive at least an hour before the CPOD is scheduled to open.

Provide a safety briefing to staff at the beginning of each shift

Verify staff roles and supervisors of each.

Step 2. Complete the Setting Up the CPOD Checklist

The CPOD Manager should make sure each step of this checklist is completed prior to opening the CPOD to the public.

CPOD Operations

Step 1. Traffic Controller (TC) 1 waves in vehicles into the designated route.

Step 2. TC 2 is positioned at the entrance to the Vehicle Line, where all vehicles entering the Vehicle Line can see them. TC 2 signals the vehicles to stop in each loading point.

Step 3. Once all vehicles in the Vehicle Line have come to a complete stop, the loaders may begin loading supplies into the vehicle. Supplies should typically be placed in the trunk of the vehicle unless the driver requests something else. One loader should be available to talk to the driver to tell them to stay in their vehicle, unlock their trunk, and answer any quick questions.

Step 4. Once the Loaders load the supplies into each vehicle, they step out of the Vehicle Line and raise their hands into the air to signal that they are clear.

Step 5. TC 2 verifies that all Loaders are clear of the Vehicle Line, and then directs the vehicles to exit the CPOD.

Step 6. If needed, TC 3 is positioned at the CPOD exit to help vehicles reenter traffic. TC 3 can also count vehicles, if needed.

Step 7. Once all vehicles have cleared the CPOD site, TC 1 can direct more vehicles to enter.

Step 8. The next set of vehicles enters the Vehicle Line and the process repeats.

Closing the CPOD Site**End of Operational Period**

Step 1. Inform any public who had to be turned away (either due to lack of supplies or arriving after CPOD site is closed) when and where the next CPOD will be open. Post signage indicating when and where the next CPOD will be open. If that information is not known, post signage indicating how the public can get updates and information.

Step 2. If supplies can be pre-staged for easy set up the next operational period, do so.

Step 3. Secure CPOD supplies if there will not be staff present.

Step 4. Inform the OEM or EOC of any logistical needs, including site-support, restocking supplies, or similar concerns.

Step 5. Remove signage directing public to the CPOD. If possible, place a sign that informs the public when and where the CPOD will re-open.

Step 6. File all forms for that operational period into the filing box.

Demobilizing the CPOD

Step 1. Record and note all damage to equipment, host facility, and any notable incident, accidents, or injuries that occurred at the CPOD.

Step 2. Return all documentation to the OEM or EOC Planning Section for records retention.

Step 3. Return CPOD Kit materials to container, report any items that need to be replaced to the OEM.

Resources

CPOD Staffing

Staffing requirements will depend on the size and nature of both the incident and the CPOD.

17 staff members are able to support a minimally staffed CPOD with three loading sites to accommodate up to 3 vehicles at a time. If the commodities are lightweight or fairly minimal, only two loading team members may be necessary per loading site.

Position Staff Needed Notes

Safety Officer 1

Security 1

Additional Support may be needed Support Team (1 Leader, 3 Tm Members)

Loading Team (1 Leader, 9 Tm Members)

Total 17

CPOD Supplies

CPOD Kit

Most CPOD supplies can be stored and maintained in CPOD kits. These kits can be maintained on-site at CPOD locations, but should be stored in such a way that they can be transported to other potential CPOD sites as needed. Some kit items may need to be kept separately from the container to save space.

Item	Qty Needed
Storage Container (96 Gallon Wheeled Container)	1
Work Gloves	18
Duct Tape	4
Safety Vests	18
First Aid Kit	1
Traffic Cones (w/ reflective tape)	30
Stop/Slow Paddle Sign	2
File Box	1
Hearing Protection (Disposable Earplugs) (50 count)	1
Safety Glasses	18
Storage Clipboards	3
Safety Flag (4 pack)	2
Whistle w/ lanyard	6

Commodity Distribution

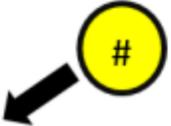
Site-Survey

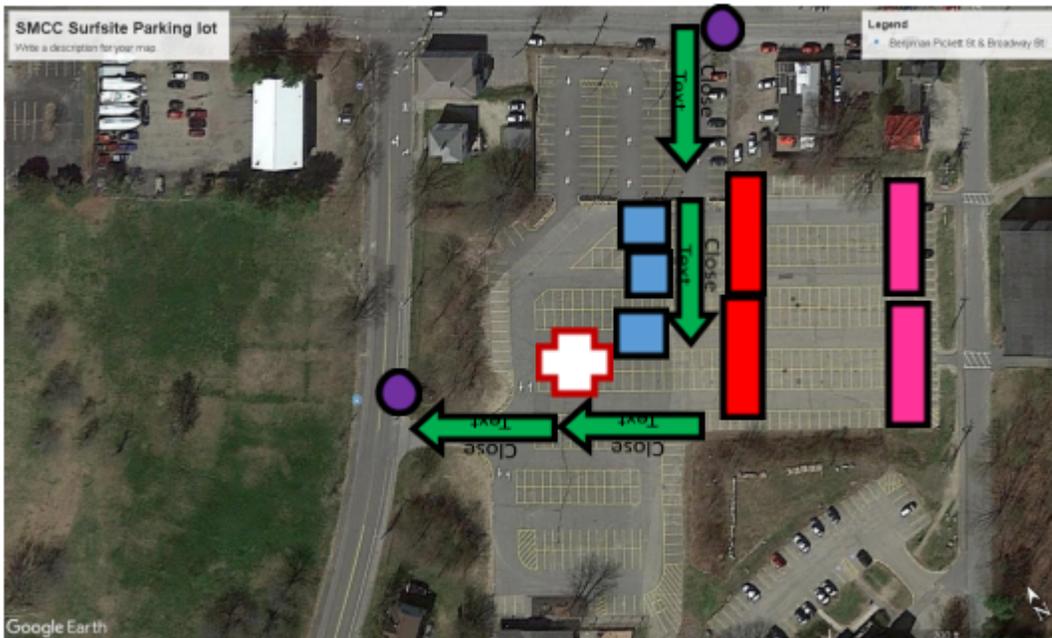
SMCC Surfsite Parking Lot

Updated: 08/23/19



C-POD Layout Key

-  • Yellow Arrow – Alternate Entrance
-  • Green Arrow – Flow of Traffic
-  • Blue Squares – Pallets of Commodities
-  • Pink Rectangle – Supply Truck
-  • Purple Circles – Traffic Control
-  • Red Circles – Security
-  • Blue Triangle – Rest Area for staff
-  • Yellow Square – Signs
-  • Red Rectangle – Cones/Barricade
-  • Yellow Circle with Black with white outline Arrow and Thick Border – Picture Locations



Surfsite C-POD site layout

Site Assessment Tool

General

Date of assessment	07/16/19	
Site name	SMCC Surfsite Parking Lot	
Name of site owner/manager	Southern Maine Community College	
Street address	2 Fort Rd. South Portland, Maine 04106	
Latitude	43°38'47.42" N	
Longitude	70°13'56.56" W	
Name of facility representatives present for assessment	N/A	
Name of emergency managers present for assessment	Ron Jones CCEMA	
Name of other representatives present for assessment	N/A	
County	Cumberland	
Police department jurisdiction and telephone number	South Portland PD (207) 874-8575	SMCC Campus Security (207) 741-5553
Fire department jurisdiction and telephone number	South Portland FD (207) 799-3314	
Nearest hospital and telephone number	Maine Medical Center Portland (207) 662-0111	

Physical

Site dimensions (in sq. ft.)	46,892
Intended site usage (Regional Staging Area, C-POD, or both)	C-POD
Maximum allowable C-POD type	III
Type of space (paved, concrete, or gravel hard-stand, or other)	Paved
Maximum load site can withstand	
Accessible at all times	Yes
Access controlled by a gate	No
Location of driveway(s)	Pickett St. & Broadway
Barriers at any driveways	None
Additional information and possible mitigation	

Security

Site monitored by the use of CCTV cameras	No
Concrete barriers or heavy equipment onsite	No
Perimeter fencing around site	No

Safety

Exterior lighting on building and/or fixed lighting throughout site	Parking lot lighting
PA system available	No
Covered areas accessible from outside (i.e., for use as staff break areas)	Yes

Freeway, Highway, or Toll Road Access

Freeway/Highway/Toll Road	Nearest On-Ramp location	Nearest Exit
N/A		

Streets Bordering the Site

	Street	Is it a one-way?	Are there median barriers? If so, note location of turn pockets.
North side	Benjamin Pickett Rd	No	No
South side	N/A		
East side	Surfsite Rd.		
West side	Broadway		

Traffic Considerations

Major intersections within one mile of site	Broadway & Cottage Rd. Broadway & Rte. 77
Things that may impact traffic (e.g., nearby businesses, county events)	
Alternate routes to site	Cottage Rd. & Pillsbury St. Cottage Rd. and Preble St.
Ferry service available (if applicable)	N/A

Regular Events That May Impact Use of Site for Commodity Distribution

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