



Critical Workforce Disaster Permits and Re-Entry Standard Operating Guide

Annex to:
Georgia Tropical Cyclone Incident Annex



Executive Summary

This document defines the Standard Operating Procedures (SOP) for emergency response and management personnel at the state- and local-level in conjunction with Critical Infrastructure Owners and Operators (CI/OO) and their contractors, subcontractors, and assigns.

This SOP seeks to clarify the roles, responsibilities, and processes that will be followed during a disaster response to ensure that critical infrastructure providers are given timely and efficient access to hurricane-affected areas for the purpose of responding to life threatening hazards and repairing the critical infrastructure. This document is a product of joint federal, state, county, local and private-sector efforts to ensure citizen's safety and the timely functionality of critical infrastructure.

Table of Contents

Record of Changes	1
Record of Distribution	2
1.0 Introduction	3
1.1 Purpose.....	3
The purpose of this SOP document is to describe in concept the State of Georgia’s strategy to permit access into restricted areas during a disaster response to a hurricane impact in Georgia.....	3
1.2 Scope.....	3
1.3 Process Overview	3
2.0 Concept of Operations.....	4
2.1 Identification Procedures.....	4
2.2 Georgia Critical Workforce Disaster Re-entry Permits.....	5
3.0 Phases of Re-Entry	7
3.1 Phase 1- Render Safe Task Force Team Entry	7
3.2 Phase 2: Emergency Response and Life Safety Critical Workforce Re-Entry.....	8
3.3 Phase 3: Local Residents, Property Owners, and Business Owners	9
3.4 Phase 4: Open to Public with Limited Access.....	9

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Plan #	Office/Department	Representative	Signature
1			
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1.0 Introduction

This document outlines a model Standard Operating Procedure (SOP) for emergency response and management personnel at the state- and local-level in conjunction with critical infrastructure owners and operators (CI/OO) and their contractors, subcontractors, and assignees.

1.1 Purpose

The purpose of this SOP document is to describe in concept the State of Georgia's strategy to permit access into restricted areas during a disaster response to a hurricane impact in Georgia.

1.2 Scope

This SOP seeks to clarify the roles, responsibilities, and processes that will be followed during a disaster response to ensure that critical infrastructure providers are given timely and efficient access to hurricane-affected areas for the purpose of responding to life threatening hazards and repairing the critical infrastructure. This document is a product of joint federal, state, county, local and private-sector efforts to ensure citizen's safety and the timely functionality of critical infrastructure.

1.3 Process Overview

All participants agree that the following criteria are essential elements for access into a restricted area during a hurricane or other natural disaster:

For Critical Infrastructure Owners and Operators

- Employer-issued photo ID; and
- Marked company vehicle (company markings may or may not be permanently affixed to the vehicle but need to be sufficient in size and placement to easily demonstrate affiliation – non permanent markings must be officially issued by the CI/OO); or
- State of Georgia issued Critical Workforce Disaster Re-entry Permit (herein referred to as “re-entry permit(s)”) for vehicles that are unmarked or otherwise unrecognizable as being affiliated with a CI/OO.

For Contractors, Subcontractors, and Assigns of the CI/OO

- Employer-issued photo ID; and
- State of Georgia issued re-entry permit – one per vehicle or group / fleet of vehicles traveling together.

The State of Georgia, through the Georgia Emergency Management and Homeland Security Agency (GEMHSA) will issue re-entry permits to coastal counties' Emergency Management Agencies (EMA) for issuance to any pre-identified critical workforce providers that exist solely within their jurisdiction. Additionally, GEMHSA will issue the re-entry permits directly to any requesting CI/OO entity with regional or statewide responsibility. The CI/OO will be responsible for the dissemination of these identifiers for its contractors, subcontractors, and assigns.

2.0 Concept of Operations

Federal, state, and local government agencies and law enforcement officials agree to recognize specific identification from CI/OO, and their contractors, subcontractors, and assigns as they seek access into a restricted disaster area.

In furtherance of this program, federal, state, local, and private-sector partners all agree to take action in support of this SOP. The following actions are required:

2.1 Identification Procedures

Critical Infrastructure Owner/Operators (for own employee base):

- Ensure company-issued photo ID for each employee;
- Ensure company vehicles are marked; and
- Promote the use of this SOP at the state and local-level.

Critical Infrastructure Owner Operator (for Contractors, Subcontractors, and Assigns):

- Obtain State-issued vehicle re-entry permit; and
- Ensure employer-issued photo ID for each employee.

Federal:

- Educate federal response personnel on the existence of the SOP.

State:

- Identify location and point of contact to obtain vehicle re-entry permits;
- Disseminate re-entry permits continually and during an event as needed; and
- Provide this SOP to state response personnel, and where appropriate, local response personnel.

Local:

Educate personnel on the existence of the SOP; and
Coordinate with CI/OO in their jurisdiction and provide them this SOP if re-entry permits are distributed to them.

2.2 Georgia Critical Workforce Disaster Re-entry Permits

GEMHSA will issue Critical Workforce Disaster Re-entry Permits (re-entry permits) to CI/OO and Georgia coastal counties' EMAs (for local distribution). These permits will be made available for companies to disseminate to their contractors, subcontractors, and assigns. Companies can use these permits for unmarked vehicles, or to support contractors, subcontractors, and assigns acting on behalf of the CI/OO responding to the crisis.

The State of Georgia will issue permits with serial numbers. The State will record the serial numbers issued to each county EMA, as well as individual CI/OO. The State requires that each county and CI/OO record serial numbers issued to individual companies or contractors. Hang tags are available from the GEMHSA Operations Division, Planning Section, Hurricane Planner (404) 635-7200.

County EMAs will be asked to provide GEMHSA with the number of permits needed for their jurisdiction no later than April 1 of each issuance cycle. Additional permits can be acquired anytime by official written request to the GEMHSA Operations Division, Planning Section, Hurricane Planner.

Restrictions:

- GEMHSA will only provide re-entry permits directly to the following:
 1. County EMAs; and
 2. CI/OOs with regional or statewide responsibilities.

- a. energy supply and distribution (electrical power generation, transmission and distribution, petroleum transport and distribution),
- b. water and wastewater treatment facility operation material supply and support,
- c. wholesale and retail food supply and distribution,
- d. residential and commercial improvement, repair and supply retail distribution sites,
- e. medical supplies, equipment and pharmaceuticals used by emergency and non-emergency medical facilities (such as hospitals, urgent care facilities and dialysis centers),
- f. wire and wireless communications providers who own and/or operate and/or maintain the physical tower infrastructure and/or network infrastructure used to provide commercial and/or industrial communications services,
- g. commercial broadcasters that are designated in the State EAS plan as primary relay stations (or are a designated EAS sub-network carrier) in EAS Regions #12 and/or #13, and/or meet the following criteria:
 - i. Are licensed by the Federal Communications Commission
 - ii. broadcast any EAS messages
 - iii. utilize FCC-designated television and/or radio carrier frequencies for broadcasting of content, and
 - iv. whose sole purpose for re-entry is restoring, repairing or resupplying a broadcaster facility and/or equipment;

and, otherwise do not normally operate exclusively within an affected county and/or do not have a regular supply/delivery schedule to locations within the affected counties (in which cases, re-entry permits are primarily issued at the county-level).

- County Emergency Management Agencies are responsible for providing the re-entry permits to entities within their jurisdiction;
- CI/OO are responsible for providing the re-entry permits to their contractors, subcontractors, and assigns;
- Private companies or contractors not identified by a county or statewide CI/OO as a critical workforce provider should follow normally established methods of seeking access to disaster areas; and
- GEMHSA will provide a maximum of 500 permits to any single CI/OO. Exceptions to this restriction will be handled on a case-by-case basis if a CI/OO can provide documentation that there is a critical need for an

excess of 500 permits, or if an actual event depletes existing supply and exceeds planned expectations.

Outreach:

This program is a part of the public-private partnership. As such, outreach obligations exist for all parties involved. Critical Infrastructure owners and operators are responsible for training their employees, contractors, sub-contractors, and assigns on protocols specific to this SOP. As disasters are local in nature, CI/OO entities are also responsible for outreach to local responders, to make them aware of this process.

At the state-level, GEMHSA will ensure that required state officials and responders are made aware of this SOP, and will disseminate this information to the local-level. County, local and municipal persons are responsible for partnering with CI/OO and state representatives in support of this initiative.

At the federal-level, the Department of Homeland Security (DHS) will work to ensure that all Federal protection representatives are aware of this SOP and will support dissemination of this SOP throughout the United States.

3.0 Phases of Re-Entry

3.1 Phase 1- Render Safe Task Force Team Entry

Phase I is the initial phase of re-entry. At this time, teams from state and local response agencies as well as private sector utility providers will gain access to impacted areas. The primary objective of personnel operating during this phase is to render the area safe for the first responders who will follow then to conduct life safety operations.

Most likely, members of the Render Safe Task Forces will be co-located immediately before re- entry operations begin in defined staging areas inland. These teams will be the first officials to enter restricted areas; therefore, re-entry passes will not be required (as the task forces will have embedded law enforcement officials). Nearly all elements of this group will likely be operating emergency response vehicles with obvious agency or company markings.

Phase I will begin after the abatement of tropical storm force winds (34 knots / 39 mph) and when conditions at FSAs from the passing hurricane are deemed safe by on-site re-entry task force leaders. Re-entry task forces will deploy from the FSAs along the pre-designated re-entry routes and conduct debris clearing into

coastal areas to allow ground-based response resources access into impacted areas.

The ERB may utilize aerial reconnaissance during Phase I operations. Aerial reconnaissance may be used to assist the ERB in determining the status of and impacts to re-entry routes, and to determine areas experiencing ongoing hazardous conditions. Aerial reconnaissance will be coordinated by ERB in conjunction with ESF #1: Transportation, Aviation Unit and the Aviation Support Operations Center (ASOC). Aerial reconnaissance resources that may be utilized during Phase I include, but are not limited to: Georgia National Guard satellite imagery, fixed and rotary wing assets, elements of the State Aviation Authority, the GFC, the Department Natural Resources (DNR), and the Civil Air Patrol (CAP). Upon re-entry, utilities crews on the Render Safe Task Forces will ensure the safe handling and removal of electric transmission and distribution lines. GDOT and GFC resources will oversee the clearing of trees and other types of debris. GDOT will inspect roadways and provide approval ratings for travel on re-entry routes.

3.2 Phase 2: Emergency Response and Life Safety Critical Workforce Re-Entry

Phase 2A: Critical Workforce Conducting Life Safety Operations

Phase IIA will consist of personnel conducting life safety operations in impacted areas. These operations include, but are not limited to, search and rescue, emergency medical services, fire suppression, hazardous materials control and containment, preliminary damage assessment, essential relief staff to critical medical facilities and immediate utility restoration to critical incident facilities. Personnel entering impacted areas in this phase are expected to present employee credentials as well as a valid, state-issued identification card to public safety personnel controlling access. In limited situations, private sector personnel may be required to possess a State of Georgia Critical Workforce Disaster Re-Entry Permit. These permits are issued to private sector personnel that meet the criteria established above for re-entry in Phase IIA, under the authority of the local Emergency Management Director in the impacted area.

Phase 2B: Essential Infrastructure Emergency Support Personnel

Phase IIB will consist primarily of individuals in the public and private sector who can restore critical infrastructure operations in support of re-entry by the general public. These critical infrastructure systems and networks include, but are not limited to, petroleum distributors, food distributors, non-emergency medical facilities (such as dialysis centers), pharmaceutical providers, members of the media, medical facility support staff, and local government essential workers. Re-entry during this phase will require close coordination among local

emergency management and local public safety officials to ensure that the appropriate individuals are being allowed to access damaged areas.

3.3 Phase 3: Local Residents, Property Owners, and Business Owners

Phase III will consist of local residents and those who own property or businesses in the impacted areas. This phase may be initiated one or more weeks after initial re-entry; the timeframe is dependent on the extent of the storm damage and the status of recovery and restoration operations in the preceding phases. For various reasons, access during this phase may be the most challenging to control. Residents and individuals attempting to gain access during this phase will be expected to present valid state-issued photo identification that includes an address in the impacted area; or, valid state-issued photo identification along with a property deed, recent utility bill verifying an address, current voter registration card, recent property tax statement, business credential, or paystub from a local business. During Phase III re-entry, access may be limited to certain portions of impacted counties, and restrictions may be in place only allowing access during daylight hours.

3.4 Phase 4: Open to Public with Limited Access

In Phase IV, local officials will determine that a county or portions of the county are relatively safe for entrance by the general public. Restrictions may remain in place for a period of time limiting access to daylight hours.