



Department of Transportation
Office of Emergency Transportation

Crisis Response Web-Based Training

Text Version

Last Revised: May 2003

Crisis Response Web-Based Training

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Welcome Module

Welcome to the Department of Transportation (DOT) Office of Emergency Transportation's (OET) Crisis Response Web-Based Training.

This training is designed to teach new Cadre members about DOT's structure and responsibilities, as well as provide Cadre and regional professionals with a resource for refreshing their crisis response knowledge and awareness while accessing emergency management resources.

This training is approximately 45 minutes in length and is divided into five (5) modules. These modules can be viewed sequentially as a standard training course or accessed individually at any time to refresh your knowledge.

Test questions at the end of each module review its key points. Note that you need to review each module in its entirety and correctly answer all test questions to successfully complete this training course.

More details on how to use this Web-based training are provided in Module 1, "Introduction."

Module Descriptions

To jump to any particular module in this training, use the bookmarks in this document. The following are brief descriptions of each of the five modules in this training:

Module 1: Introduction

This module explains the training's objectives, content, format, tools, navigation, review section, and additional resources.

Module 2: DOT Structure and Emergency Response Roles

This module reviews the structure, roles, and responsibilities of DOT, the Research and Special Programs Administration (RSPA), and OET, and explains DOT's relationship with the Federal Emergency Management Agency (FEMA) during a disaster.

Module 3: When Disaster Strikes

This module describes organizational responses to disaster events and outlines the roles of DOT Headquarters and the Regions, and how they are mobilized during disasters.

Module 4: Emergency Response Tools

This module describes the Activation Information Management (AIM) system and the National Contract, and how they are used in crisis response.

Module 5: Review and Additional Resources

This module reviews the main points covered in the training, summarizes your progress in completing the course, and provides links to relevant Web sites and a list of crisis response acronyms and definitions.

Module 1: Introduction

Training Overview

The objectives of this training program are as follows:

1. Provide a mechanism through which new Cadre members can learn about the Department of Transportation's (DOT) structure and responsibilities as they relate to the members' emergency response role.
2. Serve as a tool for experienced Cadre members to refresh their knowledge and their understanding of the crisis response effort when it is convenient for them.
3. Serve as a resource for the Crisis Management Center (CMC) Cadre and regional emergency preparedness professionals to learn about emergency response resources at Headquarters and ultimately in the Region.

Training Content

The resources and tools to be described in this training are the basic operations of the CMC and the Movement Coordination Center (MCC), and basic information on the Activation Information Management (AIM) system.

Also included is a discussion of the Emergency Transportation Center (ETC) in Atlanta, Georgia and its responsibilities related to crisis response transportation and resource movement during a crisis situation.

This section covers how to use the features within this course; DOT's structure and emergency response roles; organizational responses to disaster events; and emergency response tools. In the last portion of this course, you will review the main points covered in the training and receive additional information on crisis response reference materials.

As each module is completed, you will be asked questions regarding its content. All questions must be answered correctly to successfully complete that module and continue to the next portion of the training.

Training Sequence

You will be guided in completing the Web-based training beginning with Module 1 and following sequentially through Module 5. However, you are not required to do the training in any given order; you can use the bookmarks to access any particular module in which you are interested. In this regard, this training can serve as a quick reference tool for accessing crisis response information at any time.

All acronyms used within this Web-based training are described in the Acronym List located in Module 5, "Additional Resources."

Module 2: DOT Structure & Emergency Response Roles

DOT's Organization

DOT is organized into the Office of the Secretary and 10 Operating Administrations:

1. Federal Aviation Administration (FAA)
2. Federal Highway Administration Agency (FHWA)
3. Federal Railroad Administration (FRA)
4. National Highway Traffic Safety Administration (NHTSA)
5. Federal Transit Authority (FTA)
6. Saint Lawrence Seaway Development Corporation (SLSDC)
7. Maritime Administration (MARAD)
8. Research and Special Programs Administration (RSPA)
9. Bureau of Transportation Statistics (BTS)
10. Federal Motor Carrier Safety Administration (FMCSA)

Office of the Secretary

Leadership of the DOT is provided by the Secretary of Transportation, who is the principal adviser to the President in all matters relating to Federal transportation programs. The Secretary is assisted by the Deputy Secretary in this role.

The Office of the Secretary (OST) oversees the formulation of national transportation policy and promotes intermodal transportation.

Other responsibilities range from the negotiation and implementation of international transportation agreements, assuring the fitness of US airlines, and enforcing airline consumer protection regulations, to the issuance of regulations to prevent alcohol and illegal drug misuse in transportation systems, and preparing transportation legislation.

Federal Aviation Administration

The Federal Aviation Administration (FAA) oversees the safety of civil aviation. The safety mission of the FAA is first and foremost and includes the issuance and enforcement of regulations and standards related to the manufacture, operation, certification, and maintenance of aircraft.

The Agency is responsible for the rating and certification of airmen and for the certification of airports serving air carriers. It also enforces regulations under the Hazardous Materials Transportation Act for shipments of hazardous materials by air.

The FAA operates a network of airport towers, air route traffic control centers, and flight service stations; develops air traffic rules; allocates the use of airspace; and provides for the security control of air traffic to meet national defense requirements.

Other responsibilities include the construction or installation of visual and electronic aids to air navigation and the promotion of aviation safety internationally. The FAA, which regulates and encourages the U.S. commercial space transportation industry, also licenses commercial space launch facilities and private sector launches.

Federal Highway Administration

The Federal Highway Administration (FHWA) coordinates highway transportation programs in cooperation with States and other partners to enhance highway safety, economic vitality, quality of life, and the environment. Unlike other DOT Operating Administrations that have 10 regional offices, FHWA has 52 Division Offices located in the 50 states, the District of Columbia, and Puerto Rico, which work closely with the States on highway concerns.

Major program areas include the Federal-Aid Highway Program, which provides Federal financial assistance to the States to construct and improve the National Highway System, urban and rural roads, and bridges. Since highway damage reconstruction is part of its statutory responsibility, FHWA cannot submit for or be reimbursed by FEMA for disaster-related repairs to highways within its jurisdiction under the Robert T. Stafford Disaster Relief and Emergency Assistance Act.

Another program, the Federal Lands Highway Program, provides access to and within national forests, national parks, Indian reservations and other public lands by preparing plans and contracts, supervising construction facilities, and conducting bridge inspections and surveys. The FHWA also manages a comprehensive research, development, and technology program.

Note that the only part of DOT that has funding related to rebuilding transportation infrastructure is the FHWA, which has funds for highway infrastructure restoration. However, this work is done on a daily basis, not through the Federal Response Plan (FRP) which gives DOT guidance for its crisis response role.

Federal Railroad Administration

The Federal Railroad Administration (FRA) promotes safe and environmentally sound rail transportation.

With the responsibility of ensuring railroad safety throughout the nation, the FRA employs safety inspectors to monitor railroad compliance with Federally mandated safety standards including track maintenance, inspection standards, and operating practices.

The FRA conducts research and development tests to evaluate projects in support of its safety mission and to enhance the railroad system as a national transportation resource. Public education campaigns on highway-rail grade crossing safety and the danger of trespassing on rail property are also administered by FRA.

National Highway Traffic Safety Administration

National Highway Traffic Safety Administration (NHTSA) is responsible for reducing deaths, injuries, and economic losses resulting from motor vehicle crashes.

NHTSA sets and enforces safety performance standards for motor vehicles and equipment, and through grants to State and local governments, enables them to conduct effective local highway safety programs.

It also investigates safety defects in motor vehicles; sets and enforces fuel economy standards; helps States and local communities reduce the threat of drunk drivers; promotes the use of safety belts, child safety seats and air bags; investigates odometer fraud; establishes and enforces vehicle anti-theft regulations; and provides consumer information on motor vehicle safety topics.

A toll-free Auto Safety Hotline, 1-888-DASH-2-DOT, furnishes consumers with a wide range of auto safety information. Callers also can help identify safety problems in motor vehicles, tires, and automotive equipment such as child safety seats.

In addition, NHTSA has Emergency Medical Services (EMS) responsibilities, which can help the Department and Federal government during emergencies (i.e., determine the whereabouts of ambulances).

Federal Transit Administration

The Federal Transit Administration (FTA) assists in developing improved mass transportation systems for cities and communities nationwide. Through its grant programs, FTA helps plan, build, and operate transit systems with convenience, cost, and accessibility in mind.

While buses and light rail vehicles are the most common type of public transportation, other types include commuter ferryboats, trolleys, inclined railways, subways, and people movers. In providing financial, technical and planning assistance, the Agency provides leadership and resources for safe and technologically advanced local transit systems while assisting in the development of local and regional traffic reduction.

The FTA maintains the National Transportation Library (NTL), a repository of reports, documents, and data generated by professionals and others from around the country. The NTL is designed to facilitate document sharing among people interested in transit and transit-related topics.

Saint Lawrence Seaway Development Corporation

The Saint Lawrence Seaway Development Corporation (SLSDC) operates and maintains a safe, reliable and efficient waterway for commercial and noncommercial vessels between the Great Lakes and the Atlantic Ocean.

The SLSDC, in tandem with the Saint Lawrence Seaway Authority of Canada, oversees operations safety, vessel inspections, traffic control, and navigation aids on the Great Lakes and the Saint Lawrence Seaway.

Important to the economic development of the Great Lakes Region, SLSDC works to develop trade opportunities to benefit port communities, shippers and receivers and related industries in the area.

Maritime Administration

The Maritime Administration (MARAD) promotes the development and maintenance of an adequate, well-balanced, United States merchant marine, sufficient to carry the nation's domestic waterborne commerce and a substantial portion of its waterborne foreign commerce, and capable of serving as a naval and military auxiliary in time of war or national emergency.

MARAD also seeks to ensure that the United States enjoys adequate shipbuilding and repair service, efficient ports, effective intermodal water and land transportation systems, and reserve shipping capacity in time of national emergency.

Research and Special Programs Administration

The Research and Special Programs Administration (RSPA) is responsible for transportation issues pertaining to safety, intermodalism, cost-effective regulation, compliance, training and research. Employees of RSPA work in varied areas of transportation, including the following:

- The Office of Innovation, Research, and Education advances intermodal transportation research and technology.
- The Volpe National Transportation Systems Center conducts transportation research.
- Hazardous Materials Safety protects the public from the dangers inherent in the transportation of hazardous materials.
- Pipeline Safety assures that the safety and environmental risks of pipeline transportation are addressed.
- The Transportation Safety Institute provides training and technical assistance in transportation safety.
- The Office of Emergency Transportation provides civil sector preparedness for the Nation's transportation emergencies.

Bureau of Transportation Statistics

The Bureau of Transportation Statistics (BTS) has an intermodal transportation focus with a mission to compile, analyze, and publish statistics relevant to the nation's transportation system.

Created to improve the knowledge base for public decision-making and to improve public awareness of the nation's transportation system, BTS collects information on transportation and other areas as needed.

The Bureau's largest data collection programs are the Commodity Flow Survey and the American Travel Survey, conducted jointly with the Bureau of the Census to identify where freight and people go by all modes of transportation.

Federal Motor Carrier Safety Administration

The Federal Motor Carrier Safety Administration (FMCSA) was established within the Department of Transportation on January 1, 2000, pursuant to the Motor Carrier Safety Improvement Act of 1999 [Public Law No. 106-159, 113 Stat. 1748 (December 9, 1999)]. Formerly a part of the Federal Highway Administration, the FMCSA's primary mission is to prevent commercial motor vehicle-related fatalities and injuries.

FMCSA activities contribute to ensuring safety in motor carrier operations through strong enforcement of safety regulations, targeting high-risk carriers and commercial motor vehicle drivers; improving safety information systems and commercial motor vehicle technologies; strengthening commercial motor vehicle equipment and operating standards; and increasing safety awareness.

To accomplish these activities, the FMCSA works with Federal, State, and local enforcement agencies, the motor carrier industry, labor safety interest groups, and others.

United States Coast Guard

Although the United States Coast Guard (USCG) has been assigned to the Department of Homeland Security and is no longer part of DOT, the USCG personnel will maintain their regional emergency response roles until 2/29/2004.

Critical Liaison Positions within DOT

Each DOT Operating Administration has a designated **Emergency Coordinator**. The Emergency Coordinator plans for and sets in motion their organization's response to a disaster.

Operating Administrations maintain normal operations unless otherwise directed by the Secretary or the DOT Crisis Coordinator. When a disaster that affects multiple transportation modes occurs, the Emergency Coordinators from those Operating Administrations assign and maintain personnel to staff the Crisis Management Center (CMC). This CMC team is referred to as the "Cadre."

In addition to staffing the CMC, the Emergency Coordinators provide the Cadre up-to-date information on the transportation infrastructure in their modes and the measures being taken to resolve the problems.

The Cadre works together in the CMC to coordinate and share information on the disaster's effects on the impacted transportation systems.

DOT's Office of Emergency Transportation (OET) manages the CMC. More information on OET and its role in managing the CMC can be found in the "About OET" section in this module.

An up-to-date list of the Emergency Coordinators from the DOT Operating Administrations can be obtained from OET by calling their main telephone number at 202-366-5270 and requesting a listing.

In addition to its hazardous materials, pipeline safety and technology sharing activities, RSPA is also responsible for maintaining the Department's capability for responding to disasters.

RSPA's program areas consist of the following:

- **Associate Administrators** for the areas of Hazardous Materials Safety, Pipeline Safety, Management and Administration, and Research, Technology and Analysis
- **Office Directors** for each of the following areas: Chief Counsel, Policy and Program Support, Emergency Transportation and Civil Rights; and the Director of the Volpe National Transportation Systems Center (located in Cambridge, MA) and the Transportation Safety Institute in Oklahoma City, OK.

The **Office of Emergency Transportation** (OET) is responsible for coordinating DOT's crisis response efforts in the Department and in coordination with other Federal agencies.

OET is responsible for coordinating and managing transportation infrastructure information related to crisis response.

Under the DOT Secretary's direction, each OA has a defined role and responds directly to situations affecting their specific modes of transportation. For example, FAA responds to aircraft accidents while the FRA responds to rail transportation emergencies.

However, when a disaster is multimodal, or touches more than one transportation mode, OET steps into action. Otherwise, for single mode events, the respective Operating Administration manages the crisis.

OET performs coordinated crisis management functions for multimodal transportation emergencies. This provides a centralized, effective program for responding to disasters.

The types of emergencies covered within OET's mission span the full spectrum of crises: natural disasters; technological disasters, such as nuclear power plant accidents; terrorism; economic disruptions, such as labor strikes, and military deployments.

One of OET's core activities is managing the DOT CMC. The CMC is responsible for *collecting*, *analyzing*, and *disseminating* critical transportation infrastructure information to senior DOT officials.

The office develops, revises, and implements plans and procedures to respond to disasters, trains DOT staff for disaster functions, and exercises the team and processes. OET also manages the DOT Alternate Relocation Site to protect core DOT functions so the Department can continue to function if the headquarters becomes unusable for any reason.

OET works in partnership with all of the Operating Administrations and other organizations outside DOT before crises occur to develop and test their response plans.

When emergencies strike, OET works with other Federal agencies to ensure efficient coordination to assist the victims.

OET works closely with the Federal Emergency Management Agency (FEMA) before, during, and after disaster events.

This coordination is organized under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (otherwise known as the Stafford Act) and Executive Orders 12148 and 12656. This legislation delegates responsibility to FEMA for coordinating overall Federal emergency preparedness, planning, management, and disaster assistance functions.

More information on this topic can be found in Module 3, “When Disaster Strikes (Overview)” of this training.

Module 2 Quiz

Please answer the following questions related to Module 2, “DOT Structure and Emergency Response Roles.”

1. OET falls under which DOT Operating Administration?

- A. FAA
- B. FHWA
- C. FRA
- D. NHTSA
- E. FTA
- F. SLSDC
- G. MARAD
- H. RSPA
- I. BTS
- J. FMCSA

Answer: H. RSPA

2. Which of the following are responsibilities of an Emergency Coordinator (check all that apply)?

- A. Fill in for OET staff who are sent to the field.
- B. Share information with OET on the effects of a disaster on their transportation mode.
- C. Brief the DOT Secretary on the status of resources being sent to the disaster site.
- D. Work with the local and national media on coverage of the disaster.
- E. Manage their agency’s cadre and arrange for staffing for the CMC.

Answer: B. Share information with OET on the effects of a disaster on their transportation mode, and E. Manage their agency’s cadre and arrange for staffing for the CMC.

3. Which statement most accurately describes the role of the CMC?

- A. Serve as a press center in the case of transportation-related incidents.
- B. Collect, analyze, and disseminate critical transportation infrastructure information to DOT officials.
- C. Organize and direct the emergency activities of the private and public groups disaster situations.
- D. Serve as the alternate location for the Secretary’s staff in emergency situations.

Answer: B. Collect, analyze, and disseminate critical transportation infrastructure information to DOT officials.

Module 3: When Disaster Strikes (Overview)

DOT cannot respond to crises alone. It relies heavily upon close partnerships with public and private organizations throughout the nation and the world. In addition to working with groups such as private industry and Transport Canada, DOT works with other Federal agencies.

DOT's Key Federal Partners

The following is a summary of DOT's key Federal agency partners, their mission areas, and their responses to natural disasters:

- ▶ The Federal Emergency Management Agency, or FEMA, is a Federal agency founded in 1979. Its mission is to reduce the loss of life and property and protect our nation's critical infrastructure from all types of hazards. FEMA has approximately 2,600 full-time employees working at the FEMA headquarters in Washington, DC, at regional and area offices across the country, and at the Mount Weather Emergency Assistance Center in Virginia and the National Emergency Training Center in Maryland. FEMA responds in Presidentially declared disasters by assessing damage; making disaster aid available and managing loan and grant programs; creating and staffing Federal disaster field offices and coordinating Federal agencies' support to the affected States(s) under the Federal Response Plan (FRP); disseminating information to the public; and identifying opportunities to mitigate future disasters.

- ▶ The Department of Defense (DOD) maintains significant resources (personnel, equipment, and supplies) that may be available to support the Federal response to a major disaster or emergency. DOD will normally provide support only when other resources are unavailable, and only if such support does not interfere with its primary mission or ability to respond to operational contingencies. DOD can support the Department of Transportation with transportation assets, mainly airlift, when commercial transportation is unavailable. DOT works closely with the U.S. Transportation Command, located at Scott Air Force Base, Illinois, to coordinate the use of their aircraft for moving of disaster material, supplies, and personnel.

- ▶ The General Services Administration (GSA) supports other Federal organizations during the immediate response phase of a disaster such as by providing emergency relief supplies, office space, office equipment, office supplies, telecommunications, contracting services, transportation services (in coordination with Emergency Support Function #1 - Transportation), security services, Federal law enforcement liaison, and personnel required to support immediate response activities. DOT works closely with GSA, prior to and during disaster operations, to coordinate transportation requirements.

- ▶ The Department of State (DOS) plays a central role in leading diplomatic and humanitarian activities, and protecting American citizens following disasters affecting foreign countries. The DOS also coordinate requests for and offers of transportation assistance from foreign governments with DOD and the DOT.

DOT Headquarter's Response to a Disaster Event

DOT response to a natural or man-made crisis depends upon the specific event. The most demanding situation is a catastrophic disaster. Here, DOT's responsibilities are defined in the interagency Federal Response Plan (FRP).

The FRP was adopted in 1992 to organize the Federal support to the affected State(s) needed during disasters, such as hurricanes, earthquakes or massive flooding. Under the FRP, FEMA has responsibility for managing the overall Federal response. Federal support is organized under FRP into 12 Emergency Support Functions (ESF).

DOT is the lead for ESF #1: Transportation, which involves managing the flow of transportation assistance during a crisis and providing information on the affects of a disaster on the transportation infrastructure.

For a complete list of the ESF function categories, see the Acronym List.

DOT's Primary Functions

DOT's primary functions under the FRP are the following:

- ▶ Assess the status of the transportation infrastructure.
- ▶ Provide, at the request of the State(s), transportation assistance. These requests are made through FEMA.
- ▶ Serve as evacuation liaison with FHWA District Offices and the States for multi-state evacuations.
- ▶ Report on response and recovery efforts by regional DOT personnel.
- ▶ Assist in the design and implementation of alternate transportation services, such as mass transit systems, to temporarily replace system capacity lost to disaster damage.

In all disaster response situations, the assistance provided expands and contracts according to the complexity of the disaster, and whether the event is growing in severity.

About the Crisis Management Center

To respond appropriately to a disaster, it is essential to know precisely what is happening at the disaster site. Just when critical information needs escalate, communications are frequently disrupted.

To reach out quickly and with redundant communications technologies, DOT maintains the Crisis Management Center (CMC). The CMC is the focal point for the collection and management of transportation information, providing centralized coordination of the vast flow of information inside and outside the Department during an emergency.

The CMC operates 24-hours a day, seven days a week and is staffed by personnel from the DOT Operating Administrations, either in the form of Administration employees or through contracts with outside vendors who provide qualified personnel.

The CMC staff continually monitor weather systems and other events. When events dictate, trained Cadre members from throughout DOT are mobilized to assist with analyzing the transportation situation, determining the level of damage to the transportation infrastructure, formulating an appropriate course of action, and generating information for the Secretary and the transportation community to assist them in responding to the crisis.

Basically, the functions of the CMC are to:

- Continuously monitor events;
- Consolidate reporting of information;
- Analyze and distribute reports on transportation impacts;
- Coordinate DOT response activities; and
- Work closely with the other two DOT 24-hour operations centers, namely, the FAA and USCG Centers, to share and verify information.

DOT Emergency Coordinators report infrastructure damage to the CMC.

The CMC team is supported by the latest in computer equipment with specialized emergency management software and technologies.

The CMC facility has a room for briefings and conference calls, secret and top secret level video conferencing capability, agency workstations, a network server, a backup server at a remote location, an Activation Information Management (AIM) crisis response system, access to the DOT e-mail server, and an Internet connection.

Audiovisual equipment includes a central control panel, high resolution monitors, two 60-inch and three 42-inch multi-functional plasma screens, two projector systems, Cable TV, and VCRs. Communication devices include a high frequency radio and satellite phone.

As mentioned earlier, the CMC has direct communication links with the 24-hour a day operations centers of FAA and USCG as well as with the central Federal operations facility at FEMA and the field disaster teams. This direct access to other agencies' operation centers helps provide the CMC initial notification of crises and continuing information in those events.

Crisis Response Teams

In fulfilling their roles under the FRP, OET and FEMA work together in crisis situations through three teams:

- 1. Emergency Support Team (EST) at the FEMA Headquarters in Washington, D.C.:**
The EST is staffed by various Federal Agencies and is organized by functions or emergency support functions (ESF). There are 12 ESFs, with transportation being ESF #1. ESFs are

activated by FEMA based upon their need in responding to the crisis situation. ESF #1 coordinates the use of military transportation resources in the event the DOT Region does not have the capability. It also coordinates movement information and status reporting, in addition to resolving resource priority conflicts.

2. **Movement Coordination Center (MCC):** The Movement Coordination Center (MCC) is also directed under ESF #1- Transportation. It is activated at FEMA Headquarters by the DOT Crisis Coordinator at the request of the FEMA EST Director. Information on the MCC can be found in the next section.
3. **Emergency Response Team (ERT) at the disaster site:** The staffing and organization are similar to the EST, being based on the 12 ESFs. FEMA sets up a Disaster Field Office at a location near the disaster scene and, when activated, ESF #1 coordinates and acquires Federal and civil transportation, provides impact assessments for transportation, assists in alternative transportation services, and finances transportation infrastructure restoration.
4. **Emergency Transportation Center (ETC) in the Atlanta FAA Regional Office:** The ETC, staffed by DOT and selected other agencies, is located in the FAA Southern Region Headquarters in Atlanta, Georgia. The ETC executes transportation requests from the EST/MCC, ROC, and DFO. The ETC is staffed by personnel who contract for all forms of transportation services, i.e., commercial air, land, and sea transportation. Other personnel collect and distribute information on resource movements.

ETC impacts are discussed later in this module.

About the Movement Coordination Center

The purpose of the MCC is to coordinate with the Region, the CMC, and FEMA EST personnel for the procurement of transportation assets and the tracking of resources to the disaster area. In most cases, ESF #1 in the Region actually acquires transportation resources. The MCC team is led by DOT and includes representatives from FEMA, GSA, and the DOD (when DOD transportation assets are used).

The MCC maintains an **Operations Manual** that explains the center's procedures and contains important reference information for operating the MCC. Included are the following:

- Activation/Stand Down Checklist;
- Steps for completing the ESF #1 Resource Tracking Form;
- Relevant telephone numbers;
- Activation Information Management (AIM) software procedures;
- Request for Assistance forms (with instructions on how the form should be completed);
- A Transportation Log to track funds allocated to transportation movement;
- OET Web page procedures for posting new disaster information;
- MCC Work Schedule; and
- MCC Notification List.

To assist the MCC, FEMA is currently developing a Resource Tracking Database to accumulate information on all the resources being moved into a disaster by all Federal Agencies.

The database will track the resources while they are en route to a Mobilization Center near the disaster site where they are transferred to the State, or returned to the warehouse.

Regions' Response to a Disaster Event

DOT is represented in the Regions by 10 regional offices which comprise the 50 States, Puerto Rico (part of Region 4), the US Virgin Islands (part of Region 4), and Guam (part of Region 9).

Each Region has a lead regional senior policy official, the Regional Emergency Transportation Coordinator (RETCO), who directs the emergency transportation planning and programs in the Region. Some Regions have alternate RETCO's (ALTRETCO) to assist the RETCO.

The RETCO is assisted by a Regional Emergency Transportation Representative (RETREP) who develops preparedness plans, conducts training, and coordinates with Federal, State and local organizations in the Region. The RETREP also manages the day-to-day disaster response efforts.

Each Region tailors its emergency transportation programs according to its specific local needs and changing conditions. For example, some Regions' primary threat is hurricanes while others' will be earthquakes. Each Region develops its planning according to its specific threats.

The DOT Headquarters and Regions support each other during a crisis. The DOT Regions collect and maintain information on their crisis response activities, sharing it with the FEMA Region and the CMC. The DOT Regions support each other with personnel in the event of a major disaster affecting more than one State or Region.

Regions keep Headquarters abreast by communicating through the MCC or CMC via telephone, fax, AIM, and e-mail.

As a reminder, the Emergency Coordinators at Headquarters are the individuals responsible for providing support in the form of information flow, personnel, and infrastructure damage assessment.

DOT Regional Support to FEMA and States

DOT regional support does not extend to DOT Headquarters alone.

DOT Regions provide assistance to the overall regional emergency response and recovery effort in support of FEMA and the affected State(s).

The Disaster Field Office (DFO) is a facility established in the affected State by the FEMA Region at the onset of a major disaster, and is located adjacent to the disaster area. Through the DFO, FEMA coordinates the Federal response and support for an affected State. Most of the Federal

agencies supporting FEMA will reside there as part of the ERT, as well. FEMA will normally operate a DFO in each State affected by the disaster(s).

ESF #1 will coordinate and arrange Federal and civil transportation, provide transportation impact assessments, assist in alternative transportation services, and assist in transportation infrastructure restoration from the DFO.

About the Emergency Transportation Center

The Emergency Transportation Center (ETC) was developed by the RETCO in Region 4.

It is centrally located in Atlanta, Georgia to handle transportation acquisition when a disaster(s) affects more than one State or territory in Region 4 or in any State in the U.S. The ETC is available to assist any RETCO who requests their assistance.

For coordination purposes, Region 4 found that developing a single location to acquire transportation was more efficient than having each DFO in individual states compete for transportation resources.

This concept also works well when a disaster affects several States or Regions. Several RETREPs have committed to sending their transportation needs through the Atlanta ETC during their disaster response.

The ETC's responsibilities include the following:

- Executes transportation requests received from the ESF #1/MCC in the EST, the ROC, the DFO, and from other Regional Emergency Transportation Representatives.
- Coordinates and contracts commercial and military air, land, and sea transportation.
- Coordinates with the MCC the movement of the FEMA Initial Response Resources. These are FEMA owned assets, i.e., generators, plastic sheeting, tents, sleeping bags, MREs, and comfort kits.
- Provides in-transit-visibility for all ESF #1 shipments into the disaster area.
- Provides rate information to requesters and manages resource movement information.
- Coordinates with the MCC for waivers of transportation regulations from FAA, FHWA, USCG, and FMCSA.

Module 3 Quiz

Please answer the following questions related to Module 3, “When Disaster Strikes (Overview).”

1. Which are the four key Federal agencies with which DOT collaborates during a crisis event?

- FEMA
- DOJ
- EPA
- DOS
- DOL
- HHS
- HUD
- USAID
- DOC
- GSA
- DOD
- DOA

Answer: FEMA, DOS, GSA, and DOD.

2. Which of the following are DOT crisis response responsibilities?

- A. Coordinate the movement of Federal response teams and services.
- B. Fund rebuilding of highway infrastructure.
- C. Help acquire needed transportation resources for moving personnel, equipment, and material during a disaster relief operation.
- D. Assess the status of the transportation infrastructure.
- E. Update Federal agencies on the status of transportation disaster relief through issuance of consolidated status reports.
- F. Serve as evacuation liaison for multi-State evacuations.
- G. All of the above.

Answer: G. All of the above.

3. DOT’s responsibilities in the case of a catastrophic natural disaster are defined in which interagency document?

- A. Federal Response Plan
- B. Robert T. Stafford Disaster Relief and Emergency Assistance Act
- C. Emergency Planning and Community Right-to-Know Act
- D. Disaster Mitigation Act
- E. National Disaster Protection Partnership Act

Answer: A. Federal Response Plan.

4. Which of the following statements regarding FEMA is correct?

- A. FEMA has approximately 2,600 full-time employees.
- B. FEMA responds in Presidentially declared disasters.
- C. FEMA coordinates multiple Federal agencies' involvement in crisis response situations.
- D. FEMA creates and staffs Federal and State Disaster Field Offices.
- E. All the above.

Answer: E. All the above.

5. Which agencies staff the MCC? Please check all agencies that apply.

- DOT
- DOS
- DOD
- GSA
- FEMA
- DOL
- EPA

Answer: DOT, DOD, GSA, and FEMA.

6. Provide the full names of the acronyms below.

- MCC
- ERT
- CMC
- ETC
- EST
- RETCO

Answer:

- MCC is the Movement Coordination Center.
- ERT is the Emergency Response Team.
- CMC is the Crisis Management Center.
- ETC is the Emergency Transportation Center.
- EST is the Emergency Support Team.
- RETCO is the Regional Emergency Transportation Coordinator.

7. Which of the following are functions of the CMC? Please check all that apply.

- A. Reports on response and recovery efforts by regional DOT personnel.
- B. Monitors events.
- C. Inputs regional data into AIM.

- D. Collects, analyzes, and distributes reports on transportation impacts.
- E. Consolidates the reporting of information.

Answer: A. Reports on response and recovery efforts by regional DOT personnel, B. Monitors events, D. Collects, analyzes, and distributes reports on transportation impacts, and E. Consolidates the reporting of information.

8. How many regional DOT offices have Regional Emergency Transportation Representatives?

- A. 8
- B. 12
- C. 11
- D. 10
- E. 9

Answer: D. 10

9. The CMC has direct communication links with the 24-hour a day operations centers of which offices?

- A. FAA
- B. USCG
- C. DOD
- D. FEMA HQ
- E. EPA
- F. DOS

Answer: A. FAA, B. USCG, and D. FEMA Headquarters.

10. Is the following statement True or False?

Each Region must tailor its emergency transportation programs according to its specific local needs and changing conditions.

Answer: True

Module 4: Emergency Response Tools

About the Activation Information Management System

DOT's Activation Information Management (AIM) system is a Web-based emergency management information processing system.

AIM is the Agency's primary reporting tool for collecting, recording, and disseminating information on impacts to the transportation system because of a natural or human caused disaster. This system allows crisis information to be entered online at the lowest possible level. This allows anyone with authorized Web access to instantly see the updated information.

AIM allows users from throughout DOT, at Headquarters and in the Regions, to report and display the status of the nation's transportation systems and provide senior decision makers with a nationwide situational awareness.

AIM should be used to record those events and incidents that affect transportation. One benefit is that AIM provides a historical record of all disasters, with names, dates, and event details.

AIM users, at a minimum include the following:

- Emergency Coordinators from the DOT's Operating Administrations;
- Regional Emergency Transportation Coordinators and Representatives;
- Regional crisis management teams;
- CMC's staff and Cadre;
- Federal Highway Administration's Division Offices;
- MCC staff; and
- OET staff.

AIM's **Situation Reports** allow the Agency to quickly gain an understanding of the events and associated incidents, and their impact on transportation. The **Duty Log** section is used to record activities, phone calls, and actions taken during a shift.

Other reports included in AIM detail the operational status of critical transportation facilities, and mission critical computer systems, on-line systems, building infrastructure, and security breaches.

AIM can be accessed using a Web browser and Internet connection. To log into AIM, launch the Web browser, go to the AIM URL (<http://dotaim1/dot/gov> on DOT computers; for non-DOT computers, use <http://199.79.179.69/dot/etteam.nsf> in the Washington, DC area and <http://162.58.35.29/dot/etteam.nsf> for all other locations), and enter your user name and password in their respective fields. Users' editing rights vary based on their data entry responsibilities.

If you have any questions or suggestions, or need assistance with AIM, call **(202) 366-5270** and ask for the AIM System Administrator.

About the National Contract

The **National Contract** is a vehicle for providing a single transportation logistics company to coordinate the acquisition of transportation resources required to move people, material, and supplies to a disaster site in support of the State, through FEMA.

It centralizes the transportation acquisition, tracking, and visibility in the hands of one entity for comprehensive control and coordination, regardless of what form of transportation is required to get from point A to point B.

The National Contract also prevents Federal agencies from competing against one another for services, which drives up costs. With one agency handling all Federal purchasing, the government consolidates its needs and saves money.

Module 4 Quiz

Please answer the following questions related to Module 4, “Emergency Response Tools.”

1. Which of the following items do you need to start using AIM? Please check all that apply.

- A. Web browser
- B. AIM URL (Web site address)
- C. User Name
- D. Password
- E. AIM software

Answer: A. Web browser, B. AIM URL (Web site address), C. User Name, and D. Password

2. Which of the following types of information would NOT be entered into or tracked by AIM?

- A. Information about a disaster event.
- B. Date and times of incidents.
- C. Damages to the transportation infrastructure.
- D. Fatalities.
- E. Names of victims injured in the incidents.

Answer: E. Names of victims injured in the incidents.

3. What is the National Contract? Select the correct definition from the list below.

- A. A contract vehicle for purchasing emergency supplies, such as potable water.
- B. A contract with a transportation logistics company that coordinates the acquisition of transportation resources from origin to destination.
- C. A contract between FEMA and Federal agencies for coordinating disaster relief efforts.

Answer: B. A contract with a transportation logistics company that coordinates the acquisition of transportation resources from origin to destination.

Review

The following are the main points covered in this training:

- DOT Headquarters Operating Administrations maintain normal operations until directed by the Secretary or the DOT Crisis Coordinator to activate crisis response measures.
- Each Operating Administration has a designated Emergency Coordinator who serves as their organization's point of contact for disaster response, which includes routine interaction with the DOT CMC and who manages their agencies' Cadre Team and provides staffing for an activation.
- The Emergency Coordinators are responsible for providing the CMC with up-to-date transportation infrastructure damage information and the measures being taken to resolve the problems.
- OET performs coordinated crisis management functions for multimodal transportation emergencies.
- DOT collaborates with other agencies to respond to crises, including FEMA, DOD, GSA and DOS.
- DOT's CMC is the focal point for centralized information flow management during an emergency.
- The MCC is activated by FEMA Headquarters to coordinate transportation procurement and resource tracking. The MCC is staffed by DOT, FEMA and DOD.
- The DOT Regions keep Headquarters up-to-date during a crisis by communicating through the CMC and MCC.
- AIM is the DOT's primary reporting tool for collecting and disseminating information on the impacts to the transportation system due to a natural or human caused disaster.

Additional Resources

The following are additional resources for learning about DOT and other agencies' crisis response roles, responsibilities, and news.

Web Site Addresses

Click on the Web site address to launch your Web browser and view the site.

- DOT Activation Information System (AIM): <http://dotaim1/dot/gov>
- DOT Region 10 - ESF 1 (13 USCG District): <http://www.uscg.mil/d13/retco>
- Federal Aviation Administration Alaska Region (Emergency Support Function 1): <http://www.alaskaesfl.org>
- Federal Emergency Management Agency (FEMA): <http://www.fema.gov>
- State Departments of Transportation: http://www.rspa.dot.gov/oet/tem_links.html#SDTLinks

Acronym List

Click on the link below to access the Acronym List to view information on each of the acronyms reference in this training.

<http://www.mng-ltd.com/dot/acronyms.htm>

Conclusion

Please feel free to review this training at any time to refresh your knowledge of crisis response and to check for updates to the training content.

You are also invited to contact OET to provide input on this training product. We are continually seeking to improve our products. Please send an e-mail message on content, requested training areas, etc., to Howard.Edwards@rspa.dot.gov regarding the performance of the training product and/or any questions you may have.

Thank you.