



County of Santa Clara  
Emergency Operations Center (EOC)  
**Resource Request Form 213RR**

**COMPLETED BY REQUESTOR**

<b>1. Incident Name</b>	<b>2. Date Initiated</b>	<b>3. Time Initiated</b>	<b>4. Tracking Number</b> <i>(Completed by OA EOC)</i>
<b>5. Requested By</b> <i>(name, agency, position, email, phone)</i>	<p style="text-align: center;"><b>How to use the EOC Form 213RR</b></p> <p><b>Purpose</b>      The EOC 213RR is used to request non-mutual aid supplies, services, personnel, teams, equipment, utilities, fuel, facilities, or any other resource or incident management activity required from the Operational Area (OA.)</p> <p><b>When to use</b>      The Form 213RR may be used anytime during any Operational Period. If the OA EOC is not activated the Duty Officer will serve to coordinate the request.</p> <p><b>Prepared by</b>      Any EOC position or agency requesting resources from the OA</p> <p><b>Approved by</b>      Section Chief of the requesting EOC or Supervising Official at requesting agency</p>		
<b>6. Prepared by</b> <i>(name, position, email, phone)</i>	<p><b>Routed to</b>      Planning Section → Logistics Section → Finance/Admin Section → EOC Director → Logistics Section</p> <p><b>Filed with</b>      Logistics Section Resource Tracking Unit / Planning Section Documentation Unit</p>		
<b>7. Approved by</b> <i>(name, position, email, phone)</i>	<p><b>User Notes</b>      The Form 213RR is a two-sided form. Side one is completed by the requestor. Side two is completed by the OA EOC. <b>Please check that both sides are available.</b></p>		
Signature: _____			

REQUESTED RESOURCE DETAILS				
	8. Qty/Unit	9. Resource Description <i>(kind/type, if applicable)</i>	10. Arrival <i>(date/time)</i>	11. Priority
Requesting Agency / EOC Section				Now <input type="radio"/> High <input type="radio"/> <i>(0-4 hours)</i> Medium <input type="radio"/> <i>(5-12 hours)</i> Low <input type="radio"/> <i>(12+ hours)</i>
	<b>13. Deliver to</b> <i>(name, agency, position, email, phone)</i>		<b>14. Location</b> <i>(address or lat./long., site type)</i>	
	<b>15. Substitute/Suggested Sources</b> <i>(name, phone, website)</i>			
	<b>16. Supplemental Requirements</b> <i>(include details in #17)</i>		<b>17. Special Instructions</b>	
	<input type="radio"/> Equipment Operator <input type="radio"/> Lodging <input type="radio"/> Fuel <input type="radio"/> Power Fuel Type _____ <input type="radio"/> Meals <input type="radio"/> Maintenance <input type="radio"/> Water <input type="radio"/> Other _____			



County of Santa Clara  
Emergency Operations Center (EOC)  
**Resource Request Form 213RR**

**COMPLETED BY OA EOC or DUTY OFFICER**

<b>OA EOC Plan/Intel Section</b>	<b>18. Plan/Intel Section Remarks/Comments</b> <i>(include general description of request)</i>  	
	<b>19. Plan/Intel Section Chief Approval</b> <i>(print and sign)</i>  	
<b>OA EOC Logistics Section</b>	<b>20. Order Placed By</b> <i>(name, position, agency, phone, radio, email)</i>  	
	<b>21. Method of Procurement</b> <i>(filled-in house, agreement, purchase, etc.)</i>  	
	<b>22. Supplier Name / Point-of-Contact Information</b> <i>(name, address, phone, fax, email)</i>  	
	<b>23. Logistics Section Remarks</b>  	
	<b>24. Logistics Section Chief Approval</b> <i>(print and sign)</i>  	
<b>OA EOC Fin/Admin Section</b>	<b>25. Finance/Admin Remarks</b>	<b>Date/Time</b>
<b>OA EOC Logistics Section</b>	<b>26. Logistics Section Final/Demobilization Remarks</b>	<b>Date/Time</b>



AUGUST 3, 2017

EMERGENCY MANAGEMENT

# RESOURCE REQUEST GUIDE

A SANTA CLARA COUNTY OP AREA PROCEDURE



OFFICE OF EMERGENCY SERVICES  
COUNTY OF SANTA CLARA & SANTA CLARA COUNTY FIRE  
55 W. YOUNGER AVE., SAN JOSE, CA



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## RECORD OF CHANGE

Number	Date	Section #	Description
01.			
02.			
03.			
04.			
05.			
06.			
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## RESOURCE REQUEST PRIORITIZATION

Resources are critical to responding and recovering from any disaster. On occasion resources may be scarce and difficult to get. Prioritization of requests to ensure that they provide the greatest good for the greatest number of people is key to the determination of where scarce resources should be used. At all levels of decision-making the end-user or beneficiary of resources should be kept in mind when the decision for resource deployments are made.

## MUTUAL AID AGREEMENT

Discipline specific mutual aid agreements and/or regulations exist for:

- Fire and Rescue services
- Law enforcement
- Medical
- Coroner
- Public Utilities
- Building Inspectors
- Emergency Management (EMMA)

### MUTUAL AID COORDINATORS

To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, region, and state levels. The basic role of a mutual aid coordinator is to receive mutual aid requests, coordinate the provision of resources from within the coordinator's geographic area of responsibility and pass on unfilled requests to the next Standardized Emergency Management System (SEMS) level.

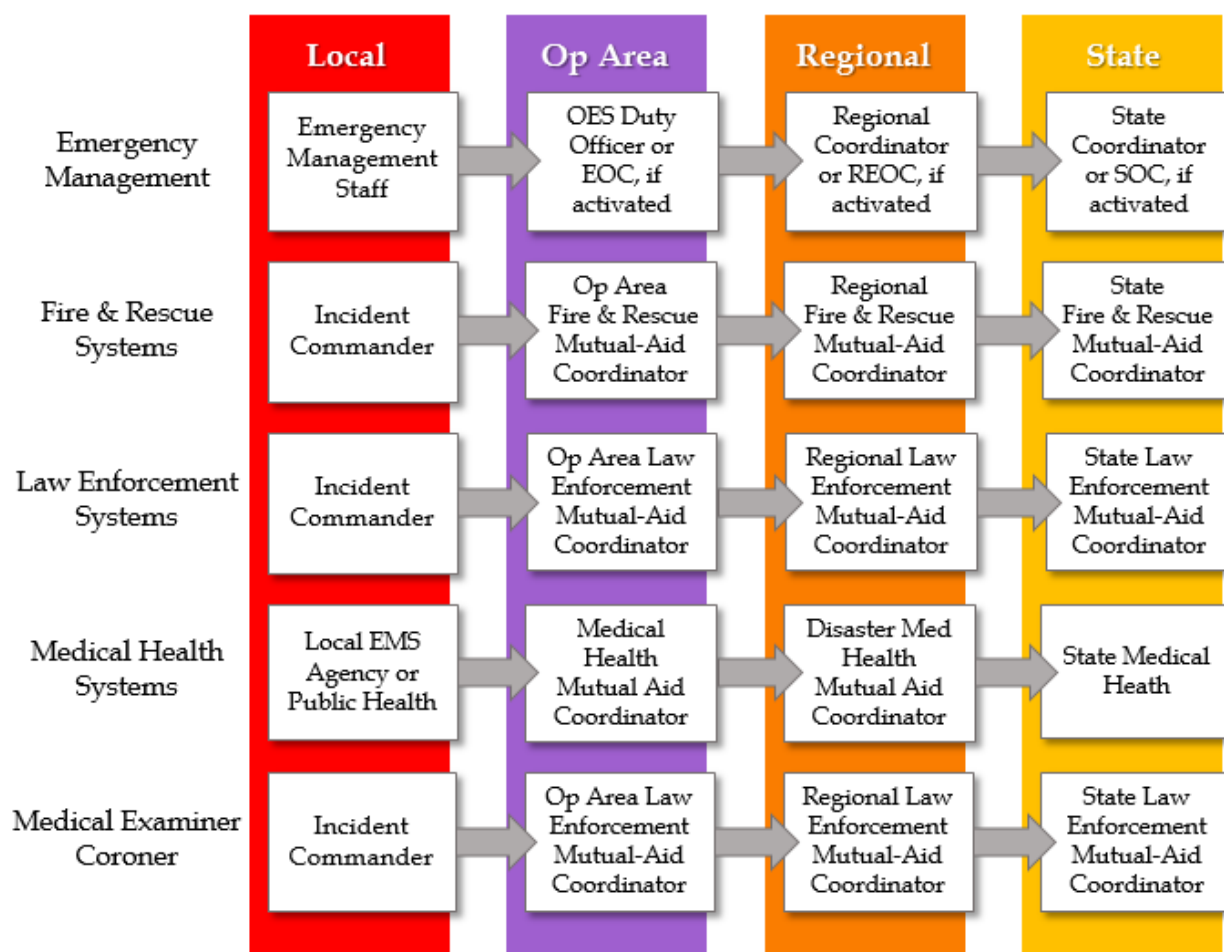
Mutual aid coordinators may function from their normal departmental location, an Emergency Operations Center (EOC), or other location depending on the circumstances. Some incidents require mutual aid but do not necessitate activation of the affected local government or Operational Area (OA) EOC because of the incident's limited impacts. In such cases, mutual aid coordinators typically handle requests from their normal work location.

- When an EOC is activated, all discipline-specific mutual aid systems being utilized should establish coordination and communications with the EOC to ensure minimum duplication of requests
- When the Cal OES Coastal Region EOC (REOC) is activated, regional mutual aid coordinators should have representatives in the REOC unless it is mutually agreed that effective coordination can be accomplished through telecommunications. State agencies may be requested to send representatives to the REOC to assist OES regional staff in handling mutual aid requests for disciplines or functions that do not have designated mutual aid coordinators
- When the State Operations Center (SOC) is activated, state agencies with mutual aid coordination responsibilities will be requested to send representatives to the SOC

- Mutual aid system representatives at an EOC may be located in various functional elements (sections, branches, groups or units) or serve as an agency representative, depending on the organization and activation level of the EOC

## DISCIPLINE SPECIFIC MUTUAL AID RESOURCES

The graph below illustrates the various paths taken when ordering discipline specific, mutual aid resources.



The Mutual Aid process and the Non-Mutual Aid process are not the same. Now that we have detailed the Mutual Aid process let's look at the Non-Mutual Aid request process which is more likely the process used if you aren't requesting discipline specific resources from one of the above disciplines.



## NON-MUTUAL AID RESOURCE REQUESTS

This portion of the Resource Request Guide aims to provide all stakeholders with a guide for requesting non-mutual aid resources.

In accordance with the Standardized Emergency Management System (SEMS), all disasters are managed at the local or field level. When field incident commanders (IC) need resources that can't be obtained through the mutual aid process they should request assistance from their local/city government Emergency Operations Center (EOC.) **Local government EOCs will attempt to fill resource requests within their own jurisdiction before requesting resources through the Operational Area (OA.)**

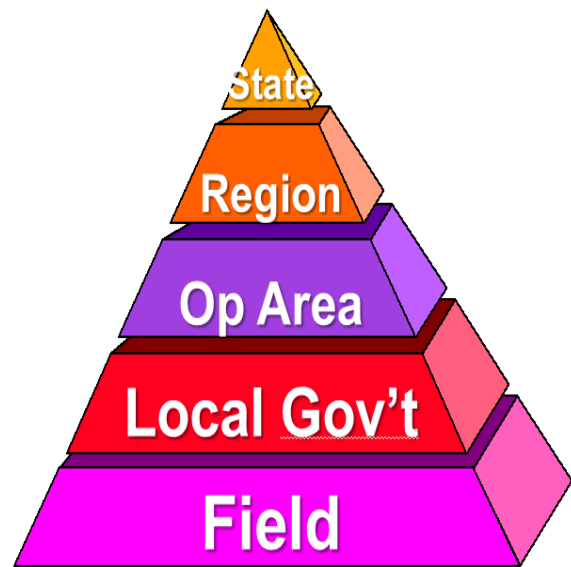
The pyramid chart to the right represents the resource request flow from the field to the State.

If resources can't be obtained through local jurisdictional processes, a Resource Request should be submitted via a 213RR form to the Operational Area, either to the OA EOC if activated or to the OA Duty Officer.

### OA EOC ACTIVATED VS. OA DUTY OFFICER STATUS

If the OA EOC is activated all resource requests will first be routed to the OA Plans Section. The OA EOC will provide updates on request status as appropriate.

If the OA EOC is not activated the OA Duty Officer will process resource requests until other arrangements are made.



## STEPS TO REQUEST AND RECEIVE NON-MUTUAL AID RESOURCES

These steps only pertain to the process for requesting resources from the Santa Clara County Operational Area. State and federal procedures may differ, as may field to local requests. Refer to the Resource Request Process visual aid on page 20 for a visual depiction of this process.



- 1 Before Requests are received, the OA EOC Management, Finance, and Logistics Sections will determine spending limits and policy as necessary. If the EOC is not activated those decisions will be made with the guidance of the County's Finance Agency and the County Executive's Office. This information will be shared with appropriate personnel once the decisions have been made.
- 2 The local EOC exhausts efforts to acquire resources through local jurisdiction and determines that resources need to be requested through the Operational Area, in



accordance with the Standardized Emergency Management System (SEMS). The requester completes Form 213RR (see sample on page 16.) To expedite the request, all fields should be completed on the front side of the 213RR. The completed 213RR can be delivered to the OA EOC or OA Duty Officer through the following methods.

1. Attached to an Email
2. Faxed using an agreed upon fax number
3. In-person either to the OA EOC or to the Duty Officer
4. If none of these methods are available, a call can be made to the EOC or County Communications to contact the OA Duty Officer and the OA Planning Section or OA Duty Officer will complete a Form 213RR, however, the signature and/or approval process will still need to be completed

A follow up phone call should always accompany a request for resources to confirm receipt and answer questions that might arise regarding details of the request. The request will either be routed through the OA Planning Section or managed by the OA Duty Officer depending on OA EOC activation.

The OA EOC or OA Duty Officer will enter the 213RR information into WebEOC and provide the requesting agency with a tracking number. The requesting agency can monitor the process by reviewing the resource request in WebEOC. See instructions in the section titled *How to Track Your Non-Mutual Aid Request* on subsequent pages for details.

**NOTE:** The back side of the 213RR form is for OA internal use only.

3

OA Planning Section or OA Duty Officer will:

- Verify completion and accuracy of form
- Determine potential duplication of request
- Verify that the request is a non-mutual aid request
- Forward the request to the OA Logistics Section for procurement

If the request is a mutual aid resource the OA EOC or OA Duty Officer will forward the request to a discipline specific Mutual Aid Coordinator. Once the request is ready to be filled, if the EOC is activated, the Plans Section will forward the request to the OA EOC Logistics Section. If the EOC is not activated the OA Duty Officer will follow through with filling the request as appropriate.

4

OA EOC Logistics Section Supply/Procurement Unit fills the request by; using on-hand resources, brokering for resources within the OA, leasing, or purchasing.

- If the resource is ON-HAND, then Supply/Procurement Unit procures the request using the delivery instructions and tracks the resource



- If the resource needs to be LEASED or PURCHASED and is UNDER the pre-set spending limit, then the Supply/Procurement Unit leases or purchases the resource, and tracks the resource
- If the resource needs to be LEASED or PURCHASED and is OVER the pre-set spending limit then Supply/Procurement Unit coordinates with Finance Section Purchasing Unit and EOC Director to determine course of action and, if leased or purchased, tracks the resource
- If there is a shortfall and local procurement is not possible then Supply/Procurement Unit returns request to the EOC Plans Section for action. The request may be forwarded to the REOC using CalEOC which is the State's version of WebEOC

OA EOC Logistics Section will:

- Provide the requesting agency with an estimated completion timeline
- Create the requested information in WebEOC and obtain a Tracking Number
- Provide the Tracking Number to the originator
- Begin the tracking process using available tracking tools

Updating the local WebEOC record will be the responsibility of each person involved in the process of filling the request.

Once the resource is delivered to the requester this step is complete.

5

Different sections of the OA EOC will monitor and/or track the resource, as well as execute cost recovery procedures and final disposition or demobilization.

**NOTE:** Updating the WebEOC record will be the responsibility of each person involved in the process of filling the request.

6

The requesting agency will use the resource, provide status as appropriate, and follow through with final disposition or demobilization of the resource. Communication should flow through the EOC Plans Section or OA Duty Officer to ensure information regarding the resource is properly tracked.

## INTERNAL REQUESTS

Internal requests are those requests made by an agency/organization within the EOC. These requests should be approved by their Section Chief prior to completing the 213RR. All requesting agencies/ organizations should complete the *Resource Request Form* (see page 16) and forward to the EOC Planning Section or OA Duty Officer to begin processing the resource request. Requests will be processed as indicated in the steps above.



## HOW TO TRACK YOUR NON-MUTUAL AID REQUEST

Once a request is received by the EOC Logistics Section and entered into WebEOC a tracking number will be provided to the requester.

Tracking a request can be accomplished by logging into WebEOC at the following web address:

<https://santaclara.webeocasp.com/santaclara>

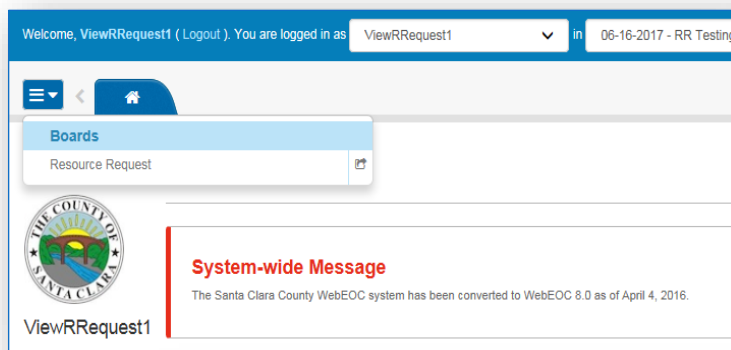
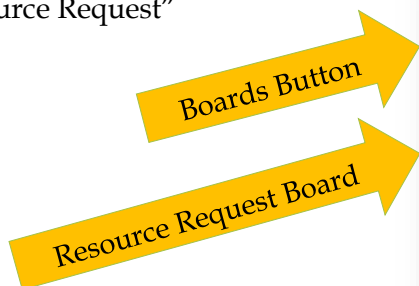
User Name= **ViewRRequest1**, Password= **ViewRRequest1**, Position= **ViewRRequest1**

First, confirm that you are in the correct Event by selecting it from the drop-down box. Input your name, location, phone number and email in the Additional Login Information section.

Then, select the appropriate position to see the Resource Requests (ViewRRequest1). Not all WebEOC positions have this capability. Also, make sure you are in the proper event as Resource Requests are event specific.

**NOTE:** For details about logging into WebEOC turn to the WebEOC section of the Position Binder in the OA EOC or ask the local emergency manager for assistance. For assistance either contact the OA EOC or the OA Duty Officer through County Communications (408 299-2501.)

Click on Boards button then select  
"Resource Request"



Enter the Resource Tracking Number  
or Mission Name in the search field

Example: Search for #5816133



Click the "View" button on the right

My Assignments   My Requests   View All						
Status Filter: Show All						
Originator	Assigned to	Priority	Time Due	Status	Details	
SCCEOC MGMT EOC Coordinator	SCCEOC MGMT EOC Coordinator	Routine (24 hrs.)	03/03/2017 11:47:00	Complete	View	

View button






A full record of the request will appear with status and a history of actions taken. The original request will be attached, if available. Double click the paperclip to open the original request.

## Resource Request/Task Assignments

Last Update: 06/27/2017 14:43:37

[Print](#)  
**Resource Request**  
[Back](#)

<b>Request/Task Assignment</b>		
Incident Name: 06-16-2017 - RR Testing	Date/Time Initiated: 06/26/2017 13:56:27	Tracking Number SCCEOC - 7001413
<b>Request/Task Details</b>		
<u>Request Name</u> Dragon Food		
<u>Resource description</u> Food for three dragons to sustain them for 30 days = 30 tons of meat		
Originating Position SCCEOC MGMT EOC Coordinator		Requester Contact Email tyrion.lannister@westeros.gov
Requested By Tyrion Lannister		Requester Contact Phone Number 408-555-1212
Deliver To Daenerys Targaryen		Delivery Contact Email Daenerys.Targaryen@westeros.gov
Delivery Contact Phone Number 408-999-9999		Qty 30
Attachment:		
Priority High (0 - 4 hrs)	Date/Time Due 06/26/2017 18:00:00	Completed
<div> <div> Status: Assigned </div> <div> Assigned To: SCCEOC LOG Chief </div> </div>		

*Attached 213RR*

*Status of Request*

### Record History

Mission/Resource Request updated by SCCEOC MGMT EOC Coordinator - SCC Cindy Stewart Admin at 15:13:24 on 06/26/2017  
Assigned to: SCCEOC LOG Chief  
Status: Assigned

Mission/Resource Request updated by SCCEOC MGMT EOC Coordinator - SCC Cindy Stewart Admin at 15:15:25 on 06/26/2017  
Assigned to: SCCEOC LOG Chief  
Status: Assigned

Mission/Resource Request updated by SCCEOC MGMT EOC Coordinator - SCC Cindy Stewart Admin at 15:15:48 on 06/26/2017  
Assigned to: SCCEOC LOG Chief  
Status: Assigned



The “Comments” section is particularly important as notes and information will be provided as the request is being processed.

Comments					Add Comment
Position	Name	Phone	Date/Time	Comment	Update
SCCEOC LOG Chief	Sally Smith	408 888 8888	06/26/2017 16:54:10	Spoke with goat farmer. I had no idea goats were that expensive.	<a href="#">Select</a>
SCCEOC MGMT EOC Coordinator	Cindy Stewart	408 823 5005	06/26/2017 16:52:46	Asked for volunteers. No response yet.	<a href="#">Select</a>

## DEMOBILIZATION AND/OR FINALIZATION OF RESOURCES

Once the resource is no longer needed it should be returned or demobilized. It's important to complete the process to ensure potential reimbursement is made available. Without paperwork from start to finish, reimbursement potential will be compromised and the requestor will be responsible for the expense of the resource. Any reimbursement will be made by the State or Federal government and not the County. The resource should be returned in the same condition it was received. If the resource has been damaged, repairs are the responsibility of the requestor. The requestor is responsible for the resource until it is signed off by either the OA EOC or OA Duty Officer as having been returned. Supplies and other expendables will need to be replaced unless other arrangements have been made in writing and attached to the Form 213RR.





## APPENDIX A: RESOURCE REQUEST FORM



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<b>County of Santa Clara</b> <b>Emergency Operations Center (EOC)</b> <b>Resource Request Form 213RR</b>						
COMPLETED BY REQUESTOR						
<b>1. Incident Name</b>		<b>2. Date Initiated</b>	<b>3. Time Initiated</b>	<b>4. Tracking Number</b> <small>(Completed by OA EOC)</small>		
<b>5. Requested By</b> <small>(name, agency, position, email, phone)</small>  		<p style="text-align: center;"><b>How to use the EOC Form 213RR</b></p> <p><b>Purpose</b>      The EOC 213RR is used to request non-mutual aid supplies, services, personnel, teams, equipment, utilities, fuel, facilities, or any other resource or incident management activity required from the Operational Area (OA.)</p> <p><b>When to use</b>      The Form 213RR may be used anytime during any Operational Period. If the OA EOC is not activated the Duty Officer will serve to coordinate the request.</p> <p><b>Prepared by</b>      Any EOC position or agency requesting resources from the OA</p> <p><b>Approved by</b>      Section Chief of the requesting EOC or Supervising Official at requesting agency</p> <p><b>Routed to</b>      Planning Section → Logistics Section → Finance/Admin Section → EOC Director → Planning Section</p> <p><b>Filed with</b>      Logistics Section Resource Tracking Unit / Planning Section Documentation Unit</p> <p><b>User Notes</b>      The Form 213RR is a two-sided form. Side one is completed by the requestor. Side two is completed by the OA EOC. Please check that both sides are available.</p>				
<b>6. Prepared by</b> <small>(name, position, email, phone)</small>  						
<b>7. Approved by</b> <small>(name, position, email, phone)</small>  						
<b>Signature:</b>  						
<b>REQUESTED RESOURCE DETAILS</b>						
Requesting Agency / EOC Section	<b>8. Qty/Unit</b>	<b>9. Resource Description</b> <small>(kind/type, if applicable)</small>		<b>10. Arrival</b> <small>(date/time)</small>	<b>11. Priority</b> Now <input type="radio"/> High <input type="radio"/> <small>(0-4 hours)</small> Medium <input type="radio"/> <small>(5-12 hours)</small> Low <input type="radio"/> <small>(12+ hours)</small>	<b>12. Est'd Cost</b>
	<b>13. Deliver to</b> <small>(name, agency, position, email, phone)</small>		<b>14. Location</b> <small>(address or lat./long., site type)</small>			
	<b>15. Substitute/Suggested Sources</b> <small>(name, phone, website)</small>					
	<b>16. Supplemental Requirements</b> <small>(include details in #17)</small>  <div style="display: flex; justify-content: space-between;"> <div> <input type="radio"/> Equipment Operator  <input type="radio"/> Fuel              Fuel Type _____  <input type="radio"/> Meals  <input type="radio"/> Water </div> <div> <input type="radio"/> Lodging  <input type="radio"/> Power  <input type="radio"/> Maintenance  <input type="radio"/> Other _____ </div> </div>		<b>17. Special Instructions</b>			



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	22. Supplier Name / Point-of-Contact Information <i>(name, address, phone, fax, email)</i>
	23. Logistics Section Remarks
	24. Logistics Section Chief Approval <i>(print and sign)</i>
OA EOC Fin/Admin Section	25. Finance/Admin Remarks <span style="float: right;">Date/Time</span>
OA EOC Logistics Section	26. Logistics Section Final/Demobilization Remarks <span style="float: right;">Date/Time</span>

Last Revised: 8/17

Form 213RR  
County of Santa Clara – Emergency Operations Center (EOC)

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## APPENDIX B: RESOURCE REQUEST PROCESS



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# Santa Clara County Operational Area Emergency Operations Center (EOC) Resource Request Process

