

## 18 Instructions for Using the Special Disaster Operations Report

This Excel spreadsheet is designed to track the costs that local agencies incur for extraordinary disaster response operations, such as mass feeding, distribution of food, water and ice, animal care and rescue, etc. These operations are far outside the normal daily operations for local government agencies and in the urgency of disaster response, it is easy to lose track of the supporting documentation that will be critical for disaster cost recovery.

This is a form that can be printed on 10 inch by 13 inch envelopes to provide a single place for the key information about the special operations and any ancillary receipts, reports, invoices, time sheets and other required documentation.

The spreadsheet has only a single tab. However, identical tabs can be added for each day of operation and summary data about the operations can be derived using the cross-tab report feature of Excel.

This summary report is clearly not all the documentation that may be required. Records or sign-in sheets for each person provided goods and or services are required, as are sign in sheets for each and every meal served. Daily time sheets for agency paid staff are also required to provide documentation for hours of pay to be reimbursed. Volunteer hours must also be tracked in a similar fashion to claim credit for the value of all volunteers time applied to the local cost share. Many agencies have lost money in the past for failure to provide sufficient documentation for shelter operations.

**Routine Data Entry:** The form can have some information pre-entered, so that each copy of the form already has the routine and consistent information entered to reduce the time to complete the form. Much of the information in Section One can be pre-entered. However this means having a pre-filled in form for each different special operation that may be open and care must be taken to open the correct form to match the specific operation. Once the data is pre-entered, the form should be locked so that the data remains consistent for every report. Each report must be filled in with a unique name, which should probably be the operation's name, location and the date. In the properties function of Windows Explorer, the file can be made read only so that the original pre-filled form cannot be accidentally overwritten.

If the operation is run by non-profit organization, we still want to have a daily report from City staff to document shelters and other operations and any expenses that the city, county, school district or other owner of the facility may incur as a result of the operations. Nominally, someone will be paying for the power, fuel and other expendables of the activity during its operation. These extraordinary costs may be recovered if properly documented.

Work with facility or activity managers to determine what the standard operating period will be, for instance, 12 o'clock A.M. (midnight) to 11:59 P.M., or 6:00 A.M. to the next day at 6:00 A.M. All special disaster operations should use the same standard reporting period if possible.

If some information is not available when the reports are first filled out, do not stop. Complete the form with what information is currently available. Missing information can be entered later on to complete the form.

## **Data Entry**

Disaster Name: Enter the disaster name.

Report for date: Enter the report date.

Operation type: Enter the type of activity, i.e., water distribution, pet care and rescue, mass feeding, using the drop down menu selections.

Operation address: Enter the physical location where the activity is taking place.

Phone #: Enter the phone number, if there is one. Use a line not accessible to the general public if possible.

Facility owner name: Enter the name of the facility owner, whether it is a government agency, private non-profit or private property.

Square feet (if applicable): Enter the square footage of the facility that is being used for the activity. Do not enter the total square footage of the facility unless the entire facility is being used for the activity.

FEMA DR Number: Enter the FEMA DR number if known.

Operations Manager's Name: Enter the name of the daytime manager of the operation.

Manager's phone #: Enter the manager's land line phone number if available.

Manager's cell #: Enter the manager's cell phone number if available.

Manager's email: Enter the manager's email address if known.

Operator name: Enter the name of the organization that is running the activity. If there are multiple organizations involved, use the name of the lead agency.

Capacity (if applicable): Enter the capacity of the facility if appropriate, such as dinning for 500 persons per meal sitting, or 65 caged pets, etc.

# of meals provided to survivors: Enter separate figures for each different meal served, breakfast, lunch and dinner. Each meal served must be backed up with sign-in sheets for each meal served.

Breakfast: Enter the total number of breakfasts served that day to the public.

Lunch: Enter the total number of lunches served that day to the public.

Dinner: Enter the total number of dinners served that day to the public.

# of meals provided to workers: Enter separate figures for each different meal served, breakfast, lunch and dinner. Each meal served must be backed up with sign-in sheets for each meal served.

Breakfast: Enter the total number of breakfasts served to disaster workers, including employees, mutual aid personnel and registered volunteers.

Lunch: Enter the total number of lunches served to disaster workers, including employees, mutual aid personnel and registered volunteers.

Dinner: Enter the total number of dinners served to disaster workers, including employees, mutual aid personnel and registered volunteers.

Facility owner support staff: Enter the total number of staff, if any, provided by the facility, regardless of who owns the facility, government or otherwise. Show the total number of workers for the reporting period, usually 24 hours.

Agency DSW Volunteers: Enter the total number of registered volunteers, if any, that assisted at this activity. Show the total number of workers for the reporting period, usually 24 hours.

Total persons served today: Enter the total number of persons, or pets, provided for at this location.

Agency support staff: Enter the total number of agency employees, if any, that worked at this facility today. Show the total number of workers for the reporting period, usually 24 hours.

Other volunteers: Enter the total number of un-registered volunteers that may have assisted during the current reporting period.

Utility bills (all, including fuel): Enter the total of the utility bills, including fuel, received during this reporting period.

Temporary power: Enter any bills received for temporary electric generators during the reporting period, regardless of what period of time the billing may cover.

Toilets/sanitation services: Enter any bills or work tickets received for portable toilets or other sanitation services received during the reporting period, regardless of what period of time the billing may cover.

Food & kitchen supplies: Enter the total of all receipts, shipping tickets and invoices received during the reporting period, regardless of when the goods or service were provided.

Laundry services: Enter any documentation received for laundry services during the reporting period, regardless of when the service was provided.

Equipment donations: Enter the paper work for any equipment donated during the reporting period. If no other documentation is provided, use 15 Disaster Response and Relief Donations Form.

List units of aid distributed: Enter the total number of items distributed, such as 1200 cases of MRE's or 2,000 one gallon bottles of water, etc. If possible, there should be sign-in sheets for each unit distributed.

Security services: Enter any invoices or work tickets for any security services provided during the reporting period, regardless of when the service was provided.

Trash hauling: Enter the invoices or work tickets for trash hauling services during the reporting period, regardless of when the service was provided.

Facility repairs: Enter the work orders or other paperwork for any repairs made to the facility that were required by disaster use. Routine maintenance, not disaster related, is not eligible or reportable.

Janitorial services: Enter the invoices or work tickets for janitorial services during the reporting period, regardless of when the service was provided.

Other facility/site services: Enter the invoices or work tickets for any other services related to the disaster operations during the reporting period, regardless of when the service was provided.

Donations rec'd: Enter the paper work for any in-kind donations made during the

reporting period. If no other documentation is provided, use 15 Disaster Response and Relief Donations Form.

Equipment rentals (List all on site): List any additional rental equipment used for the disaster relief operations that is not addressed above. Include any documentation for the use, servicing or fueling of such equipment.

Photographic Documentation: Before operations begin at any facility or location, a pre-use inspection report should be written and documented with photographs. If any significant damage occurs to the facility during operations, reports must be written and documented with photographs. When the facility or operation is closed down, a closure report must be written and be documented with photographs. The photographs should be comprehensive and show any damage, but also show all areas so that false damage claims cannot be later made.

Site/Facility Restoration Costs: The closing report should estimate the cost of restoring the site or facility to its original condition, before it was used for disaster relief operations.