

## Template notes:

The pages that follow serve as a template for a typical MOU between PBEM and an organizational partner in the COAD Response Network.

None of the verbiage in the template is “set in stone” and how things are phrased is open to discussion between parties.

As this is an MOU, the MOU is not legally binding on either party.

# NONBINDING MEMORANDUM OF UNDERSTANDING (MOU)

between

**The Portland Bureau of Emergency Management**

and

**<<ORGANIZATION NAME>>**

*FOR INTERNAL USE ONLY - TREAT AS CONFIDENTIAL*



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For more information about the COAD Response Network and this MOU, scan the QR code to the right or visit:  
[https://volunteerpdx.net/index.php/COAD\\_Response\\_Network](https://volunteerpdx.net/index.php/COAD_Response_Network)



# COAD PARTNER CONTACT INFORMATION

The EOC should use the following contact information to engage with the COAD partner for an activation.

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## PRIMARY ORGANIZATION CONTACT

NAME . . . . . <<CONTACT NAME>>  
TITLE . . . . . <<CONTACT TITLE>>  
PHONE 1 . . . . . <<CONTACT PHONE>>  
SMS . . . . . <<CONTACT SMS>>  
PHONE 2 . . . . . <<CONTACT PHONE>>  
EMAIL . . . . . <<CONTACT EMAIL>>

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## SECONDARY ORGANIZATION CONTACT

NAME . . . . . <<CONTACT NAME>>  
TITLE . . . . . <<CONTACT TITLE>>  
PHONE 1 . . . . . <<CONTACT PHONE>>  
SMS . . . . . <<CONTACT SMS>>  
PHONE 2 . . . . . <<CONTACT PHONE>>  
EMAIL . . . . . <<CONTACT EMAIL>>

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## ORGANIZATION WEBSITE

<https://website.com>

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**PORTLAND BUREAU OF EMERGENCY MANAGEMENT**

**Mayor Keith Wilson • Shad Ahmed, Director**

9911 SE Bush Street, Portland OR 97266

(503) 823-4375 • TDD (503) 823-3947

## **PBEM - <<ORGANIZATION>> Concept of Operations (CONOPS) Resource Request Protocol**

### **1. Purpose**

This protocol establishes procedures for requesting, deploying, managing, and demobilizing <<ORGANIZATION>> resources in support of emergency response, recovery, and mitigation efforts within the City of Portland.

### **2. Scope**

This protocol applies to the coordination of <<ORGANIZATION>> capabilities for local incidents, including but not limited to:

- <<CAPABILITY>>
- <<CAPABILITY>>
- <<CAPABILITY>>

### **3. Authority**

PBEM's Director or designee has authority to initiate resource requests. All requests must align with the National Incident Management System (NIMS) and applicable state or regional mutual aid agreements.

### **4. Activation Conditions**

<<ORGANIZATION>> resources may be requested under the following conditions:

- EOC activation (any level) in response to a local or regional emergency
- Local emergency declaration or incident of significance requiring field support
- Pre-planned mitigation or community resilience operations coordinated with PBEM
- Requests made by authorized PBEM personnel during special events or exercises

## 5. Resource Request Process

### 5.1 Identification of need

- The EOC's Operations Section, Logistics Section, or Community Engagement Section identifies unmet needs that align with <<ORGANIZATION>> capabilities (e.g., <<CAPABILITIES>>).
- Missions are defined using ICS principles and reviewed for feasibility and resource match.

### 5.2 Request Submission

- If a resource request to <<ORGANIZATION>> appears probable, EOC staff will contact <<ORGANIZATION>> representative directly for a preliminary discussion.
- If the resource request is to move ahead, formal requests are submitted from the EOC to <<ORGANIZATION>> using the ICS 213 RR form.

### 5.3 Request Routing and Approval

- The Operations or Logistics Section Chief approves and routes the request to PBEM's designated <<ORGANIZATION>> liaison.
- <<ORGANIZATION>> reviews and confirms availability of resources. A mission planning call may be held to clarify objectives and logistics, as well as resource tracking and demobilization protocols.

## 6. Coordination and Deployment

### 6.1 Pre-Deployment Coordination

- As needed, PBEM Logistics will coordinate staging, check-in, and operational briefings.
- <<ORGANIZATION>> will integrate into the EOC or designated field operations group, provided they are not operating independently.
- Communications, safety plans, and field reporting expectations are shared prior to deployment.
- EOC staff and <<ORGANIZATION>> at this time should discuss how volunteer hours are tracked and reported for possible FEMA reimbursement (if applicable).

### 6.2 On-Site Operations

- <<ORGANIZATION>> operates under ICS and reports to assigned City branches or task forces.
- Daily progress updates and operational reports are provided to PBEM Operations Section.

## 7. Resource Tracking and Accountability

- <<ORGANIZATION>> teams and assets are logged into the EOC resource tracking system upon deployment.
- PBEM will monitor mission status, team location, and completion milestones through operational reports.

## 8. Demobilization

- Demobilization is coordinated by the Operations Section based on mission completion or operational demobilization plans.
- All <<ORGANIZATION>> resources will formally check out through EOC Logistics.
- A hotwash or after-action review (AAR) will be scheduled within 30 days of deployment, and the <<ORGANIZATION>> representative(s) will be invited and encouraged to participate.

## 9. Documentation and Record Retention

- All mission documentation, including ICS forms, mission logs, and communications, will be retained according to City and EMAP documentation policies.
- PBEM will share after-action summaries and lessons learned with <<ORGANIZATION>> as part of continuous improvement efforts.

## 10. Review and Revision

This protocol will be reviewed quarterly by PBEM's COAD Coordinator in coordination with <<ORGANIZATION>>, through the automated COAD check-in system.

# <<ORGANIZATION>>

## Capabilities Statement

### Organization Overview

<<ORGANIZATION>> is a private nonprofit... Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

### Core Capabilities

#### 1. <<CAPABILITY>>

- Bullet 1
- Bullet 2
- Bullet 3

#### 2. <<CAPABILITY>>

- Bullet 1
- Bullet 2
- Bullet 3

#### 3. <<CAPABILITY>>

- Bullet 1
- Bullet 2
- Bullet 3

#### 4. <<CAPABILITY>>

- Bullet 1
- Bullet 2
- Bullet 3

### Deployment Readiness

Information concerning readiness to assist. For example, does the organization have teams of volunteers on call for deployment at any time or do they need to be scheduled with notice?

## Service Delivery Model

Information about how the organization prioritizes and renders services. For example:

- Are services provided to the community free of charge, or does PBEM need to find resources?
- Does the organization prioritize services to any particular demographic group?