

Natural Disaster Response Manager Administrative Procedures United States Environmental Protection Agency (EPA) Region 6 & Texas Commission on Environmental Quality (TCEQ) Disaster Response Procedures

1.0 Purpose

1.1 Response Manager (RM) Administrative Procedures Purpose: To efficiently and effectively administer the RM disaster or emergency incident specific data management system. This standard operating procedure (SOP) describes the roles and mechanisms for TCEQ and EPA personnel to cooperatively administer, utilize, and share disaster/emergency incident-related data collected in the following areas:

- General description of RM for response to manmade or natural disasters;
- TCEQ identified program areas that utilize RM during a manmade or natural disaster;
- System use levels;
- TCEQ internal coordination for administration of RM;
- TCEQ RM Governance Team (RMGT);
- System access;
- Upload of RM software to TCEQ computers (desktop or laptop);
- RM revisions, updates and maintenance;
- RM technical specifications;
- Training;
- Designated areas of responsibility within TCEQ for data collection and report production;
- Upload of facility information prior to a disaster; and
- Coordination between TCEQ personnel, EPA Region 6 personnel and EPA Region 6 contractor personnel to obtain assistance.

2.0 Use of RM in Manmade or Natural Disasters

2.1 The utilization of RM as it pertains to this SOP will primarily focus on response to large scale natural disasters (e.g. hurricanes). This data management system is not intended for use or designed for any enforcement related activities of TCEQ or EPA. During large scale natural disasters, both TCEQ and EPA must evaluate public and private infrastructure facilities for damage and operational status. In addition, both agencies collect environmental data related to spills of regulated substances, orphan containers containing regulated substances, management of storm related debris and household hazardous waste. Subsequent to the combined local, state and federal response and recovery activities associated with Hurricane Ike (landfall in Galveston, September 13, 2008) TCEQ, EPA, United States Coast Guard (USCG) and Texas General Land Office (TGLO) personnel held an after action review to identify areas of the response that worked

well and areas that needed additional work or improvement. Staff of these four agencies were tasked with creation of a Natural Disaster Operational Workgroup to develop operational procedures for response to large scale disasters. TCEQ Management may direct TCEQ staff to utilize RM during drills, exercises or smaller scale disasters that TCEQ responds to without assistance of EPA or their personnel. EPA staff have agreed that TCEQ may use RM for these purposes. An EPA On-Scene Coordinator (OSC) shall be notified of the intention of TCEQ to utilize RM independently during the course of planning for a drill, exercise or response to a small scale disaster. A TCEQ Mobile Response Team RM Administrator or the Coordinator shall make this courtesy notification to one of the three RM Natural Disaster Operational Workgroup OSC members. See attachment 2 for the list of OSC contacts provided in this SOP.

2.2 A common area identified by the four cooperating agencies that needed improvement was data management for response to disaster related:

- Oil and hazardous materials spills;
- Industrial facility evaluation;
- Public drinking water system (PDW) damage assessment and operational status evaluation;
- Wastewater treatment plant (WWTP) damage assessment and operational status evaluation; and
- Evaluation and recovery of orphan containers.

EPA Region 6, through their contractor Weston Solutions, had previously contracted and developed RM as the preferred data management system for disaster response. As designed, RM allows the collection and input of data in the field through use of a personal digital assistant (EPA) or laptop/desktop computer (TCEQ). Information obtained by TCEQ from telephone evaluations of PDW/WWTP in the disaster zone or from on-site evaluations will also be captured within RM. Once information is entered into RM, the data may be shared by all four cooperating agencies. Additionally, TCEQ can provide RM access to the Public Works Response Team (PWRT), Rural Water Emergency Assistance Cooperative (RWEAC) and/or the Texas Water/Wastewater Agency Response Network (TXWARN) if determined that use of this tool will be beneficial to the response.

3.0 TCEQ RM Utilization Identified Program Areas

3.1 TCEQ has identified the following program areas that may require use of RM while performing agency functions associated with disaster response:

- Office of Water, Water Supply Division,
- Office of Water, Water Quality Division,
- Office of Water, Water Quality Division,
- Office of Compliance and Enforcement, Homeland Security Program; and
- Office of Compliance and Enforcement, Field Operations Support Division (Mobile Response Team, regional and central office staff).

Within these program areas, Coordinators, Software Administrators, Report Generators and Regional Liaisons (16 TCEQ Regional Offices) have been identified and are listed in the attached table (attachment 1). The attached table was created and will be maintained by personnel within the TCEQ Homeland Security Program.

3.2 The TCEQ created a RMGT. The members of the RMGT include the Coordinators and primary Software Administrators mentioned in the programmatic areas in the previous section. The primary functions of the committee will be as liaison to EPA for RM, coordination with TCEQ management to integrate RM into TCEQ disaster response procedures and to assist with the processes to update and maintain RM within TCEQ.

3.3 The following information describes roles and responsibilities for staff designated for the various RM related positions within TCEQ:

- Coordinator – Provides oversight of RM within a specific programmatic area within TCEQ and serves on the RMGT. Ensures necessary coordination with EPA OSCs is maintained and that RM is integrated into the processes of TCEQ for disaster related data management activities. Provides assistance or information to programmatic managers as requested and coordinates activities with personnel in the Homeland Security Program;
- Software Administrators (Primary and Backup) – Performs the activities described in section 4.1 below related to administration of the RM system within TCEQ and serves on the RMGT. These staff can coordinate activities with EPA OSCs to facilitate resolution of any failures or deficiencies associated with the use and operation of RM. Software Administrators will assist within their programmatic areas and may also generate reports. Software Administrators may also coordinate with EPA to modify/revise any program specific RM modules;
- Report Generators – These staff are designated and reside within programmatic areas of the TCEQ. They are responsible for creation of daily reports and responding to requests for reports or information of TCEQ management during a manmade or natural disaster. Specific timeframes for report submission are detailed in section 9.1; and
- Regional Liaison – These staff or management coordinate activities within their respective regions with regard to installation of RM on staff computers and ensure staff have been trained in the operation of RM prior to use. The Regional Liaisons will coordinate any questions through the RM Coordinator in Field Operations Support Division (FOSD) or on the Mobile Response Team for resolution.

4.0 RM System Use Levels

4.1 RM has three primary system user levels and includes read, write or administrator. The following definitions are provided for the system use levels in RM:

- RM Readers can view the data but not edit, they can export data, and they can generate reports;
- RM Writers can do everything the Readers can do as well as input and edit data; and
- RM Administrators can do everything Readers and Writers can do but they can also access the RM Administration section which includes the ability to Manager Users, Manage Valid Values, and Manage Dynamic Questions. **Modifications of or changes to Valid Values or Dynamic Questions may only be performed in consultation with an EPA OSC. This process is relatively simple but both EPA and TCEQ staff need to be aware of any changes as it affects reporting of information and activities associated with data collection for both agencies.**

TCEQ will primarily utilize read and write system use levels for staff to input disaster related data into RM. Reports can also be created at the read/write system use level. The designated staff in a

specific program with administrator system use level rights shall determine the appropriate system user level for the specific assigned tasks of TCEQ staff in consultation with their respective management.

5.0 System Access

5.1 RM is a password protected, secure data management system created specifically to manage data associated with disaster response for EPA and adopted by TCEQ USCG and TGLO. System access may be obtained in either of two processes described in this section of the SOP. No staff should receive RM software without concurrently receiving RM training or orientation. The preferred method is to identify users prior to an emergency need (e.g. hurricane approaching the Texas coast) and have the RM software uploaded to the computer of TCEQ personnel and training completed. To add a new user the TCEQ RM programmatic administrator or regional liaison will coordinate with the supervisor or manager of staff requiring RM and authorize the use of RM through the TCEQ Computer Access Request Form (CARF) process. This will also necessitate coordination with the programmatic administrator (e.g. FOSD RM Administrator) to provide the new user with their user identification, password and user level. The group names for the software to be obtained through the CARF process include “EPA Response Manager” and “Google Earth Plus.” The network application launcher (NAL) system will then upload the RM software to the desktop or laptop computer of the designated user.

5.2 RM may require addition of users through the upload process in an expedited manner in certain situations. During a disaster, users (TCEQ personnel) necessary for a response may not have been pre-designated to respond to a disaster and require immediate upload of RM to perform their assigned disaster-related tasks. This process may be performed if a TCEQ designated RM administrator is available to assist. If no administrator is available in the office (TCEQ central or regional) or the incident command post for staff deployed to the disaster, then management of staff needing RM upload must coordinate with Information Resources Division personnel in the Customer Support Center to obtain RM through the NAL process. For staff deployed to the disaster, RM resources may be available to assist TCEQ personnel through utilization of EPA contractor staff with authorization through an EPA OSC and TCEQ administrator. This potential need for expedited upload of RM necessitates staff that are deployed to the field in a disaster have TCEQ computer administrative rights for the laptop computer issued to them. If a laptop computer is sent to the field that does not have TCEQ administrative rights for the computer, then Mobile Response Team IR staff (if available) will assist with the upload of RM.

6.0 RM Revisions, Updates and Maintenance

6.1 The RM system has been utilized by EPA staff over a period of years. While utilizing the system EPA and contractor (Weston Solutions) staff have improved and expanded the capabilities of the system. When the RM system is changed or revised, an updated version is distributed to both EPA and contractor staff for upload of the most current version on their respective computers. TCEQ staff that continuously maintain RM on their respective computers will also be required to maintain the most current version. Staff should “synchronize” RM on a weekly basis to facilitate upload of current data. Excessive periods of time between synchronization events in RM will result in an exceptionally long synchronization when the system is needed in an emergency or while responding to a disaster. Failure to synchronize prior to the expiration date indicated on the login screen will result in the user being required to reinitialize RM. If re-initialization of RM is required, contact a programmatic RM Administrator. In preparation for

response to a disaster (e.g. hurricane), RM should be synchronized and evaluated for operability at least 60 hours prior to the predicted landfall of a hurricane to ensure the system is functioning properly for deployment or use in the central office.

6.2 Similar to updates and revisions, RM like other software may require periodic maintenance. In addition to maintenance, if deficiencies or failures are identified with upload or use of RM by TCEQ staff, RM Coordinators or RM Administrators, assistance will be provided by EPA through their contractor. This assistance will be provided through TCEQ RM Administrators as a liaison to an EPA OSC. **TCEQ staff cannot directly task or request assistance from EPA contractor personnel.** The TCEQ RM Administrator for a specific programmatic area shall coordinate with an EPA OSC to facilitate resolution of the problems encountered. If a global deficiency or failure is discovered through utilization of RM, the TCEQ RM Administrators shall notify the RM Coordinators for resolution through the TCEQ RMGT or other resources within the TCEQ.

6.3 The primary means of communication for any revisions, updates or maintenance of RM will occur through notifications provided by EPA through their OSC website. The Natural Disaster Operational Workgroup has developed the website (primarily EPA) to maintain SOP documents created by the Workgroup. The website will contain an area that is utilized as the repository for RM related information. It also contains the contact information to obtain assistance of an OSC for any RM related question or if necessary, acquisition of EPA contractor assistance for TCEQ staff (TCEQ RM Administrator). Access to the EPA OSC website may be obtained by following the instructions provided in attachment 2.

7.0 RM and Disaster Response Standard Operating Procedures

7.1 RM is one component of the procedures cooperatively developed by TCEQ, EPA, USCG and TGLO for response to a disaster. The procedures developed include:

- Rapid Needs Assessment (attachment 3);
- Oil Spill Assessment (attachment 4);
- Oil Spill Recovery (attachment 5);
- Orphan Container Hazard Evaluation (attachment 6);
- Orphan Container Recovery (attachment 7);
- Water Infrastructure Evaluation (attachment 8); and
- RM Administrative Procedures.

7.2 These procedures standardize operations between the four agencies for the purposes of efficiency and accountability. A large scale disaster will include a Presidential Disaster Declaration that is administered on a federal level by the Federal Emergency Management Agency and their state counterpart, the Texas Division of Emergency Management (TDEM). State governments request reimbursement for funds expended to respond and recover from the affects of a disaster. RM is one component of the information created while responding to a disaster to account for daily response activities. Examples of other documentation necessary for reimbursement include incident command system forms and contractor invoices. TCEQ personnel that utilize this procedure should have read and understand the procedures listed in section 7.1 above to effectively utilize this administrative procedure. **Specific emphasis is**

placed on the need to know and understand the procedures for rapid needs assessment, recovery of orphan containers, water infrastructure evaluations and the Valid Values associated with the RM modules for these areas of disaster response.

7.3 Additional procedures have been created and are utilized to perform the various functions available in RM. These procedures are maintained in the Natural Disaster Operational Workgroup website maintained by EPA and described in section 6.3 of this procedure. The following procedures or technical information related to RM include:

- RM Desktop Manual – This manual describes the procedures for operation of RM. It is updated as necessary by EPA contract personnel with any necessary revisions or updates (attachment 9);
- EPA RM Software Design Document – This document describes the capture of information about an event (attachment 10); and
- EPA RM Software Requirements Specification – This document describes the design of RM and minimum operating systems required for utilization of RM (attachment 11).

8.0 Training

8.1 The Natural Disaster Operational Workgroup has developed training for regional and central office staff. The components of the training are designed for central office and regional staff functions during a disaster.

8.2 Disaster-related tasks for staff from regional offices includes direct response to a disaster and are described in the standard operating procedures referenced in section 7.1 above. General job functions include the evaluation of water infrastructure and industrial facilities, response to spills and recovery of orphan containers. The training developed for regional staff includes three modules: SOP orientation; RM training and operation; and a hurricane tabletop exercise. The primary tasks pertaining to this SOP associated with this disaster function (regional staff or other responders) is data input into RM in accordance with the procedures referenced in section 7.1. EPA, EPA contractor and TCEQ staff will provide the training in TCEQ regional offices. TCEQ will combine training with proximal regions whenever possible.

8.3 Disaster-related tasks for central office staff include drinking water and wastewater telephone evaluations, data input and report generation. EPA, EPA contractor and TCEQ staff will provide training designed to meet the needs of these specific job functions.

8.4 Orientation and training of TCEQ staff will be coordinated through the Natural Disaster Operational Workgroup with input provided by TCEQ through the RMGT.

9.0 Reports

9.1 TCEQ management has charged the TCEQ Homeland Security (HS) Coordinator to coordinate with all TCEQ program areas, the Governor's Office of Homeland Security and the TDEM on issues and activities related to all hazards, including homeland security and emergency management. With this charge, the HS Coordinator coordinates all disaster-related reports to TCEQ programs, management and the State Operations Center of the TDEM. This requires submission of daily reports to the HS Coordinator on an incident specific timetable determined by the HS Coordinator and personnel within programmatic areas of TCEQ.

9.2 Procedures for creation of reports are currently not described in the RM Desktop Manual referenced previously in section 7.3. Procedures are the same for every module but the naming conventions for the type of reports may differ. The procedures for the Reconnaissance Module are as follows:

- Reconnaissance Module > Action Menu > Report Viewer – will produce a report of all Locations and Items normalized from the hierarchical structure of the RM Grid;
- Reconnaissance Module > Action Menu > Report Viewer (Location Static) – will allow users to produce a report of any of the static Reconnaissance module fields by choosing the field to produce the report. This report can then be printed or exported into an excel or portable document format (.xls or .pdf); and
- Reconnaissance Module > Action Menu > Report Viewer (Location Dynamic) – will allow users to produce a report of any of the fields that were added specifically for that response using the dynamic forms functionality under the Administrative Function Section in Section 19 of the RM Desktop Manual.

The Facilities/Spills, Drinking Water, and Waste Water Modules procedures are exactly the same but the reports are named slightly different from the Reconnaissance Module as demonstrated below:

- Module > Action Men > Report Viewer – will provide a user with the same functionality as the Location Static Report viewer in the Reconnaissance module;
- Module > Action Menu > Summary Report Viewer – will provide the user with a normalized report of all facilities/spills and their location and current status (removing the hierarchy of Facility/Spill > Assessment). The status is taken from the most current assessment performed; and
- Module > Action Menu > Facility Complete Report – will provide the user with a report showing the Facility Details and all of the assessments conducted on that facility starting with the most recent at the top and the oldest assessment details at the bottom of the report. This report can be printed or saved to pdf.

10.0 Water Infrastructure

10.1 Information will be acquired both in the field and the central office to determine the operational status (operable/inoperable) of public drinking water facilities and wastewater treatment plants affected during a disaster. Procedures for evaluation of these infrastructure facilities by on-site or telephone evaluation are provided in attachment 8.

10.2 TCEQ Office of Water staff, individually or in cooperation with EPA Region 6 personnel, will pre-populate RM with contact and location information for public drinking water facilities and wastewater treatment plants in the impacted area. This information will be provided through data maintained in the Office of Water in various programmatic databases (e.g. Safe Drinking Water Information System).

10.3 The Office of Water will maintain primary responsibility for telephone evaluations of both public drinking water facilities and wastewater treatment plants during a disaster. Divisions within the Office will perform the evaluations and the Software Administrators will generate reports that will be forwarded to the HS Coordinator. Facilities evaluated in the field will also be reported through the Office of Water. Procedures are described in the Water Infrastructure Evaluation SOP to increase personnel resources within TCEQ outside the Office of Water in the

event a disaster exceeds the designated amount of staff within the Office to perform telephone surveys.

11.0 Hazardous Materials

11.1 Personnel within the FOSD will maintain primary responsibility for the initial evaluation of the extent and geographic boundaries of the area affected by the disaster, evaluation and recovery of orphan containers and for response to spills of hazardous materials during a disaster. Staff deployed to the area affected by the disaster will perform data input in accordance with the standard operating procedures referenced in section 7.1. Personnel within the FOSD central office will generate reports that will be forwarded to the HS Coordinator.

12.0 Disaster Response – TCEO and EPA Coordination

12.1 The HS Coordinator will request assistance from the Associate Director for Disaster Preparedness of EPA Region 6 prior to or during a disaster to provide EPA or EPA contract personnel resources to assist with implementation of RM within TCEQ.

ATTACHMENTS:

Attachment 1 – TCEQ RM Staff Table

Attachment 2 – Natural Disaster Operational Workgroup Website Access Instructions

Attachment 3 – Rapid Needs Assessment SOP

Attachment 4 – Oil Spill Assessment SOP

Attachment 5 – Oil Spill Removal SOP

Attachment 6 – Orphan Container Hazard Evaluation SOP w/ SOP attachments

Attachment 7 – Orphan Container Recovery SOP

Attachment 8 – Water Infrastructure Evaluation SOP

Attachment 9 – RM Desktop Manual

Attachment 10 – EPA RM Software Design

Attachment 11 – EPA RM Software Requirements Specification