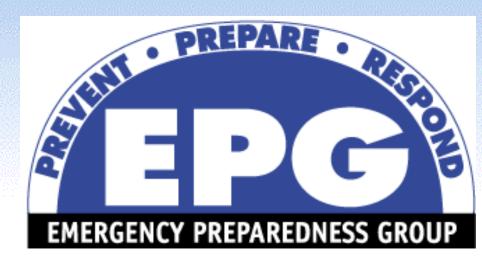






#### Managing Emergency Response Contractors in the 21<sup>st</sup> Century







#### Emergency Response Resources What's Changed?

- OPA '90 is Working
- Decrease in Spills & Response Opportunities for Contractors
- At MAP: Decrease in Opportunity for day-today Maintenance & Cleaning Work
- General Reduction/Consolidation of Emergency Response Contractor Resources





## MAP's ER Contractor Management Approach

- Progressive Contracting
- Pre-Qualification Screening
- Pre-Negotiated Response Rates
- Emergency Responder Conference
- ER Contractor Auditing
- Post-Incident Critique & Follow-up





### Progressive Contract Administration

- 1999--Assessment of Current ER Contract
- Development of New Contracts in 2000
  - Emergency Response Contract
  - Waste Services & Recycling Contract
  - Environmental Services Contract
- Aggressive Contract Administration & Follow-up





# Contractor Safety Questionnaire - HES Programs Training Programs - HAZWOPER OSHA Injury & Illness Rates - ORIR – LWIR

• Worker Compensation Rate (EMR)





### Pre-Negotiated Response Rates

- Agreement Between MAP and Contractor On:
  - Emergency Rates
  - Post-Emergency Rates
  - Payment Terms
  - Subcontractor Pass Through Rates
  - Contractor Management Rates
  - Mobe/Demobe/Standby Charges





### Emergency Responder Conference

- Cornerstone of Overall ER Contractor Management Program
- Executive Appreciation of Contractor Efforts
- MAP Expectations at an ER
- MAP RMS and ICS Structure
- Key Note Speakers
  - FOSC USCG or USEPA
  - FBI
  - Teambuilding and Dinner





- Comprehensive ER Contractor Auditing Program
- Crucial Element of Overall Program
- Started in MAP Marine Organization
- Expanded to all Responders on Periodic Basis
- Verifies OSRO Rating and Much More
- Maintains Close Contact with Contractors
- Instrumental in Effective Response Planning Efforts





### Post Response Critique and Follow-up

- Developed to get Response Issues Raised While They are Fresh
- Takes Away Opportunity for Disagreements
- Work Through Issues to Make Next Response Better
- Minimizes Lingering Questions & Issues
- Often Resolves Billing Disputes





## Helping ER Contractors Stay in Business

- Common Theme with all ER Contractors
- EPG Works with P&CS to Expand ER Contractor Opportunities
- MAP Core Contracts & Alliances Often Reduce Available Work for ER Contractors
- Recent Successes
  - UST Cleaning and Drum Hauling
  - AST Cleaning Opportunities





# How Does This Make MAP Better Prepared?

- Constant Contact with Key Contractor Resources
- Emergency Responder Conference— Relationship Building
- ER Contractor Auditing is Vital to Preparedness
- MAP Working to Keep Contractors Viable
- MAP Understands the Importance of Contractors in an Effective Response





### Emerging ER Contractor Issues

- New USCG OSRO Classifications
- AMPD Response Requirements
  - More Local Visits
  - More Deployment Exercises
- Marine Salvage & Firefighting
- Availability of Experienced ER Contractors
- New USCG Security Requirements