

READINESS/EMERGENCY MANAGEMENT SUBPLAN

1. Purpose and Applicability. This subplan supplements the procedures provided in Appendix B of the Quality Management Plan (QMP) for the execution of quality control (QC) activities in Readiness/Emergency Management.

2. Applicability. This subplan applies to all activities of Readiness/Emergency Management of the Detroit District.

3. References

- a. ER 500-1-1, Civil Emergency Management Program, dated 30 September 2001
- b. Federal Response Plan (For Public Law 93-288, As amended), dated
- c. ER 5-1-11, Program and Project Management Regulations, dated 17 August 2001
- d. ER 415-1-11, Biddability, Constructability, Operability and Environmental Review, dated 1 September 1994
- e. .ER 1180-1-6, Construction Quality Management, dated 30 September 1995
- f. ER 11-1-320 Civil Works Emergency Management Programs, dated 1 October 1998.

4. District Quality Control Responsibilities

a. Objectives. The references above provide guidance and policy on the business processes/procedures to be used in executing all work funded by and through Readiness/Emergency Management/Emergency Operations Center (EOC) in the Detroit District. The Designated Project Managers assigned to execute Readiness/Emergency Management/EOC missions, taskers and work shall be responsible for developing and following quality control procedures to ensure quality products from inception and planning to acceptance of the final product or service.

b. Quality Control Plan. A QC plan shall be prepared for each Readiness/Emergency Management/EOC funded product or service, Emergency Rehabilitation of Completed Flood Control Works damaged by severe flood and Advance Measures Projects. This includes information reports, plans and specifications. The QC plan can be simple or elaborate depending on risk and complexity of each product or service. The plan should include organization

responsible for implementation and review, training and qualification of the individuals on the team, staffing and the process used to produce the quality product. The plan should describe the controls placed on Designated Project Managers, as well as who (which Designated Project Manager) shall be responsible for the development of the Quality Control Plan.

c. Quality Control Activities. The Chief, Readiness/Emergency Management, shall have overall responsibility for the quality of products and services that are funded by/through Readiness/Emergency Management/EOC. This includes all activities funded under P.L. 84-99, 96X3125 FCCE, All-Hazards, Class/Code 910-100, 200, 300, 400, 500, and 600, as well as all activities, missions, taskers and work funded under P.L 93-288, FEMA/Federal Response Plan, Emergency Support Function (ESF) #3, Public Works and Engineering and, that are managed by a designated Project Manager in support of Readiness/Emergency Management/EOC. Readiness/Emergency Management plans and reports will be coordinated with other elements in the Detroit District and with the State, Federal and non-Federal agencies to ensure quality is included in the final product. The Detroit District will perform quality assurance oversight of the contractor's quality control program.

d. QC/QA Evaluation and Indicators. HQUSACE-UOC has developed QC/QA indicators to identify both strengths and opportunities for improvement in its quality management programs. The Readiness/Emergency Management shall use the QC/QA indicators as follows:

- (1) Self evaluation and continuous improvement
- (2) Focus on process and opportunities for improvement
- (3) Focus on staff functional area and opportunities for improvement

The primary focus will remain on evaluating the District's performance in providing our customers with quality product, prepared in accordance with the guidance contained in the above regulations. Further supplementing this effort will be ensuring the District's quality management plan is consistent with Headquarters' policy and directives, including those of the Division and District.

5. Division Quality Assurance Responsibility

a. Quality Assurance Plan. The Chief, Emergency Management, in the Division will develop a quality assurance plan (QAP) for execution of his QA responsibilities. The plan will be a living document and will be adaptable to changing conditions. The plan will consider programs in each district and will address those strategic Focus items that apply to the Emergency Management function.

b. Quality Assurance Audits. The Chief of Emergency Management in the Division will perform a comprehensive audit of quality processes at each district. This includes

meeting periodically with districts to review their quality control processes through evaluation of selected products and services at various stages of development to assure compliance with the QMP. Feedback to the district on these quality assessment audits is essential for quality improvement. Follow-up reviews will confirm corrective action or preventive measures are included. Quality Assurance Audits (QAA) may be combined or done separately with other staff assistance visits to the districts. QAAs will evaluate all, but not limited to, the following items:

- (1) Overall technical capability of staff including resource requirements, resource utilization, and training needs
- (2) Use of Quality Assurance Indicators
- (3) Customer satisfaction, both internal and external
- (4) Quality of Emergency Management products
- (5) Coordination of all programming activities with HQUSACE and the district
- (6) Mission execution and compliance with standards and regulations.

The Division will review and approve the Emergency Management Quality Control/Quality Assurance Plan, which outlines the policies, procedures and responsibilities of all functional areas for producing quality products and services. This responsibility covers both District in-house work as well as A-E contracted work.

6. Quality Assurance Responsibilities. During non-emergency situations, the mission of the Detroit District's Readiness Branch is that of preparedness and planning activities. This involves activities to ensure the District is prepared to react quickly, efficiently and effectively to a natural disaster or military/national security emergency. These readiness activities/processes/procedures include emergency plans and reports, training, exercises, and coordination activities, including, but not limited to, the timely development, preparation and completion of Emergency Rehabilitation of Completed Flood Control Works (damaged by severe flooding) Project Information Reports (PIR), as well as Advance Measures construction PIRs, plans and specifications, and construction.

7. Quality Control Process. Quality control (QC) is an integral part of project development, execution and corrective actions. QC begins with the selection of qualified teams (e.g., a "First Team" or "A-Team" approach). Wherever possible, each process must have stages at which an "In Process Review" (IPR) is conducted with a final, comprehensive review of the final product. Any lessons learned must be addressed, and remedies incorporated into any future process.

8. Special Considerations. When developing or implementing a QC planning effort, several factors could impact the project, product or even team composition. The need to involve the District Emergency Manager, Readiness Branch Program Managers, and Designated Project Managers will be based on the particular issues and concerns of the particular project. The Readiness Program Manager and/or Designated Project Manager will be the responsible person(s) to ensure all necessary QC reviews are accomplished. The District Emergency Manager will sign off to verify final QC review. Peer review, among the Readiness staff will help ensure a credible QC review. In the case of a larger-than-normal project, a QC Team may be assembled. The QC Team will be headed-up by a Designated Project Manager and will be comprised of experienced people in several different disciplines, including Readiness/Emergency Management. In matters of District-wide concern, such as District response plans, individual divisions and/or separate offices will review the product. Products having major technical, environmental, political or policy related issues might necessitate special QC procedures. In these situations, expanded QC teams may be needed to draw on technical expertise. In all cases, documentation, such as memoranda for record, issue papers and minutes will be used to provide clear, concise project history.

9. Quality Control Plans. Separate QC has been developed for each Readiness and/or Emergency product identified below. A specific QC plan for each is included as exhibits to this subplan. The plans are presented in a format listing procedures to be accomplished and a listing of typical documentation that should be maintained.

- Readiness Response/Recovery Plans and Reports
- Readiness Training and Exercises
- Emergency Rehabilitations Construction Reports
- Emergency Advance Measures Construction Projects
- Inspection of Non-Federal Flood Control Work Reports
- Emergency Situations
- Emergency Operations Center

READINESS RESPONSE/RECOVERY PLANS AND REPORTS

Procedures:

- 1) Readiness Program Manager and/or Designated Project Manager review inputs for level of Quality Control process.
- 2) Readiness Program Manager and/or Designated Project Manager will document the QC review process, through the project, as applicable.
- 3) Readiness Program Manager and/or Readiness Program Manager and Designated Project determine the type of QC review apropos for the type project and establish the team, if needed.
- 4) District Emergency Manager and/or Readiness Program Manager and Designated Project Manager/peers of individual work elements will review the assessment to verify proper QC processes being used.
- 5) Discuss specific QC criteria and needs from team members.
- 6) District Emergency Manager will review/approve the final product, based on input from the QC team/or the Readiness Program Manager and/or Designated project Manager, as applicable.

Typical Documentation Required

- 1) Memoranda for files; minutes of any meetings, especially noting any QC references.
- 2) Memoranda providing transmittal of plans or reports for review.
- 3) Memoranda providing a review response/input into draft or final plans.
- 4) Initial sheet reflecting review and concurrence of the final version of a plan or report.
- 5) Copies of relevant correspondence.

EXHIBIT B-6-2

READINESS TRAINING AND EXERCISE

Procedures:

- 1) Readiness Program Manager and/or Designated Project Manager review inputs for level of target audience, program coverage, scenarios, and quality control process.
- 2) Readiness Program Manager and/or Designated Project Manager will document the QC review process and audience, through the project.
- 3) Readiness Program Manager and/or Designated Project Manager will assess and determine the type of QC review apropos for the type project and establish the team, if needed.
- 4) District Emergency Manager and/or Readiness Program Manager and Designated Program Manager/peers of individual work elements will review the assessment to verify proper QC processes are being used.
- 5) Discuss specific QC criteria and needs from team members.
- 6) District Emergency Manager will review/approve the final product, based on input from the QC team and/or the Readiness Program Manager and/or Designated Project Manager, as applicable.

Typical Documentation Required

- 1) Memoranda for files; minutes of any meetings, especially noting any QC references.
- 2) Memoranda providing transmittal of directives or training modules for review.
- 3) Memoranda providing review response/input into draft or final directives/modules.
- 4) Initial sheet reflecting review and concurrence of the final version of a product.
- 5) Copies of relevant correspondence.

EMERGENCY REHABILITATION CONSTRUCTION PROJECTS

Procedures:

- 1) Readiness Program Manager and Designated Project Manager review inputs for level of Quality Control process for PIRs and subsequent design and contract specifications.
- 2) Designated Project Manager will document the QC review process, through the project.
- 3) Designated Project Manager will assess and determine the type of QC review apropos for the type project and establish the team.
- 4) District Emergency Manager and/or Readiness Program Manager and Designated Project Manager/peers of individual work elements will review the assessment to verify proper QC processes are being used.
- 5) Discuss specific QC criteria and needs from team members.
- 6) Critical functions (ED, CD, RE, OC, CT, etc.) Will review/approve the final product, based on input from the QC team and/or the Readiness Program Manager and/or designated Project Manager.

Typical Documentation Required

- 1) Memoranda for files; minutes of any meetings, especially noting any QC references.
- 2) Memoranda providing transmittal of plans for review.
- 3) Memoranda providing review response/input into draft or final plans.
- 4) Initial sheet reflecting review and concurrence of the final version of a plan.
- 5) Copies of relevant correspondence.

EMERGENCY ADVANCE MEASURES CONSTRUCTION PROJECTS

Procedures:

- 1) Readiness Program Manager and Designated Project Manager review inputs for level of quality control process for PIRs and subsequent design and contract specifications.
- 2) Designated Project Manager will document the QC review process, through the project.
- 3) Designated Project Manager will assess and determine the type of QC review apropos for the type project and establish the team.
- 4) District Emergency Manager and/or Readiness Program Manager and Designated Project Manager/peers of individual work elements will review the assessment to verify proper QC processes are being used.
- 5) Discuss specific QC criteria and needs from team members.
- 6) Critical functions (ED, CD, RE, OC, CT, etc.) will review/approve the final product, based on input from the QC team and/or the Readiness Program Manager and/or Designated Project Manager.

Typical Documentation Required

- 1) Memoranda for files; minutes of any meetings, especially noting any QC references.
- 2) Memoranda providing transmittal of plans for review.
- 3) Memoranda providing review response/input into draft or final plans.
- 4) Initial sheet reflecting review and concurrence of the final version of a plan.
- 5) Copies of relevant correspondence.

INSPECTION OF NON-FEDERAL FLOOD CONTROL WORKS/REPORTS

Procedures:

- 1) Readiness Program Manager reviews input for level of quality control process.
- 2) Readiness Program Manager will document the QC review process, through the entire project.
- 3) Readiness Program Manager will assess and determine the type of QC review apropos for the type project and establish the inspection team, if needed.
- 4) District Emergency Manager and/or Readiness Program Manager and peers of individual work elements will review the assessment to verify proper QC processes are being used.
- 5) Discuss specific QC criteria and needs from team members.
- 6) District Emergency Manager will review/approve the final product, based on input from the QC team and/or the Readiness Program Manager.

Typical Documentation Required

- 1) Memoranda for files; minutes of any meetings, especially noting any QC references.
- 2) Memoranda providing transmittal of plans for review.
- 3) Memoranda providing review response/input into draft or final plans.
- 4) Initial sheet reflecting review and concurrence of the final version of a plan.
- 5) Copies of relevant correspondence.

EMERGENCY SITUATIONS

Procedures:

1) District Emergency Manager and/or Readiness Program Managers and EOC Operations Officers and Action Officers, as well as District Security and Safety Officers, will ensure the accuracy of all information, including seeking a second reference or other means of verification.

2) Readiness Program Manager and/or the EOC Operations Officers and Action Officers, as well as District Security and Safety Officers, will document the process, decision made, actions taken, through the entire event (project).

Typical Documentation Required

- 1) Memoranda for files; minutes of any meetings
- 2) Copies of relevant correspondence.

QUALITY CONTROL FOR EMERGENCY OPERATIONS

1. Business Products. Authority and guidance to prepare for and to provide immediate and effective response and recovery and mitigation prior to, during and after emergencies and disasters is contained in Public Law (PL) 84-99, as amended; ER 500-1-1; EP 500-1-1; Public Law (PL) 93-288 (The Stafford Act), as amended, and the Federal Response Plan. The preparedness program includes a Readiness/Emergency Management organization, planning, training, and exercises, maintaining adequate supplies, tools, and equipment, and an inspection program for non-Federal (including Advance Measures) flood control works. Specifically, authority to provide Advance Measures assistance prior to predicted flooding as well as provide emergency assistance for flood response and post flood response activities to save lives and protect improved property, and to rehabilitate flood control structures damaged or destroyed by floods and Federally authorized shore protection structures damaged or destroyed by wind, wave, or water action of other than an ordinary nature, is provided by PL 84-99, as amended, under the Flood Control and Coastal Emergency (FC&CE) Program. Under PL84-99, as amended and within specific guidelines, the Corps of Engineers is also authorized to provide emergency water assistance to any community confronted with water supply problems associated with drought conditions or a contaminated source if there is a substantial threat to the public health and welfare of the inhabitants in the area. Under PL 93-288, activities include a range of operations in support of the Federal Emergency Management Agency (FEMA.). Under the revised and expanded P.L. 84-99, 96X3125 FCCE, All-Hazards Emergency Preparedness Program, activities now include the preparation and planning activities oil and hazardous and toxic waste spills, the preparation and planning activities for catastrophic earthquake response (New Madrid Plan for/including CELRD and CELRE), local/domestic/international counter-terrorism, vulnerability assessments, Reconstitution/Continuity of Operations/Continuity of Government, including the identification of, and relocation to, Alternate Facilities/Emergency Operations Center(s) and the identification of, and relocation to, Alternate and/or Reconstituted (District) Headquarters.

2. Roles and Responsibilities. The Detroit District Readiness/Emergency Management Branch is responsible for the overall planning, training/exercising and overall coordination of emergency operations, including Advanced Measures response and recovery (Emergency Rehabilitation) for the Commander and is central in the operation of the Emergency Operations Center during disaster events. As Lead District for/in the State of Michigan maintains close liaison with the State Emergency Management Agency, as well as maintains close liaison with the Division Office on all Federal Emergency Management Agency Missions. Within its District Area of Responsibility (AOR) including the entire State of Michigan, Northern and Eastern Wisconsin, Northern Indiana and Northeastern Minnesota, as well as the central and upper Great Lakes and their Connecting Channels, maintains close coordination/liaison with all

applicable Federal (U.S.C.G.), International (C.C.G.), Regional (Great Lakes Commission), State (MI, WI, IN, and MN) Emergency Management Agencies. Performs upward reporting, and is responsible for the preparation/updating/of Emergency Operation Plans/SOPs, Corrective Actions Plans and, through Designated Project Managers, Emergency Rehabilitation and Advance Measures Operations and Maintenance Manuals and After Action Reports.

Detroit District's Emergency Manager (a multi-Program Manager) also serves as Chief of the Readiness/Emergency Management Branch and provides first-line supervision of/over two Readiness Program Managers.

3. Quality Control Processes. Headquarters US Army Corps of Engineers (HQUSACE) and Division specify products required of Districts, establish suspense dates, publish minimum guidelines, and provide funding. Operations associated with the All-Hazards Emergency Management Program are well specified within several ERs and are not subject to much interpretation; problem areas are further refined by HQUSACE through quarterly publication of "Readiness Management Bulletins." On occasion, specific Program/Project guidance/directives may be issued by HQUSACE-UOC. HQUSACE also has distributed an "Internal Control" checklist, which is used annually by all districts. Command Management Reviews have been used in the past to ensure budget expenditures and the writing of readiness plans were performed in a timely manner.

a. Quality Production. Efforts have been successful at training Readiness/Emergency Management personnel through the PROSPECT courses. Staff has been developed through the use of temporary assignments. Staff is encouraged to enroll in classes that serve to improve computer skills. The use of mission essential task lists (METL) is also required.

b. Internal Checks and Reviews. The "Internal Control" checklist is completed and submitted annually. Monthly budget reviews track expenditures against programmed expenses detailed on 2101 forms. Periodic staff meetings monitor progress and assign priorities to tasks.

c. External Checks And Reviews. State agencies, FEMA, and other Corps Districts receiving assistance from the Detroit District provide feedback responses.

4. Performance Measures. The only current HQUSACE or Division level performance measures in place are the "Internal Control" checklists that are required annually, as well as the deadline on submission of levee rehabilitation reports. Detroit District level performance measures includes budget, obligation, and expenditure targets.

QUALITY CONTROL FOR EMERGENCY OPERATIONS CENTER

1. Business Product. Maintains, in a constant state of readiness, the Emergency Operations Center (EOC), which serves as the command and control and communications center for the Detroit District during an emergency. Responsible for collecting and analyzing data, allocating resources, disseminating information, providing command, control, and communications for all emergencies.

2. Roles and Responsibilities. The EOC Coordinator is the point of contact for maintaining the EOC in a state of readiness for any type of emergency. Ensures equipment, supplies and resources needed are available for immediate response. Provides support to Program and Project Managers in developing and updating emergency preparedness and response plans.

As directed, the EOC Coordinator activates the EOC by preparing an Activation Memorandum to be signed by the Commander and distributed to all Division and Office Chiefs. An activation situation report (SITREP) will also be prepared and transmitted. If additional personnel are required, a Request for Detail Assignments will be prepared and forwarded to Human Resources. The coordinator is responsible for activation and directing the administration of EOC operations; monitors all incoming and outgoing communications; ensures all information to be used for briefings, displayed on maps, charts, etc. is accurate; coordinates with Hydrology and Hydraulics Branch to obtain current weather information; prepares an Emergency Operations Summary daily to show District missions, personnel, contracts and coordination with other Federal and State agencies; compiles information; prepares and electronically transmit daily SITREPs; prepares EOC Close-out Report and Deactivation Checklist when EOC is returned to Level I activation.

3. Quality Control Processes. Activation and administration of the District EOC involves a series of actions to ensure compliance with the Standard Operating Procedure for EOC Operations, ER 500-1-1 and Emergency Operations C2 Regulation, as required by higher headquarters. Regulations require that actions be completed within prescribed timeframes. Response time and proper coordination are essential elements in handling any emergency and provide quality control guidelines to ensure optimum command, control and communications.

a. **Quality Production.** Participated in compiling information and preparing Standard Operating Procedures for Emergency Operations Center. Participates in exercises with higher headquarters and other districts to ensure personnel and equipment are prepared to deal with any emergency. Monthly training in activation and administration of EOC in an emergency, such as operation of equipment, formatting of SITREPs, etc. Train administrative personnel from other offices to work in the EOC in case of an emergency where additional manpower is required. Attend PROSPECT training courses dealing with Readiness.

b. Internal Checks And Reviews. Briefings are held daily during activation to ensure staff support and Commander's assessments of the situation. The District Engineer, Deputy District Engineer and/or key staff are provided the opportunity to offer feedback and suggestions. An Activation Checklist is prepared to ensure rapid and accurate response. After deactivation has occurred, each division is tasked to prepare an Impressions Report and an After Action Report describing their opinion of the administration of the emergency. After deactivation, a Return to Level I Check List is prepared to ensure timeliness and tasks performed in accordance with policies and procedures.

c. External Checks and Reviews. Coordination with State(s) Emergency Operations Center personnel is essential to the efficient administration of any emergency. Coordination with division and headquarters is maintained during emergency operations to keep them informed of the District's response authorities. Coordinates with other districts and divisions when additional personnel are needed to assist in an emergency in the Detroit District or Detroit District personnel are needed at another district or division. Receives many inquires from the public and the media which are coordinated with a Public Affairs representative. After Action Reports are prepared and forwarded to higher headquarters for quality review and recommendations of the administration of the emergency.

4. Performance Measures. The After-Action Report not only covers positive measures taken during an emergency but also outlines situations that could have been handled more efficiently. A Corrective Action plan is developed to correct deficiencies noted, and actions taken to ensure accuracy during future emergencies. Official performance is measured by the state of readiness to respond to any emergency, both in the District and nationwide.

**Emergency Management
Engineering and Technical Services
Great Lakes and Ohio River Division
Detroit District
Quality Assurance/Quality Control**

Questions	Yes	No	N/A	Remarks
ADVANCE MEASURES AND REHABILITATION				
1. Is there a Q/A, Q/C Plan in the district for review and processing of Advance measure and rehab reports?				
2. Has the district established a non-Federal flood control works inspection program?				
3. Is the district conducting an initial and continuing eligibility inspection in accordance with ER 500-1-1.				
4. Is a list of all eligible FCW projects maintained in the district?				
5. Are all required flood control work inspections up to date? (ER 500-1-1).				
6. Is the eligibility checklist, Figure L-2 and ER 500-1-1 complete for each advance measures project.				
PLANNING				
7. Has the organization developed plans or supplements for executing Federal Response Plan (ER 500-1-28)				
8. Does the organization have plans that address all threats identified by risk assessments/analysis? (ER 500-1-3)				
9. Have all plans been updated with the last two years? (ER 500-1-1, ER 500 1-2, ER 500-1-3, ER 500-1-28)				
10. Have all recommended changes been incorporated into your plans? (ER 500-1-1, ER 500-1-2, ER 500 1-3, ER 500 1-28)				
11. Does the organization have written procedure to relocate to an alternate headquarters and/or EOC? (ER 500-1-1, ER 500 1-3)				
12. Have members of the EM staff and/or Command staff met with emergency management officials from all the states in your area of responsibility to discuss preparedness within the last year?				

13. Have members of the EM staff and/or command staff met with emergency management officials from those counties prone to frequent disasters or counties of high risk areas?				
TRAINING				
14. Have all EM staff in an EM position for more than a year attended Basic EM Course? (EC 500-1-26)				
15. Have all EM staff members attended the advance course? (EC 500-1-26)				
16. Does the organization have at least 2% of their authorized strength trained for FEMA DSR work?				
17. Have at least 50% of the designated EOC staff and/or CMT been trained to perform their designated emergency duties within the last two years?				
18. Does the organization have at least two people who have received training with in the last three years to operate the HF SSB radio? (ER 500-1-1 & ER 500-1-3)				
SUPPLIES AND EQUIPMENT				
19. Has the organization identified and documented the types and quantities of supplies and equipment to have on hand to respond to PL 84-99 emergencies (ER 500-1-1)				
20. Do the quantities for the supplies and equipment match those of your prescribed list?				
EXERCISES				
21. If not waived, has the organization conducted an exercise at least once every two years? (ER 500-1-1)				
22. Are the after-action report prepared and processed for the exercises and other major disasters?				
PERSONNEL				
23. Does the Emergency Manager have a record of all people who have received emergency operations related training? (ER 500-1-19)				
24. Does the organization have a system in place that facilitates the identification of volunteers needed for TDY assistance to disaster areas?				
25. Has the EM organization identified the CMT and CAT members?				

FACILITIES				
26. Does your organization have a dedicated EOC immediately available for activation? (ER 500-1-1)				
27. Does the organization's EOC have alternate power? (ER 500-1-1)				
28. Does the organization's EOC have the life support items in accordance with ER 500-1-1, para 3-7?				
INTERNAL MANAGEMENT				
29. Are all major supply purchases requested and approved by different personnel? (EC 11-1-320)				
30. Are charges to FEMA accounts processed and accounts closed within 120 days?				
31. Is there an inventory of all EOC and/or EM equipment?				
32. Is an inventory for the EOC and/or EM equipment periodically performed?				
33. Is there someone assigned in writing for the accountability of the EOC and/or EM equipment?				
34. Is there an inventory of all flood fighting supplies and/or equipment?				
35. Is there a procedure to control direct and indirect labor charges made to FCCE and NEPP accounts?				
36. Are labor costs charged to the appropriate cost accounting codes?				
37. Are FCCE and NEPP accounts monitored quarterly? (CMR)				
38. Do you have an Emergency Management QM Subplan?				
39. Does your QM Subplan develop QC procedures for use by the District staff in processing and approving work products and decision documents?				
40. Does your QM Subplan develop QA Procedures for use by the District staff in processing and approving work products and decision documents?				

PERFORMANCE MEASURES MATRIX FOR CECW-O USAGE

	PROPONENT MANAGER	BUSINESS FUNCTION	PERFORMANCE MEASURE and DATA COLLECTION NEED	IMPLEMEN- TATION STATUS	DATA CALL 1/	REPORT FRE- QUENCY	FY 98 TARGET	FY 99 TARGET
1	CECW-OD Barry Holliday 202-761-8832	Navigation	Percent Time Achieve Purpose - Coastal	Since FY 97	yes	Quarterly	90%	90%
2	CECW-OD Barry Holliday 202-761-8832	Navigation	Percent Time Achieve Purpose - Inland	Since FY 97	yes	Quarterly	95%	95%
3	CECW-OM Harold Tohlen 202-761-1713	Flood Damage Reduction	Project Availability	Since FY 96	yes	Quarterly	92%	95%
4	CECW-OM Harold Tohlen 202-761-1713	Hydropower	Forced Outage	Since FY 94	yes	Quarterly	less than 4.5%	less than 4.5%
5	CECW-OM Harold Tohle n 202-761-1713	Hydropower	Cost per Megawatt- Hour (MW-HR)	Data since FY 96 but first goal new in FY00	yes	Quarterly	NA	NA

	PROPONENT MANAGER	BUSINESS FUNCTION	PERFORMANCE MEASURE and DATA COLLECTION NEED	IMPLEMEN- TATION STATUS	DATA CALL 1/	REPORT FRE- QUENCY	FY 98 TARGET	FY 99 TARGET
6	CECW-OM Harold Tohlen 202-761-1713	Hydropower	Unit Availability	Since FY 87	yes	Quarterly	90%	90%
7	CECW-OM Harold Tohlen 202-761-1713	Hydropower	Operations Cost/Unit	Since FY 88	yes	Annually	NA <u>3/</u>	NA <u>3/</u>
8	CECW-OM Harold Tohlen 202-761-1713	Hydropower	Maintenance Cost/Unit	Since FY 88	yes	Annually	NA <u>3/</u>	NA <u>3/</u>
9	CECW-OM Harold Tohlen 202-761-1713	Hydropower	FTE/Unit	Since FY 88	yes	Annually	NA <u>3/</u>	NA <u>3/</u>
10	CECW-ON Darrell Lewis 202-761-1788	Recreation	Revenues from Recreation Users Fees	Since FY 97	no	Annually	\$34M	\$36M
11	CECW-ON Darrell Lewis 202-761-1788	Recreation	Customer Satisfaction with Quality of Facilities and Services	New in FY 98	no	Annually	90%	90%
12	CECW-ON Darrell Lewis 202-761-1788	Environment	Percent of Corps administered mitigation lands	Since FY 96	yes	Annually	90%	70%

	PROPONENT MANAGER	BUSINESS FUNCTION	PERFORMANCE MEASURE and DATA COLLECTION NEED	IMPLEMEN- TATION STATUS	DATA CALL 1/	REPORT FRE- QUENCY	FY 98 TARGET	FY 99 TARGET
	CECW-ON Darrell Lewis 202-761-1788	- Natural Resources	Mitigation Lands meeting the Requirement in the Authorizing legislation or Relevant Corps of Engineers Decision Document					
1 3	CECW-ON Darrell Lewis 202-761-1788	Environment - Natural Resources	Percent of Federally Listed Species with Final Fish and Wildlife Service (FWS)/National Marine Fisheries Service (NMFS) Recovery Plans for Which the Corps Is Accomplishing Ascribed FWS/NMFS Recovery Plan Requirements	Since FY 97	yes	Annually	30%	30%
1 4	CECW-ON Darrell Lewis 202-761-1200	Environment - Natural Resources	Percent of Corps administered lands and waters sustaining a diversity of natural resources	New in FY01	yes	Annually	NA	NA
1 5	CECW-OA Jim Wolcott 202-761-1788	Environment - Environ- mental Compliance	a. Percent significant findings corrected. b. Percent major findings corrected.	Since FY 96	yes	Annually	a. 100% b. 65%	a. 100% b. 65%
1 6	CECW-OR John Studt 202-761-1785	Regulatory	All Actions Performance Measure	Since FY 91	no	Annually	94%	95%

	PROPONENT MANAGER	BUSINESS FUNCTION	PERFORMANCE MEASURE and DATA COLLECTION NEED	IMPLEMEN- TATION STATUS	DATA CALL <u>1/</u>	REPORT FRE- QUENCY	FY 98 TARGET	FY 99 TARGE
17	CECW-OR John Studt 202-761-1785	Regulatory	Individual Permit Performance Measure.	Since FY 91	no	quarterly	79%	80%
18	CECW-OR John Studt 202-761-1785	Regulatory	Quality of Compensatory Mitigation Performance Measure.	New in FY 98	yes in FY 98	quarterly	TBD	TBD
19	CECW-OE Ed Hecker 202-761-0409	Emergency Management	Annual Index of Corps State of Readiness (9 submeasures with 7 implemented in FY 99).	New in FY 99	yes	semi-annually	NA	90%
20	CECW-OE Ed Hecker 202-761-0409	Emergency Management	Annual Customer Satisfaction with USACE Response to FEMA Missions.	New in FY 99	yes	annually	NA	TBD
21	CECW-OE Ed Hecker 202-761-0409	Emergency Management	Annual Aggregate Percentage of Rehab Projects Completed on Time.	New in FY 99	yes	annually	NA	TBD
22	CECW-OE Ed Hecker 202-761-0409	Emergency Management	Annual Index of Customer Satisfaction for Levee Rehabilitation Projects.	New in FY 00	yes	annually	NA	TBD

1/ OMBIL implementation in FY 99 will reduce or more likely eliminate these data calls.

2/ To be used in FY01 budget guidance

3/ For data collection only without goals, but goals will evolve with time.

NA = not applicable, as yet, TBD = to be determined, MW-HR = megawatt hour, M = million