



# 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-to-day 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 Pre-Qualification Screening

- 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