

Accepted in Open Session
Manatee County Board of County Commissioners

4/10/18

From: [Jeanne Detweiler](#)
To: [Vicki Tessmer](#)
Cc: [Barbara Grunas](#)
Subject: Franchise Waste Haulers Disaster Plans
Date: Monday, March 26, 2018 10:19:12 AM
Attachments: [image002.png](#)
[2018 CONTINGENCY PLAN FOR EMERGENCY SITUATIONS MANATEE COUNTY.DOCX](#)
[Manatee County Disaster Plan 2018.docx](#)

Good morning Vicki!

Please find attached the disaster plans for Waste Management and Waste Pro, as required on an annual basis per the solid waste franchise agreement with Manatee County. We are asking that these documents be entered into County records please.

INSTRUCTIONS TO BOARD RECORDS:

Please accept the attached disaster plans from Waste Management and Waste Pro, into County records and send a confirmation of the acceptance to the following:

Jeanne' Detweiler, Superintendent Solid Waste Enforcement

SUMMARY:

In accordance with the solid waste franchise agreement (RFP #07-0470 – RC), Article 2.8, for unincorporated Manatee County, the franchise hauler is to provide annually to the County the following:

To prepare for such events, the Authorized Collector shall provide the County Administrator with a Disaster Preparedness Plan or an update of the prior year's approved plan no later than March 1 of each year, which plan is subject to approval by the County. The Disaster Preparedness Plan shall include plans for reestablishing regular collection routes and schedules, as well as for securing additional personnel and equipment, and shall contain proposed rates for collection services associated with the cleanup of debris from Declared Emergencies.

Waste Management and Waste Pro have submitted these plans to the Utilities Department's Solid Waste Division and the Division is subsequently requesting these plans be accepted into County records.

Please let me know if you require anything further and when these might go in front of the Board.

Thank you,

[Jeanne' Detweiler](#)
[Superintendent Solid Waste Enforcement](#)
[Manatee County/Utilities Department/Solid Waste Division](#)



2018 CONTINGENCY PLAN FOR EMERGENCY SITUATIONS

Waste Management's hauling companies are vulnerable to severe disruptions caused by disasters or emergencies. Damage caused by these Disaster/Emergency(s) can be extensive and varied including truck and container losses, structural damage to buildings, interior damage by wind and water, flooding and loss of utilities. However, a quick response to restore operations in spite of these disruptions is important, because Waste Management has a fundamental role in maintaining collection services to Manatee County, to the greatest extent feasible. Therefore, as a Company, we will make every effort to be prepared for disasters or emergencies at our local districts with well-organized pre-disaster/emergency planning and post-disaster/emergency response. Waste Management has nearly 40 hauling companies and numerous landfills, transfer stations and recycling facilities throughout the State of Florida. With this presence, we have the ability to bring in equipment and labor from throughout the State should a disaster or emergency damage our local district. Additional support is available for nearly 600 hauling districts throughout the Country.

Waste Management's contingency plan includes emergency preparation as well as post-emergency response.

Emergency/Disaster Preparation includes:

- Establishing a Reporting Plan for Management and Supervisory Personnel
- Securing Data and Documents-Data such as customer lists, billing information, payroll, fixed assets and maintenance files will be backed up and secured off site at a designated location. Other information such as truck titles, permits, licenses and facility plans not backed up electronically will be copied and shipped off site.
- Preparing Office and Shop-If possible, both office and shop will be secured. A meeting will be held with employees to discuss the sequence for facility shutdown and evacuation. All office and shop equipment will be secured and if time permits, trucks and containers will be arranged to minimize damage.

- Reviewing Post-Response with Employees-Some employees, responsible for disaster/emergency clean-up activities will require authorization letters identifying them as working for Waste Management. In some cases, the letter may be needed as FEMA or the National Guard may restrict travel within the affected area. In addition, the post-disaster return-to-work process will be discussed with employees, if possible.

Post-Disaster/Emergency Response

The intensity, scope and duration of the District's post-disaster or emergency response are almost totally dependent upon the severity and type disaster. For example, as storm may only cause minimal damage to the Districts' building and trucks, utilities may be out for only a few days, and the community may experience little damage away from the immediate coastline beyond fallen trees, power outages and localized flooding. In such cases, it is likely that most employees will be able to return to work within a day or so, and clean-up of the hauling company will be a straightforward task completed by local staff. A Category 4 or 5 storm, however, is a completely different story. Employees' homes may be completely destroyed, and basic services such as water, power, telephone and food distribution may be non-existent for weeks. Local police and emergency authorities will be the first to mobilize after a disaster or emergency. Depending upon the disaster/emergency's severity, they may be followed in two to three days by the Federal Emergency Management Agency (FEMA). For especially severe disaster or emergencies, the National Guard will also mobilize.

Generally, one to three days following a disaster/emergency, there will be a lull while emergency authorities' setup and everyone begins to assess their damages. After these first few days, the local hauling District/Site should expect to begin receiving calls to inquire about collection services. Therefore, it is important during this post-disaster/emergency lull that first-response personnel do their best to get the hauling company's essential maintenance and support services up and running.

Typically, once Waste Management personnel are able to return to the facility, their tasks during the first few days will be as follows:

- Assess damage to the building and its contents.
- Move damaged trucks away from building and prepare a "ready line" of trucks, which are able to service customers.
- Coordinate the delivery and set-up of a portable generator for the facility.
- Coordinate the arrival of additional trucks and containers from outside the District.
- Coordinate the delivery of necessary supplies including tires, windshields, food, water and fuel.
- If necessary, prepare living areas for employees and guests who will be staying at the facility.
- Evaluate the need for supplies and order or obtain them from other Districts.

Should the disaster or emergency affect the Waste Management's Manatee District, our Disaster Management Emergency Response (DMER) team may be called in and will coordinate large-scale clean-up responses from local offices. DMER Team will be responsible for communications within the Group. The focus of the District Manager will be to bring the district hauling company back into operational status as best as possible and focus on individual customers.

Rates for additional rear load support trucks for residential MSW collection and qualified residential yard waste collection will be priced at \$160.00 per ton. These rates are based on availability of our trucks and employees following an emergency given that priority is to return expeditiously to regular collection schedules. For grapple or claw style trucks, Waste Management must seek subcontractors to perform emergency cleanup services since Waste Management does not have this specialized equipment in its inventory. Waste Management will seek reputable and reliable subcontractors to perform services as requested by the County but cannot guarantee availability at a specific rate. Given the recent history with Hurricane Irma, then current market rates for cleanup services will be necessary to obtain these specialized services.



Waste Pro of Florida, Inc.

Bradenton, FL

Disaster Response and Waste Removal Plan

Waste Pro of Florida, Inc. – Bradenton, FL
Disaster Response and Waste Removal Plan

PURPOSE

To provide organizational structure, guidance, and standardized procedures for the clearance, removal and disposal of solid waste pre and post major storm events.

To establish the most efficient and cost effective methods to resolve disaster debris removal and disposal issues.

To expedite solid waste removal and disposal efforts that provide visible signs of recovery designed to mitigate the threat to the health, safety and welfare of Southwest Florida residents.

To coordinate partnering relationships through communications and pre-planning with local, State and Federal agencies involved with debris management responsibilities.

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PRE EVENT PLANNING

Identify debris types and forecast amounts: The types of materials that will make up the disaster debris stream should be assessed. Some types of debris result more frequently from certain types of natural disasters. Planners on the Atlantic and Gulf Coasts are usually faced with responding to hurricanes, tornadoes, floods and wildfires.

These disasters can generate large quantities of treated wood, including downed utility poles, fencing, docks and decks. Damaged vehicles and structures are sources of large quantities of mixed metals. If buildings are severely damaged, the debris stream could include furniture and other personal property, electronic waste, white goods, household hazardous wastes (HHW) (i.e., leftover household products that contain corrosive, toxic, ignitable, or reactive ingredients), and putrescible wastes.

- HURRICANES have three primary sources of destruction: powerful winds, storm surge, and rain. The storm surge causes flooding along coast lines, causing much of the damage and resulting debris, including C&D materials, damaged automobiles and boats, furniture, and other debris. Winds cause destruction that can extend many miles inland, resulting in fallen trees and flying debris. Vegetative debris is usually the most voluminous debris stream generated by most

hurricanes. Major hurricanes can also leave behind large amounts of displaced sediments.

- TORNADOES inflict damage on structures and infrastructure from high winds and resulting projectile materials, putting C&D materials, automobiles, vegetative debris, furniture, and other materials into the waste stream.
- FLOODS occur when an overflow of water submerges land. High waters destroy structures and personal property; uproot trees; and displace sand, soil, and sediment. Floods can also destroy roads and bridges, isolating communities and impacting a community's ability to clean up debris. As soon as flood waters recede, people begin to dispose flood-damaged household items. Mud, sediment, sandbags, and other reinforcing materials also add to the volume of debris needing management, as do C&D materials and mixed metals from demolished and dismantled houses and automobiles.

Forecasts of the amount and types of debris generated during different types and sizes of natural disasters help the planner understand the scope of debris likely to require handling. These estimates can be based on previous experience or can be made using forecast tools.

Due to the unpredictable nature of natural disasters, however, no estimation tool will provide a completely accurate number. These tools are meant to generate estimates that will help a community understand the possible types and amounts of debris that may be generated. Past disasters in other areas can also give planners an idea of the amount and types of debris that are likely to be generated.

Of the two tools available from federal agencies, the Hazards U.S. Multi-Hazard (HAZUS-MH) program is a nationally applicable standardized methodology and software program that estimates potential losses from earthquakes, hurricane winds, and floods. HAZUS-MH was developed by FEMA under contract with the National Institute of Building Sciences (NIBS). HAZUS-MH uses state-of-the-art Geographic Information Systems (GIS) software to map and display hazard data and the results of damage and economic loss estimates for buildings and infrastructure. It also allows users to estimate the impacts of earthquakes, hurricane winds, and floods on populations. More information and ordering instructions for HAZUS-MH can be found at FEMA's website (<http://www.fema.gov/plan/prevent/hazus/index.shtm>).

Other debris estimates are available from the USACE. Prior to a forecasted hurricane landfall, the USACE uses geospatial tools to provide estimates of possible debris volumes, needs for water and ice commodities, number of people and households likely within the area impacted by hurricane force winds, and possible temporary roofing and temporary housing needs. Model estimates are developed and posted on a website (<https://eportal.usace.army.mil/sites/>). The first model runs are

made approximately three days before landfall; the last model runs may be days after landfall and may be a reduced suite of model runs and model outputs. The USACE developed a set of equations to calculate possible amounts of debris from hurricanes making landfall along the Gulf and East Coasts of the continental United States. The debris equations consider five primary factors: number of households, vegetation density factor, commercial density factor (non-residential debris), storm wind intensity, and rainfall intensity. The equations were developed to provide a +/- 30% estimate of possible debris volumes that may be generated by various storms.

The accuracy of the USACE model is improved by calculating debris volumes at census-tract level but the model results need to be viewed with three key considerations. First, the volume estimated is a total amount of debris from a storm from residential sources and a limited consideration of non-residential sources. Second, the model cannot take into account (particularly before landfall) minor, yet significant, variations in storm intensity. Third, the model does not account for debris that might result from flooding caused by storm-related rainfall. The present model is a planning model best viewed as a good indicator of the approximate volume of debris from a storm event. Any community can visit the USACE website (<https://eportal.usace.army.mil/sites/ENGLink/default.aspx>) and use the model to produce debris estimates specific to their community. There are also equations that will help compute the number and size of temporary disposal sites required for a known debris quantity.

**USACE Hurricane Debris
Prediction Model $Q = H (C) (V) (B) (S)$**

Q = estimated debris total generated in cubic yards

Note: The predicted accuracy of the model is $\pm 30\%$

H = number of households, or population/3 (household = population divided by 3) C = hurricane category factor (cat1 = 2, cat2 = 8, cat3 = 26, cat 4 = 50, cat5 = 80) V = density of vegetation (1.1 for light, 1.3 for medium, 1.5 for heavy)

B = percentage of commercial structures (1.0 for light, 1.2 for medium, 1.3 for heavy) S = precipitation factor (1.0 for none to light, 1.3 for medium to heavy)

Informing the public about debris management before disaster strikes should make dealing with the aftermath easier. Many communities that have experienced disasters commented that residents typically want debris to be removed as quickly as possible. Some residents may resort to illegal burning, dumping, and other improper management methods. Providing public education before and after the disaster can curb this response. Proper communication is recommended to the residents of Southwest Florida to inform them when, where, and how debris collection will commence, when normal collection is likely to resume, and provide special instructions for reporting and separating disaster debris at the curb. As part of emergency plans, some communities have prepared:

- radio and television announcements,
- flyers and door hangers,
- telephone hotlines, and
- websites.

To be as useful as possible, all communication should be timely, consistent, updated, and use language that is not overly technical. Discuss the use of free public service advertising with local media companies to communicate instructions in the event of a natural disaster. Depending on the type and severity of the natural disaster, however, a community might lose electricity, telephone service, radio broadcasting capability, or newspaper service.

One of the most important pre-event activities is to pre-select temporary sites that can be used for the storing, sorting, and processing of debris. Hurricanes can generate much more vegetative debris than the County typically manages annually. Waste Pro requests that temporary sites be evaluated and announced prior to an event.

The County should give consideration to understand before a disaster, how all waste types must be managed according to federal, state, and local regulations. Once a disaster strikes, there will not be time to do extensive research. It is recommended the County include an updated contact list of pertinent local environmental and solid waste department officials whom a community can reach in the event that guidance on regulations is needed during clean-up.

Waste Pro requests that the County identify in advance the types of equipment and supplies estimated to be required to implement this plan. Included should be equipment for administrative staff as well as debris collectors. A list of spare available equipment is provided below.

EARLY WARNING ACTIONS

Waste Pro will review and update all plans, checklists, and contact information relating to this disaster preparedness plan.

Key personnel of both the County and Waste Pro should be briefed, advised to initiate appropriate checklists and placed on standby.

A communication schedule should be established for recurring progress and updates of checklist completion with situational briefings.

In the days and hours leading up to the event Waste Pro will continue normal operations and maintain continuous communication with the County designated officials. Waste Pro will ensure all pre-event checklists are completed, with equipment and personnel staged to ensure rapid response. Operations will cease when either local wind velocity reaches thirty (30) mph-sustained winds or local rainfall reaches three (3) inches.

POST EVENT ACTIONS

Emergency staffing crews will be on standby twenty-four (24) hours before the storm makes landfall.

Waste Pro will conduct solid waste hauling operations when the local governing agencies deem the roads and conditions safe for passing. Yard waste and recycling collection will be suspended until which point the normal service levels can be resumed. Hours of operation may be lengthened due to the nature of the conditions. The hours of operation will be dictated by the hours of operation at the local disposal site. Every attempt to maintain the service on the current garbage service day will be made. Large piles of trash that are not properly contained may be left behind for the debris removal crews as the focus of collection will be on putrescible waste collection.

MAIN POINT OF CONTACT – Division Manager (DM)

The DM will serve as the principal liaison between the County and Waste Pro forces. The DM will be knowledgeable in all facets of Waste Pro operations. The DM will be on call twenty-four (24) hours per day, seven (7) days per week and will be capable of receiving relevant contractual information and requests. The DM will participate in daily progress meetings and any disaster exercises the County staff may conduct. The DM will be physically capable of responding to the County within thirty minutes of notification.

Storm Preparation Time Line

Conference call when a storm is named

Attendees:

Regional Vice President, Division Manager, Operations Manager, Regional Fleet Manager, Regional Safety Director.

Five days out

Call to verify preparedness/commence implementation of plan.

Regional Vice President, Division Manager, Operations Manager, Regional Fleet Manager, Regional Safety Director.

Three days out and daily until landfall of imminent event in service area

Start Execution of Storm Plan

Regional Vice President, Division Manager, Operations Manager, Regional Fleet Manager, Regional Safety Director, Office Manager, Ops Support Staff

24 Hours before landfall

Complete contractual obligation as expeditiously as possible allowing for personnel the opportunity to secure personal property.

Secure facility.

Secure vehicles.

After event

Assess safety and functionality of facility.

Assess ability to service contract.

Contact employees informing them of a return to work schedule.

Division Manager to contact Regional Vice President and Regional Safety Manager with the status of facility and employees.

Action Item #	Time Line by Day	Status	Action	Responsible Person
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1	1		Verify Employee Contact Info	HR	
2	2		Top off fuel tanks	SHOP MGR	
3	2		Employee fuel delivered to site	SHOP MGR	
4	2		Check operation of and review ice machines	SHOP MGR	
5	2		Print five days of route sheets	DISPATCH	
6	3		Mobilization of assets	SHOP MGR	
7	5		Publish employee contact information, phone/address and alternate contact	HR	
8	5		Lodgings for out of town employees	AP	
9	5		Start securing facility	SHOP MGR	
10	5		Secure Collection assets	REGIONAL FLEET MGR	
11	5		Establish C&C with Sat Comms to site and Commercial Comms out	REGIONAL FLEET MGR	
12	5		Generator test	SHOP MGR	
13	5		Check PPE inventory	REGIONAL SAFETY MGR	
14	5		Check First Aid supplies	REGIONAL SAFETY MGR	
15	Post event		Record and Data collection, local Government and FEMA	DISTRICT MANAGER	
16	Preseason		Agreement with fuel vender for temporary onsite tank for employee fuel	SHOP MGR	
17	Preseason		Employee ID badges produced	HR	
18	Preseason		Secure and retain emergency electrician	SHOP MGR	
19	Preseason		Secure catering for employees	HR	
20	Preseason		Agreement with water vender (local 3 days supply)	AP	
21	Preseason		Preseason local hurricane seminar	REGIONAL SAFETY MGR	
22	Preseason		Asset availability	CORP	
23	Preseason		Procure storm stutters all material to secure site	SHOP MGR	
24	Preseason		Alternative transportation shuttle agreement	DISTRICT MANAGER	
25	Preseason		FEMA Seminar	REGIONAL SAFETY MGR	
26		2	Brief employees on resuming work	DISTRICT MANAGER	
27	Post event		Post collection hazard safety meeting	REGIONAL SAFETY MGR	
28	Post event		Assessment of ability to service customers	DISTRICT MANAGER	

Pre-Season Preparation Plan & Assignments

#	Day				
1	Preseason		Agreement with fuel vender for temporary onsite tank for employee fuel	SHOP MGR	
2	Preseason		Validate employee contact information	HR	
3	Preseason		Secure and retain emergency electrician	SHOP MGR	
4	Preseason		Secure catering for employees	CORP	
5	Preseason		Agreement with water vender (local 3 days supply)	AP	
6	Preseason		Preseason local hurricane seminar	REGIONAL SAFETY MGR	
7	Preseason		Surplus comms.	CORP	
8	Preseason		Asset availability	CORP	
9	Preseason		Procure storm stutters all material to secure site	SHOP MGR	
10	Preseason		Alternative transportation shuttle agreement	DIVISION MANAGER	
11	Preseason		FEMA Seminar	REGIONAL SAFETY MGR	

Accessible Spare Vehicles

Truck Number	LOB	Location
979	FEL	103
917	FEL	103
751	REC	103
783	REC	103
743	REC	103
373	REL	103
458	REL	103
377	REL	103
166	RO	103
167	RO	103
118	RO	103
402	REL	109
590	FEL	115
979	FEL	115
736	REC	115
119	R/O	115
1217	ASL	117
1212	ASL	117
1210	ASL	117
1216	ASL	117
1203	ASL	117
954	FEL	117
374	REL	117
926	FEL	119
328	REL	119

Contact Listing

Chain of Command/Responsibilities					
Name	Keith Banasiak	Position	Regional Vice President	Phone	239-229-7500
Name	David Kutschinski	Position	Regional Maintenance Manager	Phone	239-851-0380
Name	David Smith	Position	Regional Safety Director	Phone	941-737-2201
Name	Sean Jennings	Position	Division Manager	Phone	407-718-7400
Name	Bert Duhaime	Position	Shop Manager	Phone	941-544-3952
Name	Colleen Wallace	Position	Regional HR Manager	Phone	239-281-3510
Name	Mike Roberts	Position	Operations Manager	Phone	941-737-6408

Post-Event Debris Collection

If the post event debris exceeds regular debris volume then a per ton rate may be used. The work completed can be measured by the tons collected as reported by the scale weights at the Manatee County Landfill. The rate per ton for collection is \$130 per ton and the disposal costs incurred by Manatee County.