Gas Emergency Response Plan and Incident Command System

Disaster Planning Workshop
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“Rebuilding trust and credibility…moving from compliance to commitment in Emergency Preparedness”

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Field Delivery Manager
- Public Safety Specialists Supervisor
  - Sr. Public Safety Specialists
  - Sr. Public Safety Support Specialist

Performance and Compliance Manager
- Performance Improvement Specialist
- Finance/Compliance Coordinator
- Business Continuity/Disaster Recovery Program Manager

Gas Emergency Planning Manager
- EPC Supervisor
  - Emergency Preparedness Coordinators
  - Planning & Exercise Development
    - Sr. Specialist
  - Sr. Technical Writer
  - Technical Writer

Field Delivery
- Pipeline Safety Awareness Training (Community Emergency Response Team – CERT)
- First Responder Training Delivery
- Gas Transmission Web Portal
- Emergency Field Support
- External First Responder Field Exercise Coordination
- Internal ICS Training Support

Performance and Compliance
- PUC Compliance (GO 166, GO 112E, 49 CFR Part 192.15, etc.)
- Controls for Measuring Effectiveness of Emergency Preparedness activities
- Site/Field Verification
- Monthly and Annual Program Reporting
- Performance Improvement
- Public Safety, Public Awareness, Emergency Preparedness Metric
- Budget/Finance Coordination
- Business Continuity and Disaster Recovery Planning for Gas Operations

Gas Emergency Planning
- GERP Plan Revisions, Updates, and Maintenance
- GERP Training Development and Delivery
- Exercise Development (Internal/External)
- Emergency Support
- Scenario Library Development
- Internal OEC/REC/EOC Training and Support
- Technology Initiatives
Vision and Mission Statement: Gas Emergency Preparedness

Vision Statement:
• We will be recognized as leaders in the natural gas industry in Emergency Preparedness planning, delivery and performance effectiveness controls

Mission Statement:
• To craft innovative Emergency Preparedness processes, procedures and practices by a relentless focus on our core principles: sustainability, repeatability and quality. We will realize this mission by setting the highest standards that drive exceeding the expectations of our internal/external customer base
Journey to GERP from San Bruno
What Does Good Look Like?

- Benchmarked industry leaders in Pipeline Emergency Management
- Met harshest critics in external/public safety first responders
- Met with regulatory and local government officials
- Met with all gas transmission and distribution workforce personnel/leaders
- Sought external public safety feedback on plan
- Created 1010S – GERP Maintenance and 6010S – GERP Training and Exercising Requirement
- Assigned single-point as owner/maintain responsibility
Emergency Preparedness Philosophy

• Repeatable, Sustainable, and Simple to use
• Regulatory compliance is price of admissions
• Risks to asset integration drives exercise/drill activity
• External partners have seat at table; not afterthought
• Standardized delivery model throughout territory
• High quality, value add products/tools
• Integration; GERP → Business Continuity/Disaster Recovery (BC/DR) → Contingency Planning
GERP Availability?

- Hardcopy binder
- CD/DVD
- Electronic softcopy
- Mobile App (tablets/smartphones)
- External access through First Responder Portal
- GERP interwoven into all trainings, exercises, and drills
Gas Emergency Response Plan (GERP)

The GERP follows a logical flow from general emergency response processes to specific guidelines and training aids:

• Section 1 is an Introduction, containing the Plan purpose, scope, and maintenance, including a feedback form.

• Section 2, Concept of Operations, provides general operations, actions, and processes of the PG&E emergency response system, including Emergency Centers and resources.

• There are six Appendices:
  • A - Training Aids
  • B - Using ICS
  • C - Environmental Guidance
  • D - Agency Coordination
  • E - References
  • F - Volume 2 in its entirety, holding Distribution Division and Transmission District Resources (PG&E Contacts; Radio Communications; Logistics, Materials, and Tools & Equipment; and Mutual Assistance Agreements (MAA) and MOUs)
Incident Organization and Management Using the Incident Command System (ICS)
Incident Organization and Management

- Understand and competently staff your incident management position
- Develop an Incident Action Plan (IAP)
- Manage emergency incidents using the ICS concepts from our emergency centers
- Collaborate with external stakeholders during emergency incident/events
- Provide ICS leadership and support to field personnel responding to emergency incidents/events
Chain of Command

Incident Commander
(transmission, distribution or unified)

Public Information Officer
Liaison Officer
Safety Officer

Operations Section Chief
Planning Section Chief
Logistics Section Chief
Finance/Admin Section Chief

Transmission Branch
Distribution Branch

* The IC could start out as a transmission person then transfer command to a distribution person
Embrace the Fundamental Concept of Successful Incident Management

- Command
- Control
- Communications
Objectives, Strategies, and Tactics

- **Objectives** state what will be accomplished

- **Strategies** establish the general plan or direction for accomplishing the incident objectives

- **Tactics** specify how the strategies will be executed
Modular Organization

Incident Command organizational structure is based on:

• Size, type, and complexity of the incident

• Specifics of the hazard environment created by the incident

• Incident planning process and incident objectives
ICS Expansion and Contraction

Although there are no hard-and-fast rules, remember that:

• Only functions/positions that are necessary should be filled
• Each activated element must have a person in charge
• An effective span of control should be maintained (5:1 is ideal, but adaptable)
Delegating to the lowest level possible allows ICS supervisors to:

• Assign responsibilities to subordinates.
  - Until a task is delegated, the supervisor must assume responsibility for completing it.

• Maintain a manageable span of control for the supervisor.
  - Until a position is filled, the next highest position is responsible for that role/function.
ICS is “Management by Objectives”

Objectives state \textit{what} will be accomplished

Strategies establish the \textit{direction} (method) for accomplishing the objectives

Tactics specify \textit{how} the strategies will be executed
Don’t wait for another CATASTROPHIC event to practice simple ICS principles!
Thank you