



# Disaster Response Plan

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# Disaster Response Plan

*Last Revised: July 27, 2015*

## I. Purpose of Plan

The purpose of this plan is to define an organizational structure and assign tasks and responsibilities to assure a coordinated response both internally and with member jurisdictions during disasters or major emergency conditions.

## II. Situation

### A. Potential Disaster Situation

Hurricanes, floods, tornadoes, other natural weather events, and man-made disasters could strike this area causing widespread damage and an interruption of utility and other vital service after the disaster. Huge quantities of storm-related debris could be generated making roads impassable. Flooding and bridge washouts could further delay recovery operations. Of additional concern is the impact on our ability to meet the disposal needs of our member communities in the event of a pandemic flu outbreak, which has been estimated to create an absenteeism rate of up to 40% of the work force.

### B. Emergency Response Capabilities

Since SPSA's primary mission is solid waste management and disposal, it would follow that its main objective during a disaster or pandemic would be to maintain this capability for the disposal. Once major streets and highways have been cleared and conditions permit, it would resume normal waste disposal at the earliest possible time, with the possible exception of the acceptance of storm-related debris.

SPSA has and may continue to enter into annual contracts with private firms specializing in the coordination and support of hurricane and other disaster debris removal. SPSA acts solely as the contracting agent and the contract administrator. The decision to activate this contract rests with the individual member communities, through the procedures established and presented in Appendix V. The request for any services and payment for such services shall be the direct responsibility of the member community. SPSA's involvement with the contractor will be limited to any non-performance contract issues.

### C. Emergency Response Process

Any weather event that generates sustained winds of 40 mph or more or makes vehicle driving unsafe is sufficient to cause a suspension of hauling operations until conditions improve. Depending on the time of day, the quantities of waste on hand, storm duration

and the ability to continue to receive waste at transfer stations must be factored in to the decision to reopen facilities.

Category 1 hurricanes and above may generate increasing quantities of storm debris up to the equivalent of 20 years of normal solid waste. This material, after initial roadway clearing, would need to be removed, sorted, stored and disposed over a sustained period of time and in compliance with environmental regulations. SPSA does not have the capabilities to handle this quantity of waste but is prepared to respond to member community emergency needs commensurate with its primary mission of putrescible waste disposal as long as SPSA continues to operate the landfill.

#### D. Emergency Response Objectives

In the event of a major disaster, SPSA's objectives would be, (1) coordinate suspension and resumption of services, internally and with member communities, (2) maintain essential internal support capabilities, such as communication, equipment and vehicle fueling and equipment maintenance and repair, (3) suspend acceptance of household waste until system capabilities and community needs can be evaluated, and (4) resume normal operations as soon as conditions permit.

In an event which has the result of limiting the availability of SPSA personnel and/or equipment, priority will be given to assigning available equipment and personnel first to the Regional Landfill. Transfer stations will be opened based on when the member communities are able to resume regular waste collections, starting with the largest transfer stations, Norfolk and Landstown, or a smaller station if that community is the first to resume MSW collections.

SPSA does not currently have the storage, hauling or processing capacity to receive and dispose of large quantities of storm debris type waste. When operations resume after a major disaster, it expects to receive increased quantities of waste due to suspended collections, food spoilage and storm debris placed in collection containers.

Experience has shown that before the arrival of a forecasted storm, many residents seek to dispose of various items which could become even more dangerous if blown by high winds. In several situations the line of such residents waiting to dispose has precluded effective use of some facilities by municipal and commercial customers disposing of putrescible waste. It is also imperative that SPSA be able to empty its transfer stations prior to the onset of an anticipated weather event in order to be ready to receive increased quantities of waste after the event is over. SPSA reserves the right to temporarily suspend residential disposal customers prior to storm events if it is negatively impacting the ability to handle municipally and commercially collected wastes.

The member jurisdictions will assume responsibility for clearing, removal, separation and disposal of the majority of storm generated debris, with the assistance of contractors and the use of temporary municipal processing and burning facilities. SPSA may elect to suspend the receipt of any storm-related debris at one or more disposal facilities based on evaluation of the amount of the damage and impact on its

facilities. Storm related debris which is ground up at temporary debris storage facilities is hereby classified as special handling waste and may be accepted at the Regional Landfill or other designated disposal facilities only with the prior approval of the SPSA Executive Director (or his/her designee) at the appropriate tipping fee. Any such approval will be based primarily on SPSA's handling and disposal capacity.

To assist the member communities in disaster cleanup, SPSA has agreed to be the contracting agency for emergency debris disposal contracts with large, national firms experienced in assisting communities after such events. SPSA's role is limited to that of being the bidding and contracting agency, and to be the initial point of contact for our member communities in activating these emergency contracts. Subsequent discussions between the member communities and the selected contractor(s) for the amount and type of service provided shall be the sole responsibility of each member community, as shall be any arrangements for billing and payment for services rendered.

### III. Implementation

The Executive Director of SPSA may implement this plan upon any of the following:

- A. The declaration of an emergency by one or more of the cities or counties in the SPSA service area.
- B. The declaration of an emergency by the Governor of Virginia or the President of the United States to the extent that any such declaration is applicable to any or all of the SPSA service area.
- C. At his discretion when he determines that circumstances warrant implementation.

### IV. Organization

- A. SPSA's Administrative Division is located in The Regional Building at 723 Woodlake Drive in Chesapeake. The Operating Divisions are noted below:
  - 1. Regional Landfill Division – Suffolk
  - 2. Transfer Station Division - All jurisdictions
  - 3. Fleet Maintenance Division - 4 Victory Boulevard, Portsmouth
  - 4. Transportation Division – 4 Victory Boulevard, Portsmouth
- B. An Emergency Management Center may be established at the **REGIONAL OFFICE BUILDING** or other location conducive for such purpose and activated and staffed as directed by the Executive Director. SPSA staff will be advised of this event through normal communication channels.

Chain of command is:

1. Rowland (Bucky) Taylor, Executive Director,  
Cell: (757) 377-7060, Home: (757) 569-1007
2. Liesl DeVary, Deputy Executive Director,  
Cell: (757) 536-4330; Home: (757)238-9128
3. Scott Whitehurst, Landfill Superintendent  
Cell: (757) 449-5349; Home: (757)547-5659
4. Toney Saunders, Transfer Station and Transportation Superintendent  
Cell: (757) 449-5350; Home: (757)432-9502
5. Patrick Lee, Vehicle and Equipment Maintenance Superintendent,  
Cell: (757) 449-1309; Alt Cell: (757) 450-2498

- C. Other operations group control centers may be maintained and staffed at the Regional Landfill and operation facilities located in Portsmouth as directed by the Executive Director. Some or all of SPSA's transfer stations may be used to station SPSA vehicles.

The Executive Director (or his/her designee) will have primary responsibility for all SPSA emergency response operations under the overall direction of the Emergency Management Center.

These include:

1. Maintenance of critical functions within the SPSA organization.
  2. Monitoring weather conditions and activating emergency procedures.
  3. Contact and coordination with member jurisdictions, Wheelabrator Portsmouth Inc. and private haulers on mutual operations that impact both, such as suspension and resumption of waste collection and storm debris acceptance.
  4. Dissemination of information to other operating groups.
- D. SPSA staff will continue to report directly with each other on matters of mutual interest. However, in the interest of operational efficiency, during the period of emergency, contact with member jurisdictions should be minimized and restricted to the Emergency Management Center. Conversations with Wheelabrator are essential during times of emergency and will be handled by the designated official.

## V. Communications

A. Internal

Telephone communications will be landline or cell phone, as long as they are available.

	<b>Facility #</b>
Emergency Management Center At the Regional Office Building	420-4700
Regional Landfill	961-3582
Safety	961-3697
Transportation	961-3684
<u>Transfer Stations:</u>	
Norfolk	961-3980
Chesapeake	961-3942
Oceana	961-4052
Landstown	961-3985
Suffolk	961-3627
Isle of Wight	961-3874
Franklin	961-3882
Employee Hotline	321-9556

A system of emergency contact telephone numbers (phone tree) will be established for all SPSA personnel to provide telephone numbers for supervisors to contact their employees and for employees to contact their supervisors. All employees are to notify their supervisor of any change in their contact number(s) within one week of a number being changed. Employees evacuating the area are responsible for providing a contact number at the place they are evacuating to if that number is known. If it is not known, the employee is responsible for calling his/her supervisor with a new contact number, as soon as they have established where they are staying. All supervisors are responsible for keeping an up to date list of all of their employees contact numbers and for taking the list with them, should they have to evacuate. All employees are responsible for taking their supervisors contact numbers with them, should they evacuate. An Employee Emergency Call Line may be set up at the Emergency Operations Center for employees not able to contact their supervisor or to receive any special recorded informational messages. Each supervisor is responsible for ensuring the development and maintenance of the emergency contact telephone numbers for his/her staff.

In an event requiring mass evacuations, all SPSA personnel assigned SPSA cell phones shall be responsible for taking their cell phones, chargers, and the most up to date listing of other SPSA cell phone numbers with them. The cell phones should be kept charged and on as much as possible in the event cell phone service is returned before land line service is available. Supervisors shall contact their Superintendent or Emergency Management Center as soon as possible after a weather event has passed and it's safe to do so for information which can be then passed along to their staff and then on down through the ranks of employees. The Administrative Coordinator is responsible for maintaining an updated list of all SPSA cell phone numbers.

Should an employee be unable to contact their supervisor or another responsible

employee in the aftermath of a disaster situation, all employees are responsible for calling the Emergency Management Center at least once in every 12 hour period until contact has been reestablished.

B. External

The Administrative Coordinator will be responsible for keeping an updated list of phone numbers for the external agencies listed below: [*see Appendix IV*]

FEMA

8 Member Communities Emergency Operations Centers

Environmental Protection Agency (EPA)

Hampton Roads Planning District Commission

Red Cross

US Navy

US Coast Guard

Virginia Department of Emergency Management(VDEM)

Virginia Department of Environmental Quality (VDEQ)

Virginia Department of Transportation

Virginia Department of Health

Cox Cable

Charter Cable

Dominion Power

Private Haulers

Radio Stations

TV Stations

C. Public Information

A public information office will be established at the Emergency Management Center for the purpose of coordinating public announcements with member communities, providing broadcast information to employees and providing a single information source to the media.

The following actions may be taken:

1. Designate an official spokesperson. All media contact will come from the Emergency Management Center. A log of contacts will be kept.
2. Prepare a statement of SPSA's emergency response activities and operating procedures during and following the emergency.
3. Disseminate the emergency response procedure statement to employees through superintendents and supervisors as well as voice mail and the Employee Hotline. Disseminate information to the Board of Directors, U.S. Navy, and the public information departments of the eight member communities.

4. Disseminate information to the public, through the media, concerning facility closings, waste acceptance restrictions and hazardous waste prohibition
5. Continue to provide follow-up information to member communities and the public until the Emergency Management Center closes and normal operations are resumed.

## **VI. Task Assignments**

### Emergency Management Center

1. Meet with all superintendents 72 hours prior to weather event to plan, review and coordinate emergency procedures.
2. Activate emergency response plan on direction of Executive Director.
3. Contact member jurisdictions 48 hours prior to weather event to coordinate operational activities, update key phone contacts, particularly those designated to be each community's point of contact for emergency contract activation.
4. Disseminate information as gathered on continuing basis to Superintendents.
5. Monitor weather conditions and implement emergency procedures according to weather constraints and member jurisdiction activities.
6. Meet with Superintendents 48 hours prior to weather event to coordinate emergency procedures.
7. Receive condition and damage reports and report periodically to Emergency Management Center.
8. Coordinate resumption of operations with superintendents.
9. Implement recovery procedures and coordinate resumption of normal operations with member jurisdictions.
10. Division preparations and ongoing activities are listed in the attached Appendixes I through IV.



# APPENDIX I

## Administrative Division

### A. Employee Attendance

Employees are expected to report to work according to normal work schedules and established policy and procedure unless instructed otherwise by their supervisor. If weather conditions or other circumstances prevent attendance, normal call-in procedures apply. Under SPSA policy, employees are required to provide a current address and telephone number and are expected to be available for recall if necessary.

### B. Leave Policy

Employees may be granted authorized unpaid or paid leave by their supervisor, in accordance with the directives of the Executive Director if requested, and depending on adequate justification and the need for the employee's services during the period of emergency.

### C. Record Keeping

Should a severe disaster occur which inflicts heavy damage on SPSA facilities or equipment or which causes SPSA resources to be utilized in the recovery and rebuilding phases, some of this expense could be reimbursed by the Federal Government through FEMA or by local governments.

Therefore, it is extremely important that complete, detailed and accurate records are kept of these specific activities. They would include:

1. Labor Costs
2. Equipment Costs
3. Haul Costs
4. Supplies and Materials Consumed
5. Supervisor Vehicle and Transportation Costs
6. SPSA Tractor/Trailer Usage
7. Storm Debris Tonnage Received
8. Roll off box usage
9. Note: Check to confirm that there are no other items reimbursable under FEMA.

<http://www.vaemergency.gov/em-community/recovery/ia-and-pa>

### D. Regional Office Building

1. Secure all windows and doors
2. Empty refrigerators
3. Unplug all appliances

## APPENDIX II

### Operation Division

#### A. Regional Landfill Division

- Fuel all trucks and equipment.
- Fill emergency fuel tank. Check and fill storage tanks as needed.
- Check emergency gasoline supply.
- Test run and check emergency generator, power tools and hand tools.
- Check emergency radio and batteries.
- Check hand operated fuel pump.
- Check emergency lighting.
- Secure loose objects outside.
- Pump leachate as necessary.
- Move portable toilets inside shop.
- Obtain provisions for personnel – food, water, sleeping facilities, rain gear
- Check first aid supplies.
- Extinguish flare if wind velocity exceeds 40 mph or causes fire hazard.
- Instruct security guards in emergency procedures.
- Secure household hazardous waste (HHW) facility.
- Communicate and coordinate with Biogas Energy Solutions (BES), Bi-Metals Recycling, Inc. and Clearfield MMG.

#### B. Fleet Maintenance Division

- Regional landfill Shop portable air compressor. Fuel, test, run and check connections to shop air receiver.
- Fuel all field service trucks and fill all supply tanks. Assign and position trucks for emergency use.
- Check emergency gasoline supply.
- Check and distribute emergency lighting equipment.
- Check oxygen and acetylene supply.
- Check and test run emergency generators.
- Confirm emergency equipment hauling arrangements.

#### C. Transportation Division

- Fuel all trucks.
- Evaluate need for fleet positioning.

#### D. Transfer Station Division

- Fuel all equipment.

- Fill and test run portable generators
- Fill all emergency gasoline cans
- Check fuel supply.
- Test hand fuel pumps.
- Check and test emergency lighting and radio equipment.
- Secure household hazardous waste (HHW) Collection facilities.

## APPENDIX III

### Communication & Media Relations

As the region's solid waste handler, SPSA must be prepared to respond pro-actively in the event of a major disaster or crisis. Accurate accounts, released to the public as soon as possible after the onset of a crisis, are in SPSA's best interests. This plan is designed to address crisis communications as well as media relations.

#### Preparation and Planning

A. Before the onset of the event, if possible, SPSA's primary communications goal is to ensure that several core groups are aware of and understand the procedures followed within SPSA's Disaster Response Plan. Therefore, following the Executive Director's (or his/her designee's) approval to implement SPSA's Disaster Response Plan, communications should commence with the following groups.

1. Eight Communities Public Works (Waste Management) Departments
2. Board of Directors and Alternates
3. Chief Administrative Officers of each community
4. SPSA Employees
5. Media
6. Residents
7. Facility Users

B. To ensure that each of these groups receive timely information on SPSA's emergency operations, the following activities shall occur.

1. Establish a briefing room at the Emergency Management Center located at the Regional Office Building or other appropriate location as may be warranted.

The briefing room must have available audio-visual equipment, television, cellular phone, telephones, fax machine, computer, and printing equipment.

2. Designate an official spokesperson

The spokesperson will provide the public with technical insight on situations when necessary. All media contact will come from the designated spokesperson whom will be accessible to the media during the immediate impact of the crisis. A log of contacts from the media will be kept.

3. Prepare a statement of SPSA's emergency response activities.

4. Develop a brief (one page) statement that notes SPSA's position, how the organization will continue to operate, and how the media will be handled. The plan should be to the point, without unnecessary verbiage, and should be completed as quickly as possible, hopefully during the first few hours of the

emergency situation.

5. Disseminate information to employees and Board of Directors.

Send SPSA's emergency response activities statement to all SPSA facilities with the capability of receiving a fax message. Utilizing the "Telephone Tree" procedure, contact should be made with employees. Human Resources should ensure that a log of employee telephone numbers is printed and available. Utilize voice-mail, and other technologies to assist in communicating information efficiently and effectively.

6. Disseminate information to the Board, the Chief Administrative Officers of each member community and the public works departments of the eight communities SPSA serves.

Contact the public information, clean community, and other officials in the eight communities providing specifics on SPSA's emergency response activities; fax or email the statement of SPSA's emergency response activities to public works officials. [See Appendix IV]

Information regarding emergency solid waste management plans should be provided from all community contacts. With this information, a list of emergency waste disposal sites within the region and points of contact should be developed.

7. Disseminate information to the public.

Provide public service announcements to radio and television stations on SPSA emergency response activities. (Get storm closing codes from radio and television stations.) Be available as an information resource.

8. Disseminate information to the media.

Using broadcast faxing capabilities or other form of electronic communications, a prepared statement should be sent to SPSA's media contacts and to all major media outlets, which serve the southeastern Virginia region. Prepare media kits.

- C. After these initial communications activities have been addressed, the Emergency Management Center will address the following issues:

1. Implementation of liberal leave under the **Emergency and Inclement Weather Policy**, due to work stoppages (Decisions should take into consideration the need for employees based on classifications of "Essential" and "Nonessential" to the disposal of solid waste.)
2. Maintenance and back-up of computer systems.

## **Resuming Solid Waste Management Services**

After the disaster, SPSA's main goal is to resume normal operations as quickly as possible. While SPSA field personnel assess SPSA's ability to resume normal solid waste transfer, receiving, and processing activities, the primary communications goals will be to inform SPSA's core publics of the available and operational facilities and issue a preliminary statement to the media.

Following receipt of a status report, SPSA's Executive Director or his designee will approve resumption of SPSA solid waste management operations and communications can commence with the following groups.

1. Eight Member Communities Emergency Operations Centers
2. Board Of Directors and Alternates
3. SPSA employees  
(Employees can be provided information regarding requirements to report to work, through supervisors, using the "telephone tree" procedure and the local media.)
4. Media  
(Through official statements, cleared by appropriate members of SPSA Supervisors and Leadership Team, continuous updates can be provided to the media. The statements should include what was the storm's impact on operations, what buildings or equipment were damaged or closed down, number of employees out of work, the number injured, if any, and where the injured were taken. In the event of injuries and/or deaths, information on employees will be released to the media only after the next of kin has been notified.)
5. Residents
6. Facility Users

## **Follow-Up**

While the immediate impact of the disaster may occur within a relatively short period of time, the after effects may hinder normal solid waste management operations for some time. Therefore, continuous follow-up communications with the media, employees, area residents, and the communities SPSA serves will be of utmost importance. Activities which should occur include:

1. Provide periodic reports to the media as soon as new developments and activities are undertaken.

2. Monitor the news coverage of the crisis and make a courteous effort to bring inaccuracies to the attention of the media.
3. The Executive Director or his designee will act as the corporate spokesperson.
4. Communicate updates on policies which have been enacted by the communities, efficient and quickly as possible.
5. Continue to communicate new, positive information to key audiences.
6. Utilize all internal communications methods to provide continual feedback and updates to employees.

## APPENDIX IV

### External Agency Contact List

The Administrative Coordinator will be responsible for keeping an updated list of phone numbers for the external agencies listed below:

#### FEMA

(800) 621-FEMA (3362)

#### **8 Member Communities Emergency Operations Centers:**

- [Chesapeake](#) Email<sup>1</sup> (757) 382-6504
- [Franklin](#) Email<sup>2</sup> (757) 562-8581
- [Isle of Wight County](#) Email<sup>3</sup> (757) 365-6308
- [Norfolk](#) Email<sup>4</sup> (757) 441-5600
- [Portsmouth](#) Email<sup>5</sup> (757) 393-8338
- [Southampton County](#) (757) 653-2100
- [Suffolk](#) Email<sup>6</sup> (757) 514-4536
- [Virginia Beach](#) Email<sup>7</sup> (757) 385-8466

[Environmental Protection Agency](#) (800) 438-2474

[Hampton Roads Planning District Commission](#) (757) 420-8300

[Red Cross](#) (757) 446-7700

[US Navy](#) (757) 322-2859

[US Coast Guard](#) (757) 668-5500

[Virginia Department of Emergency Management](#) Email<sup>8</sup> (804) 674-2400

[Virginia Department of Environmental Quality](#) (804) 698-4000

[Virginia Department of Transportation](#) (888) 723-8400

[Virginia Department of Health](#) (757) 683-2489

[Cox Cable](#) (757) 224-1111

[Charter Cable](#) (888) 438-2427

[Dominion Power](#) (888) 667-3000

#### **Private Haulers:**

- [Waste Management](#) (800) 553-7771
- [Waste Industries Inc.](#) (757) 487-2220
- [TFC Recycling](#) (757) 543-5766

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<sup>1</sup> public@cityofchesapeake.net

<sup>2</sup> rpace@franklinva.com

<sup>3</sup> eservices@isleofwightus.net

<sup>4</sup> James.Redick@norfolk.gov

<sup>5</sup> campbells@portsmouthva.gov

<sup>6</sup> jjudkins@suffolkva.us

<sup>7</sup> mmarchba@vbgov.com

<sup>8</sup> pio@vdem.virginia.gov



- [Bay Disposal](#) (757) 857-1099
- [Recycling Disposal Solutions \(RDS\) of Virginia](#) (757) 393-4737
- [Hampton Roads Disposal](#) (757) 488-8180
- [All Virginia Environmental](#) (757) 357-9997
- [Taylor Waste Services](#) (757) 723-7960

**Radio Stations:**

- WHRO 88.1 FM (757) 889-9400
- WHOV 88.1 FM (757) 727-5670
- WJZL 88.5 FM (757) 498-9632
- WFOS 88.7 FM (757) 547-1036
- WHRV 89.5 FM (757) 889-9400
- WRVS 89.9 FM (252) 335-3517
- WNSB 91.1 FM (757) 823-9672
- WFOG 92.9 FM (757) 366-9900
- WPYA 93.7 FM (757) 640-8500
- WGH 97.3 FM/ WXMM 100.5 FM (757) 671-1000
- WVKL/WPTE/ WWDE 101.3 FM (757) 497-2000
- WNOR 98.7 FM/ WAFX 106.9 FM (757) 366-9900
- WYFI 99.7 FM (800) 888-7077
- WXJK 101.3 FM (434) 329-9955
- WLQM 101.7 FM (757) 562-3135
- WOWI 102.9 FM (757) 466-0009
- WMBG 740 AM (757) 229-7400
- WNIS 790 AM/ WTAR 850 AM (757) 640-8500
- WKGM 940 AM (757) 357-9546
- WRJR 1010 AM (757) 488-1010
- WYRM 1110 AM (757) 622-9256
- WJOI 1230 AM (757) 366-9900
- WLQM 1250 AM (757) 562-3135
- WTJZ 1270 AM (757) 722-2584
- WGH 1310 AM (757) 671-1000
- WGPL 1350 AM (804) 622-4600
- WPCE 1400 AM (804) 624-6523
- WVAB 1550 AM (248) 557-3500
- WCPK 1600 AM/ WHKT 1650 AM (757) 488-1010

**TV Stations:**

- WAVY-TV 10 (757) 673-7316
- WVEC 13 (757) 628-6200

- WTKR News Channel 3 (757) 446-1352
- WVBT FOX 43 (757) 393-4343
- UNC-TV (919) 549-7000
- WSKY TV (757) 382-0004
- WGNT (757) 446-1000

## Public Works

### CHESAPEAKE

City Hall Building, Third Floor  
306 Cedar Road  
Post Office Box 15225  
Chesapeake, Virginia 23328-5225  
Phone: (757) 382-6101  
Fax: (757) 382-6310  
Storm water: (757) 382-3330

Division of Waste Mgmt  
912 Hollowell Lane  
Chesapeake, Virginia 23320  
Phone: (757) 382-3200  
(757) 382-3439  
(757) 382-6593

### FRANKLIN

1050 Pretlow Street  
Franklin, Virginia 23851  
Phone: (757) 562-8564  
(757) 562-8563  
Fax: (757) 562-7883

### ISLE OF WIGHT

P.O. Box 80  
Isle of Wight, Virginia 23397  
Phone: (757) 357-3191  
Phone: (757) 377-9579  
Phone: (757) 435-5316

### NORFOLK

City Hall Building  
810 Union Street 7th Floor  
Norfolk, Virginia 23510  
Phone: (757) 664-4614  
(757) 664-4600  
Fax: (757) 664-4603  
Email<sup>9</sup>:

Division of Waste Mgmt  
1176 Pineridge Road  
Norfolk, Virginia 23502  
Phone: (757) 441-5813  
Fax: (757) 441-5914  
after hours (757) 441-1249  
Email<sup>10</sup>

(757) 441-5813 x 4277  
(757) 441-5813 x 4221  
(757) 441-5813 x 4282

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<sup>9</sup> PWORKS@norfolk.gov

<sup>10</sup> bulkwst@norfolk.gov

## **PORTSMOUTH**

Administration – City Hall  
801 Crawford Street – 2nd floor  
Portsmouth, Virginia 23704  
Phone: (757) 393-8691  
Fax: (757) 393-8976

Operations (757) 328-4922  
2001 Frederick Boulevard (757) 393-8663 x 7385  
Portsmouth, Virginia 23704  
Phone: (757) 393-8666/393-8663  
Fax: (757) 393-8282

## **SOUTHAMPTON COUNTY**

Post Office Box 400  
26022 Administration Center Drive  
Courtland, Virginia 23837  
Phone: (757) 653-2886  
Fax: (757) 653-0227  
[Email](#)<sup>11</sup>

25177 Public Works Road  
Courtland, Virginia 23837  
Phone: (757)653-8190/653-2886

## **SUFFOLK**

Administration-  
440 Market Street – 2<sup>nd</sup> Floor  
Suffolk, Virginia 23434  
Phone: (757) 514-4355  
Fax: (757) 514-7727  
[Email](#)<sup>12</sup>

Storm water Management  
277 Pine Street  
Suffolk, Virginia 23434  
Phone: (757) 923-2000 (757) 923-3897  
Dispatch (757) 514-7630

## **VIRGINIA BEACH**

Public Works Director's Office  
2405 Courthouse Drive  
Municipal Center, Building 2  
Virginia Beach, Virginia 23456  
Phone: (757) 385-4167 (Option 9)  
[Email](#)<sup>13</sup>

Waste Management (757) 385-4654  
3024 Holland Road (757) 636-6678  
Virginia Beach, Virginia 23453  
Phone: (757) 385-4654  
Phone: (757) 385-4131

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<sup>11</sup> [hcouncil@southamptoncounty.org](mailto:hcouncil@southamptoncounty.org)

<sup>12</sup> [PWcontact@city.suffolk.va.us](mailto:PWcontact@city.suffolk.va.us)

<sup>13</sup> [pwclrks@vbgov.com](mailto:pwclrks@vbgov.com)

## APPENDIX V

### Disaster Response & Debris Monitoring Procedures

The following procedures are to be followed to initiate the activation of the Hurricane & Other Disasters Debris Removal, Reduction and Disposal Contract and/or the Debris Management and Monitoring Contract.

1. During working hours 8:00 am to 4:30 pm Monday through Friday, fill out the *Disaster Response Contractor Request form* and/or the *Debris Monitoring Contractor Request form* (see attached) and fax to 757-961-4700 SPSA Purchasing Department, Attention: Purchasing, or via email at [purchasing@spsa.com](mailto:purchasing@spsa.com).
2. After working hours you may contact SPSA Purchasing by cell phone 757-536-4330 or email at [purchasing@spsa.com](mailto:purchasing@spsa.com). The *Contractor Request form* can be faxed or emailed as above the next available workday.
3. SPSA Purchasing Department will initiate a *Notice to Proceed* to the Contractor you selected on the below form or a secondary Contractor if your choice is already over utilized. If after working hours, SPSA Purchasing will initiate the *Notice to Proceed* by phone and will follow up by fax or email the next available workday.
4. The Contractor will then communicate with the Project Point of Contact listed on Entities *Contractor Request form*.
5. Entities will from this point on submit their *Task Orders* directly to the assigned Contractor.
6. If an additional Contractor is required for your Entity then steps 1 – 5 listed above are to be followed.



## CONTRACTOR REQUEST PROCEDURES

The following procedures are to be followed to initiate the activation of the Monitoring And Management Services For Debris Removal, Reduction And Disposal and Other Disaster Response Preparedness Related Services Contractors.

1. During working hours 8:00 am to 4:00 pm Monday through Friday, fill out the *Debris Monitoring Contractor Request form* (see attached) and fax to 757-961-4700 SPSA Purchasing Department, or e-mail to [purchasing@spsa.com](mailto:purchasing@spsa.com).
2. After working hours you may contact SPSA Purchasing by cell phone 757-536-4330 or e-mail to [purchasing@spsa.com](mailto:purchasing@spsa.com). The *Debris Monitoring Contractor Request form* can be faxed as above the next available workday.
3. SPSA Purchasing Department will initiate a *Notice To Proceed* to the Contractor you selected on the below form or a secondary Contractor if your choice is already over utilized. If after working hours, SPSA Purchasing will initiate the *Notice To Proceed* by phone and will follow up by fax next available workday.
4. The Contractor will then communicate with the Project Point of Contact listed on Entities *Debris Monitoring Contractor Request form*.
5. Entities will from this point on submit their *Task Orders* directly to the assigned Contractor.
6. If an additional Contractor is required for your Entity then steps 1 – 5 listed above are to be followed.



## DEBRIS MONITORING CONTRACTOR REQUEST

In accordance with SPSA Request For Proposal 0016-13 \_\_\_\_\_  
(City / County)

hereby request and authorizes Southeastern Public Service Authority to initiate a contract with established contractor for Monitoring And Management Services For Debris Removal, Reduction And Disposal and Other Disaster Response Preparedness Related Services.

Witt O'Brien \_\_\_\_\_ Leidos \_\_\_\_\_  
Thompson Consulting Services \_\_\_\_\_ No Preference \_\_\_\_\_

**Project:** \_\_\_\_\_

**Specific Work to be Performed:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Duration of Work (Include Start Date, End Date and Total Calendar Days):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Project Point of Contact:**

**Name:** \_\_\_\_\_  
**Phone** \_\_\_\_\_  
**Fax** \_\_\_\_\_  
**Email** \_\_\_\_\_

**Method of Payments:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Authorized Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Authorized Printed Name:** \_\_\_\_\_



## **DEBRIS REMOVAL CONTRACTOR REQUEST PROCEDURES**

The following procedures are to be followed to initiate the activation of the Hurricane & Other Disasters Debris Removal, Reduction and Disposal Contractors.

1. During working hours 8:00 am to 4:00 pm Monday through Friday, fill out the *Disaster Response Contractor Request form* (see attached) and fax to 757-961-4700 SPSA Purchasing Department, or e-mail to purchasing@spsa.com.
2. After working hours you may contact SPSA Purchasing by cell phone 757-536-4330 or e-mail to purchasing@spsa.com. The *Disaster Response Contractor Request form* can be faxed as above the next available workday.
3. SPSA Purchasing Department will initiate a *Notice To Proceed* to the Contractor you selected on the below form or a secondary Contractor if your choice is already over utilized. If after working hours, SPSA Purchasing will initiate the *Notice To Proceed* by phone and will follow up by fax next available workday.
4. The Contractor will then communicate with the Project Point of Contact listed on Entities *Disaster Response Contractor Request form*.
5. Entities will from this point on submit their *Task Orders* directly to the assigned Contractor.
6. If an additional Contractor is required for your Entity then steps 1 – 5 listed above are to be followed.





**DISASTER RESPONSE CONTRACTOR REQUEST**

In accordance with SPSA Request For Proposal 0015-13 \_\_\_\_\_  
(City / County)

Hereby request and authorizes Southeastern Public Service Authority to initiate a contract with established contractor for Hurricane & Other Disasters Debris Removal, Reduction & Disposal.

Ashbritt \_\_\_\_\_ Ceres Environmental \_\_\_\_\_  
Crowder – Gulf \_\_\_\_\_ Phillips & Jordan \_\_\_\_\_  
No Preference \_\_\_\_\_

**Project:** \_\_\_\_\_

**Specific Work to be Performed:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Duration of Work (Include Start Date, End Date and Total Calendar Days):**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Project Point of Contact:**  
**Name:** \_\_\_\_\_  
**Phone** \_\_\_\_\_  
**Fax** \_\_\_\_\_  
**Email** \_\_\_\_\_

**Method of Payments:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Authorized Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Authorized Printed Name:** \_\_\_\_\_