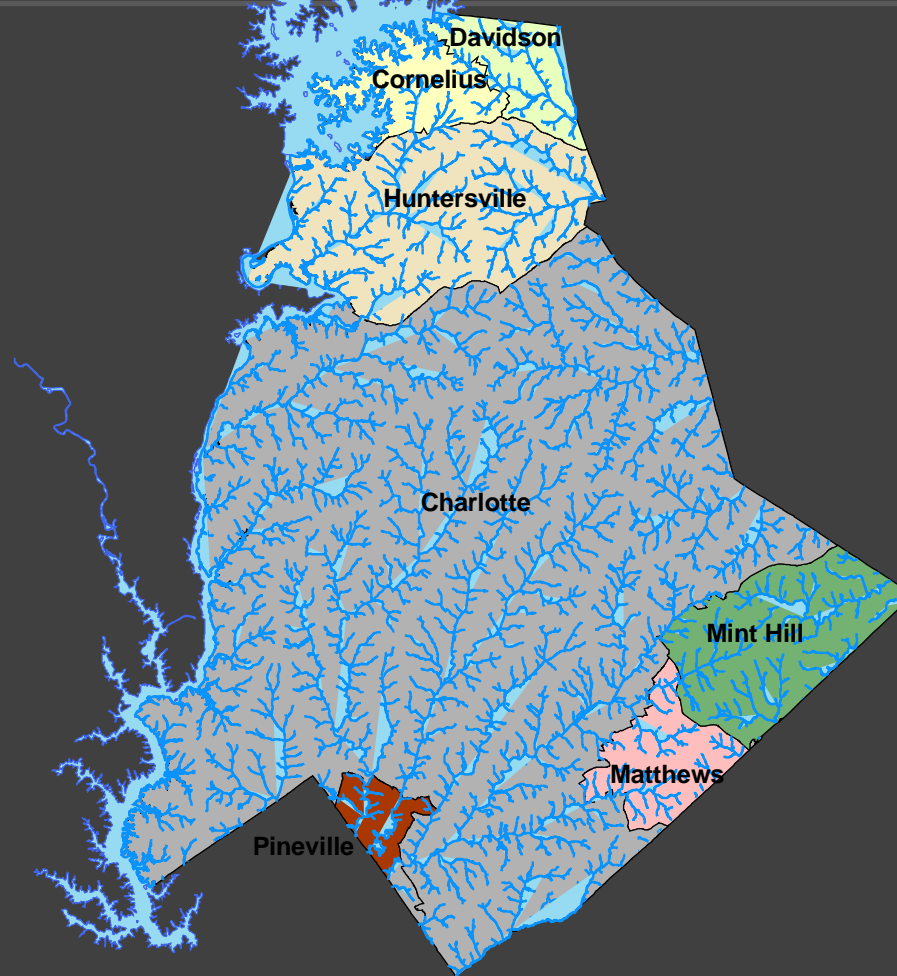


Stormwater Department Role in Emergency Situations



Charlotte-Mecklenburg Storm Water Services



Charlotte's population: 850,000
Mecklenburg County's population: >1 million
3,800 miles of pipe & 2,400 miles of open drainage channels



Charlotte-Mecklenburg Storm Water Services



Water Quality Team
17 city staff and 30 county staff



Background

- **1974 Mecklenburg County signed an Memorandum of Understanding (MOU) with NCDEQ**
 - At the time, Mecklenburg County was 1 of 2 (Wake County) in state.
- **Emergency Response started in a Mecklenburg County department called Environmental Protection which included Air Quality, Groundwater, Solid Waste and Water Quality.**
- **In 2001, organizational changes occurred and the Mecklenburg County Water Quality team took over.**

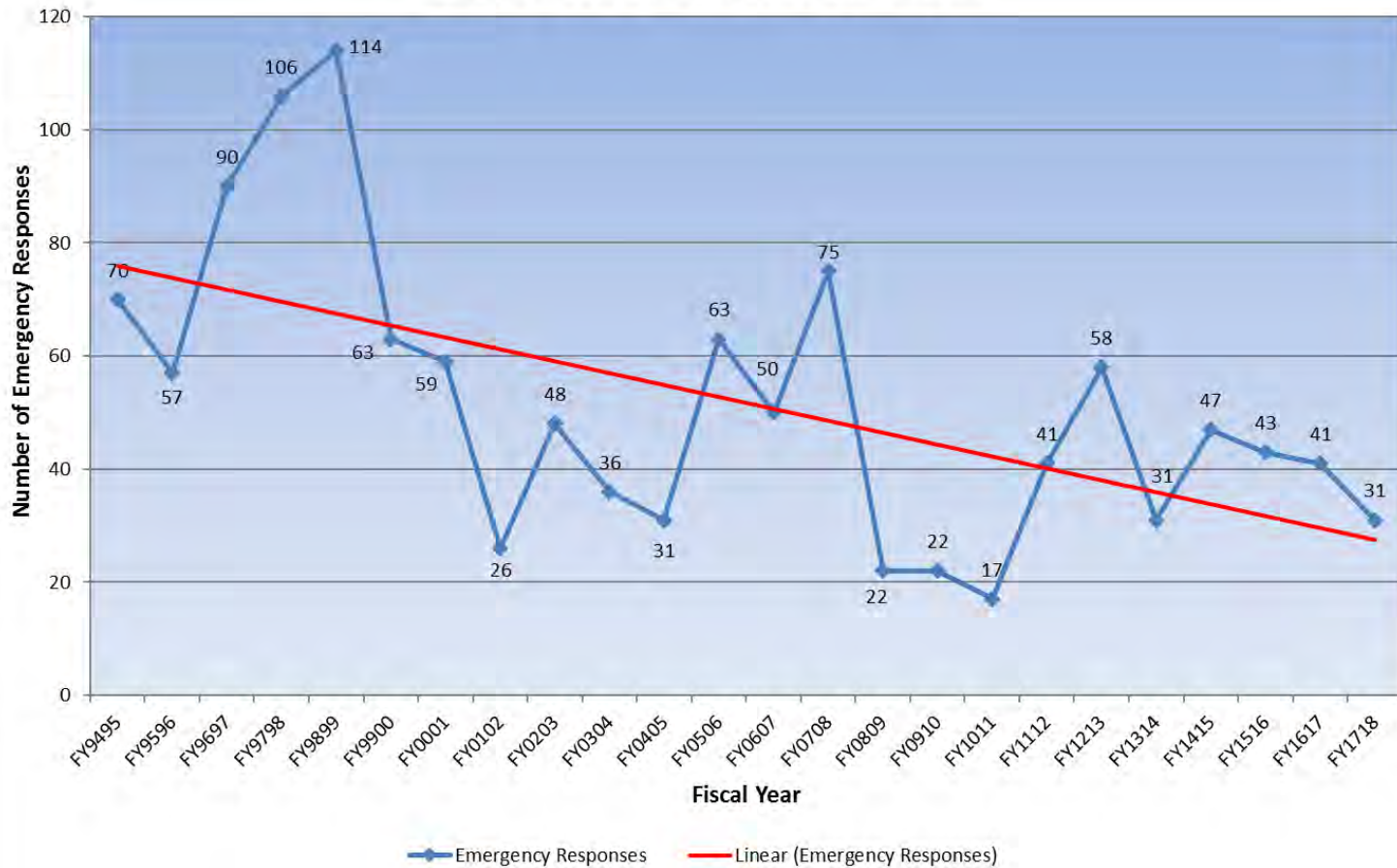


Do you know of another municipality that has a program like this?



Background

Emergency Response
City of Charlotte
FY1994-1995 through FY2017-2018



Why Get Involved in ER?

- **Pollution Control Ordinance**
 - NPDES Stormwater Permit
 - Spills don't always happen during business hours and minimizing their impact requires 24 response.
- **Provide Support for State and Federal Agencies**
- **Support the Fire Department**
 - Help them focus on safety, containment and preparation for the next event.



Our Role

Support the Charlotte Fire Department (CFD).

- CFD always maintains command.
- HAZMAT's priority is public safety and containment of hazards.
 - HAZMAT often asks for advice on how and where to place booms.
- **We provide support.**
 - We support containment and clean up of pollutants that may impact stormwater and/or waters of the state.



Our Role

- **Contractor Management**
 - Ensure the cleanup starts quickly and is completed properly.
 - Requires frequent communication, direction, and oversight.
- **Incident Follow up**
 - Communicate with state and federal agencies. Issue NOVs when appropriate.
 - Documentation of the incident and impacts.
 - Ensure that restoration is completed as applicable.
- **Represent environmental concerns when there are several priorities**
 - Public Safety
 - Reopening roads and highways
 - Preparation for another event
 - Response time



No Responsible Party for Cleanup

- **Private property**
 - Cleanup is the property owner's responsibility.
- **Public Right of Way**
 - Cleanup is responsibility of CDOT unless spill has reached the storm drain or surface waters.
- **Responsible party is non-responsive or not responding quick enough**
 - Active discharge, imminent threat.
 - Initiate and pay for a response and then find the responsible party.



- **Annual budget for unforeseen incidents**
 - \$20,000 (City) and \$5,000 (County)
 - Over last 5 years, \$8,400 was highest and \$0 was lowest spent by the City from this budget.

Examples

2018 Diesel Fuel Spill

- 150 gallons of off-road diesel. Unidentified spiller. Clean up: \$35,000

2017 Diesel Fuel Spill

- 5,000 gallons of off-road diesel from a roof generator tank. Clean up: \$38,000+



Examples

- **Eggs:** 200 gallons of liquid eggs on the local interstate.
- **Watermelons:** 50,000 pounds of watermelons mixed with antifreeze and oil on the local interstate.
- **Rotten meat:** Over pressurized anaerobic digester tank discharged rotten meat directly into the creek.
- **Quarry Slurry:** Large discharge directly into the creek.



Examples

- **Saddle tank puncture**
 - most typical incident.
- **2014 PCB Spill**
 - in the sanitary



So ... how is the program run?

Program Resources & Details

- **Establish Partnership**

- Open forum meeting with the HAZMAT chief every couple years.
- HAZMAT Chief contacts Lead ER Staff a few times a month.
- HAZMAT crew staff work great with stormwater staff.



- **Establish list of qualified cleanup contractors**

- Call back within 10 minutes
- Onsite with equipment within 1 hr. (nonpeak traffic) and 1 ½ hr. (peak traffic).
- Contractors are removed from the list for lack of response, lack of appropriate equipment, or cherry picking events.



Program Resources & Details

Establish a Notification System

- **311**

- Weekend message is for emergencies to call 911.

- **Water Watchers Mobile App**

- Immediate response for Emergencies only.
Judgement call by Storm Water Services staff.

- **911**

- Fire Department contacts the Storm Water ER phone through 911 dispatch.

-

- **Triple Back up!**

- CFD calls the ER phone.
- If no answer, CFD calls the Lead ER staff person.
- If no answer, CFD calls the Flood Information and Notification System ER phone (connects to floodplain management staff).



Program Resources & Details

Supervisors on call

- Communication for expenditures, back up, and/or to consult about whether immediate response is necessary.

Compensation for ER Assignment

- Staff are on call 24 hours/ a day for 1 week at a time.
- Each staff person is assigned 1-3 weeks/ year.
- Schedules are set up in November for the following calendar year.
- Assignments are based on seniority. Live draft with staff.
- Flexible for staff to switch weeks/ work more weeks or less as desired.
- Provide good compensation:
 - Hourly Staff: 1 hr. for each day on-call + 1:1 hr. comp time for response.
 - Salary Staff: 8 hrs. for each day on-call + 1:1.5 hrs. overtime.



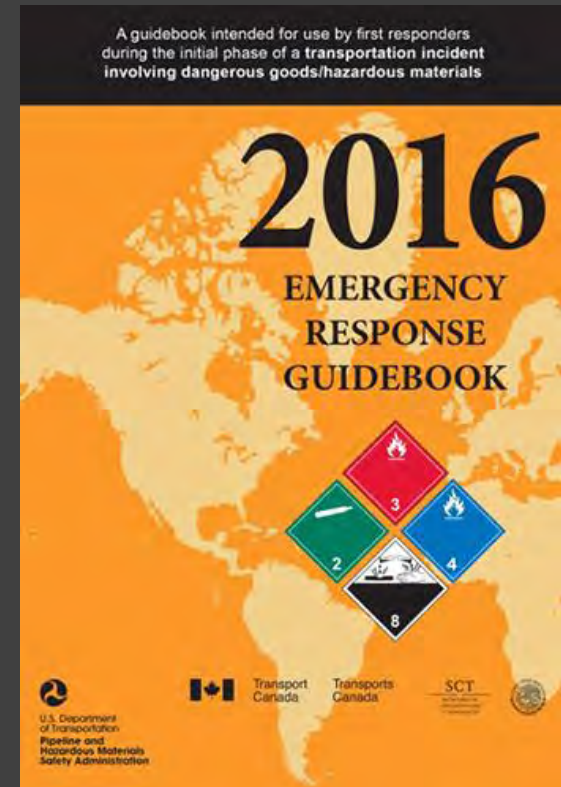
ER staff can also take over a Service Request that is running into non-business hours.



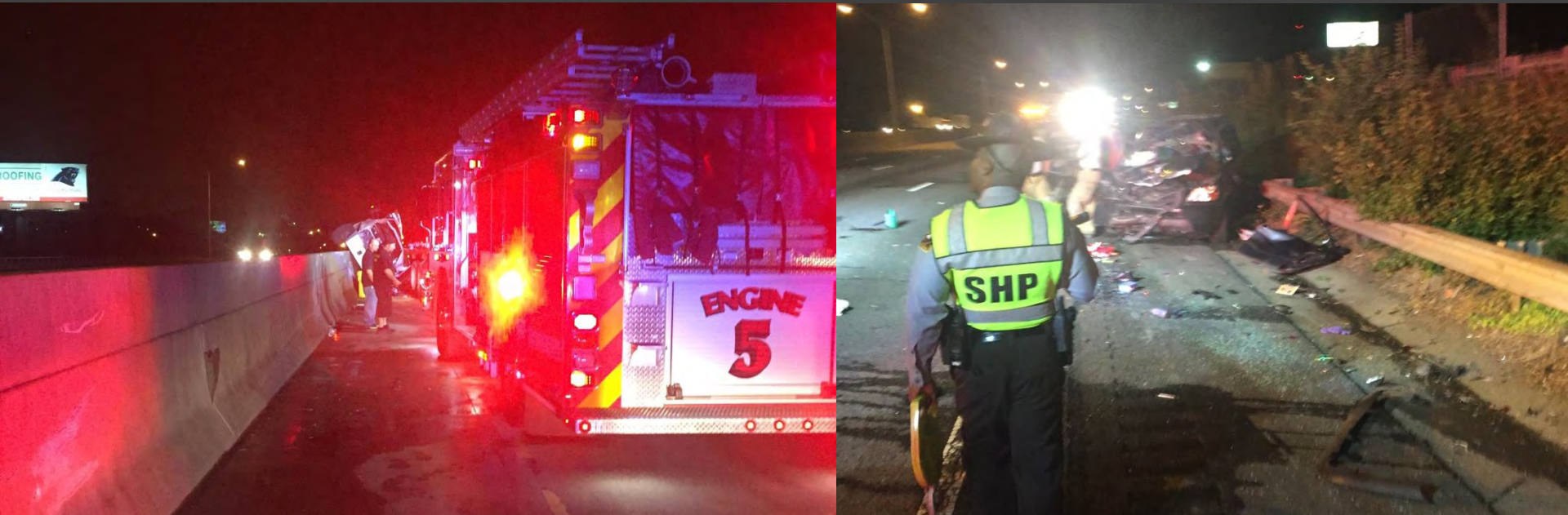
Program Resources & Details

Staff Resources

- **ER Cell Phone**
- **The “ER Bag”**
 - Kiddie pool, flashlight, laminated copy of contractor list, ER Guidebook, strobe lights on vehicle, reflective vests and safety boots.
- **Emergency Response Phone Numbers**
 - Water and Sewer Utilities
 - CDOT
 - NDEQ and NCDOT
 - EPA / National Spill Response Center
 - Duke Energy
 - Piedmont Natural Gas
- **Training!**



Resources and Program Details



Staff Training

- One time 40 hr. HAZWOPER course
- Annual 8 hr. refresher training and 1 hour training by lead ER staff person.
- On-the-job training until staff is capable. Depends on the staff person how long that takes.
- Staff needs to be confident. A lot of stress during these accidents.
- Provide forum for staff to share stories and learn from each other.

Resources and Program Details

Be prepared for after events

- Media Response
- Assessment of impacts
- Coordination with the state and EPA.
- Communication with local wildlife rescue organizations
- Reimbursement process



Questions?

