



Environmental Complaints and Emergency Response

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Emergency Response Section

Louisiana Department of Environmental Quality

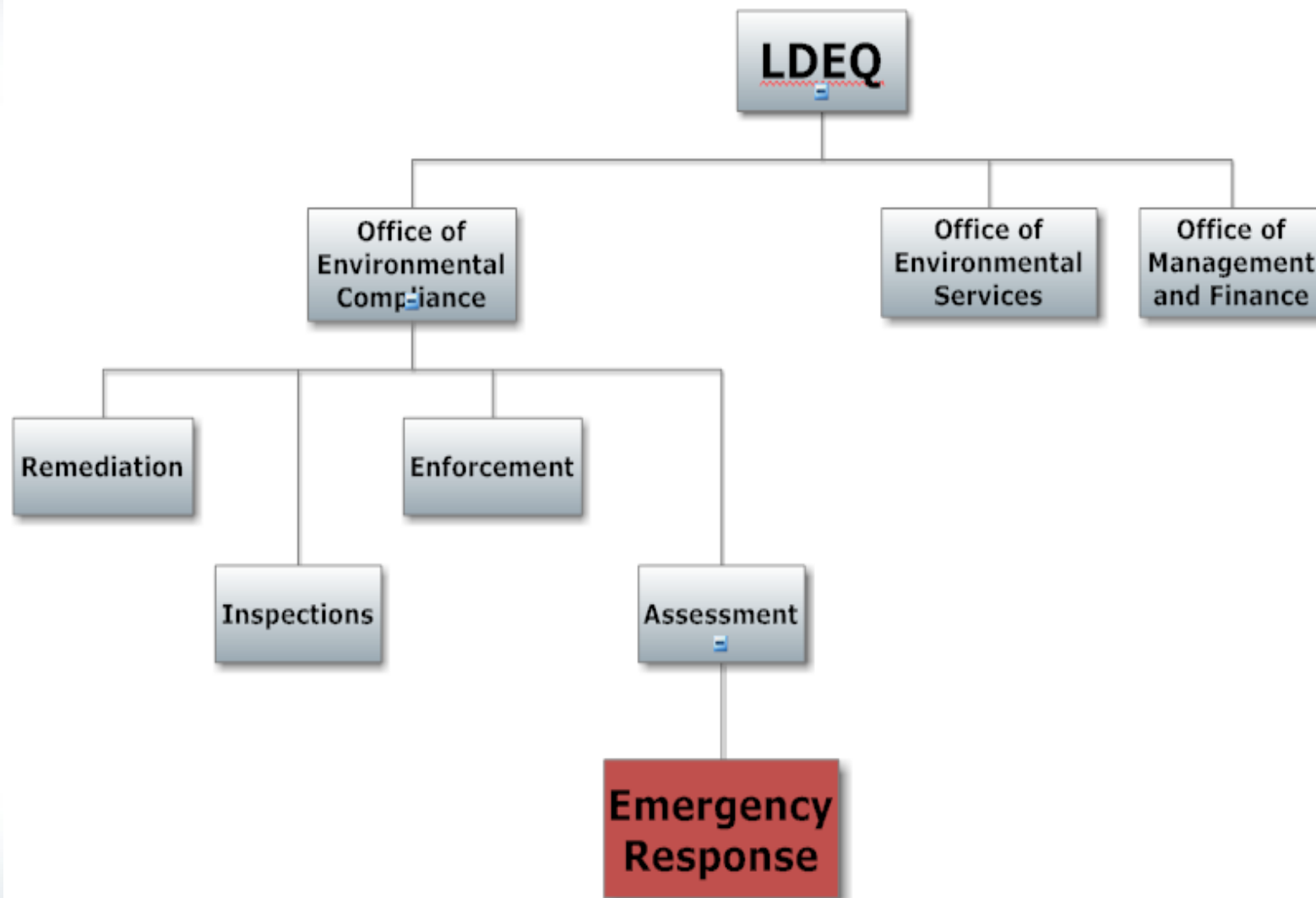


What We Will Cover Today



- **Commonly Used Environmental Science Terms**
- **What is a “Complaint”**
- **How to file a complaint**
- **What is an “Environmental Emergency”**
- **Who to contact in an emergency**
- **How to find out “What Happened” after you call**







Common Environmental Science Terms



Part per Million (ppm)



0.000001 (10^{-6})

**drop of water in an average car gas tank
(13.2 gallons)**

32 seconds in in a year (31,536,000 seconds/year)

Part per Billion (ppb)



0.000000001 (10^{-9})

3 seconds in a century

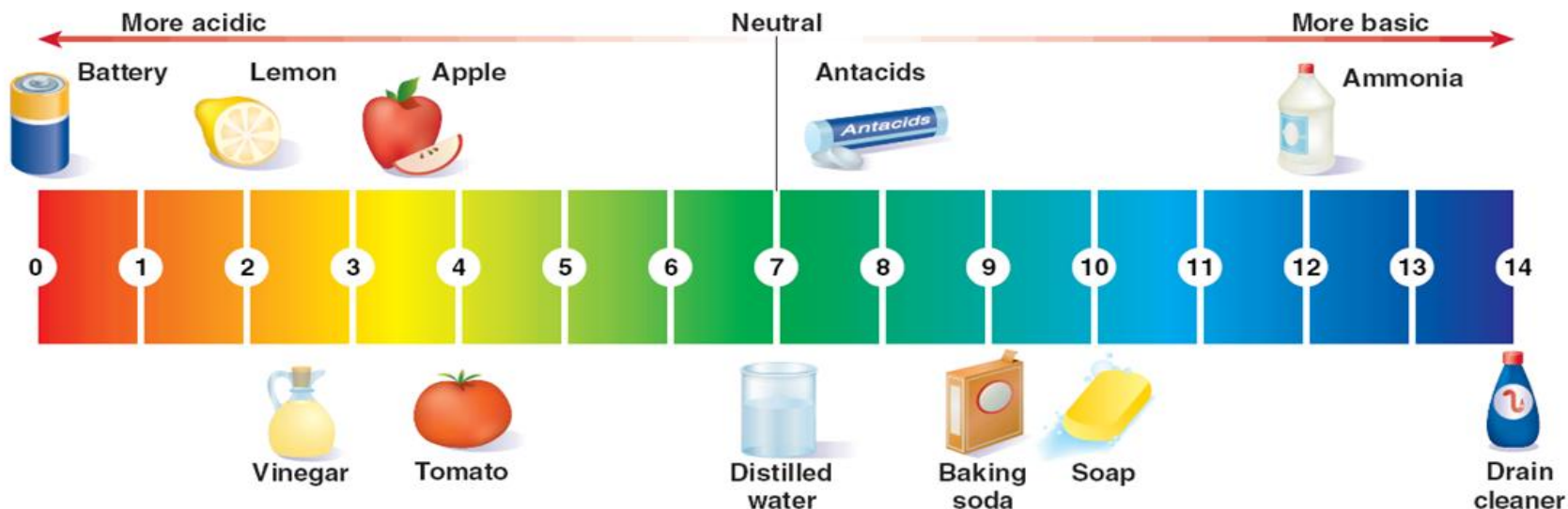
(3,153,600,000 seconds/year)

1 drop in 200 55-gallon drums (11,000 gallons)

pH Scale (Acids and Caustics)



An example of a pH scale



Volatile Organic Compounds (VOC's)



- At normal temperature and pressure will evaporate into surrounding air**
- Both human-made and naturally occurring chemical compounds**
- Includes benzene which is a known human carcinogen. Benzene is found tobacco smoke, stored fuels, exhaust from cars and from natural sources**



Who Sets Exposure Limits?



National Institute for Occupational Safety and Health (or NIOSH) is the United States' federal agency responsible for conducting research and making recommendations for the prevention of work-related injury and illness.

Occupational Safety and Health Administration (OSHA) assures safe and healthful working conditions for working men and women by setting and enforcing standards and by providing training, outreach, education and

American Conference of Governmental Industrial Hygienists (ACGIH) is a professional association of industrial hygienists and practitioners is to advance worker protection by providing timely, objective, scientific information to occupational and environmental health professionals.





Environmental Complaints



Emergency Response Unit Role



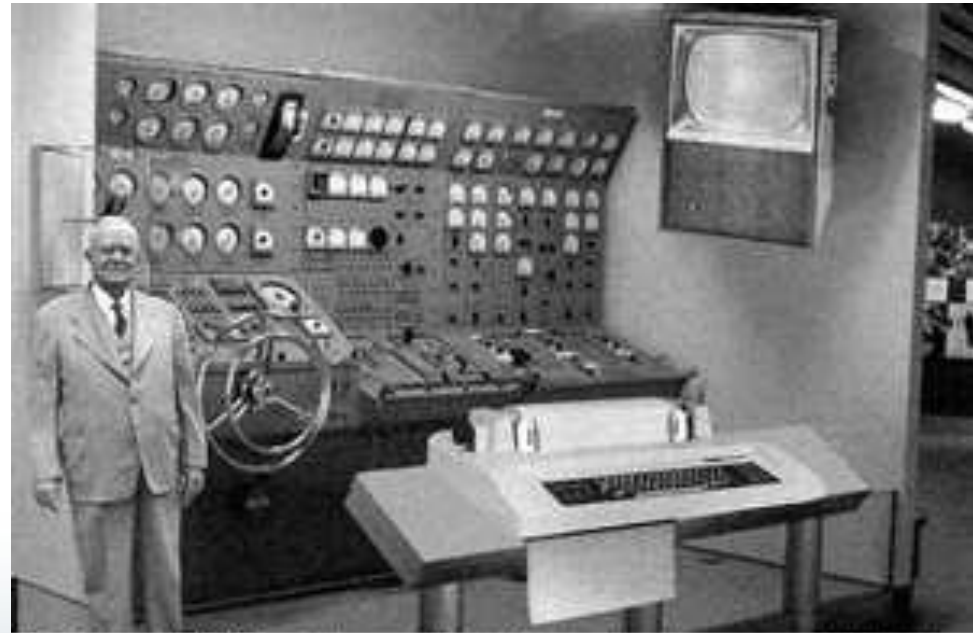
- Receives Notification of Spills, Releases and Complaints
- Responds to Chemical and Radiological Emergencies to Support First Responders Statewide with Hazardous Technician Trained Personnel; Monitoring and Sampling Equipment and Technical expertise



Single Point of Contact



- Receives approx 10,000 calls per year. Of those calls 60% are spills and incident notifications and 40% are citizen complaints
- One of the main gateways to public information obtained and used by the Department



Scientists from the RAND Corporation have created this model to illustrate how a "home computer" could look like in the year 2000. However the needed technology will not be economically feasible for the average home. Also the scientists readily admit that the computer will require our yet invented technology to actually work, but 20 years from now scientific progress is expected to solve these problems. With satellite interface and the Fortran language, the computer will be easy to use.



Single Point of Contact



- **Takes Complaints from the Public**
- **Maintains the Department Database for complaints, spills and releases**
- **Dispatches responders to support emergency incident response**

Single Point of Contact (SPOC)



- 888-763-5424 (Toll Free in LA)
- 225-342-1234
- 225-219-3640

(If no answer please leave a detailed message on the Voicemail)

- www.deq.louisiana.gov



Complaints



A screenshot of the Louisiana Department of Environmental Quality (DEQ) website as viewed in Microsoft Internet Explorer. The browser's address bar shows the URL "http://www.deq.louisiana.gov/portal/". The website's header includes the DEQ Louisiana logo on the left and a navigation menu with items: HOME, DIVISIONS, PROGRAMS, SERVICES, ONLINE SERVICES (circled in red), NEWS, and ABOUT. A search bar is located to the right of the navigation menu. Below the navigation menu, there is a banner image of a field with the text "A clean state of mind, for all your environments." Below the banner, there is a news article titled "Living wall is hands-on teaching at The Academy in Plaquemine" with a sub-headline "Living wall is hands-on teaching at The Academy in Plaquemine". To the left of the main content, there are several promotional boxes: "DEQ HOTLINES", "LIVING GREEN", and a "WHAT'S NEW" section with a list of links including "Ozone Forecast", "DEQ Employee Directory", "Debris Site Interactive Map", "Annual Report", "Discover DEQ's Newsletter", "Subscribe to EnviroFlash", "Statewide Ozone Steering Committee", "Red-Tagged UST Facilities", and "Asbestos and Lead". Below the news article, there is a "Latest News" section with three articles: "DEQ to participate in Household Hazardous Materials Day", "DEQ responds to well blowout", and "Brownfields grants awarded by EPA". To the right of the main content, there are three vertical promotional boxes: "BE THE SOLUTION", "GUSTAV & JET INFORMATION", and "ON AIR CURRENT AQI DATA". The bottom of the screenshot shows the Windows taskbar with the Start button, several application icons, and the system tray showing the time as 1:47 PM.



Complaints





Incident Report Form - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Recycle Desktop Printing Icy Copy Paste Bluetooth

Address <http://www.deq.louisiana.gov/apps/forms/irf/forms/> Go Links



Incident Report Form

Type of Report

- Anonymous Complaint
- Citizen Complaint
- Spill Incident/Release

Next >>

start In... En... D... Pr... In... 100% Internet 4:26 PM



Complaints





Incident Report Form - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Recycle Desktop Printing Mail New Folder Copy Paste Paste and Style Bluetooth Network Troubleshooting

Address <http://www.deq.louisiana.gov/apps/forms/irf/forms/anonymous/AnonymousForm.asp?Complaint=3&agree=> Go Links



Incident Report Form

DEQ will not be able to report their finding to you if you remain anonymous

* = Required Field

Caller Information

Date/Time Reported: 5/20/2009 4:01:12 PM

Type of Complaint: Anonymous

Site Information

Alleged Violator:

Physical Location/Address:

City: * State: * Zip: *

Date of Discharge:

Time Noticed: Began: Ended:

Parish: (of occurrence) *

Media Affected: *

If water, name of nearest water body:

Internet

start I.. E.. D.. P.. L.. P.. 100% 4:01 PM



What Happened?



To find out what happened
Call SPOC to Obtain

1. Complaint TEMPO Number
2. Inspector Name/Contact Info.



What Happened conti...



- **LDEQ will initiate an investigation within 10 working days of receiving your complaint. (An inspection may take longer!)**
- **You may access to all reports of the investigation by coming into one of our offices or accessing the information from our website at <http://edms.deq.louisiana.gov>.**





Environmental Emergencies



Emergency Condition



ERC 33:I.3905, which states

“any condition which could reasonably be expected to endanger the health and safety of the public, cause significant adverse impact to the land, water or air environment, or cause severe damage to property”



Who Determines When There is an Emergency?



Local First Responders* determine if an emergency situation exists

*** Police/Fire/911**

The DPS Hazardous Material Hotline notifies all appropriate agencies of emergencies

LDEQ provides personnel and expertise to support to First Response Organizations



LDEQ's Emergency Response Activities

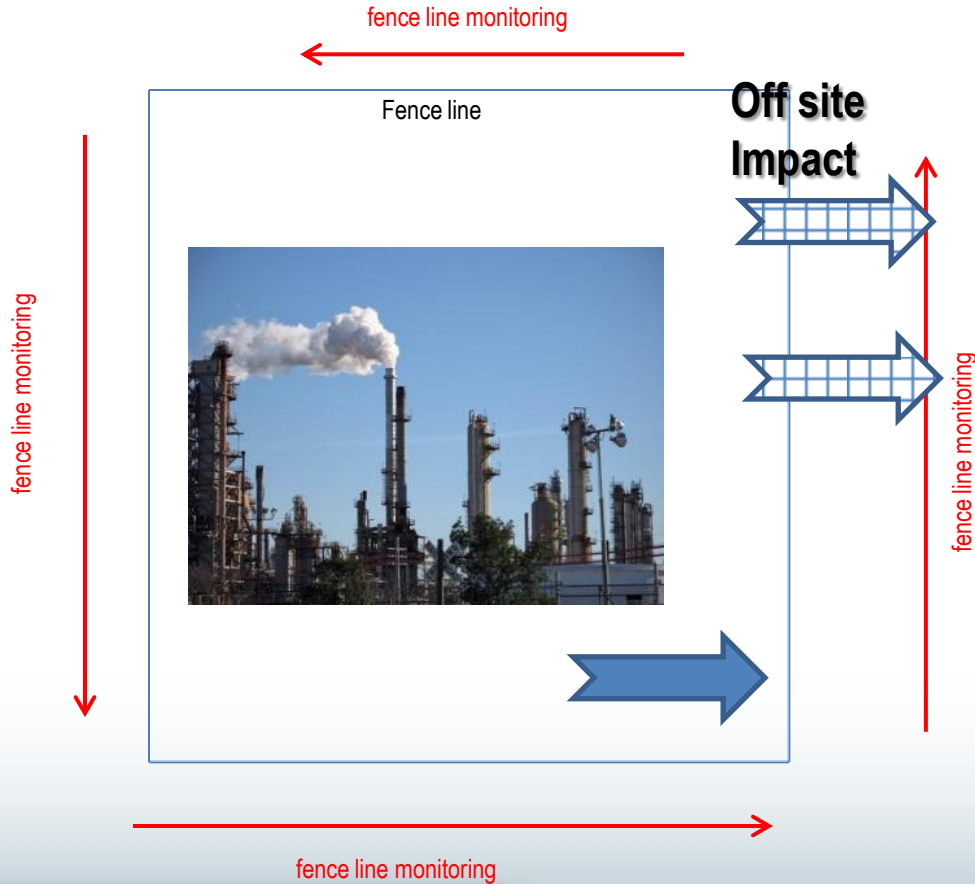


- During chemical emergencies ER's primary duty is to conduct air monitoring
- LDEQ Responders are Hazardous Technician-level trained for chemical and radiological response



Environmental Air Monitoring

“Looking for what is leaving the facility”



The
Public



What if a Release Leaves the Facility...



- Shelter-in-Place
 - Close doors, windows and shut off AC
 - Block any exchange of inside and outside air
 - Listen to your local radio/TV for updates on the situation
- Evacuation
 - Bring medications, clothes, pet supplies with you



Evacuations & Shelter-in-Place



Any decision to evacuate or shelter-in-place is made by **Local Government Officials** and **Incident Command Team**





DEQ Support for Response Agencies





When Does DEQ Respond

- If called directly by a Responding Agency
- All Radiation Incidents
- Notifications by the Hazardous Materials Hotline that involve State Police, Road Closures, Shelter-in-Place, Evacuations, Deaths/Injuries, High Profile Environmental Issues





ENVIROSCHOOL
FOR COMMUNITIES

LOUISIANA DEPARTMENT OF
ENVIRONMENTAL QUALITY





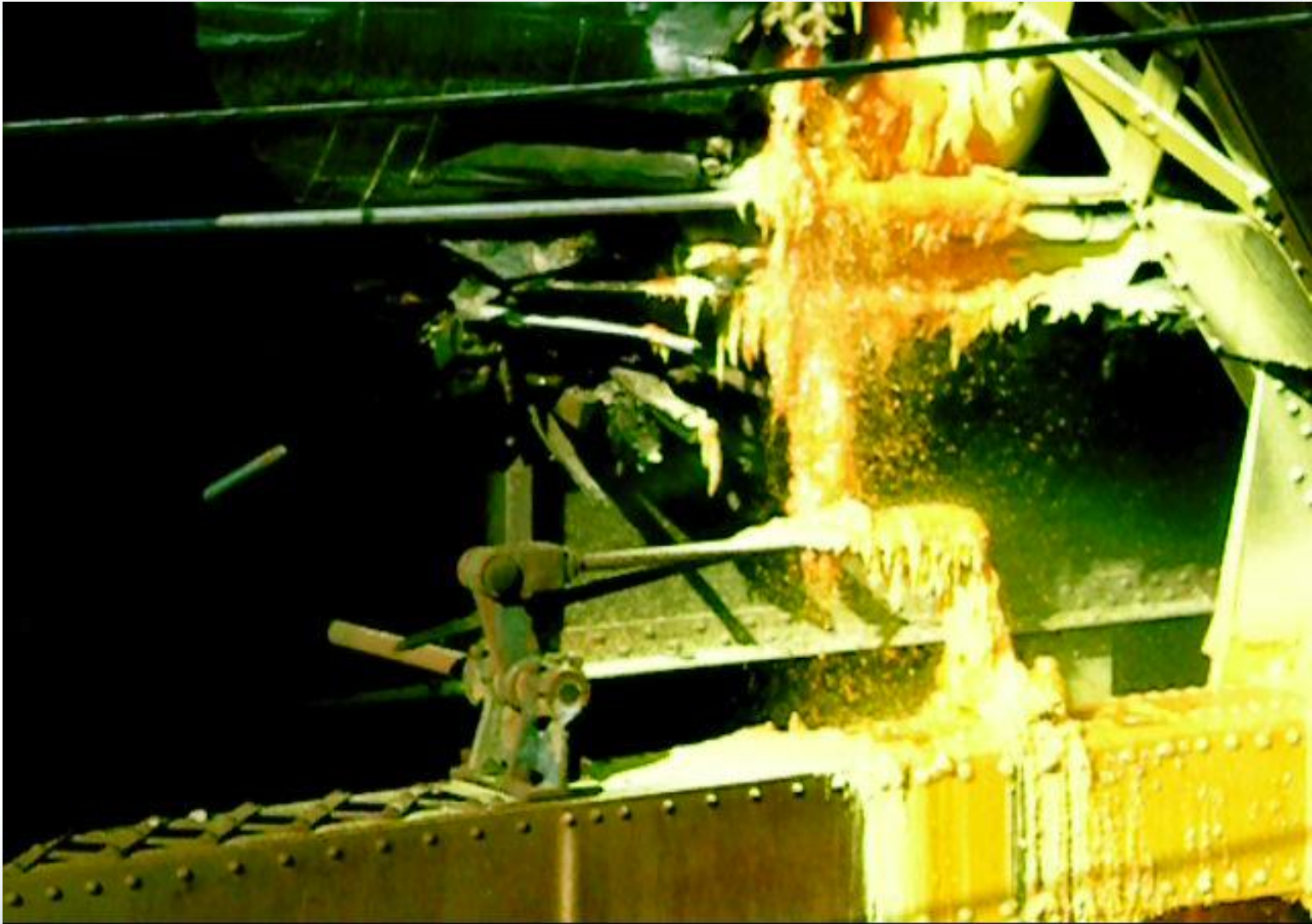
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What can you expect from your DEQ Responder?



- Technical expertise with public protection and remediation issues
- Real-time monitoring equipment and, if appropriate, the ability to collect/analyze air, soil and water samples
- A regulatory “Hammer” for your toolbox



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Resources



- <http://www.deq.louisiana.gov/portal/tabid/279/Default.aspx> - (Single-Point-of-Contact)
- <http://www.deq.louisiana.gov/portal/tabid/1617/Default.aspx> - (Complaints)
- <http://www.deq.louisiana.gov/apps/forms/irf/forms/> - (online reporting)
- **State Police Hotline 225-925-6595 (Emergencies)**



LDEQ Contact Information



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Bryan.Riche@la.gov





Questions?

