STANDARD OPERATING PROCEDURE
**Critical Infrastructure
Credentialing/Access Program
Hurricane Season**

IBERIA PARISH
STATE OF LOUISIANA
STANDARD OPERATING PROCEDURE
Critical Infrastructure Owners/Operators

Access Program
Hurricane Season

SUMMARY

Hurricane Katrina and Rita revealed a need for uniform reentry criteria for essential personnel entering a closed emergency area post disaster event. Lack of uniform access guidelines resulted in delays and loss of critical utilities and services, as well as delays in reestablishing security and communications systems following the hurricanes.

This document outlines a model Standard Operating Procedure (SOP) for emergency response and management personnel at the State and local level in conjunction with critical infrastructure owners and operators (Cl/00) and their contractors, and other personnel. This SOP seeks to clarify the roles, responsibilities, and processes that will be followed to ensure that critical infrastructure providers are given timely and efficient access to hurricane or other disaster- affected areas for the purpose of repairing the infrastructure. This document is a product of a joint Federal, State, Parish, local and private sector efforts to ensure the timely functionality of critical infrastructure for citizens. This SOP was developed by the Louisiana State Police in partnership with the State of Louisiana Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP), the Louisiana Sheriff's and Chief's of Police Associations.

It is anticipated that reentry will occur in a tiered approach based on key roles in restoring normal operations after a disaster as follows: Tier 1 will include Search and Rescue Personnel, Infrastructure and Utilities Repair Personnel, Official Damage Assessment Teams, and other personnel at the discretion of the State, Parish, and local jurisdictions; Tier 2 will include Relief Workers, Healthcare Agencies, Insurance Agencies, and Businesses deemed to be essential to the recovery effort; and Tier 3 will include Businesses not included in Tier 2 and residents.

PROCESS OVERVIEW

All participants agree that the following criteria are essential elements for access into a restricted area during a hurricane or other natural disaster and will be administered ONLY in the event of a Declaration/State of Emergency from the Governor or affected Parish President/Mayor. It is imperative that local governments are familiar with utility and critical infrastructure needs and are aware, based on the disaster, what critical infrastructure agencies will need immediate access to the affected area.

The following is a listing of identification that will be required to gain access at checkpoints:

Critical Infrastructure Owners and Operators along with their contractors and sub-contractors must have the following identification:

1. A valid State Drivers License and Company-issued photo ID;

2. Marked Company vehicles (companies should have standardized markings); and

3. Letter of Access issued by the Company (with verified and providing a contact name and phone number for validation purposes.
phone number) stating that the bearer and vehicle is an authorized responder to the event

It is the responsibility of the Critical Infrastructure owners and operators to notify its Contractors and Subcontractors of the requirements of this Standard Operating Procedure (SOP).

FBI issued INFRAGARD credentials, with a valid Drivers License, will also be an acceptable form of identification.

SECTION I
INTRODUCTION

A. PURPOSE

The purpose of this Access Standard Operating procedure (SOP) document is to describe in concept the joint Federal, State, Parish and local infrastructure strategy to permit access into restricted areas during the current Hurricane Season. This SOP is intended for Federal, State, local representatives and private sector companies (critical infrastructure owners/operators) in Louisiana.

SECTION II

CONCEPT OF OPERATIONS A. REENTRY PROTOCOL

It is anticipated that reentry will occur in a tiered approach based on key roles in restoring normal operations after a disaster. The Tiers are as follows:

Tier I (To be controlled by the Incident Commander/EOC).

1. Search and Rescue Agents, including agents from parish and municipal fire-rescue departments. State and local Law Enforcement, Fire/EMS and Emergency Response agencies in support of efforts in the affected area.

2. (The following will ONLY be admitted after affected area is deemed safe for entry by local emergency management officials). The individual in charge of each group will report to the Emergency Operations Center (EOC), to register and obtain pass cards for their group.

•   Infrastructure and Utilities Repair Personnel: These agencies must be permitted immediate access to ensure that essential services such as water, lighting, and communications are restored and infrastructure is intact. Municipal utilities and public works personnel also are included.

•   Official Damage Assessment Teams: These may include FEMA, state, and local officials.

•   Other personnel at the discretion of the Parish Department of Emergency Management EOC.

Tier 2 (Individuals in charge of these groups will report to the Emergency Operations Center, (EOC), to obtain their pass cards for their group.

•   Relief Workers: These groups will be needed to provide food and other supplies for people in impacted areas who did not evacuate.
•   Healthcare Agencies: These include hospitals, nursing homes, assisted living facilities, and dialysis centers.

•   Insurance Agents.

•   Business operators considered critical to the recovery effort. Parish and municipal officials will make the decision to permit key business operators to return to impacted areas based on an overall evaluation of the situation. Key business operators will be allowed to reenter their communities when the governing jurisdictions, in consultation with the Parish Department of Emergency Management, agree that the following factors are resolved:

a. Access: Major routes are intact and passable.

b. Public Health: There is no threat to public safety.

c. Rescue: All search and rescue operations have been completed.

Tier 3

Business operators not allowed in under Tier 2, and residents will be allowed to return as areas are deemed safe.

B. IDENTIFICATION PROCEDURES

Federal, state, and local government agencies and law enforcement officials agree to recognize specific identification from critical infrastructure owners and operators, and their contractors, subcontractors and assigns as they seek access into a restricted disaster area. In furtherance of this access program, federal, state, and private sector partners all agree to take action in support of this SOP. The following actions are required:
Critical Infrastructure Owner/Operators (for own employee base):

•   Ensure Valid State Drivers License and Company-issued photo ID for each employee
•   Ensure Company vehicles utilize standard markings
•   Issue Letter of Access issued by the Company (with verified phone number) stating that the Bearer is an authorized responder to the event
•   Promote the use of this SOP at the state and local level Critical Infrastructure Owner Operator (for Contractors, Subcontractors, and affected Personnel):
•   Ensure Employer-issued photo ID for each employee and valid State Drivers License
•   Provide Letter of Access from the Cl/00 (in the case of a subcontractor, letter should be from primary company) stating that the Bearer is an authorized responder to the event, and providing a contact name and phone number for validation purposes
Emergency Response/Emergency Medical/Law Enforcement/Fire/Military Personnel:
•   A uniformed Law Enforcement/EMS/Emergency Response/Fire/Military personnel with proper credentials and identification
•   A properly marked or identified Law Enforcement/EMS/Emergency Response/Fire/Military vehicle with commissioned or credentialed occupant
•   Unmarked Agency vehicle with proper identification as started above.
State:
•   Provide this SOP to State response personnel, and where appropriate, local response personnel
•   Ensure that local EOC's are aware and maintain list of critical infrastructure personnel within their parish
•   Make every effort to expedite the movement of critical infrastructure personnel into an affected area
Local:
•   Educate local response personnel on the existence and requirements of the SOP
•   Maintain list of critical infrastructure personnel and contact person with-in the Parish

•   Communicate with state on non-acceptance or special requirements for access by critical infrastructure within the local parish.

•   Facilitate adjoining parishes, absent an emergency, with the movement of critical infrastructure personnel into an affected area

Federal:

•   Educate Federal response personnel on the existence of the SOP

•   FBI will administer INFRAGARD program

B. LETTER OF ACCESS AUTHORIZATION PROCESS

Critical Infrastructure Owner/Operator Letters
The Cl/00 will create and distribute Letters of Access (LOA) on company letterhead to all employees seeking access to area where routes have been deemed passable but not open to the general public. Similarly, companies will prepare letters for contractors, subcontractors and assigns which similarly authorize access on behalf of the Cl/00 into an open but restricted area. These letters authorize the Bearer of the LOA to enter the restricted area for the purpose of assessing damage to and restoring the infrastructure, and will include a CIP point of contact (name, telephone number) for validation purposes. All non-marked vehicles must display an Iberia Parish PASS card. This card must be obtained from the Parish Office of Homeland Security and Emergency Preparedness, 300 Iberia St, Suite Bk-130, Phone 337-369-4427.

C. OUTREACH
This program is part of the public-private partnership. As such, outreach obligations exist for all parties involved. Critical infrastructure owners and operators are responsible for training their employees, contractors, subcontractors and assigns. Contractors, as well as owner operators, should take measures to ease entrance into affected area by prior coordination with Parish Emergency Officials from the affected area and the Louisiana State Police. As disasters are local in nature, Cl/00 entities are also responsible for outreach to local responders, to make them aware of this process. At the state level, Louisiana OHS/GOHSEP and the Louisiana State Police will ensure that required State officials and responders are made aware of this SOP and will disseminate this information to the local level. Parish, local and municipal persons are responsible for partnering with Cl/00 and State representatives in support of this initiative. At the Federal level, DHS will work to ensure that all Federal protection representatives are aware of this SOP and will support dissemination of this SOP throughout the United State.

D. FEDERAL BUREAU OF INVESTIGATION (FBI) INFRAGARD

The FBI INFRAGARD program qualifies membership through a State and Federal criminal record check and most importantly, an FBI record check for associations with threat organizations. Once vetted, INFRAGARD members are granted a membership identification card. The state and regional critical industry representatives have asked for this identification

to facilitate a private credentialing plan for non-EMS and non-utility vehicle access.

The Louisiana INFRAGARD credentials are to be honored and utilized only after a disaster where local and/or state authorities have declared a State of Emergency thereby restricting access into an affected area. These credentials are carried by State and Federal verified non-law enforcement personnel who are essential to maintaining operations of critical infrastructure such as medical, power, gas, chemical, communications (wireless and landline), transportation and financial facilities.

Each INFRAGARD member requesting entry into an affected area must present the following identification along with a verbal explanation of the reason for reentry:

- An INFRAGARD membership identification card

- Valid Drivers License matching INFRAGARD identification

- Employee identification card issues from the critical infrastructure supported