

# **ALBUQUERQUE EMERGENCY OPERATIONS PLAN**

## **ANNEX 7**

### **CRITICAL INFRASTRUCTURE**

#### **PRIMARY RESPONSIBILITY:**

Albuquerque City, Bernalillo County Government and State of New Mexico

#### **SECONDARY RESPONSIBILITY:**

Water Authority and Municipal Development Department, City of Albuquerque

#### **I. PURPOSE**

Government and private services such as waste disposal, water treatment and distribution, and public utilities including both energy and telecommunications are critical assets for the continued operation of public and private sector services. Interruption of these services may occur briefly or for protracted periods, during an emergency or other disaster. Interruption of these services may degrade the community's ability to respond to a specific emergency incident or may cause a localized incident to escalate into a community wide disaster.

The objective of this Annex is to identify major critical infrastructure areas, which require monitoring and protection from identified threats, and those agencies which would be contacted in an emergency to protect or maintain the critical areas. In an emergency all critical infrastructure actions -must be coordinated to eliminate any possibility of one critical infrastructure action having an adverse effect on another. All responsible public agency, emergency phone numbers, emergency control hierarchy and specific emergency response plan titles are listed in an attached appendix.

#### **II. SITUATION AND ASSUMPTIONS**

This annex may be implemented any time an emergency has occurred which affects or threatens critical infrastructure assets. The threat potential or documented damage assessment information provide a basis and substantiation for requesting assistance and initiating response or increased monitoring activities.

#### **III. CONCEPT OF OPERATIONS**

- A. Based on a review of relevant Critical Infrastructure (CI) Emergency Response Plans to determine that conflicting operations are not likely to occur.
- B. At the beginning of any event identify and establish contact with each critical infrastructure's Emergency Manager (EM) and their replacement.

- C. Keep in constant contact with designated EMs to determine specific emergency response activities undertaken and their effect on other CIs. Log and report all actions relevant, to the Incident Commander and Emergency Operations Center Director.
- D. Take requests from CIs for additional protection requirements and forward to the Incident Commander and Emergency Operations Center Director for prioritization and assignment of resources.

#### **IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY**

The Water Authority and Municipal Development Department, City Of Albuquerque, is responsible for Critical Infrastructure coordination as detailed in this Annex.

Incident commanders, the EOC and field supervisors with Municipal Development Department involvement will:

- A. Direct and coordinate the restoration and repair of critical facilities, delivery systems, and networks of both public and private sector entities in CABQ during an emergency or disaster. This shall include demolition, rescue, repair, recovery and security as required by the specific incident.
- B. Coordinate with appropriate CABQ, Bernalillo County, other government, and private sector entities to provide necessary water, power, and telecommunications support for first responders and other emergency personnel during any identified or threatened emergency or disaster.
- C. Coordinate with appropriate CABQ, Bernalillo County, other government, and private sector entities to provide critical asset service sufficient to guarantee minimum levels of health and safety during any identified or threatened emergency or disaster.

#### **V. SCOPE**

- A. Critical Infrastructure is defined as:
  - 1. Water
  - 2. Wastewater
  - 3. Electricity
  - 4. Natural Gas/Propane
  - 5. Storm Drainage
  - 6. Roadways
  - 7. Communications
  - 8. Public Transportation Services including Aviation, Rail and Bus
  - 9. Fuels (gasoline and diesel)

**B.** In responding to emergencies of any scope, the CABQ must have a plan that addresses four things concerning critical infrastructure assets:

1. How to respond to a service disruption,
2. How to provide back up service both to responders and the public at large to guarantee minimum levels of health and safety,
3. How to reestablish service in a timely and safe manner.
4. Requirements for additional security protection.

## **VI. PLAN DEVELOPMENT AND MAINTENANCE**

The Water Authority and Municipal Development Department of the City Of Albuquerque will coordinate the revision of this annex and keep all appendices current. A meeting of Critical Infrastructure related emergency representatives will be held twice a year to review the annex and appendices and update as necessary.



**Annex 7 Critical Infrastructure  
Attachment #2  
Waste Water Utility**

**A. Area Served:**

City of Albuquerque and parts of Bernalillo and Sandoval County

Other Waste Water Utilities: None

**B. Organizational Contacts for City Waste Water Utility**

24/7 Phone numbers:

Dispatch	857-8250
SSWRP Control Center	873-6917

Contacts:

Facility operations & security

Division Manager

Plant Operations Manager

Plant Maintenance Manager

Line Maintenance Manager

**C. Emergency Response Plans**

1. Emergency Response Plan

Types of emergencies included:

- a. Blizzard
- b. Earthquake
- c. Flood
- d. Tornado
- e. Hazardous Materials Accident
- f. Building Structural Failure
- g. Windstorm
- h. Shutdowns (strike)
- i. Acts of sabotage
- j. Explosions
- k. Electrical blackout
- l. Major waterline break
- m. Major sewer failure
- n. Major Structure Fires and Wild land fires

**D. Other Plans:**

1. Southside Water Reclamation Plant-Process Safety Management Plan
2. Southside Water Reclamation Plant-Storm Water Pollution Prevention Plan

**Annex 7 Critical Infrastructure  
Attachment #3  
PNM Electric Utility and Gas Transportation**

**A. Area Served:**

City of Albuquerque and the majority of New Mexico from Clayton to Deming.

Other Electric Utilities in New Mexico:

El Paso Electric  
Texas-New Mexico Power Company  
Tri-State Generation and Transmission Cooperative  
Excel

**B. Organizational Contacts for PNM**

Electric

24/7 Phone numbers:	Transmission Operator	241-2632	
	Reliability Operator	241-2277	
	Dispatch (Electric)	246-5890	
Director, Power Operations	Dan Zientek	241-2455	Cell 220-9234
Manager, System Operations	Richard Krajewski	241-2432	Cell 220-9245

Gas

24/7 Phone number:	Distribution Operator	241-7707	
	Dispatch (Gas)	246-7890	
Manager, Meter Services	Bob McNicol	241-7722	Cell 235-2976
Inter-Operations Manager	Alan Adcock	241-7777	Cell 681-7060

**C. Emergency Response Plans:**

1. Blackstart Restoration Plan
2. Outage Communications Process
3. Emergency Load Curtailment Plan
4. Threat Notification Process

**Annex 7 Critical Infrastructure  
Attachment #4  
Storm Drainage**

**City Of Albuquerque, Bernalillo County, AMAFCA**

**A. Area Served:**

City of Albuquerque and Bernalillo County

**B. Organizational Contacts for City Of Albuquerque Storm Maintenance**

Area Served: Generally the city limits

Organizational Contacts: Municipal Development Department

Emergency Response Plans: Information contained in department SOP

**C. Organizational Contacts for Bernalillo County Storm Maintenance**

Area Served: Unincorporated areas of the county

Organizational Contacts: County Public Works

Emergency Response Plans: Information contained in department SOP

**D. Organizational Contacts for AMAFCA Storm Maintenance**

Area Served: Extensive area under AMAFCA control

Organizational Contacts:

Emergency Response Plans:

**Annex 7 Critical Infrastructure  
Attachment #5  
Roadways & Signals/Signs**

**City Of Albuquerque, Bernalillo County, NMDOT**

**A. Area Served:**

City of Albuquerque and Bernalillo County

**B. Organizational Contacts for City Of Albuquerque Street Maintenance**

Contacts:

Chief of Operations Ed Adams: 768-3000 (w) 831-4121(h) 250-2601(c)  
Department Director John Castillo 768-3860 (w) 890-0755 (h) 250-2605 (c)  
Street Division Andre Houle 857-8053(w) 861-0075 (h) 238-41589 (c)  
Traffic Division David Harmon 857-8691(w) 292-2437(h) 239-9819 (c)  
Emergency Street after hours 857-8053; Standby Foreman

Call 857-8053 for after hour standby personnel

**C. Organizational Contacts for Bernalillo County Street Maintenance**

Area Served: Unincorporated areas of county

Organizational Contacts: Tim West 848-5410

Emergency Response Plans: Bernalillo County All Hazard's Plan

**D. Organizational Contacts for NMDOT Street Maintenance**

Area Served: Entire state network

Organizational Contacts: Tom Raught, District 5. 841-2730

Emergency Response Plans: NMSP have the authority to close any state road

**Annex 7 Critical Infrastructure  
Attachment #6  
Communications**

**QWEST**

**A. Area Served:**

City of Albuquerque and Bernalillo County

**B. Organizational Contacts for Qwest**

**Area Served:**

City of Albuquerque and Bernalillo County

**Organizational Contacts:**

Monday – Friday, 7 AM to 5 PM PST – 800-777-9594, Press 4, enter your area code, and press 1, to reach the Special Delivery Coordinator who handles the agency that is requesting services

Evenings and Weekends – 800-203-0767 (duty pager, leave call back #)

Disaster Recovery On-Call Duty Manager – 800-204-6540, option 2

**C. Emergency Response Plans: Unknown**

**Annex 7 Critical Infrastructure  
Attachment #7  
Fuels (Gasoline and Diesel)**

**Independent Contractors**

**A. Area Served:**

City of Albuquerque and Bernalillo County

**B. Organizational Contacts for Fuels**

Municipal Development: Includes: Capital Implementation Program (includes Public Art), Parking, Facilities & Energy Management, Construction, Streets, Flood Control , and Quartercent Program

Director: John Castillo (jcastillo@cabq.gov)

City/County Building- 7th Floor / 87103\*

ph: 768-3830

fax: 768-2310

**C. Emergency Response Plans**

Specific information regarding fuels (gasoline and diesel) identified in department Standard Operating Procedures Plan

# **Annex 7 Critical Infrastructure Attachment # 8**

## **AIRPORT**

### **A. Area Served:**

City of Albuquerque and the State of New Mexico

### **B. Organizational Contacts for City Aviation Department:**

24/7 Phone #'s

Airport Communications Center: Non Emergency / **Emergency** 244-7708 / **842-4004**  
Manager on Duty (MOD) 244-5860 / 328-8410

Department Director Mike Rice  
Associate Director of Operations  
Airport Operations Manager

### **C. Emergency Response Plans:**

Airport Certification Manual (FAA Approved 17 Mar. 2003)

Airport Security Plan (TSA Approved 19 Mar. 2003)

