

# County of Sutter

## Emergency Operations Plan



### Sutter Operational Area

#### Annex 9

## Evacuation and Mass Care/Shelter

February 2015

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## **Section 1 - INTRODUCTION**

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### **General**

This annex is general in nature and written to augment existing checklists and SOPs currently in place. Emergency evacuation planning involves several governmental agencies and private organizations performing such functions as warning, evacuation decision making, communications, traffic control, and shelter management. These agencies and organizations also have an indispensable role in emergency preparedness planning.

The ultimate decision to evacuate an area is usually left to the elected officials in charge of that jurisdictional unit, who are advised by the local Emergency Operations Director. Since those officials are held responsible for evacuation planning and decision-making, it is especially important that they are familiar with planning from its outset. The close coordination that is necessary to a successful evacuation plan poses challenges to the Emergency Operations Team.

In the past, Sutter County has evacuated its residents when threatened by flood. Most notably, the 1997 flood where a majority of the residents were evacuated due to threatening floodwaters. Fortunately, planning and preparedness resulted in minimal problems and the evacuation was successful.

The American Red Cross (ARC) normally manages Mass Care and Shelter. However, due to the limited dedicated resources available to the local chapter, Sutter County Human Services Department coordinates and manages the initial opening and staffing of shelters in the Operational Area. The Human Services Department maintains the Mass Care and Shelter plan, which is coordinated with the ARC, to setup and staff shelters.

This annex identifies general procedures for evacuation and shelter. Specific plans are found in SOPs and guidelines developed and maintained by the Sheriff's Department, the Human Services Department, and the American Red Cross (Three Rivers Chapter).

### **Emergency Plan Management and Updates**

The Office of Emergency Management will be responsible for updates and maintenance of this plan.

### **Authority Citations**

The authority for Emergency Operations and Disaster Preparedness used in development of this annex of the Sutter County Operational Area EOP are found in the **Sutter County OA EOP, Basic Plan Chapter A, Section 6.**

This plan augments the Sutter County Operational Area Emergency Operations Plan, dated July 2010.

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## **Section 2 – PLAN OVERVIEW**

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### **Concept of Operations**

This plan or the applicable portions of this plan will be implemented as directed by the County Administrative Officer, Sheriff, County Fire Chief, or Incident Commander as appropriate.

Guidance for implementation is in the **EOP Basic Plan Chapter D, Response Phase - Initial Response**, in **ANNEX 1 - Emergency Support Functions Handbook and Checklists, Section 3, General Response Checklists**, and in **ANNEX 2 – Emergency Operations Center Handbook and Position Checklists**. Additional supplemental information is provided in the attachments of this annex.

During a disaster or emergency, this plan will be implemented in accordance with the Standardized Emergency Management System (SEMS).

Personnel assigned to the organizational levels of SEMS will follow checklists/SOPs established by the EOP or the appropriate annex to the EOP. The Emergency Operations Director or Incident Commander will determine communication equipment usage and any equipment issued to an emergency worker will be documented and tracked to ensure proper accountability of the asset. Coordination of public or media information releases will be through the PIO. The Management function of SEMS will determine what information is to be released and when the appropriate timeframe for such a release will occur.

For more information on SEMS/ICS refer to the **Sutter County OA EOP Basic Plan, Chapter A, Section 3**. The SEMS functions for response are indicated in this annex *Attachment A, Emergency Support Functions - Evacuation and Attachment B, Emergency Support Functions - Mass Care/Shelter*.

The Federal Department of Homeland Security has established that the National Incident Management System (NIMS) will be used during an emergency/disaster. The State of California, through Executive Order S-2-05, has established that the implementation of SEMS/ICS substantially meets the requirements of NIMS. For more information on NIMS refer to the **Sutter County OA EOP Basic Plan, Chapter A, Section 3**.

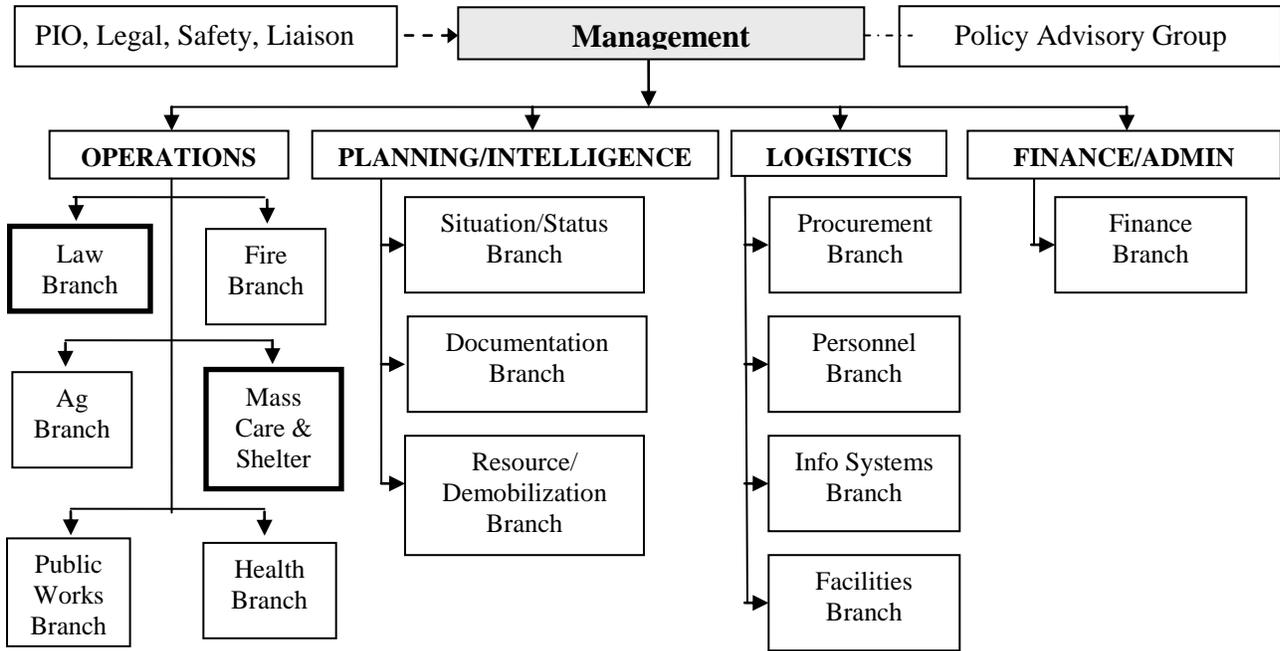
### **Emergency Organizational Structure**

During an event/emergency requiring an evacuation or shelter management, the Emergency Operations Director will normally activate the Emergency Operations Center (EOC). The Emergency Organization Structure operates under SEMS, with the Emergency Operations Director providing leadership to the Management Function. The Management Function provides Command and Control to the Emergency Operations Team and consists of the Sheriff, the County Fire Chief, Public Works Director and the Emergency Operations Manager. This membership may change based on the nature of the emergency. The chart on the following page is representative of a Level 3 Activation of the EOC for a large-scale event. *Circumstances may dictate that the Incident Commander execute an evacuation of the incident area. It is the*

*intention of this annex to provide guidelines for evacuation/shelter and not to be a substitute for the decisions of the Incident Commander.*

Additionally, each City in the operational area retains the authorization to order evacuation of their residents. Such an evacuation would trigger the activation of the Operational Area EOC and this annex.

**Emergency Organization Chart**



**Operations –**

**Law Branch:**

Field Ops, Detention, and Dispatch

**Fire Branch:**

Fire, HazMat Response, and Rescue

**Ag Branch:**

Biologists and Animal Control

**Care & Shelter Branch:**

Care & Shelter, Red Cross, and Medical Transport

**Health Branch:**

Environmental Health, Mental Health, and Public Health

**Public Works Branch:**

Reconnaissance, Engineering Support, and Heavy Equipment Support

**Finance & Administration –**

**Finance Branch:**

Invoice Processing and Payroll Tracking

**Planning & Intelligence –**

**Situation/Status Branch:**

Planning & Forecasting, Field Observation, and Info Collection/Display

**Documentation Branch:**

Written and Visual/Graphic

**Resource and Demobilization Branch:**

Personnel, Equipment, and Material

**Logistics –**

**Procurement Branch:**

Supplies, Equipment, and Communications

**Personnel Branch:**

County Employees and Volunteers

**Facilities Branch:**

EOC, Off-Site Work Areas, and R&R Areas

**Information Systems Branch:**

Technicians

## **Section 3 – SITUATION ANALYSIS FOR EVACUATION**

### **General**

There are several factors that must be considered when planning for evacuation. Among these are the characteristics of the hazard itself. Magnitude, intensity, spread of onset, and duration are all significant elements. These will determine the number of people to be evacuated and the time and distance of travel necessary to ensure safety. During an emergency/disaster, it may be necessary to evacuate residents from their homes and property. The following are conditions that may affect the implementation of this plan:

- Activation of this plan will occur for all hazards, which could necessitate evacuation and sheltering operations. However, the need to implement certain aspects of the plan, such as opening shelters in non-threatened areas or terminating evacuations and opening refuges-of-last-resort, may vary based on the specific hazard, degree of vulnerability, and projected area of impact.
- The evacuation of large numbers of people from vulnerable areas will stress the limited capabilities of roadways available for this purpose, potentially requiring substantial additional time to complete an evacuation. Consequently, an Operational Area evacuation must be initiated as soon as feasible upon recognition of the threat, and must continue to function efficiently until completion.
- Evacuations will require a substantial level of personnel and equipment resources for traffic control, which could stress and/or exceed the capabilities of the individual threatened jurisdictions. Specific procedures may be developed regarding the pre-deployment of mutual aid personnel and equipment resources to multiple jurisdictions within the Operational Area.
- Coordination between state and local agencies involved in the implementation of an evacuation will occur through exchanges of information regarding decision-making, protective actions, and resource coordination and deployment.
- The capacity of available public evacuation shelter facilities in and adjacent to the impacted region may be limited, potentially requiring the full use of all shelters within the evacuation region. A high level of coordination will be necessary to communicate protective action and shelter information to evacuees.
- Due to increasing hazards, large vulnerable populations and limited evacuation road networks may necessitate termination of evacuations prior to full completion and evacuees still at risk would need to be directed to refuges-of-last-resort as quickly as possible.
- An evacuation will require expedited coordination of jurisdictions to maintain an efficient and safe movement of evacuation traffic out of the impacted areas and to adequate shelter locations.

The Operational Area (OA) EOC will monitor hazardous situations as they develop. The OA EOC will determine the area(s) most likely to be impacted and notify the Regional Emergency Operations Center (REOC). The OA EOC will monitor the progress of the evacuation and exchange information with the REOC on an established time schedule to promote effective coordination by all involved jurisdictions. Through this procedure, the State and OA EOCs will coordinate the efficient deployment of resources when needed, utilization of available evacuee shelter capacity, and effectively address modifications to evacuation routes, if necessary.

The Sutter County Operational Area makes use of two types of evacuations; Advisory and Mandatory Evacuations.

### **Advisory Evacuation**

An Advisory Evacuation Notice is issued when conditions exist which indicate a Mandatory Evacuation order may be given in the near future. The threat to lives is not yet imminent, but due to the potential for rapidly changing conditions to develop into a serious threat, the public is advised to prepare for the issue of a Mandatory Evacuation order.

Residents are advised to leave the area. (Those with special evacuation needs, such as care facilities or those with special transportation needs are particularly encouraged to leave as soon as possible after the Advisory Evacuation is issued.)

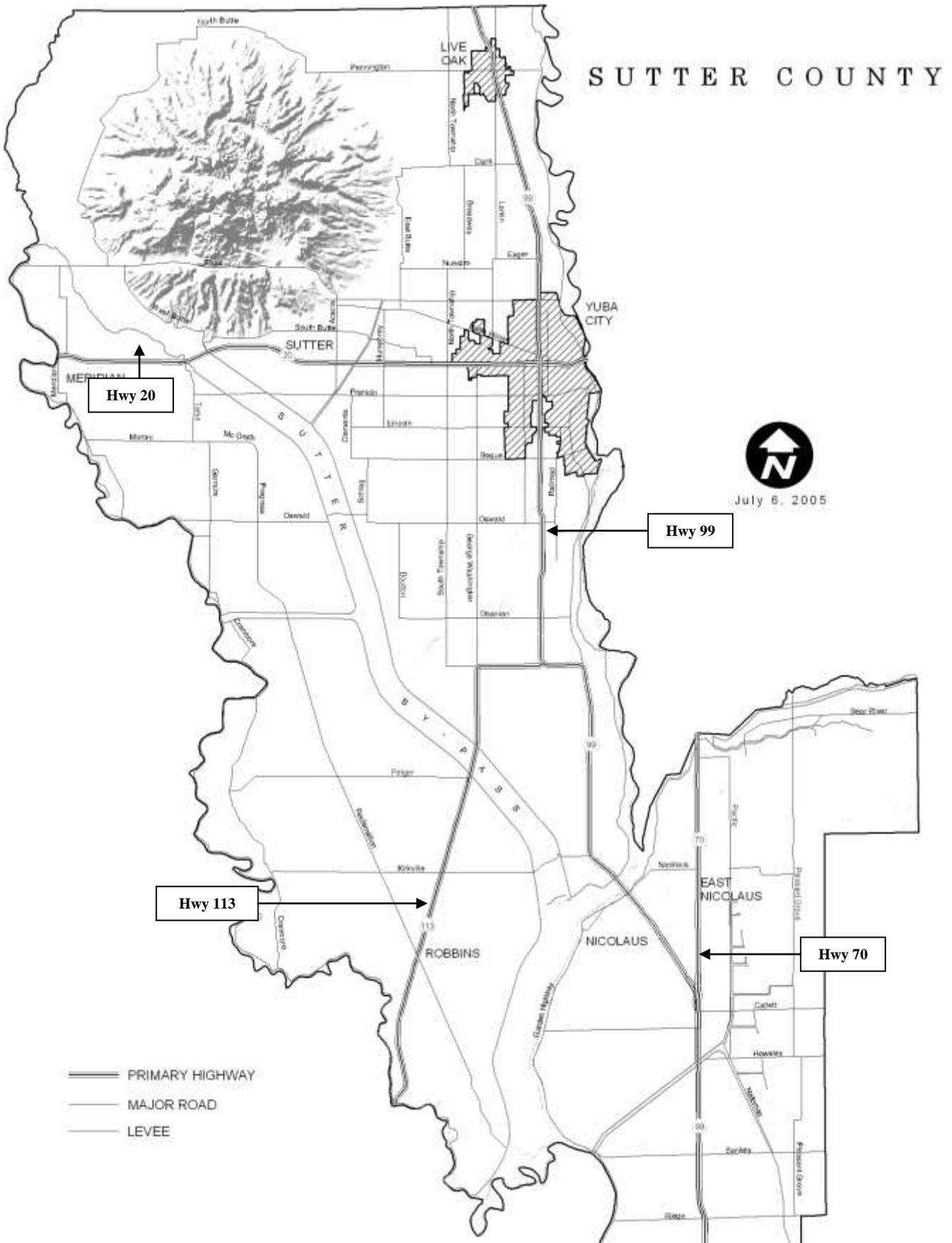
Businesses are advised to take whatever precautions they deem necessary for protecting equipment and/or inventory. Access to the area under an Advisory Evacuation is unrestricted.

Advisory Evacuations may also be issued when a Mandatory Evacuation order has been lifted in an area but the conditions in the area remain subject to rapid change and could again become serious.

### **Mandatory Evacuation**

A Mandatory Evacuation is ordered when conditions exist that seriously imperil or endanger the lives of those in a defined area. ***The danger is imminent.*** All non-essential persons are ordered to immediately leave the area via the described evacuation routes. Generally, residents will not be forcibly removed from their own property; however, those found to be on the property of another, or on a public roadway, may be subject to arrest or removal from the area. Once out of the area, people (including residents) will not be permitted to return until conditions permit. Any non-essential persons found by officials traveling through, or loitering in, the area will be escorted out and not permitted to re-enter the area. Those interfering with the disaster response are subject to arrest.

The map on the next page shows the major highways in Sutter County. In the case of an actual evacuation, notification would be made as to which highway(s) to use.



## **Evacuation Area Definition**

The definition of the area to be evacuated will be determined by those officials recommending the evacuation based on the advice of appropriate advisory agencies. In all cases, the hazard situation will be continually monitored in case changing circumstances, such as a wind shift, require redefinition of the actual potentially affected area. The command authority will ensure that the evacuation area is defined in terms clearly understandable by the general public and that this information is provided to the Public Information Officer for rapid dissemination.

Any evacuation affecting multi-jurisdictional areas or a large segment of the population will be coordinated through the Sutter County Operational Area.

## **Public Notification**

Persons to be evacuated should be given as much warning time as possible.

1. ***Pre-evacuation Warning:*** On slow-moving events, pre-evacuation notice should be given to affected residents if it appears that hazardous conditions may warrant such action. Residents should be advised that they might have to evacuate on thirty (30) minutes notice or less.

2. ***Evacuation Warning:*** All warning modes will be utilized to direct the affected population to evacuate. Wherever possible, the warning should be given on a direct basis as well as through the media. The use of law enforcement and fire emergency vehicles moving through the affected area with sirens and public address is usually effective. However, if used, this procedure should be communicated to the public in advance to preclude public confusion concerning the use of these vehicles. When used, vehicles should be employed in pairs. The first will get the attention of the people; the second will deliver the evacuation message.

Door-to-door notification should be considered, particularly in sparsely populated areas. Residential and health care institutions will be notified directly by the EOC or on-scene authorities. Law enforcement personnel will sweep the evacuated area to ensure all persons have been advised and have responded. Persons who refuse to follow evacuation instructions will be left alone until all who are willing to leave have been provided for; then, time permitting, further efforts will be made to persuade those who chose not to evacuate.

3. ***Emergency Public Information:*** The Public Information Officer (PIO) will ensure that evacuation information is disseminated to the media on a timely basis. Instructions to the public such as traffic routes to be allowed, location of temporary reception centers, as well as situation updates will be issued as that information becomes available.

## **Special Facilities**

Facilities which are expected to require special planning, and resources to carry out evacuations include hospitals, day-care centers, institutions for the handicapped or disabled, assisted living facilities, and nursing homes. All facilities of this type within the area to be evacuated will be warned of the emergency situation.

## **Movement**

It is anticipated that the primary evacuation mode will be private vehicles. Actual evacuation movement efforts will be conducted by the law enforcement agencies involved. The Planning Section will select evacuation routes at the time of the evacuation decision. Movement instructions will be part of the warning and subsequent public information releases. If possible, two-way traffic will be maintained on all evacuation routes to allow continued access for emergency vehicles. Law enforcement communications will coordinate use of wrecker services needed to clear disabled vehicles. Public Works will provide traffic control devices such as signs and barricades.

## **Access Control**

In an evacuation, the problems of access control and area security become extremely important. Law enforcement agencies will establish a perimeter control to provide security and protection of property left behind. Disaster Area Access Permits will be used to limit sightseers. Fire Department personnel will take measures to ensure continued fire protection.

## **Re-Entry**

Reoccupation of an evacuated area requires the same consideration, coordination, and control of the actions undertaken in the original evacuation. The Emergency Operations Director/Incident Commander will make the re-entry decision/order after the threat has passed and Fire, Law Enforcement, Public Works, and/or Building Division personnel have inspected, for safety, the evacuated area.

Some specific re-entry considerations are:

1. Ensure that the threat, which caused the evacuation, is over;
2. Ensure that homes have been inspected to determine if they are safe to re-occupy;
3. Determine the number of persons in shelters who will have to be transported back to their homes;
4. If homes have been damaged, determine the long-term housing requirements;
5. Coordinate traffic control and movement back to the area; and
6. Inform the public, through the PIO, of proper re-entry actions, particularly precautions they should take with regard to reactivating utilities. In addition, issue proper cleanup instructions, if necessary.
7. Persons who enter into an evacuated or restricted area in violation of an evacuation order may be arrested for Failure to Obey a Law Enforcement Officer.

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## **Section 4 – SITUATION ANALYSIS FOR MASS CARE/SHELTER**

### **General**

The mass care and shelter plan is a team effort, which includes the Sutter County Human Services Department and the local American Red Cross (ARC). Mass care and shelter is an organized way of providing safe havens for large numbers of people temporarily displaced from their dwellings by emergencies/disasters. This plan is specifically designed to address the need for temporary shelter during large-scale emergencies and/or major disasters. This plan does not apply to day-to-day emergencies.

### **Purpose**

The purpose and objectives of this section are to:

- Define the collective and individual responsibilities of city and/or county government agencies or departments responding to or acting in support of mass care and shelter services.
- Establish lines of authority and communications in support of this plan's implementation.
- Describe the activation and operations of the Mass Care/Shelter.

### **Additional Authority Citations**

In addition to the Authority Citations referenced in Section 1 of this annex, the following authorities have specific references regarding Mass Care and Shelter:

- Congressional Charter charters the American Red Cross to undertake activities for mitigating human suffering caused by all natural disasters and emergencies. In times of major disasters or other emergencies, the ARC shall work with the Sutter County Department of Human Services to provide staff with the skills and training most readily adaptable to both local and ARC response and relief programs.
- California State Emergency Plan - The provision of Emergency Management falls within the authority of the State supervised, and County-administered public social services. In case of a duly proclaimed state-of-local-emergency, state of emergency, state of war emergency, public employees are considered disaster service workers. (California Labor Code section 3211.92 and California Government Code Section 3100 et seq) Disaster service workers may support mass care and shelter.
- The California Natural Disaster Act – The act has funds which local government may apply to assist in offsetting emergency response cost.

## **Pre-Disaster Planning**

In an emergency/disaster, the EOC will staff a Mass Care and Shelter (MCS) Branch located in the Operations Section (See organizational chart in Section 2 of this annex). The following outlines minimum staffing of the MCS Branch and some of the responsibilities:

- MCS Branch Coordinator is responsible for collecting and providing required information on a timely basis to the Operations Section Chief.
- Department Operations Center (DOC) is the location where department executives, managers and staff support the activities of EOC staff and overall MCS response efforts. The MCS Coordinator or his/her delegate is the DOC Director. The director is responsible for coordinating and supporting all MCS operations.
- Personnel to staff the DOC 24 hours a day for prolonged periods; Management and Staff may be assigned to:
  - Other offices and/or outstations.
  - ARC shelter facilities as managers or workers.
  - The EOC.
  - The DOC.
  - Other duties not covered by collective bargaining or management contacts.
  - Other agencies providing services to emergency and/or disaster survivors.
- The development of a “standing” pre-trained MCS response team composed of full-time county employees.
- Staff, regardless of their personnel classification may be required to:
  - Participate in pre-disaster coordination tasks with the ARC.
  - Assist ARC designate and confirm shelter sites.
  - Facilitate the opening and closing of shelters as deemed necessary by the EOC and ARC.
  - Provide logistical support to shelters as requested by the EOC and/or ARC.
  - Coordinate with County animal control agencies.
  - Manage ARC shelters in conjunction with or independent of the ARC.
  - Provide sign language speakers for the hearing impaired and appropriate translation services to non-English speakers.
  - Observe Americans with Disabilities guidelines and laws.
  - Assist County Public Health to establish disaster medical shelters.
  - Coordinate all relevant social services in support
  - Report to department and/or EOC management in a timely manner all relevant information critical to MCS operations.
  - Coordinate congregate feeding with ARC, The Salvation Army and other volunteer agencies.

## Delegation of Responsibilities

- The MCS Branch Coordinator or his/her staff will maintain an up-to-date shelter personnel roster, insure communications, maintain an alert system and insure that staff are adequately trained and properly supported once deployed.
- County Ordinance identifies all county employees as “disaster service workers.”

## Disaster Operations

The MCS Branch Coordinator is responsible for the implementation of this plan and is the principal link to other city and/or county departments. Additionally, the MCS Branch Coordinator has the responsibility of communicating these activities directly to the Operations Section Chief and other responding agencies.

Other responsibilities include the determination of care and shelter needs in the operational area, preparation of action plans listing objectives to be accomplished, and formulation of strategies to achieve the objectives as well as the advance planning considerations. The MCS Branch Coordinator must be aware of all mass care activities conducted in the Operational Area in order to make accurate assessments and to be able to identify new and continuing needs within the operational area. He or she shall recommend when the ARC can manage care and shelter activities and local government assistance is no longer needed.

## Shelter Operations

Under the National Response Framework (NRF), Emergency Support Function (ESF) 6 identifies the American Red Cross as the point-of-service care and shelter provider. In the event the ARC cannot provide this service, the MCS Branch Coordinator will arrange to provide this service. Otherwise, the MCS Branch Coordinator will make all efforts to support ARC sheltering operations. ***NOTE: The Sutter County Director of Human Services has coordinated a plan with the ARC and established SOPs to ensure proper and consistent opening of shelters pursuant to the ARC.***

- In the event the ARC cannot open shelters, the MCS Branch Coordinator will open shelters. In this case, the shelters will be operated in accordance with the policies and procedures defined in the ARC 3000 series. Staff pre-identified for shelter duty shall receive training consistent with ARC 3000 standards.
- Supervisory staff assigned to Care and Shelter operations shall receive and maintain shelter manager kits
- City/county vehicles may be used to support operations. In cases where city/county vehicles are not available, rental vehicles should be available from local sources.
- The Sheriff’s Office will provide shelter security.

## **Record Keeping**

An accurate record keeping and tracking system of staff temporarily assigned to emergency functions during a disaster is imperative. These records may be requested from City or County fiscal management offices to substantiate reimbursable costs claimed against the state or federal government relief programs.

Record collection should include:

- ◆ Classification.
- ◆ Disaster Assignment.
- ◆ Date and place assigned.
- ◆ Specific work performed.
- ◆ When release from temporary disaster assignment.
- ◆ Days and hours worked.
- ◆ Cost related to travel. Include transportation, lodging and meals.
- ◆ Purchases of supplies, equipment or services.

## **Public Information**

During disasters, members of the news media will try to interview disaster workers or survivors inside shelters. Shelter staff may speak to the news media regarding activities within shelters. These interviews should be conducted using ARC media guidelines.

These guidelines include:

- The shelter manager will first approve all interviews.
- Staff may only give answers concerning their assignment.
- Staff may not guess at information, but give only facts.
- Disaster clients will not be shown on television or interviewed without their permission. Interviews, when possible, should be conducted outside of the shelters as not to interfere with others. Staff will not discuss operations, except in the location in which they are assigned. Any questions regarding the overall care and shelter operation should be directed to the Public Information Officer.

## **Training**

Staff assigned to assist with managing shelters should, at a minimum, receive the following ARC training:

- “Introduction to Disaster Services.”
- “Mass Care – An Overview.”
- “Shelter Operations.”
- Basic SEMS Training (available from CalEMA or County OEM).
- ARC basic first aid.

## **After Disaster Operations**

All employees who work on disaster assignments should be debriefed as to their experiences and the results of these job debriefings will be included in the mandatory After Action Report prepared by the MCS Branch Coordinator.

Following all major emergencies or disasters the MCS Branch Coordinator will prepare an After Action Report and then forward it to the OA Office of Emergency Management.

The report shall include:

- A brief description of the event.
- A brief description of the Department of Human/Social Services role in the event.
- The impact on department operations.
- Lessons learned.
- A corrective Action plan.

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## **Section 5 – GENERAL PLAN RESPONSIBILITIES**

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### **Emergency Operations Center**

As described in Section 2 of this annex, the EOC is the location in which the Emergency Operations Director coordinates the response of multi-jurisdiction and/or multi-agency responders during large-scale emergencies or disasters. During large-scale emergencies or disasters, the EOC is the command and control point for various governmental responding agencies.

EOC activation and staffing levels are found in **ANNEX 2 – Emergency Operations Center Handbook and Position Checklists**.

The following is a general guide of the responsibilities for the Emergency Organization:

### **Management**

Management assignments are reflected in *Attachment A, Emergency Support Functions - Evacuation and Attachment B, Emergency Support Functions - Mass Care/Shelter*.

### **Operational Structure**

The County of Sutter will activate the appropriate SEMS functions based upon the level of the disaster/emergency.

### **Coordination of Disciplines**

Sutter County will use multi-agency, multi-discipline coordination for the evacuation and mass care/shelter during a major emergency/disaster.

### **Inclusion of Non-Profit Agencies/Organizations**

The American Red Cross, along with other Non-Profit Organizations, will be involved in evacuation and mass care/shelter planning. Sutter County will contact the appropriate non-profit organizations in the event of a potential threat or actual event.

### **Public Information**

The Public Information Officer (PIO) will be activated as soon as practical during an emergency. The PIO will coordinate with media for news releases.

News release procedures will be agreed upon, and established for the Sutter County EOC, the Unified Command, and other interested parties.

## **Emergency Response Information Management System (RIMS)**

RIMS is a statewide automated system which is used by the State, Counties (Operational Areas) and cities to track general information, rapidly changing situations, over all conditions and track request for mutual aid assistance.

### **Safety and Security**

During a potential threat or actual event, employee safety and operational security will be key concerns for Sutter County.

During actual emergency operations, heightened safety and security procedures will be in force and will be followed by county personnel. Security and safety procedures will also be implemented for all command posts and other operational sites. The Sheriff's Department will serve as lead for security functions.

### **Information Sharing and Dissemination**

During an actual emergency or disaster the release of information raises significant issues regarding information sharing and dissemination. Security and confidentiality concerns must be weighed against operational needs and public interest.

The notification of an event and any subsequent updates will be made verbally through the most secure form of landline available. Written confirmations of notification and updates will be used. Emergency response personnel will observe communication security procedures. Sensitive information will not be communicated by cell phone or radio.

Sutter County will have scheduled briefings for EOC staff and other emergency response personnel and will coordinate briefing times, reporting approaches, and news releases as much as possible with other SEMS levels.

### **Sheriff's Office**

The Sheriff, or designee, will determine and establish SOPs required for the operation and deployment of law enforcement assets controlled by his Department and as authorized by Local, State, and Federal Statutes/Regulations.

Within the EOC, the Sheriff's Office (SO) will assume the security function.

The Sheriff Office will be the lead for perimeter security, access control, traffic/crowd control, evacuations, and notifications. The Sheriff Office will also coordinate coroner issues and assist with damage assessment and fatalities management. ***Existing procedures may be modified as necessary depending on the situation.*** The Sheriff Office will request law enforcement mutual aid if needed to accomplish these functions.

## **Fire Services**

The County Fire Chief, or designee, will determine and establish SOPs required for the operation and deployment of OA Fire assets controlled by the Division and as authorized by Local, State, and Federal Statutes/Regulations.

Fire Services will be the lead for fire response, hazardous materials events, and medical/rescue operations. Fire Services will provide support, if possible, to the Sheriff's Office for evacuation activities. *Existing procedures may be modified as necessary depending on the situation.*

Additionally, the Fire Chief will request fire and rescue mutual aid if needed.

## **Emergency Management**

The primary mission of the OA Emergency Management is to coordinate response, relief and initial recovery operations during multiple jurisdictional and/or multiple agency emergencies or disasters.

## **Operations**

The Incident Commander (IC) may be the Sheriff or the County Fire Chief depending on the nature of the situation and availability of staff. If this is the case, the Sheriff or County Fire Chief will designate a representative to the Management Function of the EOC, until the Sheriff or County Fire Chief can be operationally released from the on-scene Command and Control function.

## **Public Works**

Public Works will serve as lead for damage assessment and will be the representative for utilities concerns. Potential public works activities include:

- reconnaissance of public infrastructure (roads, bridges, facilities, and utilities)
- alternate route identification
- building access
- utility access re-routing
- temporary repairs

Public Works will assist with access and crowd control and fatalities management. The Director of Public Works will request public works mutual aid if needed. They will coordinate with the Sheriff Office on security issues if needed.

**Planning/Intelligence**      *Attachment A, Emergency Support Functions - Evacuation and Attachment B, Emergency Support Functions - Mass Care/Shelter.*

Includes situation, documentation, demobilization, and resources units.

**Logistics Support** *Attachment A, Emergency Support Functions - Evacuation and Attachment B, Emergency Support Functions - Mass Care/Shelter.*

The Logistics Branch will be responsible for identifying and procuring supplies, services, equipment, and facilities that will be required for Emergency Operation activities.

During emergency operations, particular emphasis will be placed on maintaining OA capabilities of computer systems, telecommunications, including land line and radio.

**Finance** *Attachment A, Emergency Support Functions - Evacuation and Attachment B, Emergency Support Functions - Mass Care/Shelter.*

It will be necessary to track costs associated with an event or potential event. Within Finance/Administration Branch there may be a separate Cost Unit to track the costs of the event.

**Mutual Aid**

The California emergency system is built upon the California Emergency and Civil Defense Master Mutual Aid Agreement. Most cities and counties are signatories to this agreement. The agreement states that mutual aid is freely given without either the giver or receiver expecting reimbursement. The system is designed to ensure that additional resources are made available to a jurisdiction when their own resources are nearing exhaustion. Mutual aid is a voluntary system. The Governor can make it mandatory under a state of emergency. This has never happened. Requests for mutual aid is to be made first to the EOC Operations Chief, the request will then be passed to the State REOC. Depending upon the size and magnitude of the disaster the state may elect to request federal assistance and ask for the implementation of the National Response Plan.

**Continuity of Operations**

It will be necessary to ensure continuity of day-to-day operations during a potential threat or actual event. This includes payroll processing, contracts management, personnel actions, and file security.

**Training and Exercises**

Training will be coordinated as necessary to ensure safe, secure, and effective operations of equipment and procedures. The Office of Emergency Management will notify departments, jurisdictions, and agencies of training opportunities, as they are available. Any Operational Area grant funds identified to be expended for exercise/training will be coordinated with the Office of Emergency Management to ensure proper allocation/tracking of the funds before expenditure occurs.

Exercises are important for the successful response of personnel during an emergency or disaster. If an exercise interferes or otherwise hampers normal operations the exercise will be terminated and not resumed until the problem is corrected.

**Attachment A**  
**Emergency Support Functions - Evacuations**

<b>Emergency Support Functions</b>	<b>Management</b>	<b>Operations</b>	<b>Plan/Intel</b>	<b>Logistics</b>	<b>Fin/Admin</b>
ESF-1 Transportation	EO, Liaison, Agency	PW/SO			
ESF-2 Communication and Information Technology	EO, Liaison, Agency			Info Tech & Communications Branch	
ESF-3 Public Works and Engineering		PW			
ESF-4 Firefighting		Fire			
ESF-5 Emergency Management	EOC Director or Incident Commander	Mass Care and Shelter Branch (HS)	P&I Chief	Logistics Chief	Admin Chief
ESF-6 Mass Care, Housing, and Human Services	Human Services Director	Mass Care and Shelter Branch (HS)			
ESF-7 Resource Support				Resource	Finance
ESF-8 Public Health and Medical Services		PH/HS			
ESF-9 Urban Search and Rescue		SCSO/Fire			
ESF-10 Oil and HazMat Response		Fire			
ESF-11 Agriculture and Natural Resources	Liaison/Agency	AG			
ESF-12 Energy	Liaison/Agency	PW			
ESF-13 Public Safety and Security	SCSO	SCSO			
ESF-14 Long Term Community Recovery	EO				Finance
ESF-15 External Affairs	EO/PIO		P&I Chief		

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**Attachment B**  
**Emergency Support Functions - Mass Care and Shelter**

<b>Emergency Support Functions</b>	<b>Management</b>	<b>Operations</b>	<b>Plan/Intel</b>	<b>Logistics</b>	<b>Fin/Admin</b>
ESF-1 Transportation	EO, Liaison, Agency	PW/SO			
ESF-2 Communication and Information Technology	EO, Liaison, Agency			Info Tech & Communications Branch	
ESF-3 Public Works and Engineering		PW			
ESF-4 Firefighting		Fire			
ESF-5 Emergency Management	EOC Director or Incident Commander	Mass Care and Shelter Branch (HS)	P&I Chief	Logistics Chief	Admin Chief
ESF-6 Mass Care, Housing, and Human Services		Mass Care and Shelter Branch (HS)			
ESF-7 Resource Support				Resource	Finance
ESF-8 Public Health and Medical Services		PH/HS			
ESF-9 Urban Search and Rescue		SCSO/Fire			
ESF-10 Oil and HazMat Response		Fire			
ESF-11 Agriculture and Natural Resources	Liaison/Agency	AG			
ESF-12 Energy	Liaison/Agency	PW			
ESF-13 Public Safety and Security		SCSO			
ESF-14 Long Term Community Recovery	EO				Finance
ESF-15 External Affairs	EO/PIO		P&I Chief		

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# Attachment C Emergency Drinking Water Distribution and Procurement

The guidelines that follow were developed at State OES and are provided as an attachment to this Annex.



Hurricane Katrina 2005 [M. Wolfe FEMA]



Loma Prieta Earthquake 1989

## Multi-Agency Response Guidance

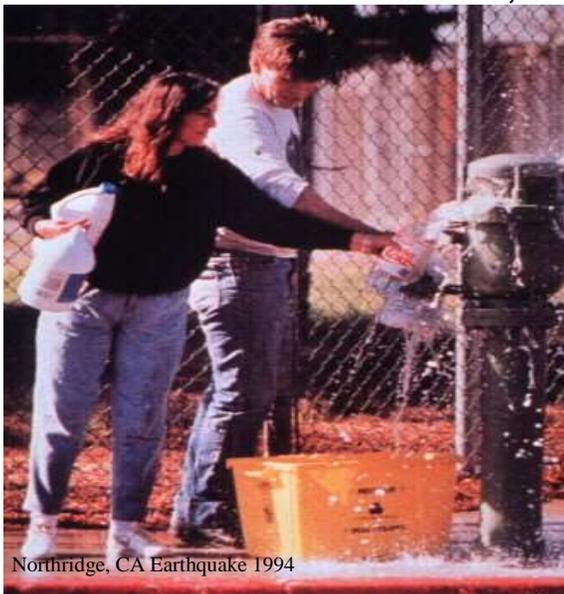
For

Emergency Drinking Water

Procurement & Distribution

2nd Edition

March 5, 2007



Northridge, CA Earthquake 1994



Hurricane Katrina 2005 [M. Wolfe FEMA]

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## ACRONYMS

The following acronyms are commonly used throughout this guidance and related attachments.

ARC:	American Red Cross
BASIC:	Bay Area Security Information Collaborative
CA:	California
CalEMA:	California Emergency Management Agency
CalWARN:	California Water/Wastewater Agency Response Network
CNG:	California National Guard
CUEA:	California Utilities Emergency Association
CDHS:	California Department of Health Services
DHS:	Department of Homeland Security
DWP:	Division of Drinking Water (a Division of CDHS) Drinking Water Program
EMAC:	Emergency Management Assistance Compact
EMMA:	Emergency Management Mutual Aid
EOC:	Emergency Operations Center
EPA:	Environmental Protection Agency
ERT:	Emergency Response Team
FEMA:	Federal Emergency Management Agency
FDB:	Food and Drug Branch (a Branch of CDHS)
ICP:	Incident Command Post
ICS:	Incident Command System
LEOCs:	Local Emergency Operations Centers
MACS:	Multi-Agency Coordination System
NIMS:	National Incident Management System
NRP:	National Response Plan
OA:	Operational Area
OAEOC:	Operational Area Emergency Operations Center (i.e. county and its' political

subdivisions and special districts)

PIO: Public Information Officer

REOC: California Emergency Management Agency “Regional Emergency Operations Center”

RIMS: Resource Information Management System

ROWPUs Reverse Osmosis Water Purification Units

SEMS: Standardized Emergency Management System (i.e. Government Code §8607 and Title 19, §2400-2450 of the California Code of Regulations)

SOC: California Emergency Management Agency “State Operations Center”

UOC: Utilities Operations Center

VIP: Very Important Person

## PREFACE

### FIRST EDITION, 1996

During response to the 1994 Northridge Earthquake, the California Emergency Management Agency (OES) combined efforts with the Los Angeles County Fire Department and Office of Emergency Services to create a method to procure and distribute emergency drinking water. As a follow up to the lessons learned during the event, the Governor's OES convened multi-agency meetings to address the need for improving the process of acquiring and distributing drinking water for future disasters. As a result, draft procedures were developed through the cooperative effort between public, private, and volunteer agencies. The procedures were known as the *Multi-Agency Emergency Response Procedures For Potable Water Procurement & Distribution*. The agencies who participated on the subcommittees or who contributed information towards the original effort in 1994 and 1995 included:

American Red Cross	U.S. Army Corps of Engineers
California National Guard	U.S. Public Health Services
California Utilities Emergency Association	Federal Emergency Management Agency
California Conference of Directors of Environmental Health	State Dept. of General Services
East Bay Municipal Utility District	State Dept. of Water Resources
Helix Water District	State Dept. of Health Services
L.A. County Fire Department	California Emergency Management Agency

### SECOND EDITION, 2006

In the aftermath of an Incident of National Significance in August 2005, known as Hurricane Katrina, a group of San Francisco Bay Area water utilities (the Bay Area Security Information Collaborative or BASIC) convened several multi-agency workshops and meetings to review how the various agencies and utilities could manage the delivery of potable drinking water to the general public after a major earthquake in the bay area. The result of these meetings evaluated and improved the First Edition materials. With the integration of the Standardized Emergency Management System (SEMS, CA Government Code Section 8607) and the National Incident Management System (NIMS, Homeland Security Presidential Directive 5), these updated guidance materials incorporate the concepts and structure established by these standards. The utilities and agencies that contributed to this updated version are listed below, and contact information for each representative is provided in Appendix 2 of this guidance.

Alameda County Office of Emergency Services	California Emergency Management Agency
Alameda County Water District	Contra Costa Water District
American Red Cross	San Jose Water Company
California National Guard	San Francisco Public Utilities Commission
California Utilities Emergency Association	San Mateo County Office of Emergency Services
California Department of Health Services	Santa Clara Valley Water District
Contra Costa County Office of Emergency Services	Santa Clara County Office of Emergency Services
East Bay Municipal Utility District	Zone 7 Water Agency
Federal Emergency Management Agency	

## INTRODUCTION

This guidance was created with the intent to clarify the roles and responsibilities of the key stakeholders responsible to locate, procure, and deliver emergency drinking water<sup>1</sup> to populations in California during a local or state declared emergency. The guidance incorporates the concepts and protocols outlined in the California Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) and identifies suggested activities to be considered by the water utilities, the five SEMS response levels, and National Response Plan (NRP) agencies. This includes evaluating the emergency situation, identifying sources of potable water, and procuring the necessary resources to obtain and distribute emergency drinking water, including options or methods to produce or package it, as needed.

The initial eight chapters of this guidance provide the reader with the material needed to support activation of a Multi-Agency Coordination System (MACS) Group specific to a need to coordinate delivery of emergency drinking water during a declared local or state emergency. The Attachments provide the tools necessary to implement the guidance. Attachment A of this guidance outlines the suggested primary and supporting roles and responsibilities that the utilities and all levels of SEMS/NIMS have for the procurement and distribution of alternate emergency drinking water.<sup>2</sup>

### Purpose

This guidance was authored to:

- Outline how to integrate the SEMS and NIMS protocols in responding to an emergency that affects the local water utility water distribution system during a large scale or regional event that triggers a local or state declaration of an emergency.
- Assist local utilities and emergency response organizations to facilitate and develop local protocols for activating a Multi-Agency Coordination System (MACS) Group for emergency drinking water, as needed.
- Provide a common understanding of the key roles and responsibilities and emergency management response structure to be assumed by the local water utility and the other SEMS and NIMS response organizations relative to the procurement and distribution of emergency drinking water.

### Assumptions

- The local water utility and local response organizations understand the Incident Command System concepts, methodology and execution as outlined within the SEMS/NIMS planning, training and activation requirements, including the operations of a MACS group.
- The local water utility and local response organizations have a SEMS/NIMS compliant emergency operations plan prepared and readily available.

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<sup>1</sup> For the purpose of this document, “alternate emergency drinking water”, “emergency potable water” or “emergency drinking water” refer to drinking water that is supplied from an alternate source and/or delivery system.

<sup>3</sup> Field Response Agent(s) may be public or private and include, but are not limited to, water utilities, public works, local law enforcement and fire protection

## **PREPAREDNESS**

Successful incident management involves a clear understanding of the roles and responsibilities of an emergency that disrupts the local water utility distribution system. This guidance provides the mechanisms for personnel and organizations to work collectively by offering the tools to enhance preparedness.

### **Implementing the Guidance**

Preparedness organizations at all SEMS/NIMS levels are encouraged to:

- Integrate and coordinate the activities of the involved water utilities and jurisdictions served;
- Establish the standards, guidelines, and protocols necessary to promote interoperability between the utility and other response agencies;
- Document how priorities for resources and other requirements would be determined;
- Establish and coordinate a MACS Group specific to the issue of emergency drinking water with participation to include local water utilities and other response organizations;
- Facilitate MACS Group workshops or meetings to discuss plans and protocols when managing an emergency that disrupts the local water utility's distribution system during a significant or regional event;
- Develop procedures and protocols that translate into specific action-oriented checklists (this may include resource listings; maps, charts, and other pertinent data; mechanisms for notifying staff; processes for obtaining and using equipment, supplies, and vehicles; methods of obtaining mutual aid/assistance; mechanisms for reporting information to organizational work centers and EOCs; and communications operating instructions, including connectivity with private-sector and non-governmental organizations).

## ROLES AND RESPONSIBILITIES

This guidance and the SEMS/NIMS protocols are designed so that local jurisdictional authorities retain command, control, and authority over response. However, **it is critical for users of this guidance to understand that primary responsibilities for the procurement and distribution of emergency drinking water may change as the emergency event evolves.**

The guidance and the SEMS/NIMS protocols allow for flexibility and standardization. Emergency management flexibility recognizes the need to change and adapt incident management and emergency response for an event or incident, due to changes in scope and/or scale over time. Standardization of incident management and emergency response requires coordination and standardization among responders and organizations whose incident management activities are based on a common framework.

The following is a list of the emergency response levels within SEMS, including utilities, describing their functions during a regional or significant event that disrupts the flow of potable water through the local water utility distribution system. Each agent listed below may participate in the Multi-Agency Coordination System (MACS) Group established to address drinking water needs of the affected jurisdiction(s).

**Agent:**

Local Water Utility  
(Private or Public)

**Function:**

- Private water utilities are generally investor-owned and operated. While private utilities are not required to comply with SEMS or NIMS, most have chosen to follow SEMS/NIMS protocols.
- Public water utilities can either be part of a city or county agency, or the utility can be an independently governed special district, not affiliated with a city or county. To be eligible for federal preparedness grants and reimbursement for response related costs following a declared disaster, public water utilities must comply with SEMS and NIMS.
- If the local utility is, or part of, a city or county department, the utility may establish a department operations center and/or report directly into the appropriate city or county EOC.
- Special districts may activate a local EOC, and depending on the number of cities or counties served, the utility may report directly into a city or county EOC, an operational area EOC, or the State OES Region EOC.
- During an emergency that impacts the normal water distribution system, the local water utility is responsible for procuring and distributing alternate emergency drinking water for populations within the jurisdiction, provided local alternate water sources are available and local utility resources are available to manage it. When the local water utility's capacity to maintain lead responsibility for alternate drinking water supplies is exceeded, utility management may request the support of the city, county or regional Offices of Emergency Services to establish a MACS Group to manage the delivery of emergency water.

- |  |  |
|--|--|
| Local Government (Cities, County or Special Districts) | <ul style="list-style-type: none"> <li>• During an emergency, Local Governments operate Local EOCs to coordinate resources and manage operations within the jurisdiction. This may include the distribution of alternate emergency drinking water to affected populations.</li> <li>• As requested Local Governments assist the local water utility in procuring and distributing alternate sources of emergency drinking water for populations within its jurisdiction, provided local alternate drinking water sources and supplies are available and Local Government response resources are available and can be dedicated to this responsibility.</li> <li>• As needed, Local Government provides assessment information on the need for alternate emergency drinking water to an Operational Area representative (Water Coordinator) who is responsible for water utility communication or coordination.</li> <li>• If necessary, Local Governments may request the Operational Area to establish a MACS Group to facilitate requests specific to alternate drinking water.</li> </ul> |
| Operational Area                                       | <ul style="list-style-type: none"> <li>• Typically led by county management, an Operational Area Emergency Operations Center (OAEOC) may be activated to coordinate the emergency response actions of all jurisdictions within the boundary of the county.</li> <li>• Upon request or when local water distribution disruption becomes a priority for the Operational Area, staff may be identified to help coordinate county resources and assist cities, special districts, and local utilities in providing emergency drinking water to the affected population(s). This may include procurement and distribution of emergency drinking water from alternate sources.</li> <li>• If necessary, the Operational Area may request the State OES Region Emergency Operations Center (REOC) to establish a MACS Group to facilitate requests specific to alternate drinking water.</li> </ul>   |
| State - California Emergency Management Agency (OES)   | <ul style="list-style-type: none"> <li>• As needed, State OES coordinates state and regional resources to assist the Operational Areas. OES operates three Region Emergency Operations Centers (REOC) and the State Operations Center (SOC).</li> <li>• Upon request, or when local drinking water distribution disruption requires State assistance, a Water Coordinator may be established at the REOC or SOC to provide leadership in locating and procuring alternate sources of potable water to be distributed to the affected Operational Areas.</li> <li>• As needed, OES may request National Guard, Department of Health Services, or federal assistance in obtaining alternate drinking water sources on behalf of the affected Operational Areas consistent with the National Response Plan.</li> </ul>  |
| Federal Emergency Management Agency (FEMA)             | <ul style="list-style-type: none"> <li>• Upon request, or when local water distribution disruption requires federal assistance, FEMA coordinates federal emergency response resources and provides supplemental assistance to State and Local jurisdictions including alternate sources of potable water as requested by the State.</li> </ul>   |

## CONCEPT OF OPERATION

These guidelines employ the processes of the Standardized Emergency Management System (SEMS) which are consistent with the National Incident Management System (NIMS) response and resource management efforts.

### SEMS/NIMS Overview

The Standardized Emergency Management System (SEMS) is an operational protocol required by California Government Code Section 8607(a) for managing response to multi-jurisdiction emergencies. Use of SEMS improves the mobilization, deployment, utilization, tracking, and demobilization of needed resources. Use of SEMS facilitates the flow of information and enhances coordination among all responding organizations.

While only SEMS incorporates the California Master Mutual Aid Agreement and the operational area concepts, both SEMS and NIMS incorporate the concepts of the Incident Command System (ICS), integration of existing mutual aid/assistance systems, and use of multi-agency or inter-agency coordination. Local governments, as defined by regulation (cities, counties and special districts), must use SEMS to be eligible for funding of their personnel related response costs under state disaster programs. Local, county, state and tribal governments must comply with NIMS in order to be eligible for federal preparedness grants.

SEMS consists of the following five organizational levels which are activated as necessary:

- Field Response - involves two or more emergency response agencies
- Local Government - involves one city, a county or special district
- Operational Area - involves County, its political subdivisions, and special districts
- Region - involves operational areas within a Mutual Aid Region and OES Regions
- State - involves coordination/allocation of state resources at all levels

While NIMS recognizes the various levels of response within a state, each state's governance is different, NIMS does not provide the detailed reporting relationship as required by the five SEMS levels. This is one of the few places where NIMS varies from SEMS.

Finally, SEMS and NIMS adapted the five standard functions of ICS which are common to all five SEMS organizational response levels. These functions are:

- Management (*referred to as Command at Field Level*)
- Operations
- Planning/Intelligence
- Logistics
- Finance and Administration

### **Utility/SEMS Integration**

The various sizes of the distribution or delivery systems of the thousands of water utilities in the State of California do not fit neatly into the five SEMS levels. Some utilities serve more than a city, some serve multiple counties and others move or distribute water across multiple counties and even states. To better understand how the water utilities fit into the five SEMS levels, the previous chapter of this guidance listed the roles and responsibilities of the utilities and each of the SEMS levels. **Figure 1, Utility/SEMS Integration** demonstrates the linkages between the utilities of various sizes and the SEMS Levels.

Response Levels	Application of Functions	Utilities' and Special Districts' Coordination Links
<p><b>State Level</b> manages and coordinates state resources in response to the emergency needs of the other levels; manages and coordinates statewide mutual aid and assistance; and serves as the coordination and communication link with the federal disaster response system or National Incident Management System (NIMS).</p>	<p><b>Multi-Agency Coordination (MACS)</b> concepts used as needed at each level</p>	
<p><b>State Region Level</b> manages and coordinates information among counties and between the counties and the state level. This level, along with state level, coordinates overall state agency support for emergency response activities.</p>	<p><b>Organization Functions for the EOC</b></p> <p>Management Operations Planning/Intelligence Logistics Finance/Administration</p>	
<p><b>Op Area Level</b> manages and/or coordinates resource needs and disaster information within the county and serves as the coordination and communication link between the local government level and region level.</p>		
<p><b>Local Government Level</b> (city or county) manages and coordinates the overall emergency response and recovery activities within the jurisdictional boundary.</p>		
<p><b>Local Utility</b> manages and coordinates the utility emergency response and recovery activities within the service boundary. The utility may be a private utility, a city or county department, or an independent government. A department utility may activate a department operations center or serve in the city or county EOC. If a private utility or independent government utility serves one city, the utility coordinates with the city. If the utility serves multiple cities or the county, it contacts the county.</p>		
<p><b>Field Response Level</b> commands emergency response personnel and resources to carry out tactical decisions and activities in direct response to an incident or threat. Utility crews respond as part of a law or fire Incident Command. Utility may be the Incident Command at utility specific events.</p>	<p><b>ICS Organization Functions for the Field</b></p> <p>Command Operations Planning/Intelligence Logistics Finance/Administration</p>	

**Figure 1: SEMS/Utility Integration**

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## Information flow

To avoid duplication of efforts and to expedite delivery of alternate emergency drinking water to populations affected by an emergency, it is critical that information regarding the situation be transmitted to the appropriate emergency response level(s). During the initial hours following an emergency it is especially important to ascertain the scale of the emergency and the areas where the existing drinking water supply and distribution system has been directly impacted and/or interrupted by the event. Such information will help facilitate decisions on whether and when to activate the various SEMS/NIMS response level EOCs. **Figure 1** outlines the basic information flow upon which these procedures are dependent. *Standardized forms for transmittal of situation status information and resource requests are included in this guidance as Attachments C and D.*

## Procurement and Distribution Process

Successful implementation of the guidance requires the support of public, private, and volunteer agencies. **Attachment A** of this document identifies the public, private, and volunteer agencies which could play a part in the acquisition and distribution of emergency potable water and identifies specific roles and responsibilities that require action.

- Local Water Utility

**The first priority of the local water utility is to repair and restore the water system infrastructure.** To support this priority, the local water utility's capacity to maintain primary responsibility for the procurement and distribution of alternate drinking water may be exceeded.

Until the capacities for procuring and distributing alternate emergency drinking water exceeds the ability of the local water utility, the utility remains the primary agent responsible for the purchase and distribution of emergency drinking water to populations within their jurisdiction. Should the utility's resources to procure and distribute emergency drinking water become limited (without being exhausted), the utility may contact the appropriate next SEMS response level (city, county or operational area) for assistance. The utility may then direct its available resources towards its first priority (system infrastructure repair and restoration).

- Local (City and County) Government Level

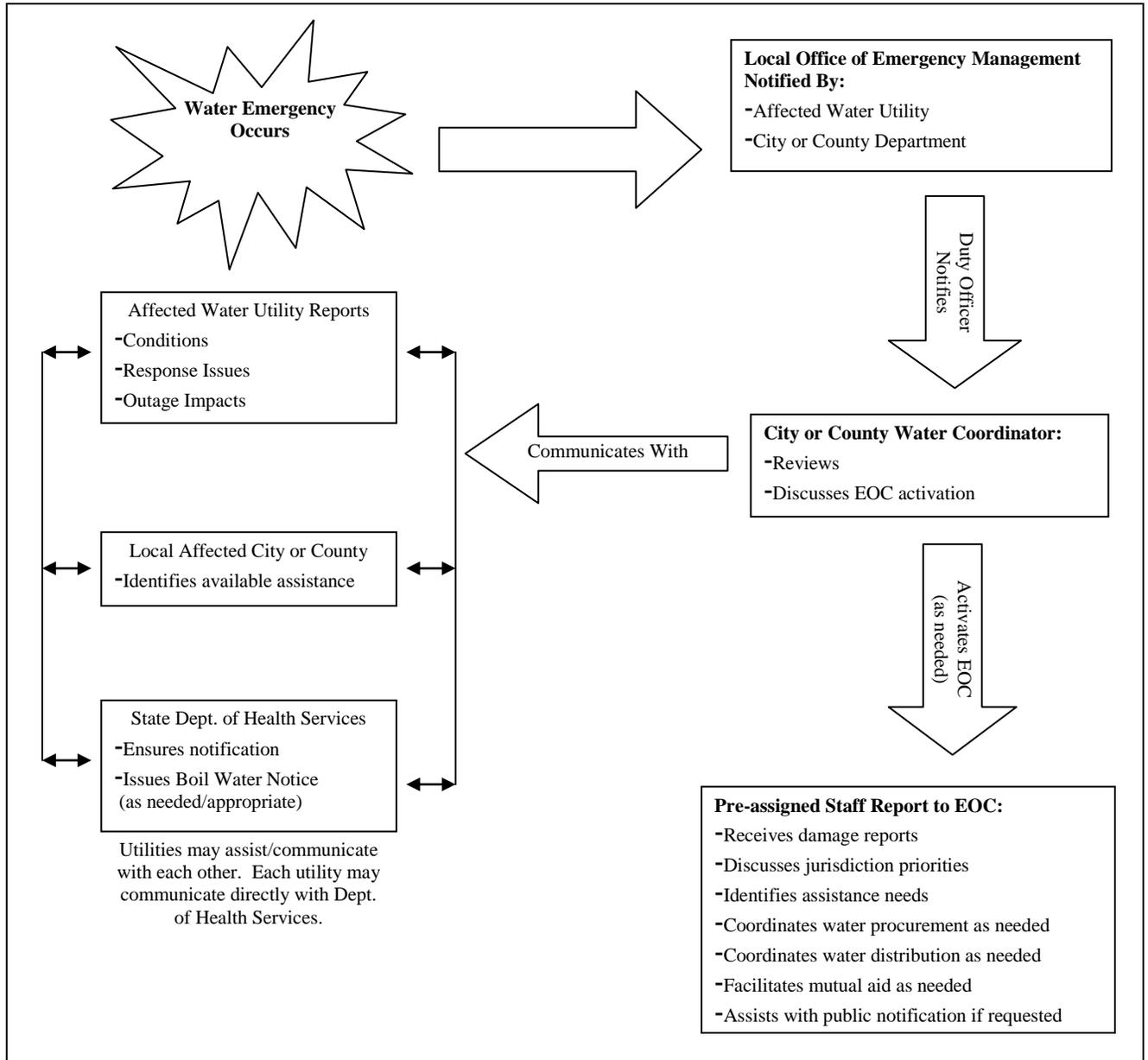
Where the utility is part of the local city or county government, the city or county is the immediate primary agent responsible for the procurement and distribution of emergency potable water to populations within their jurisdiction. While dealing with the impact to its own water system, the city or county may also need to manage requests from private or special district water utility requests for assistance. **The first priority of the city or county water utility is to restore the water system infrastructure.** Should the capacity for procuring and distributing alternate emergency drinking water at the city or county level be exhausted or the available resources are required elsewhere to assist in accomplishing other priorities, the city or county may request Operational Area assistance.

- Operational Area Level

As needed, the Operational Area may assist the local water utility or government in managing the procurement and distribution of alternate drinking water to the affected local jurisdictions. Should the capacity for procuring and distributing alternate emergency drinking water at the Operational Area Level be exhausted, or the limited resources are required elsewhere to assist in accomplishing other priorities, the Operational Area may request assistance from the State OES Region.

- Region and State OES Levels

The State OES Regions serve as support to the Operational Areas in the event that the magnitude of the emergency requires resources beyond the limits of the Operational Area and local jurisdiction(s). If the emergency response requires resources beyond the capability of the state, federal resources (coordinated by the Federal Emergency Management Agency (FEMA)) may be requested. Such requests will be made by State OES. **Figure 1** outlines the basic process flow for emergency procurement and distribution of potable water.



**Figure 2: Water Emergency Notification**

**Drinking Water Coordinator or Technical Specialist**

As the emergency requires, each level EOC may require the establishment of a dedicated Drinking Water Coordinator or Technical Specialist. The position may be assigned a role in

the Management, Operations, Planning/Intelligence or Logistics section of the EOC. The specific assignment should be noted in the local emergency operations plan.

At the local level, the Drinking Water Coordinator or Technical Specialist could be staffed by a fire department, public works or water utility personnel. At the Operational Area Level, the Drinking Water Coordinator or Technical Specialist could be staffed by personnel who come in contact with the water utility on a regular basis or have experience in delivery of bulk systems (for example, county health departments, public works, fire department, assigned water utility personnel, or the county department of social services). In the event that sufficient staffing is not available at the local or operational level, a request may be made through the REOC for Emergency Management Mutual Aid (EMMA). At the REOC and SOC levels, the Drinking Water Coordinator could be staffed by OES, Department of Social Services (Care and Shelter), or the Department of Health Services.

The person would be responsible to serve as the primary contact for information from other SEMS Levels, for receiving situation assessments and prioritizing resource allocation specific to drinking water. When necessary, this designated EOC staff person would have the authority to activate a water task group to help establish or assist in the establishment and operation of the alternate emergency drinking water procurement and distribution program. The size, makeup, and specific assignment of the water task group will be dependent on the magnitude of the problem at hand. For reference, **Attachment B** of these procedures contains an example of the Water Task Group designed to support a local water distribution program following the 1994 Northridge Earthquake.

Duties for a Drinking Water Coordinator may include:

1. Serve as primary EOC contact for all drinking water procurement and distribution matters.
2. Coordinate conference calls with other level EOC Drinking Water Coordinators or contacts to assess drinking water needs. This may include the participation in a Multi-Agency Coordinating System (MACS) Group for drinking water to assess and/or prioritize alternate emergency drinking water resources for the affected jurisdictions.
3. Obtain consolidated situation information compiled by the **Plans and Intelligence Section** and other sources. This information would include:
  - Cause and extent of water system damage
  - Estimated duration of system outage
  - Geographical area affected
  - Population affected
  - Actions taken to respond to the service disruption
  - Resources needed to restore system
  - Emergency drinking water needs (quantity and prioritized areas)
4. Work with the affected utilities, prioritize distribution locations and make recommendations to **Planning/Intelligence Chief**.
5. Identify and secure potable water resources with assistance from the **Logistics Section, Procurement** personnel.
6. Identify transportation and equipment needs and secure required resources through the **Logistics Section, Procurement** personnel.
7. Coordinate with CDHS<sup>3</sup>, water utilities, and **EOC Public Information Officer** for appropriate public information announcements and Media interface.
8. Document all information related to expenditures, resource commitments, contracts, and other costs related to procurement and distribution of potable water and provide such information to the **Finance and Administration Section**.

### **Multi-Agency Coordinating System (MACS) Group for Drinking Water**

When multiple water utilities or local jurisdictions are affected by the disaster a Multi-Agency Coordinating Group or Task Group specific to drinking water may be established. A MACS Group for drinking water could be established at any level of the SEMS organization and include representatives from the affected water utilities, local government and Operational Areas, CDHS, FEMA, California Utilities Emergency Association (CUEA) and volunteer or private organizations as necessary.

The MACS group for drinking water would convene at the highest unaffected SEMS level. If the water emergency conditions are limited to an Operational Area (e.g. Northridge), then the group would meet at the Operational Area. If the event affects multiple Operational Areas, then the MACS Group for drinking water could convene at the State Region OES. For more details on the activation, function and role of the MACS, see the next Chapter.

## **MULTI-AGENCY COORDINATION SYSTEM (MACS) FOR DRINKING WATER**

A Multi-Agency Coordination System (MACS) is a combination of facilities, equipment, personnel, procedures, and communications integrated into a common system with responsibility for coordinating and supporting domestic incident management activities. While direct tactical and operational responsibility for conducting incident management activities rests with the Incident Command, the primary functions of a MACS include the following:

- Support incident management policies and priorities
- Facilitate logistics support and resource tracking
- Inform resource allocation decisions using incident management priorities
- Coordinate incident related information
- Coordinate interagency and intergovernmental issues regarding incident management policies, priorities, and strategies

The following principal functions and responsibilities can be completed by the Drinking Water MACS Group:

- Ensuring that each SEMS Level is providing appropriate situational awareness and resource status information related to the assessment of distribution system damage and potable water needs. These duties are specifically outlined in the duties of the Water Coordinator or Technical Specialist.
- Establish priorities in concert with the Field Level Incident Command Posts, water utilities, individual department management, local government or Operational Areas.
- Acquire and allocate resources required in concert with the Field Level Incident Command Posts, water utilities, individual department management, local government or Operational Areas.
- Anticipate and identify future resource requirements.
- Coordinate and resolve policy issues arising from the incident(s) or disaster.
- Provide strategic coordination as required.
- Resolve status information and prioritization of alternate potable water distribution between the affected jurisdictions.

Following an incident, Multi-Agency Coordination Systems (MACS) entities are also typically responsible for ensuring that improvements in plans, procedures, communications, staffing, and other capabilities necessary for improved incident management are completed. These improvements should also be coordinated with appropriate preparedness organizations, if these organizations are constituted separately.

### **DRINKING WATER MACS GROUP COORDINATOR**

The Drinking Water MACS Group Coordinator serves as a facilitator in organizing and accomplishing the mission, goals and direction of the MACS Group. Depending on whether the MACS for drinking water is at the Operational Area, Region or State Level, the EOC Director of that level will identify the Coordinator to accomplish the following assigned activities:

- a) Facilitate the MACS Group decision process by obtaining, developing and displaying situation information.

- b) Fill and supervise necessary unit and support positions within the MACS Group.
- c) Acquire and manage facilities and equipment necessary to carry out the MACS Group functions.
- d) Implement the decisions made by the MACS Group.

### **DRINKING WATER MACS GROUP AGENCY REPRESENTATIVES**

The Drinking Water MACS Group includes top management personnel from responsible utilities and jurisdictions, those heavily supporting the effort, and/or those significantly impacted by use of local resources.

The Water MACS Group includes individuals making decisions at the utility, local government, operational area, region and state response levels. The exact title of this point of contact on emergency potable water issues may vary at the utility, local and operational area. At the region and state level the person fulfilling the position responsibilities identified in this plan will be known as the Potable Water Coordinator. For practicality and consistency, the same position title of "Potable Water Coordinator" will be used throughout the rest of the document when identifying the responsibility of the point of contact at the utility, local government, operational area, region and state levels.

Drinking Water MACS Agency Representatives involved in a MACS Group must be fully authorized to represent their agency and complete the following functions.

- a) Ensure that current situation and resource status is provided by their agency.
- b) Prioritize incidents by an agreed upon set of criteria.
- c) Determine specific resource requirements by agency.
- d) Determine resource availability for out-of-jurisdiction assignments and the need to provide resources Local Emergency Operations Centers (LEOCs) (e.g., Cities, Special Districts), and Field level Incident Command Posts and/or individual department management and the water utilities.
- e) As needed, designate area or regional mobilization and demobilization centers within their jurisdictions.
- f) Collectively allocate scarce or limited resources to incidents based on priorities.
- g) Anticipate and identify future resource needs.
- h) Review and coordinate policies, procedures and agreements as necessary.
- i) Consider legal/fiscal implications.
- j) Review need for participation by other agencies.
- k) Provide liaison with out-of-the-area facilities and agencies as appropriate.
- l) Critique and recommend improvements to MACS group operations.
- m) Provide personnel cadre and transition to emergency or disaster recovery as necessary.

Drinking Water Multi-Agency Coordinating Group (MACS Group) Agency Representatives at the OES Regional level may include the following participants:

- a) Affected Operational Area Water Coordinator
- b) The Regional Emergency Operations Center Water Coordinator
- c) The State Emergency Operations Center Water Coordinator
- d) California Utilities Emergency Association or the utilities branch at the State Emergency Operations Center
- e) California Department of Health Services - the Drinking Water and Environmental

- Management and Food and Drug Divisions
- f) Department of Homeland Security – Federal Emergency Management Agency (FEMA)

Recognizing that other public, private and volunteer response organizations will be competing for the same alternate potable water resources, in and adjacent to, the affected operational areas, these following organizations should be included as participants in the Drinking Water MACS Group.

- a) American Red Cross
- b) Salvation Army
- c) California National Guard
- d) other OA Water Coordinators in unaffected Operational Areas
- e) other organizations or agencies as appropriate

If necessary, the MACS Coordinator activates the following units or coordinates with existing EOC functions to support MACS operations.

#### **SITUATION ASSESSMENT UNIT**

The Situation Assessment Unit (this is also referred to in some agencies and EOCs as the Intelligence Unit) in a MACS is responsible for the collection and organization of incident status and situation information. They evaluate, analyze and display information for use by the MACS Group. This unit may be responsible for the following tasks:

- a) Maintain incident situation status including location, type, size, potential for damage, control problems and any other significant information.
- b) Maintain information on environmental issues, cultural and historic resources or sensitive populations and areas.
- c) Maintain information on meteorological conditions and forecast conditions that may have an effect on incident operations.
- d) Request/obtain resources status information from the Resources Unit or agency dispatch sources.
- e) Combine, summarize and display data for all appropriate incidents according to established criteria.
- f) Collect information on accidents, injuries, deaths and any other significant occurrences.
- g) Develop projections of future incident activity.

#### **RESOURCES UNIT**

The Resources Unit, if activated in a MACS, maintains summary information by agency on critical equipment and personnel committed and available within the MACS area of responsibility. Status is kept on the overall numbers of critical resources rather than on individual units. This unit may be responsible for the following tasks:

- a) Maintain current information on the numbers of personnel and major items of equipment committed and/or available for assignment.
- b) Identify both essential and excess resources.
- c) Provide resources summary information to the Situation Assessment Unit as requested.

#### **INFORMATION UNIT**

The Information Unit is designated to satisfy the need for regional information gathering.

The unit will operate an information center to serve the print and broadcast media and other governmental agencies. It will provide summary information from agency/incident information officers and identify local agency sources for additional information to the media and other government agencies. This unit may be responsible for the following tasks:

- a) Prepare and release summary information to the news media and participating agencies.
- b) Assist news media visiting the MACS facility and provide information on its function. Stress joint agency involvement.
- c) Assist in scheduling media conferences and briefings.
- d) Assist in preparing information materials, etc. when requested by the MACS Group/Coordinator.
- e) Coordinate all matters related to public affairs (VIP tours, etc.).
- f) Act as escort for facilitated agency tours of incident areas, as appropriate.

## RESOURCE MANAGEMENT

Incident management requires carefully managed resources to meet critical incident needs. Resource management must be flexible and scalable in order to support any incident and be adaptable to real-time changes in incident size and scope. Efficient, effective deployment of resources requires that resource management spans the lifecycle of an incident, from preparedness to response to recovery.

From small, single-agency incidents up through Incidents of National Significance, resource management involves coordinating and overseeing the application of tools, processes, and systems that provide incident managers with timely and appropriate resources during an incident. As incident response grows in size or when an incident starts as a large-scale event, local incident managers require resources from other local agencies or jurisdictions, private-sector and non-governmental organizations, state agencies (possibly including resources from other States), and federal agencies (possibly including military support of domestic incidents). Incident resources may include personnel, teams, facilities, equipment, supplies, and funding streams. Resources may support field and command operations through the incident command post (ICP), or function within the multi-agency coordination systems, serving at an emergency operations center or similar site. Resource management systems must be able to adapt to any incident whatever its geographic scale and disciplinary complexity.

When multi-agency coordination entities are established, resource management systems must support adequate communication between the command and coordination functions to manage resources effectively. Incident Command sets incident priorities and makes resource requests. Coordination entities prioritize and coordinate resource allocation and distribution, according to resource availability, needs of other incidents, and other constraints and considerations.

### **Mutual Aid/Assistance**

Water and wastewater utilities have three possible methods of requesting assistance from other utilities, which include Mutual Response Agreements, the California Water/Wastewater Agency Response Network, and the California Master Mutual Aid Agreement.

- **Mutual Response Agreements**

Utilities may enter automatic response agreements between neighboring utilities or utilities of like size and system dynamics located in other parts of the state that can send resources immediately to assist. This aid would provide needed specialized resources to the affected utilities resulting in quick system recovery time. The resources could include public and private resources.

- **California Water/Wastewater Agency Response Network**

Utilities in the state established the California Water/Wastewater Agency Response Network (CalWARN) to improve the flow of mutual aid/assistance among the signatory utilities throughout the state. Resources may be requested directly from one utility to another and not require a declaration of an emergency. Public and private resources are available through the system. The methods for activating the system and accessing resources can be accessed by members on line at [www.calwarn.org](http://www.calwarn.org).

- **California Master Mutual Aid Agreement**

Cities, counties and special districts who adopted the CA Master Mutual Aid Agreement may access resources through the State OES mutual aid coordination system. The protocols and methods are available from State OES.

## **EMERGENCY DRINKING WATER CONSIDERATIONS**

When there is a need for emergency potable water, local water utility and the affected city or county work with the State Department of Health Services, Division of Drinking Water and Environmental Management. When there is a “Boil Water” advisory, the public should be advised to bring water to a rapid boil for 1-2 minutes. In the event of any other situation that may require supplying potable water, the local utility, city or operational area EOC may utilize the following options:

### **1. Packaged or Bottled Water**

- Water in one gallon plastic containers is by far the most convenient and effective way to initially provide emergency water to the public. A list of approved commercial vendors is maintained by the State Department of Health Services, Food and Drug Branch. During response the list may be made available through the REOC Operations Section Water Coordinator.
- The Region Emergency Operations Center (REOC) can arrange transportation, if necessary, with state assets. Water and beverage bottlers sometimes offer free bottled water and delivery. Check with the utility, city or operational area Water Coordinator for contacts.
- Note: The State Department of Health Services Drinking Water Program or County Health Department should be consulted prior to the execution of delivery of packaged alternate potable water to ensure compliance with all applicable regulations.

### **2. Bulk Potable Water Deliveries**

- Bulk potable water deliveries are for limited use and should only be employed for immediate crisis situations when the first option is not available. Bulk potable water may also be needed for critical facilities such as hospitals, clinics, and other health facilities.
- Portions of the existing potable water system, or nearby systems, may continue to have potable water in their normal distribution systems. These sources are closest and easiest to access and should be used for bulk water sources. Bulk transportation of these resources will require planning and coordination by the local, operational area and region Water Coordinator and/or the Water Task Group.
- National Guard water buffaloes (500 gallon trailers) are available in limited numbers and should only be used to support evacuation efforts and immediate crisis situations. The small volume necessitates that water tenders keep buffaloes filled.
- Note: The State Department of Health Services Drinking Water Program or County Health Department should be consulted prior to the execution of delivery of bulk alternate potable water to ensure compliance with all applicable regulations.

### **3. Water Purification Systems**

Commercial portable water purification systems are available where connection to a non-approved water source is available. The State Department of Health Services Drinking Water Program or County Health Department must approve the water source and/or treatment unit to assure that the treatment is sufficient to deal with the level of contamination. The National Guard has limited purification capability which should only be requested when all other options are exhausted.

**ATTACHMENT A**  
**AGENT SPECIFIC AND MACS GROUP**  
**EMERGENCY ACTION CHECKLISTS**

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**ATTACHMENT A-1**

**FIELD RESPONSE LEVEL EMERGENCY ACTION CHECKLIST**

Responsible Agent:	<b>FIELD RESPONSE</b> <sup>3</sup>
Function:	Provide assessment of incident to Water Utility Emergency Operations staff and respond as directed by Incident Command and/or individual department management. <sup>4</sup>
Duties:	<ol style="list-style-type: none"> <li>1. Within the purview of individual agency, assess impact of the incident based on field observations and provide emergency situation reports to the EOC. Critical information would include: <ul style="list-style-type: none"> <li>• Cause and extent of water system damage</li> <li>• Estimated duration of system outage</li> <li>• Geographical area affected</li> <li>• Population affected</li> <li>• Actions taken to restore system</li> <li>• Resources needed to reactivate system</li> <li>• Emergency potable water needs (quantity and prioritized areas)</li> </ul> </li> <li>2. Respond to incident as directed by Incident Command and/or individual department management.</li> <li>3. Request needed resources through EOC and/or through existing mutual aid/assistance agreement systems.<sup>5</sup></li> <li>4. Coordinate with California Department of Health Services (CDHS) District Office, water utilities, and EOC Public Information Office for appropriate public information announcements and Media interface.</li> </ol>

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<sup>4</sup> Regional agencies with field response units may report situation assessments to the Regional Emergency Operations Center (REOC).

<sup>5</sup> Water utilities may directly access the CalWARN system.

**ATTACHMENT A-2**

**WATER UTILITY LEVEL EMERGENCY ACTION CHECKLIST**

Responsible Agent:	<b>WATER UTILITY EMERGENCY OPERATIONS MANAGEMENT</b>
Function:	Provide assessment of incident to the city or county EOC, when activated, in the affected area and coordinate/implement utility restoration and provide alternate source of potable water to affected population.
Duties:	<ol style="list-style-type: none"> <li>1. Gather the following information: <ul style="list-style-type: none"> <li>• Cause and extent of water system damage</li> <li>• Estimated duration of system outage</li> <li>• Geographical area affected</li> <li>• Population affected</li> <li>• Actions taken to restore system and obtain alternate drinking water</li> <li>• Service area water quality status</li> <li>• Resources needed to reactivate system</li> <li>• Identification, evaluation and prioritization of drinking water need (quantity/location/duration) [minimum 2 gallons per person per day]. (include needs of critical facilities)</li> </ul> <p>As needed, use the utility emergency situation reports (See Attachments C and D) and other available information.</p> </li> <li>2. Contact the Local Health Department<sup>6</sup>, California Department of Health Services (CDHS) District Office of Drinking Water<sup>8</sup>. Provide the information gathered above and request situation report for affected areas (including information on boil water order areas).</li> <li>3. Create an Action Plan that evaluates, organizes and implements actions to acquire and distribute alternate drinking water. Include the following information: <ul style="list-style-type: none"> <li>• Identify potable water sources.</li> <li>• Identify methods to secure resources.</li> <li>• Identify staff resources needed to operate water distribution points.</li> <li>• Identify public information notices (coordinate with the CDHS District Office, water utilities, and local utility Public Information Office for appropriate public information announcements and Media interface).</li> <li>• Provide a method to track data on costs incurred in the effort to purchase and distribute potable water.</li> <li>• Identify mutual aid/assistance needs and request the needs through the CalWARN system or through the city or county EOC.</li> </ul> </li> <li>4. Create an Action Plan to provide Water Quality Assurance. Secure information to support utility restoration activities including resources needed to reactivate system.</li> <li>5. Contact the city or county EOC for the jurisdiction served by your utility. (If the utility serves more than one city, this contact may be the</li> </ol>

Responsible Agent:	<b>WATER UTILITY EMERGENCY OPERATIONS MANAGEMENT</b>
	<p>Operational Area Emergency Operations Center (OAEOC.) Inform the EOC staff of the situation, share the Action Plan from #3 above and identify need for resource support for potable alternate drinking water supplies or mutual aid/assistance necessary for infrastructure repairs. See Attachments C and D for standardized forms for transmittal of situation report and resource request information.</p> <ol style="list-style-type: none"> <li>6. In coordination with the affected city or county area, identify secure locations for water distribution points (e.g. parks or city halls).</li> <li>7. Participate in the city or county Water Coordinator Conference calls as requested.</li> <li>8. Coordinate with other types of utilities upon which your operations are dependent (i.e. electric and telecommunications) for restoration support/priority as needed.</li> <li>9. Coordinate water quality related issues with local health department, CDHS District Office of Drinking Water, and LEOC. Issue “boil water” orders as needed.</li> <li>10. Restore system and obtain CDHS approvals to operate.</li> </ol>

**ATTACHMENT A-3**

**CITY OR COUNTY LEVEL EMERGENCY ACTION CHECKLIST**

Responsible Agent:	<b>CITY OR COUNTY EMERGENCY OPERATIONS CENTER</b>
Function:	Among other priorities, as needed, assist in coordinating alternate sources of potable water to affected population. Participate in MACs Group calls to prioritize and coordinate alternate potable water requests.
Duties:	<ol style="list-style-type: none"> <li>1. Assess impact of the incident based on feedback from the local water utility. Determine the following:             <ul style="list-style-type: none"> <li>• Cause and extent of water system damage</li> <li>• Estimated duration of system outage</li> <li>• Geographical area affected</li> <li>• Population affected</li> <li>• Actions taken to restore system and obtain alternate drinking water</li> <li>• Service area water quality status</li> <li>• Resources needed to reactivate system</li> </ul> </li> <li>2. Appoint a “Drinking Water Coordinator” (e.g. Public Works Staff). If qualified staff is not locally available, the city or county EOC may contact the OAEOC and request Emergency Management Mutual Aid (EMMA). The Drinking Water Coordinator determines the need to staff a Drinking Water Task Group or Drinking Water MACS Group and secures resources through the EOC Logistics Section.   <i>The Drinking Water Coordinator or Drinking Water MACS Group Water completes the following duties/tasks:</i> </li> <li>3. With the local water utility, create an Action Plan that evaluates, organizes and implements actions to acquire and distribute alternate potable water. The Action Plan would consider the following tasks:             <ul style="list-style-type: none"> <li>• Identify, evaluate and prioritize drinking water needs (quantity/location/duration) [minimum 2 gallons per person per day], including needs of critical facilities.</li> <li>• Identify potable water sources. (A list of approved commercial vendors is maintained by the Food and Drug Branch of CDHS and is available through the REOC Drinking Water Coordinator, when staffed.)</li> <li>• Identify methods to secure resource.</li> <li>• In coordination with the affected city or county area identify secure locations for water distribution points (e.g. parks or city halls).</li> <li>• Identify staff resources needed to operate water distribution points.</li> <li>• Identify public information notices (coordinate with the CDHS District Office, water utilities, and local utility Public Information Office for appropriate public information announcements and Media interface).</li> <li>• Provide a method to track data on costs incurred in the effort to purchase and distribute potable water.</li> </ul> </li> <li>4. If the situation requires resources beyond the capability of the City or County EOC, contact the Operational Area Emergency Operations Center (OAEOC). Inform the OA of the situation, share the Action Plan from #3 above and identify need for resource support for potable alternate drinking water supplies or mutual aid/assistance necessary for infrastructure repairs. Participate in OAEOC Drinking Water Conference calls as</li> </ol>

Responsible Agent:	<b>CITY OR COUNTY EMERGENCY OPERATIONS CENTER</b>
	<p>requested). See Attachments C and D for standardized forms for transmittal of situation report and resource request information.</p> <ol style="list-style-type: none"> <li>5. Provide water utilities in the affected area and the OAEOC with situation status and information related to actions to provide alternate potable water supply.</li> <li>6. Provide information to media through the PIO as appropriate. Be sure it is coordinated with the established Joint Information Center, the water utility and the California Department of Health Services.</li> <li>7. Maintain contacts with California Department of Health Services (CDHS) District Office of Drinking Water, Local Health Department, Local Water Utilities, City Public Works, Fire Department, Police Department and other sources to compile situation information including: <ul style="list-style-type: none"> <li>• Cause and extent of potable water system damage</li> <li>• Estimated duration of potable water system outage</li> <li>• Geographical area affected</li> <li>• Population affected</li> <li>• Actions taken to restore potable water system</li> <li>• Resources needed to reactivate potable water system</li> <li>• Emergency potable water needs (quantity and prioritized areas)</li> </ul> </li> <li>8. While in contact with the CDHS District Office of Drinking Water<sup>8</sup> request situation reports for affected areas (including information on boil water order areas).</li> </ol>

**ATTACHMENT A-4**

**OPERATIONAL AREA LEVEL EMERGENCY ACTION CHECKLIST**

Responsible Agent:	<b>OPERATIONAL AREA EMERGENCY OPERATIONS CENTER</b>
Function:	Among other priorities, as needed, assist in coordinating alternate sources of potable water to the affected population. Participate in Drinking Water MACs Group calls to prioritize and coordinate alternate potable water requests.
Duties:	<ol style="list-style-type: none"> <li>1. Assess impact of the incident based on feedback from the city, county, or local water utility. Determine the following:             <ul style="list-style-type: none"> <li>• Cause and extent of water system damage</li> <li>• Estimated duration of system outage</li> <li>• Geographical area affected</li> <li>• Population affected</li> <li>• Actions taken to restore system and obtain alternate drinking water</li> <li>• Service area water quality status</li> <li>• Resources needed to reactivate system</li> </ul> </li> <li>2. Appoint a “Drinking Water Coordinator” (e.g. Public Works Staff), as needed. If qualified staff is not locally available, contact the State OES Region EOC and request Emergency Management Mutual Aid (EMMA).</li> <li>3. The Drinking Water Coordinator determines the need to staff a Drinking Water Task Group or Drinking Water and secures resources through the EOC Logistics Section.</li> </ol> <p><i>The Drinking Water Coordinator or Drinking Water MACS Group completes the following duties/tasks:</i></p> <ol style="list-style-type: none"> <li>4. Establish communications with the affected city and local water utility. Set up routine schedules of contact.</li> <li>5. Where appropriate with the affected local utility, create an Action Plan that evaluates, organizes and implements actions to acquire and distribute alternate potable water. The Action Plan would consider the following tasks:             <ul style="list-style-type: none"> <li>• Identify, evaluate and prioritize drinking water needs (quantity/location/duration) [minimum 2 gallons per person per day], including needs of critical facilities.</li> <li>• Identify potable water sources. (A list of approved commercial vendors is maintained by the Food and Drug Branch of CDHS and is available through the REOC Water Coordinator.)</li> <li>• Identify methods to secure resource.</li> <li>• In coordination with the affected city or county area, identify secure locations for water distribution points (e.g. parks or city halls).</li> <li>• Identify staff resources needed to operate water distribution points.</li> <li>• Identify public information notices (coordinate with the CDHS District Office, water utilities, and local utility Public Information Office for appropriate public information announcements and Media interface).</li> <li>• Provide a method to track data on costs incurred in the effort to purchase and distribute potable water.</li> </ul> </li> <li>6. Coordinate with local health department, CDHS District Office of Drinking Water, water utilities and media for issuance of Boil Water Notice(s).</li> </ol>

Responsible Agent:	<b>OPERATIONAL AREA EMERGENCY OPERATIONS CENTER</b>
	<ol style="list-style-type: none"> <li>7. If the situation requires resources beyond the capability of the Operational Area EOC, contact the State OES Region Emergency Operations Center (REOC). Inform OES of the situation, share the Action Plan from #5 above, and identify need for resource support for potable alternate drinking water supplies or mutual aid/assistance necessary for infrastructure repairs. See Attachments C and D for standardized forms for transmittal of situation report and resource request information.</li> <li>8. Participate in Drinking Water phone conferences, as established.</li> <li>9. Provide water utilities in the affected area and the Region EOC with situation status and information related to providing an alternate potable water supply.</li> <li>10. Provide information to media as appropriate. Be sure it is coordinated with any established Joint Information Center, the affected water utility and the California Department of Health Services.</li> <li>11. Maintain contacts with California Department of Health Services (CDHS) District Office of Drinking Water, local health department, Local affected water utilities, public works, fire department, law enforcement and other sources to compile situation information including: <ul style="list-style-type: none"> <li>• Cause and extent of potable water system damage</li> <li>• Estimated duration of potable water system outage</li> <li>• Geographical area affected</li> <li>• Population affected</li> <li>• Actions taken to restore potable water system</li> <li>• Resources needed to reactivate potable water system</li> <li>• Emergency potable water needs (quantity and prioritized areas)</li> </ul> </li> <li>12. While in contact with CDHS District Office of Drinking Water<sup>8</sup> request situation reports for affected areas (including information on boil water order areas).</li> </ol>

**ATTACHMENT A-5**

**STATE OES REGION LEVEL EMERGENCY ACTION CHECKLIST**

Responsible Agent:	<b>STATE OES REGION LEVEL EMERGENCY OPERATIONS CENTER</b>
Function:	Among other priorities, as needed, assist the Operational Area in coordinating alternate sources of potable water to affected population. This may be achieved by establishing a Drinking Water MACs Group to prioritize and coordinate alternate potable water requests.
Duties:	<ol style="list-style-type: none"> <li>1. Assess impact of the incident based on feedback from the local water utility, Operational Area, Utility Branch, CDHS, and other available information. Determine the following:             <ul style="list-style-type: none"> <li>• Cause and extent of water system damage</li> <li>• Estimated duration of system outage</li> <li>• Geographical area affected</li> <li>• Population affected</li> <li>• Actions taken to restore system and obtain</li> <li>• Service area water quality status</li> <li>• Resources needed to reactivate system</li> </ul> </li> <li>2. Appoint a “Drinking Water Coordinator”, as needed. If qualified staff is not locally available, request assistance through Emergency Management Mutual Aid (EMMA).</li> <li>3. The Drinking Water Coordinator determines the need to staff a Water Task Group or Drinking Water and secures resources through the EOC Logistics Section.</li> </ol> <p><i>The Drinking Water Coordinator or Drinking Water MACS Group complete the following duties/tasks:</i></p> <ol style="list-style-type: none"> <li>4. As needed, establish a Drinking Water Multi-Agency Coordinating System (MACS) Group to prioritize and coordinate requests for alternate potable water resource to the affected Operational Area(s) within the Region. The MACS membership should include the Drinking Water Coordinators from the affected utilities, the appropriate Operational Areas, CDHS, CUEA, State OES SOC, and FEMA if necessary.</li> <li>5. If activating a Drinking Water MACS at the Region, establish communications with the affected Operational Areas and local water utility(ies). Set up routine schedules of contact.</li> <li>6. Review existing Action Plans. Evaluate, organize and implement actions to support the Operational Area efforts to acquire and distribute alternate potable water. The Action Plan would consider the following tasks:             <ul style="list-style-type: none"> <li>• Identify, evaluate and prioritize drinking water needs (quantity/location/duration) [minimum 2 gallons per person per day], including the needs of critical facilities.</li> <li>• Identify potable water sources. (A list of approved commercial vendors is maintained by the Food and Drug Branch of CDHS and is available through the REOC Water Coordinator.)</li> <li>• Identify methods to secure resource.</li> <li>• In coordination with the affected operational area, identify secure locations to serve as drinking water distribution points (e.g. parks or city halls).</li> </ul> </li> </ol>

Responsible Agent:	<b>STATE OES REGION LEVEL EMERGENCY OPERATIONS CENTER</b>
	<ul style="list-style-type: none"> <li>• Identify staff resources needed to operate water distribution points.</li> <li>• Identify public information notices (coordinate with the CDHS District Office, water utilities, and local utility Public Information Office for appropriate public information announcements and Media interface).</li> <li>• Provide a method to track data on costs incurred in the effort to purchase and distribute potable water.</li> </ul> <p>7. If the situation requires resources beyond the capability of the State OES Region, contact the State Operations Center (SOC) and the CA Utilities Emergency Association (CUEA) Utilities Operations Center (UOC). Provide information on the situation, share the Action Plan from #6 above and identify the need for resource support for alternate drinking water or mutual aid/assistance requests necessary for infrastructure repairs. See Attachments C and D for standardized forms for transmittal of situation report and resource request information.</p> <p>8. Participate in Drinking Water Phone Conferences as established.</p> <p>9. Provide water utilities in the affected area with situation status and information related to providing an alternate potable water supply.</p> <p>10. Maintain contacts with California Department of Health Services (CDHS) District Office of Drinking Water, Operational Areas, Local Water Utilities, and other sources to compile situation information including:</p> <ul style="list-style-type: none"> <li>• Cause and extent of potable water system damage</li> <li>• Estimated duration of potable water system outage</li> <li>• Geographical area affected</li> <li>• Population affected</li> <li>• Actions taken to restore potable water system</li> <li>• Resources needed to reactivate potable water system</li> <li>• Emergency potable water needs (quantity and prioritized areas)</li> </ul> <p>11. While in contact with CDHS District Office of Drinking Water<sup>8</sup> request situation report for affected areas (including information on boil water order areas).</p>

**ATTACHMENT A-6**

**STATE OPERATIONS CENTER LEVEL EMERGENCY ACTION CHECKLIST**

Responsible Agent:	<b>STATE OPERATIONS CENTER</b>
Function:	Among other priorities, as needed, assist in coordinating alternate sources of potable water to affected population and assist in coordinating and implementing strategies to restore potable water system infrastructure. This is achieved through coordination with the Regional Emergency Operations Center (REOC).
Duties:	<ol style="list-style-type: none"> <li>1. Assess impact of the incident based on feedback from the REOC, Utility Branch, CDHS, and other available information. Determine the following:             <ul style="list-style-type: none"> <li>• Cause and extent of water system damage</li> <li>• Estimated duration of system outage</li> <li>• Geographical area affected</li> <li>• Population affected</li> <li>• Actions taken to restore system and obtain alternate drinking water</li> <li>• Service area water quality status</li> <li>• Resources needed to reactivate system</li> </ul> </li> <li>2. Appoint a “Drinking Water Coordinator”, as needed (e.g. OES, CUEA or CDHS staff). If qualified staff is not locally available, request assistance through Emergency Management Mutual Aid (EMMA).</li> <li>3. The Drinking Water Coordinator determines the need to staff a Water Task Group or Drinking Water and secures resources through the EOC Logistics Section.</li> </ol> <p><i>The Drinking Water Coordinator or Drinking Water complete the following duties/tasks:</i></p> <ol style="list-style-type: none"> <li>4. As needed, establish a Drinking Water Multi-Agency Coordinating System (MACS) Group to prioritize and coordinate requests for alternate potable water resources to the affected areas. MACS membership may include the Drinking Water Coordinators from the affected Operational Area EOCs, CDHS, CUEA, State OES SOC, and FEMA if necessary.</li> <li>5. If activating a MACS at the state level, establish communications with the affected REOCs, Operational Areas and local water utility. Set up routine schedules of contact.</li> <li>6. Review existing Action Plans. Evaluate, organize and implement actions to support the REOC efforts to acquire and distribute alternate potable water. The Action Plan would consider the following tasks:             <ul style="list-style-type: none"> <li>• Identify, evaluate and prioritize drinking water needs (quantity/location/duration) [minimum 2 gallons per person per day]. including the needs of critical facilities.</li> <li>• Identify potable water sources. (A list of approved commercial vendors is maintained by the Food and Drug Branch of CDHS and is available through the REOC Water Coordinator.)</li> <li>• Identify methods to secure resources.</li> <li>• in coordination with the affected city or county area, identify secure locations for water distribution points (e.g. parks or city halls).</li> <li>• Identify staff resources needed to operate water distribution points.</li> </ul> </li> </ol>

Responsible Agent:	<b>STATE OPERATIONS CENTER</b>
	<ul style="list-style-type: none"> <li>• Identify public information notices (coordinate with the CDHS District Office, water utilities, and local utility Public Information Office for appropriate public information announcements and Media interface).</li> <li>• Provide a method to track data on costs incurred in the effort to purchase and distribute potable water.</li> </ul> <ol style="list-style-type: none"> <li>7. If the situation requires resources beyond the capability of the CUEA or State OES contact FEMA inform them of the situation, share the Action Plan from #6 above and identify need for alternate water resources.</li> <li>8. For mutual aid/assistance for infrastructure repair, contact the EMAC Coordinator, inform them of the situation, share the Action Plan from #6 above and identify need for the appropriate mutual aid/assistance assistance.</li> <li>9. Provide the Region EOC with situation status and information related to actions to provide alternate potable water supply.</li> <li>10. Maintain contacts with California Department of Health Services (CDHS) District Office of Drinking Water, Operational Areas, Local Water Utilities, and other sources to compile situation information including: <ul style="list-style-type: none"> <li>• Cause and extent of potable water system damage</li> <li>• Estimated duration of potable water system outage</li> <li>• Geographical area affected</li> <li>• Population affected</li> <li>• Actions taken to restore potable water system</li> <li>• Resources needed to reactivate potable water system</li> <li>• Emergency potable water needs (quantity and prioritized areas)</li> </ul> </li> <li>12. While in contact with CDHS District Office of Drinking Water<sup>8</sup> request situation report for affected areas (including information on boil water order areas).</li> </ol>

**ATTACHMENT A-7**

**CA DEPARTMENT OF HEALTH SERVICES EMERGENCY ACTION CHECKLIST**

Responsible Agent:	<b>CALIFORNIA DEPARTMENT OF HEALTH SERVICES (CDHS) DIVISION OF DRINKING WATER AND ENVIRONMENTAL MANAGEMENT (DDWEM) FOOD AND DRUG BRANCH (FDB)</b>
Function:	(1) Ensure the safety and reliability of the public (piped) water supply. (2) Ensure the safety of interim (emergency) water supply (i.e. bottled and hauled water).
Duties:	<ol style="list-style-type: none"> <li>1. Evaluate the safety of the public water supply in the impacted area to determine the need for “boil water” orders; issue boil water orders in coordination with water utility and local health department.</li> <li>2. Through field investigation or other methods, assess damage to water utilities and related water outages. Determine the anticipated duration and estimated population affected by outages (in coordination with State OES Utilities Branch / California Utilities Emergency Association (CUEA). Provide this information to the REOC and SOC. See Attachments E and F for standardized forms for transmittal of situation report and resource request information.</li> <li>3. Provide information to the REOC and SOC on the issuance of boil water orders and on areas of water outages where alternate potable water supplies (bottled/hauled) may be needed (in coordination with CIJEA).</li> <li>4. Oversee the restoration of public potable water systems (reliability and safety) and approve the lifting of boil orders.</li> <li>5. Assist CUEA in identifying the needs of impacted potable water systems for assistance from other utilities (i.e. electrical, telecommunications, etc.) for restoration support prioritization of service, and mutual aid/assistance from other non-affected water systems, including manpower, equipment and supplies. Provide this information to the REOC and SOC.</li> <li>6. See Attachments E and F for standardized forms transmittal of situation report and resource request information.</li> <li>7. Assist in the coordination of water restoration priorities.</li> <li>8. Assist the State OES Water Coordinator (if staffed) in the identification of alternate water supplies including non impacted water systems, water bottlers and haulers, and private water sources (approved private wells and springs) by providing lists of these resources to the REOC and SOC.</li> <li>9. Ensure that water vending machines in areas impacted by boil water orders are not used.</li> <li>10. Assist the Local Health Department<sup>19</sup> in identification of individual and small (non-public) water systems impacted by the emergency, and advise the Water Coordinator of potential alternate water supply needs. Provide procedures for well disinfection, water sampling and lists of approved laboratories on request to local health departments.</li> <li>11. Coordinate with local health officials to identify waterborne disease outbreaks related to the emergency, and identify and correct the cause of such outbreaks.</li> <li>12. Assist Public Information Officers at all levels with public communication and notices related to water outages.</li> <li>13. Participate and support MACS activities.</li> </ol>

## Attachment A-8

### CA Utilities Emergency Association Emergency Action Checklist

Responsible Agent:	<b>STATE OES UTILITIES BRANCH / CALIFORNIA UTILITIES EMERGENCY ASSOCIATION (CUEA)</b>
Function:	Collect damage assessments, coordinate mutual aid/assistance requests, and facilitate the restoration of water utilities.
Duties:	<ol style="list-style-type: none"><li>1. Collect damage assessments of water utilities and related water outages. Determine the anticipated duration and estimated population affected by outages (in coordination with DHS).</li><li>2. Provide information to the REOC (if activated) and SOC on geographical areas of water outages and approximate populations affected where alternate potable water supplies (bottled/hailed) may be needed and be prepared to assist in distribution/delivery operations of those supplies to the affected population as requested (in coordination with DHS). See Attachments E and F for standardized forms for transmittal of situation report and resource request information.</li><li>3. Act as Point of Contact in Identifying needs and facilitate coordination for impacted potable water systems with other utilities (i.e. electrical, telecommunications, etc.) for:<ul style="list-style-type: none"><li>• Restoration support</li><li>• Assist in prioritization of service and mutual aid/assistance from non-affected potable water systems</li><li>• Assist in damage assessment and restoration, including personnel, equipment and supplies</li></ul></li><li>4. Assist water utilities regarding facilitation of security access, incident command post interface, etc.</li><li>5. Assist in the coordination of potable water restoration priorities.</li><li>6. Provide statewide assistance in coordination and representation for all utilities (power, water, telecommunication, pipelines, etc.) on emergency related issues.</li><li>7. Participate and support MACS Group activities.</li></ol>

**ATTACHMENT A-9**

**CA NATIONAL GUARD EMERGENCY ACTION CHECKLIST**

Responsible Agent:	<b>CALIFORNIA NATIONAL GUARD (CNG)</b>
Function:	Coordinate Transportation of CNG resources to provide distribution of bottled/hailed water.
Duties:	<ol style="list-style-type: none"><li>1. On order, transport/deliver bottled water from OES established collection sites to predetermined distribution sites in the area of operations.</li><li>2. Be prepared to assist in distribution/delivery operations to the affected population.</li><li>3. Be prepared to provide engineer equipment/personnel support to assist water utilities in restoring water distribution systems (when requested).</li><li>4. Be prepared to provide Reverse Osmosis Water Purification Units (ROWPUs) with operators to designated sites.</li></ol>

**NOTE:**

In the event of a catastrophic incident requiring activation of multiple CNG units, the CNC will not be able to provide potable water distribution by water buffalo. The CNG will be restricted to provide distribution of bottled water only.

**ATTACHMENT A-10**

**FEDERAL EMERGENCY MANAGEMENT AGENCY EMERGENCY ACTION CHECKLIST**

Responsible Agent:	<b>U.S. DEPARTMENT OF HOMELAND SECURITY - FEDERAL EMERGENCY MANAGEMENT AGENCY (DHS-FEMA)</b>
Function:	The Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) provides DHS-FEMA with the authority to supplement state and local disaster relief and recovery efforts. Under a Presidential emergency or disaster declaration, the federal Emergency Response Team (ERT), under the direction of the Federal Coordinating Officer, provides supplemental assistance to state and local governments
Duties:	<p>At the request of the State, DHS-FEMA, in coordination with agencies and organizations such as the American Red Cross, General Services Administration, and U.S. Army Corps of Engineers may provide supplemental sources of potable water to states, local governments and communities. Duties may include:</p> <ol style="list-style-type: none"> <li>1. Technical assistance with the identification of potable water needs and resources.</li> <li>2. Participation in a multi agency coordination entity established for the purpose of prioritizing emergency response resources, including potable water, over multiple jurisdictions.</li> <li>3. Coordinating the establishment of potable water staging and distribution sites.</li> <li>4. Delivering potable water to State staging areas.</li> <li>5. Distributing potable water to impacted communities.</li> <li>6. Procuring supplemental water purification equipment, supplies and materials.</li> </ol>
References:	<p>The National Response Plan  <a href="http://www.dhs.gov/dhspublic/interapp/editorial/editorial_0566.xml">http://www.dhs.gov/dhspublic/interapp/editorial/editorial_0566.xml</a>            National Incident Management System  <a href="http://www.dhs.gov/interweb/assetlibrary/NIMS-90-web.pdf">http://www.dhs.gov/interweb/assetlibrary/NIMS-90-web.pdf</a>            Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended by Public Law 93-288, June, 2006 <a href="http://www.fema.gov/library/stafact.shtm">http://www.fema.gov/library/stafact.shtm</a></p>

**ATTACHMENT A-11**

**AMERICAN RED CROSS EMERGENCY ACTION CHECKLIST**

Responsible Agent:	<b>AMERICAN RED CROSS</b>
Function:	Provide needs assessment for shelter and distribution point potable water requirements to Local Emergency Operations Center (EOC) and assist in the distribution of alternate potable water supply.
Duties:	<ol style="list-style-type: none"><li>1. Assist LEOC in identifying bottled and hauled potable water needs.</li><li>2. Place requests for specific amounts (bottled and hauled water) and identify delivery sites (mass care facilities and staging areas) to LEOC.</li><li>3. Assist LEOC in the distribution of alternate potable water supplies at ARC mass care facilities (shelters, fixed and mobile feeding sites).</li></ol>

## ATTACHMENT B

### SAMPLE LOCAL DRINKING WATER DISTRIBUTION PLAN

#### Provided by L.A. COUNTY FIRE DEPARTMENT

*The following is an actual Drinking Water Distribution Program implemented by the Los Angeles County Fire Department in response to the Northridge Earthquake of January 17, 1994. The strategies and procedures outlined below are offered as an example for local jurisdictions to use in developing their own emergency drinking water distribution programs. Emergency drinking water distribution programs may vary dependent on the severity of the emergency situation and local conditions.*

#### **BACKGROUND:**

The Northridge earthquake of January 17, 1994 inflicted severe damage to the water distribution grids and the major water supply system serving the Santa Clarita Valley. It would take three weeks to fully restore the quantity and quality of water to the community. A community of some 150,000 people were under orders to boil water, if they had service at all. While recovery efforts were well under way, people needed a reliable supply of safe drinking water in order to travel to work, and send their children to school. All other efforts to recover from the devastation were at risk without dependable water service.

Under the direction of County Chief Administrative Officer, and Fire Chief, the Drinking Water Distribution Group was formed. A team of four Fire Prevention Inspectors from Special Units, their Captain and a Battalion Chief were dispatched to organize and manage this unusual mission. Over the next eighteen days, the group worked around the clock to develop a team of two hundred people who provided bottled water from up to twenty-three distribution sites. Over an eighteen day mission, the group distributed nearly two million gallons of bottled drinking water to the citizens of the Santa Clarita Valley. This guideline reflects the skills learned during that mission.

#### **A. TACTICAL GUIDELINES:**

1. Establish staff positions:
  - a. Group Supervisor
  - b. Water Company Coordinator
  - c. Community Coordinator
  - d. Water Staging Manager
  - e. Water Distribution Manager
  - f. Distribution Site Managers
  - g. Camp Crew Coordinators and crews
  - h. Planning Section (for independent operation)
  - i. Logistics Section (for independent operation)

2. Determine water resources needed and secure resources.
 

Is the community in need of water for domestic use, personal hygiene and sanitation, as well as for drinking? Potable water tenders will, supply water for domestic uses, minimizing the requirement for bottled water. Order the type and volume of resources needed, including, but not limited to:

  - a. Bottled water.
  - b. Potable water tenders.
  - c. Potable tanks and piping.
  - d. Water purification units.
  - e. Cross connections to other water systems.
3. Establish a water staging area that will accommodate the resources ordered.
4. Order the equipment needed to support the mission of the group, including, but not limited to:
  - a. Portable radios with batteries and chargers.
  - b. Tactical radio frequencies.
  - c. Cellular telephones with batteries and chargers.
  - d. Flat-bed trailers with tractors and drivers.
  - e. Fork lifts with operators.
  - f. Fuel for equipment.
  - g. Word processing computer.
  - h. Fax machine with phone line.
  - i. Photo-copy machine.
  - j. Plans or communications trailer.
5. Assure proper documentation of events at all levels of the operation.
6. Assure proper reporting of situation, progress and needs to the Incident Commander, the Fire Department Communications Center, the Fire Department Emergency Command Center, the County Emergency Operations Center, and any community or city Emergency Operations Centers.
7. Establish a schedule for relief to assure a maximum working shift of twelve hours for all personnel assigned to the unit.

**B. STRATEGIC GUIDELINES:**

The operation of the distribution process, once the organization is established, and product has been ordered, is outlined below:

1. Truckloads of bottled water are delivered to the staging area by contract vendors.
2. Trucks are immediately unloaded by forklift to allow them to return for another load without delay.
3. Pallets of water are stored on the ground in staging.
4. Pallets of water are loaded by forklift onto flat bed trucks.
5. When orders are received, the flatbed trucks filled with pallets of water are dispatched by the Staging Manager to the distribution sites.

6. One Camp Crew is dispatched concurrently to unload the truck at the distribution sites. Moving the forklifts was not practical. Many sites did not have enough room to work.
7. The Distribution Site Crew loads one box (six gallons) of water in the vehicles as they pass through the site. More was given upon request. The lines moved faster by keeping people in their cars.

**C. FACILITIES:**

1. Establish a receiving and distribution point for water. A Water Receiving and Distribution Point shall be opened in or near an established incident base. Priorities for choosing a Water Receiving and Distribution Point include:
  - a. 200' by 200' minimum.
  - b. Paved surface.
  - c. Access restricted by curbs,
  - d. Electricity and phone service, if possible.
  - e. Location accessible to major routes of transportation into the area, and into the community.
  - f. Lot with clear access to tractor-trailer rigs.
  - g. Large parking lots of shopping areas, schools, or recreational facilities may work well
2. Establish Water Distribution Sites as needed. Priorities for choosing Water Distribution Sites include:
  - a. 100' by 100' minimum.
  - b. Surface: Paved.
  - c. Access restricted by curbs.
  - d. Electricity and phone service preferred.
  - e. Central and accessible to the community in need.
  - f. Parking lots of schools and recreation facilities work best; shopping areas are less desirable.
  - g. Location near public safety facilities such as fire stations, medical and law enforcement installations is discouraged. The operational efficiency of these facilities is reduced by people in line to receive their water.
3. Criteria for selection of Distribution Site locations:
  - a. Safety of Staff. (Protection from traffic hazards and any hostile environment).
  - b. Areas of population density in need of water.
  - c. Proximity to elder population.
  - d. Areas that are geographically remote.
  - e. Areas isolated by disaster.
  - f. Sites shall be accessible to delivery trucks.

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Attachment D  
EVACUATION CHECKLISTS  
Executive Evacuation Summary Checklist

**1: Situation Assessment**

Determine type, size, and location of emergency

Determine number of people affected

Determine emergency assistance required, especially for vulnerable populations

**2: Infrastructure Assessment**

Conduct infrastructure assessment (public and high-risk buildings)

- transportation
- communications
- utilities

**3: Evacuation**

Identify areas to be evacuated

Identify transportation / roadways to be used

Alert local law enforcement, California Highway Patrol, and Caltrans

Identify vulnerable populations, including people from unique institutions to be evacuated

**4: Alert and Warning / Notification**

Determine if thresholds for alert and warning have been reached

Consider announcing precautionary warnings for vulnerable populations (hospitals, nursing homes/care facilities, schools, special event facilities, etc.)

Identify whether the emergency affects life and property

Activate public warning system: Emergency Alert System, including emergency digital information system (EDIS)

Issue public advisory / notification

Advise Operational Area (if city) / REOC (if county) of situation

Advise affected jurisdictions, agencies, facilities of public evacuation

**5: Initial Response**

Announce a precautionary warning for vulnerable populations

Declare local emergency

Issue local emergency orders/evacuation order

Close affected areas

**6: Public Information**

Issue precautionary warnings and instructions for vulnerable populations

Issue evacuation instructions

Issue news releases

Issue press advisories

**7: Mass Care and Shelter**

Identify sheltering needs and capabilities

- activate/establish multi-jurisdictional agreements for care and shelter
- activate existing agreements with American Red Cross, Salvation Army, community based organizations.
- designate shelter areas
- medical standard

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## EVACUATION CHECKLIST

The checklist is based upon information in the Federal Emergency Management Agency's *Guide for All-Hazard Emergency Operations Planning, September 1996*, the State and Federal Local Guide (SLG) 101.

The information below covers the broad range of issues to consider when contemplating ordering an evacuation.

### 1: SITUATION ASSESSMENT

Identify the following to determine the response and recovery measures to be implemented. This information will help determine the number of people to be evacuated, time available in which to effect the evacuation, and the time and distance of travel necessary to ensure safety.

- Location of emergency
- Size of involved area, actual and potential
- Emergency conditions that could occur and that would require evacuation
- Characteristics of the hazard or threat
  - magnitude
  - intensity
  - speed of onset
  - duration, and
  - impact on local community
- Weather conditions and any expected changes
- Particular areas or facilities which will not require evacuation because of their location or similar circumstances
- Areas potentially subject to evacuation
- Type of area (business, residential, hillside, etc.)

- Population groups requiring assistance during evacuation, including the identification of medical / health issues
  - develop a plan for evacuating the medically fragile, including those in care facilities that should receive a precautionary warning prior to general evacuation announcements
- Number of affected residents
- Number and type of casualties/injuries
- Direction of movement of evacuees
- Ingress/egress routes for emergency vehicles
- Location of staging area
- Emergency assistance required (ambulance, fire, public utility, heavy equipment)

## **2: INFRASTRUCTURE ASSESSMENT**

Identify facilities presenting high risk or providing public services.

- Damage to structures, roads, critical emergency facilities
- Hospitals and other emergency response facilities
- Airports, docks and other transportation centers
- Roadways, elevated freeways, over and under passes
- Dams, reservoirs, aqueducts, and water storage tanks
- Schools and other locations of high population density
- Hillside for landslide damage
- Telephone facilities, electrical relay stations, and high-voltage power lines
- Refineries, radioactive storage areas
- High-rise buildings, brick buildings, and large-scale apartment structures

### 3: EVACUATION

- Identify areas to be evacuated.
- Identify sheltering needs and capabilities.
- Ensure that vulnerable populations receive a precautionary warning prior to a general evacuation announcement.
- Contact American Red Cross or similar agency to establish shelters.
- Establish command post to coordinate evacuation.
- Alert local law enforcement, California Highway Patrol, and CalTrans regarding evacuation.
- Continue to assess evacuation areas.
- Identify destination of evacuees.
- Develop evacuation movement control procedures.
  - Develop approach for controlling the flow of evacuees from threatened area.
  - Specify travel routes.
  - Close roads, airports, other pathways.
- Identify means to transport evacuees.
- Identify evacuation options.
- Identify modes of transportation to be used to move evacuees.
- Identify assembly areas for picking up people that do not have their own transportation.
- Identify methods for the movement of people without their own transportation.
- Develop procedures for the perimeter and interior security of the area, including such things as passes, identification requirements, and anti-looting patrols.

- Identify and develop procedures for the evacuation and care of vulnerable populations.
  - children in school
  - medically fragile individuals in home-care settings
  - children in day care centers nursing home residents (long-term)
  - those persons with disabilities (hearing-impaired, sight-impaired, mentally impaired, and mobility-impaired)
  - non-English speaking people
  - institutionalized individuals (hospitals, mental health facilities, nursing homes (short-term), incarcerated residents (jails, juvenile facilities, drug treatment centers)
  - transient populations (street people, motel and hotel guests, seasonal workers)
  - people without transportation

#### **4: ALERT AND WARNING / NOTIFICATION**

- Determine if thresholds for alert and warning have been reached.
- Identify whether the emergency affects life and property.
- Identify communication contacts.
- Ensure that vulnerable populations have received a precautionary warning.
- Identify means to be used to keep evacuees and general public informed on evacuation activities and specific actions they should take.
- Activate public warning systems to include Emergency Alert System (EAS).
- Issue evacuation advisement / order
  - use EAS
  - use Emergency Digital Information System (EDIS)
- Institute procedures to warn those persons with access and functional needs.
- Advise Operational Area of situation.
- Advise Mutual Aid Coordinators of situation.
- Advise OES Region of situation.
- Notify affected jurisdictions, agencies, and facilities of public evacuation.
  - American Red Cross of need to establish shelters
  - neighboring counties if local shelter facilities will be overwhelmed
  - hospitals of potential influx of patients

## 5: INITIAL RESPONSE

- Declare local emergency (by law enforcement or local governing body).
- Issue local emergency orders to include the following:
  - who will enforce order
  - what areas order applies to
  - relevant time period
  - place of evacuation
- Issue statement on jurisdiction's policy for people that do not comply with evacuation instructions.
- Close affected area(s).
- Assist animal care and control agency's efforts to evacuate animals at risk during catastrophic emergency.
  - identify facilities that may be used to house evacuated animals.

## 6: PUBLIC INFORMATION

- Coordinate outreach/awareness activities with media.
- Disseminate instructional materials and information to evacuees:
  - specific areas to be evacuated
  - list of items that evacuees should take with them
  - departure times
  - pick-up points for people requiring transportation assistance
  - evacuation routes
  - location of mass care facilities outside of the evacuation area
  - information on appropriate actions to protect and care for companion and farm animals that are to be evacuated or left behind
  - phone numbers for American Red Cross shelters (disaster registry)
  - phone numbers for Telesensory Device for the Deaf (TTD) and teletypewriter (TTY) phones for the hearing impaired to obtain evacuation information
- Establish media center for the public to obtain additional information (e.g. hotline)
- Coordinate with appropriate officials (mass care, health and medical) to obtain necessary information
- Schedule news conferences, interviews, and media access
- Coordinate rumor control activity

## 7: MASS CARE AND SHELTER

- Determine need for shelters and whether shelter in-place is appropriate.
- Identify any multi-jurisdictional agreements regarding care and shelter.
- Review existing agreements with American Red Cross (ARC) and Salvation Army re care and shelter.
- Review existing agreements with community organizations that provide care and shelter services in an emergency such as Volunteers Assisting in Disasters (VOADS) and community based organizations (CBOs).
- Enter into agreement with adjacent jurisdictions to arrange for mass care services for evacuees that cannot be taken care of in the home jurisdiction or to provide similar services to other jurisdictions when their evacuees cannot be cared for in their home jurisdiction.
- Identify potential shelters that are accessible to persons with disabilities.
  - shelters that can be modified to be accessible for those with disabilities.
- Activate shelter plan for those with medical needs.
- Activate plan to shelter pets for those going to mass shelters.
- Establish evacuation centers and direct people to them.
- Coordinate transportation access to shelters.
- Ensure shelters are open and staffed.
- Ensure shelters have utilities, water, hygiene, and food facilities.
- Open communications line to shelter.
- Assess if more shelters need to be opened.
- Assess if shelters need to be closed.
- Develop a plan for residents to return to their homes short-term to retrieve goods.
- Develop procedures for the lifting of the evacuation and reentry of the area.