



# County of Santa Cruz

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## HEALTH SERVICES AGENCY

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### ENVIRONMENTAL HEALTH

## Small Water Systems Forum Meeting- First Quarter 2016

March 24<sup>th</sup>, 2016

Community Foundation Santa Cruz County  
7807 Soquel Dr, Aptos, CA 95003

### Introductions and Announcements, Troy Boone and Nathan Salazar

- Guest Presentation: Jeffrey Bensch, Principal Engineer, Sierra West Consultants
- Metering Deadlines:
  - o *October 1<sup>st</sup>, 2015: Meters due to have been installed on all water sources*
  - o *January 15<sup>th</sup>, 2016: Monthly Production Data due to have been reported*
  - o *January 15<sup>th</sup>, 2016: Connection Metering Plans due to have been provided (Community Water Systems only)*
  - o *January 15<sup>th</sup>, 2017: 2016 Monthly Production Data due to be reported*
  - o *October 1<sup>st</sup>, 2017: Connection Metering due to be completed (Community Water Systems only)*
- 2015 electronic Annual Report (eAR) is due April 1<sup>st</sup>, 2016 (Public Water Systems only)
- 1,2,3-Trichloropropane- currently unregulated contaminant that has been the source of some attention in the news recently. The State Division of Drinking Water stated that a Maximum Contaminant Level (MCL) is in the process of being established and is a priority. Currently tested as an "unregulated contaminant" by most labs under their Volatile Organic Chemicals testing packages.
- Annual Local Primacy Agency (LPA) Conference coming up May 23-26, 2016 in Sacramento. Local Primacy Agencies are Counties which have assumed authority to regulate small drinking water systems through a written agreement with the State. The annual LPA conference is an opportunity to discuss issues and new requirements with other counties and State staff as well. Updates on the material covered during this conference will be provided during the next Small Water Systems Forum Meeting.

### Emergency Preparedness Overview for Water System Executives and Managers, Jeffrey Bensch, P.E.

- Objectives
- Many issues with response to Oakland fires
- When San Francisco fire trucks came to help, they could not connect to the Oakland hydrants (difference in size of hose and hydrant fitting)

- NIMS
  - o Very much based on the framework of SEMS, which California had already established
- Why SEMS?
  - o Bill introduced by Senator Petris- house burned down during the fires
  - o CalEMA: now Cal OES (Office of Emergency Services)
- SEMS Requirements
- When an emergency occurs, you have to set up an “instant company” to operate and get the job done
- State Law Says....
- Proper procedures and structures must be observed for FEMA reimbursement of funds spent during
- AWWA and other water agencies pushed for involvement in planning efforts for emergency preparedness
- Pare the framework way down to suit the needs of the water system depending on size, resources, etc.
- SEMS Organizational Levels
  - o Until you ask for help, you bear the responsibility for your own system
- If another entity were to direct you to do something that you disagree with, you may choose not to follow that instruction as the bearer of your system’s responsibility
- EOC Organizational Structure
  - o Logistics:
    - Getting supplies
- Determining how to buy materials and equipment, where to buy it, and how to get it to the site of the emergency where it is needed
- Handling of out-of-town crews: Housing, feeding, fuel, other necessary supplies
  - o Financing and Administration:
- Tracking of bid process if necessary, time spent, etc. for purposes of use while requesting reimbursement from FEMA
- Coordination Between SEMS Levels
- *All disasters begin & end at the local level- Field and EOC*
- Field Response Level
- Local Government Level (EOC)
- EOC Management
  - o Similar to material covered in Board of Director training
- “They’re not there to tell you what to do- the field staff knows what is best for specific questions”
- EOC Management Staffing
- EOC Staffing cont’d
- Communicate roles and responsibilities- assign multiple individuals to the same role as back-up “have to go 2 or 3 deep”- people may be on vacation, etc.
- Executive and Elected Officials Roles & Responsibilities
- Delegation of Authority
- Summary: Management Roles

- State Level (OES)
- Master Mutual Aid Agreements
  - Great to have these in place before the need arises
- It is possible to have a contractor (ex. backhoe) “on the shelf” where you obtain at least three bids for a product or service ahead of time, get competitive pricing, and have them ready if and when you need them
- Mutual Assistance Agreements
  - Water Agency Response Network (WARN)
  - 49 out of 50 states have now implemented this system
  - “Distress signals” are sent to all members, with agreements already in place
- Standardized agreements have been drawn up which take into account the many details to be considered
- No fee to join the network
- Taj Dufour: Would like to hear from neighboring water systems and enhance the networking between Soquel Creek and other water systems
- Contact information:
  - Taj Dufour  
Soquel Creek Water District  
(831) 475-8501 ext. 123  
[TajD@SoquelCreekWater.org](mailto:TajD@SoquelCreekWater.org)
- Interstate Agreements
- Resources Available to Your Agency
- National Incident Management System (NIMS)
  - Very similar to CA SEMS
- Why NIMS?
- Lessons Learned
  - Critical to “speak the same language”
- Federal Directive Says
- National Response Framework (NRF)
- NIMS Components
- NIMS Standardized Organizational Structure
- Control of the flow of information is very important, we do not want to spread misinformation or create a public panic
- NIMS Standards
  - Have a de-brief when the dust settles, update your system as appropriate
- NIMS: What it Is/What It’s Not
- NIMS and Institutionalizing ICS
- NIMS Integration Center
- Preparedness (1)
- Preparedness (2)
- Preparedness Planning
- \*\*If desired, please contact us (Nathan or Troy) to obtain an Emergency Response Plan template that is a more thorough review of resources and helps you to prepare a plan for responding to emergencies\*\*

- Types of Plans
- The most general pieces of information are public, but specifics are not and keeping this in-house reduces your risk exposure to vandalism, theft, etc.
  - Hazard Mitigation Plans
- Look through your system and identify what types of hazards could affect your systems, identify where you are most vulnerable. Flash floods, mudslides, forest fires, etc.
- Once potential hazards are identified, you can identify actions to take to mitigate these and this can inform such things as capital improvement planning (strategizing use and distribution of funds for prioritized replacement and upgrade of system facilities)
- Often the grant funding associated with plans like these are not well known- there was recently \$300 million made available to fund this effort and only 42 applications were received
- Training and Exercises
- Personnel and Equipment/Qualifications and Certifications
  - Again comes back to the issue of making sure that everyone is on the same page
- Incident Command System
  - "One level down from the EOC"
- Why ICS?
- ICS Purposes
- How ICS is Used
- ICS Features
- Common Responsibilities
- Common Terminology
- Organizational Flexibility/Modular Organization
- Management by Objectives (MBO)
  - Similar to approaching the undertaking of a project
- Action Planning
- Incident Action Plan
- Best to have things written down, but you want to avoid getting bogged down with details- there is a delicate balance to strike
  - Napa is a good example (both the City and the County)
- Adapt crew work- decided to divide duties such as keeping one crew on digging work and then having a different crew follow them with a backhoe to fill in the holes once things are set
- ICS Titles and Positions
  - It is important to specify what is needed e.g. "I need *this* without *that*"
- Field Organizational Levels & Titles
- Organizational structures that have been designed to improve based on mistakes from the past
- Practice is essential! Having the information written and available only gets you part of the way there. You need to have clear delegation of responsibilities and simple instructions provided to identified individuals who have volunteered for certain jobs during emergencies. Everyone needs to be familiar with their role!
- Leadership

**Q&A/Discussion:**

- Community Emergency Response Team (CERT) training- related to handling emergencies and physical needs during these incidents
  - Deals more with the “how” than the organizational structure which is covered by SEMS/NIMS, etc.
  - “Nobody likes being told what to do”- this type of teamwork is difficult to pull off and requires careful coordination
  - Very helpful to provide guidance on what to do and what not to do
  - Most fire districts offer this type of training with a regional focus