



California Water Service

Quality. Service. Value.

Emergency Response – Erskine & Oroville

Emergency Preparedness Rulemaking R.15-06-009 phase 2



Gerald Simon, California Water Service & Oakland Fire Chief (retired) - Biography

Gerald Simon serves as the Chief Safety and Emergency Preparedness Officer for California Water Service where he teaches and directs all aspect of Emergency Response in compliance with SEMS, NIMS and ICS mandates. As Safety Chief he manages all companywide Safety programs for California Water Service Group which includes water districts in California, Hawaii, New Mexico and Washington, and assures companywide compliance with all applicable OSHA standards; additionally he also oversees the Workers Compensation program.

During his tenure in the Fire Service, Chief Gerald Simon served for more than three decades. He served for 15 years as a Fire Chief for the Cities of Oakland, Santa Clara and Union City, in California. He also served as Fire Chief for Fort Lauderdale, Florida.

Chief Simon was a fire officer for more than 25 years and his assignments included: fire suppression, fire prevention, emergency medical service, hazardous materials, technical support services, budget special operations, and 9-1-1 center management.

Chief Simon has been a fire service instructor and faculty advisor for two California community colleges and as a disaster preparedness instructor for California Specialized Training Institute. He holds a lifetime teaching credential from the State of California.

Chief Simon currently teaches and mentors at the Executive Development Institute at Dillard University, New Orleans, and has operated a Fire Services Consultant business for more than 25 years. Additionally, Chief Simon has also served as an instructor for the Executive Development Course at the National Fire Academy in Emmitsburg, Maryland.

Chief Simon has served as Corresponding Secretary for the Black Chief Officers Committee of the International Association of Black Professional Fire Fighters. He is a former President of the Fire Chiefs Section of the League of California Cities, and has served on the League's Board of Directors.

Chief Simon has also served on the Governance Committee for the State of California Emergency Medical Services *Vision* Project and the State of California Prevention 2010 Advisory Committee. Past community work includes: Advisory Board, Goodwill Industries; Board Member, Mission City Community Fund; Vice President, Girl Scouts of Santa Clara County, Board of Directors for the Centre for Living with Dying and the Violence Prevention Board for the City of Oakland.

Chief Simon graduated from Santa Clara University with a Bachelor of Science degree in political science. He was the recipient of a fellowship from the International Association of Fire Chiefs and the National Fire Protection Association and completed the Program for Senior Executives in State and Local Government at the John F. Kennedy School of Government at Harvard University.

Chief Simon has participated in four international delegations: Russia for Critical Incident Stress Management, China to reduce fire deaths and increase fire code safety, Great Britain to introduce diversity and inclusion strategies for minorities and women, and Guatemala to build a well for children who were sick and dying for lack of clean water.

Chief Simon believes that by serving, we are served and that service is its own reward.



National Response Framework



Prevent

Recover



Prepare — **Respond**



Over the past 4 years Cal Water has implemented a number of programs to do our part to adhere to our nation's Response Framework.



California Water Service Emergency Response Approach

- Conduct Emergency Response training for all managers, supervisors & corporate officers
- Conduct Emergency Operations Center (EOC) Training
- Train “Boots on the Ground”
- Utilize our Emergency Action Guidebook, a response template for field & office employees





SEMS/NIMS/ICS EMERGENCY OPERATIONS CENTER ORGANIZATION CHART



ICS, SEMS, NIMS – Annual EOC exercises occur so that each officer, supervisor and manager are aware of their position and role during EOC activation.

Note: We have developed operations check sheets for field positions



Emergency Operations Center Training

- Annual Emergency Response Training
 - All districts, all subsidiaries, 20 (six hour) courses
- Adherence to and compliance with National Incident Management System (NIMS), Standardized Emergency Management Systems (SEMS- state), and Incident Command System (recognized all hazard response mitigation)
- Establishment of an Emergency Operations Center (EOC) equipment in every district and every subsidiary – “EOC in a Box”
- Utilizes Emergency “size-up” and field operations check-off sheets to assure a coordinated response



Emergency Response Trailer Unit

Boots on the Ground- We have developed operation check sheets for field positions to follow during normal & emergency operations. Additionally we have a fully equipped Emergency Response Trailer unit (ERTU) that can sustain 6 workers with all tools, equipment, tents, porta- potties and cooking equipment to sustain themselves for 7 days

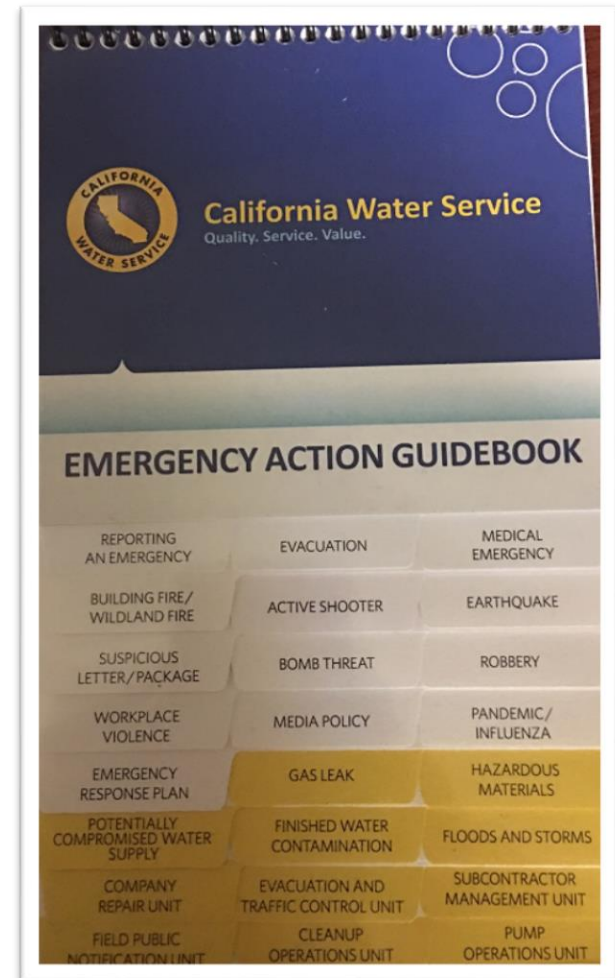


Emergency Action Guidebook

We have developed step-by-step check-off sheets for a number of emergencies including:

- Earthquakes
- Active shooter
- Water quality emergencies
- Floods & storms

These guides were given to EVERY member of the Cal Water staff (desks) and placed in every service vehicle (trucks) to utilize when these emergencies present themselves.



Earthquake Checklist (example)

EARTHQUAKE

Office Actions

During an Earthquake

DROP – Drop to the floor or kneel down in a corner. Avoid falling objects or toppling furniture.

COVER – Take cover under a sturdy desk, table, or other furniture that is not likely to tip over. If that is not possible, seek cover against an interior wall and protect your head with your arms. Avoid danger spots near windows, hanging objects, mirrors, and tall furniture.

HOLD ON – If you take cover under a sturdy piece of furniture, hold onto it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.

- If inside**, stay there. **Do not rush/run outside!**
- In a hallway**, drop near an interior wall away from windows and cover the back of your head/neck with your arms.
- If driving**, you should pull over to the side of the road, stop and set parking brake. If you are on a bridge, overpass, or under power lines, continue on until you are away from the overhead dangers. Wait until the ground movement stops and check for injuries. Be aware of aftershocks, downed wires, or roads blocked by debris. If a power line falls on the car, stay inside until a trained person removes the wire.
- In a meeting or break area**, drop between the seats and protect the back of your head/neck with your arms.
- If outdoors**, move away from overhead hazards such as power lines, trees, and buildings. **DROP** to the ground, **COVER** the back of your neck with your hands, and **HOLD** that position. Be aware of aftershocks.

continued ▶



EARTHQUAKE *continued*

When the shaking stops:

Be prepared for aftershocks. Do not use elevators. Assist others in the area. Report injuries or damages to the nearest supervisor/manager.

- Check for injuries to people in the area.
- Call for medical assistance, and render first aid if needed.
- Check the area for hazards such as building damage, fires, or gas leaks. If the building appears to be unsafe, leave the building and report any urgent problems.
- Listen to a battery-operated radio for emergency information.

Evacuate the building until it has been assessed for damage. Before leaving the building, follow the following evacuation procedures:

- Turn off all electrical equipment.
- Bring emergency supplies, warm clothing, and purses/wallets with you.
- Do not leave anyone behind. Help those who need assistance.
- Assemble in a safe outdoor area.
- Do not create a spark or flame (such as matches) until all gas lines have been checked for leaks and clearance is given from the Fire Department.
- Do not re-enter the building until it has been assessed by inspectors. Cooperate with emergency responders.
- All personnel are encouraged to remain on campus until the conditions of the roads are known.

continued ▶



EARTHQUAKE *continued*

Field Actions

Earthquake Emergency Action

- Activate the DOC or EOC, and assign personnel to survey critical facilities (wells, reservoirs, pump stations, and transmission and distribution systems) that may have been damaged, and report findings back to the DOC or EOC.
- Direct repair personnel to those areas as needed.
- If water distribution lines have been compromised in and around wastewater collection lines, and there is a possibility of contamination, coordinate this information with local government and health services representatives.
- Obtain the status of interconnects to other systems.
- Determine disaster impacts to other water suppliers and their ability to provide water.
- Isolate reservoirs and other water system components as needed.
- Ensure critical treatment plant processes are operable.
- Assess damage to chemical storage and delivery equipment.
- Consider manual operation of reservoirs and pump stations as required.
- Initiate a Facilities Log (Located in **APPENDIX 6 of the ERP**) that indicates which facilities have been checked and their disposition.
- Obtain a status report on nearby highways and roads. Develop a consistent

EARTHQUAKE *continued*

plan for Company response personnel. Ensure adequate ingress and egress for repair activities.

- Have Field Units initiate a general system-wide survey after completing their critical facilities check. They should be aware of fires, fuel leaks, ruptured pipes, downed power lines, utility disruptions, chemical spills, etc. that could affect their movement throughout the district.
- Be prepared to inform utility companies of any known electrical and gas complications.
- In the event of increased water demand, monitor distribution systems to meet the need based on fire suppression efforts.
- Be prepared to inform health officials on other water quality issues, as required.
- If water has been discharged into sensitive areas, coordinate with Cal Water Environmental Affairs, Regional Water Quality Board, and Department of Health Services. Refer to **ANNEX B**, NPDES Best Practices Procedures.
- In the event of a significant aftershock, repeat the above steps.

EOC Activations

Since we launched our emergency response refresh four years ago, we have set up Emergency Operations Centers on 14 different occasions. Most notably, we have had 3 extended EOC activations, which have solidified our use and utilization of Emergency Response Principals.

They included:

- December 2014 storm event – EOC set up for 21 California districts (2 days)
- 2016 Erskine Fire – 108 employees from 20 Cal Water districts (13 days)
- 2017 Oroville spillway incident - EOC in Chico (3 days)



Erskine Fire



Emergency Response to Erskine Fire

KRV Incident Command Center
-staffed 24/7
-11 employees

BK Emergency Operations Center
-staffed 24/7
-16 employees

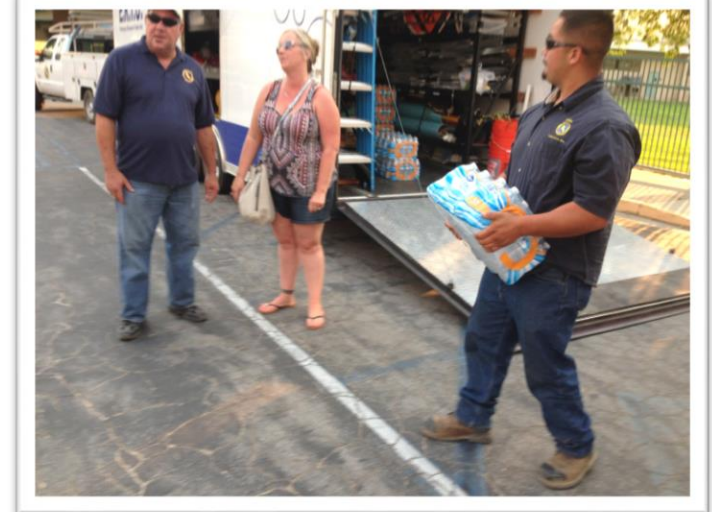
Boots on the Ground:

- Bakersfield – 11 employees
- Visalia – 2 employees
- Rancho Dominguez - 4 employees
- East Los Angeles – 4 employees
- Stockton – 2 employees
- Salinas – 2 employees

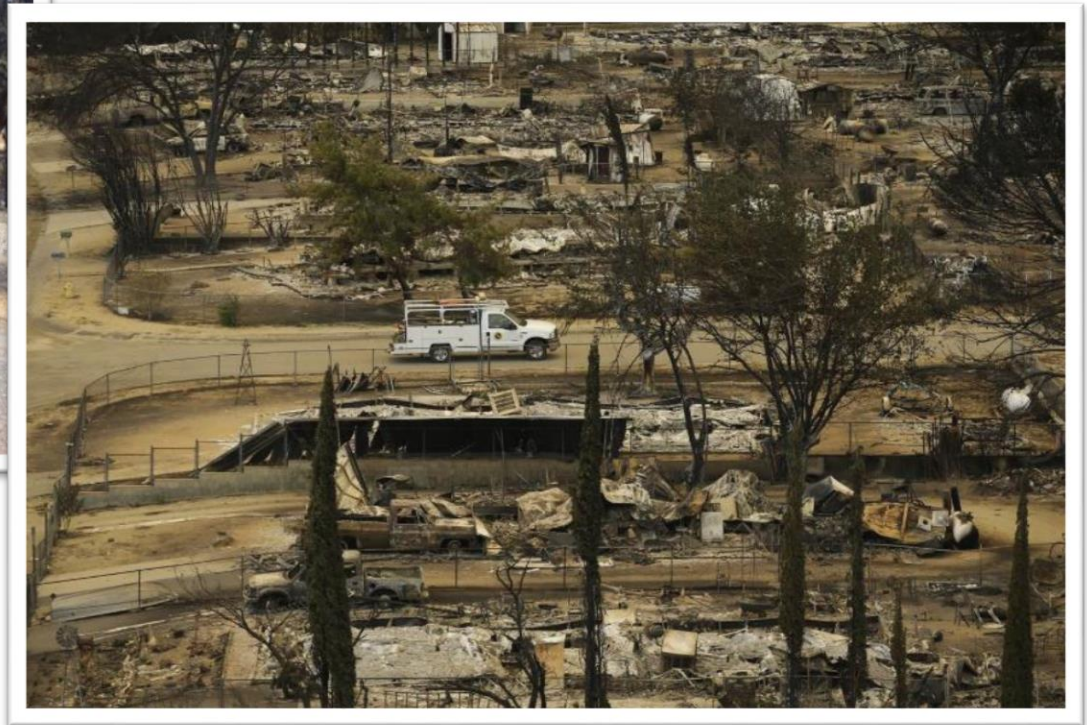


Erskine Coordination - KRV

- 108 people responded
- 14 districts sent personnel and equipment to assist
- Extensive coordination with Cal Fire, Kern County, US Forest Service, and BLM
- 17 days of EOC activation – 13 of those handled in Bakersfield
- Emergency Response Trailer Unit (ERTU) utilized to assist in this effort
- Cal Water focused on our two emergency response missions
 - Provide water for firefighting
 - Provide clean fresh bottled water for our customers to drink



The Aftermath - Recovery

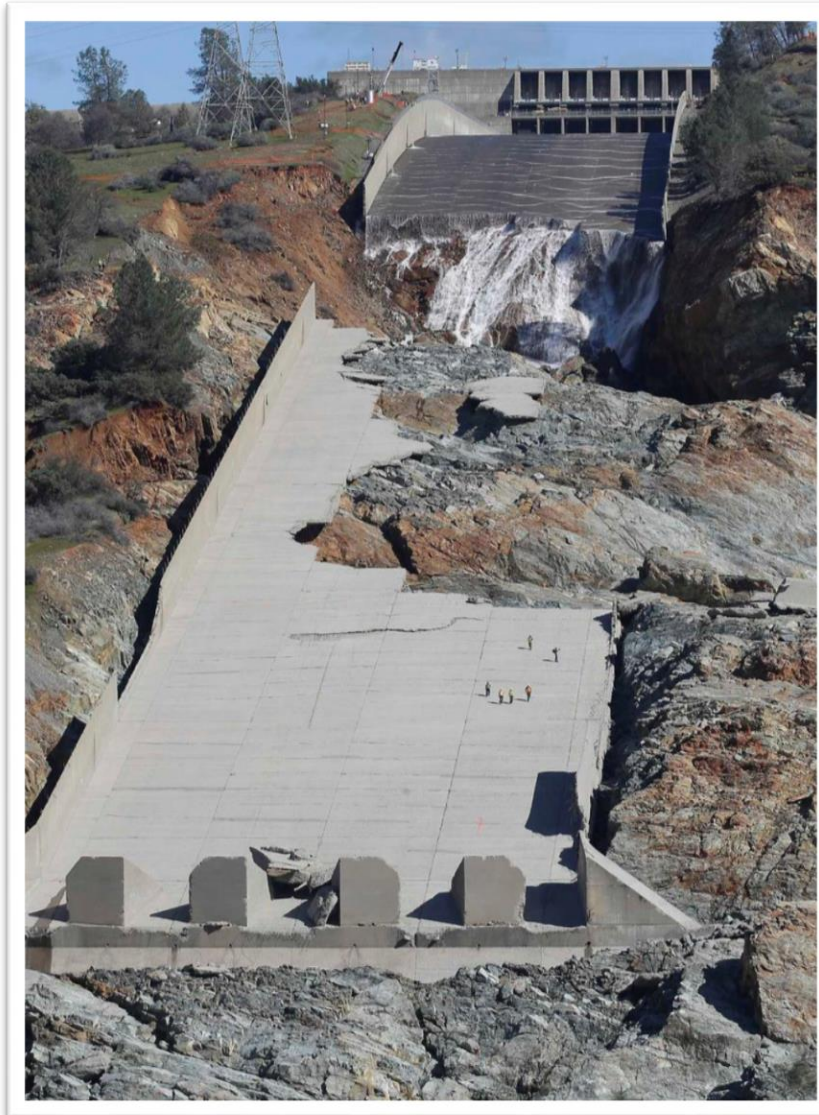


Focusing on Recovery: Critical Incident Response Management (CIRM)

Emotional wellness and peer support is provided to our employees that respond to disasters or traumatic events. Currently, 47 Cal Water employees are trained to provide emotional support following an incident response. The CIRM team has been utilized 12 times during the past 2 ½ years.



Oroville Spillway Incident



Oroville Spillway Incident



Oroville Spillway Incident

- Evacuation of Marysville, Oroville, and Yuba City
- Cal Water had to run pumps manually during the evacuation
- Our operations were set up to protect our workers
 - This included checking with National Water Service, continuing to know when we could respond back to check the water system and fill fuel tanks
- Marysville & Oroville citizens evacuated to Chico Fairgrounds
- Cal Water EOC was established in Chico in support of Oroville & Marysville
- Cal Water embedded in Butte County EOC to support firefighter operations and assure availability of water for firefighting
- Commodity Points of Distribution (CPODs) were set up to deliver bottled water to our thousands of displaced residents
- We provided movie night and See's candy for Valentine's Day
- Extensive coordination with NOAA before repopulation of cities



As a gesture of partnership and a contribution to the community, Cal Water returned to Oroville and Marysville to provide emergency response and EOC training for both cities.



The CITY OF OROVILLE, CITY OF CHICO, and BUTTE COUNTY are invited to

EOC TRAINING

This is an opportunity for greater coordination during an emergency or disaster.

THURSDAY, JUNE 22, 2017

2055 LINCOLN STREET, OROVILLE, CA 95966

8:30AM - 9:00AM

Sign in, meet and greet, and obtain course materials

9:00AM - 12:00PM

Emergency Response Course which includes Incident Command System Refresher

12:00PM

Lunch (*will be provided*)

1:00PM - 2:30PM

EOC Exercise (*Hands on training: Utilize ICS Vests & Positional Checkoff Sheets for a Simulated Disaster*)

2:30PM - 3:00PM

Exercise Debrief and Lessons learned

INVITED GUESTS INCLUDE:

Butte County EOC Staff, Butte County Sheriff's Office, City of Oroville Administration, City of Oroville Fire Department, City of Oroville Police Department, City of Chico Administration, City of Chico Fire Department, and City of Chico Police Department

FOR MORE INFORMATION contact Gerlad Simon at (408) 367-8586
PLEASE RSVP with Cindi Dunsmoor by email: cdunsmoor@buttecounty.net



Cal Water Received 2016 NAWC Living Water Award

- In recognition of our comprehensive response to the Erskine Fire (Kern River Valley District) near Lake Isabella
- 108 Cal Water employees from 14 districts responded in a “mutual aide” fashion to assist a community in need
- This award is direct reflection of the benefits of annual EOC/ICS training conducted by Cal Water



It works well when Prevention, Preparation, Response & Recovery are ALL utilized



**Emergency
Management
Cycle**



Q&A



Thank You!

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