

# **EMERGENCY RESPONSE PLAN**

January 2013 Edition

## CHAPTER 1

### GENERAL INFORMATION AND REQUIREMENTS

#### **1.0 STAFF RESPONSIBILITIES**

Each employee is encouraged to maintain a bag of clothing, and personal effects at the office or in their vehicles.

#### **2.0 FIRST RESPONDER**

As a first responder to any incident, you are the temporary Incident Commander. You are responsible for the following:

1. If there are signs of potential personal danger (intruders, forced entry, etc.) call 911 and do not enter the site until police have arrived.
2. Assess the situation.
3. Contact the On-Call person by calling the main number and following the instructions.
4. Call your supervisor.

#### **3.0 MANAGEMENT RESPONSIBILITIES**

Each department shall maintain an updated inventory of all resources and assets that may be called upon for use during an emergency or disaster. This inventory will be provided to the Emergency Management Team, upon request.

The District will have on hand sufficient food and water to supply employees responding to an emergency for 72 hours. In the event that food and other supplies are needed for a longer period, the Logistics Section Chief will secure additional supplies. The District has bottled water stored at the WWD Campus for employee use during emergencies.

#### **4.0 PROCLAMATION OF AN EMERGENCY**

The Proclamation of an Emergency allows the District to enter into contracts and incur obligations in carrying out emergency work without regard to the time-consuming procedures and formalities normally prescribed by law. These include but are not limited to bid limitations, competitive bidding, employment of temporary workers, and the appropriation and expenditure of public funds.

When it is determined an emergency exists in the District that could escalate to a level beyond the capabilities of local resources, the Board of Commissioners shall adopt an appropriate resolution proclaiming the District to be in a state of emergency or disaster.

When circumstances require immediate attention/remedy, the General Manager or his/her designee may proclaim the existence of an emergency or disaster if there is not sufficient time for the Board of District Commissioners to meet in person or by telephone.

When the General Manager or his/her designee proclaims an emergency or disaster, the Board of Commissioners shall meet to affirm or rescind the proclamation as soon as possible. This proclamation of emergency shall be forwarded to the King County Office of Emergency Management (KCOEM) as soon as possible.

When a disaster occurs requiring District action beyond normal capabilities to protect lives and property and restore required District services, the District's Board of Commissioners can make a local proclamation of an emergency to:

- Authorize emergency use of District resources.
- Allow emergency expenditures.

A sample resolution is located at the end of this chapter. Upon action of the Board, the General Manager or designee should notify adjacent cities and the King County Office of Emergency Management immediately after such a proclamation has been made.

## **5.0 MUTUAL AID**

The statutory authority enabling WWD to enter into Mutual Aid Agreements is provided by RCW 38.52.090. Mutual Aid between organizations can be enacted when a disaster is beyond the capabilities of the District. The following Mutual Aid Agreements are in effect:

- Resolution No. 2951 - Washington Association of Sewer and Water Districts (WASWD) Mutual Aid Agreement
- Resolution No. 3659 - Mutual Aid and Assistance Agreement for WA Water/Wastewater Agency Response Network (WA WARN)

## **6.0 DISASTER ASSISTANCE**

Disaster related expenditures and obligations of the District might be reimbursed under a number of state and federal programs. Complete and accurate records are necessary to document requests for assistance and to ensure and facilitate the maximum eligible reimbursement. State public assistance procedures can be found at [http://www.emd.wa.gov/disaster/disaster\\_forms.shtml](http://www.emd.wa.gov/disaster/disaster_forms.shtml).

All District expenses responding to an emergency or disaster shall be accounted for in detail. Records will be kept in such a manner as to separately identify all emergency event related expenditures and obligations from the general programs and activities of the District.

## 7.0 COMMUNICATIONS

Routine day-to-day modes of communication will continue to be utilized to the degree that they survive the emergency and provide adequate communication with affected agencies. Communication capabilities include:

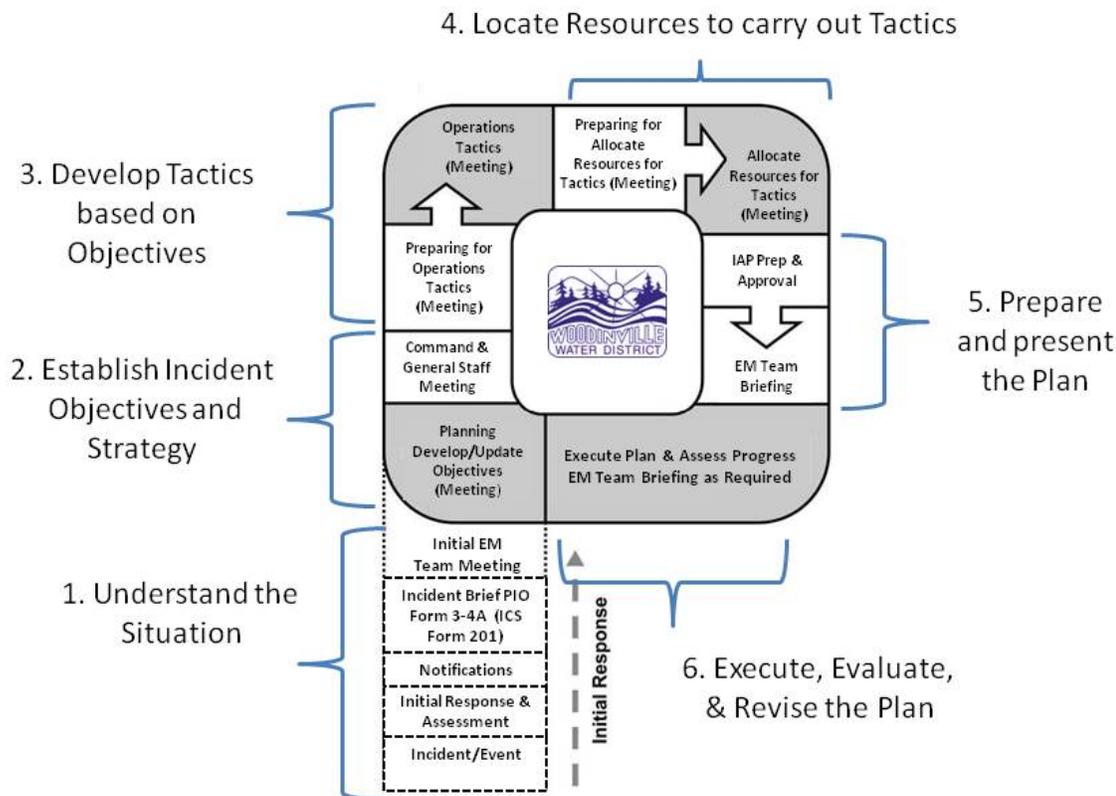
- Commercial telephone (regular and cellular telephones)
- District two-way radio system
- Verizon Push-to-Talk
- City of Woodinville 800 M-Hz radio system
- Computer E-mail
- Fax Machines
- Seattle Public Utilities Wholesale Customer Two -Way Radios

## 8.0 PLANNING PROCESS

There are six (6) primary phases of the planning process that are generally the same, regardless of the type and complexity of the incident. The IC on simple incidents must develop and communicate a simple plan through oral briefings. More complex incidents require a more complete time-consuming planning process and written IAP prepared by the entire EM Team. Six (6) phases of the planning process include:

1. **Understand the Situation** - This first phase involves gathering, recording, analyzing, and displaying a clear and accurate picture of the incident evolving at the moment.
2. **Establish Incident Objectives** – The second phase involves formulating and prioritizing the incident objectives.
3. **Develop Tactics based on Objectives** – The third phase involves determining the tactics (plan of action).
4. **Locate Resources to carry out Tactics** – The fourth phase identifies specific resources status/availability needed for implementing the Incident Action Plan (IAP).
5. **Prepare and present the Plan** – The fifth phase is to complete all documentation associated with the IAP and presents EM Team and oncoming shift as required.
6. **Execute, Evaluate, and Revise the Plan** – The sixth phase is to execute and evaluate the plan in order to ensure success. The EM Team must regularly compare planned progress with actual progress. Adjustments in the plan can then be made as new information emerges or conditions change or adjustments to objectives and tactics can be implemented in the IAP for the next operational period.

## Planning “P” - 6 Phases



### 9.0 EMERGENCY OPERATIONS CENTER (EOC)

Emergency situations vary markedly in speed of onset and in their potential for escalation to disaster proportions. The extent of EOC activation and control depends upon the type of emergency situation, its potential for escalation, its geographical extent, and other factors.

The EOC will ordinarily be fully activated and the Incident Commander shall assume control of emergency operations in any emergency situation of such magnitude as to require mobilization of the District other than those normally involved in emergency services on a day-to-day basis. Consider opening the EOC under the following conditions:

- Damage is widespread.
- The situation is escalating and expected to get worse.
- The situation is beyond the normal emergency response situation.
- The situation within the District is beyond our control.
- Communications are limited or interrupted and anticipated to be so for a long time.

The primary EOC is located in Building A.

If the primary EOC location becomes untenable, operations will be shifted to an alternate facility. If time permits, a phased relocation will occur with the off-duty shift moving to the safer location. Alternate emergency operating facilities, such as Building B and C, should be considered based on suitability or level of capability already in place for carrying out Direction and Control and also on vulnerability to any hazards.

If WWD facilities are evacuated due to an emergency, the EOC will be relocated to either City of Woodinville facilities or a local commercial property/library/church.

**WOODINVILLE WATER DISTRICT COMMISSIONERS  
WOODINVILLE WATER DISTRICT  
KING COUNTY, WASHINGTON**

**RESOLUTION NO. \_\_\_\_\_**

**A Resolution of the Board of Commissioners of the Woodinville Water District,  
King County, Washington Proclaiming an Emergency**

**WHEREAS**, The District's General Manager or designee has reported to the President of the Board of Commissioners

Beginning (date)\_\_\_\_\_that (conditions)\_\_\_\_\_

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Have created an emergency situation by causing extensive damages in parts of the District; and

**WHEREAS**, extensive damage has occurred and may still occur to District facilities; and

**WHEREAS**, it is prudent to take special measures and efforts to reduce the threat to life and property; and

**WHEREAS**, water and sewer utility services are essential to the community; and

**WHEREAS**, there is an emergency present which necessitates activation of the Woodinville Water District Comprehensive Emergency Response Plan and utilization of emergency powers granted pursuant to RCW 57.08-050 (4); therefore,

Now, Therefore, the Board of Commissioners of the Woodinville Water District, King County Washington, resolve:

**SECTION 1**

That it is hereby declared that there is an emergency due to the conditions in Woodinville Water District. Therefore, The General Manager or his / her designee are authorized to enter into contracts and incur obligations necessary to combat such emergency to restore essential water and sewer utility service and to protect the health and safety of persons, property, and the environment.

**SECTION 2**

Each designated person is authorized to exercise the powers vested under Section 1 of this resolution in light of the demands of an emergency situation without regard to time consuming procedures and formalities prescribed by law (excepting mandatory constitutional requirements).

Woodinville Water District Emergency Response Plan

Adopted at a \_\_\_\_\_ scheduled meeting of the Board of Commissioners of the Woodinville Water District, King County, Washington, this \_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

\_\_\_\_\_  
Commissioner – President

\_\_\_\_\_  
Commissioner – Vice President

\_\_\_\_\_  
Commissioner Secretary

\_\_\_\_\_  
Commissioner

\_\_\_\_\_  
Commissioner

## CHAPTER 2

### INCIDENT COMMAND SYSTEM (ICS) ORGANIZATION

#### 1.0 DISTRICT ORGANIZATION

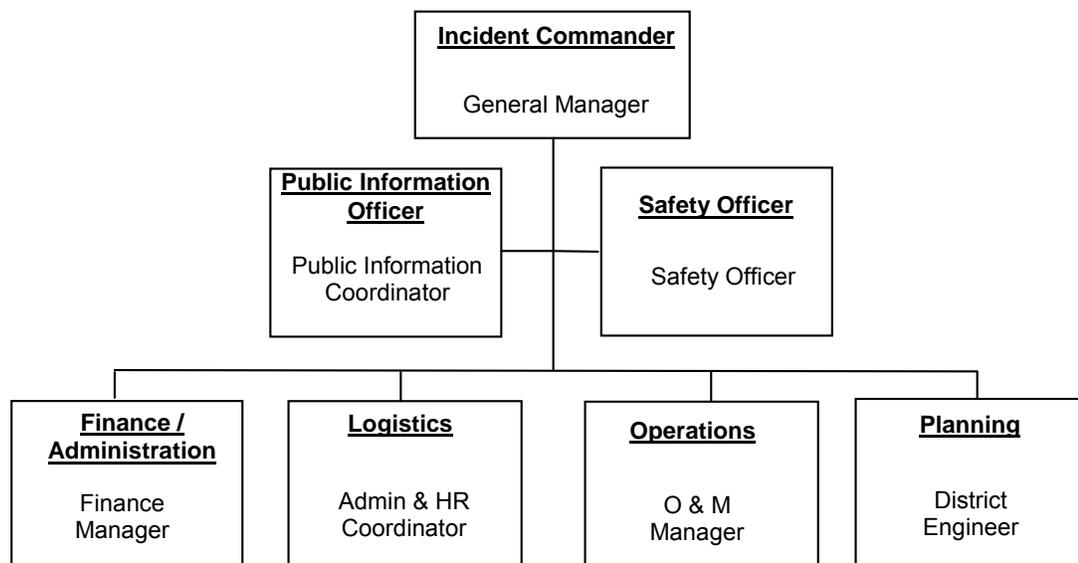
The District will use the Incident Command System when responding to emergencies. The person on call or most senior person by pay-grade on site will be the designated Incident Commander until relieved by a person with higher authority or seniority.

Figure 1 - 1 presents the District's Emergency Response Organization Chart. This organizational chart is under the assumption that the District is fully staffed and responding to a major emergency. If events unfold that prevent the complete staffing of the District, one person will have to carry out several of the functions. Positions will expand and contract as the situation develops and is resolved.

Figure 1 – 1

#### Woodinville Water District Emergency Response Organization Chart

#### Emergency Management (EM) Team



Descriptions of responsibilities for each position are provided in the following sections and are tabbed for convenience and quick access. Not all positions will be filled or one person may handle one or more positions depending upon circumstances. The Incident Commander may delegate any or all of these or other duties to another position. Command Staff include the Public Information Officer and Safety Officer. General Staff include Operations, Planning, Logistics and Finance/Administration Sections.

#### 2.0 EMERGENCY RESPONSIBILITIES

## **2.0.1 Incident Commander (IC)**

The IC is the person in charge of the emergency. He/she runs the operation by either giving orders directly to the work crews (small emergencies) or by directing others to whom he/she has delegated specific responsibilities (large emergencies).

The IC assumes the ultimate responsibility for safety of District personnel, along with strategic decisions related to resource allocation and coordination, policy implementation, and effective efforts in response to an emergency. The IC is responsible for the direction, control and coordination of the District's response. The Incident Commander responsibilities include:

- Overall management of the incident.
- Assessment of the incident priorities.
- Assess resource needs.
- Coordination with outside agencies.

### **2.0.1.1 IC Checklist**

- Assess the situation.
- Develop the IC Structure appropriate to the incident.
- Relate appropriate timetable to EM Team.
- Create or delegate the creation of Incident Objectives (See Objective Tabs)
- Activate EOC if required
- Begin Activity Log with timeline.
- Ensure adequate safety measures and messages are communicated to staff
- Review the Planning Process Section and ensure the appropriate steps are followed
- Communicate with the Board as needed
- Continue to monitor and review Incident Action Plan (IAP).

## **2.0.2 Planning Section Chief (PSC)**

The Planning Section Chief is responsible for creating the response objectives. The Planning Section collects situation and resources status information, evaluates it, and processes the information for use in developing the initial objectives and future objectives as the incident matures. Dissemination of information can be in the form of the IAP, formal briefings, or through map and status board displays. Continue to stay involved in the event and monitor the situation and update the Objectives as necessary. Major responsibilities include:

- Determine incident objectives, documented on ICS Form 202 Incident Objectives located at the end on this section.
- Collects and manages all incident-relevant operational data.
- Providing input to the Incident Commander and Operations Section Chief for use in preparing the IAP.
- Conduct and facilitate planning meetings.
- Determining the need for specialized resources to support the incident (e.g., outside contractors, consultants, etc. with specialized skills).
- Establishing specialized data collection systems as necessary (e.g., fire flow information, weather, etc).
- Assemble information on alternative strategies and contingency plans.
- Reporting any significant changes in incident status.
- Compiling and displaying incident status information.
- Incorporate specialized plans (safety, evacuation) and other supporting material into the IAP.

### **2.0.2.1 Planning Section Chief Checklist**

- Lead the operational planning process.
- Prepare strategic objectives (See Objectives Tabs) and assist EM Team in creating and implementing an IAP.
- Assemble, display, and manage appropriate data, generate situational maps and charts for strategic planning and recovery operations.
- Assess, monitor and manage the staffing needs of the Planning and Operations Sections.
- Establish, maintain, and administer fiscal controls for the Planning Section.
- Begin an activity log that includes: contacts, directives, decisions, etc.
- Determine and assign specialized resources and technical specialists.

NOTE: The District's hydraulic model may be useful for determining the effects of losing a facility from the water distribution system or predicting the spread of a contaminant in the system.

**ICS FORM 202 INCIDENT OBJECTIVES**

<b>INCIDENT OBJECTIVES</b>	<b>1. INCIDENT NAME</b>	<b>2. DATE</b>	<b>3. TIME</b>
<b>4. GENERAL CONTROL OBJECTIVES FOR THE INCIDENT (INCLUDE ALTERNATIVES)</b>			
<b>9. PREPARED BY (PLANNING SECTION CHIEF)</b>	<b>10. APPROVED BY (INCIDENT COMMANDER)</b>		

### **2.0.3 Operations Section Chief (OSC)**

The Operations Section Chief is responsible for the creation and management of all tactical operations of an incident. The Incident Action Plan (IAP) provides the necessary guidance. He/she is the person who tells the crews where to go and what to do. The Operations Section Chief may assist the Planning branch in the formulating of the emergency response objectives. Responsibilities include:

- Managing tactical operations.
- Assisting in the development of the operations portion of the IAP.
- Supervise the execution of the operations portion of the IAP.
- Ensure safe tactical operations.
- Request additional resources to support tactical operations.

#### **2.0.3.1 Operations Section Chief Checklist:**

- Create tactics to accomplish incident objectives.
- Evaluate, organize, assign, supervise, and brief Operation Section staff.
- Obtain current status report on operational response capability and personnel staffing levels in the District, request additional resources if necessary.
- Begin an activity log that includes: contacts, directives, decisions, etc.
- Establish staging areas for operational resources as necessary/appropriate.
- Liaison regularly with EM Team and crew leaders in the field for situation and resource status changes and/or capabilities.
- Regularly update the situation map and status boards to reflect the present situation and priorities.
- Monitor progress on the IAP.
- Ensure appropriate fiscal controls are established and maintained for Operations Section.
- Assess, monitor and manage the staffing needs of the Operations Section.
- Establish information requirements and reporting schedules for Operations Section staff.
- Identify and categorize specialized resources that may be needed or activated.
- Prepare periodic situation reports for the Incident Commander. Situation Reports may include the following: Exact location of major situations; severity of damage and/or destruction; existing threats and difficulties encountered; identify equipment and material availability; evacuation - routes and/or areas; fuel needs; out or downed utilities.

## **2.0.4 Logistics Section Chief (LSC)**

The Logistics Section Chief is responsible for providing facilities, services, and materials in an emergency. This branch procures facilities, personnel, transportation, supplies, equipment, maintenance, fueling, shelter, food services, communications, and medical services. Whenever anything or anybody is needed, Logistics is responsible for getting it.

Responsibilities include:

- Managing all incident logistics.
- Coordinate the set-up of the EOC.
- Providing logistical input to the Incident Commander in preparing the IAP.
- Identifying anticipated and known incident service and support requirements.
- Request/order additional resources, as needed.
- Develop Communications Plan, as required.

### **2.0.4.1 Logistics Section Chief Checklist:**

- Assess, monitor, and manage logistical needs including supplies, communications, facilities, equipment and personnel including EOC operations, medical, food, and shelter support.
- Begin an activity log that includes: contacts, directives, decisions, etc. (digital voice recorder).
- Assist the EM Team to create, approve and implement an IAP.
- Ensure that a resource information system is in place to inventory and identify status changes as well as cost accounting and requisition procedures.
- Prepare verbal and written reports as required by the Incident Commander or the EM Team.
- Track the procurement, transportation, storage, and distribution for resources needed in the emergency response effort.
- Make provisions for District records security.

## **2.0.5 Public Information Officer (PIO)**

The Public Information Officer (PIO) is responsible for the facilitation and coordination of internal and external communications during the event.

The PIO establishes and maintains a working relationship with local media and provides needed information to the media regarding details of the restoration of District services. The PIO works closely with the Incident Commander, and other branches of the ICS. This position will respond to media requests and assists in the preparation of public information releases. Responsibilities include:

- Keeping District staff informed.
- Interfacing with the public and media and/or with other agencies with incident-related information requirements.
- Developing accurate and complete information on the incident's cause, size, and current situation; resources committed; and other matters of general interest for both internal and external use.
- Monitoring and reporting on public information-related issues.

### **2.0.5.1      PIO Checklist**

- Locate and familiarize yourself with contents Crisis Communications To Go Boxes located in the PIO office in Building B and in the Electrical Room in Building A.
- Coordinate all activities within the scope of the Crisis Communications Plan.
- Coordinate with the GM and the IC or designee in preparing the Incident Brief Form 3-4A.
- Coordinate and oversee the development/creation of all printed information. The PIO will coordinate the dissemination of up-to-date and approved information to call-taking staff, department heads / supervisors, and affected employees.
- Ensure development of necessary materials and preparation of messages for the Spokesperson.
- Receive and take appropriate action in response to all inquiries or requests from the media.
- Coordinate the activities for the designated Spokesperson and any Public Information support staff.
- Coordinate and oversee the set-up and activation of a Crisis Communications Center (CCC), *if warranted*.
- Ensure media reports are monitored.
- Coordinate the determination of key audiences to be targeted and which communication channels to utilize.

- ❑ Determine what information should be communicated, including developing at least three key messages. Continually include your key messages. A list of potential key messages can be found on the Key Messages Form.
- ❑ Ensure all information given or communicated to the media is promptly and effectively disseminated to all appropriate WWD employees and placed on WWD's website and on King County's RPIN Website at [www.rpin.org](http://www.rpin.org).
- ❑ Coordinate assistance from the Regional Public Information Network (RPIN), as required.

## **2.0.6 Finance/Administration Section Chief (FSC)**

The Finance/Administration Section Chief is responsible for managing all financial aspects of the incident. In particular, the FSC works with the departments to ensure consistent and thorough tracking of time, money, and assets. Responsibilities include:

- Managing all financial aspects of an incident including the tracking of time spent, payroll, purchasing supplies/equipment, and filling out forms for the Washington Emergency Management Department (EMD) and/or other agencies.
- Providing financial and cost analysis information as requested.
- Brief District personnel on all incident-related financial issues needing attention or follow-up.

### **2.06.1 Finance/Admin Section Chief Checklist:**

- Work with Departments to create and maintain a disaster related file system for employee time reports with fiscal codes and tracking mechanisms within the first operational period.
- Ensure that beginning mileages are logged for vehicles and hours of operation are logged for heavy equipment as well as times that employees started on emergency-related activities.
- Begin an activity log that includes: contacts, directives, decisions, etc.
- Every effort must be made to have funds available for emergency purchases and process payroll.
- Determine the need for cash transactions and manage systems for tracking and record keeping.
- As required, task Departments to document all expenditures related to the emergency.
- Prepare and give verbal and written reports to the Incident Commander and EM Team.
- Prepare Disaster Assistance requests (FEMA and Washington State Emergency Management Division reimbursements for damages and costs in a declared emergency).

## **2.0.7 Safety Officer**

The Safety Officer will take all necessary steps, actively and proactively to ensure the safety of District staff. Responsibilities include:

- Identify and mitigate hazardous situations during planning and implementation.
- Perform safety briefings and prepare safety messages.
- Exercising emergency authority to stop/or prevent unsafe acts during incident operations.
- Participate in Planning Meeting and review IAP for safety implications.

### **2.0.7.1 Safety Officer Checklist:**

- Participate in briefings and status reports as scheduled by the Incident Commander and the Section Chiefs.
- Look ahead for potential hazards and unsafe situations.
- Assess and communicate hazardous and unsafe situations.
- Begin an activity log that includes: contacts, safety advice, decisions, etc. Exercise emergency authority to stop or prevent unsafe acts or conditions.
- Investigate accidents that occur during an emergency.
- Work with the Logistics Section Chief to ensure appropriate PPE and safety equipment is available used for the response.
- Prepare verbal and written reports for the Incident Commander and Section Chiefs.

**CHAPTER 3**

**INCIDENT OBJECTIVES**

Incident Objectives contained in this chapter include:

- 1.0 Bomb Threat
- 2.0 Earthquake
- 3.0 Fire
- 4.0 Flood
- 5.0 Potential Contamination
- 6.0 Power Outage/Failed Facility
- 7.0 Severe Weather
- 8.0 Sewer Overflow/Break/Back-up
- 9.0 Unauthorized Entry/Open Gate/Break-in
- 10.0 Vandalism/Suspicious Mail
- 11.0 Water Main Break
- 12.0 Workplace Violence

**Note:** The Incident Objectives contained in this chapter are generic in nature and may be tailored for each incident based on the real time situation.

## **1.0 BOMB THREAT**

- **Notify PIO**
- **Develop Communication Plan**
- **Staff Accountability.**
  - Determine location of all staff.
  - Identify who is at work and their expertise.
- **Evacuate Facilities**
- **Notify Law Enforcement**

**Note:** The Incident Objectives contained in this chapter are generic in nature and may be tailored for each incident based on the real time situation.

## 2.0 EARTHQUAKE

- **Assess Flood Prone Areas (Critical Infrastructure)**
- **Assess WQ Issues**
- **Develop Communication Plan**
- **Notify PIO**
- **Staff Accountability.**
  - Determine location of all staff.
  - Identify who is at work and their expertise.
- **Track Inventory**
- **Track Road Closures**

**Note:** The Incident Objectives contained in this chapter are generic in nature and may be tailored for each incident based on the real time situation.

### **3.0 FIRE**

- **Assess Damage**
- **Call 911**
- **Develop Communication Plan**
- **Notify PIO**
- **Staff Accountability**
  - Determine location of all staff.
  - Identify who is at work and their expertise.

**Note:** The Incident Objectives contained in this chapter are generic in nature and may be tailored for each incident based on the real time situation.

#### **4.0 FLOOD**

- **Assess Critical Infrastructure in Flood Prone Areas**
- **Assess WQ Issues**
- **Develop Communication Plan**
- **Notify PIO**
- **Staff Accountability**
  - Determine location of all staff.
  - Identify who is at work and their expertise.
- **Track Inventory**
- **Track Road Closures**

**Note:** The Incident Objectives contained in this chapter are generic in nature and may be tailored for each incident based on the real time situation.

## 5.0 POTENTIAL CONTAMINATION

- **Assess WQ Issues**
- **Determine Credibility of Threat**
- **Develop Communication Plan**
- **Notify PIO**
- **Isolate Reservoirs due to Contamination Risk**

**Note:** The Incident Objectives contained in this chapter are generic in nature and may be tailored for each incident based on the real time situation.

## 6.0 POWER OUTAGE/FAILED FACILITY

- **Assess Damage**
- **Develop Communication Plan**
- **Notify PIO**

**Note:** The Incident Objectives contained in this chapter are generic in nature and may be tailored for each incident based on the real time situation.

## **7.0 SEVERE WEATHER**

- **Develop Communication Plan**
- **Notify PIO**
- **Staff Accountability.**
  - Determine location of all staff.
  - Identify who is at work and their expertise.
- **Track Inventory**
- **Track Road Closures**

**Note:** The Incident Objectives contained in this chapter are generic in nature and may be tailored for each incident based on the real time situation.

## **8.0 SEWER OVERFLOW/BREAK/BACK-UP**

- **Assess Damage**
- **Consult Sewer Overflow Emergency Response Plan SOP**
- **Notify PIO**
- **Staff Accountability.**
  - Identify who is at work and their expertise.

**Note:** The Incident Objectives contained in this chapter are generic in nature and may be tailored for each incident based on the real time situation.

**9.0 UNAUTHORIZED ENTRY/OPEN GATE/CUT FENCE/BREAK IN**

- **Assess Damage**
- **Call 911**
- **Notify PIO**

**Note:** The Incident Objectives contained in this chapter are generic in nature and may be tailored for each incident based on the real time situation.

## 10.0 VANDALISM/SUSPICIOUS MAIL

- Call 911
- Notify PIO

**Note:** The Incident Objectives contained in this chapter are generic in nature and may be tailored for each incident based on the real time situation.

## 11.0 WATER MAIN BREAK

- **Assess Damage**
- **Notify PIO**
- **Staff Accountability.**
  - Identify who is at work and their expertise.

**Note:** The Incident Objectives contained in this chapter are generic in nature and may be tailored for each incident based on the real time situation.

## 12.0 WORKPLACE VIOLENCE

- **Assess Risk**
- **Call 911**
- **Notify PIO**
- **Staff Accountability.**
  - Determine location of all staff.

**Note:** The Incident Objectives contained in this chapter are generic in nature and may be tailored for each incident based on the real time situation.

## CHAPTER 4

### TACTICS

Tactics contained in this chapter include:

- 1.0 Assess Critical Infrastructure
- 2.0 Assess Critical Infrastructure in Flood Prone Areas
- 3.0 Assess Damage
- 4.0 Assess WQ Issues
- 5.0 Develop Communications Plan
- 6.0 Notify PIO
- 7.0 Develop Crisis Communications Plan
- 8.0 Isolate Reservoirs
- 9.0 SOP for Positive Sample Test
- 10.0 Staff Accountability
- 11.0 Track Inventory
- 12.0 Track Road Closures
- 13.0 Notify Staff Family

**Note:** The Tactics contained in this chapter are generic in nature and may need to be tailored for each incident based on the real time situation.

**1.0 Objective: Assess Critical Infrastructure**

**Tactics:**

- Check alarms on SCADA
- Retrieve “**Initial Inspection of Critical Assets**” book in orange TO GO BOX by building C front door and additional books are located in O&M Manager’s office.
- Get team & route assignment(s) from incident commander. Example: a team of a minimum of 2 people will assess Route 1.
- The book has keys, facility alarm codes, and instructions if needed.
- Reprioritize routes if additional information is acquired. Use the priority in the book starting with 1-A through 4-G. Communicate to incident commander if you do not follow the route priority.

**Note:** The Tactics contained in this chapter are generic in nature and may need to be tailored for each incident based on the real time situation.

**2.0 Objective: Assess Critical Infrastructure in Flood Prone Areas**

**Tactics:**

- Check alarms on SCADA. i.e. station flood
- Get team & route assignment(s) from incident commander.
- Retrieve Initial Inspection of Critical Assets book in orange TO GO BOX by building C front door.
- The book has keys, facility alarm codes, and instructions if needed.
- Reprioritize routes if additional information is acquired. Use the FLOOD PRONE CRITICAL ASSETS priority in the book starting with 1-A through 4-D. Communicate to incident commander if you do not follow the route priority.
- Travel to Route 1-A (Siphon One) to start critical assets assessment.
- Assess the District asset and complete the inspection form provided under that tab in the book.
- Communicate any problems to the incident commander and move to the next asset.

**Note:** The Tactics contained in this chapter are generic in nature and may need to be tailored for each incident based on the real time situation.

**3.0 Objective: Assess Damage**

**Tactics:**

- Designate staff member to communicate to employees in each building for all staff to meet in building B parking lot per our fire alarm procedures.
- Retrieve one of the PIO To Go Boxes that are located in PIO's office and in the Building A electrical room.
- Wait for the Fire Department's Search and Rescue Team to evaluate the building before staff can re-enter any building.

**Note:** The Tactics contained in this chapter are generic in nature and may need to be tailored for each incident based on the real time situation.

**4.0 Objective: Assess WQ Issues**

**Tactics:**

- Call Supervisor and Water Quality Specialist.
- Check SCADA for Alarms. Get help if needed
- Check with Water Supervisor to see if any work is currently being done on the reservoir.
- Gather up the following items before driving out to reservoir:
  1. Seepage kit, located on counter in building C map room.
  2. Water Quality Sample Kit (orange bucket), located in building D vehicle bay in the black cabinet on the south wall.
  3. Directions to reservoir, located in the orange To Go Box just south of building C front door inside against the west wall.
  4. Site map with Direction how to shut down reservoir. It is located in the same orange To Go Box just south of building C front door inside against the west wall.
  5. Gate valve key, camera, hammer, and screw driver. These may need to be rounded up off different vehicles if the vehicle you are taking does not have them.
  6. Take EPA Emergency Response Tool Box Handbook located in the Water Quality office on the shelf above the desk.
- Drive to reservoir in question.
- Evaluate the Reservoir and Grounds for signs of forced entry. If forced entry is determined, call to have someone bring proper equipment to climb the reservoir.
  1. Check gate and lock
  2. Check fencing
  3. Check reservoir and vaults hatches and locks
  4. Check reservoir vents for holes or tampering. These are located at top of reservoir and should be inspected from the ground unless responder is equipped and trained in climbing reservoirs.
  5. Check ladder on reservoir for any sign of access to ladder
  6. Check for anything unusual around reservoir site such as hoses, containers, garbage, etc.
- If no sign of forced entry is discovered, you are done. Fill out forms in EPA Handbook located under forms tab.
- If forced entry or tampering is possible, 1. Shut down the reservoir per your reservoir shut down instructions acquired from the To Go Box and, 2. Call supervisor.

- Take chlorine and pH samples from the closest source to the reservoir such as a hydrant or sensing line off reservoir.
- Take pictures of your findings and fill out forms in EPA Handbook located under forms tab.
- Notify:
  1. WA State Dept of Health (DOH) Office of Drinking Water Hotline 1-877-481-4901
  2. EPA Water Security & National Homeland Security, National Response Center (NRC)  
1-800-424-8802
  3. Local law enforcement 911
  4. Supervisors
- Meet with staff and outside agencies for next steps.

**Note:** The Tactics contained in this chapter are generic in nature and may need to be tailored for each incident based on the real time situation.

**5.0 Objective: Develop Communications Plan**

**Tactics:**

- Check these communication devices:
  1. Cell Phone & Texting
  2. District Radio
  3. District Land Line
  4. District Email, and Internet
  5. Verizon Push-to-Talk
- Verizon Push-to-Talk – Test Verizon Push-to-Talk phone with another person who you know has their phone with them.
- Cell Phone – Call/text a person on your District phone who has their cell phone in hand to check cell phone communications.
- Radios - Have one person in a vehicle with radio on and one person at the operation base radio located in the NW corner of Ops map room. Call the vehicle and check for a response. If no response grab a hand held radio (located on the north counter in the Ops lunchroom) and try to communicate with the vehicle. If hand held works but base radio is dead, the antenna at Hollywood Reservoir is down.
- Land Line – pick up telephone and listen for dial tone. If you have dial tone, make a call to see if the phone is working.
- Prioritize from the four modes of communication above, Verizon Push-to-Talk, Cell Phone, Radio, or Land line, which will be your main mode of communication to field staff. Communicate this selection to all staff.
- Email/Internet – assign another person to check these items if needed

**Note:** The Tactics contained in this chapter are generic in nature and may need to be tailored for each incident based on the real time situation.

**6.0 Objective: Notify PIO**

**Tactics:**

- Locate PIO To Go Boxes that are located in Public Information Coordinator's office and in the Building A Electrical Room and retrieve the folder that says Communication Plan Phone Numbers.
- Out of that folder, retrieve 1 page titled Local Regional Contact List
- Retrieve 1 page of Employee's and Commissioner's phone numbers. These are located in vehicle glove boxes and most offices.
- Retrieve 1 page of Multi Residence phone contacts
- Retrieve 1 page of Media phone contacts
- Meet to discuss who to call
- Log calls on form 3-8 located in the same folder

**Note:** The Tactics contained in this chapter are generic in nature and may need to be tailored for each incident based on the real time situation.

**7.0 Objective: Develop Crisis Communications Plan**

**Tactics:**

- Call PIO – Notify Public Information Coordinator of situation, leave a message if no answer. If no response, assign a staff member as PIO.
- The assigned PIO will start the Crisis Communications Plan: The First Hour from PIO To Go Boxes that are located in Public Information Coordinator's office and in the Building A electrical room.
- Follow procedures in the Crisis Communication Plan, as required.

**Note:** The Tactics contained in this chapter are generic in nature and may need to be tailored for each incident based on the real time situation.

**8.0 Objective: Isolate Reservoirs**

**Tactics:**

- Check alarms on SCADA. i.e. intrusion, high level, low level.
- Get team & location of incident assignment(s) from incident commander.
- Retrieve How to Isolate Reservoirs book in orange TO GO BOX by building C front door.
- The book has keys, facility alarm codes, and maps to show how to isolate each Reservoir individually.
- Get a District vehicle, making sure you have a valve key, magnetic valve lid puller, hammer, screwdriver, and map book.
- Travel to reservoir site using driving directions and maps in book.
- Disarm Intrusion alarm using directions on cover page of How to Isolate Reservoirs due to contamination risk book.
- Using Reservoir Isolation map, isolate reservoir per directions on map.
- Communicate any problems and completion to the incident commander.
- Arm Intrusion alarm using directions on cover page of How to Isolate Reservoirs due to contamination risk book.
- Travel back to District Headquarters using driving maps in reverse order.

**Note:** The Tactics contained in this chapter are generic in nature and may need to be tailored for each incident based on the real time situation.

**9.0 Objective: SOP for Positive Test Sample**

**Tactics:**

- Notify Supervisor and Water Quality Specialist.
- Get the book titled “**Water Quality Emergency Response SOP Handbook**” located in the Water Quality office on the shelf above the desk.
- Get Sampling Kit in water quality cabinet (orange bucket) located in building D vehicle bay, in the black cabinet on the south wall.
- Open the Water Quality Emergency Response Handbook to the flow chart in the front. Follow the flow chart.
- In the event that we would have to go to public notice, staff needs the meet and come up with a plan.

**Note:** The Tactics contained in this chapter are generic in nature and may need to be tailored for each incident based on the real time situation.

**10.0 Objective: Staff Accountability**

**Tactics:**

- Retrieve one of the PIO To Go Boxes that are located in PIO's office and in the Building A electrical room.
  - Open the box and retrieve the folder that says Communication Plan Phone Numbers.
  - Retrieve 1 page of Employee's and Commissioner's phone numbers. These number can be found in vehicles glove box or in some offices.
  - Retrieve emergency notification log form 3-8 located in the PIO To Go Box.
- Account for all employees at the District by marking them off the employee and commissioners phone number list.
- For staff that is not accounted, call each person and determine their location. Leave a message if they don't answer and document all calls on form 3-8.
- To determine what employees' expertise are you may look at the employee's job titles in the third column on the Employee's and Commissioner's phone number sheet.
- Compile a list: 1) Of all staff that are here at the District, 2) Staff you called, spoke with, and determined their location(s), and 3) Staff that you called and are still unaccounted for.
- Phone the unaccounted staff every half hour to determine their location. Assign this task to someone if needed.

**Note:** The Tactics contained in this chapter are generic in nature and may need to be tailored for each incident based on the real time situation.

**11.0 Objective: Track Inventory**

**Tactics:**

- Find inventory tracking board located in the storage room in building C. Mount board in area as directed.
- Assign personnel to track all assets.
- The inventory tracking board tracks equipment, vehicles, and personnel by moving the magnets that are labeled into the correct positions when assets are moved. If there is no magnetic button for the equipment, vehicle, or person to be tracked, create a new button with one of the blank buttons.
- When personnel arrive or equipment, vehicles, and personnel move to different location, they are tracked by moving the magnet to that location on the map.
- Instruct all staff to call the assigned personnel asset tracking when equipment, vehicles, and personnel move to different location.

**Note:** The Tactics contained in this chapter are generic in nature and may need to be tailored for each incident based on the real time situation.

**12.0 Objective: Track Road Closures**

**Tactics:**

- Find Road Closure magnetic tracking board located in the PIO office in Building B. Mount the board in the EOC.
- Assign personnel to track all road closures.
- Mark any known road closures on the map by placing the correct magnet in the location of the road closure. A key to the road closures will be posted by the map.
- As information on additional road closures is acquired, continue marking on map.
- Sources of road closure information may come from field crews, fire departments, RPIN websites, radio, TV, or customers calling in. Work with the Public Information staff to assign someone to monitor these sources and relay updated information to assigned personnel tracking the closures.
- Instruct all staff to call the assigned personnel tracking road closures.

**Note:** The Tactics contained in this chapter are generic in nature and may need to be tailored for each incident based on the real time situation.

**13.0 Objective: Notify Staff Family**

**Tactics:**

- Assign personnel to notify family members of staff status.
- Instruct staff to call family members as listed on the Employee Emergency Information forms. These MS Excel files by last buy last name located at <G:\0 All Public Folders\Emergency Preparedness\Emergency Contact Info\WWD>
- Take notes and track contacts/notifications.

**Note:** The Tactics contained in this chapter are generic in nature and may need to be tailored for each incident based on the real time situation.