

**Appendix K – Emergency Operations
Manual**

City of Modesto
Water Operations Division
EMERGENCY RESPONSE PLAN

DRAFT

August 15, 2003

Prepared by



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Abbreviations/Definitions

Below is a list of terms that are frequently used throughout the City of Modesto Water Operations Division Emergency Response Plan.

American Red Cross (ARC)	A quasi-governmental agency dedicated largely to providing relief of suffering and welfare activities during war and disaster. The ARC operates under a Congressional charter.
Contamination	An emergency event that compromises the health and safety of water system customers. Contamination may be a result of groundwater contamination, chemical spills, intentional contamination anywhere in the water system, failure of treatment processes, or cross-contamination in the distribution system. A security breach would also initiate a response to a potential contamination event.
Damage Assessment	The appraisal or determination of the actual effects resulting from man-made or natural disasters.
Disaster	The occurrence or imminent threat of widespread or severe damage, injury, or loss of life or property resulting from any natural cause or cause of human origin, including but not limited to fire, flood, earthquake, wind, storm, wave action, hazardous substance incident, oil spill or other water contamination requiring emergency action to avert danger or damage, volcanic activity, epidemic, air pollution, blight, drought, infestation, explosion, civil disturbance, or hostile military or paramilitary action.
Distribution System	A major system of the water business line involving the storage and distribution of finished water to customers.
Earthquakes	An emergency event that compromises the safety of utility personnel and structural integrity of water system facilities.

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Emergency Operations Center (EOC)	The protected site from which civil government officials (municipal, county, state, and federal) exercise direction and control in an emergency.
Emergency Response Plan	A brief, clear, and concise documented description of action to be taken or instructions to all individuals and local government services stating what will be done in the event of an anticipated emergency. The plan will state the method or scheme for taking coordinated action to meet the needs of the situation. It will state the action to be taken, identify by whom, and will address what, when, and where based on predetermined assumptions, objectives, capabilities, direction, and control in a civil defense emergency.
ERP Members	City of Modesto Water Operations Division Managers and Supervisors
Evacuation	Organized, timed, and supervised dispersal of civilians from dangerous and potentially dangerous areas, their reception and care in safety areas, and their return to their own home communities.
Federal Emergency Management Agency (FEMA)	The federal agency responsible for the federal government's portion of the comprehensive emergency management program. It consists of a national office in Washington, D.C. and ten regional offices, one of which is in the Denver Federal Center.
Fire/Explosion	An emergency event that compromises the health and safety of utility personnel and the structural integrity of water system facilities. This type of event may be the result of an electrical fire or an ignition of a flammable substance stored onsite.
Flood/Flooding	A general and temporary condition of partial or complete inundation of normally dry land areas from the overflow of inland and/or tidal waters, and/or unusual and rapid accumulation of runoff of surface waters from any source. Flooding can be an emergency event that compromises the safety of utility personnel and the structural integrity of water system facilities.

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Hazardous Materials (HAZMAT)	Any element, compound, or combination thereof, which is flammable, corrosive, detonable, toxic, radioactive, an oxidizer, an etiologic agent, or highly reactive, and which, because of handling, storing, processing, or packaging, may have detrimental effects upon operating and emergency personnel, the public, equipment and/or the environment.
Hazardous Material Spill	An emergency event that compromises the health and safety of utility personnel. This type of event may be a result of a chlorine gas leak, failure of the chlorine feed system, hydrofluosilicic acid (HFS) leak, sodium chlorite/chlorine dioxide leak or spill of an unknown substance.
Local Emergency	The actual or threatened existence of conditions of disaster or of extreme peril to the safety of persons and property within the City, including but not limited to fire, flood, storm, earthquake, epidemic, infestation, explosion, aircraft crash, hazardous substance incident, oil spill or other contamination of air or water requiring immediate action to avert danger or damage; water or power shortage, civil disturbance, hostile military or paramilitary action; or any other declared disaster that requires the aid and assistance of outside, local, state or federal agencies.
Malicious Acts	An emergency event that compromises the health and safety of utility personnel. Malicious acts include bomb threats, kidnapping or hostage situation, and hostile attacks/civil disturbances (e.g., disgruntled employee).
Medical Emergency	An emergency event that compromises the health and safety of utility personnel. This type of event can include any type of medical emergency.
MSDS	Material Safety and Data Sheet
NOAA Weather Radio	A broadcast system that furnishes continuous weather messages around the clock on dedicated, very high frequencies. It is a part of the warning system.

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PIO	Public Information Officer
Power Failure	An emergency event that causes water treatment processes to fail, shutting down water production.
TCC	Technical Command Center

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Executive Summary

The goal of the City of Modesto Water Operations Division (Modesto Water Operations) Emergency Response Plan (ERP) is to provide a single document from which emergency response personnel can obtain the necessary information to respond to a natural or man-made emergency situation. Those Modesto Water Operations personnel who have emergency response roles to perform must be involved and knowledgeable of the contents and requirements of this ERP. It is recommended that the Modesto Water Operations managers and supervisors receive training on this document to increase their understanding on the responsibilities that the various groups will have when Modesto Water Operations responds to different types of emergency events.

The ERP is only as effective as the information it contains. The sections of the ERP must be maintained and updated by appropriate members of the Modesto Water Operations staff or coordinated by a designated emergency response coordinator. In addition, exercises to acquaint the emergency response personnel with the proper actions and reactions to emergency situations should be conducted semi-annually so that efforts to respond to those situations can be practiced and streamlined. Exercises can take the form of either “table-top” exercises, wherein participants perform a walk-through of actions in response to a “paper” emergency, or full dress rehearsals with simulated emergency situations.

As outlined in the “Communications” section of the ERP, coordination with outside agencies is imperative. Local law enforcement agencies, Modesto Irrigation District (MID), and county, state, and federal agencies may become involved in responding to emergencies, sometimes through the City of Modesto Emergency Operations Center, or the Stanislaus County Emergency Operations Center. A successful relationship with an outside agency is one in which communication takes place not just during an event, but before and after the event as well.

A section of the ERP is devoted to responding to specific events affecting the source water, treatment, and distribution systems. Additional sections focus on topics such as logistics, training, and follow-up. The appendices, numbered to match each section, are intended to provide quick reference information related to the topic of the corresponding section.

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1.0 Introduction to the ERP

1.1 Purpose of the Plan

The City of Modesto Water Operations Division (Modesto Water Operations) has prepared this Emergency Response Plan (ERP) to address crises that could be encountered within its purview – *from water supply to finished water distribution*.

The ERP provides guidance for what should be done in cases of *extraordinary emergencies*. In some cases, the response plans presented can also be useful for responding to more routine situations.

1.2 Goals

By considering, testing, and developing action plans that address various extraordinary emergencies, the likelihood of the emergencies causing negative consequences is reduced. The ERP conforms to the existing vision, mission, and goals of Modesto Water Operations and supports the approved objectives. The ERP will continue to evolve over time as the vision, mission, and goals of Modesto Water Operations change.

The existing vision statement of the City of Modesto is, “ A healthy, safe, attractive, economically vibrant, socially diverse and culturally rich city with a strong sense of identity and pride, a community engaged in the practice of citizenship with governance based on the principle of stewardship.”

The current mission of Modesto Water Operations is to ensure that “Water and Wastewater system capacity and quality is sufficient for all current needs and future economic growth.”

The stated goals are:

- *Sufficient system capacity for the community*
- *Compliance with water quality needs of the community*
- *Plan for system growth and additional supply*

The prioritized objectives of the ERP are to minimize the:

- *Loss of ability to treat water*
- *Loss of ability to store and distribute water*
- *Loss or contamination of source water supply*
- *Inability to efficiently operate, monitor and evaluate the system in a manual mode*

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1.3 Importance of the City of Modesto Water Operations Division ERP and Relationships to Other Agencies for Disaster Response

1.3.1 Importance

For disaster response to be successful, it is critical that Modesto Water Operations has good, communicative relationships with Modesto Irrigation District (MID) and other relevant agencies. Having the ERP prepared in advance will allow Modesto Water Operations to better understand and coordinate the roles of these external agencies. Having this information developed in advance and established is also crucial for the Modesto Water Operations to be in a position to respond to an emergency event in a rapid manner. Rapid and efficient response to emergencies will provide multiple benefits to Modesto Water Operations and its customers through;

- Minimizing the impacts of the event
- Reducing the impact to customers
- Limiting the cost of recovery for the City of Modesto

1.3.2 Definition of Type of Emergency, by Level

The degree and severity of the emergency will dictate the level of response required by Modesto Water Operations staff. The Response Matrix in Table 1.1 will help to properly categorize the event, thus ensuring that the correct level of response is taken. The Response Matrix in Table 1.2 shows the level of response warranted for water operations emergencies.

In the event of an emergency, notification of various entities will be required depending upon the circumstances. This may involve notification of regulatory agencies, the Federal Bureau of Investigation (FBI), critical customers, and so forth.

A Level 1 emergency action level would indicate a low-level event that can be handled within the Modesto Water Operations environment under the normal course of day-to-day business. It may require follow-up reporting and documentation, but it is the lowest level of identified emergency. The problem is readily identified, easily resolved, and there are no impacts to a significant number of customers.

A Level 2 emergency action level would indicate a medium-level event that can be handled within a section of the utility (source water, treatment, or distribution). It may require follow-up reporting and documentation, but it is capable of being handled within that section of the utility. Most Level 2 events will be transparent to customers, but notification should occur for coordination and mitigation measures to have optimum impacts.

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TABLE 1.2
Modesto Water Operations Response Matrix

Emergency Action Levels	Emergency Response Organization	Examples	Criteria
Level 1	No TCC Activation	Small line break	Daily maintenance or operation activity
Level 2	No TCC Activation	Chemical leak at a well site Major valve failure	Non-routine activity that is controlled by Modesto Water Operations staff
Level 3	TCC Activated Modesto Water Operations EOC Staff Notified MID TCC and County EOC Notified	Intentional contamination of water supply Major winter storm or flooding event	Event impacts multiple segments of the Modesto Water Operations and may require assistance of prearranged mutual aid agreements
Level 4	TCC and City of Modesto Water Operations EOC Activated MID TCC Activated County EOC Activated	Loss of power to City of Modesto	Multiple business lines of City Departments are impacted by event and requires full mobilization of jurisdictional/non-jurisdictional resources

An event requiring a Level 3 response is a medium-to-large emergency requiring the activation of the internal Technical Command Center (TCC). It is an event that would impact multiple sections of the utility and require use of the full assets of Modesto Water Operations (and controlled by the TCC) with support from customers and other agencies. The Level 3 event will require follow-up reporting and documentation. Most Level 3 events will be apparent to the customers. Early notification should occur for coordination and mitigation measures to have optimum impacts. (For more information about the TCC, see Section 2.0.)

A Level 4 event would be an extraordinary event. It would require the activation of the Water System TCC and the City of Modesto Emergency Operations Center (EOC) to integrate with surrounding area operations centers. It is an event that would affect portions of the City outside of the water system and require the full assets of Modesto Water Operations with full support from customers and other agencies. The control of these assets would be through activation of the Technical Command Center (TCC). The integration of the external assets would be through the City EOC. The event will require follow-up reporting and documentation, and is not capable of being handled within the Modesto Water Operations. Level 4 events will be apparent to the customers who may also be

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impacted. Early notification should occur for coordination and mitigation measures to have optimum impacts.

1.3.3 Matrix of Critical Water Assets Affected by Emergency Event

The backbone of the ERP is a Hazard Matrix, shown in Table 1.2, that identifies the specific hazards that could impact Modesto Water Operations' critical assets. Over time, this matrix will invariably need to be modified to reflect expansion, identification of new threats, or other changes.

A response to each hazard affecting a critical asset is presented in this plan. Only general procedures are provided because it is impossible to anticipate every contingency. The procedures have been developed to guide Utility staff in implementing a safe and appropriate response to any emergency event.

TABLE 1.2
Water System Hazard Matrix

Situation	Source Water, Treatment, and Distribution
<i>Malicious Acts</i>	
Bomb Threats	X
Kidnapping/Hostage Situation	
Hostile Acts/Civil Disturbance	X
Intentional Contamination	X
<i>Natural Disasters</i>	
Freezing	X
Flooding/Adverse Weather	X
Earthquake	X
Landslide	X
Fire/Explosion	X
<i>System Breakdowns</i>	
Power Failure	X
Telecom Failure	X
SCADA/IT Failure	X
Pipeline break	X
Accidental system contamination	X
<i>Medical Emergency</i>	X

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1.4 Overview of Modesto Water Operations Emergency Systems and Equipment

1.4.1 Modesto Water Utility Well head Backup Power

The Utility has positioned backup generators at a number of critical well and tank sites to support continuation of service in the event that power from the grid is lost.

Emergency generators are located at the following sites:

- Storage Tank 5 Tank 7
- Well 54 Tank 4
- Well 39 Tank 3
- Well 40 Tank 8
- Storage Tank 6/Well 301
- Control Facility for Wells 291 and 292 Wells ____
- Well 225
- Well 289
- Well 293
- Well 33

In addition, the Utility's Vulnerability Assessment recommended that emergency generators be placed at several other critical facilities. The Utility is planning to purchase several additional emergency generators in the next few years to be placed at these critical sites. Some of the sites include:

- XXX

1.4.2 Other Backup Power

(City: Need information on additional backup power available.)

Portable Generators owned by Wastewater

Portable Generators at Rental Companies

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1.4.3 Emergency Equipment Inventory

Emergency equipment includes both supplies for actually addressing the problem as well as for ensuring the health and safety of response personnel. Vehicles, tools, communications equipment, first aid kits, and personal protective equipment could all be used in an emergency. At Modesto Water Operations, these materials can be found in several locations, including the City Corp Yard, the Storage Tank 6 site, various other well sites, and Modesto Water Operations vehicles. A full listing of emergency supplies is providing in Section 3, "Logistics." Codoni Site

1.4.4 Treated Water Storage and Reserve Times

The Water utility on-site treated water storage capacity:

- Tank #2 - offline 600,000 gallon; Well #57
- Storage Tank #3 - 1.3 MG, steel above-ground tank with 4 booster pumps
- Storage Tank #4 - 1.3 MG, steel above-ground tank with 4 booster pumps
- Storage Tank #5 - 1.3 MG, steel above-ground tank with 4 booster pumps
- Storage Tank #6 - 2 MG, 2 booster pumps
- Storage Tank #7 - 500,000 gallons, with one booster pump
- Storage Tank #8 - 1 MG, steel above-ground tank, one booster pump
- Storage Tank #9 - 225,000 gallons, steel, above-ground tank
- Storage Tank #4 (at Well 54 site - 225,000 gallons, steel elevated tank

1.4.5 Modesto Irrigation District Delivery Capabilities

Modesto typically receives nearly one half of its water from MID. MID has two major storage reservoirs for treated water. Two underground concrete tanks at MID's treatment plant can store a total of 5 million gallons. Treated water is then pumped to the Terminal Reservoir facility, which has two five million gallon tanks. Combined, the tanks at the treatment plant and the Terminal Reservoir can meet a flow demand of 15 MGD for about 20 hours.

Modesto water system delivery capabilities are specific to each of the water system clusters. Due to the large number of operating wells, the water system is less vulnerable to large water outages than other systems that rely on a single or limited number of supplies. (City: Recommend that a table of clusters, storage, and internal demand is constructed for evaluating system storage capacity during emergencies)

*Note that reservoir reserve times are cluster-specific.

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2.0 City of Modesto Water Operations Division Command Organization

2.1 Technical Command Center Operations – General

The purpose of the TCC is to provide a centralized response to significant events that affect multiple segments of the Modesto water system. The TCC is both a physical site as well as a coalition of staff. Activation of the TCC requires participation of Modesto Water Operations' senior management and should not be performed during low priority events that can be easily corrected by staff and that have little, if any, visible impact to the public.

The head of the Modesto Water Operations TCC will be referred to as the TCC Commander, and will be staffed by the Director of Operations and Maintenance, or designee. The activation of the TCC will follow the level of response needed, as described in Section 1.3.2. As increased levels of response are needed, the function of the TCC may expand to include other functions or outside agencies under the control of the County EOC.

The TCC Emergency Response Team consists of senior level personnel assigned from the Modesto Water Operations staff (see Appendix 2 for the Modesto Water Operations' organization chart) to perform specific duties and responsibilities as defined by the TCC Commander. (See Figure 2.1 and Table 2.1 for the Technical Command Organization chart and a list of Modesto Water Operations personnel who fill the roles outlined in the chart.). A primary goal of the TCC Commander is to ensure that, at a minimum, emergency responders are trained and prepared to respond to an emergency event. The responsibilities of each position within the TCC are identified in this section. (Table 2.1 lists Modesto Water Operations personnel who fill the roles outlined in the organization chart below.)

The following steps generally define the actions that should be followed by the TCC Commander during an emergency event:

- Step 1: Analyze the type and severity of the emergency
- Step 2: Provide emergency assistance to save lives
- Step 3: Reduce the probability of additional injuries or damage
- Step 4: Perform emergency repairs based on priority demand
- Step 5: Return system to normal operations

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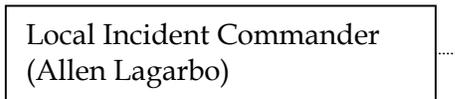
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In the event of an emergency during normal working hours, the person who discovers the problem should contact the TCC Commander. The TCC Commander first verifies the emergency and then initiates response activities as necessary. The TCC Commander then coordinates the activities based on the level of the situation, and if appropriate, activates the TCC with the help of others in the utility.

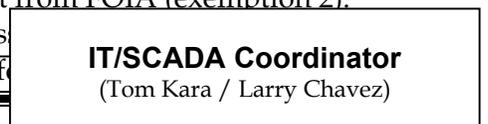
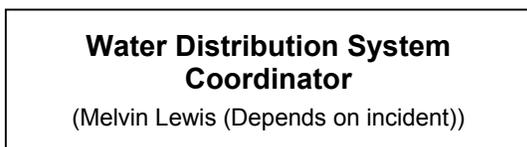
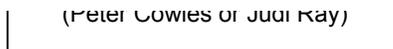
2.2 Emergency Response Team and Emergency Operations

The emergency response structure is shown in Figure 2.1

FIGURE 2.1
City of Modesto Water Operations Division Technical Command Organization Chart



Note: Some events will not require individual staffing for each position. One or two key persons may assume responsibility for accomplishing the required roles and responsibilities.



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The Modesto Water Operations personnel who make up the Emergency Response Team are shown in Table 2.1.

TABLE 2.1
Modesto Water Operations TCC Operations Emergency Response Team (City needs to fill out key staff information.)

Name/Title	Office Telephone No.	Pager No.	Cellular Telephone No.	Home Telephone No.
Allen Lagarbo	(209) 342-2203		(209) 652-9760	(209) 551-8893
Judith Ray	(209) 342-4575	(209) 577-7343	(209) 652-9139	(209) 838-3190
Carl Richter	(209) 342-2205		(209) 569-1985	(209) 578-5794
Steven Berdian	(209)342-2206		(209) 578-8716	(209) 588-1759
Melvin Lewis	(209) 342-2210		(209) 569-3918	(209) 551-1839
Lanora Hill	(209) 342-2212		(209) 652-1351	(209) 537-8210
Jeremy Damas	(209)342-2208		(209) 567-3694	(209) 883-0877

2.2.1 Initial TCC Response Actions

Initial incident actions will be accomplished by the TCC Commander in charge. Initial response requirements are as follows:

1. Provide an initial assessment of the event, including an estimate of area or facility impacted.
2. Notify "911" emergency services (fire, law enforcement) if fire or security response is needed.
3. Determine if there are employees at risk.
4. Evacuate employees at risk away from the hazard.
5. Warn others in the area about the hazard, even if not Modesto Water Operations personnel.
6. For injured personnel, remove them from the hazard area. (Conditions may exist that preclude removal of injured. Notify responding emergency services of this condition.)
7. Account for personnel assigned to the area.
8. Assist emergency response agencies during the response.
9. If local emergency response agencies are called to perform fire and security assistance, turn over incident command responsibilities to the lead fire or law enforcement official

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upon their arrival. Provide assistance and resources at the direction of the emergency response agency Local Incident Commander.

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CITY OF MODESTO WATER DIVISION

501 NORTH JEFFERSON

MODESTO, CA 95354

PHONE: (209) 342-2246

FAX:(209) 577-4983

WATER QUALITY EMERGENCY NOTIFICATION PLAN

CITY OF MODESTO, WATER DIVISION	SYSTEM #'s:
City of Modesto owned Water Systems	5010010, 5010005, 5010006, 5010023, 5010026, 5010029, 5010031, 5010033, 5010034, & 5010035

The following person(s) have been designated to implement the plan upon notification by the State Department of Health Services that an imminent danger to the health of the water user exists:

Name Title	Telephone Day	Telephone Night	Pager/ <i>NEXTEL</i>
Allen Lagarbo Water Superintendent	(209) 342-2203	(209) 551-8893	(209) 652-9760
Melvin Lewis Supervisor	(209) 342-2210	(209) 551-1839	(209) 569-3918
Jeremy Damas Crew Leader	(209) 342-2208	(209) 883-0877	(209) 652-9758
Eric Zeigler Crew Leader	(209) 342-4567	(209) 529-8505	(209) 652-9588
Steven Berdion Supervisor	(209) 342-2206	(209) 588-1759	(209) 578-8716
Carl Richter Supervisor	(209) 342-2205	(209) 578-5794	(209) 569-1985

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Lanora Hill Water Resources Manager	(209) 342-2212	(209) 537-8210	(209) 652-1351
Claudia Hidahl Chief Operator	(209) 526-7608	(209) 537-0324	(209) 505-6800

STATE HEALTH DEPARTMENT PERSONNEL TO BE NOTIFIED:

Name Title	Telephone Day	Telephone Night
Joseph O. Spano District Engineer	(209) 368-3391	(209) 948-3816
Tahir Mansoor Sanitary Engineer	(916) 691-4972	(209) 948-3879
David Remick Sanitary Engineer	(209) 523-1503	(209) 948-3878
Bhupinder Sahota Sanitary Engineer	(916) 952-0952	(209) 948-3881
Susie Lim Sanitary Engineer	(916) 456-8469	(209) 948-3882

If the above personnel cannot be reached contact: Office of Emergency Services (24 hr.) @ (916) 845-8911

STANISLAUS COUNTY HEALTH DEPARTMENT TO BE NOTIFIED:

Name Title	Telephone Day	Telephone Night
John Aud Senior Environmental Health Specialist	209-525-4154	911

STANISLAUS COUNTY OFFICE OF EMERGENCY SERVICES:

PHONE: (209) 525-4658

FAX: (209) 544-6226

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CITY OF MODESTO- WATER DIVISION CALL LIST

Name/Title	Office #	Nextel	Pvt	Pager #	Call #	Home #	Mobile #
RAY, Judith - O & M Deputy Director	342-4575	652-9139	65031	577-7343		838-3190	
Dolly Haskel - Analyst	342-2202	652-0393	335				
Olga Martinez	342-4576	652-2156	334			577-4354	
LAGARBO, Allen - Superintendent	342-2203	652-9760	1008		490	551-8893	505-9751
CAVAZOS, Jose – Water Conservation	342-4580	652-1350	169	578-8670	5025	538-2342	604-8398
JONSON, Brent - Cross-Connection	342-2204	652-9075	1031		505	667-2765	
OFFICE							
BRUMLEY-MARTIN, Ronda - Supervisor	342-2237	652-9594	1026			579-0968	
HOBBS, Jennifer	342-4562	652-6571	51	342-4562	DISP	524-1482	606-8459pc
STROBEL, Dorothea	342-2246	652-9761	1009		OFFICE	577-1181	
	342-2245						
SERVICE / METERS							
RICHTER, Carl – Supervisor	342-2205	652-9755	1003	569-1983	491	578-5794	
COITO, Albert Jr – WDSO		652-9079	1035	236-2353	4921	527-1959	
GIUNTOLI, Gretta – WDSO	342-4583	652-9080	1037	341-1008	4915	869-4894	
HARAN, Dan – WDSO	342-4583	652-9578	1010	236-2504	498	537-9399	
HUDSON, Darrell – WDSO	342-4562	652-9595	1027	569-3210	501	579-0962	
PIMENTEL, Mario – WDSO	342-2246	652-9598	1030	567-3763	5034	577-1745	342-2285
SWEET, Jonathan T – MW II		652-6035	1061		5033	380-1320	
DEVLIN, Andrew – MW II		652-7120	53	341-1402	5041	499-2551	
REEDER, Teresa – MW I, Reader		652-8639	906		5044	522-8197	
MARSHALL, Samuel – MW I		652-7448	1052	576-9767	5042	604-1187	
WILLIAMS, Doug – MW II		652-6592	52	579-6280	5038	537-6933	
FINANCE / Utility Billing	577-5395						
Answer America	523-1863						
Call Duty	602-3554						
Call Duty / Pumps	652-1554						

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CONSTRUCTION							
BERDION, Steve – Supervisor	342-4588	652-9753	1001	530-0684	493	588-1759	AT&T
BAPTISTA, Fred – Crewleader	342-4585	652-9757	1005	578-8902	507	883-2736	602-4675
GIUNTOLI, Ed – Crewleader	342-4587	652-9759	1007	569-1861	4914	869-4894	Sonora
WILLIAMS, Tony – Crewleader	342-4586	652-9756	1004	577-7762	5011	522-3352	579-2695
BEAN, Anthony – Sr Equip Opr		652-9580	1012	341-1404	5015	576-8541	
FLOOD, Ronnie – Sr Equip Opr		652-9077	1033	341-1009	5023	869-1788	
SAVIDGE, Dave – Sr Equip Opr	342-2206	652-9076	1032		5029	526-9236	
BROWN, Roger – WDSO	342-2204	652-9658	9658	576-9086	5010	847-6727	
CAMPOS, Agustin - MWI		652-0857	174		496	571-1438	
DANIELS, Jeff – MW II	342-2206	652-5974	1060		502	576-7952	576-7952
DEHART, Brady – WDSO	342-2202	652-9579	1011	569-1651	5048	548-0926	
DEL RIO, Sal – WDSO	342-2206	652-2573	1041	569-3360	504	523-2356	
DIAZ, Gumaro – WDSO	491-4399	652-6219		569-3791	5037	549-2440	
FRAKES, Tim – WDSO	342-4562	652-7468	1053	341-1402	5031	523-5130	
GONZALES, Matt – WDSO	342-2204	652-9078	1034	341-1011	5024	342-1699	
JONSON, Clint – WDSO	491-4399	652-7431	1051	569-2104	5047	634-7272	
MANTOOTH, Jason – WDSO	342-2202	652-4246	9657		503	669-5824	
PETERS, Larry – MW II	342-2206	652-6587	78		495	874-4944	
RAMOS, Juan "PACO" - WDSO		652-3782	121	491-4399	5027	575-2496	
SANDEZ, Nestor – MW II	342-2202	652-6121	1063		4911	524-6617	576-1832
THORNSBERRY, Kasey – MW I		652-0910	148		5026	883-4201	
THORNSBERRY, Ken Jr –WDSO	342-2202	652-7469	1054	569-2356	4910	883-0894	
TEMPORARY EMPLOYEES							
DEASON, Nicklous C- Reader		652-6127	108	569-1918	5045	669-1589	
PEART, Travis - Carl						531-0989	
SWEET, Matthew – Carl		652-0200			5046	324-1689	
COYLE, Ron							

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PUMPS							
LEWIS, Mel – Supervisor	342-2210	652-9754	1002	569-3918	492	551-1839	
DAMAS, Jeremy – Crewleader / Pumps	342-2208	505-9646	1006	567-3694	494	883-0877	
ZIEGLER, Eric –Crewleader /Valves	342-4567	652-9588	1020	569-1785	5022	529-8505	
BARNETT, Randy – WDSO	342-4567	652-9597	1029	341-1405	5013	571-8438	
GARCIA, Maria P -MW - Landscape	342-4567	652-9989	65026	236-2263	5036	549-0197	
JUAREZ, Ralph – WDSO		652-9598		576-9669	5028	531-9624	
LEATHERMAN, Steve - MM Pumps	342-2208			569-2424	5021	522-1408	505-9747
LITTLEPAGE, Tim - WDSO	342-2208	652-9987	65025		497	634-0195	
MARTINEZ, Manuel – MM Pumps	342-2208			341-1401	5018	543-8413	505-9947
MURKEN, Marty – MM – Pumps	342-2208			576-9698	5030	838-1870	505-9647
NEVITT, Brian – WDSO		652-3777	119	342-2210	506	576-7086	
REECE, Michael – MM Pumps	342-2208			236-4350	5020	581-9617	505-9946
SALCEDO, Louis – MM Pumps	342-2208			576-9427	5016	874-1672	505-9846
SAUNDERS, Willie – MM Pumps	342-2208			569-1602	5019	522-7544	505-9746
SCOTT, Larry – MM Pumps	342-2208			579-6672	5017	521-0473	505-9860
STROBEL, Ron – WDSO	342-2202	652-9298	65011	341-1013	5049	575-1779	
Water Quality							
HILL, Lanora – Water Resources Manager	342-2212	652-1351	171			537-8210	
NEVITT, Natalie – Water Resources Specialist II	342-4581	652-5631	5631	614-0232		576-7086	614-0232
Tank #6 Trailer	FAX 491-5980						
CHIEF WATER TREATMENT OPERATOR							
		Cell					Fax #
Claudia Hidahl	526-7604	505-6800				537-0324	526-7611
ON-CALL NUMBERS							
ELECTRICAL	581-2491						
Phil Hoyt – Electrical Supervisor		652-9589	1021				
Rich Diddens – Electrician		652-9590	1022				
Ruben Castaneda – Electrician		652-9087					
Steve Fassio – Electrician		652-9591	1023				

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PARKS	652-8676						
TREES	652-8660						
STREET SWEEPING	652-8646						
STORES (Jim Richards)	537-5836						
BUILDING SERVICES (Joe Tamez)	652-7046						
(Don Gianoli)	652-2583						
BUILDING MAINTENANCE	652-6530						
WASTE WATER OPERATIONS	577-6300						
WASTE WATER COLLECTIONS	652-9068						
WASTE WATER ELECTRICAL	652-9805						
WASTE WATER PUMPS	652-9067						
ENVIRONMENTAL SERVICES	652-3336						
WATER	602-3554						
FLEET SERVICES	342-2220						
SCADA (Tom Kara)	652-6489						
ENGINEERING & TRANSPORTATION							
Dean Phillips	577-5260						
William Wong	571-5801						
Craig Scott	571-5149						
WQC LABORATORY (John Rivera)	577-6381						
(Kay)	577-6274						
(Lab)	577-6228	525-9311					
MODESTO IRRIGATION DISTRICT							
REGIONAL WATER TREATMENT PLANT	572-7614	526-7611					
STANISLAUS COUNTY OFFICE OF EMERGENCY SERVICES	552-3893						
Name/Title	Office #	Nextel	Pvt	Pager #	Call #	Home #	Mobile #
POLICE DISPATCH (non-emergency)	552-2470						
Emergency Call using Cell Phone	558-4357						
Emergency	911						
MODESTO POLICE DEPARTMENT	342-6177						
COUNTY SHERIFF'S DEPARTMENT	525-7114						
FBI	(916) 481-9110						
American Red Cross	523-6451						
Stanislaus County Office of Education	525-4900						
CalTrans (road related issues)	(800) 427-7623						
City of Modesto Fire Department	572-9590						
Fire Prevention							
Jim Weigand	552-3716						

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Stanislaus Consolidated Fire							
Lyn Rambo	522-3700						
Salida Fire District							
Dave Boyd	545-0365						
City of Ceres Fire District							
Dan Davis	538-5701						
STANISLAUS COUNTY DEPARTMENT OF HEALTH SERVICES							
(John Aud)	525-6700						
Animal Control	572-9679						
Animal Services	588-7387						
Neighborhood Preservation Unit							
Rafael Rodriguez	577-5250						
BSK ANALYTICAL LABORATORIES	(800) 877-8310	(559) 485- 6935					
Caltest Analytical Laboratory	(707) 258-4000						
JL ANALYTICAL LABORATORIES	538-8111						
GeoAnalytical Laboratories	572-0900						
Additional Numbers to Acquire for use in Water Quality Emergency:							
Health Care Providers							
Doctors Hospital							
Memorial Hospital							
St. Josephs Hospital							
<i>Clinics / Dialysis/ Doctors/ Dentists</i>							

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Name/Title	Office #	Nextel	Pvt	Pager #	Call #	Home #	Mobile #
School District Offices							
Schools							
Media - Public Information <i>(City and County Hot Lines Established)</i>							
TV Stations							
Radio Stations							
Modesto Bee							
Additional Resources - State & Federal							
Governor's Office of Emergency Services	(916) 845-8741						
EPA Region IX, Chemical Emergency Prevention & Preparedness Team	(415) 972-3077						
California Air Resources Board	(916) 322-2990						
Centers for Disease Control (CDC)	(770) 488-7100						
Federal Emergency Management Agency (FEMA)							
Office of Emergency Preparedness							
Laurence Livermore National Laboratory							
National Guard							
Army Corp of Engineers							
Equipment Rentals							
Private Companies that have equipment/personnel that could help in an all out emergency.							
Bottled Water Companies							
Aquas							
EPA Water Hotline	1-800-426-4791						
United States Geological Survey							

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NOTIFICATION PLAN

In the event of a water quality incidence, which would constitute an imminent danger to the water user in any of the City of Modesto owned Domestic Water Systems, the Water Division would institute a notification plan as follows:

Upon receiving data that indicates a potential health danger to the water user the City of Modesto would institute follow-up measures, within 24 hours, including but not limited to:

- Removal of Contaminated Well from service.

- Repeat sampling to verify the results.

- Chlorination, flushing, and re-sampling to check the results of the disinfection procedures.

- Institution of structural modifications, as required, to prevent any further contamination from occurring.

- Newspaper notice and/or radio announcements, or possibly hand delivered notices (depending on DHS advice) explaining the problem and offering an appropriate health advisory.

After 24 hours:

- The Modesto Bee may be used to publish further notices, as deemed appropriate by the Department of Health Services, concerning the water quality issues.

- Radio, as well as Television Channel 3 News may be employed to advise customers on the water quality issues that may impact their health.

- A telephone number will be provided where the customer may have their concerns answered by a water quality professional.

- Customers will be notified when there is no longer a health risk in consuming the tap water.

Report prepared by:

March, 2004

Lanora E. Hill / Water Resources Manager
Date

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2.2.2 Initial Operations

The initial response operations will be accomplished by the TCC personnel fulfilling incident command and support roles for emergency response. The organization consists of a primary Local Incident Commander and the TCC Commander. Determination for activation of the TCC is the responsibility of the Director of Operations and Maintenance, or designee.

For events that occur within a building or are localized in a small area (no impact offsite and no emergency response from outside agencies), the senior operations person will assume the responsibilities of initiating the response, notifying workers, and recovering from the event.

For events that require outside assistance from emergency response agencies and result in the potential for loss of service or major system failure, the TCC Commander should activate the TCC. Staffing should include those emergency response positions that would provide direct assistance to the TCC Commander in restoring the system to operation, and providing notification and interface with customers, the public, and the media.

Position staffing depends on the severity of the event. While position roles and responsibilities have been identified for both field and TCC staffing, many of the events that could occur will not require individual staffing for each position. One or two key persons may assume responsibility for accomplishing the required roles and responsibilities. The key component of the Emergency Response Plan is the ability to determine the severity of the event, identify the needed resources to respond, and provide flexibility to expand the response staff if needed. Staffing for the Emergency Response positions will be accomplished by designating existing management and support staff as needed.

2.2.3 Sustained Operations

Should the severity of the event require sustained operations greater than a 12-hour period, the TCC Commander will determine the staffing levels required to maintain expanded shift coverage and to continue response to the event. Sustained operations may require recall of personnel to fill positions needed for monitoring and controlling the event scene. Key positions of TCC Commander and Local Incident Commander should have assigned staffing of a primary and an alternate person. Other positions on the Emergency Response Team should be considered for staffing as needed. Primary and alternate team staffing should receive the same training for emergency response.

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2.3 Modesto Water Operations Responsibilities

2.3.1 TCC Commander – (City: add title of employee filling this role.)

It is the responsibility of the TCC Commander (or designee) to:

- If an emergency/disaster occurs at the water utility, assess the situation to determine the necessary resources and actions required by the Modesto Water Operations staff according to the nature and magnitude of the emergency/disaster.
- Based upon analysis of the current or potential situation, partially or totally activating this plan.
- Initiate deployment of the TCC.
- Integrate TCC operations with the City's EOC, if activated.
- Initiate communications to provide the necessary staffing and resources.
- Implement emergency responses and posture until the threat is diminished and normal day-to-day operations are resumed.
- Identify additional backup personnel and roles for all critical positions.
- Develop priorities for response, event mitigation, and return to service of key operating systems.
- Assign personnel to support the field and TCC response.
- Ensure hazards have been analyzed, and appropriate response organizations notified.
- Ensure notification of regulatory organizations and public officials.
- Direct the recovery of key operating systems.
- Communicate with regulators and public officials on status of the return of services.
- Determine the requirements for termination of the emergency condition, and approve event termination.
- Confirm status of employees, and arrange for follow-on medical care and support to family members for those injured during the event.
- Issue Boil Water Advisories and implement water conservation/rationing plans.

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2.3.2 Modesto Water Operations EOC Liaison – (City: add title of employee filling this role; need to discuss this with MID)

It is the responsibility of the Modesto Water Operations EOC liaison to:

- Respond to the TCC upon activation.
- Establish communication links with both the TCC and the MID TCC representative.
- Collect and record key events associated with the emergency response; maintain a communications log.

2.3.3 Communications/Media Coordinator – (City: add title of employee filling this role.)

It is the responsibility of the Communications/Media Coordinator to:

- Respond to the TCC upon activation.
- Provide initial notification to the appropriate customers, and public officials.
- Establish communication with the Local Incident Commander.
- Collect and record key events associated with the emergency response; maintain a communications log.
- Inform the TCC of key issues related to the response.
- Provide follow-on notifications.
- Prepare and send reports required by regulatory agencies.
- Support notifications to site employees and next-of-kin notifications.
- Determine limitations on the release of information and approve all information releases.
- Serve as Spokesperson for responding to the media. Coordinate the preparation and release of news information to the media and public regarding service interruption, impacts to the public, and actions taken by the utility to restore services. Conduct media briefings. Coordinate with the media on periodic updates regarding response status.
- Coordinate with public officials on the notification of the public for restricted water use or termination of water services.
- Assist with public information and inquiry during the recovery and restoration of service.

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- Arrange for support of response and recovery operations, including photo documentation and video footage.
- Record and update messages/recordings to the emergency telephone “hotline.”

2.3.4 Water Distribution System Coordinator – (City: add title of employee filling this role.)

It is the responsibility of the Water Distribution System Manager to:

- Respond to the TCC at the direction of the TCC Commander.
- Coordinate repairs of the water system.
- Notify the TCC Commander or designee of the emergency situation as the situation develops.
- Inform other departments.
- Identify potential and actual impacts to Modesto Water Operations’ ability to support key system operations.
- Provide technical assistance to the TCC and emergency response personnel (as directed).
- Provide updated drawings and systems maps to the TCC.
- Provide the Emergency Response Team with critical information and equipment necessary to restore or maintain the source water or treatment operations to protect the health and safety of the citizens and the environment.
- Provide necessary manpower to support an emergency response until the hazard threat is diminished and normal day-to-day operations are resumed.
- Provide emergency sources of potable water for essential City relief activities.
- Provide necessary training to operations and maintenance staff for preparation of a hazard threat response.
- Analyze the impacts of system outages.
- Provide damage assessments and engineering analysis of key system operations.
- Assist the Water Operations Supervisor in analyzing the impacts of system outages.
- Implement water conservation/rationing plans.
- Provide updated drawings and systems maps to the TCC.
- Serve as Recovery Manager at the direction of the TCC.

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2.3.5 Utility Maintenance Coordinator – (City: add title of employee filling this role.)

It is the responsibility of the Utility Maintenance Coordinator to:

- Respond to the TCC at the direction of the TCC Commander.
- Provide the emergency response team with critical information and equipment necessary to restore or maintain the operations to protect the health and safety of citizens and the environment.
- Provide necessary training to operations and maintenance staff for preparation of a hazard threat response.
- Identify potential and actual impacts to support key system operations.
- Assist in the design and reconstruction of systems to restore operations.
- Coordinate repairs of the water system.
- Provide necessary labor to support an emergency response until the hazard threat is diminished and normal day-to-day operations are resumed.

2.3.6 Local Incident Commander Responsibilities – Fire/Police/Utilities Representative

It is the responsibility of the Local Incident Commander Responsibilities – Fire/Police/Utilities Representative to:

- Respond to the scene of an event at the utility, and coordinate initial response actions, including first aid, evacuation, and accountability of employees.
- Maintain liaison between the TCC and any on-scene emergency services Local Incident Commander, and provide technical assistance and status information for the utility.
- Communicate status of actions on-scene to the TCC Commander, the Communications/Media Representative, and the City or County EOC if activated.
- Determine status of employees under medical treatment, and report status to the TCC.
- Inform the TCC of decisions on-scene that impact the continuing operations of the utility.
- Assist Operations Support in the recovery of key systems.
- Determine the need for additional response assistance, and request this assistance through the TCC.

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2.3.7 Information Technology (IT) (Larry Chavez) and SCADA Representative (Tom Kara)

It is the responsibility of the Information Technology (IT) and SCADA Representative to:

- Respond to the TCC at the direction of the TCC Commander.
- Provide technical analysis and advice on the restoration and continued operation of hardware and software systems.
- Provide recommendations on the continuity of operations and business continuity for key IT systems.
- Provide analysis of the Supervisory Control and Data Acquisition (SCADA) continued operations.
- Support recovery of IT systems in conjunction with the Operations and Engineering representatives.
- Provide key information on IT system operations and interfaces.
- Support technical information requirements for the Local Incident Commander.

2.3.8 Health & Safety Coordinator

It is the responsibility of the Health & Safety Coordinator to:

- Assist the Local Incident Commander in field response.
- Identify hazardous situations associated with the incident.
- Maintain a Safety Log.
- Provide oversight of operations on-scene, and ensure that emergency operations are accomplished within safety considerations.
- Account for employees, and assist evacuation of personnel.
- Provide assistance in communicating from the incident site to the TCC.
- Ensure identification and accountability of personnel from the utility and local response agencies supporting the response in the field.
- Provide assistance in the technical analysis of system operations.
- Provide assistance with law enforcement personnel for security and escort of emergency response teams.
- Support recovery operations in conjunction with the Water Operations Supervisor.

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2.3.9 Logistics Coordinator

It is the responsibility of the Logistics Coordinator to:

- Collect information for Federal Emergency Management Agency (FEMA) documentation.
- Provide assistance in purchasing supplies and equipment.
- Coordinate emergency contracts.

2.4 City of Modesto Water Operations Division Technical Command Center

The Modesto Water Operations Division Office in the City Corp Yard Building is usually the first/preferred site of TCC operations to respond to situations affecting the domestic water supply. The physical location of the Water Department is:

Address: 501 N. Jefferson Street . The facility's telephone and fax numbers are:

Telephone: (209) 342-2246 Fax: (209) 577-4983

An alternate location for the Modesto Technical Control Center is the City of Modesto Emergency Operations Center. This site is located at:

Address: 1010 Tenth Street

Telephone: _____ Fax: _____

The City EOC is located in the City Municipal Building located at:

Address: 1010 Tenth Street

Telephone: _____ Fax: _____

The Stanislaus County EOC is located at 3705 Oakdale Road and may also serve as an alternate EOC in the case of a Level 3 or 4 emergency involving evacuation of the TCC and the City EOC.

2.4.1 Location Maps for the TCC and City Emergency Operations Center

FIGURE 2.2 (CITY: NEED LOCATION MAP THAT SHOWS TCC AND EOC).

Title

The Primary TCC, located at _____

The Alternate TCC, located at 1010 Tenth Street.

The City EOC, located at 1010 Tenth Street.

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2.4.2 Suggested Supplies to be Stored at the Utility TCC

The following supplies should be kept at each operations center at all times. Supplies should be checked every 6 months or following an emergency event.

- Modesto Water Operations ERP
- MID ERP
- Water System Master Plan
- Water System Map
- Log of Events for Each TCC Position
- NOAA weather radio
- Two-way radios
- Cell phones
- Photocopier
- Computer access to key information (personnel data, business continuity planning, FEMA data collection)
- Generator to offices
- City Emergency Operations Plan
- County Emergency Operations Plan
- City street map
- Copy of all emergency response checklists for TCC positions
- FAX machine
- Note pads
- Food and Water
- Emergency lighting/flashlights
- Still Need
- Spare batteries for radios and flashlights

2.5 Mutual Aid Agreements

Before an emergency occurs, mutual aid agreements should be established with nearby water providers, emergency suppliers, local military installations, and other agencies who can assist during an emergency.

Modesto Water Operations should coordinate with the Fire Department and HAZMAT teams to be certain that these groups have the TCC Commander contact information and will call the TCC Commander if a chemical spill occurs.

The City is also investigating joining the Water/Wastewater Agency Response Network (WARN). WARN is an organization of water and wastewater treatment agencies in California that agree to support each other during emergencies. WARN also promotes emergency preparedness and planning. The WARN web site provides an emergency equipment database that matches utility resources to a member's needs during an emergency.

WARN

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3.0 Logistics

This section inventories the resources available to respond to emergencies, including tools for completing necessary work, guaranteeing personnel safety and comfort, and ensuring initial and sustained operations.

3.1 Transportation Resources

(City: need to get list of transportation resources.)

3.2 Support of Response Personnel

During any emergency situation, particularly one requiring a lengthy response, it is important to provide for the health, security, and comfort of employees. The following checklist presents necessary elements of supporting response personnel.

- Decontamination facilities
- Replacement clothing, additional protective clothing, replacement footwear and gloves and other personal protective equipment
- Shift schedules and rest periods designed to avoid exhaustion
- Meals and safe support areas for removal of personnel from a site
- Means for personnel to ensure the safety of their families

3.3 Equipment and Supplies

For emergency supplies, Modesto Water Operations should establish an on-call contract with suppliers ready to go in case of emergency. It is recommended that Modesto Water Operations establish a master Utility Contacts and Supplies List (chemicals, major valves and pumps in storage, etc.) to promptly replace onsite supplies as they are consumed. This list would be placed Appendix 3.0 of this document.

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3.4 Emergency Checklists

The following checklists are presented in Appendix 3:

- Vehicle inventory
- List of equipment kept on trucks
- List of emergency response supplies
- Contract laboratories and capabilities

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4.0 Training

Modesto Water Operations staff has previously received training on CPR/first aid, hazardous materials, and other health and safety topics. Such training supports the implementation of the Modesto Water Operations ERP. In addition, all Modesto Water Operations managers and supervisors must fully understand the overall concepts, procedures, and responsibilities outlined in the ERP to respond effectively to a disaster. It is recommended that the Modesto Water Operations managers and supervisors attend a half-day training session on the ERP. The training can be conducted by a designated ERP Coordinator. The supervisors and managers would be responsible for making sure that their staffs understand their individual responsibilities during the different levels of events.

Training and drills ensure that personnel are prepared to respond to, manage, mitigate, and recover from emergencies associated with operations. Participants include personnel assigned to the emergency response organizations, emergency first responders, and general employees. Training programs include both classroom and hands-on experience. Drills complement and reinforce formal classroom instruction. Drills can also provide a facilitated, self-paced training tool for the emergency responder, as well as a means of validating emergency response procedures and job aids.

The ERP Coordinator provides overall management, conducts training, and ensures that the requirements and applicable industry standards are met or exceeded, such as basic awareness training to ensure that employees are prepared to provide initial response to an emergency. The Modesto Water Operations ERP and associated standard operating procedures serve as the foundation for this training.

4.1 Training

4.1.1 Training Methodology

Six common settings used for training delivery are:

- Formal, group-paced classroom instruction
- Formal, self-paced programmed instruction (including computer-based training)
- Tabletop exercises, workshops, seminars, and awareness training
- Shift briefing; required reading
- On-the-job training
- Drills

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Internal

The Emergency Preparedness training program goal is to maintain 100 percent of all assigned ERP team members (primary and alternate) trained to requirements at any given time. (ERP team members are Modesto Water Operations managers and supervisors.) The standard for ERP training is for 90 percent of all assigned ERP team members (primary and alternate) to be trained to understand all requirements at any given time. Should the percentage of trained ERP team members fall below the established standard, the ERP Coordinator should initiate corrective actions to conduct the specific training and drills necessary to maintain the standard.

ERP training should be offered to new team members no later than 120 days following hire or promotion. The intent is to use only trained ERP team members during emergency response. However, in the event the assigned ERP member is not yet trained, or a trained member is not available, personnel with the appropriate functional expertise may be used at the discretion of the TCC Commander.

Desktop/Classroom

Members that receive and satisfactorily complete formal classroom training will participate in hands-on, position-specific training.

Drills

Table-top drills and field training drills are conducted as an adjunct to classroom and position-specific training on an as-needed basis.

External

Chemical Awareness and Chemical Operations

All employees, as a component of the new employee in-processing system, will be scheduled for this training by the Human Resources Department

Extinguisher

All employees, as a component of the new employee in-processing system, will be scheduled for this training by the Human Resources Department.

First Aid/CPR

All employees, as a component of the new employee in-processing system, will be scheduled for this training by the Human Resources Department.

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4.1.2 Training Requirements

TABLE 4.1
Emergency Preparedness Training Requirements

	Fire Extinguisher	Chemical Awareness	Chemical Operations	Emergency Response Organization	Intruder Alarms	First Responder	Respirator Training	First Aid/CPR
All Employees	R	R	R		R		R	R
Emergency Response Members and Staff that may witness or discover a hazardous material incident	R	R			R	R	R	R
Emergency Response Members and Staff that are expected to respond in a defensive mode to an incident	R	R	R	R	R	R	R	R
Public Information Staff				R				

(R = Required)

4.1.3 Applicable Training Topics

Training topics that support proper implementation of the ERP include:

- Overview of the Modesto Water Utility Emergency Response Plan
- Incident Discovery and Notification Procedures
- Technical Command Center Training
- Contaminant Response Training
- Simulations and Table-Top Exercises Involving Modesto Water Operations Personnel
- Simulations and Table-Top Exercises Involving Multiple City Departments and External Agencies
- Emergency Shut-down Procedures
- Evacuation to an Earthquake Rendezvous Point
- Chlorine Leak Evacuation Procedures
- Operation of the Emergency Generators
- First Aid/CPR
- Hazardous Materials
- Confined Space Entry

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- Fire Extinguisher
- Working at night

Training on these topics and other related topics are conducted during the safety meetings or in special training sessions.

4.2 Exercises

Simulated exercises are the primary way for the ERP to be tested and evaluated. Simulated exercises provide an opportunity for ERP team members and staff to become familiar with specific emergency procedures. Examples of exercises that support this plan include:

- Hazardous Material Spill
- Contamination Event
- Flood/Inclement Weather
- Manual Operation - PLC Failure Without Power Failure

4.2.1 Water System Table Top Exercise No. 1: Water Quality Contamination Event

The purpose of this table-top exercise will be to test the effectiveness of the Modesto Water Operations ERP, MID ERP, and interagency coordination efforts. Time-sealed informational letters will be put out in the field with the new simulated event and will be communicated back to the TCC. The staff in the TCC will react based on the knowledge received and the approaches identified in the ERP. (See Appendix 4 for full Table-Top Exercise No. 1.)

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5.0 Communications

This section outlines the communication considerations, emergency contact lists, and communication equipment that facilitate communication among staff of Modesto Water Operations staff and other agencies. Guidance regarding communications to the media and public/stakeholders is covered in the latter part of this section.

5.1 Responsibility and Authority for Communications

For each Level 3 or Level 4 emergency, it is assumed that an Emergency Operations Center (EOC) and/or Technical Command Center (TCC) may be activated. Generally, communications guidelines will be the same, whether a City or County EOC is activated. Coordination between a TCC and either EOC is implied.

The designated TCC Commander has ultimate authority over the TCC. The roles and responsibilities of the various Modesto Water Operations staff during an emergency are delineated in Section 2 of this document, and are shown in an organization chart in Appendix 2 that depicts chain-of-command. The chain-of-command governs the release of information. All information released to the media and the public must first be verified and approved for release by the TCC Commander and be released by the Communications/Media Coordinator. The TCC Commander may give the Communications/Media Coordinator authority to make releases directly, without approving each individual release. No employee, other than the TCC Commander, the Communications / Media Coordinator, or the designated Spokesperson (see Section 5.4.2) may respond to inquiries from the media or the public. This policy ensures that only accurate information is released and helps to minimize public confusion during an emergency. Modesto Water Operations employees should be made aware of this policy.

5.2 Communication Contacts and Checklists

Communication entails contact with Modesto Water Operations employees, other departments within the City, responder agencies, regulatory agencies, and elected officials. Notification and reporting to city, county, and state agencies will often be required, either for a man-made or natural event that disrupts utility operations. To this end, a series of "Contact Lists" providing numbers for key entities is included in Appendix 5 of this ERP. Review and updates to the lists should occur annually to keep this information current.

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The emergency contact lists include:

- Emergency Contact lists of Modesto Water Operations staff (ideally, categorized by):
 - Water operations
 - Engineering
 - Management and other City agency administration contacts
- Local, state, and federal government agencies (response, regulatory, etc.)
- Alternate Water Source: Bottled/Trucks/Tanks
- Contact List: Emergency Teams for Generators
- Customers Requesting Immediate Contact (Need this)
- State Homeland Security - California Department of Public Safety (Need this)
- Transportation/Safety - California State Patrol (aircraft - watershed), State Patrol Offices (Need this)

5.3 Communication Resources

Various methods of communication will be used by the TCC during an emergency, including phones (land lines and cell phones), Nextel Pagers, phone hotlines, e-mail, fax, and hand-held radios. Because an emergency event may incapacitate one communication mechanism or another, an alternative communication means may be necessary.

All Modesto Water Operations staff members have Nextel cell phones with important numbers pre-programmed into the memory. Most vehicles have radio units as well as the TCC. 501 N. Jefferson.

5.3.1 Back-up Phone Service

The Government Emergency Telecommunications Service (GETS) is a free service provided by the federal government to provide phone lines for emergency communication during a major emergency when phone lines are normally all tied up. The TCC Commander/City of Modesto may wish to pursue this option. For further information, see the Government Emergency Telecommunications Service web site at <http://gets.ncs.gov>.

5.3.2 Hotline

In the event of a Modesto Water Operations emergency impacting water service, water quality or safety, a phone hotline will be established to provide a centralized point for communications for Modesto Water Operations employees, families, and/or the public, as approved by the TCC Commander. The hotline recording will provide ongoing information

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regarding the event, and will be periodically updated during the emergency by the Communications/Media Coordinator.

The hotline does not necessarily need to be a “dedicated line.” It might be an extension number from within the existing suite of numbers at the Modesto Water Operations onto which a recorded message is posted. It would be optimal to be able to record and update the hotline message from the TCC or alternate locations. (City: the actual phone hotline needs to be established and the number documented in this or subsequent ERP updates).

If an Emergency Operations Center (EOC) is activated, the EOC may initiate its own hotline number.

Abel One

5.3.3 CB Radios

Modesto Water Operations vehicles have CB radios that can reach the entire county, and it rents a radio tower that is seismically safe and has a backup generator. In the event that land-line phones or cell phones are not available or useable during an emergency, then CB radios are to be used. Using a specific radio frequency enables communication between various entities. Radio frequencies are specified in Appendix 5. (City: still need this information.) The radios are not commonly used, so it is important for staff to turn them on if there is an emergency situation.

Channel #3 456.200 Frequency

5.4 Media Relations/Public Information

Media Relations/Public Information procedures described in this plan aim to ensure that accurate and complete information is released to the media, the public, key customers and other agencies during emergencies involving Modesto Water Operations. If activated, the EOC may establish and implement additional communication protocols to protect public health or safety.

Guidelines outlined below identify the person who releases information to the media and others, through whom “clearance” is sought before information is released, and the information that should be covered in such releases.

5.4.1 Definition of the Media/Press

The media/press means reporters, assignment editors and their staff at all daily and weekly newspapers, and all radio and television stations serving residents of the City. Associated Press or other wire service contacts are secondary.

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5.4.2 Role and Assignment of Event Spokesperson

Role

The Modesto Water Operations Director or his/her designee serves as the Event Spokesperson. The spokesperson may be interviewed/quoted by the media regarding the status and response of an emergency.

Assignment

Job titles of persons who are potential *designee(s)* for the role of Event Spokesperson are:

- Public Information Officer (Judith Ray)
- Water Operations Superintendent (Alan Lagarbo)
- Water Operations Supervisor (Mel Lewis)

5.4.3 Role and Assignment of Communications /Media Coordinator

Role

The individual acting in the capacity of the Communications/Media Coordinator will interface directly with the TCC and, when the Emergency Operations Center (EOC) is activated, will assist as requested.

The Communications/Media Coordinator is the person who

- coordinates the preparation and release of information to the media, as well as to employees, key stakeholders and other City agencies.
- assists in coordinating and obtaining photos or video footage to help document the event and to be available for media use. Release of photos or video occurs only with approval/clearance from the authorized person.
- may also be assigned the duty of Spokesperson. To ensure the accuracy of information released to the media, the Communications/Media Coordinator may release facts only with approval of the TCC Commander. The TCC Commander may give "blanket authorization" to the Communications/Media Coordinator to make media releases about the emergency. Only the designated Communications/Media Coordinator, Event Spokesperson, or person assigned by the Modesto Water Operations Director can report an emergency to the press.

Assignment

The Communications/Media Coordinator role is typically assigned to:

The City of Modesto Public Information Officer (PJ Ramos)

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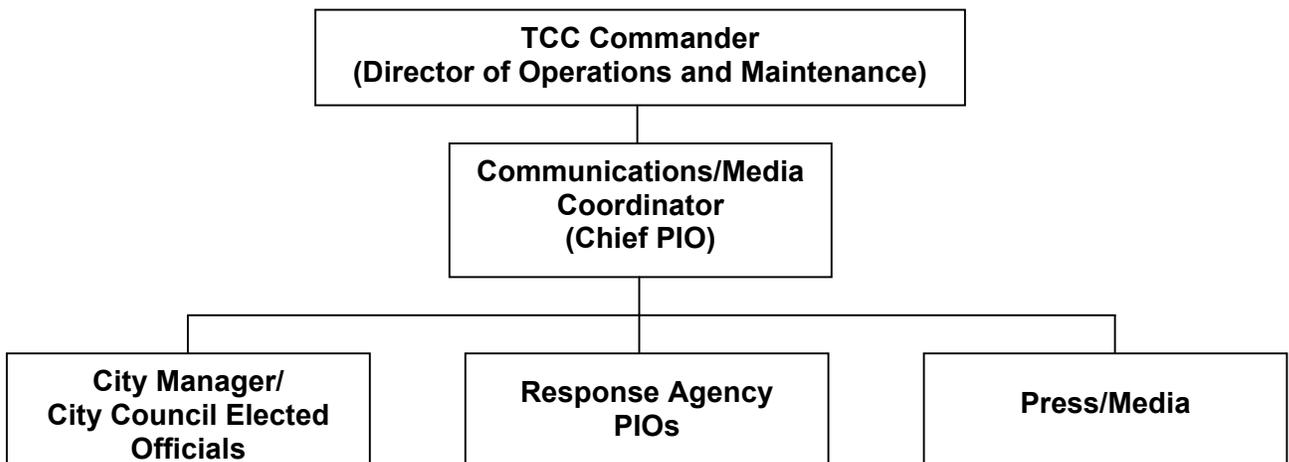
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5.4.4 Public Information Coordination

Close communication between key staff and others is essential during an emergency impacting Modesto Water Operations and its customers. The designated Communications / Media Coordinator (Modesto Water Operations Public Information Officer [PIO]) will communicate closely with the City Manager’s Office, elected City officials, and other PIOs (such as the MID PIO). The Communications /Media Coordinator also communicates with other response agency PIOs as the situation dictates, in addition to providing releases to the media.

This ERP assumes that public information and media coordination will occur through the collaboration of efforts of several PIOs across various City Departments, under the direction of a central “Chief PIO.” Figure 5.1 below gives a basic conceptual picture indicating how the Communications/Media Coordinator (Chief PIO) coordinates with the TCC and others outside of Modesto Water Operations.

FIGURE 5.1
Communications Organization Chart



A more detailed chart, shown in Figure 5.2, gives the position and duties of several key assistants to the Chief PIO. The assistants and their duties are organized by the level of the emergency event, such that additional assistants and more information tracking duties come into play as the level of the emergency becomes more serious. Assistants to the Chief PIO include:

- The Assistant Chief PIO
- The Internal and External Branch Managers
- The Unit Leads:
 - Situation Status Unit Lead
 - Dissemination Unit Lead

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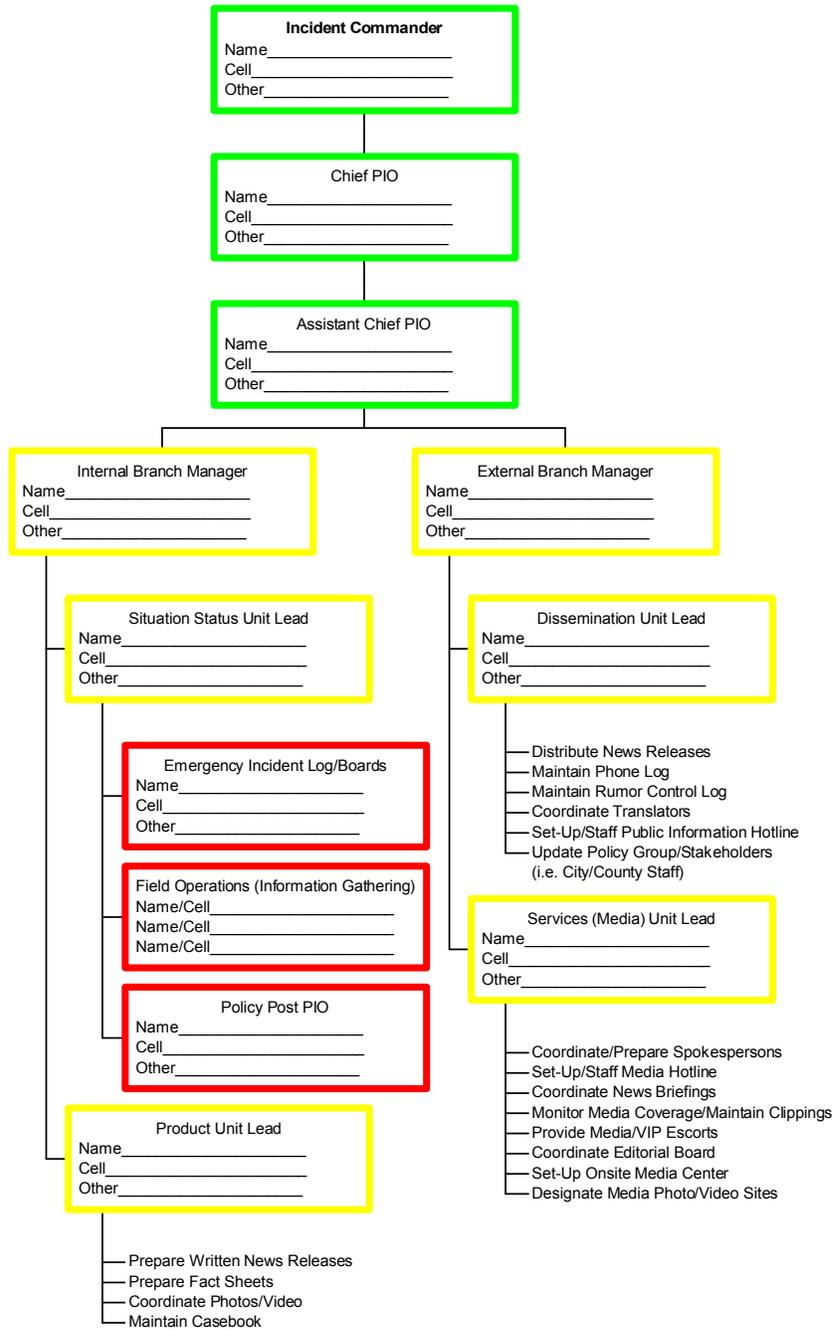
- Product Unit
- Services/Media Unit

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FIGURE 5.2
PIO Communications Organization Chart and Response Activation



Note: GREEN = PIOs activated for Emergency Level 1 & 2, Yellow = PIOs activated for Emergency Level 3, RED= PIOs activated for Emergency Level 4. This approach relies upon collaboration among staff various city and county agencies. Staff and positions for these PIO Assistants, including Branch Manager, Unit Lead, Incident Logs and Field Operations will be specified.

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Refer to Table 1.1, Response Matrix, that specifies 4 levels of emergency action levels. For each level of emergency, the flow chart above assumes that various PIO Assistants, Branch Managers, Unit Leads or others will be called into action to assist in the communications and public information efforts.

5.4.5 Information to be Reported and Released to the Media/Stakeholders

The TCC Commander will verify information and provide it as soon as possible to the designated Spokesperson and to the Communications/Media Coordinator. In turn, the following information will be released.

Initial Media Release

1. *What the emergency is*, i.e., the type of emergency (accident, natural disaster, equipment failure, interrupted service, intentional act causing a quality issue, etc.)
2. *Recommended actions* on the part of the public to curb adverse health/safety exposure (e.g., boil water, stock bottled water, restrict/eliminate outdoor water use/conserves, etc.). See sample media advisories in Appendix 5.0.
3. *Where* the emergency exists and the geographic extent of the threat to employees, the public, and property.
4. *When* the emergency occurred, and when it is expected to end.
5. *Cause* of the emergency, if known.
6. *How* the emergency is being, or will be, remedied.
7. Any injuries or deaths that have occurred and the nature of the injuries, if known. *Names will not be released* to the media pending notification of next of kin.

Refer to sample media items in Appendix 5.0 for cautions and guidance on messages and message delivery.

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Follow-up Media Release

After the initial report, the designated Communications/Media Coordinator will obtain information from the TCC Commander to provide follow-up information to the media. This follow-up will be done periodically as time and opportunity permit and as the nature of the emergency requires. Information released will cover:

1. Status and effectiveness of response actions
2. Status of Modesto Water Operations water service (availability of service, and related health and safety issues)
3. Actions of coordinating response agencies
4. Anticipated timeframe for return to normal
5. Extent of onsite and offsite impacts
6. Accident investigation results (if pertinent to the event at hand)
7. Statement about mitigation, if known; plans to mitigate or reduce future occurrences of similar problems

Tools/Technology Used to Contact Media and Stakeholders

Generally, Modesto Water Operations uses hand-delivered notices to affected customers, as well as notices and advisories issued to newspapers, and radio and television stations.

During a significant emergency, time-effective tools, such as e-mail or fax "broadcasts," will be employed to disseminate media advisories to many recipients in a short time. After such broadcasts, follow-up phone calls will be made to the media, concentrating on the major media outlets first and then moving to smaller media outlets as time permits. The Communications/Media Coordinator will be prepared with media contact lists including e-mail, fax, and direct telephone numbers into newsrooms so that various methods can be employed as needed.

The Communication/Media Coordinator must anticipate that media recipients might experience problems in receiving e-mails during a power outage if they do not have "remote" battery-operated e-mail capabilities. Additionally, internet service could be disrupted. In this case, a fax distribution might be employed as a back-up distribution mechanism. Direct phone calls to newsrooms are employed as a back-up means of communicating in an emergency, if e-mail and fax are not available.

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5.4.6 Primary Outreach Contacts for Media & Responders

Lists for media contacts and responder agency PIO contacts are included in Appendix 5. These lists are to be dated so as to confirm their timeliness. The PIO Contact List includes, at minimum, agency name/PIO name, telephone and cell numbers. The Media contact list includes information on key media contacts' telephone, cell phone, and fax numbers, as well as e-mail addresses. The list is to be checked and updated at least once each year. The lists in Appendix 5 include contact information for:

- Media Daily/weekly press, radio, TV

Includes list of reporter/assignment editors/newsroom contacts. During a power outage, the affected public will likely rely on battery-operated radios for news. Therefore, emergency response efforts should include outreach to key radio stations.

- Responders and Other Entity PIOs
- Hazardous Materials Team, Fire, Police, Red Cross or Salvation Army

If certain agencies provide response to "unique" events (such as hazardous spills), also include those agencies.

5.4.7 Preparedness

The Communications/Media Coordinator will keep the key phone numbers of others to be contacted in the event of an emergency in an accessible, secure, offsite location. This procedure will help facilitate communications in the case that the Communications/Media Coordinator cannot access the TCC or office files.

5.4.8 Hotline

In the event that the Modesto Water Operations establishes a phone "hotline" as a communication channel for Modesto Water Operations employees, their families, and key customers, then the Communications/Media Coordinator will be responsible for updating the hotline with relevant information. Updates to the hotline will be made with clearance from the TCC Commander or the Modesto Water Operations Management.

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5.5 Items for Communications/Media Coordinator/PIO

Media/public information items pertinent for emergency response are listed below. Copies or examples of some of these items are included in Appendix 5.

- Organization chart of PIOs and PIO assistants
- PIO Contact List (Stanislaus County, City of Modesto, Schools, MID, Hospitals, State Patrol, Emergency Care/Red Cross)
- Media/Public Agency Notification Plan/Requirements
- Sample media advisories (e.g., boil water and/or conserve water advisories [2 each])
- Graphics to accompany media advisories
- Messages and message delivery guidance (especially relevant in the event of intentional disruption of Modesto Water Operations service)
- Map indicating relative position of various water-system features (such as rivers, dams, reservoirs, and wells) in relation to Modesto Water Operations facilities and approximate City boundaries
- Photos or depiction of steps usually taken to solve the problem at hand (monitoring equipment, probe for leaks, etc.)

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6.0 Water System Events

The City of Modesto Water Operations Division provides water to the residents of Modesto, Empire, Salida, Waterford, Hickman, Grayson, Del Rio, and to portions of Turlock and Ceres. Modesto Water Operations receives its water from two sources. Roughly 40 million gallons per day (MGD) of treated water, about twenty five percent (25%) of the City's needs, are provided by the Modesto Irrigation District (MID). MID withdraws water from the Modesto Reservoir, treats it at the adjacent treatment plant, and pumps it to a large reservoir for storage. From there, the water is pumped to the City through one of 26 turnouts. The remaining 75% of the City's water comes from a current total of 89 active groundwater wells, although there is an additional 30 active groundwater wells in 9 other systems. Treatment, typically including granular activated carbon filtration and chlorination, is provided at 19 well sites.

Modesto Water Operations owns and operates the distribution system used to deliver water from both sources to customers. This system includes over 900 miles of water lines and 70,000 service connections.

The Vulnerability Assessment completed for the Modesto Water Operations on March 31, 2003 outlined a set of critical assets whose maintenance was crucial to meet the Water Utility's goals. This section will outline events that could affect these critical structures. Malicious acts, natural disasters, system breakdowns, and medical emergencies will be discussed. Emergency response procedures will be outlined for each hypothetical event.

Table 6.1 provides a listing of the water system critical assets derived from the Vulnerability Assessment. These assets are deemed critical as they can cause a loss of operations or affect the water delivered to the customer in one or more ways. Therefore, emergency operations to protect and restore operations must include these listed assets.

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TABLE 6.1
Water System Critical Assets

SYSTEM	FACILITY	CRITICAL ASSET	EVENT
Source Water	Wells	<ul style="list-style-type: none"> - Aquifer sounding tubes - Pumps - Chemical feed system - Power feed - MCC - Emergency power - GAC filters and media - Manual butterfly isolation valves - Exposed pipes 	-
Control Facilities	291-292	<ul style="list-style-type: none"> - MCC - Emergency generator - Power feed 	-
	293-294-296	<ul style="list-style-type: none"> - MCC - Power feed 	-
	Water Corp Yard	<ul style="list-style-type: none"> - SCADA control room - People - Equipment 	-
Storage	Storage Tanks	<ul style="list-style-type: none"> - Exposed pipes - Pumps - Control valves - Valve driver - Manual butterfly isolation valve - Power Feed - MCC - Emergency generator 	-
Communications/ SCADA	Communications	<ul style="list-style-type: none"> - Tower - Modems 	-
	SCADA/Process Control System	<ul style="list-style-type: none"> - PLCs - Electrical power - Switches/hubs - SCADA servers/hardware - Network equipment cabinet at Water 	-

6.1 Malicious Acts

6.1.1 Bomb Threats

Event

A verbal or written bomb threat is received targeting the Modesto Water Operations water system, or a specific component of the water system.

Facility or Assets impacted by event

- Groundwater wells
- Distribution pipelines
- Storage tanks

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Impact on water system

Damage to system would compromise ability to deliver treated water. Potential for strong public reaction if the bomb threat is made public.

Emergency Response Procedures

(As outlined in Emergency Response Checklist in Appendix 6)

- If the threat comes via phone call, try to get as much detail as possible from the caller. Use the Threat Identification Checklist contained in Appendix 6.0 to document the conversation.
- Clear the area. If in a building, exit and stay 300 feet from the perimeter. Do not touch any suspicious objects or packages. Take appropriate measures to preserve the crime scene.
- Call Supervisor.
- Notify the police and FBI of the situation.
- Provide requested assistance to police (keys, directions, etc.).
- Do not return to the site until declared safe.

6.1.2 Kidnapping/Hostage Situation

Event

An employee or visitor is kidnapped.

Facility or Assets impacted by event

Threat to employees. Inability to operate key facilities or assets where personnel redundancies are inadequate.

Impact to water system

Inability to sustain operations where personnel redundancies are inadequate.

Emergency Response Procedures

(As outlined in Emergency Response Checklist in Appendix 6)

- Notify local law enforcement agencies and FBI.
- Comply with warnings and directions of law enforcement officials.
- Assist law enforcement officials with building-specific requests, e.g., location of equipment and materials, location of specific personnel, etc.

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- Direct employees to call 9-1-1 to report any suspicious activity or person.
- Resume normal operations when it is safe to do so and law enforcement officials and Incident Command provide authorization.
- Maintain log of actions and forward to the TCC Coordinator upon completion.

6.1.3 Hostile Acts/Civil Disturbance

Event

A large group or individual attacks a facility.

Facility or Assets impacted by event

- Storage tanks
- Groundwater wells

Impact on water system

May compromise ability to deliver treated water. Possible long term damage to the system.

Emergency Response Procedures

(As outlined in Emergency Response Checklist in Appendix 6)

- Employees should leave the area if it is safe to do so. Do not attempt to confront the person/group.
- Contact the police and FBI.
- Follow the instructions of law enforcement officials. Employees may be requested to offer informational assistance, such as the locations of equipment or persons.
- Do not return to the area until instructed that it is safe to do so by law enforcement officials.
- Inspect the area for damage. Check wells and tanks for possible contamination.

6.1.4 Intentional Contamination

Event

There is an intentional contamination of a pipeline, storage tank, or well.

Facility or Assets impacted by event

- Distribution pipelines
- Storage tanks

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- Groundwater wells

Impact on water system

Compromise ability to deliver safe, clean water. Potential customer complaints.

Emergency Response Procedures

(As outlined in Figure 1 in Appendix 6.0)

In all cases, notify the local law enforcement authorities and the FBI if a threat of contamination is received, or if intentional contamination is suspected. Refer to the flowchart in Appendix 6. Take appropriate measures to preserve the crime scene.

If bacteriological contamination is found:

Refer to Emergency Disinfection Plan in Appendix 6.0.

If contamination is found in the field or identified through customer complaint:

- Go back to the same house. Flush the line out front.
- Notify the laboratory that they will be receiving samples.
- Modesto Water Operations has predetermined sites upstream and downstream for testing. When a contamination “hit” is discovered, test at the sample locations two spots upstream and two spots downstream. Refer to the sampling protocol in Appendix 6.0.
- If one of these is a hit, notify the superintendent and continue sampling at one point upstream and one point downstream. Continue sampling in this manner to determine the exact extent of the contamination.
- While sampling, continue to flush the affected portions of the system.
- Normally, the public is not notified of a contamination event. The public should be notified if e-coli is detected, and possibly for a BacT hit, depending on the severity. Refer to Appendix 5.0 for public notification procedures.

If a tank is breached:

- If someone is at the tank site, examine the locks. If a call is received from the police, send someone out to look.
- If the bottom or top lock has been compromised, contact the Superintendent immediately.
- Shut down the discharge pumps associated with the breached tank. Note that discharge pumps can be turned off remotely with SCADA.
- Use the four nearest valves to isolate the main between the tank and the distribution system.

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- Take samples at each gate on the side towards the distribution system to see if any contamination got past the gate. Take samples from the tank itself.
- Notify the police and the FBI of the situation.
- If contamination has spread into the distribution system, or if the incident has become public knowledge, it may be necessary to notify customers of the situation. See Section 5.0 and Appendix 5.0 for information regarding public notification.

If a groundwater well has been contaminated:

- Remove the well from service.
- Shut the gates between the well and the distribution system.
- Repeat sampling on the well to confirm presence of contamination.
- Flush the waste water and then sample from the well.
- Sample at the distribution side of all gates to see if the contamination has traveled past the gate.
- Backwash the lines toward the well and flush them to waste.
- Institute any structural modifications necessary to prevent any further contamination from occurring.
- If contamination has spread into the distribution system, or if the incident has become public knowledge, it may be necessary to notify customers of the situation. See Section 5.0 and Appendix 5.0 for information regarding public notification.

6.2 Natural Disasters

6.2.1 Freezing

Event

Cold weather causes pipelines to freeze.

Facility or Assets impacted by event

Pipelines, particularly exposed home lines.

Impact on water system

May cut off delivery of water to affected homes.

Emergency Response Procedures

- Talk to residents to determine the areas/homes that are affected.

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- Institute water conservation program.
- Deliver bottled water while lines are being fixed.
- Lend expertise to plumbers and residents regarding fixing the lines. In many cases, it may be necessary to bypass sprinkler lines to get to the house.

6.2.2 Flooding

Event

There is a flood in the City of Modesto.

Facility or Assets impacted by event

Wells in flooded area. (City: Can you provide a map of key wells that would be impacted by this for inclusion in the ERP?)

Impact on water system

Potential to shut down supply of clean water to customers.

Emergency Response Procedures

(As outlined in Emergency Response Checklist in Appendix 6.0)

- Seal well sites near river. Take off vent screens and disconnect the electricity.
- For areas under water, do not shut off water. Allow it to “dump,” and keep the pipes pressurized.
- Distribute bottled water to residents affected by flooding. Bottled water can be obtained from the Modesto Bottling Company.
- Alert public as necessary regarding the safety of the water. Issue boil water advisories, lists of bottled water distribution points, etc.
- Once the flooding has subsided, flush the system. Sample at every home that was under water. Replace all faucets after sampling.

6.2.3 Earthquake

The City of Modesto is located in a seismic zone where earthquakes are possible. In an earthquake, pipes may be broken, and wells and tanks may be damaged. It is important to note that collapsed wells would not necessarily put contamination into the water.

There are currently no adjustable vibration fittings on the connections to tanks, but thus far this has not caused any problems. In case of a rupture, most tank sites have catch basins or major sump pumps.

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Event

An earthquake affecting Modesto.

Facility or Assets impacted by event

- Pipelines
- Groundwater wells
- Storage tanks

Impact on water system

Potential to shut down water delivery to parts or all of the distribution area.

Emergency Response Procedures

(As outlined in Emergency Response Checklist in Appendix 6)

- Protect self from injury until the earthquake has subsided. If indoors, take cover under a desk, table, bench, or against inside walls or doorways. Stay away from glass, windows, or outside doors. If outside, stay in an open area, away from buildings and power lines.
- After the earthquake, stand alert for after-shock tremors that could further damage structures and cause injury to those located in unstable, damaged structures.
- Check SCADA to see if any parts of the system were damaged.
- Dispatch pump mechanics to their sites to check pumps.
- Dispatch staff to evaluate key facilities out in the field. Respond accordingly based on field evaluations and customer feedback.

6.2.4 Landslide**Event**

A landslide occurs with the potential to damage or destroy pipes, or to cover wells.

Facility or Assets impacted by event

- Pipelines
- Groundwater wells

Impact on water system

Potential to disrupt distribution in affected areas. Possible contamination of affected wells.

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Emergency Response Procedures

(As outlined in Emergency Response Checklist in Appendix 6)

- Send crews out to check on affected groundwater wells. Verify that wells are intact and operational, and test for contamination.
- In affected areas, some distribution pipelines may have been damaged. Be prepared to respond to customer complaints regarding disruptions of service.

6.2.5 Fire/Explosion

Fire or Explosion at a Modesto Water Operations Facility

Event

There is a fire or explosion affecting some part of the Modesto water system.

Facility or Assets impacted by event

- Groundwater wells
- Storage tanks

Impact on water system

Potential to disrupt distribution in certain areas. Possible contamination from ash and debris.

Emergency Response Procedures

(As outlined in Emergency Response Checklist in Appendix 6.0)

If a well facility is on fire/explodes:

- Use SCADA to shut the well down. The well will shut down automatically if the wiring burns.
- Shut gates so water does not flow back into burning area.
- Call 9-1-1. Tell the operator that there is a fire and give them the exact location.
- If there was an explosion, notify the local authorities and the FBI. Take appropriate measures to preserve the crime scene.

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Fire Fighting Flows

Event

If there is a severe fire in some portion of the city, the Fire Department may call to request assistance in maintaining significant water pressure to fight it.

Facility or Assets impacted by event

Water pressure in specific pipelines.

Impact on water system

Water pressure may decrease significantly due to the demands of the fire fighting effort.

Emergency Response Procedures

- When the Fire Department calls, determine the exact location of the fire and find out if any nearby roads are closed off. Send out a crew to work with them; the crew should have a map of the water system in the area, or sufficient knowledge of the area to perform needed duties.
- Check well sites to make sure they are operating at maximum capacity.
- It may be necessary to change valve settings so that more water is directed to the fire.

6.3 System Breakdowns

6.3.1 Power Failure

Event

There is a power failure affecting part or all of the system.

Facility or Assets impacted by event

- SCADA
- Groundwater wells

Impact on water system

Water pressure may be lowered, or delivery may be disrupted in some areas.

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Emergency Response Procedures

(As outlined in Emergency Response Checklist in Appendix 6.0)

- SCADA will signal an alarm notifying that there is a power outage.
- Generators at the largest wells will come on automatically.
- If there is no generator, or the generator is not operational, send out a crew to disconnect the well to prevent surges.
- Diesel will be needed for the generators. Modesto Water Operations has enough fuel for about 24 hours of run time stored onsite. Contract with CL Bryant at PHONE NUMBER _____ to deliver diesel to the well sites. Alternatively, the crew leader has a 200-gallon truck that can be used to get diesel from any gas station.
- Once power is restored, send a crew out to reconnect the wells that had been removed from service.

6.3.2 Telecom Failure

Modesto Water Utility staff members are each equipped with a Nextel cell phone with emergency numbers programmed into it. All vehicles have CB radios that can reach the entire county. The radio tower is seismically safe and has a back-up generator.

Event

The radio system and/or phone network becomes inoperable.

Facility or Assets impacted by event

Communications equipment.

Impact on water system

Lack of communication would make operations difficult. There is also the potential for employees' health to be jeopardized if they can not be informed of hazardous situations.

Emergency Response Procedures

Information on backup communications procedures can be found in Section 5, "Communications."

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6.3.3 SCADA/IT Failure

Event

The SCADA system breaks down.

Facility or Assets impacted by event

Groundwater wells.

Impact on water system

Compromise ability to deliver treated water.

Emergency Response Procedures

- If SCADA fails, groundwater wells will go to standby mode and continue to operate under the condition prior to SCADA failure.
- Wells have high-high and low-low alarms. If an alarm is activated, the well will adjust automatically.
- Contact Tom Kara, SCADA Supervisor for Water and Wastewater, for assistance in repairing the system. His phone number is (209) 577-6294.

6.3.4 Pipeline Break

Event

There is a severe pipe break in the distribution system. Usually Modesto Water Operations will first learn about the situation when a customer calls in.

Facility or Assets impacted by event

Pipelines.

Impact on water system

Flows may be limited or ended to a specific area, or contamination may enter the system.

Emergency Response Procedures

(As outlined in Emergency Response Checklist in Appendix 6.0)

- There is an employee on call 24 hours a day to respond to customer complaints. If someone reports a broken pipe, the on-call person should go out and look at the situation.
- Call the Supervisor. It is the Supervisor's responsibility to determine the level of response needed for the situation.

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- If it is a severe break, such as a broken main:
 - The supervisor will gather information and notify the superintendent if a crew is needed.
 - The supervisor may decide to bring in bottled water while the pipe is being fixed.
 - Depending on the severity of the break, the Superintendent may choose to notify the police, Fire Department, or Parks Department. The Superintendent can dispatch work crews, valve turning crews, and notification personnel (in case people are on dialysis). If the Superintendent is unavailable, the Supervisor assumes these responsibilities.
 - Repair the broken pipe. Notify the lab that they will be receiving samples.
 - Flush the pipe with chlorine and test for bacteriological contaminants.
 - Continue flushing the system with chlorine until the sample results are clean.
 - As soon as the sample results are clean, patch up the streets and flush the chlorine out of the pipes.
- If it is not a severe break:
 - The break can be patched while pressurized.
 - Sampling is unnecessary.
 - The supervisor may decide to bring in bottled water while the pipe is being fixed.

6.3.5 Accidental System Contamination

Event

A contaminant is discovered in one of the wells or tanks, or customer complaints are received.

Facility or Assets impacted by event

- Groundwater wells
- Storage Tanks

Impact on water system

Compromise the quality of the finished water reaching customers. Potential for illnesses to customers.

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Emergency Response Procedures

(As outlined in Emergency Response Checklist in Appendix 6.0)

If bacteriological contamination is found:

Refer to Emergency Disinfection Plan in Appendix 6.0.

If contamination is found in the field:

- Go back to the same house. Flush the line out front.
- Notify the laboratory that they will be receiving samples.
- Modesto Water Operations has predetermined sites upstream and downstream for testing. When a contamination “hit” is discovered, test at the sample locations two spots upstream and two spots downstream.
- If there is a hit at a sample location, notify the superintendent and continue sampling one point upstream and one point downstream. Continue sampling in this manner to determine the exact extent of the contamination.
- While sampling, continue to flush the affected portions of the system.
- Normally, the public is not notified of a contamination event. The public should be notified if e-coli is detected, and possibly for a BacT hit, depending on the severity.

If a tank is contaminated:

- Shut down the discharge pumps associated with the affected tank. Note that discharge pumps can be turned off remotely with SCADA.
- Use the four nearest valves to isolate the main between the tank and the distribution system.
- Take samples at each gate on the side towards the distribution system to see if any contamination got past the gate. Take samples from the tank itself.
- If contamination has spread into the distribution system, it may be necessary to notify customers of the situation. See Section 5.0 and Appendix 5.0 for information regarding public notification.

If a groundwater well has been contaminated:

- Remove the well from service.
- Shut the gates between the well and the distribution system.
- Repeat sampling on the well to confirm presence of contamination.
- Flush the waste water and then sample from the well.

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- Sample at the distribution side of all gates to see if the contamination has traveled past the gate.
- Backwash the lines toward the well and flush them to waste.
- Institute any structural modifications necessary to prevent any further contamination from occurring.
- If contamination has spread into the distribution system, it may be necessary to notify customers of the situation. See Section 5.0 and Appendix 5.0 for information regarding public notification.

6.4 Medical Emergency

Event

There is a medical emergency at a field site.

Facility or Assets impacted by event

Key personnel.

Impact on water system

Loss of operation and maintenance personnel, chain of command, and/or other key personnel and their knowledge of the system.

Emergency Response Procedures

(As outlined in Emergency Response Checklist in Appendix 6.0)

- Identify the medical emergency: fall, equipment injury, electrical shock, chemical exposure, drowning, illness, etc.
- Turn off involved equipment. Throw main incoming power switch if electrical shock is suspected.
- Notify the Supervisor that an accident has occurred and request assistance.
- The Supervisor should call 9-1-1 for emergency medical assistance. Give the dispatcher the address of the injured person, or identify the field location including the nearest intersection.
- Administer first aid as appropriate. Consult chemical MSDS if chemical exposure is involved.
- Assign a person to meet the emergency medical response team along the nearest major road. Advise them of the type of injury and first aid given, and take them to the injured person.

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- The Emergency Response team will administer advanced care and dispatch an ambulance. If chemical exposure is involved, provide a copy of the MSDS to take to the hospital with the injured person.
- Inform the Supervisor that transport to a medical facility has occurred.

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7.0 Follow-up Activities

The types of activities that could be conducted during the follow-up phase include damage assessment, environmental consequence assessment, long-term operational changes, facility and/or environmental restoration, and the dissemination of information.

7.1 Evaluation of Response Effectiveness

7.1.1 Conduct Lessons Learned

Immediately following each table-top exercise, field exercise, or actual event, the TCC Commander will convene a Lessons Learned review. Each manager will conduct a review with their assigned personnel immediately following the exercise or event. Key Modesto Water Operations staff will then meet the next day with the Director of Operations & Maintenance to discuss updates and upgrades to the ERP and follow-up actions. From this review, changes to procedures, actions, and supporting information can be streamlined. Changes to existing ERP documents should be coordinated and completed within 30 days of the event. Changes made will be tested at the next scheduled exercise.

7.1.2 Scheduling Exercises

The Director of Operations & Maintenance, or a designee, has the responsibility to conduct exercises to ensure the viability of the ERP. Exercises should be coordinated with the Modesto Irrigation District and the County, and outside agencies when they are to be involved. Exercises can be planned well in advance, but should be coordinated within 30 days of a scheduled event. In some instances, the implementation of a no-notice exercise may be appropriate, with only key individuals aware of the event.

7.1.3 Training

To extract the most useful information from an exercise of the ERP, personnel must be trained as to their responsibilities and actions. Upon changes or updates to the ERP, training should be held for new managers, supervisors, and all assigned personnel. The Director of Operations & Maintenance or a designee is responsible for this training.

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7.2 Restock and Replenish Equipment and Supplies

For emergency supplies, establish an on-call contract with suppliers ready to go in case of emergency. Establish a master Utility Contacts and Supplies List (chemicals, major valves, pumps in storage, etc.) so that onsite supplies can be replaced as they are consumed. Refer to Appendix 3, "Logistics" for supplier information.

At the conclusion of the Lessons Learned event or at the direction of the Director of Operations & Maintenance, needed supplies and equipment requiring repair should be identified. Efforts to inventory and replenish supplies, fuels and other expendables should commence immediately and be completed promptly within 5 working days.

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8.0 Business Continuity (Mitigation) Plan

The purpose of establishing disaster recovery plans is to ensure that the Modesto Water Operations staff has the ability to continue to meet the objectives of its mission.

A variety of events can lead to an interruption of the water system operations. The Vulnerability Assessment identified that events affecting a critical asset, such as a pump malfunctioning or of a valve turned in the wrong direction, can severely impact the delivery of properly treated water. Therefore, the management of the consequences of such a disaster, small or large, is very important.

8.1 Water System Operations Centers

Establish alternate locations for the continuation of normal business operations. Include alternate locations for the Finance Office; the Computer, Communications, and SCADA systems; the Utility Operations Center; and the Equipment Yard. Incumbent with setting up such alternate business operations is the necessity to provide business equipment, backup files, sufficient phone and radio capability, and power. Alternate business operations should be tested and exercised as part of the ERP.

Management of business activities from alternate locations must be tested through planning, training, and exercises.

8.1.1 Financial

Establish alternate operations and authorities for issuing contracts, obligating funds, and paying for emergency support, equipment, and supplies during an emergency event.

8.1.2 Electronic Records

As part of a good Disaster Recovery and Continuity Plan, the storage and retrieval of customer and operations records is imperative. Onsite backup storage of computer files is unacceptable and can be devastating if a failure occurs. Real-time backup and offsite storage of computer information is recommended. In the absence of real-time backup, the daily backup and offsite storage of records is mandatory. Backup operating systems and software must be similarly safeguarded, to ensure that the alternate operations locations can be used properly.

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8.1.3 Communications, Control, and Coordination

Managers and supervisors must be informed and able to react properly to the event precipitating the relocation of the operations center(s). Communication with other Utility personnel must be continued through the use of alternative methods, such as radios and cell-phones, when traditional methods are unavailable.

Support from other City, MID, and County operations and surrounding agencies must be planned and anticipated for use during alternate operations center activities. Sharing of radio frequencies and emergency support from infrastructure utility agencies such as the telephone and power companies must be arranged ahead of time, and such activity tested in the atmosphere of exercises.

8.2 Resumption of Normal Operations

There are impacts and costs incurred during emergency or “other-than-normal” operations. Consequently, steps to identify and quantify those costs must occur.

- Within 4 hours, determine accessibility to original structures and operating locations. Assess damage and estimate time, materials, and equipment necessary to return original structures to operating condition.
- Track labor costs, including both labor internal to the Water Utility response, as well as external labor acquired to augment other than normal operations. In addition, track supply costs, equipment costs, infrastructure costs from power and telephone, and the opportunity costs of not being able to accomplish routine activities during the emergency.

Follow these steps to return to normal operations:

- Total the dollar amount for equipment to be replaced due to loss or obtained due to lessons learned as a result of the emergency.
- Identify and submit applications for grant funding from FEMA and other sources to offset monies spent during and after an emergency.
- Prepare estimates for operations, equipment replacement, or repairs needed for submission to the City budget cycle.
- Notify state and local agencies of the return to normal operations.

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APPENDIX 1.0

Introduction to the ERP

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Homeland Security Advisory System Recommendations

Businesses

<u>Risk of Attack</u>	<u>Recommended Actions</u>
SEVERE <i>(Red)</i>	<ul style="list-style-type: none"> • <i>Complete recommended actions at lower levels</i> • Listen to radio/TV for current information/instructions • Be alert to suspicious activity and report it to proper authorities immediately • Work with local community leaders, emergency management, government agencies, community organizations, and utilities to meet immediate needs of the community • Determine need to close business based on circumstances and in accordance with written emergency plan • Be prepared to work with a dispersed or smaller work force • Ensure mental health counselors available for employees
HIGH <i>(Orange)</i>	<ul style="list-style-type: none"> • <i>Complete recommended actions at lower levels</i> • Be alert to suspicious activity and report it to proper authorities • Review emergency plans to include continuity of operations and media materials on hand • Determine need to restrict access to business or provide private security firm support/reinforcement • Contact vendors/suppliers to confirm their emergency response plan procedures • If a need is announced, contact nearest blood collection agency and offer to organize a blood drive
ELEVATED <i>(Yellow)</i>	<ul style="list-style-type: none"> • <i>Complete recommended actions at lower levels</i> • Be alert to suspicious activity and report it to proper authorities • Contact private security firm for security risk assessment and to determine availability of support/reinforcement • Contact voluntary organizations you support to determine how you can provide assistance in case of emergency
GUARDED <i>(Blue)</i>	<ul style="list-style-type: none"> • <i>Complete recommended actions at lower level</i> • Be alert to suspicious activity and report it to proper authorities • Dialogue with community leaders, emergency management, government agencies, community organizations and utilities about disaster preparedness • Ensure emergency communication plan updated to include purchase of needed equipment. • Ask the local Red Cross chapter to provide a “Terrorism: Preparing for the Unexpected” presentation at your workplace for employees
LOW <i>(Green)</i>	<ul style="list-style-type: none"> • Use Red Cross Emergency Management Guide for Business and Industry to develop written emergency plans to address all hazards. Include an emergency communication plan to notify employees of activities; designate an off-site ‘report to’ location in case of evacuation. • Develop continuity of operations plan to include designating alternate work facility/location for business • Arrange for staff to take a Red Cross CPR/AED and first aid course • Obtain copies of Terrorism: Preparing for the Unexpected and Preparing Your Business for the Unthinkable brochures from your local Red Cross chapter for distribution to all employees/management as appropriate.

Your [local American Red Cross chapter](#) has materials available to assist you in developing preparedness capabilities.

ARC 1466

(Rev. 8-2002)

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APPENDIX 2.0

Command Organizations

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Modesto Org Chart goes here.

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APPENDIX 3
Logistics

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Vehicle Inventory

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List of Equipment Kept on Trucks

- Generators
- Compressors
- Power tools
- Jack hammers
- Night equipment (lights)
- Traffic control equipment
- Repair parts
- Pipe locating equipment
- Maps
- CB radios
- PPE
- Valve Keys
- First Aid
- Five Eptingushers
- Acetylene / oxy torch
- Ladders
- Shoring
- Hand tools, shovels, brooms
- Fuel cans

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List of Emergency Response Supplies

- Crane trucks
- Backhoes and trailers
- Dump trucks
- Traffic control signs
- Night lights
- Shoring equipment for working in deep trenches
- First aid and equipment
- Warning lights and message boards
- Water trucks for construction water
- Forklifts
- Water pumps
- Water hoses (for bringing in water to homes from neighbors)
- Utility locating equipment
- Letter pre-prepared for notices to the public
- Personal protective equipment
- Ladders
- Compaction Equipment

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Contract Laboratories and Capabilities

- BSK
- City Lab 1221 Sutter Avenue
- Geo Analytical
- J & L Labs

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APPENDIX 4
Training

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Tabletop Exercise No. 1

(City: revisions will be made to make this into a joint exercise.)

Description of the Event

MID is a large water system serving over 100,000 people. Their water system includes raw water from LaGrange and Modesto Reservoirs through its own conveyance facilities.

The utility treats the raw water in a conventional 30 MG water treatment plant and distributes the water to its customers through transmission and distribution pipelines, terminal reservoirs and pump station to the City of Modesto.

During a routine late afternoon inspection, an operator noticed a small step ladder at the ladder to one of the above ground reservoirs, with a rope dangling down from the ladder cage.

Event Discovery

Field Operations

The operator in the field called in to the WTP Control Room to report the incident. The reservoirs are located in an area that typically has good radio communication, but the operator's radio had been malfunctioning throughout his shift.

The operator decided to investigate the incident further when he noticed two individuals running and hiding. He immediately drove his vehicle out of the gate and drove 2 miles to a public phone. The operator phoned in the report to the control room who notified the local law enforcement agency. They instructed the operator to return to the facility and wait for them at a safe distance outside of the gate.

The officer on duty was just finishing up a routine traffic stop and was about 20 minutes away. About 30 minutes after the initial call he met the operator at the facility gate.

The office and operator exchanged information about what had been found and seen. Because there were potentially multiple people inside the facility and their capabilities were unknown back-up was called in. The back-up took an additional 15 minutes to respond to the facility.

Once back-up had arrived, the police went into the site, found no one inside and after 30 minutes cleared the site. The police had not found anything suspicious during their

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investigation and were somewhat skeptical about the accuracy of the report. They received another call and had to leave the facility to respond to the call immediately.

Operations Center Activities

The night-shift Duty Operator initially took the call from the field operator and called it into the police. That night, the switchboard operator was receiving an unusually high number of alarms. The operator remembered to call the Water Treatment Plant Manager to report the incident at the storage tank. The back-up operator finished up a few things at home and went out to assist the field operator. The back-up operator was out at the storage tank facility one hour after the initial call came in. He was not aware of any past communications problems and did not have any communications equipment in his truck.

Investigation

Field Operations

The layout of the facility site includes:

- Pump Station. A two-level concrete block structure with a metal roof. Pedestrian entrances on the north and south sides; with metal louvers on all exterior walls near ground level.
- The reservoir is an above-ground steel structure on a concrete foundation with a capacity of 5 MG. Each of the 2 reservoirs have hatch accessible from the ground by a ladder attached to the side of the tank.
- A 9-foot block wall meets a 6-foot chain link fence that enclosed the site. The block wall is on the south side, topped with angled barb wire. The chain link fence has barbed-wire outriggers.
- An electrically actuated linear vehicle gate is in the block wall, opened by a proximity card. The gate is a timed closure after 60 seconds. Entering the vehicle gate disconnects the intrusion detection on the block wall until the visitor drives out the gate from inside.

The two operators went into the site to investigate the intrusion event. The first place they went to was the reservoir, since that is where the intruders were first seen. When inspecting the top of the reservoir, the operators found that the hatch had been opened, but the air vents were undamaged. The operators observed four empty Evian water bottles on top of the tank and one floating inside of the reservoir.

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Concerned about a breach in water quality, the operators took the following actions:

- 1) The on-call operator went down the road to the telephone to notify his supervisor of the event.
- 2) The field operator began closing the effluent valve to the reservoir and opening up the by-pass valve to put the water system in a pumping operation.

Operations Center

The water operations supervisor immediately contacted the WTP Manager and they agreed that the Technical Command Center (TCC) needed to be activated. The Operations Center Supervisor initiated the calls to activate the process.

Response

Technical Command Center

The TCC Coordinator updated the TCC participants with the latest information of the event that had occurred at the storage tank. Each TCC lead began taking steps identified below.

Operations Support Coordinator

- Identified the impacted area on the TCC water system map.
- Reconfigured the system to allow reservoir to be by-passed and isolated.
- Work with the Maintenance Coordinator to identify flushing program to exchange new water into system and pull contaminated water out.
- Work with the Maintenance Coordinator to put several cross functional personnel (operations and water quality) in the field to initiate flushing.

Maintenance Coordinator

- Send laboratory staff out to sample the reservoir and evaluate surrogate parameters (pH, conductivity, chlorine residual)
- Evaluation of initial field and laboratory testing. Develop follow-up testing program and communicate to water quality staff.

Communications Coordinator

- Review the incoming customer calls for the prior 24-hour period.
- Notify the state and local health agency about the event and initial steps being taken and have frequent follow-up communications or meetings at the TCC.

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- Develop media and internal communications.
- Initiate outreach program for their retail agencies to issue “do not drink” order.

TCC Coordinator

- Provide updated communications with management team.
- Evaluate response effectiveness and coordinate resource management.

Field Operations

Operators

- Reconfigure to a pumped operation and complete the by-pass of the reservoir.
- Initiate systematic flushing program for the downstream distribution system, turnouts and isolated Terminal Reservoir.
- Communicate progress regularly to the TCC operations coordinator.

Water Quality Staff

- Conduct field sampling of the reservoir for surrogate parameters and send results back to the Water Quality coordinator
- Transport samples back to the laboratory for additional analysis and evaluation.
- Coordinate the sampling of fire hydrants, turnouts, and Terminal Reservoir with the operations flushing crews and routinely communicate results back to the Water Quality Coordinator.
- Communicate laboratory results to the water quality coordinator.

Communications Staff

- Distribute communications packages to the retail agencies for door to door communications with the impacted homes
- Communicate any unusual events or customer contacts to the communications coordinator immediately.

Follow-up Activities

Technical Command Center

Incident Commander

Communicate to the management team to close out the incident and provide a description of near-term follow-up activities.

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Operations Coordinator

Evaluate the system operations and identify short term actions needed to optimize system operations. Communicate changes to the field personnel.

Maintenance Coordinator

Provide closure update to the State and local health official on the event and corrective actions taken to mitigate the initial problem. (This will be followed-up later with a detailed accounting of the event and long term corrective actions).

Communication Coordinator

- Develop communications to close out the incident
- Follow-up with impacted retail agencies

Field Operations

Operations

Make short-term corrections in the system operations to optimize pumped system operations.

Water Quality

Continue follow-up verification testing for system integrity.

Communications

Provide retail agencies assistance for impacted customers as necessary (e.g., pay for medical check-up, replace filters in their home POU treatment devices, assist in flushing out their house).

General Post-Event Activities

System Restoration

- Develop plan to restore system back to the normal operations
- Clean storage tank affected

Brainstorming Meeting

- Hold general meeting with all staff that were involved with the incident to identify what went right and what needs improvement in the response.
- Hold separate meeting with retail agencies to assess the effectiveness of the response.

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Mitigation Program

- Identify improvements to the system to prevent or mitigate additional reoccurrence of the incident.
- Add additional security to the system (Security equipment - hatch alarms, procedures - Key control, two person requirement, operations – auto-actuated effluent shut off valves).
- Identify gaps in the emergency response plan (people, equipment, procedures).

Prepare detailed follow-up report to the local and state health departments that discuss the event, response activities, customer impacts, restoration activities, emergency response plan improvements, and mitigation practices to prevent future occurrences.

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APPENDIX 5

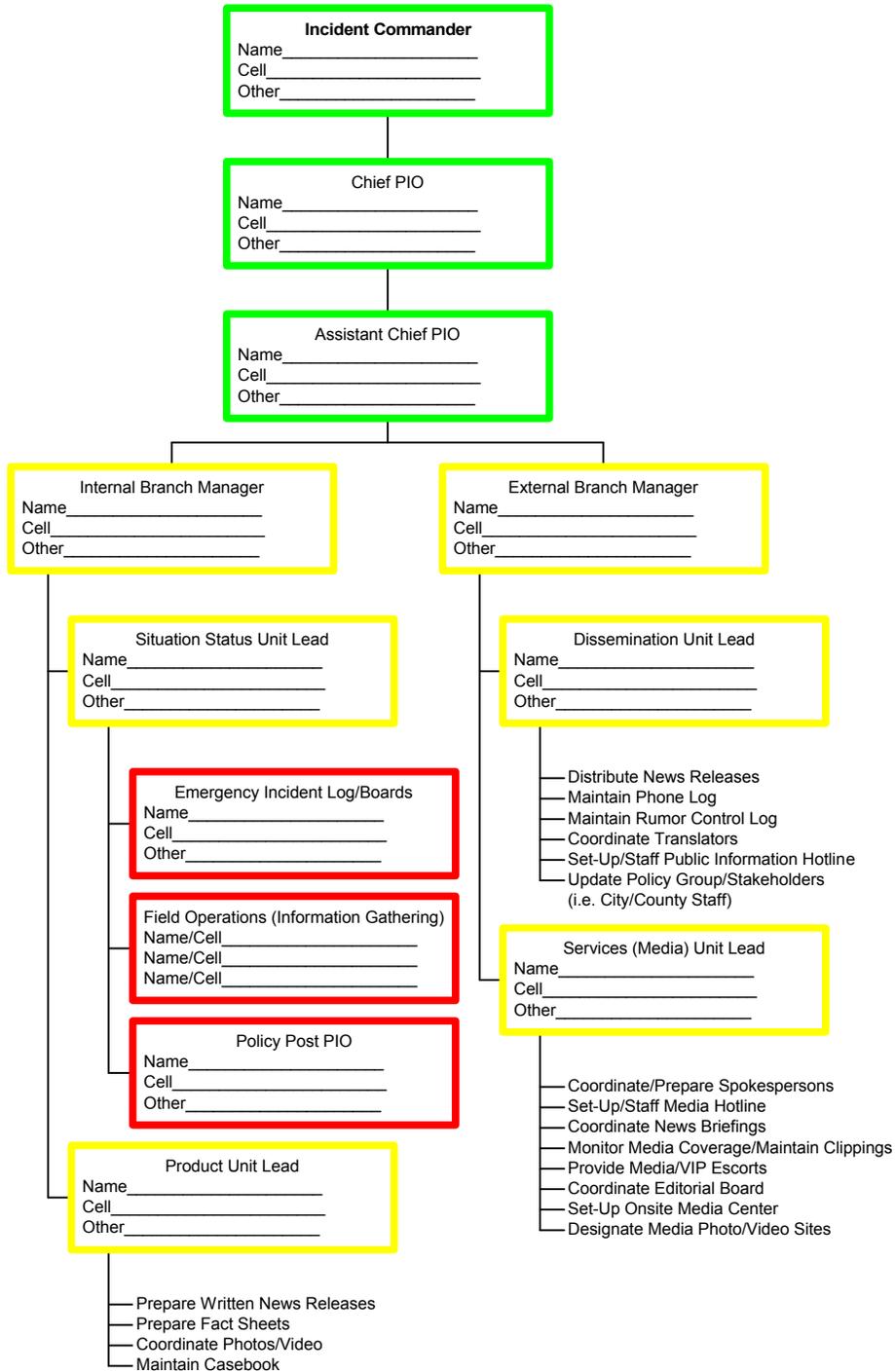
Communications

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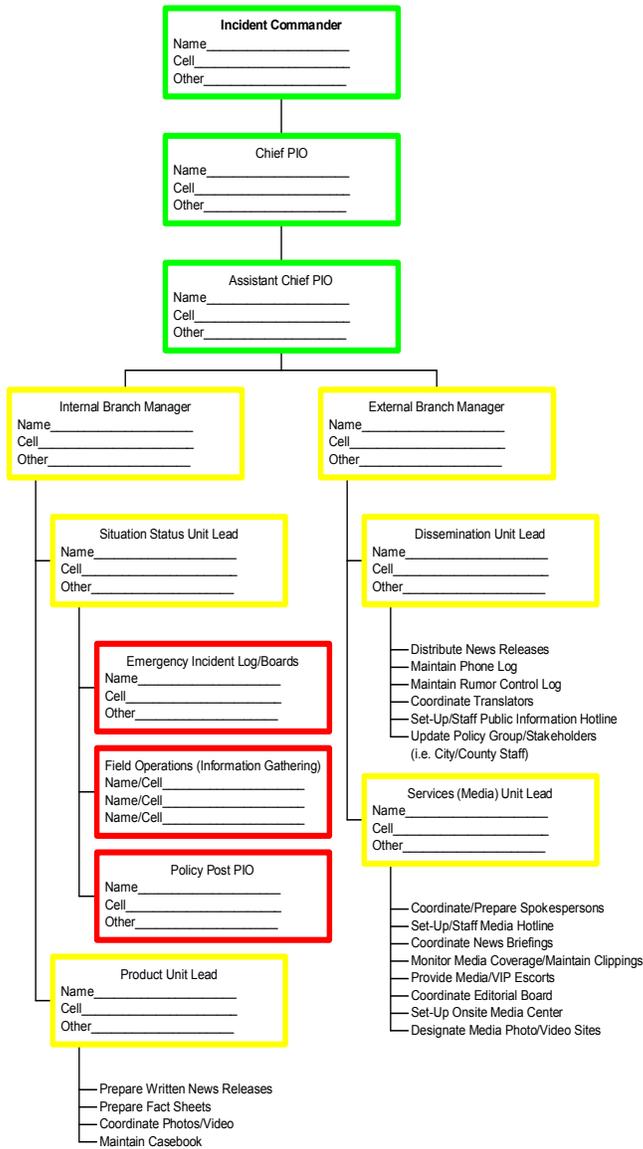
**POI & PIO Assistants
Organization, Roles /Duties**



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**City of Modesto/County of Stanislaus
Public Information Officers Section
Gary Hinshaw, EOC Manager: 552-3600/Cell: 602-0252/www.scoes.info
Joint Information Center**



**JIC PIO
Contact List:**

Stanislaus County:

- **Libby Lane**, CEO's Office.
Ph: 525-7786 • Cell: 480-0353
Pager: 236-2989
- **Kelly Huston**, Sheriff's Department
Ph: 567-4401 • Cell: 606-5214
Other: 569-2271
- **Tom Letras**, Sheriff's Department.
Ph: 525-7045 • Cell: 606-8289
Pager: 567-3915
- **Susan Lilly**, Library
Ph: 558-4813 • Cell: 613-3672
- **Sofie Pettygrove**, Comm. Srv. Agency
Ph: 558-3649 • Other: 968-6600
- **Linda Jue**, Behavioral Health Res. Srv. Ph: 525-6238
- **Jim Weigand**, Consolidated Fire
Ph: 499-5902
- **David Jones**, Human Services Agency
Ph: 652-1177

A. City of Modesto

- **PJ Ramos**, City Manager's Office
Ph: 342-4707 • Cell: 652-9719
Home: 543-6615
- **Doug Ridenour**, Police Department
Ph: 572-9579 • Cell: 652-1830
Pager: 492-3564
- **Hugo Patino**, Fire Department
Ph: 572-9590 • Cell: 495-6205
Other: 569-6494

Schools:

- **Jane Johnston**, County Office of Ed.
Ph: 525-4900 • Cell: 968-9007
Home: 522-6476

Utilities:

- **Maree Hawkins**, MID
Ph: 526-7390/Other: 526-7390
- **Kate Hora**, MID
Ph: 526-7454

Hospitals:

- **Susan Mendieta**, Oak Valley Hospital
Ph: 848-4117

State:

- **Tom Killian**, California Highway Patrol
Ph: 545-7445 • Cell: 495-8666
Other: 569-3400
- **Rich Parman**, California Highway Patrol
Ph: 545-7453

Emergency Care & Shelter:

- **Connie Janitz**, American Red Cross

Incident Command Center (Confidential): ____ - ____ • Public: ____ - ____ • Media: ____ - ____

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Level One

- Weather Warnings/Advisories
- Small Incidents
- Rolling Blackouts
- Minor Earthquakes
- Limited Emergencies/Disasters

Level Two

- Severe Weather
- Large Incidents
- Major Power Outages
- Major Earthquakes
- Local Emergencies/Disasters

Level Three

- Major Countywide or Regional Emergencies or Disasters

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EMERGENCY INCIDENT LOG SHEET

Completed by PIOs Team

Time of Incident/Description: <ul style="list-style-type: none"> • • •
Hazard Presented: <ul style="list-style-type: none"> • • •
Injuries/Deaths: <ul style="list-style-type: none"> • • •
Evacuation Points/Staging Areas: <ul style="list-style-type: none"> • • •
Responding Units: <ul style="list-style-type: none"> • • •
Actions Being Taken: <ul style="list-style-type: none"> • • •
Road Closures/Transportation Routes: <ul style="list-style-type: none"> • • •
Protective Actions/Public Safety Instructions & Warnings: <ul style="list-style-type: none"> • • •
Public Assistance Programs/Shelter Sites: <ul style="list-style-type: none"> • • •
Essential City/County Services: <ul style="list-style-type: none"> • • •
Other: <ul style="list-style-type: none"> • • •
DO NOT RELEASE: <ul style="list-style-type: none"> • •
Notes:

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CITY OF MODESTO- WATER DIVISION CALL LIST

Name/Title	Office #	Nextel	Pvt	Pager #	Call #	Home #	Mobile #
RAY, Judith - O & M Deputy Director	342-4575	652-9139	65031	577-7343		838-3190	
Dolly Haskel - Analyst	342-2202	652-0393	335				
Olga Martinez	342-4576	652-2156	334			577-4354	
LAGARBO, Allen - Superintendent	342-2203	652-9760	1008		490	551-8893	505-9751
CAVAZOS, Jose – Water Conservation	342-4580	652-1350	169	578-8670	5025	538-2342	604-8398
JONSON, Brent - Cross-Connection	342-2204	652-9075	1031		505	667-2765	
OFFICE							
BRUMLEY-MARTIN, Ronda - Supervisor	342-2237	652-9594	1026			579-0968	
HOBBS, Jennifer	342-4562	652-6571	51	342-4562	DISP	524-1482	606-8459pc
STROBEL, Dorothea	342-2246	652-9761	1009		OFFICE	577-1181	
	342-2245						
SERVICE / METERS							
RICHTER, Carl – Supervisor	342-2205	652-9755	1003	569-1983	491	578-5794	
COITO, Albert Jr – WDSO		652-9079	1035	236-2353	4921	527-1959	
GIUNTOLI, Gretta – WDSO	342-4583	652-9080	1037	341-1008	4915	869-4894	
HARAN, Dan – WDSO	342-4583	652-9578	1010	236-2504	498	537-9399	
HUDSON, Darrell – WDSO	342-4562	652-9595	1027	569-3210	501	579-0962	
PIMENTEL, Mario – WDSO	342-2246	652-9598	1030	567-3763	5034	577-1745	342-2285
SWEET, Jonathan T – MW II		652-6035	1061		5033	380-1320	
DEVLIN, Andrew – MW II		652-7120	53	341-1402	5041	499-2551	
REEDER, Teresa – MW I, Reader		652-8639	906		5044	522-8197	
MARSHALL, Samuel – MW I		652-7448	1052	576-9767	5042	604-1187	
WILLIAMS, Doug – MW II		652-6592	52	579-6280	5038	537-6933	
FINANCE / Utility Billing	577-5395						
Answer America	523-1863						
Call Duty	602-3554						
Call Duty / Pumps	652-1554						

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CONSTRUCTION							
BERDION, Steve – Supervisor	342-4588	652-9753	1001	530-0684	493	588-1759	AT&T
BAPTISTA, Fred – Crewleader	342-4585	652-9757	1005	578-8902	507	883-2736	602-4675
GIUNTOLI, Ed – Crewleader	342-4587	652-9759	1007	569-1861	4914	869-4894	Sonora
WILLIAMS, Tony – Crewleader	342-4586	652-9756	1004	577-7762	5011	522-3352	579-2695
BEAN, Anthony – Sr Equip Opr		652-9580	1012	341-1404	5015	576-8541	
FLOOD, Ronnie – Sr Equip Opr		652-9077	1033	341-1009	5023	869-1788	
SAVIDGE, Dave – Sr Equip Opr	342-2206	652-9076	1032		5029	526-9236	
BROWN, Roger – WDSO	342-2204	652-9658	9658	576-9086	5010	847-6727	
CAMPOS, Agustin - MWI		652-0857	174		496	571-1438	
DANIELS, Jeff – MW II	342-2206	652-5974	1060		502	576-7952	576-7952
DEHART, Brady – WDSO	342-2202	652-9579	1011	569-1651	5048	548-0926	
DEL RIO, Sal – WDSO	342-2206	652-2573	1041	569-3360	504	523-2356	
DIAZ, Gumaro – WDSO	491-4399	652-6219		569-3791	5037	549-2440	
FRAKES, Tim – WDSO	342-4562	652-7468	1053	341-1402	5031	523-5130	
GONZALES, Matt – WDSO	342-2204	652-9078	1034	341-1011	5024	342-1699	
JONSON, Clint – WDSO	491-4399	652-7431	1051	569-2104	5047	634-7272	
MANTOOTH, Jason – WDSO	342-2202	652-4246	9657		503	669-5824	
PETERS, Larry – MW II	342-2206	652-6587	78		495	874-4944	
RAMOS, Juan "PACO" - WDSO		652-3782	121	491-4399	5027	575-2496	
SANDEZ, Nestor – MW II	342-2202	652-6121	1063		4911	524-6617	576-1832
THORNSBERRY, Kasey – MW I		652-0910	148		5026	883-4201	
THORNSBERRY, Ken Jr –WDSO	342-2202	652-7469	1054	569-2356	4910	883-0894	
TEMPORARY EMPLOYEES							
DEASON, Nicklous C- Reader		652-6127	108	569-1918	5045	669-1589	
PEART, Travis - Carl						531-0989	
SWEET, Matthew – Carl		652-0200			5046	324-1689	
COYLE, Ron							

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PUMPS							
LEWIS, Mel – Supervisor	342-2210	652-9754	1002	569-3918	492	551-1839	
DAMAS, Jeremy – Crewleader / Pumps	342-2208	505-9646	1006	567-3694	494	883-0877	
ZIEGLER, Eric –Crewleader /Valves	342-4567	652-9588	1020	569-1785	5022	529-8505	
BARNETT, Randy – WDSO	342-4567	652-9597	1029	341-1405	5013	571-8438	
GARCIA, Maria P -MW - Landscape	342-4567	652-9989	65026	236-2263	5036	549-0197	
JUAREZ, Ralph – WDSO		652-9598		576-9669	5028	531-9624	
LEATHERMAN, Steve - MM Pumps	342-2208			569-2424	5021	522-1408	505-9747
LITTLEPAGE, Tim - WDSO	342-2208	652-9987	65025		497	634-0195	
MARTINEZ, Manuel – MM Pumps	342-2208			341-1401	5018	543-8413	505-9947
MURKEN, Marty – MM – Pumps	342-2208			576-9698	5030	838-1870	505-9647
NEVITT, Brian – WDSO		652-3777	119	342-2210	506	576-7086	
REECE, Michael – MM Pumps	342-2208			236-4350	5020	581-9617	505-9946
SALCEDO, Louis – MM Pumps	342-2208			576-9427	5016	874-1672	505-9846
SAUNDERS, Willie – MM Pumps	342-2208			569-1602	5019	522-7544	505-9746
SCOTT, Larry – MM Pumps	342-2208			579-6672	5017	521-0473	505-9860
STROBEL, Ron – WDSO	342-2202	652-9298	65011	341-1013	5049	575-1779	
Water Quality							
HILL, Lanora – Water Resources Manager	342-2212	652-1351	171			537-8210	
NEVITT, Natalie – Water Resources Specialist II	342-4581	652-5631	5631	614-0232		576-7086	614-0232
Tank #6 Trailer	FAX 491-5980						
CHIEF WATER TREATMENT OPERATOR							
		Cell					Fax #
Claudia Hidahl	526-7604	505-6800				537-0324	526-7611
ON-CALL NUMBERS							
ELECTRICAL	581-2491						
Phil Hoyt – Electrical Supervisor		652-9589	1021				
Rich Diddens – Electrician		652-9590	1022				
Ruben Castaneda – Electrician		652-9087					
Steve Fassio – Electrician		652-9591	1023				

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PARKS	652-8676						
TREES	652-8660						
STREET SWEEPING	652-8646						
STORES (Jim Richards)	537-5836						
BUILDING SERVICES (Joe Tamez)	652-7046						
(Don Gianoli)	652-2583						
BUILDING MAINTENANCE	652-6530						
WASTE WATER OPERATIONS	577-6300						
WASTE WATER COLLECTIONS	652-9068						
WASTE WATER ELECTRICAL	652-9805						
WASTE WATER PUMPS	652-9067						
ENVIRONMENTAL SERVICES	652-3336						
WATER	602-3554						
FLEET SERVICES	342-2220						
SCADA (Tom Kara)	652-6489						
ENGINEERING & TRANSPORTATION							
Dean Phillips	577-5260						
William Wong	571-5801						
Craig Scott	571-5149						
WQC LABORATORY (John Rivera)	577-6381						
(Kay)	577-6274						
(Lab)	577-6228	525-9311					
MODESTO IRRIGATION DISTRICT							
REGIONAL WATER TREATMENT PLANT	572-7614	526-7611					
STANISLAUS COUNTY OFFICE OF EMERGENCY SERVICES	552-3893						
Name/Title	Office #	Nextel	Pvt	Pager #	Call #	Home #	Mobile #
POLICE DISPATCH (non-emergency)	552-2470						
Emergency Call using Cell Phone	558-4357						
Emergency	911						
MODESTO POLICE DEPARTMENT	342-6177						
COUNTY SHERIFF'S DEPARTMENT	525-7114						
FBI	(916) 481-9110						
American Red Cross	523-6451						
Stanislaus County Office of Education	525-4900						
CalTrans (road related issues)	(800) 427-7623						
City of Modesto Fire Department	572-9590						
Fire Prevention							
Jim Weigand	552-3716						

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Stanislaus Consolidated Fire							
Lyn Rambo	522-3700						
Salida Fire District							
Dave Boyd	545-0365						
City of Ceres Fire District							
Dan Davis	538-5701						
STANISLAUS COUNTY DEPARTMENT OF HEALTH SERVICES							
(John Aud)	525-6700						
Animal Control	572-9679						
Animal Services	588-7387						
Neighborhood Preservation Unit							
Rafael Rodriguez	577-5250						
BSK ANALYTICAL LABORATORIES	(800) 877-8310	(559) 485- 6935					
Caltest Analytical Laboratory	(707) 258-4000						
JL ANALYTICAL LABORATORIES	538-8111						
GeoAnalytical Laboratories	572-0900						
<i>Additional Numbers to Acquire for use in Water Quality Emergency:</i>							
Health Care Providers							
Doctors Hospital							
Memorial Hospital							
St. Josephs Hospital							
<i>Clinics / Dialysis/ Doctors/ Dentists</i>							

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Name/Title	Office #	Nextel	Pvt	Pager #	Call #	Home #	Mobile #
School District Offices							
Schools							
Media - Public Information <i>(City and County Hot Lines Established)</i>							
TV Stations							
Radio Stations							
Modesto Bee							
Additional Resources - State & Federal							
Governor's Office of Emergency Services	(916) 845-8741						
EPA Region IX, Chemical Emergency Prevention & Preparedness Team	(415) 972-3077						
California Air Resources Board	(916) 322-2990						
Centers for Disease Control (CDC)	(770) 488-7100						
Federal Emergency Management Agency (FEMA)							
Office of Emergency Preparedness							
Laurence Livermore National Laboratory							
National Guard							
Army Corp of Engineers							
Equipment Rentals							
Private Companies that have equipment/personnel that could help in an all out emergency.							
Bottled Water Companies							
Aquas							
EPA Water Hotline	1-800-426-4791						
United States Geological Survey							

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City of Modesto Departments & Divisions

Contact Information for Relevant Offices

Agency	Contact	Phone Number
Emergency: Fire / Police / Medical		911
City Manager's Office	Jack Crist	(209) 577-5223
City Council – Modesto	Kathy Espinoza	(209) 571-5169
City Hall Information	Sandra Horn	(209) 577-5200
City Hall at the Mall	Debbie Condor	(209) 571-5590
Fire Administration		(209) 572-9590
Engineering & Transportation	Glen Lewis	(209) 577-5213
Flooding: 24 hours/ day		(209) 577-6200
Flooding – Sandbags	Ruben Montoya	(209) 342-2244
Housing & Neighborhoods	Julie Hannon	(209) 577-5417
Parks / Recreation & Neighborhoods	Jim Niskanen	(209) 577-5344
Police Dispatch: 24 hours		(209) 552-2470
Police Phone Reports		(209) 572-9500
Senior Citizens Center	Shannon Parker	(209) 577-9928
Sewer / Storm Drain / Illegal Dumping	John Brusca	(209) 577- 6200
Transportation (Dial- a- Ride)	Fred Cavanah	(209) 527-4900
Transportation (MAX Busses)	Fred Cavanah	(209) 521-1247

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an emergency response plan may be imprisoned for one year, fined, or both.

Traffic Signs	James Barnes	(209) 342-2247
Wastewater Operations	Robert Howard	(209) 577-6300
Water Conservation Program	José Cavazos	(209) 342-4560
Water Repairs: Temporary On/Off	Allen Lagarbo	(209) 342-2246
Waste Water: 24 hours	Rafael Rodriguez	(209) 577-5250

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CITY OF MODESTO WATER DIVISION

501 NORTH JEFFERSON

MODESTO, CA 95354

PHONE: (209) 342-2246

FAX:(209) 577-4983

WATER QUALITY EMERGENCY NOTIFICATION PLAN

CITY OF MODESTO, WATER DIVISION	SYSTEM #'s:
City of Modesto owned Water Systems	5010010, 5010005, 5010006, 5010023, 5010026, 5010029, 5010031, 5010033, 5010034, & 5010035

The following person(s) have been designated to implement the plan upon notification by the State Department of Health Services that an imminent danger to the health of the water user exists:

Name Title	Telephone Day	Telephone Night	Pager/ <i>NEXTEL</i>
Allen Lagarbo Water Superintendent	(209) 342-2203	(209) 551-8893	(209) 652-9760
Melvin Lewis Supervisor	(209) 342-2210	(209) 551-1839	(209) 569-3918
Jeremy Damas Crew Leader	(209) 342-2208	(209) 883-0877	(209) 652-9758
Eric Zeigler Crew Leader	(209) 342-4567	(209) 529-8505	(209) 652-9588
Steven Berdion Supervisor	(209) 342-2206	(209) 588-1759	(209) 578-8716
Carl Richter Supervisor	(209) 342-2205	(209) 578-5794	(209) 569-1985

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Lanora Hill Water Resources Manager	(209) 342-2212	(209) 537-8210	(209) 652-1351
Claudia Hidahl Chief Operator	(209) 526-7608	(209) 537-0324	(209) 505-6800

STATE HEALTH DEPARTMENT PERSONNEL TO BE NOTIFIED:

Name Title	Telephone Day	Telephone Night
Joseph O. Spano District Engineer	(209) 368-3391	(209) 948-3816
Tahir Mansoor Sanitary Engineer	(916) 691-4972	(209) 948-3879
David Remick Sanitary Engineer	(209) 523-1503	(209) 948-3878
Bhupinder Sahota Sanitary Engineer	(916) 952-0952	(209) 948-3881
Susie Lim Sanitary Engineer	(916) 456-8469	(209) 948-3882

If the above personnel cannot be reached contact: Office of Emergency Services (24 hr.) @ (916) 845-8911

STANISLAUS COUNTY HEALTH DEPARTMENT TO BE NOTIFIED:

Name Title	Telephone Day	Telephone Night
John Aud Senior Environmental Health Specialist	209-525-4154	911

STANISLAUS COUNTY OFFICE OF EMERGENCY SERVICES:

PHONE: (209) 525-4658

FAX: (209) 544-6226

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**CITY OF MODESTO
WATER DIVISION
EMERGENCY TEAMS FOR GENERATORS**

TEAM #1		TEAM #2		TEAM #3	
JEREMY DAMAS LOUIS SALCEDO		LARRY K. SCOTT WILLIE SAUNDERS		STEVE LEATHERMAN MARTY MURKEN	
SITES	ADDRESS	SITES	ADDRESS	SITES	ADDRESS
TANK 3	ZEFF ROAD	WELL 14	VIRGINIA & GRISWOLD	WELL 6	MELROSE & MORRIS
WELL 49	ALGEN RD. & CROWSLANDING	WELL 44	CARPENTER & BLUE GUM	WELL 21	MCHENRY & MID LAT. 3
WELL 295	8415 YAMAMOTO, GRAYSON	WELL 33	PRESCOTT & MT. VERNON	WELL 39	BEYER PARK
WELL 275	2307 BRIER RD., TURLOCK	WELL 42	VINTAGE FAIR (NW CORNER)	WELL 54 & TANK 4	SYLVAN EAST OF OLD OAKDALE
WELL 272	13127 LAKE RD., HICKMAN	WELL 297	4124 WINCANTON, SALIDA	WELL 52	TEMESCAL DR. (NE CORNER)
WELL 303	12401 BONNIE BRAE, WATERFORD	WELL 299	5600 PIRRONE, SALIDA	TANK 5	NEAR OAKDALE & MERLE
		WELL 289	7119 BELTIS DR., DEL RIO	WELL 41	SIPHERD PARK
				WELL 40	N. RIVERSIDE & EL PASADO

Water Division - Emergency Teams for Generators

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WATER BOARD MEMBERSHIP LIST - 2003
Board Contact Information

Water Board meetings are held on time / date:

At _____

Staff contact information

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Boil Water Order

City of Modesto

Water Division

Date: _____

Public Information Officer: _____
Telephone Number: _____

For Immediate Release

Who: The City of Modesto – Water Division alerts all citizens and visitors in the City.

What: An important alert advising citizens of the area to boil their water before drinking or cooking with it, or mixing it with any medications. Specific Guidelines include:

- Bring water to a rigorous, rolling boil, and then let boil for at least another minute.
- Allow water to cool before pouring or consuming it.
- Boiled water may be stored in a clean, covered, container, and can be used over a period of several days.

When: This advisory is in effect immediately, and should be followed until further notice.

Why: This “Boil Water” advisory is issued in order to protect public health from waterborne pathogens (microbiological contaminant), which potentially or is currently affecting water quality. Failure to follow this advisory may result in sickness, and could have especially harmful effects for infants or people with weakened immune systems or certain illnesses.

WARNING

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Symptoms of potential waterborne disease include, diarrhea, nausea, vomiting, increased urinary output, fever, chills, or profuse sweating. If you have reason to be concerned about your health, please consult your health care professional.

Hotline: A hotline has been established to take questions about the situation, to advise the public of symptoms of potentially suspected waterborne disease and to disseminate other information. The hotline number is _____
 _____. The hotline is staffed from _____ to _____ on ____
 _____ (days) _____.

Actions Taken to Solve this Problem:

The City of Modesto - Water Division is working to isolate and remedy the problem as quickly as possible. We are conducting intensive monitoring of the situation. The public's health and the quality of our water are very important to the City. The cause of this problem is:

- A. Still under investigation.
- B. Determined to be _____
 _____.

We will be issuing updates to this situation within the next 24 hours, or before, as information becomes available.

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MEDIA, PUBLIC & AGENCY NOTIFICATION PLAN of Emergency/Contamination

2

NOTIFICATION PLAN

In the event of a water quality incidence, which would constitute an imminent danger to the water user in the City of Modesto Domestic Water System, the Water Division would institute a notification plan as follows:

Upon receiving data that indicates a potential health danger to the water user the City of Modesto would institute follow-up measures, within 24 hours, including but not limited to:

- Removal of Contaminated Well from service.
- Repeat sampling to verify the results.
- Chlorination, flushing, and re-sampling to check the results of the disinfection procedures.
- Institution of structural modifications, as required, to prevent any further contamination from occurring.
- Newspaper notice and/or radio announcements (depending on DHS advice) explaining the problem and offering an appropriate health advisory.

After 24 hours:

- The Modesto Bee may be used to publish further notices, as deemed appropriate by the Department of Health Services, concerning the water quality issues.
- Radio, as well as Television Channel 3 News may be employed to advise customers on the water quality issues that may impact their health.
- A telephone number will be provided where the customer may have their concerns answered by a water quality professional.
- Customers will be notified when there is no longer a health risk in consuming the tap water.

Report prepared by:

Lanora E. Hill / Environmental Compliance Manager

March 26, 2003

Date

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BOIL WATER MEDIA ADVISORY Template

BOIL WATER ADVISORY

Contact: Chief PIO
 Organization: City of MODESTO
 Phone: office or mobile phone

For Immediate Release

Who: The City of MODESTO- Water Treatment Facility alerts all citizens & visitors in the city

What: An important alert advising citizens of the area to boil their water before drinking or cooking with it, or mixing it with any medications. Specific guidelines include:

Bring water to a rigorous, rolling boil, and then let boil for at least another minute.
 Allow water to cool before pouring or consuming it.
 Boiled water may be stored in a clean, covered container, and can be used over a period of several days.

When: This advisory is in effect immediately, and should be followed until further notice.

Why: This "Boil Water" advisory is issued in order to protect public health from a waterborne pathogen (microbiological contaminant) which has the potential or is currently affecting water quality. Failure to follow this advisory may result in sickness, and could have especially harmful effects for infants or people with weakened immune systems or certain illnesses.

Symptoms of potential waterborne disease include: _____

Hotline:

A hotline has been established to take questions about the situation, to advise the public of symptoms of potentially suspected waterborne disease and to disseminate other information. The hotline number is _____. The hotline is staffed from (times/ days)

Actions to Solve this Problem:

The City of Modesto - Water Facility is working to isolate and remedy the problem as quickly as possible. We are conducting intensive monitoring of the situation. The public's health and the quality of our water is very important to the city. The cause of this problem is

___ still under investigation

___ determined to be _____.

Updates to the situation will be issued within the next 24 hours, or before, as information is available.

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CITY OF MODESTO

WATER DIVISION

CONSUMER ALERT

NOTIFICATION OF TOTAL COLIFORM BACTERIA CONTAMINATION

The City of Modesto, Water Division, has determined that a violation of the Total Coliform Rule has occurred in your domestic water service area. In accordance with the California Code of Regulations, Section 64470 (notification of a violation of Section 64426.1(b)(1) or (2)), we are required to provide this notification.

"The California Department of Health Services sets drinking water standards and has determined that the presence of total coliform is a possible health concern. Total coliform are common in the environment and are generally not harmful themselves. The presence of these bacteria in drinking water, however, generally is a result of a problem with water treatment or the pipes which distribute the water, and indicates that the water may be contaminated with organisms that can cause disease. Disease symptoms may include diarrhea, cramps, nausea, and possibly jaundice, and any associated headaches and fatigue. These symptoms, however, are not just associated with disease-causing organisms in drinking water, but also may be caused by a number of factors other than your drinking water. The Department has set an enforceable drinking water standard for total coliform to reduce the risk of these adverse health effects. Under this standard, no more than 5.0 percent of the samples collected during a month can contain these bacteria, except the systems collecting fewer than 40 samples/month that have one total coliform-positive sample per month are not violating the standard. Drinking water, which meets this standard, is usually not associated with a health risk from disease-causing bacteria and should be considered safe."

The City of Modesto, in accordance with the Department of Health, advises you to follow these recommendations:

1. Use an alternative water source for drinking or cooking until the water quality problem has been eliminated.
2. You may disinfect drinking water by bringing the water to a full boil for at least one full minute.
3. If you do not have an alternative water supply, and are unable to boil the drinking water, you may disinfect it by adding two drops of household bleach to 1 gallon of water and let it stand for 30 minutes.
4. Operational efforts and bacteriological testing will continue to identify and solve this problem. You will be notified when the water is again safe to drink.

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APPENDIX Items for Communications Section-**Media**
 "No Contact with tap water" --MEDIA ADVISORY Template

NO WATER CONTACT

Do not wash with or drink water from taps

Contact: Chief PIO name
 Organization: City of Modesto
 Phone: office or mobile phone

For Immediate Release

Who: The City of Modesto- Water Utilities Division alerts all citizens & visitors in the city

What: An important alert advising people not to wash with, touch, drink or use water from faucets, showers or drinking fountains. Citizens are advised to use bottled water for their basic hygiene, drinking and cooking needs. Persons who do not observe these precautions could experience _____ (skin rashes, eye irritations or other bodily problems that might persist for awhile). Health consequences could be: __ minimal, __ severe or __ life threatening.

A limited number of water tank trucks are stationed at designated points around the city to provide water to citizens. People may get up to 5 gallons of clean water per day/per household, but they must bring their own storage container. Stations are located at :_____.

When: This advisory is in effect immediately and should be followed until further notice.

Why: The City has issued this strict guideline to avoid all contact with water from your tap, shower or water fountain due to an emergency involving a chemical or non-biological contaminant which has entered the source, treatment or distribution system. The contaminant cannot be rendered harmless merely by boiling the water.

Hotline:

A hotline has been established to take questions about the situation and to disseminate other information. The hotline number is _____. The hotline is staffed from _____ (time/days) until water service is restored to normal conditions.

Actions to Solve this Problem:

The City of Modesto- Water Facility is working to remedy the problem as quickly as possible. Chemical testing and chemical removal processes are being used. The cause of this problem is

__ still under investigation

__ determined to be _____.

Updates to the situation will be issued within the next 24 hours.

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APPENDIX Items for Communications Section-**Media**
 No Outdoor Use-MEDIA ADVISORY Template

NO OUTDOOR USE OF WATER

Water Restrictions

Contact: Chief PIO
 Organization: City of Modesto
 Phone: office or mobile phone

For Immediate Release

Who: The City of Modesto- Water Utilities Division alerts all citizens & visitors in the city

What: An important alert prohibiting any outdoor water use is currently in effect until further notice. This means that lawns and gardens cannot be irrigated, nor can people wash their cars, spray down walkways or driveways, wash the outsides of windows or otherwise use hoses or buckets for outdoor washing purposes. Water conservation is requested. Using water outdoors is prohibited. Violators may be fined.

When: This advisory is in effect immediately and should be followed until further notice.

Why: The City has issued this strict water restriction due to an emergency impacting our water supply and/or delivery capabilities. The public's cooperation is needed in order to ensure enough water for the drinking needs for our citizens and to meet critical needs of hospitals, kidney dialysis centers and other special users.

Hotline:

A hotline has been established to take questions about the situation and to disseminate other information. The hotline number is _____. The hotline is staffed from (times/ days)

Actions to Solve this Problem:

The City of Modesto is working to remedy the problem as quickly as possible. The cause of this problem is

___ still under consideration/ investigation

___ determined to be _____.

Updates to the situation will be issued within the next 24 hours.

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 an emergency response plan may be imprisoned for one year, fined, or both.

NOTE: See "CALL LISTS" for relevant phone numbers.

CITY OF MODESTO
WATER DIVISION
CONSUMER ALERT
WATER CONSERVATION DURING ELECTRICAL
POWER OUTAGES

In the event of a widespread electrical power outage the City of Modesto owned water systems would be able to provide water to our customers, but at a reduced volume. The emergency generators at selected sites should provide water for all essential uses. The City of Modesto and the California Department of Health Services advises you to take the following precautions to avoid additional problems:

1. Immediately discontinue any and all non-essential water usage. This would include outdoor irrigation, and non-essential cleaning. Minimizing the water usage will reduce the potential for the system to loose pressure or run out of available water during a power outage.
2. If the water becomes cloudy or dirty looking, **DO NOT DRINK IT.** After service has returned to normal, you should flush your water lines by turning on your water faucets and running them full open until the water clears.
3. If you are uncertain the water is safe to drink, you may disinfect it by adding two drops of household bleach to 1 gallon of water and let it stand for 30 minutes. An alternatively means of disinfecting water would be to boil it for one minute. This could become necessary if the water pressure drops below 20 psi in the system.
4. Chlorine concentrations in your water supply may be higher than normal. The Department of Health services advises public water utilities to increase chlorine residuals in areas that maybe subject to low water pressure or outages.
5. Water quality bacteriological monitoring will be increased as required to meet any potential for water quality problems that could occur due to low water pressure in the system. If you experience very low water pressure, notify the Water Division. Additional sampling can then be done to confirm that the water remains safe.

EMERGENCY TELEPHONE NUMBERS:

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City of Modesto

Alternate Water Source/Distribution During Emergency

(per Water Operations Superintendent: Alan Lagarbo 7/29/03)

Water Trucks

In the event of an emergency, the City can order trucks from large companies on a first come, first served basis.

There are few trucks around that can be certified clean for drinking water.

Company Name: _____ Phone: _____

Tanks:

City of Modesto tanks can be used as resources for water distribution.

Bottled Water:

Modesto Bottling Company (Aquas) Phone: _____

This company has a large operation and would be reliable in a last minute, anytime of the night need. They can provide large volumes of bottled water containers.

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Emergency Response

Message & Message Delivery - Guidance

Communications should be attuned to the following in its messages and approach:

- Acknowledge uncertainty where it exists: Don't overly reassure the public, as that may backfire
- Do not discount or dismiss people's fears. Acknowledge that some people have fears and express empathy (especially in initial messages). Provide people information so they can put their fears in context.
- Give people things to do to help themselves. Provide a range of actions, from minimal to more involved. For example, with drinking water concerns, action choices may be:
 - Minimal = buy chlorine drops
 - Moderate = boil water for 2 minutes before drinking
 - Maximum = buy/consume only bottled water
 Indicate what people:
 - must do (to protect health),
 - should do, or
 - can do (optional).

Outline "preparatory behaviors," indicating that if X happens, then Y action is to be taken.

Audiences judge messages on three criteria:

1. **Speed/timeliness** of communication delivery
 - You don't need all the answers, but you need to let people know that you are aware of the problem, and are working to get information and get the problem under control.
2. **Content**
 - Get the facts, be consistent, ensure all players are working from the same factual information
 - Cut the jargon
 - Provide information. Don't withhold information. Explain why you may not be able to release it (verifying it, notifying others, it is not yours to release)
3. **Credibility and Trust**
 - Being timely.
 - Admitting what you do and don't know yet increases credibility. Indicate what technology/science/investigation tells us, and what we do not yet know.
 - Consistency in messages helps achieve credibility and trust.

To be effective, messages should:

- Be short, concise, and give relevant information only.
- Be stated in simple terms (understandable to those without a high school education)
- Give action steps in positives, rather than negatives

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- Communicate the appropriate level of urgency
- Frame action using an acronym or use rhyme. Where applicable, give action steps in threes.
- Use personal pronouns for the organization. (e.g., "We are committed to . . .")
- Repeat the message.

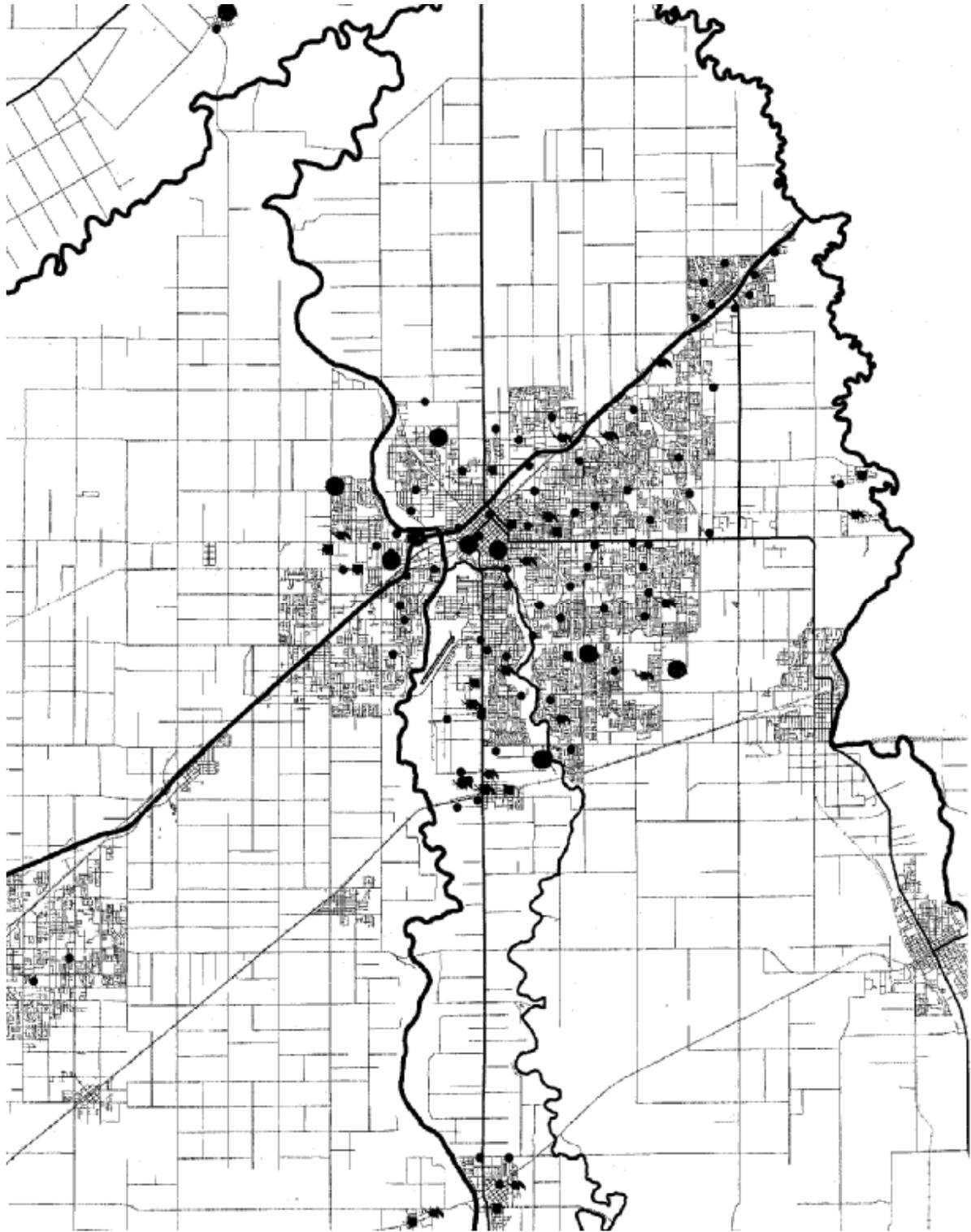
Messages should not:

- Make promises or guarantees
- Speculate, as speculation may be mistaken for fact

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CITY of MODESTO – Water Utilities

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APPENDIX 6.0

Water System Events

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an emergency response plan may be imprisoned for one year, fined, or both.

Bomb Threat Emergency Response Checklist

- If the threat comes via phone call, try to get as much detail as possible from the caller. Refer to Threat Identification Checklist.
 - Clear the area. If in a building, exit and stay 300 feet from the perimeter. Warn employees not to touch any suspicious objects or packages
 - Call Supervisor.
 - Notify the police and FBI of the situation.
 - Provide requested assistance to police (keys, directions, etc.).
 - Do not return to the site until declared safe by law enforcement officials.
-

Important phone numbers

Police: (209) 342-6177

County Sheriff's Department: (209) 525-7114

FBI: (916) 481-9110

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Kidnapping/Hostage Situation

- Notify local law enforcement agencies and FBI.
 - Comply with warnings and directions of law enforcement officials.
 - Assist law enforcement officials with building-specific requests; e.g., location of equipment and materials, location of specific personnel, etc.
 - Direct employees to report any suspicious activity or person to 9-1-1.
 - Resume normal operations when it is safe to do so and law enforcement officials and Incident Command provide authorization.
 - Maintain log of actions and forward to the TCC Coordinator upon completion.
-

Important phone numbers

Police: (209) 342-6177

County Sheriff's Department: (209) 525-7114

FBI: (916) 481-9110

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an emergency response plan may be imprisoned for one year, fined, or both.

Hostile Acts/Civil Disturbance Emergency Response Checklist

- Employees should leave the area if it is safe to do so. Do not attempt to confront the person/group.
 - Contact the police and FBI.
 - Follow the instructions of law enforcement officials. Employees may be requested to offer informational assistance, such as the locations of equipment or persons.
 - Do not return to the area until instructed that it is safe to do so by law enforcement officials.
 - Inspect facilities for damage. Check wells and tanks for possible contamination.
-

Important phone numbers

Police: (209) 342-6177

County Sheriff's Department: (209) 525-7114

FBI: (916) 481-9110

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Insert Emergency Disinfection Plan here.

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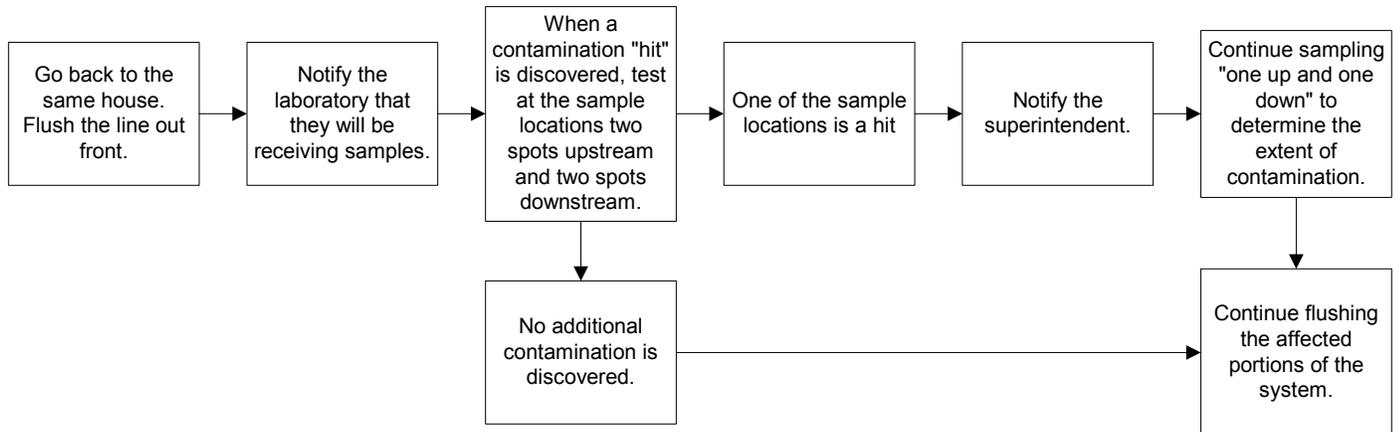
Figure 1: Contamination Flowcharts

If at any point the contamination is known or suspected to be the result of an intentional act, notify the police (209-342-6177) and FBI (916-481-9110) immediately.

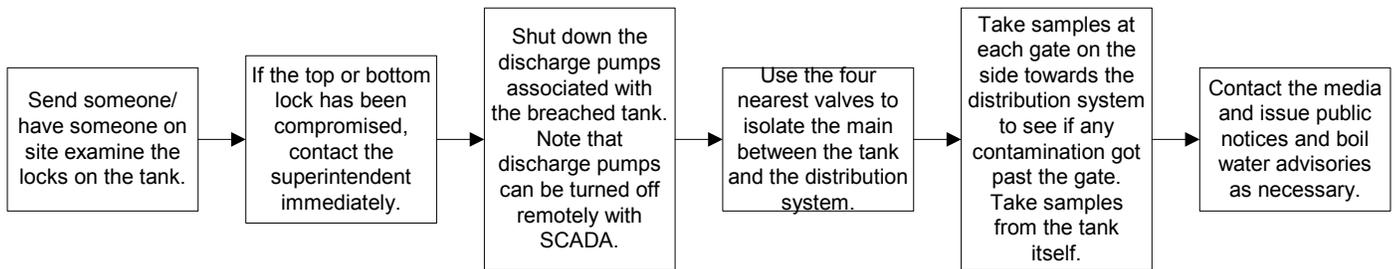
If Bacteriological contamination is found:

Refer to the Emergency Disinfection Plan in Appendix 6.0.

If Contamination is discovered in the field:

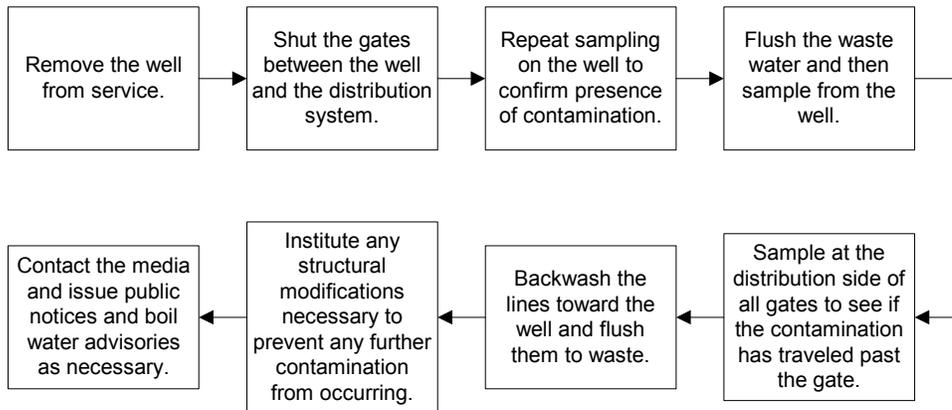


If a tank is breached:



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If a groundwater well has been contaminated:

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an emergency response plan may be imprisoned for one year, fined, or both.

Freezing Emergency Response Procedures

- Talk to residents to determine what areas/homes are affected.
 - Institute water conservation program.
 - Deliver bottled water while lines are being fixed.
 - Lend expertise to plumbers and residents regarding fixing the lines. In many cases, it may be necessary to bypass sprinkler lines in order to get to the house.
-

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an emergency response plan may be imprisoned for one year, fined, or both.

Flooding Emergency Response Checklist

- Seal well sites near river. Take off vent screens and disconnect the electricity.
 - For areas under water, do not shut off water. Allow it to “dump,” and keep the pipes pressurized.
 - Distribute bottled water to residents affected by flooding. Bottled water can be obtained from the Modesto Bottling Company.
 - Alert public as necessary regarding the safety of the water. Issue boil water advisories, lists of bottled water distribution points, etc.
 - Once the flooding has subsided, flush the system. Sample at every home that was under water. Replace all faucets after sampling.
-

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an emergency response plan may be imprisoned for one year, fined, or both.

Earthquake Emergency Response Checklist

- Protect self from injury until the earthquake has subsided. If indoors, take cover under a desk, table, bench, or against inside walls or doorways. Stay away from glass, windows, or outside doors. If outside, stay in an open area, away from buildings and power lines.
 - After the earthquake, stand alert for after-shock tremors that could further damage structures and cause injury to those located in unstable, damaged structures.
 - Check SCADA to see if any parts of the system were damaged.
 - Dispatch pump mechanics to their sites to check pumps.
 - Wait for customers to report problems. Respond accordingly.
-

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Landslide Emergency Response Checklist

- Send crews out to check on affected groundwater wells.
 - Verify that wells are intact and operational and test for contamination.
 - In affected areas, some distribution pipeline may have been damaged. Be prepared to respond to customer complaints regarding damaged pipes or disrupted flows.
-

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Any authorized individual who knowingly or recklessly divulges information from
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Fire/Explosion Emergency Response Checklist

If a well facility is on fire/explodes:

- Use SCADA to shut the well down. The well will shut down automatically if the wiring burns.
 - Shut gates so water does not flow back into burning area.
 - Call 9-1-1. Tell the operator that there is a fire and give them the exact location.
 - If there was an explosion, notify the local authorities and the FBI.
-

If the Fire Department calls to request assistance:

- When the Fire Department calls, determine the exact location of the fire and find out if any nearby roads are closed off.
 - Send out a crew to work with them; the crew should have a map of the water system in the area, or sufficient knowledge of the area to perform needed duties.
 - Check well sites to make sure they are operating at maximum capacity.
 - It may be necessary to change valve setting so that more water is directed to the fire.
-

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Medical Emergency Response Checklist

- Identify the medical emergency (drowning, fall, electrocution, etc.)
 - Turn off involved equipment. Throw main incoming power switch if electrical shock is suspected.
 - Notify the Supervisor that an accident has occurred and request assistance. The Supervisor should call 911. Give the dispatcher the address of the injured person, or identify the field location including the nearest intersection.
 - Administer first aid if appropriate. If chemicals are involved, consult MSDS.
 - Assign a person to meet the emergency medical response team along the nearest major road. Advise them of the type of injury and first aid given, and take them to the injured person.
 - The Emergency Response team will administer advanced care and dispatch an ambulance. If chemical exposure is involved, provide a copy of the MSDS to take to the hospital with the injured person.
 - Inform the Supervisor that transport to a medical facility has occurred.
-

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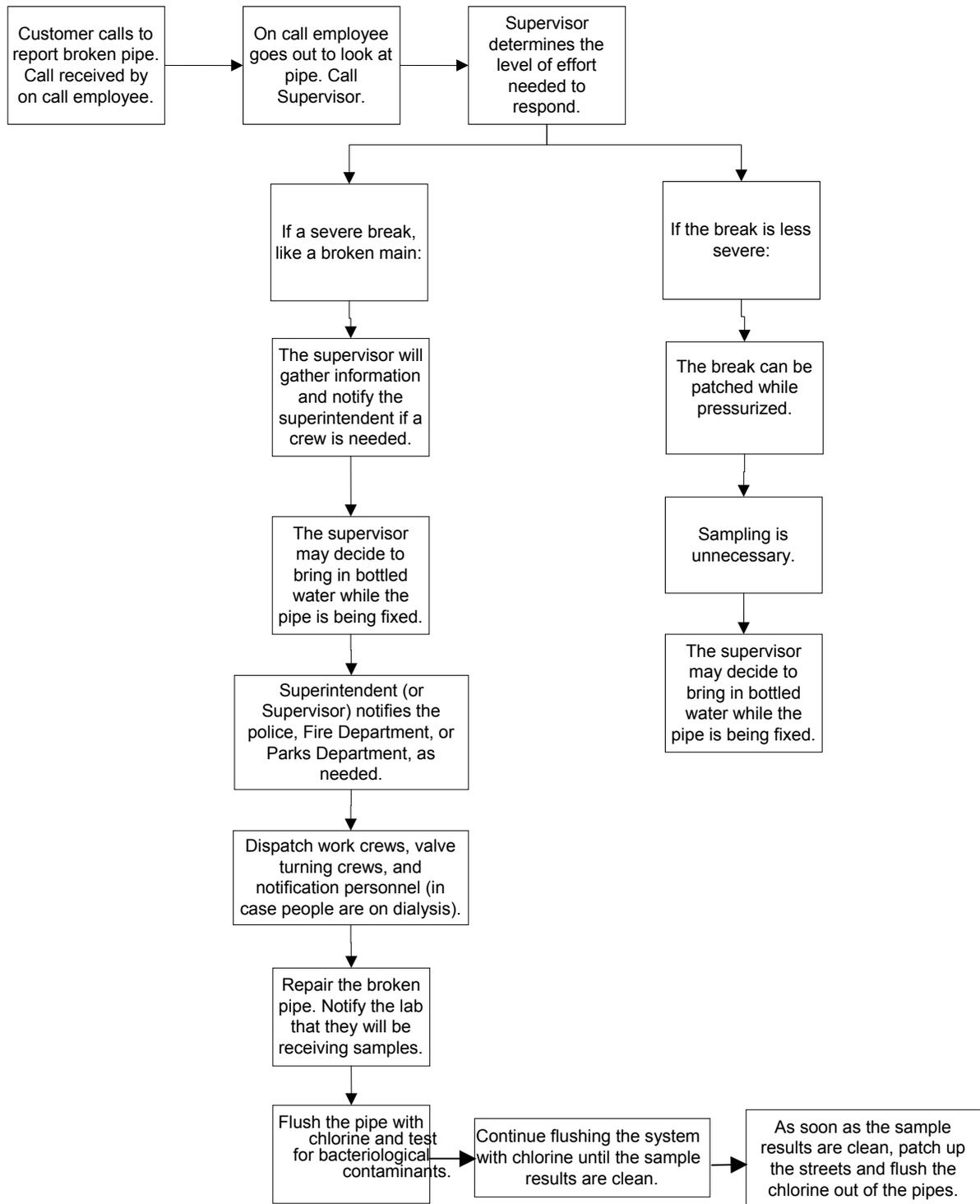
Power Failure Emergency Response Checklist

- SCADA will signal an alarm notifying that there is a power outage.
 - Generators at the largest wells will come on automatically.
 - If there is no generator, or the generator is not operational, send out a crew to disconnect the well to prevent surges.
 - The City has enough fuel for about 24 hours of run time stored on site. If additional diesel fuel is needed, contract with CL Bryant to deliver diesel to the well sites. Alternatively, the crew leader has a 200 gallon truck that can be used to get diesel from any gas station.
 - Once power is restored, send a crew out to reconnect the wells that had been removed from service.
-

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Figure 2: Pipe Break Emergency Response Procedure



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Threat Identification Checklist

In the event your water system receives a threatening phone call, remain calm and try to keep the caller on the line. Use the following checklist to collect as much detail as possible about the nature of the threat and description of the caller.

1. Types of Tampering/Threat:	
<input type="checkbox"/> Contamination	<input type="checkbox"/> Threat to tamper
<input type="checkbox"/> Biological	<input type="checkbox"/> Bombs, explosives, etc.
<input type="checkbox"/> Chemical	<input type="checkbox"/> Other (explain):
2. Water System Identification:	
Name:	
Address:	
Telephone:	
3. Alternative Water Source Available: Y/N	
If yes, give name and location:	
4. Location of Tampering:	
<input type="checkbox"/> Distribution Line	<input type="checkbox"/> Water Storage Facilities
<input type="checkbox"/> Treatment Plant	<input type="checkbox"/> Raw Water Source
	<input type="checkbox"/> Treatment Chemicals
<input type="checkbox"/> Other (explain):	
5. Contamination Source and Quantity:	
6. Date and Time of Tampering/Threat:	
7. Caller's Name/Alias, Address, and Telephone Number:	
8. Is the Caller (check all that apply):	
<input type="checkbox"/> Male	<input type="checkbox"/> Female
<input type="checkbox"/> Foul	<input type="checkbox"/> Illiterate
<input type="checkbox"/> Well Spoken	<input type="checkbox"/> Irrational
	<input type="checkbox"/> Incoherent

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9. Is the Caller's Voice (check all that apply):	
<input type="checkbox"/> Soft	<input type="checkbox"/> Calm
<input type="checkbox"/> Slurred	<input type="checkbox"/> Loud
<input type="checkbox"/> Deep	<input type="checkbox"/> Nasal
<input type="checkbox"/> Old	<input type="checkbox"/> High
<input type="checkbox"/> Angry	<input type="checkbox"/> Slow
<input type="checkbox"/> Laughing	<input type="checkbox"/> Crying
<input type="checkbox"/> Clear	<input type="checkbox"/> Lisp
<input type="checkbox"/> Cracking	<input type="checkbox"/> Excited
<input type="checkbox"/> Rapid	<input type="checkbox"/> Normal
<input type="checkbox"/> Stuttering	<input type="checkbox"/> Young
<input type="checkbox"/> Familiar (who did it sound like?)	
<input type="checkbox"/> Accented (which nationality or region?)	
10. Is the Connection Clear? (Could it have been a wireless or cell phone?)	
11. Are There Background Noises?	
<input type="checkbox"/> Street Noises (what kind?)	
<input type="checkbox"/> Machinery (what type?)	
<input type="checkbox"/> Voices (describe)	
<input type="checkbox"/> Children (describe)	
<input type="checkbox"/> Animals (what kind?)	
<input type="checkbox"/> Computer Keyboard, Office	
<input type="checkbox"/> Motors (describe)	
<input type="checkbox"/> Music (what kind?)	
<input type="checkbox"/> Other	
12. Call Received By (Name, Address, and Telephone Number):	
Date Call Received:	
Time of Call:	
13. Call Reported To:	
Date/Time:	
14. Action(s) Taken Following Receipt of Call:	

APPENDIX 7.0

Follow-up Activities

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Business Continuity (Mitigation) Plan

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