AGENDA
MESA WATER DISTRICT
BOARD OF DIRECTORS
Thursday, October 8, 2015
1965 Placentia Avenue, Costa Mesa, CA 92627
6:00 p.m. Regular Board Meeting

CALL TO ORDER
PLEDGE OF ALLEGIANCE

PUBLIC COMMENTS

Non-Agendized Matters: Members of the public are invited to address the Board on matters which are not on the Agenda. Each speaker is limited to three (3) minutes. The Board will set aside thirty (30) minutes for public comments.

Agendized Matters: Members of the public may comment on Agenda items before action is taken, or after the Board has discussed the item. Each speaker is limited to five (5) minutes.

ITEMS TO BE ADDED, WITHDRAWN, OR REORDERED ON THE AGENDA
At the discretion of the Board, all items appearing on this agenda, whether or not expressly listed as an Action Item, may be deliberated and may be subject to action by the Board.

CONSENT CALENDAR ITEMS:
Approve all matters under the Consent Calendar by one motion unless a Board member, staff, or a member of the public requests a separate action.

1. Approve minutes of regular Board meeting of September 10, 2015.
2. Approve minutes of special Board meeting of September 15, 2015.
3. Approve minutes of special Board meeting of September 21, 2015.
4. Approve minutes of special Board meeting of September 24, 2015.
5. Approve attendance considerations (additions, changes, deletions).
6. Board Schedule:
   • Conferences, Seminars, and Meetings
   • Board Calendar
   • Upcoming Community Outreach Events
7. Declare certain property as surplus and authorize the General Manager to dispose of the property within the established rules and regulations set forth by Resolution No. 1463.
8. Affirm staff’s plan to implement the District’s Request for Proposal process to retain an expert consultant/firm for professional social media assessment, evaluation, monitoring, feedback, and training services.
PRESENTATION AND DISCUSSION ITEMS:

9. EMERGENCY OPERATIONS PLAN:

Recommendation: Receive the presentation.

ACTION ITEMS:

10. CLOSED SESSION:

PURSUANT TO SECTION 54957:
PUBLIC EMPLOYEE PERFORMANCE EVALUATION
Title: General Manager

RETURN TO OPEN SESSION.

11. ANNUAL PERFORMANCE EVALUATION FOR GENERAL MANAGER:

Recommendation: Take action as the Board desires.

REPORTS:

12. REPORT OF THE GENERAL MANAGER
   • September Key Indicators Report
   • Other (no enclosure)

13. DIRECTORS’ REPORTS AND COMMENTS

INFORMATION ITEMS:

14. DIRECTORS’ REPORTS (AB 1234) PER CA GOVERNMENT CODE SECTION 53232.3 (D)

15. OTHER (NO ENCLOSURE)

In compliance with California law and the Americans with Disabilities Act, if you need disability-related modifications or accommodations, including auxiliary aids or services in order to participate in the meeting, or if you need the agenda provided in an alternative format, please contact the District Secretary at (949) 631-1206. Notification 48 hours prior to the meeting will enable Mesa Water District (Mesa Water) to make reasonable arrangements to accommodate your requests.

Agenda materials that are public records, which have been distributed to a majority of the Mesa Water Board of Directors (Board), will be available for public inspection at the District Boardroom, 1965 Placentia Avenue, Costa Mesa, CA and on Mesa Water’s website at www.MesaWater.org. If materials are distributed to the Board less than 72 hours prior or during the meeting, the materials will be available at the time of the meeting.

ADJOURN TO AN ADJOURNED REGULAR BOARD MEETING SCHEDULED FOR THURSDAY, OCTOBER 22, 2015 AT 8:00 A.M.
CALL TO ORDER

The meeting of the Board of Directors was called to order on September 10, 2015 at 6:00 p.m. by President Dewane at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE

Director Fisler led the Pledge of Allegiance. Director Fisler asked for a moment of silence in remembrance of the 14 year anniversary of the 9/11 terrorist attacks in New York, Pennsylvania and Washington D. C.

Directors Present

Shawn Dewane, President
Jim Atkinson, Director
Fred R. Bockmiller, Director
James R. Fisler, Director

Directors Absent

Ethan Temianka, Vice President

Staff Present

Paul E. Shoenberger, P.E., General Manager
Coleen L. Monteleone, Assistant General Manager/District Secretary
Phil Lauri, Assistant General Manager
Andrew Hamilton, Chief Financial Officer
Stacy Taylor, Public and Government Affairs Manager
Stacie Sheek, Customer Services Manager
Tim Beaman, Associate Engineer
Mark Pelka, Sr. Civil Engineer
Denise Garcia, Executive Assistant to the General Manager
Rob Anslow, Attorney, Bowie, Arneson, Wiles & Giannone

Others Present

None

PUBLIC COMMENTS

There were no comments on non-agendized topics. President Dewane proceeded with the meeting.

ITEMS TO BE ADDED, WITHDRAWN, OR REORDERED ON THE AGENDA

General Manager Shoenberger reported there were no items to be added, withdrawn or reordered on the agenda.
CONSENT CALENDAR ITEMS:

Approve all matters under the Consent Calendar by one motion unless a Board member, staff, or a member of the public requests a separate action.

1. Approve minutes of regular Board meeting of August 13, 2015.
2. Approve minutes of special Board meeting of August 17, 2015.
3. Approve minutes of special Board meeting of August 18, 2015.
4. Approve attendance considerations (additions, changes, deletions).
5. Board Schedule:
   - Conferences, Seminars, and Meetings
   - Board Calendar
   - Upcoming Community Outreach Events
6. Approve a contract amendment with Sophos Solutions for a not to exceed amount of $80,000 to perform an account restructuring within the Cogsale Customer Service Management System.
7. Authorize President Shawn Dewane to be Mesa Water®’s voting delegate for the Association of California Water Agencies Region 10 Board Election for the 2016-2017 Term and to cast the District’s vote in favor of the slate of nominees as recommended by the Region 10 Nominating Committee.
8. Approve support for the appointments of both Board and staff to committees of the Association of California Water Agencies.

President Dewane asked for public comments. There were no comments.

MOTION

Motion by Director Bockmiller, seconded by Director Fisler, to approve the Consent Calendar. Motion passed 4-0-1 with Director Temianka absent.

PRESENTATION AND DISCUSSION ITEMS:

9. STATE WATER RESOURCES CONTROL BOARD DROUGHT REGULATIONS BEYOND FEBRUARY 2016:

General Manager Shoenberger noted that this item was discussed at the Executive Committee. He continued with an update on a recent meeting conducted by the State Water Resources Control Board (SWRCB) with nearly 20 water districts, a representative from ACWA, as well as 3-4 environmental firms.

A brief discussion ensued regarding Prop 218, allocation based rates, and uniform rate structures. Mr. Shoenberger reiterated that Mesa Water® uses the uniform rate structure and does not support a mandated change to allocation based rates.

Consensus was reached to direct the General Manager to work within the scope of his authority and expense approval to seek entities who will work with Mesa Water® to avoid the SWRCB from mandating changes (i.e. tiered or allocation based rates) that do not serve the best interest of Mesa Water® customers.
10. **FINANCIAL FORECAST:**

General Manager Shoenberger offered that this topic was brought at the request of Director Fisler.

Chief Financial Officer Hamilton provided a financial forecast. He offered that due to a variety of unique factors, assumptions used to formulate the FY 2016 budget have changed subsequent to adoption by the Board. Therefore, a forecast for FY 2016 was created with revised assumptions to provide updated financial information to the Board. This forecast provides an estimate of expected financial results due to a variety of factors: actual conservation exceeding budgeted conservation, anticipated changes to the Basin Production Percentage (BPP) from 70% to 75%, increased receipt of developer fee deposits, a slight decrease in capital expenditures, etc. Two variations of the forecast were created and then compared to the FY 2016 budget.

He noted that the FY 2016 Annual Forecast vs. Budget Net Change in Cash:
- Scenario #1 $349,735
- Scenario #2 ($795,153)

Mr. Hamilton responded to questions from the Board.

Mr. Shoenberger noted that financial forecasts would be provided at least quarterly to the Board in order to track trending as variables change.

**ACTION ITEMS:**

11. **RESERVOIRS 1 & 2 PUMPS, CONTROLS, AND CHEMICAL SYSTEM ASSESSMENT PROJECT:**

General Manager Shoenberger provided a review of the project. He noted that maintaining reliable reservoir operations is critical to any water system. Reservoirs are used for meeting peak day demands, provide back-up storage during emergencies, and allow a water purveyor operational flexibility when main production facilities are taken offline for maintenance. Reservoir effectiveness is evaluated using standard metrics (i.e., Pump efficiency, power usage, water quality, mechanical equipment condition, required maintenance labor, etc.). These parameters are collectively used to assess the overall performance of a reservoir.

President Dewane asked for public comments. There were no comments.

**MOTION**

Motion by Director Bockmiller, seconded by President Dewane, to award a contract to Hazen & Sawyer for professional engineering services for a not to exceed amount of $418,018. Motion passed 4-0-1 with Director Temianka absent.

12. **RESOLUTION NO. 1465 – PUBLIC GOODS CHARGE OR OTHER WATER TAX:**

Public & Government Affairs Manager Taylor reviewed Resolution 1465. In the past legislative session, she noted that the District managed to protect the legislative platforms that the Board approved and adopted at its last Board Workshop. ACWA anticipates the
A public goods charge on water is contrary to local control and accountability – local water managers are best suited to identify ways to spend locally generated revenues at their respective agencies. Layering an additional tax on water bills in order to send money to Sacramento, where a portion will be carved out to fund another layer of administration, is not efficient and is not an appropriate solution or sound policy. It will make water less affordable. More appropriate funding sources – such as the state’s general fund – should be pursued to address a problem that is in the public’s interest to solve.

MOTION

Motion by Director Atkinson, seconded by President Dewane, to approve Resolution No. 1465 – Opposing a Public Goods Charge on Water. Motion passed 4-0-1 with the following roll call vote:

AYES: DIRECTORS Atkinson, Bockmiller, Fisler, Dewane
NOES: DIRECTORS None
ABSENT: DIRECTORS Temianka
ABSTAIN: DIRECTORS None

13. CLOSED SESSION:

President Dewane announced the Board was going into Closed Session at 6:50 p.m.

CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION:
Pursuant to Government Codes Sections 54956.9 (d) (1) and 54954.5 (c)
Case: Synetcom Digital, Inc. vs. Mesa Water District, KDC, Inc., etc., et al
The Board returned to Open Session 6:59 p.m.

Attorney Anslow announced the Board met in Closed Session with the General Manager, Assistant General Managers Lauri and Monteleone, and Legal Counsel regarding existing litigation pursuant to Government Codes Sections 54956.9 (d) (1) and 54954.5 (c). The Board received information and there is no other announcement.

REPORTS:

14. REPORT OF THE GENERAL MANAGER
• August Key Indicators Report
• Other (no enclosure)

15. DIRECTORS’ REPORTS AND COMMENTS

INFORMATION ITEMS:

16. DIRECTORS’ REPORTS (AB 1234) PER CA GOVERNMENT CODE SECTION 53232.3 (D)
17. OTHER (NO ENCLOSURE)

President Dewane adjourned the meeting at 7:45 p.m. to a Regular Board Meeting scheduled for Thursday, October 8, 2015 6:00 p.m.

Approved:

__________________________
Shawn Dewane, President

__________________________
Coleen L. Monteleone, District Secretary

Recording Secretary: Sharon D. Brimer
ENGINEERING AND OPERATIONS COMMITTEE MEETING

CALL TO ORDER
The meeting of the Board of Directors was called to order on September 15, 2015 at 3:30 p.m. by Chairman Bockmiller at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE
Scott Sullivan led the Pledge of Allegiance.

Directors Present
Jim Atkinson, Director
Fred R. Bockmiller, Director, Chairman
James R. Fisler, Director

Directors Absent
Shawn Dewane, President
Ethan Temianka, Vice President

Staff Present
Paul E. Shoenberger, General Manager
Karyn Igar, Senior Civil Engineer
Mark Pelka, Senior Civil Engineer
Tim Beaman, Associate Engineer
Scott Sullivan, Water Operations Supervisor
Denise Garcia, Executive Assistant to the General Manager/Assistant District Secretary

Others Present
None

PUBLIC COMMENTS
There was no public present.

PRESENTATION AND DISCUSSION ITEMS:

1. Well 9 Update

General Manager Shoenberger introduced Mesa Water® Senior Civil Engineer, Karyn Igar, who proceeded with the presentation.

The following topics were highlighted:
- Swage to Cover Casing Hole
- Well Redevelopment
- New Tests
- Next Steps
Ms. Igar responded to questions from the Board, and the Board thanked Ms. Igar for the presentation.

**ACTION ITEMS:**

2. CLOSED SESSION:

   Chairman Bockmiller announced the Board was going into Closed Session at 3:45 p.m.

   **CONFERENCE WITH REAL PROPERTY NEGOTIATORS:**
   Pursuant to Government Code Section 54956.8:
   Property: Portion of Assessor's Parcel Number 169-421-29
   District Negotiator: General Manager
   Negotiating Parties: Los Caballeros
   Under Negotiation: Possible purchase of property for well site.

   **RETURN TO OPEN SESSION AT 4:17 P.M.**

   General Manager Shoenberger reported that the Board met in Closed Session with the General Manager, Engineering and Operations staff regarding real property negotiation pursuant to Government Code Section 54956.8. The Board received information and there is no other announcement.

   Recess from 4:18 p.m. to 4:23 p.m.

**REPORTS:**

3. Developer Project Status Report
4. Mesa Water® and Other Agency Projects Status Report
5. Water Quality Call Report
6. Committee Policy & Resolution Review or Development
7. Operations Department Status Report
8. Municipal Water District of Orange County Activities Update
9. Orange County Water District Activities Update
10. Ocean Desalination Projects (no enclosure)
12. Directors’ Reports and Comments
INFORMATION ITEMS:

13. MWRF Parking Update

General Manager Shoenberger introduced Karyn Igar, Senior Civil Engineer who proceeded with the information.

The following topics were highlighted:
- 90% Parking Design Plan
- Permitting Approvals
- Coordination Requirements
- Schedule Update

Mr. Igar responded to questions from the Board, and the Board thanked Ms. Igar for the presentation.

The Board meeting was adjourned at 5:10 p.m.

Approved:

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Shawn Dewane, President

________________________
Coleen L. Monteleone, District Secretary
FINANCE COMMITTEE MEETING

CALL TO ORDER
The meeting of the Board of Directors was called to order on September 21, 2015 at 3:30 p.m. by Chairman Temianka at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE
Director Fisler led the Pledge of Allegiance.

Directors Present
Ethan Temianka, Vice President, Chairman
Fred R. Bockmiller, Director
James R. Fisler, Director

Directors Absent
Shawn Dewane, President
Jim Atkinson, Director

Staff Present
Paul E. Shoenberger, P.E., General Manager
Coleen L. Monteleone, Assistant General Manager/District Secretary
Andrew Hamilton, Chief Financial Officer/District Treasurer

Others Present
None

PUBLIC COMMENTS
There was no public present.

PRESENTATION AND DISCUSSION ITEMS:
None

ACTION
1. Deny Claim of Mr. Alfred Vasquez

MOTION
Motion by Director Temianka, second by Director Fisler, to deny the claim of Mr. Alfred Vasquez and refer it to ACWA/Joint Powers Insurance Authority for handling. Motion passed 3-0 with President Dewane and Director Atkinson absent.
2. Review of Surplus Personal Property

MOTION

Motion by Director Bockmiller, second by Director Temianka, to add to the next regular Board meeting agenda a Consent Calendar item authorizing the General Manager to dispose of declared surplus property, according to the rules and regulations set forth by Resolution No. 1463. Motion passed 3-0 with President Dewane and Director Atkinson absent.

REPORTS:

3. Accounts Paid Listing
4. Monthly Financial Reports
5. Major Staff Projects
7. Directors’ Reports and Comments

INFORMATION ITEMS:

8. Response to Accounts Paid Listing Question

The Board meeting was adjourned at 3:58 p.m.

Approved:

______________________________
Shawn Dewane, President

______________________________
Coleen L. Monteleone, District Secretary
LEGISLATIVE & PUBLIC AFFAIRS COMMITTEE MEETING

CALL TO ORDER
The meeting of the Board of Directors was called to order on September 24, 2015 at 3:30 p.m. by Chairman Fisler at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE
Director Bockmiller led the Pledge of Allegiance.

Directors Present
Shawn Dewane, President
Ethan Temianka, Vice President (teleconference, 3:35 p.m.)
Fred R. Bockmiller, Director
James R. Fisler, Director, Chairman

Directors Absent
Jim Atkinson, Director

Staff Present
Phil Lauri, Assistant General Manager
Stacy Taylor, Public and Government Affairs Manager
Noelle Collins, Public Affairs Coordinator
Denise Garcia, Executive Assistant to the General Manager/Assistant District Secretary

Others Present
Cori Williams, Townsend Public Affairs, Senior Associate
Heather Baez, MWDOC, Governmental Affairs Manager

PUBLIC COMMENTS
There was no public present.

PRESENTATION AND DISCUSSION ITEMS:

1. Legislative Consulting Services Update

Public and Government Affairs Manager Taylor introduced Ms. Cori Williams from TPA, who proceeded with the presentation.

The following topics were highlighted:
- Changes in Legislature Leadership
- 2015 Legislative Session: Major Issues
- Emerging State Issues in 2016
- Federal Advocacy and Legislation Update
Ms. Williams responded to questions from the Board, and the Board thanked Ms. Williams for the presentation.

2. Municipal Water District of Orange County Legislative Update

Public and Government Affairs Manager Taylor introduced Ms. Heather Baez from MWDOC, who proceeded with the presentation.

The following topics were highlighted:
- Federal Update/Last Week of Session
- State Update
- Trailer Bills
- Focus on 2016

Ms. Baez responded to questions from the Board, and the Board thanked Ms. Baez for the presentation.

3. Social Media Metrics

Director Fisler introduced Mesa Water's Public Affairs Coordinator Collins, who proceeded with the presentation.

Ms. Collins responded to questions from the Board, and the Board thanked Ms. Baez for the presentation.

4. Social Media Project RFP

President Dewane introduced the item.

MOTION

Motion by President Dewane, second by Director Temianka, to add to the next regular Board meeting agenda a Consent Calendar item to Affirm staff’s strategy to implement the District's Request for Proposal process to retain an expert consultant/firm for professional social media assessment, evaluation, monitoring, feedback, and training services. Motion passed 3-1-1 with Director Fisler voting no and Director Atkinson absent.

ACTION ITEMS:

None.

REPORTS:

5. Advocacy Consulting Services Report

6. Legislative Consulting Services Report

7. Report of the General Manager

8. Directors' Reports and Comments
INFORMATION ITEMS:

9. Drought-Reach 2.0 Update

10. Outreach Update

The Board meeting was adjourned at 5:20 p.m.

Approved:

______________________________
Shawn Dewane, President

______________________________
Coleen L. Monteleone, District Secretary
MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: October 8, 2015
SUBJECT: Attendance at Conferences, Seminars, Meetings, and Events

RECOMMENDATION

In accordance with Ordinance No. 25, adopted April 9, 2015, authorize attendance at conferences, seminars, meetings, and events.

STRATEGIC PLAN

Goal #1: Provide a safe, abundant, and reliable water supply.
Goal #2: Practice perpetual infrastructure renewal and improvement.
Goal #3: Be financially responsible and transparent.
Goal #4: Increase public awareness about Mesa Water® and about water.
Goal #5: Attract and retain skilled employees.
Goal #6: Provide outstanding customer service.
Goal #7: Actively participate in regional water issues.

Proposed List:

None.

PRIOR BOARD ACTION

On July 9, 2015, the Board approved the Fiscal Year 2016 attendance at Conferences, Seminars, Meetings, and Events.

DISCUSSION

During the discussion of this item, if any, the Board may choose to delete any item from the list and/or may choose to add additional conferences, seminars, meetings, or events for approval, subject to available budget or additional appropriation.

FINANCIAL IMPACT

There is no financial impact as there are no events for attendance consideration.

ATTACHMENTS

None.
2015 CONFERENCES, SEMINARS, AND MEETINGS:

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<th>Date</th>
<th>Event Details</th>
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<td>October 26 - 29, 2015</td>
<td>AWWA AFC15 (CA-NV) Fall Conference</td>
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<td>December 1 - 4, 2015</td>
<td>ACWA/JPIA Fall Conference</td>
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<td>December 16 - 18, 2015</td>
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**CalDesal Conference 10/1-10/2...** 🌟 Ontario California
# November 2015

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<td>3:30PM - 5:00PM Finance Committee Meeting - Ternianka, Bockmiller (Boardroom)</td>
<td>7:30AM - 9:00AM MWDOC Executive Committee Meeting - Fisler (MWDOC Conference Room 101)</td>
<td>8:30AM - 10:00AM JLT Planning Meeting (MWDOC Conference Room 101)</td>
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<td>3:30PM - 5:00PM Finance Committee Meeting - Ternianka, Bockmiller (Boardroom)</td>
<td>6:00PM - 8:00PM ALSDOC Executive Committee Meeting - Fisler (MWDOC Conference Room 101)</td>
<td>8:30AM - 10:00AM JLT Planning Meeting (MWDOC Conference Room 101)</td>
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Pay Day

Veteran's Day ± Holiday

Pay Period Ends

Pay Period Ends

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Veteran's Day ± Holiday

Pay Period Ends

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Veteran's Day ± Holiday

Pay Period Ends
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<td>6:00PM - 9:00PM ISDOC Executive Committee Meeting - Fisler (MWDOC Conference Room 101)</td>
<td>3:30PM - 5:00PM ISDOC Executive Committee Meeting - Fisler (MWDOC Conference Room 101)</td>
<td>3:30PM - 5:00PM ISDOC Executive Committee Meeting - Fisler (MWDOC Conference Room 101)</td>
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<td>11:15AM - 12:15PM Save the Date: Mesa Water Employee Recognition Event (TBD)</td>
<td>10:00AM - 11:00AM LAFCO Meeting (OCTA Boardroom)</td>
<td>10:00AM - 11:00AM LAFCO Meeting (OCTA Boardroom)</td>
<td>3:30PM - 5:00PM Engineering and Operations Committee Meeting - Bockmiller, Fisler (Boardroom)</td>
<td>3:30PM - 5:00PM Finance Committee Meeting - Temianka, Bockmiller (Boardroom)</td>
<td>7:30AM - 9:00AM RESCHEDULED WACO Meeting (Atkinson, Bockmiller, Dewane, Fisler, Temianka) (MWDOC/OCWD Boardroom)</td>
<td>8:00AM - 9:00AM LAFCO Meeting (OCTA Boardroom)</td>
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<td>5:45PM - 6:45PM Costa Mesa City Council Mtg.</td>
<td>5:45PM - 7:00PM OCWD Board Meeting - Fisler, Temianka (MWDOC/OCWD Boardroom)</td>
<td>5:30PM - 7:00PM OCWD Board Meeting - Fisler, Temianka (MWDOC/OCWD Boardroom)</td>
<td>5:30PM - 7:00PM OCWD Board Meeting - Fisler, Temianka (MWDOC/OCWD Boardroom)</td>
<td>3:30PM - 5:00PM Finance Committee Meeting - Temianka, Bockmiller (Boardroom)</td>
<td>7:30AM - 9:00AM ISDOC Executive Committee Meeting - Fisler (MWDOC Conference Room 101)</td>
<td>7:00AM - 8:00AM ISDOC Executive Committee Meeting - Fisler (MWDOC Conference Room 101)</td>
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**Pay Day**

**Pay Period Ends**

**ACWA Fall Conference ♦ Indian Wells, CA**

**Pay Period Ends**

**Christmas Eve ♦ Holiday**

**Christmas Day ♦ Holiday**

**Pay Period Ends**

**New Year's Eve ♦ Holiday**
## Upcoming Community Outreach Events

<table>
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<tr>
<th>Event:</th>
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<th>Location:</th>
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<tbody>
<tr>
<td><strong>Mesa Water® Town Hall</strong></td>
<td>Wednesday October 14, 2015 4:30 p.m. – 6:00 p.m.</td>
<td><strong>MWRF</strong> 1350 Gisler Ave. Costa Mesa, CA 92626</td>
</tr>
<tr>
<td><strong>Water Day- Leadership Tomorrow</strong></td>
<td>Thursday October 15, 2015 10:00 a.m.-11:30 a.m. (*updated time)</td>
<td><strong>MWRF</strong> 1350 Gisler Ave. Costa Mesa, CA 92626</td>
</tr>
<tr>
<td><strong>Harbor Mesa Lions Club- Wild West Casino Night</strong></td>
<td>Friday October 16, 2015 6:30 p.m.-11:00 p.m.</td>
<td><strong>Costa Mesa Neighborhood Community Center</strong> 1845 Park Ave, Costa Mesa, CA 92627</td>
</tr>
<tr>
<td><strong>5th Grade Assembly</strong></td>
<td>Friday October 16, 2015 2:00 p.m. – 3:30 p.m.</td>
<td><strong>Wilson Elementary</strong> 801 W. Wilson St., Costa Mesa 92627</td>
</tr>
<tr>
<td><strong>Y.E.S. Evening of Excellence</strong></td>
<td>Thursday November 5, 2015 5:30 p.m. – 8:30 p.m.</td>
<td><strong>The Radisson</strong> 4545 MacArthur Blvd Newport Beach, CA 92660</td>
</tr>
</tbody>
</table>
TO: Board of Directors
FROM: Andrew Hamilton, Chief Financial Officer
DATE: October 8, 2015
SUBJECT: Review of Surplus Personal Property

RECOMMENDATION

Declare certain property as surplus and authorize the General Manager to dispose of the property within the established rules and regulations set forth by Resolution No. 1463.

The Finance Committee reviewed this item at its September 21, 2015 meeting and recommends Board approval.

STRATEGIC PLAN

Goal #3: Be financially responsible and transparent.

PRIOR BOARD ACTION/DISCUSSION

Resolution No. 1463, adopted by the Board of Directors (Board) of Mesa Water District (Mesa Water®) in August 2015, updated rules and regulations for the disposal of property that Mesa Water® determines as no longer necessary to carry out the powers and the purposes of the District to meet present or future needs. Further, Resolution No. 1463 requires all surplus personal property, regardless of the amount, to be approved by the Board prior to disposition.

This memo serves as the written report of the disposal of Surplus Personal Property, including the manner of disposal utilized, which is provided to the Board prior to disposition.

The resolution also specifies that the General Manager, acting in the best interest of the District, may use any of the prescribed methods approved by the Board for disposal of the assets.

DISCUSSION

Included in the IT Master Plan budget for fiscal year 2016 was standardization of all Mesa Water® workstations. This upgrade resulted in the need to surplus items listed above. All proposed surplus items listed above were either expensed at the time of purchase or have no undepreciated book value.

“Disposal by Auction” has been chosen as the method to dispose of the following surplus items:

- Dell Monitors – 28 quantity
- Docking Stations - 6 quantity
- Desktops - 35 quantity
- Laptops - 24 quantity
- Server - 1 quantity
- Printer - 1 quantity
- UPS - 4 quantity
• Miscellaneous Computer Items:
  o Keyboards
  o Speakers
  o Cables
  o Mice

FINANCIAL IMPACT

None.

ATTACHMENTS

None.
MEMORANDUM

TO: Board of Directors
FROM: Stacy Taylor, Public & Government Affairs Manager
DATE: October 8, 2015
SUBJECT: Social Media Project RFP

RECOMMENDATION

Affirm staff’s strategy to implement the District’s Request for Proposal process to retain an expert consultant/firm for professional social media assessment, evaluation, monitoring, feedback, and training services.

STRATEGIC PLAN

Goal #3: Be financially responsible and transparent.
Goal #4: Increase public awareness about Mesa Water® and about water.
Goal #6: Provide outstanding customer service.

PRIOR BOARD ACTION/DISCUSSION

This item was discussed at Mesa Water’s Executive Committee meeting on September 1, 2015, and the Committee recommended the item be discussed by the Board at the Legislative & Public Affairs Committee (LPAC) on September 24, 2015.

This item was discussed at the District’s LPAC meeting on September 24, 2015, and the Committee determined to place the item on the October 8, 2015 Board meeting Consent Calendar.

DISCUSSION

Mesa Water® staff is developing a Request for Proposals in order to retain an expert consultant to review Mesa Water’s use of social media, with a scope of work that consists of the following:

- Review online content and posts -- including comments and reviews, photos and videos, likes and shares, tweets/retweets and favorites, following and followers/subscribers, and more -- posted by the District’s representatives over the past year;
- Evaluate performance analytics to date for Mesa Water’s 4 social media platforms (Facebook, Instagram, Twitter, and YouTube);
- During FY 2016, monitor the District’s and its representatives’ social media activities, as well as social media metrics for Mesa Water’s 4 social media platforms (Facebook, Instagram, Twitter, and YouTube);
- Provide feedback to Mesa Water®, summarizing the District’s and its representatives’ social media activities, and recommending social media engagement tactics to boost Mesa Water’s audience connections, brand visibility and good reputation (i.e., posts frequency, messages tone/type, the District’s “voice”, etc.); and,
• Training (2 sessions) on social media best practices for the District’s representatives (1 session for Board, another for staff).

FINANCIAL IMPACT

$27,625 is approved in the FY 2016 Budget from the Public & Government Affairs department.

ATTACHMENTS

None
MEMORANDUM

TO: Board of Directors
FROM: Phil Lauri, P.E., Assistant General Manager
DATE: October 8, 2015
SUBJECT: Emergency Operations Plan

RECOMMENDATION

Receive the presentation.

STRATEGIC PLAN

Goal #1: Provide a safe, abundant, and reliable water supply.

DISCUSSION

The following is an overview of Mesa Water District’s Emergency Operations Plan’s (EOP) objective, purpose and protocols.

EOP Introduction

Mesa Water® has made emergency preparedness a foundational cornerstone as part of its mission to provide safe and reliable water to its customers. A standard industry approach to ensure comprehensive emergency preparedness is to implement an EOP. The purpose of the EOP is to provide operational guidelines and to establish procedures that will facilitate Mesa Water’s response to emergency situations associated with natural disasters, terrorist incidents or technological or operational incidents. The focus of the EOP is to provide timely, integrated, coordinated responses to assist Mesa Water® with meeting the following objectives:

• Protect the health and safety of customers and employees
• Maintain water service for fire suppression and critical facilities
• Maintain water quality for customer use
• Minimize the impact and loss to Mesa Water assets
• Restore the Mesa Water system to its pre-emergency condition as quickly as possible

The EOP (Attachment A) follows the format guidelines established by state and local law and incorporates the concepts and principals contained in the Standard Emergency Management System (SEMS) and the National Incident Management System (NIMS). The EOP is comprised of four main components; 1) Emergency Operations Center, 2) EOC Activation and Notification 3) Position Descriptions and Responsibilities and 4) Water Quality Emergency Notification Plan. The components are summarized as follows:

1. Emergency Operations Center

The Mesa Water Emergency Operations Center (EOC) serves as a 24-hour per day center from which the Emergency Management Team will conduct emergency response activities. It is located at 1965 Placentia Avenue in Costa Mesa, California. The purpose of the facility is to provide a central location from which the following essential services can be performed:

• Centralized management of operations, planning & intelligence, decision-making, resource allocation, and finance/administration and logistics related to the emergency
• Coordination of all field level response activities
• Setting of priorities and development of consolidated action plans
• Coordination and information exchange between Mesa Water® and other emergency response agencies

2. EOC Activation and Notification

The Mesa Water EOC is activated in response to an emergency in order to facilitate coordination of emergency response activities. The decision to activate Mesa Water’s emergency plan and EOC is made by the General Manager based on the situation and all relevant facts. The county sponsored mass notification system, AlertOC, is used to notify EOC personnel of activation. AlertOC is a reverse 911 system that is sponsored by the Orange County Sheriff’s Department, Mesa Water employees will be notified by call, text or e-mail depending on their preference indicated in a survey. Notification to Water Emergency Response of Orange County (WEROC) is made via phone or email at all levels, and situation status reporting will occur via WebEOC, a web based portal connecting the water utilities in Orange County. WEROC is the centralized Emergency Response Operations for Orange County and is managed by the Municipal Water District of Orange County. The management personnel who make the decision to activate the emergency plan and the EOC determines the EOC Activation Level and initiates emergency personnel call-in procedures. EOC Activation can occur at once, or gradually, as an incident progresses. The following are potential response levels and the associated level of requirements:

**LEVEL 1 RESPONSE:** At this level, management staff is monitoring and recording information about a developing situation and maintaining contact with affected agencies via phone, email and other communication methods (i.e. radio). The EOC is not activated at this level since there is a slight chance of a developing situation impacting Mesa Water’s operations and escalation of the emergency situation would mostly likely occur slowly. An example of this would be an earthquake or a fire affecting portions of Orange County but not the Mesa Water service area.

**LEVEL 2 RESPONSE:** At this level, activation of the EOC would occur when the emergency situation has, or will impact Mesa Water’s operations and the situation has the potential to escalate quickly. In all cases, the Board of Directors and all management personnel will be informed when EOC activation occurs. This is a partial activation of the Mesa Water EOC. An example of this would be a potential terrorist attack impacting the water quality in the Mesa Water service area.

**LEVEL 3 RESPONSE:** At this level, activation of the EOC would occur when an emergency situation directly impacts Mesa Water’s operations. In all cases, the Board of Directors and all management personnel will be informed when EOC activation occurs. This is a full activation of the EOC.

Automatic activation will occur for the following events:
• Major fire or fire storm
• Severe storm/tornado
• State of war emergency
• Site access obstructions at utility facility
• Terrorist activity
• Major transportation accident (plane crash)
• Significant earthquake

Minimum Earthquake Activation Criteria

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<th>Earthquake Type</th>
<th>EOC Response</th>
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<tr>
<td>The earthquake is magnitude 4 or greater anywhere within Orange County</td>
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<tr>
<td>When an earthquake occurs outside of Orange County and can be felt within Mesa Water's service area</td>
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</tr>
<tr>
<td>Magnitude 6.0 or greater anywhere within Orange County</td>
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3. Position Descriptions and Responsibility

The following individuals have been assigned positions in the EOC. The EOC Director provides overall coordination and direction of EOC operations. This position establishes, directs and monitors all Command and General Staff positions; and notifies and keeps the Board of Directors apprised of emergency response activities. The following is a listing of the roles and responsibilities

Staffing Assignments

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<th>Position</th>
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<td>EOC Director</td>
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<td>WQ Supervisor</td>
<td>Customer Services Manager</td>
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<td>Liaison Officer</td>
<td>Executive Assistant</td>
<td>Records Management Specialist</td>
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<td>Safety Officer</td>
<td>Business Administrator</td>
<td>Level 3 Responder</td>
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<td>Public Information Officer</td>
<td>PGA Manager</td>
<td>Communications Coordinator</td>
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<tr>
<td>Operations Section Chief</td>
<td>Assistant Operations Manager</td>
<td>Operations Supervisor</td>
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</table>
Operations Support- Phone  Customer Services Representative  Customer Services Representative
Operations Support- Information Technology  IT Coordinator  IT Technician
Operations Support- Radios  Operations Assistant  Engineering Assistant
Planning & Intelligence Section Chief  Senior Civil Engineer  Senior Civil Engineer
Planning Support  Associate Engineer  Customer Services Representative
Finance Section Chief  Financial Services Manager  Assistant General Manager
Logistics Section Chief  Buyer  Financial Services Assistant
Runner  Level 3 Responder  Level 3 Responder
Additional EOC Support  Human Resources Analyst, Human Resources Assistant, Controller, Financial Analyst. All other positions not previously listed.

Depending on the level and type of emergency not all of the above listed staff will be recalled to the Emergency Operations Center.

Mesa Water® will establish contact and coordinate emergency response activities with WEROC when WEROC’s EOC is activated or request activation of the WEROC EOC when support is needed. Furthermore, at the recommendation of WEROC, Mesa Water® will utilize AlertOC to notify staff of EOC activation and to provide updates to customers. Lastly, Mesa Water® will utilize the web based portal WebEOC as an information management and documentation tool. The Orange County Operational Area also utilizes WebEOC.

4. Water Quality Emergency Notification

When Mesa Water® determines that a significant rise in bacterial count has occurred, the State Water Resources Control Board (SWRCB), Division of Drinking Water shall be notified promptly. When there is any indication of gross contamination of the water supply or any report of waterborne illness, SWRCB shall also be notified.
A. The emergency notification plan shall be placed into action if after consultation with the SWRCB it is determined that the continued delivery of water would constitute an imminent danger to the health of the user.

B. In addition to the notification to the SWRCB, Mesa Water® shall also notify the water consumer of such failures as listed in the Crisis Communications Plan, with the assistance of the Public Information Officer.

**Emergency Boil Water or Do Not Use Advisory**

Boil water and Do Not Use advisories cannot be issued or rescinded without the approval of the State Water Resources Control Board (SWRCB), Division of Drinking Water. These advisories are issued, to water consumers in the event that damage has occurred to Mesa Water’s treatment plants, wells, reservoirs, and/or distribution system, and the possibility of contamination exists. The damage could be the result of an earthquake, other natural disaster, or a severe accident at a treatment plant, well, or in the distribution system. The advisories outline water purification procedures to be used by the consumer as a precaution, until Mesa Water® notifies consumers that the water is safe to drink.

**Criteria for Issuing Boil Water Advisory**

Mesa Water® has adopted the following criteria for issuance of a boil water advisory to consumers in an emergency situation:

- A. Known discharge of wastewater into drinking water supply system;
- B. Significant loss of pressure in distribution system pipelines;
- C. Confirmed analytical evidence of microbiological contamination of the drinking water supply; or
- D. Extensive treatment process failure resulting in water that is unsafe to drink

These criteria are based on discussions with staff from the SWRCB, whose concurrence would be an integral part of any decision to issue a boil water advisory. Although a boil water advisory is not mandated by the above criteria, these criteria would certainly result in notification to SWRCB. The boil water advisor would remain in effect until a firm determination is made that ensures water from Mesa Water® system is safe for consumption. Any decision to rescind a boil water advisory would be coordinated with SWRCB.

**Interagency Coordination and Mutual Aid**

Mesa Water® has been actively participating in the Water Emergency Response Organization of Orange County (WEROC) quarterly meetings in order to stay updated on new initiatives, trainings, and services related to emergency preparedness and response.

**Exercises and Trainings to Increase Staff Readiness**

Mesa Water® is in process of training staff and developing SOPs to increase emergency operations capabilities, including cross training EOC staff on multiple positions. In the past year, Mesa Water® has conducted the following exercises and trainings
• NIMS/SEMS training (in conjunction with WEROC)
• Emergency Operations Training
• Position Specific Training for EOC staff
• AlertOC and WebEOC training
• Small scale table top (chemical contamination event)
• WEROC Rolling Thunder Table Top Exercise
• WEROC Surf Quake 2015 Functional Table Top Exercise

EOC Upgrade

The FY16 budget includes money for capital and non-capital improvements in the EOC. This upgrade will include the purchase of new tables and furniture, white boards, maps and computer equipment.

Continual Improvement

To maintain operational readiness, Mesa Water® plans to continue with the items listed below:
• Staff trainings
• Additional table top exercises
• Full scale drills
• Initiate or re-establish relationships with other community partners such as: the City of Costa Mesa Emergency Manager, the City of Costa Mesa Police Department, local area hospitals and the local Red Cross
• Engage with WEROC
• Familiarize more staff with disaster cost recovery process
• Mesa Water EOC upgrades

FINANCIAL IMPACT

The Board of Directors has previously approved a contract with EORM to provide Emergency Operations Support for FY 2016-2018 for an not-to-exceed amount of $100,000. The FY 2016 Budget includes funds for the upgrade of the EOC.

ATTACHMENTS

Attachment A: Emergency Operations Plan
Emergency Operations Plan

Mesa Water District
1965 Placentia Ave
Costa Mesa, CA

October 2015
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  Responsibilities
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  Position Description Overview
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Public Information Officer
  Position Description Overview
  Responsibilities
Runner
  Position Description Overview
Operations Section Positions
  Position Description Overview
  Responsibilities
Operations Support
  Position Description Overview
  Responsibilities
Operations Support – Radio
    Position Description Overview
    Responsibilities
Operations Support – Phone
    Position Description Overview
    Responsibilities
Operations Support - Information Technology
    Position Description Overview
    Responsibilities
Planning & Intelligence Section Positions
    Position Description Overview
    Responsibilities
Planning & Intelligence Support
    Position Description Overview
    Documentation Responsibilities
    Situation Analysis Responsibilities
Logistics Section Positions
    Position Description Overview
    Logistics Responsibilities
    Resources Responsibilities
    EOC Facility Responsibilities
Finance/Administrative Section Positions
    Position Description Overview
    Responsibilities
Liaison Officer
    Position Description Overview
    Responsibilities
Safety Officer
    Position Description Overview
    Responsibilities
Appendix 2: Water Quality Emergency Notification Plan

Emergency Boil Water or Do Not Use Advisory
- Background
- Criteria for Issuing Boil Water Advisory

State Certified Water Testing Laboratories

Appendix 3: Glossary of Terms

Appendix 4: Templates

Appendix 5: Internal and External Contact Lists

Appendix 6: Water System Information

Appendix 7: System Map
# Record of Changes

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<th>Rationale</th>
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<td>Phil Lauri</td>
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</table>
Introduction

Mesa Water District (Mesa Water) is determined to be prepared for foreseeable emergencies to minimize the possibility of any harm to the public and to Mesa Water customers, employees and contractors. The purpose of this Emergency Operations Plan (EOP) is to provide operational guidelines and to establish procedures that will facilitate Mesa Water’s response to emergency situations associated with natural disasters, or technological or operational incidents. The EOP is not intended to be an incident specific plan; rather it is intended for Mesa Water personnel who will be involved in managing and mitigating emergency incidents.

This EOP follows the format guidelines established by state and local law and incorporates the concepts and principals contained in the Standard Emergency Management System (SEMS) and the National Incident Management System (NIMS).

This EOP is a dynamic document that should be read, understood and exercised by staff before a disaster strikes.

The following laws and references authorize or require Mesa Water to create, manage, and activate this EOP utilizing the powers, actions and responsibilities outlined in this Plan:

California Emergency Service Act (1952, amended 1970, 1986 and 1992, and referred to as the “Act”). Developed by California Emergency Management Agency (CAL-EMA) This Act authorizes all political subdivisions of the state (special districts, cities, and counties) to conduct emergency operations. Such action can take place in response to an emergency that immediately overwhelms local resources or after the official declaration of a District Emergency by the General Manager or Board of Directors. Government Code 8607 requires public water agencies with more than 10,000 services to develop emergency plans with local governments; plans that follow the Incident Command System concepts. Recent additions to this Act include Government Code section 8607 which requires the use of the Standardized Emergency Management System by local government and special districts if they want to recover certain emergency response costs. This plan meets that need.

California Government Code, Section 8630-8634. The Code allows the Board of Directors to declare a District Emergency and suspend normal bid process for emergency expenditures, by approving a disaster finance policy that clearly outlines alternate purchasing rules.

State Water Resources Control Board, Drinking Water Program. The Boil Water and Unsafe Drinking Water Notification outlines public notification and water quality procedures to follow in emergencies. The Mesa Water Boil Water Notification Plan is included as Appendix 2 in this EOP.

California Emergency Plan. The California Emergency Plan outlines the state’s response to help local government respond to disasters. Procedures for requesting aid and managing a statewide emergency organization are included. This Plan follows those guidelines. The California plan encourages all utilities to develop plans to support local government response to emergencies.
Operational Area Agreement: The Operational Area Agreement (Agreement) outlines the functions, duties and organizational structure of the Operational Area Emergency Organization, which Mesa Water joined in December 1995. This Plan supports and conforms to the guidelines established in the agreement.

Standardized Emergency Management System: The California Emergency Management Agency regulates the Standardized Emergency Management System (SEMS), which was created by Government Code §8607 following the East Bay Hills Firestorm. To ensure reimbursement for claims filed after a disaster, all District emergency plans, procedures, and training will follow the SEMS regulations, and coordinate with the District-wide emergency plan. In order to be in compliance with SEMS, public agencies must meet requirements in the areas of planning, training, exercises, and performance.

National Incident Management System: The Federal Emergency Management Agency (FEMA) requires the adoption of the National Incident Management System (NIMS) by local, state, territorial, and tribal nation jurisdictions a condition to receive Federal Preparedness grants and awards. NIMS is a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations (NGO), and the private sector in working together seamlessly and managing incidents involving all threats and hazards—regardless of cause, size, location, or complexity—in order to reduce loss of life, loss of property, and harm to the environment.

District Employees’ Rules and Regulations: The Mesa Water Employee Rules and Regulations state that employees are expected and required to work in emergency situations, as registered disaster service workers. Mesa Water policies specify and define overtime requirements and limits, overtime pay policies, and emergency leave policies and procedures.

District Resolution 1458, January 2012: In the event of an emergency, the General Manager has full authority to commit Mesa Water funds in excess of budget limits, or reallocation of funds within those limits, in accordance with Resolution No. 1263.

District Resolution 1323, March 2005: The Board of Directors adopted the National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS) and agrees to participate in an emergency management program involving all local water utilities through the Water Emergency Response Organization of Orange County (WEROC).
Emergency Operations Plan

Goals
The purpose of the EOP is to provide timely, integrated, coordinated responses and assist Mesa Water to:

- Protect the health and safety of customers and employees
- Maintain water service for fire suppression and critical facilities
- Maintain water quality for customer use
- Minimize the impact and loss to Mesa Water assets
- Restore the Mesa Water system to its pre-emergency condition as quickly as possible
- This EOP is applicable only when incidents can be managed at the field response level

Emergency Response Phases
Mesa Water emergency response activities can be categorized into three phases of operation: the pre-emergency phase, the emergency phase and the recovery phase.

Phase I: Pre-Emergency Phase Objectives
The pre-emergency phase includes both mitigation and preparedness activities.

- Conduct emergency response training and exercises so that emergency response personnel can demonstrate SEMS minimum performance objectives
- Conduct a Hazard Mitigation Plan to identify and correct system vulnerabilities
- Participate in Reliability Surveys to assess readiness

Phase II: Emergency Phase Objectives
Evaluate and establish the appropriate level of emergency response activation.

- Determine if the incident triggers activation of the Emergency Operations Center (EOC)
- Determine which of the five Incident Command System (ICS) functions require activation: Command, Operations, Planning, Logistics, and Finance
- Identify and mobilize necessary emergency response personnel using AlertOC
- Notify the Board of Directors
- Establish initial contact with appropriate agencies using WebEOC when relevant; provide regular updates
- Evaluate and if appropriate, declare and ratify a District Emergency
- Develop Incident Action Plans (IAPs)
• Develop EOC Action Plans
• Establish deactivation plans, deactivating mutual-aid resources first

Phase III: Recovery Phase Objectives

After-action evaluation and planning.

• Coordinate and prepare After Action Reports and Corrective Action Plans
• Recover costs associated with response and recovery activities
• Restore systems to normal operating conditions

Interagency Coordination and Mutual Aid

Mesa Water’s operations affect public health and safety and fire protection and have the potential to affect the operation of other agencies. Coordination between Mesa Water and other levels of government will be critical when responding to an emergency.

There are five designated levels in the SEMS organization: Field Response, Local Government/Special District, Operational Area, Regional Area and State Level. Each level is activated as needed; the type and severity of the emergency will determine what levels are activated.

LEVEL I: Field Response Level – The Field Response Level includes the command of emergency response personnel and resources necessary to carry out objectives established by Mesa Water’s EOC Management Team. The command may be carried out from the EOC, or depending on the situation, from a command post established in the field.

LEVEL II: Local Government/Special District – Local Government/Special District includes Mesa Water’s emergency operations, as well as the City of Costa Mesa’s and other neighboring agencies’ emergency operations.

LEVEL III: Operational Area – The Operational Area concept represents the intermediate level of the state emergency organization. The County of Orange is responsible for coordinating emergency response activities for the county and for all political subdivisions within the county area. Mesa Water joined in the Operational Area Emergency Organization in December 1995. Access to the California Master Mutual Aid System is established through WEROC at the Operational Area Level.

LEVEL IV: Regional Area – Because of its size and geography, California has been divided into six mutual aid regions. Each regional area manages and coordinates information and resources among operational areas within its region. Orange County and Mesa Water are located in Region I. The Operational Area and WEROC will coordinate emergency response activities with Region I on behalf of all political subdivisions within the county.
**State Level** – The State Office of Emergency Services coordinates emergency response activities among California’s six mutual aid regions, and between the State and Federal disaster response system.

In addition to the above organizational response levels, Mesa Water will coordinate emergency response activities with WEROC and the State Water Resources Control Board, Division of Drinking Water.

**WEROC** – The Water Emergency Response Organization (WEROC) is an indemnification system that is organized for the sole purpose of facilitating the coordination of emergency response activities among all responding water agencies in Orange County. Through WEROC, Mesa Water is also a member of Cal/Warn and the California Master Mutual Aid Agreement.

Mesa Water will establish contact and coordinate emergency response activities with WEROC when WEROC’s EOC is activated or to activate WEROC EOC when support is needed.

**State Water Resources Control Board, Division of Drinking Water** – Mesa Water will coordinate emergency response activities with the Division of Drinking Water, directly and/or through the WEROC EOC to ensure rapid restoration of safe drinking water to Mesa Water’s customers.
Hazard Assessment and Vulnerability Analysis

Mesa Water may be affected by a number of emergencies including, but not limited to earthquakes, hazardous material spills or leaks, severe storms or floods, widespread power outages, contamination of the water supply, major equipment failures, terrorism, or a breach in a major pipeline or reservoir.

As part of emergency planning efforts, a hazard assessment and security vulnerability analysis was completed in 2003 to identify the types of disasters that could affect Mesa Water and the potential impacts to the water system. Each disaster threat identified was given a disaster rating based on the probability of occurrence and the potential threat to lives and property. Mesa Water is also a member of the Orange County Multi-Jurisdictional Multi-Hazard Mitigation Plan.

The hazard assessment and vulnerability analysis resulted in identifying mitigation measures to be implemented, and it served to identify areas for development of emergency response procedures and training.

The following table provides summary information relating to the hazard assessment and vulnerability analysis. Where several potential disasters have the same rating, they were prioritized considering their potential for loss of life, damage to property and environment, progression rate and jurisdictional responsibility.

**Hazard Assessment and Vulnerability Analysis**

<table>
<thead>
<tr>
<th>Planning Priority</th>
<th>Disaster Threat</th>
<th>Disaster Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Earthquake/Tsunami</td>
<td>9</td>
</tr>
<tr>
<td>2</td>
<td>Hazardous Materials Release</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>Supply Contamination</td>
<td>6</td>
</tr>
<tr>
<td>4</td>
<td>Flood/Storm</td>
<td>6</td>
</tr>
<tr>
<td>5</td>
<td>Mass Casualty Transportation Accident</td>
<td>6</td>
</tr>
<tr>
<td>6</td>
<td>Drought</td>
<td>3</td>
</tr>
<tr>
<td>7</td>
<td>Energy Shortage (Including loss of power/SCADA signal)</td>
<td>2</td>
</tr>
<tr>
<td>8</td>
<td>Civil Disturbance</td>
<td>2</td>
</tr>
<tr>
<td>9</td>
<td>Nuclear Power Plant Accident</td>
<td>2</td>
</tr>
<tr>
<td>10</td>
<td>Wild land Fire/Major Fire</td>
<td>1</td>
</tr>
<tr>
<td>11</td>
<td>Terrorism (includes workplace violence)</td>
<td>1</td>
</tr>
</tbody>
</table>
Impacts of potential disasters were defined as follows:

**Hazard Assessment and Vulnerability Analysis**

<table>
<thead>
<tr>
<th>Disaster Threat</th>
<th>Potential Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earthquake</td>
<td>Liquefaction&lt;br&gt; Fault Ruptures&lt;br&gt; Power Failure&lt;br&gt; Gas Failure&lt;br&gt; Structural Failure&lt;br&gt; Communication Failure&lt;br&gt; Transportation Disruption&lt;br&gt; Fire&lt;br&gt; Water Supply Shortage/Outage&lt;br&gt; Water Supply Contamination</td>
</tr>
<tr>
<td>Hazardous Materials Release</td>
<td>Employee Exposure&lt;br&gt; Communication Failure&lt;br&gt; Transportation Disruption&lt;br&gt; Fire&lt;br&gt; Water Supply Contamination</td>
</tr>
<tr>
<td>Supply Contamination</td>
<td>Water Supply Shortage/Outage&lt;br&gt; Public Loss of Confidence</td>
</tr>
<tr>
<td>Flood/Storm/Tsunami</td>
<td>Power Failure&lt;br&gt; Gas Failure&lt;br&gt; Structural Failure&lt;br&gt; Communication Failure&lt;br&gt; Transportation Disruption&lt;br&gt; Fire&lt;br&gt; Water Supply Shortage/Outage&lt;br&gt; Water Supply Contamination</td>
</tr>
<tr>
<td>Mass Casualty Transportation Accident</td>
<td>Power Failure&lt;br&gt; Gas Failure&lt;br&gt; Structural Failure&lt;br&gt; Hazardous Materials Release&lt;br&gt; Communication Failure&lt;br&gt; Transportation Disruption&lt;br&gt; Fire&lt;br&gt; Water Supply Shortage/Outage&lt;br&gt; Water Supply Contamination</td>
</tr>
</tbody>
</table>
## Hazard Assessment and Vulnerability Analysis

<table>
<thead>
<tr>
<th>Disaster Threat</th>
<th>Potential Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drought</td>
<td>Water Supply Shortage/Outage</td>
</tr>
<tr>
<td>Energy Shortage</td>
<td>Water Supply Shortage/Outage</td>
</tr>
<tr>
<td></td>
<td>Transportation Disruption</td>
</tr>
<tr>
<td></td>
<td>Power Failure</td>
</tr>
<tr>
<td>Civil Disturbance</td>
<td>Power Failure</td>
</tr>
<tr>
<td>Cybersecurity</td>
<td>Gas Failure</td>
</tr>
<tr>
<td>Terrorist Incident</td>
<td>Structural Failure</td>
</tr>
<tr>
<td></td>
<td>Communication Failure</td>
</tr>
<tr>
<td></td>
<td>Transportation Disruption</td>
</tr>
<tr>
<td></td>
<td>Fire</td>
</tr>
<tr>
<td>Nuclear Power Plant Accident</td>
<td>Water Supply Shortage/Outage</td>
</tr>
<tr>
<td></td>
<td>Water Supply Contamination</td>
</tr>
<tr>
<td></td>
<td>Power Failure</td>
</tr>
</tbody>
</table>
Emergency Operations Center

The EOC Facility

The Mesa Water Emergency Operations Center (EOC) will serve as a 24-hour per day center from which the Emergency Management Team will conduct emergency response activities. It is located at 1965 Placentia Ave in Costa Mesa, California. The purpose of the facility is to provide a central location from which the following essential services can be performed:

- Centralized management of operations, planning & intelligence, decision-making, resource allocation finance/administration and logistics, related to the emergency
- Coordination of all field level response activities within service area
- Setting of priorities and development of consolidated action plans
- Coordination and information exchange between Mesa Water and other emergency response agencies

If for any reason the primary Emergency Operations Center (EOC) cannot be activated, Mesa Water will activate its backup EOC. The backup facility is located at the Mesa Water Reliability Facility (1350 Gisler Avenue). Staff are expected to bring Mesa Water issued laptops to the EOC, if available. The Operations Supervisors shall bring all available SCADA laptops when required to report to the EOC.

Emergency Management Team

The Mesa Water Emergency Operations Center (EOC) Management Team will be structured using the four primary emergency management functions. The four positions are listed below and are referred to as the Command Staff and are part of the Management Section.

- EOC Director
- Operations Section Chief
- Public Information Officer (PIO)
- EOC Manager

In addition to the Command Staff functions, the EOC Director may appoint several support functions, as needed. These support functions are referred to as the General Staff. They include:

- Planning & Intelligence Section Chief
- Logistics Section Chief
- Finance/Administrative Section Chief
- Liaison Officer
- Safety Officer

Each of the Command Staff and General Staff primary functions may have several support or sub functions depending on the nature and scope of the emergency.
Function Responsibilities

This EOP clearly defines specific roles and responsibilities within an emergency organization and provides for and maintains a clear chain of command. Areas of responsibility are grouped by function, and the size and scope of the emergency organization may be expanded or reduced, based on the situation and availability of personnel. As a general rule, no individual should supervise more than seven sub functions. Optimum span-of-control for a supervisor to maintain during an emergency is between one and five sub functions.

Functions within the emergency organization should not be consolidated. However, one supervisor may have responsibility for more than one function at a time. Functional units no longer required may be deactivated at any time.

A brief description of the roles and responsibilities of each function is provided below. See EOC Position Descriptions and Responsibility Assignments, in Appendix 2, for a complete list of the roles and responsibilities assigned to each function.

Mesa Water’s EOC Director is responsible for determining which primary functions listed in the tables below will be activated in response to the emergency. The EOC Director has the discretion to activate a sub function without activating a primary function. The EOC Director will retain responsibility for all primary functions not activated. The EOC Director also determines when to deactivate the EOC. Section Chiefs will be responsible for retaining and/or delegating sub function responsibilities.

### Staffing Assignments

<table>
<thead>
<tr>
<th>Position</th>
<th>1&lt;sup&gt;st&lt;/sup&gt; Shift</th>
<th>2&lt;sup&gt;nd&lt;/sup&gt; Shift</th>
</tr>
</thead>
<tbody>
<tr>
<td>EOC Director</td>
<td>General Manager</td>
<td>Assistant General Manager</td>
</tr>
<tr>
<td>Emergency Operations Center Manager</td>
<td>WQ Supervisor</td>
<td>Customer Services Manager</td>
</tr>
<tr>
<td>Liaison Officer</td>
<td>Executive Assistant</td>
<td>Records Management Specialist</td>
</tr>
<tr>
<td>Safety Officer</td>
<td>Business Administrator</td>
<td>Level 3 Responder</td>
</tr>
<tr>
<td>Public Information Officer</td>
<td>PGA Manager</td>
<td>Communications Coordinator</td>
</tr>
<tr>
<td>Operations Section Chief</td>
<td>Assistant Operations Manager</td>
<td>Operations Supervisor</td>
</tr>
<tr>
<td>Operations Support- Phone</td>
<td>Customer Services Representative</td>
<td>Customer Services Representative</td>
</tr>
<tr>
<td>Operations Support- Information Technology</td>
<td>IT Coordinator</td>
<td>IT Technician</td>
</tr>
<tr>
<td>Operations Support- Radios</td>
<td>Operations Assistant</td>
<td>Engineering Assistant</td>
</tr>
<tr>
<td>Planning &amp; Intelligence Section Chief</td>
<td>Senior Civil Engineer</td>
<td>Senior Civil Engineer</td>
</tr>
<tr>
<td>Planning Support</td>
<td>Associate Engineer</td>
<td>Customer Services Representative</td>
</tr>
<tr>
<td>Finance Section Chief</td>
<td>Financial Services Manager</td>
<td>Assistant General Manager</td>
</tr>
</tbody>
</table>
Position Summaries

Command Staff

EOC Director – Provides overall coordination and direction of EOC operations, and ensures that all required activities within the EOC are activated, staffed and operating effectively. Personnel assigned to the primary functions are appointed by, and report to, the EOC Director. In addition, the EOC Director keeps the Board informed of significant events.

Operations Section Chief – Responsible for coordinating all water utility field operations in support of emergency response efforts. The Operations Section Chief may assign coordinators to sub functions as the need arises. Sub functions can include general support, fielding phone calls, and/or operating the radios.

EOC Manager – Responsible for overseeing EOC staff and ensuring that all functions have the necessary resources. Responsible for updating initial activation status in WebEOC.

Public Information Officer – Responsible for the development of information about the emergency that may be released to the media and the public.

General Staff

Safety Officer – Responsible for ensuring health and safety needs are addressed for field staff and others conducting response and recovery activities.

Liaison Officer – Responsible for coordinating with other agency representatives assigned to Mesa Water’s EOC or responsible for representing Mesa Water in another agency EOC.
Planning & Intelligence Section Chief – Responsible for collecting, evaluating, and disseminating information to the Emergency Management Team and other partners. Responsible for preparing a written incident or EOC Action plan, with input of General Staff. The Planning Chief is also responsible for reporting situation summaries to outside agencies. The Planning Section Chief may assign coordinators in sub functions as the need arises.

Logistics Section Chief – Responsible for maintaining EOC facilities and support services, and for coordinating personnel, equipment and materials in support of the emergency response efforts. Sub functions may be assigned as needed.

Finance Section Chief – Responsible for all financial activities related to emergency operation including coordinating and tracking cost allocations. At the start of EOC Activation, the Finance Section Chief is responsible for reporting initial damage assessments via WebEOC. Daily documentation of personnel and materials cost is critical during emergency response and recovery, especially for reimbursement purposes.
EOC Activation and Notification

EOC Activation Criteria

The Mesa Water EOC will be activated in response to an emergency or threatening emergency situation in order to facilitate coordination of emergency response activities. Situations that may warrant EOC activation include:

- Resources required to mitigate the situation are beyond the capability of Mesa Water
- The emergency is expected to require sustained operations (72 hours+)
- A local or state emergency has been declared
- Activation is requested or necessary to support another agency’s emergency operations
- Partial activation is warranted to monitor a developing situation
- Automatic activation criteria exist, as defined below

EOC Activation Levels

The purpose of this section is to define the three Activation Levels. Management personnel are to be familiar with this procedure and refer to it when determining what level of activation is necessary in response to an emergency situation.

**LEVEL 1 RESPONSE:** Monitor and record information about a developing situation and maintain contact with affected agencies via phone, email and other communication methods (i.e. radio). Use WebEOC to document EOC activities and view situation status of neighboring agencies. The EOC is not activated at this level since there is a slight chance of a developing situation impacting Mesa Water’s operations and escalation of the emergency situation would mostly likely occur slowly. Level 1 Responders should follow the instructions listed on their **LEVEL 1 RESPONDER card.**

**LEVEL 1 RESPONDERS include:**

- General Manager
- Engineering and Operations Manager
- Assistant General Manager
- Water Quality and Compliance Supervisor
- Assistant Operations Manager
- Operations Supervisor
- Distribution Duty Operator
- Production Duty Operator

The Operations Supervisors shall bring all SCADA laptops when required to report to the EOC.
LEVEL 2 ACTIVATION would occur when the emergency situation has, or will impact Mesa Water’s operations and the situation has the potential to escalate quickly. In all cases, the Board of Directors and all management personnel will be informed when EOC activation occurs. Additional emergency staff may be placed on standby notice.

LEVEL 2 ACTIVATION is partial activation of the Mesa Water EOC. The activation of the EOC will occur when it is deemed necessary to prevent or assess damage to Mesa Water facilities. Normally the positions required to report to the EOC would be the following:

- EOC Director
- Operations Section Chief
- Planning & Intelligence Section Chief
- Logistics Section Chief
- Support Coordinators
- Level 1 Responders
- Level 2 Emergency Field Response Personnel

LEVEL 2 RESPONDERS include:

- Water Operations Personnel

A large firestorm in a neighboring agency would be an example of a situation that could warrant LEVEL 2 ACTIVATION. The neighboring agency may request resources from Mesa Water, Mesa Water’s water supply could be affected, and/or the fire could spread and impact Mesa Water’s service area. Quick response and effective interagency coordination would be essential to manage the situation.

LEVEL 3 ACTIVATION would occur when an emergency situation directly impacts Mesa Water’s operations. This is a full activation of the EOC. Resource demand in response to the situation will be great and may exceed Mesa Water’s capabilities. More than one agency may be affected and damages could be extensive and widespread. The emergency situation may occur with little or no warning, or may be the result of an escalating situation. The Mesa Water EOC will be fully staffed and field response personnel will be called in.

LEVEL 3 RESPONDERS include:

- Human Resources personnel
- Field Customer Service personnel

An example of a LEVEL 3 ACTIVATION would be a water contamination event, large earthquake or a major fire within Mesa Water’s service area.
EOC Activation

The decision to activate Mesa Water’s emergency plan and EOC will be made by the General Manager based on the situation and all relevant facts. The county sponsored mass notification system, AlertOC, will be used to notify EOC personnel of activation. Notification to WEROC should be made via phone (preferable) or email, and situation status reporting will occur via WebEOC, a web based portal connecting the water utilities in Orange County.

In the General Manager’s absence, the following management personnel, in the following order of succession, have been given the authority to activate and deactivate Mesa Water’s emergency plan and EOC:

- Assistant General Manager
- Engineering and Operations Manager
- Administrative Services Manager
- Financial Services Manager
- Public and Government Affairs Manager
- Customer Services Manager
- Assistant Operations Manager

The management personnel who make the decision to activate the emergency plan and the EOC will determine the EOC Activation Level, and will initiate emergency personnel call-in procedures.

Standard operating procedures call for all Mesa Water personnel to notify their immediate supervisor whenever they become aware of a situation or incident that is not considered routine operations for Mesa Water. If necessary, the department manager and the General Manager are to be informed. Standard procedures for after-hours duty personnel require the duty personnel to contact the Operations Supervisor when situations are not routine.

Standard procedures will be followed when personnel become aware of any situation that may require heightened response.

Automatic EOC Activation Procedures

Certain emergency situations can cause disruption to standard communication systems and may trigger automatic EOC activation. Examples of these types of emergencies are:

- Significant earthquake
- Major fire or fire storm
- Severe storm/tornado
- State of war emergency
- Site access obstructions at utility facility
- Terrorist activity
- Major transportation accident (plane crash)
Mesa Water procedures specifically addressing activation and response following an earthquake are defined below. For all other types of emergency situations that impact Mesa Water service areas or that have the potential to impact Mesa Water service areas, and where standard communications systems are disrupted, Mesa Water will fully activate its EOC (LEVEL 3 ACTIVATION) in response to the emergency.

If an emergency situation occurs after hours, employees classified as LEVEL 2 RESPONDERS are to secure their families and report to the Mesa Water EOC as soon as they become aware of the emergency situation. If the emergency situation occurs during working hours, all personnel are to immediately report to their supervisors and receive direction.

**Earthquake Response Procedures**

The purpose of this section is to establish guidelines to be used by emergency response personnel to enable them to determine whether or not they should report to the Mesa Water EOC when an earthquake occurs after working hours. If an earthquake occurs during working hours, employees are to report in to their supervisor and receive direction.

Following an earthquake, it will be necessary for Mesa Water employees to monitor communication sources (radio and TV) and use the guidelines in this procedure to determine whether or not they should report to the Mesa Water EOC.

**Earthquake Epicenter within Orange County**

Level 1 Response if:

- The earthquake is magnitude 4 or greater anywhere within Orange County
- The earthquake is magnitude 3 or greater within the Mesa Water service area

LEVEL 1 emergency responders are to contact each other, monitor the system status and check in on other agencies via WebEOC. LEVEL 1 emergency responders will evaluate the situation, and will contact additional emergency responders if necessary.

If Mesa Water facilities have suffered damage or if communication systems or utilities have been disrupted, Level 2 EOC Activation may be necessary. The General Manager will activate the EOC. Level 2 emergency responders may be called in.

Level 2 EOC Activation:

- Magnitude 6.0 or greater anywhere within Orange County

When an earthquake measuring magnitude 6.0 or greater on the Richter scale occurs anywhere within Orange County, Mesa Water will automatically activate its EOC at LEVEL 2 (Partial Activation). All employees identified as LEVEL 2 emergency responders are to secure their families and report to the EOC as soon as possible. All other employees will be placed on standby status and will be contacted if needed.
An earthquake measuring magnitude 6.0 or greater will most likely cause extensive damage to Mesa Water’s facilities. It is entirely possible that some employees will not be able to immediately report to Mesa Water due to family responsibilities or due to transportation problems. Standard communication system and utilities will most likely be disrupted for an unknown period of time.

Earthquake Epicenter Outside of Orange County

When an earthquake occurs outside of Orange County and can be felt within Mesa Water’s service area, Mesa Water will monitor the situation at LEVEL 1 response. All employees identified as LEVEL 1 EMERGENCY RESPONDERS are to report to each other and check the activation status of other agencies on WebEOC. The LEVEL 1 EMERGENCY RESPONDERS will evaluate the impact of the earthquake on Mesa Water facilities. If the situation warrants, Mesa Water will elevate the activation level and contact additional emergency responders.

If an earthquake occurs outside of Orange County, but is not felt within Mesa Water’s service area, impact on Mesa Water facilities will remain a concern. Procedures have been established whereby WEROC will receive and monitor damage assessment information from other agencies. WEROC will contact Mesa Water if damages to other facilities impact Mesa Water.

When an earthquake occurs in Southern California but outside of Orange County, consideration shall be given to Metropolitan Water District of Southern California (MWD) facilities that deliver imported water to Orange County. Those MWD facilities include:

- Diemer Filtration Plant in Yorba Linda
- East Orange County Feeder No. 2 from Diemer
- Lower Feeder from Lake Mathews to Diemer
- Lake Mathews Outlet Facilities
- Weymouth Filtration Plant in La Verne
- Orange County Feeder from Weymouth Plant to Orange County
- Yorba Linda Feeder between the Weymouth and Diemer Plants
- Colorado River Aqueduct
- State Water Project

Notification Procedure

It is the responsibility of the EOC Director, or designee, to determine the appropriate staff to call in to respond to the emergency situation. The appropriate staff may be those pre-assigned and designated as LEVEL 1, 2 or 3 EMERGENCY RESPONDERS, or may be selected based on availability and circumstances surrounding the situation.
The EOC Director shall consider the following criteria when determining the appropriate staff to call in:

- EOC Activation Level
- Pre-assignment of staff to key positions
- Pre-assignment of emergency response personnel for automatic activation situations (LEVEL 1, 2 or 3 EMERGENCY RESPONDERS)
- Expertise necessary to respond to the situation
- Proximity to the district
- Situations, such as freeway closures, which may prevent staff from responding in a timely manner

**Start-Up Procedures**

*Do not go in the EOC if it appears that the EOC has suffered structural damage. Wait until a member of the Emergency Management Team arrives and provides direction.*

The Mesa Water EOC is designed to be fully operable within thirty minutes of activation. The purpose of this procedure is to ensure that Mesa Water’s EOC is functioning as quickly as possible by providing a startup checklist. It will be the responsibility of the first employee who arrives at the EOC to complete this procedure.

Depending on the situation, it may not be necessary to complete all tasks on the checklist. In all cases, note any problems and/or inoperable equipment and inform the Operations Section Chief.

- Upon arrival, assess the EOC exterior facility and grounds. Check for visible structural damage. If damage is noted, do not enter the EOC
- Check to see if the radio and television antennas are still standing on the EOC building roof
- Check electrical power to the EOC
- Check telephone service to EOC
- Verify that Mesa Water and WERO C radios are on and operable
- Set up registration for incoming EOC staff at the message desk, including a sign in sheet with staff assignments
- Turn on the TV, FAX and copy machines
- Put supply kits in the proper place
Deactivation Considerations

The plan for deactivation should be discussed upon activation, including the following considerations:

- Authorize deactivation of field response or EOC sections, branches, or units when they are no longer required
- Notify adjacent facilities and other EOCs, as necessary, of planned time for deactivation
- Deactivate the EOC and close out activity logs when the emergency situation no longer requires activation
- Ensure that any open actions not yet completed will be addressed after deactivation
- Be prepared to provide input into the after action report
- Plan for recovery operations

Action Planning Process

Action Plans identify objectives, priorities and assignments related to emergency response or recovery actions and document the priorities, objectives, tasks and personnel assignments used to meet the objectives (see Attachment 5).

The Action Plan shall be based on the calculated EOC operational period. The operational period is determined by first establishing a set of objectives and priority actions and then establishing a reasonable time frame for accomplishing those actions. Generally, the actions requiring the longest time period will define the length of the operational period. Two types of action plans are needed: Incident Action Plans (IAP) and EOC Action Plans (EOCAP). These plans are based on establishing priorities of actions to be taken.

Incident Action Plans

Incident Action Plans are prepared in the field at the scene of the emergency. They are focused on accomplishing specific tasks. Plans can be either verbal or written, although written IAPs must use special forms. Example incident action plans are available for reference.

EOC Action Plans

Upon EOC activation, the EOC Director and General Staff will devise an initial EOC Action Plan. The plan can be verbal, and should be developed within the first hour. Once the EOC is fully activated, a written Action Plan will be developed. The plan will be used to guide Mesa Water’s emergency response efforts, should focus on water utility issues and will include the following information:

- A list of measurable objectives to be accomplished
- A list of current priorities related to the objectives
- A statement of strategy to achieve each objective
- Assignments and actions necessary to implement the strategy
• The operational period or time frame necessary to accomplish the actions
• A list of resources, mutual aid or technical support necessary to meet the objectives

External Communications

Please refer to the Crisis Communications for more information.

Post Incident Reporting Requirements

After Action Reports

The Standard Emergency Management System (SEMS Title 19, CCR, Section 2450) requires cities and/or counties which have declared a local emergency, for which the Governor has declared a state of emergency, to complete an After Action Report and submit it to the Office of Emergency Service within 90 days after the close of the incident period as defined in Title 19, CCR, Section 2900(j).

Although Mesa Water is not specifically required in this regulation to submit an After Action Report, Mesa Water may be requested to contribute to the After Action Reports submitted by the City of Costa Mesa, the Operational Area or WEROC.

Public Assistance Process

The Request for Public Assistance is FEMA's official application form that public and Private Nonprofit organizations use to apply for disaster assistance. It is a simple, short form with self-contained instructions. "The Request" (FEMA form 90-49) asks for general information which identifies the applicant, starts the grant process and opens the Case Management File, which contains general claim information as well as records of meetings, conversations, phone messages and any special issues or concerns that may affect funding.

The Request must be submitted to the Regional Administrator within 30 days after designation of the area where the damage occurred. The form may be delivered in person at the Applicants' Briefing, sent by mail, or faxed.

Response Assessment

Pursuant to Government Code Section 8607.2 (b), public water systems (as defined in subdivision (f) of Section 4010.1 of the Health and Safety Code) with 10,000 or more service connections, are required to submit an assessment of their emergency response activities. The report is to be submitted by Mesa Water to the state legislature within six months of the declared state of emergency disaster.

The Office of Emergency Services has developed a standardized After Action Report form. Completion and submittal of the form will satisfy Section 8607.2 reporting requirements. A template form and instructions can be seen Appendix 4.
NOTE: Reporting requirements may vary depending on the severity and extent of the emergency. Procedures have been established whereby the Orange County Emergency Management Organization and WEROC will coordinate and assist agencies with reporting requirements. Mesa Water is a member of both organizations and will actively participate in planning meetings designed to assist with After Action Reporting requirements.

Training

Personnel are trained on their responsibilities during an emergency situation.

It is the policy of Mesa Water to establish and maintain an emergency response training program which is sufficient in scope and depth to provide emergency response personnel with the following capabilities:

- Familiarization with the Standardized Emergency Management System (SEMS) as defined in this EOP
- Ability to perform the role assigned to them during an EOC activation

Training programs may include the following:

- Orientations Sessions
- Position specific training
- Table Top Workshops
- Position Specific Training
- Functional Exercises
- Full Scale Drills
Appendix 1: EOC Position Descriptions and Responsibility Assignments

Following are the responsibilities assigned to each of the EOC functional positions that may be activated in response to an emergency situation.

Upon activation of Mesa Water’s EOC, all personnel assigned to the EOC are to re-review the position descriptions for the job to which they have been assigned, and to familiarize themselves with the descriptions of all jobs. An employee may have to fill more than one position.
EOC Director

Position Description Overview

The EOC Director provides overall coordination and direction of EOC operations. This position establishes, directs and monitors all Command and General Staff positions; and notifies and keeps the Board of Directors apprised of emergency response activities.

Responsibilities

- Activate EOC as necessary to respond to the emergency. Adjust as conditions change.
- Determine field response personnel requirements and assign call-in responsibilities.
- Assign and direct Command and General Staff positions. Monitor performance and adjust when necessary.
- Establish if there are critical resource shortfalls that should be monitored at EOC level.
- Facilitate the development of Incident and EOC Action Plans.
- Notify Mesa Water’s Board of Directors of EOC activation and keep the Board apprised of relevant emergency response efforts.
- Advice, assist and support the Board in the execution of their duties.
- Establish objectives and priorities for emergency response activities.
- Maintain all activity logs, messages, and written EOC documentation to provide evidence of activities occurring during the emergency.
- Determine appropriate length for the current operational planning period.
- Assess, and if necessary, proclaim a Declaration of Emergency and notify the Board of Directors, City of Costa Mesa and the Operational Area of the declaration.
- Establish schedule and conduct planning meetings to ensure coordination of emergency response activities.
- Ensure thorough and complete documentation of emergency response activities.
- Plan, schedule and direct deactivation and recovery activities.
- Coordinate the preparation of After Action Reports.
EOC Manager

Position Description Overview

The EOC Manager facilitates the overall functioning of the EOC by providing guidance and technical expertise to the Director and Section Chiefs during EOC operations. This position ensures that communications and coordination of the EOC Sections is going smoothly. The EOC Manager is responsible for working with the Safety Officer to assess and anticipate hazardous or unsafe conditions and recommend measures for assuring personnel safety.

Responsibilities

- Make a list of key issues currently facing your position to be accomplished within the next operational period.
- Identify staffing gaps and devise strategies on how to fill them.
- Ensure the safety and security of the EOC and its staff by:
  - Ensure that facilities supporting EOC operations have healthy and safe operating conditions
  - Check status of electric, gas, telecommunications and other vital EOC utilities
  - Identify and mitigate safety hazards and situations with Safety Officer
- Ensure general welfare and safety of EOC personnel. (this might cover crisis counseling)
- Maintain site security by securing the EOC perimeter and monitoring the ingress and egress of staff.
- Work with EOC Director to determine what the security requirements are related to a specific hazardous situation and take appropriate action as needed.
- Review the EOC Incident Action Plan for safety implications and provides safety messages in the EOC Incident Action Plan.
- Exercise authority to stop or prevent unsafe acts or conditions. Alert EOC staff on safety measures within their work area.
- Provide access control to specific areas as directed.
- Monitor EOC operational activities between other sections within the EOC to ensure the proper flow of communication.
- Brief the EOC Director on major problem areas that need or will require solutions.
- Assist with other EOC tasks as requested.
- Assist the EOC Director in development of the EOC Incident Action Plan.
- Receive status updates from EOC sections, as appropriate.
- Participate in briefings held by the EOC Director.
- Provide overall procedural guidance to EOC Staff as required.
- Stand by to assist EOC Director with direction and control of EOC operations and staff.
• Participate in all briefings held by the EOC Director.
• Work with EOC Director and Section Chiefs to correct/improve systems and procedures.
• Coordinate the servicing of or repairs to equipment, systems, and software with outside vendors and contractors.
• Arrange for crisis counseling for emergency responders, as needed.
Public Information Officer

Position Description Overview

The PIO is responsible for developing and releasing information about the emergency to the news media, and to other appropriate agencies and organizations as directed by the EOC Director. The PIO may delegate responsibilities and appoint support staff as necessary.

In order to prevent conflicting information, misinformation and the initiation of rumors, the PIO will coordinate all emergency information, press releases and public statements with the EOC Director and appropriate agencies. At all times, the PIO will obtain the EOC Director’s approval prior to the release of any information.

Responsibilities

- Report to the EOC Director on all matters pertaining to Public Information Operations.
- Establish the appropriate level of organization within the section and monitor effectiveness. Make changes as required.
- Coordinate and validate information with Information Officers at other appropriate agencies and organizations.
- Coordinate with EOC staff as needed to obtain technical information relative to the incident.
- Monitor and forward media information that may be useful to the Planning & Intelligence Section Chief.
- Prepare press releases, bulletins, informational pieces, etc. as directed by the EOC Director.
- Determine from the EOC Director any limits on the information released and obtain approval prior to the release of any information.
- Coordinate all activities and information related to press briefings. Arrange for tours and interviews as directed.
- Maintain current information summaries and/or displays on the emergency.
- Prepare Situation Reports and participate in all planning meetings.
- Contribute to After Action Reports.
Runner

Position Description Overview

The runner is responsible for moving messages from Operations Support- Radios and Operations Support- Phones to the Planning and Intelligence Chief. Additionally, once the Planning and Intelligence Chief has recorded the message, if directed, the Runner may take the message to the intended recipient.
Operations Section Positions

Position Description Overview

The Operations Section Chief is responsible for coordinating and monitoring the effectiveness of all water utility field operations in support of emergency response efforts.

Responsibilities

- Report to the EOC Director on all matters pertaining to section activities.
- Determine the location and status of major incidents currently active.
- Establish the appropriate level of organization within the section and monitor effectiveness. Make changes as required.
- Maintain all activity logs, messages, and written EOC documentation to provide evidence of activities occurring during the emergency.
- Coordinate with other agencies’ Operations Sections.
- Ensure coordination of field emergency response activities with the Planning & Intelligence Section Chief and Logistics.
- Supervise all assigned field and support staff.
- Estimate repair and/or replacement costs of damaged facilities as requested.
- Determine logistical support needs for field staff and coordinate through Logistics Section.
- Collect and consolidate damage assessment information from field response groups and ensure the information is disseminated to the EOC Director, and the Planning & Intelligence Section Chief.
- Determine and coordinate resource and mutual aid requirements with Logistics.
- Monitor and ensure documentation of damages and repairs for reimbursement purposes. Forward documentation to the Planning & Intelligence Section Chief.
- Attend all planning meetings and assist in the development of Action Plans.
- Monitor section activities relating to the objectives established.
- Make, approve or seek expedient changes to the Action Planning Objectives as the situation warrants.
- Document section activities and prepare Situation Reports.
- Coordinate and participate in demobilization and recovery activities.
- Contribute to After Action Reports.
Operations Support

Position Description Overview

This position is responsible for providing technical advice and assistance regarding the operation and repair of Mesa Water’s production facilities, reservoirs and SCADA System, and for managing system pressure and production requirements. This position is also responsible for providing technical advice and assistance regarding damage assessment, repair and operation of the distribution system. The Operations Support will supervise field and support staff, act as liaison with water suppliers, and work with technical consultants and contractors as directed by the Operations Section Chief.

Responsibilities

- Coordinate and report all activities to the Operations Section Chief.
- Supervise all assigned field and support staff.
- Coordinate damage assessment and repair activities with other Operations Section Coordinators.
- Maintain all activity logs, messages, and written EOC documentation to provide evidence of activities occurring during the emergency.
- Establish and maintain contact with the State Water Resources Control Board regarding water quality issues.
- Establish, direct and monitor water quality testing activities.
- Provide technical advice on damage assessments, inspection and repair of production facilities and related equipment.
- Monitor system and production requirement.
- Interface with wholesale water suppliers.
- Work with consultants and contractors as required.
- Provide technical advice on damage assessment, inspection and repair of distribution facilities.
- Participate in the preparation of Situation Reports and attend planning meetings when requested.
- Contribute to After Action Reports.
Operations Support – Radio

Position Description Overview

Responsible for monitoring radio notifications, and for interfacing with other agencies via radio information exchanges.

Responsibilities

- Manage any radio communications and information system needs required by Mesa Water personnel.
- Maintain all activity logs, messages, and written EOC documentation to provide evidence of activities occurring during the emergency.
- Ensure any field operational damage, communications limitations or other problem areas are relayed to the EOC.
- Initiate and maintain a log of significant events, radio calls and messages. Give this log to your relief with instructions to maintain it.
- Request outside assistance as needed.
- Keep EOC Logistics advised of your status and activity and on any problem areas that now need or will require solutions.
- Provide periodic situation or status reports for updating information to the Planning & Intelligence Section Chief.
- Review situation reports as they are received. Verify information where questions exist.
- Use face-to-face interaction in the EOC whenever possible and document decisions and policy.
Operations Support – Phone

Position Description Overview

Have overall responsibility for the coordination of telephone communication systems operations within the Mesa Water EOC.

Responsibilities

- Initiate and maintain a log of significant events, phone calls and messages. Give this log to your relief with instructions to maintain it.
- Request outside assistance as needed.
- Keep EOC Logistics advised of your status and activity and on any problem areas that now need or will require solutions.
- Maintain all activity logs, messages, and written EOC documentation to provide evidence of activities occurring during the emergency.
- Provide periodic situation or status reports for updating information to the Planning & Intelligence Section Chief.
- Review situation reports as they are received. Verify information where questions exist.
- Use face-to-face interaction in the EOC whenever possible and document decisions and policy.
- Ensure any field operational damage, communications limitations or other problem areas are relayed to the EOC.
Operations Support- Information Technology

Position Description Overview

Responsible for managing and supporting internet connectivity, laptops, phone systems, printer, fax machines, and other IT equipment in the EOC during activation.

Responsibilities

- Support EOC staff set up laptops, connections to printer and other equipment upon arrival to EOC
- Monitor status of phone and internet connectivity, share with Operations Section Chief potential conditions that may disrupt service
- Interface with telecommunications provider to coordinate repairs and/or obtain status reports if service has been disrupted
- Ensure field operational damage, communications limitations or other problem areas are related to the EOC
- Request outside assistance as needed
- Keep EOC Logistics advised of your status and activity and on any problem areas that now need or will require solutions or additional supplies
- Maintain all activity logs, messages, and written EOC documentation to provide evidence of activities occurring during the emergency.
Planning & Intelligence Section Positions

Position Description Overview

This position manages all information regarding situation status, plans for ongoing operations, development of action plans, determines repair priorities, and coordinates activities with Operations Support and Logistics.

Responsibilities

- Report to the EOC Director on all matters pertaining to section activities.
- Establish the appropriate level of organization within the section and monitor effectiveness. Make changes as required.
- Maintain all activity logs, messages, and written EOC documentation to provide evidence of activities occurring during the emergency.
- Coordinate with other agencies’ Planning and Intelligence Sections.
- Collect, analyze and display situation information.
- Coordinate and ensure that documentation is complete and maintain original copies of all documents pertaining to emergency operations.
- Attend all planning meetings and assist in the development of Action Plans. Monitor section activities relating to the objectives established.
- Make, approve or seek expedient changes to the Action Planning Objectives as the situation warrants.
- Document section activities and prepare Situation Reports.
- Coordinate and participate in demobilization and recovery activities.
- Provide technical advice regarding design specifications and prepare drawings as required.
- Interpret and update water atlas.
- Work with consultants as required.
- Coordinate efforts and provide technical advice to the Public Information Officer regarding water quality information and/or Boil Water Notices.
- Prepare After Action Reports and/or Response Assessment with input from Logistics, and Finance.
Planning & Intelligence Support

Position Description Overview

This position may have the assistance of technical specialists and will work closely with the Operations Section Chief. This position is responsible for coordination of information, assessment of damages to facilities, and the assessment and projection of resource requirements. This position maintains the EOC activation records, assists all sections with documentation of emergency activities, and prepares and maintains case files for the emergency.

Documentation Responsibilities

- Establish and maintain accurate, up-to-date EOC activity files.
- Maintain a roster of all staff, visitors, consultants, press and any other individuals coming in and going out of the EOC.
- Store EOC files for legal, analytical and historical purposes.
- Determine, in consultation with the Planning & Intelligence Section Chief, what EOC Materials should be collected for official records.
- Provide documentation and copying services for the EOC.
- Provide messengers, as needed, for use in support of EOC operations.
- Ensure appropriate message distribution.
- After planning meetings, assist in the preparation of any written action plans or procedures.
- Establish and maintain accurate, up-to-date EOC activity files.
- As appropriate, make copies of any EOC-developed action plans and ensure that distribution is made to designated persons.
- Periodically collect and file documentation needed for the official record.
- Maintain all activity logs, messages, and written EOC documentation to provide evidence of activities occurring during the emergency.
- Retain original copies of all purchase orders, staff time sheets, equipment usage records, contracts, repair tickets and any other documents relating to damage, repair, replacement or emergency response costs. Provide copies of all cost documents to the Finance Section.
- Review all documentation for accuracy and completeness, inform the Planning & Intelligence Section Chief of errors or omissions.
Situation Analysis Responsibilities

- Identify location of greatest impact and monitor the progress of the disaster and the development of related events (e.g. earthquake caused fires).
- Determine the nature and extent of damage leading to priority setting for response and resource allocation and projection.
- Evaluate data from multiple sources for accuracy, clarity, relevance and timeliness.
- Responsible for displaying situation information in the EOC. Monitor for erroneous information or gaps on the status boards.
- Coordinate with the Planning & Intelligence Support to ensure plotted information is documented.
- Participate in the preparation of Situation Reports and attend planning meetings when requested.
- Prepare After Action Reports.
- Maintain all activity logs, messages, and written EOC documentation to provide evidence of activities occurring during the emergency.
Logistics Section Positions

Position Description Overview

The Logistics Section Chief is responsible for maintaining EOC facilities and support services, and for coordinating personnel, equipment and materials in support of the emergency response efforts.

Logistics Responsibilities

- Report to the EOC Director on all matters pertaining to section activities.
- Determine status of internal and external communications systems.
- Establish the appropriate level of organization within the section and monitor effectiveness. Make changes as required.
- Maintain all activity logs, messages, and written EOC documentation to provide evidence of activities occurring during the emergency.
- Coordinate with other agencies’ Logistics Sections.
- Ensure coordination of resource utilization and acquisition with Mesa Water’s Planning & Intelligence Section Chief.
- Maintain the EOC facility and communication system in a constant state of readiness.
- Upon EOC activation, coordinate EOC facility and communication system start-up procedures, and troubleshoot problems during activation.
- Coordinate EOC security prior to and during activation.
- Coordinate resource and mutual aid acquisition with other agencies.
- Coordinate the use of volunteer service workers.
- Coordinate fueling, maintenance and repair of equipment and vehicles.
- Coordinate the provision of support services such as supplies, food and shelter.
- Coordinate traffic plans with the appropriate agencies.
- Coordinate timekeeping procedures with the Finance Section Chief.
- Attend all planning meetings and assist in the development of Action Plans.
- Monitor section activities relating to the objectives established.
- Make, approve or seek expedient changes to the Action Planning Objectives as the situation warrants.
- Document section activities and prepare Situation Reports. Situation Reports include: time, date, incident description and observations, utilities affected, resources needed, injuries, and action plan objectives. Should not be longer than one page.
- Coordinate and participate in demobilization and recovery activities.
- Prepare After Action Reports.
Resources Responsibilities

- Order, receive, store and process all emergency resources and supplies.
- Maintain current resource directories for necessary supplies, equipment and services.
- Coordinate available and allocated resources with the Planning & Intelligence Section Chief.
- Coordinate with the Finance Section Chief to ensure cost accounting procedures are followed.
- Maintain a master list of available and allocated resources. Maintain all activity logs, messages, and written EOC documentation to provide evidence of activities occurring during the emergency.

EOC Facility Responsibilities

- Maintain the EOC facility in a constant state of readiness.
- Upon EOC activation, ensure the interior and exterior EOC facility and systems are activated and operable (communication, computer, lighting, air conditioning, etc.).
- Maintain the security of the EOC prior to and during activation.
- Ensure emergency staff support needs are met including meals, hygiene, sanitation, sleeping arrangements, etc.
- Ensure fueling, maintenance and repair of equipment and vehicles.
- Maintain all activity logs, messages, and written EOC documentation to provide evidence of activities occurring during the emergency.
Finance/Administrative Section Positions

Position Description Overview

This position is responsible for coordinating and monitoring all financial aspects of emergency operations, and for preparing financial forecasts and recommendations with regard to short and long-term recovery options.

Responsibilities

- Report to EOC Director on all matters pertaining to section activities.
- Coordinate with other agencies’ Finance Section. Collect and consolidate initial damage assessment information from all available sources—report through WebEOC.
- Obtain damage estimates for the purpose of applying for insurance reimbursement, federal public assistance and other financial assistance programs.
- Prepare consolidated damage reports, including dollar amounts.
- Establish and monitor cost accounting procedures for all aspects of the emergency response effort.
- Assist the other sections with estimating repair and/or replacement costs of damaged facilities.
- Receive and review copies of all documents relating to purchase orders, staff time, equipment usage, contracts, repair tickets and any other costs associated with the emergency response efforts.
- Maintain all activity logs, messages, and written EOC documentation to provide evidence of activities occurring during the emergency.
- Track and record all emergency response expenditures, and provide updates as requested.
- Establish the likely requirements for procuring equipment, supplies, and vendor contracts.
- Assist in locating local sources for equipment and supplies.
- Prepare, assist, and authorize contacts, vendor agreements, and leases, as necessary. Forecast short and long-term financial impacts of damages and emergency response efforts.
- Attend all planning meetings and assist in the development of Action Plans.
- Monitor section activities relating to the objectives established.
- Make, approve or seek expedient changes to the Action Planning Objectives as the situation warrants.
- Document section activities and prepare Situation Reports.
- Coordinate and participate in demobilization and recovery activities.
- Contribute to After Action Reports.
Liaison Officer

Position Description Overview

Responsible for coordinating with other agency representatives assigned to Mesa Water’s EOC or responsible for representing Mesa Water in another agency’s EOC. Coordination can also occur over phone or email with external representatives (from the Mesa Water EOC).

Responsibilities

- Report to **EOC Director** on all matters pertaining to activities.
- Establish contact and coordinate emergency response activities with the appropriate agencies.
- Act as a point of contact for the assisting and cooperating Agency Representatives.
- Provide a point of contact for responding agencies. Identify Agency Representatives from each agency, including communications link and location.
- Determine whether communication problems exist in contacting external agencies. If so, provide information to the Communications Unit.
- Brief other Agency Representatives on current situation, priorities, and action plan.
- Compile list of other Agency Representatives (agency, name, EOC phone no.) and make this information available to all EOC staff.
- Maintain accurate and complete records, including time log.
- Request Agency Representatives contact their agency, determine level of activation of agency facilities, and obtain intelligence or situation information that may be useful.
- Respond to requests from incident personnel for inter-organizational contacts.
- Monitor incident operations to identify current or potential inter-organizational problems.
- Provide briefings and updates to EOC Director and General Staff (recommended every 15 minutes).
- Be a point of contact for representatives from:
  - City of Costa Mesa
  - WEROC
  - City Of Newport Beach
  - County of Orange
  - State of California, (Office of Emergency Services or State Water Resources Control Board)
  - Other local government offices and agencies
- Provide written and oral updates on the situation to the **Public Information Officer.**
- Interact with other sections and branches/groups/units within the EOC to obtain information, assist in coordination and ensure the proper flow of information.
- Answer questions and relay requests to the EOC.
- Document decisions and policy.
- Respond to requests for inter-organizational contacts.
- Monitor operations activities to identify current or potential inter-organizational problems that may need a liaison.
- Contribute to After Action Report.
Safety Officer

Position Description Overview

Responsible for monitoring and assessing safety hazards or unsafe situations and for developing measures for ensuring personnel safety.

Responsibilities

- Report to EOC Director on all matters pertaining to safety activities.
- Identify potential hazards for field personnel and work with other sections to ensure they have the necessary safety equipment available.
- Exercise emergency authority to stop any activity deemed unsafe and prevent unsafe acts.
- Identify and mitigate hazardous situations in the EOC.
- Investigate or ensure an investigation of accidents that have occurred as the result of the incident.
- Contribute to After Action Report.
Appendix 2: Water Quality Emergency Notification Plan

When Mesa Water determines that a significant rise in bacterial count has occurred, the State Water Resources Control Board (SWRCB), Division of Drinking Water shall be notified promptly. When there is any indication of gross contamination of the water supply or any report of waterborne illness, SWRCB shall also be notified.

A. The emergency notification plan shall be placed into action if after consultation with the SWRCB it is determined that the continued delivery of water would constitute an imminent danger to the health of the user.

B. In addition to the notification to the SWRCB, Mesa Water shall also notify the water consumer of such failures as listed in the Crisis Communications Plan, with the assistance of the Public Information Officer.

Emergency Boil Water or Do Not Use Advisory

Background

Boil water and Do Not Use advisories cannot be issued or rescinded without the approval of the State Water Resources Control Board (SWRCB), Division of Drinking Water. These advisories are issued, to water consumers in the event that damage has occurred to Mesa Water’s treatment plants, wells, reservoirs, and/or distribution system, and the possibility of contamination exists. The damage could be the result of an earthquake, other natural disaster, or a severe accident at a treatment plant, well, or in the distribution system. The advisories outline water purification procedures to be used by the consumer as a precaution, until Mesa Water notifies consumers that the water is safe to drink.

Criteria for Issuing Boil Water Advisory

Mesa Water has adopted the following criteria for issuance of a boil water advisory to consumers in an emergency situation:

A. Known discharge of wastewater into drinking water supply system;

B. Significant loss of pressure in distribution system pipelines;

C. Confirmed analytical evidence of microbiological contamination of the drinking water supply; or

D. Extensive treatment process failure resulting in water that is unsafe to drink.
These criteria are based on discussions with staff from the SWRCB, whose concurrence would be an integral part of any decision to issue a boil water advisory. Although a boil water advisory is not mandated by the above criteria, these criteria would certainly result in notification to SWRCB. The boil water advisory would remain in effect until a firm determination is made that ensures water from Mesa Water system is safe for consumption. Any decision to rescind a boil water advisory would be coordinated with SWRCB.

State Certified Water Testing Laboratories

Public Agency Laboratories

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<thead>
<tr>
<th>AGENCY LAB</th>
<th>PHONE</th>
<th>BACTERIA TESTING METHODS</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of San Clemente</td>
<td>949-361-8335 Office</td>
<td>Multitube, MPN</td>
</tr>
<tr>
<td>Water Quality Laboratory</td>
<td>949-366-4779 Fax</td>
<td>Presence/absence, Colilert</td>
</tr>
<tr>
<td>San Clemente 92672</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Santa Margarita Water District</td>
<td>949-459-6400 Office</td>
<td>Multitube, MPN</td>
</tr>
<tr>
<td>28793 Ortega Highway</td>
<td>949-459-6460 Fax</td>
<td>Presence/absence 24-hour</td>
</tr>
<tr>
<td>San Juan Capistrano 92675</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Irvine Ranch Water District</td>
<td>(949) 453-5300 Office</td>
<td>Multitube, MPN</td>
</tr>
<tr>
<td>15600 Sand Canyon Avenue Irvine, CA 92618</td>
<td></td>
<td>Presence/absence, Colilert</td>
</tr>
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</table>

Private Laboratories

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<th>AGENCY LAB</th>
<th>PHONE</th>
<th>BACTERIA TESTING METHODS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associated Laboratories</td>
<td>714-771-6900 Office</td>
<td>Multitube, MPN</td>
</tr>
<tr>
<td>806 N Batavia St</td>
<td>714-538-1209 Fax</td>
<td>Presence/absence, Colisure 28 hour</td>
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<tr>
<td>Orange, CA 92868</td>
<td></td>
<td>Membrane Filter</td>
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<tr>
<td>Eurofins Eaton Analytical</td>
<td>626-386-1100 Office</td>
<td>Multitube, MPN</td>
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<td>Sierra Analytical Laboratories, Inc.</td>
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<td>26052 Merit Circle, Ste. 104</td>
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Appendix 3: Glossary of Terms
Part III. Supporting Documents

Standardized Emergency Management System
(SEMS)

Glossary of Terms

I. Introduction

The Glossary contains definitions of terms commonly used in the Standardized Emergency Management System (SEMS). The Glossary was developed from a glossary used in the Incident Command System National Training Curriculum. It does not contain terms or definitions related to specific resources for particular application areas. Users should supplement this glossary with agency-specific terms and definitions as appropriate.

A

Action Plan
The plan prepared in the EOC containing the emergency response objectives of that SEMS level reflecting overall priorities and supporting activities for a designated period. The plan is shared with supporting agencies. See also Incident Action Plan.

Activate
At a minimum, a designated official of the emergency response agency that implements SEMS as appropriate to the scope of the emergency and the agency's role in response to the emergency.

After action report
A report covering response actions, application of SEMS, modifications to plans and procedures, training needs, and recovery activities. After action reports are required under SEMS after any emergency which requires a declaration of an emergency. Reports are required within 90 days.

Agency
An agency is a division of government with a specific function, or a non-governmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation), or assisting and/or cooperating (providing resources and/or
assistance). (See Assisting Agency, Cooperating Agency and Multi-agency.)

**Agency Dispatch**
The agency or jurisdictional facility from which resources are allocated to incidents.

**Agency Executive or Administrator**
Chief executive officer (or designee) of the agency or jurisdiction that has responsibility for the incident.

**Agency Representative**
An individual assigned to an incident or to an EOC from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident or at the EOC. Agency Representatives report to the Liaison Officer at the incident, or the Liaison Coordinator at SEMS EOC levels.

**Air Operations Branch Director**
The person primarily responsible for preparing and implementing the air operations portion of the Incident Action Plan. Also responsible for providing logistical support to helicopters operating on the incident.

**Allocated Resources**
Resources dispatched to an incident.

**Air Command**
An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System organization; or 2) to oversee the management of a very large incident that has multiple Incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed.

**Assigned Resources**
Resources checked in and assigned work tasks on an incident.
Assignments
Tasks given to resources to perform within a given operational period, based upon tactical objectives in the Incident or EOC Action Plan.

Assistant
Title for subordinates of the Command Staff positions at the Field SEMS level. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be used to supervise unit activities at camps.

Assisting Agency
An agency directly contributing tactical or service resources to another agency.

Base
The location at an incident at which primary logistical functions for an incident are coordinated and administered. There is only one Base per incident. (Incident name or other designator will be added to the term "Base.") The Incident Command Post may be collocated with the Base.

Branch
The organizational level at the SEMS Field Level having functional or geographic responsibility for major parts of incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals or by functional name (e.g., medical, security, etc.). Branches are also used in the same sequence at the SEMS EOC levels.

Branch Director
The ICS title for individuals responsible for supervision of a Branch at the Field Level. At SEMS EOC levels, the title Branch Coordinator is preferred.

Cache
A pre-determined complement of tools, equipment and/or supplies stored in a designated location, available for incident use.
Camp
A geographical site, within the general incident area, separate from the Incident Base, equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.

Chain of Command
A series of management positions in order of authority.

Check-in
The process whereby resources first report to an incident or into an EOC. Check-in locations at the SEMS Field Level include: Incident Command Post (Resources Unit), Incident Base, Camps, Staging Areas, Helibases, Helispots, and Division Supervisors (for direct line assignments).

Clear Text
The use of plain English in radio communications transmissions. No Ten Codes or agency specific codes are used when utilizing Clear Text.

Command
The act of directing, and/or controlling resources at an incident by virtue of explicit legal, agency, or delegated authority. May also refer to the Incident Commander.

Command Post
(See Incident Command Post)

Command Staff
The Command Staff at the SEMS Field Level consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander. They may have an assistant or assistants, as needed. These functions may also be found at the EOC levels in SEMS. At the EOC, they would report to the EOC Director but may be designated as Coordinators. At EOCs, the functions may also be established as Sections, or Branches to accommodate subsequent expansion.

Communications Unit
An organizational unit in the Logistics Section responsible for providing communication services at an incident or an EOC. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to provide the major part of an Incident Communications Center.
**Community Based Organizations**
A local organization (which may or may not be an affiliate of a national organization) with a primary mission to provide services to specific groups of people. This could include services to people who are developmentally disabled, homeless, low-income elderly, non-English speaking, or others. CBOs are usually nonprofit organizations. Most have a 501 (c) (3) tax-exempt status from the Internal Revenue Service. Some may have the nonprofit status from the Franchise Tax Board. In size, they range from all-volunteer organizations that get by on virtually no budget, to multi-million dollar operations. Examples include Food Banks, Centers for Independent Living, Immigration Assistance Programs, Easter Seals, Neighborhood Clinics, and Family Centers.

**Compensation Unit/Claims Unit**
Functional unit within the Finance/Administration Section responsible for financial concerns resulting from property damage, injuries or fatalities at the incident or within an EOC.

**Complex**
Two or more individual incidents located in the same general area, which are assigned to a single Incident Commander or to a Unified Command.

**Cooperating Agency**
An agency supplying assistance other than direct tactical or support functions or resources to the incident control effort (e.g., American Red Cross, telephone company, etc.)

**Coordination**
The process of systematically analyzing a situation, developing relevant information, and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra-or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc. Multi-agency or Inter-agency coordination is found at all SEMS levels.
Coordination Center
Term used to describe any facility that is used for the coordination of agency or jurisdictional resources in support of one or more incidents.

Cost Sharing Agreements
Agreements between agencies or jurisdictions to share designated costs related to incidents. Cost sharing agreements are normally written but may also be verbal between authorized agency or jurisdictional representatives at the incident.

Cost Unit
Functional unit within the Finance/Administration Section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

Delegation of Authority
A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints and other considerations or guidelines as needed. Many agencies require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on large incidents.

Demobilization Unit
Functional unit within the Planning Section responsible for assuring orderly, safe and efficient demobilization of incident or EOC assigned resources.

Department Operations Center
A facility used by a distinct discipline, such as flood operations, fire, medical, hazardous material, or a unit, such as Department of Public Works, or Department of Health. Department Operations Centers may be used at all SEMS levels above the field response level depending upon the needs of the emergency.

Deputy Incident Commander (Section Chief or Branch Director)
A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some
cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies may also be found as necessary at all SEMS EOC levels.

**Disaster**
A sudden calamitous emergency event bringing great damage loss or destruction.

**Dispatch**
The implementation of a command decision to move a resource or resources from one place to another.

**Dispatch Center**
A facility from which resources are assigned to an incident.

**Division**
Divisions are used to divide an incident into geographical areas of operation. Divisions are identified by alphabetic characters for horizontal applications and, often, by numbers when used in buildings. Divisions are also used at SEMS EOC levels and are found organizationally between Branches and Units.

**Division or Group Supervisor**
The position title for individuals responsible for command of a Division or Group at an Incident. At the EOC level, the title is Division Coordinator.

**Documentation Unit**
Functional unit within the Planning Section responsible for collecting, recording and safeguarding all documents relevant to an incident or within an EOC.

**Emergency**
A condition of disaster or of extreme peril to the safety of persons and property caused by such conditions as air pollution, fire, flood, hazardous material incident, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake or other conditions, other than conditions resulting from a labor controversy.

**Emergency Management Coordinator**
The individual within each jurisdiction that is delegated the day-to-day responsibility for the development and maintenance of all emergency management coordination efforts.

**Emergency Management Director (Emergency Services Director)**
The individual within each political subdivision that has overall responsibility for jurisdiction emergency management. For cities and counties, this responsibility is commonly assigned by local ordinance.

**Emergency Medical Technician (EMT)**
A health-care specialist with particular skills and knowledge in pre-hospital emergency medicine.

**Emergency Operations Center (EOC)**
A location from which centralized emergency management can be performed. EOC facilities are established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

**Emergency Operations Plan**
The plan that each jurisdiction has and maintains for responding to appropriate hazards.

**Emergency Response Agency**
Any organization responding to an emergency, or providing mutual aid support to such an organization, whether in the field, at the scene of an incident, or to an operations center.

**Emergency Response Personnel**
Personnel involved with an agency's response to an emergency.

**EOC Action Plan**
The plan developed at SEMS EOC levels, which contains objectives, actions to be taken, assignments and supporting information for the next operational period.

**Event**
A planned, non-emergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts or sporting events.
Facilities Unit
Functional unit within the Support Branch of the Logistics Section at the SEMS Field Response Level that provides fixed facilities for the incident. These facilities may include the Incident Base, feeding areas, sleeping areas, sanitary facilities, etc.

Field Operations Guide
A pocketsize manual of instructions on the application of the Incident Command System.

Finance/Administration Section
One of the five primary functions found at all SEMS levels, which is responsible for all costs and financial considerations. At the incident and Section can include the Time Unit, Procurement Unit, Compensation/Claims Unit and Cost Unit.

Food Unit
Functional unit within the Service Branch of the Logistics Section responsible for providing meals for incident and/or EOC personnel.

Function
In ICS, function refers to the five major activities in the ICS, i.e., Command, Operations, Planning/Intelligence, Logistics and Finance/Administration. The same five functions are also found at all SEMS EOC levels. At the EOC, the term Management replaces Command. The term function is also used when describing the activity involved, e.g., "the planning function."

Functional Element
Refers to a part of the incident, EOC or DOC organization such as section, branch, group or unit.

General Staff
The group of management personnel reporting to the Incident Commander or to the EOC Director. They may each have a deputy, as needed. At the Field SEMS level, the General Staff consists of:
- Operations Section Chief
- Planning/Intelligence Section Chief
- Logistics Section Chief
Finance/Administration Section Chief
At some SEMS EOC levels, the position titles are Section Coordinators.

Generic ICS
Refers to the description of ICS that is generally applicable to any kind of incident or event.

Ground Support Unit
Functional unit within the Support Branch of the Logistics Section at the SEMS Field Response level that is responsible for the fueling, maintaining and repairing of vehicles, and the transportation of personnel and supplies.

Group
Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. (See Division) Groups are located between Branches (when activated) and Resources in the Operations Section.

H

Helibase
The main location for parking, fueling, maintenance, and loading of helicopters operating in support of an incident. It is usually located at or near the incident base.

Helispot
Any designated location where a helicopter can safely take off and land. Some helispots may be used for loading of supplies, equipment, or personnel.

Hierarchy of Command (See Chain of Command)

I

Incident
AN occurrence or event, either human-caused or by natural phenomena, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources.

Incident Action Plan
The plan developed at the field response level, which contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for
the next operational period. The plan may be oral or written.

**Incident Base**
Location at the incident where the primary logistics functions are coordinated and administered. (Incident name or other designator will be added to the term "Base.") The Incident Command Post may be collocated with the Base. There is only one Base per incident.

**Incident Commander**
The individual responsible for the command of all functions at the field response level.

**Incident Command Post (ICP)**
The location at which the primary command functions are executed. The ICP may be collocated with the incident base or other incident facilities.

**Incident Command System (ICS)**
The nationally use standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, with responsibility for the management of resources to effectively accomplish stated objectives pertinent to an incident.

**Incident Communications Center**
The location of the Communications Unit and the Message Center.

**Incident Management Team**
The Incident Commander and appropriate General and Command Staff personnel assigned to an incident.

**Incident Objectives**
Statements of guidance and direction necessary for the selection of appropriate strategy(s), and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed.
Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

**Information Officer**
A member of the Command Staff responsible for interfacing with the public and the media or with other agencies requiring information directly from the incident. There is only one Information Officer per incident. The Information Officer may have assistants. This position is also referred to as Public Affairs or Public Information Officer in some disciplines. At SEMS EOC levels, the information function may be established as a Coordinator or as a section or branch reporting directly to the EOC Director.

**Initial Action**
The actions taken by resources, which are the first to arrive at an incident.

**Initial Response**
Resources initially committed to an incident.

**Jurisdiction**
The range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (e.g., special district, city, county, state or federal boundary lines), or functional (e.g., police department, health department, etc.). (See Multijurisdiction)

**Jurisdictional Agency**
The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function.

**Landing Zone**
(See Helispot)

**Leader**
The ICS title for an individual responsible for a functional unit, task forces, or teams.
Liaison Officer
A member of the Command Staff at the Field SEMS level responsible for coordinating with representatives from cooperating and assisting agencies. At SEMS EOC levels, the function may be done by a Coordinator and/or within a Section or Branch reporting directly to the EOC Director.

Life-Safety
Refers to the joint consideration of both the life and physical well being of individuals.

Local Government
Means local agencies per Article 3 of the SEMS regulations. The Government Code 8680.2 defines local agencies as any city, city and county, county, school district or special district.

Local Government Advisory Committee (LGAC)
Committees established by the Director of OES to provide a forum for the exchange of information among the cities and counties of a Mutual Aid Region. The LGAC may develop a consensus of action and policy among local emergency managers on issues, policies, and programs of concern to local governments, and if necessary bring such concerns to the attention of the OES Executive Management. This Committee has become inactive with the advent of the Mutual Aid Regional Advisory Committees.

Logistics Section
One of the five primary functions found at all SEMS levels. The Section responsible for providing facilities, services and materials for the incident or at an EOC.

Management by Objectives
In SEMS field and EOC levels, this is a top-down management activity, which involves a three-step process to achieve the desired goal. The steps are: establishing the objectives, selection of appropriate strategy(s) to achieve the objectives, and the direction or assignments associated with the selected strategy.

Master Mutual Aid Agreement
An agreement entered into by and between the State of California, its various departments and agencies, and the
various political subdivision, municipal corporations, and public agencies of the State of California to assist each other by providing resources during an emergency Mutual Aid occurs when two or more parties agree to furnish resources and facilities and to render services to each other to prevent and combat any type of disaster or emergency.

**Marshaling Area**
An area used for the completed mobilization and assemblage of personnel and resources prior to their being sent directly to the disaster affected area. Marshaling Areas are utilized particularly for disasters outside of the continental United States.

**Medical Unit**
Functional unit within the Service Branch of the Logistics Section at SEMS Field levels responsible for the development of the Medical Emergency Plan, and from providing emergency medical treatment of incident personnel.

**Message Center**
The Message Center is part of the Incident or EOC Communications Center and is collocated or placed adjacent to it. It receives, records, and routes information to appropriate locations at an incident or within an EOC.

**Mobilization**
The process and procedures used by all organizations federal, state and local for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

**Mobilization Center**
An off-incident location at which emergency service personnel and equipment are temporarily located pending assignment to incidents, release, or reassignment.

**Multi-Agency or Inter-Agency Coordination**
The participation of agencies and disciplines involved at any level of the SEMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.
Multi-Agency Coordination System (MACS)
The combination of personnel, facilities, equipment, procedures and communications integrated into a common system. When activated, MACS has the responsibility for coordination of assisting agency resources and support in a multi-agency or multijurisdictional environment. A MAC Group functions within the MACS. MACS organizations are used within the California Fires Services.

Multi-Agency Incident
An incident where one or more agencies assist a jurisdictional agency or agencies. The incident may be managed under single or unified command.

Multijurisdictional Incident
An incident requiring action from multiple agencies that have a statutory responsibility for incident mitigation. In ICS these incidents will be managed under Unified Command.

Mutual Aid Agreement
Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.

Mutual Aid Coordinator
An individual at local government, operational area, region or state level that is responsible to coordinate the process of requesting, obtaining, processing and using mutual aid resources. Mutual Aid Coordinator duties will vary depending upon the mutual aid system.

Mutual Aid Region
A mutual aid region is a subdivision of state OES established to assist in the coordination of mutual aid and other emergency operations within a geographical area of the state, consisting of two or more county (operational) areas.

Office of Emergency Services
The Governor's Office of Emergency Services.

Operational Area
An intermediate level of the state emergency organization, consisting of a county and all political subdivisions within the county area.

**Operational Period**
The period of time scheduled for execution of a given set of operation actions as specified in the Incident or EOC Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.

**Operations Section**
One of the five primary functions found at all SEMS levels. The Section responsible for all tactical operations at the incident, or for the coordination of operational activities at an EOC. The Operations Section at the SEMS Field Response Level can include Branches, Divisions and/or Groups, Task Forces, Teams, Single Resources and Staging Areas. At the EOC levels, the Operations Section would contain Branches or Divisions as necessary because of span-of-control considerations.

**Out-of-Service Resources**
Resources assigned to an incident but unable to respond for mechanical, rest, or personnel reasons.

**Planning Meeting**
A meeting held as needed throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. On larger incidents, the planning meeting is a major element in the development of the Incident Action Plan. Planning meetings are also an essential activity at all SEMS EOC levels.

**Planning Section**
(Also referred to as Planning/Intelligence) One of the five primary functions found at all SEMS levels. Responsible for the collection, evaluation, and dissemination of information related to the incident or an emergency, and for the preparation and documentation of Incident or EOC Action Plans. The section also maintains information on the current and forecasted situation, and on the status of resources assigned to the incident. At the SEMS Field Response Level, the Section will include the Situation, Resource, Documentation, and Demobilization Units, as
well as Technical Specialists. Other units may be added at the EOC level.

**Procurement Unit**
Functional unit within the Finance/Administration Section responsible for financial matters involving vendor contracts.

**Public Information Officer**
The individual at field or EOC level that has been delegated the authority to prepare public information releases and to interact with the media. Duties will vary depending upon the agency and SEMS level.

**Recorders**
Individuals within ICS or EOC organizational units who are responsible for recording information. Recorders may be found in Planning, Logistics and Finance/Administration Units.

**Region Emergency Operations Center (REOC)**
Facilities found at State OES Administrative Regions. REOCs are used to coordinate information and resources among operational areas and between the operational areas and the state level.

**Reporting Locations**
Specific locations or facilities where incoming resources can check-in at the incident. (See Check-in).

**Resources**
Personnel and equipment available, or potentially available, for assignment to incidents or to EOCs. Resources are described by kind and type, and may be used in tactical support or supervisory capacities at an incident or at EOCs.

**Resources Unit**
Functional unit within the Planning Section at the SEMS Field Response level responsible for recording the status of resources committed to the incident. The Unit also evaluates resources currently committed to the incident, the impact that additional responding resources will have on the incident, and anticipated resource needs.
**Safety Officer**
A member of the Command Staff at the incident or within an EOC responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The Safety Officer may have assistants.

**Section**
The organization level with responsibility for a major functional area of the incident or at an EOC, e.g., Operations, Planning/Intelligence, Logistics, Administration/Finance.

**Section Chief**
The ICS title for individuals responsible for command of functional sections: Operations, Planning/Intelligence, Logistics, and Administration/Finance. At the EOC level, the position will be Section Coordinator.

**Service Branch**
A Branch within the Logistics Section responsible for service activities at the incident. Includes the Communications, Medical and Food Units.

**Single Resource**
An individual, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified work supervisor that can be used on an incident.

**Situation Unit**
Functional unit within the Planning Section responsible for the collection, organization and analysis of incident status information, and for analysis of the situation as it progresses. Reports to the Planning Section Chief.

**Span-of-control**
The supervisory ratio maintained within an ICS or EOC organization. A span-of-control of five-positions reporting to one supervisor is considered optimum.

**Special District**
A unit of local government (other than a city, county, or city and county) with authority or responsibility to own operate or maintain a project (as defined in California Code of Regulations Section 2900(s) for purposes of natural
disaster assistance. This may include a joint powers authority established under Section 6500 et.seq. of the Code.

**Staging Area**
Staging Areas are locations set up at an incident where resources can be placed while awaiting a tactical assignment. Staging Areas are managed by the Operations Section.

**Staging Area Managers**
Individuals within ICS organizational units that are assigned specific managerial responsibilities at Staging Areas (Also Camp Manager).

**Standardized Emergency Management System (SEMS)**
A system required by California Government Code for managing response to multi-agency and multijurisdictional emergencies in California. SEMS consists of five organizational levels, which are activated as necessary: Field Response, Local Government, Operational Area, Region, State.

**State Operations Center (SOC)**
An EOC facility operated by the Governor's Office of Emergency Services at the state level in SEMS.

**Strategy**
The general plan or direction selected to accomplish incident or EOC objectives.

**Supply Unit**
Functional unit within the Support Branch of the Logistics Section responsible for ordering equipment and supplies required for incident operations.

**Support Branch**
A Branch within the Logistics Section responsible for providing personnel, equipment and supplies to support incident operations. Includes the Supply, Facilities and Ground Support Units.

**Support Resources**
Non-tactical resources under the supervision of the Logistics, Planning/Intelligence, Finance/Administration Sections or the Command Staff.
Supporting Materials
Refers to the several attachments that may be included with an Incident Action Plan, e.g., communications plan, map, safety plan, traffic plan, and medical plan.

Tactical Direction
Direction given by the Operations Section Chief at the SEMS Field level which includes the tactics appropriate for the selected strategy, the selection and assignment of resources, tactics implementation, and performance monitoring for each operational area.

Task Force
A combination of single resources assembled for a particular tactical need, with common communications and a leader.

Team
(See Single Resource)

Technical Specialists
Personnel with special skills that can be used anywhere within the ICS or EOC organization.

Time Unit
Functional unit within the Finance/Administration Section responsible for recording time for incident or EOC personnel and hired equipment.

Type
Refers to resource capability. A Type 1 resource provides a greater overall capability due to power, size, capacity, etc., than would be found in a Type 2 resource. Resource typing provides managers with additional information in selecting the best resource for the task.

Unified Area Command
A Unified Area Command is established when incidents under an Area Command are multijurisdictional. (See Area Command and Unified Command)

Unified Command
In ICS, Unified Command is a unified team effort which allows all agencies with responsibility for the incident,
either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility or accountability.

**Unit**
An organizational element having functional responsibility. Units are commonly used in incident Planning/Intelligence, Logistics, or Finance/Administration sections and can be used in operations for some applications. Units are also found in EOC organizations.

**Unity of Command**
The concept by which each person within an organization reports to one and only one designated person.
Appendix 4: Templates
EOC SITUATION REPORT

Community/Local Authority: ________________________________

Date and Time: ________________________________

PEP Task Number: ________________________________

Prepared by: □ Community/Local Authority
□ PREOC Operational Area Coordinator

Approved by: ________________________________

EOC Contact: ________________________________
Name: ________________________________
Agency: ________________________________
Phone #: (  ) -
Fax #: (  ) -
E-mail: ________________________________

Report Type: □ Initial
□ Update # ________
□ Final

Situation Forecast: □ Improving
□ Unchanged
□ Deteriorating

Highlights (Situational Overview-Key Points):
______________________________

Current Priority Needs: (Resources/Information/Support)

Resource Request Attached: □ Yes or □ No

People Impacted (Estimated/Confirmed):

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### General Situation /Status:

#### Transportation

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#### Critical Transportation Issues:

### Utilities

#### Customers Without Service

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<thead>
<tr>
<th>Utilities</th>
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<tr>
<td>Water</td>
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<td>Sewers</td>
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<td>Hydro</td>
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<tr>
<td>Gas</td>
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<tr>
<td>Telephone</td>
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<td>Cable</td>
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### Critical Utilities Issues:

### Communication Methods:

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<th>Types</th>
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<th># of calls received/hr:</th>
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<td>Telephone</td>
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Anticipated communication problems:

**Damage Assessment Report:**
- [ ] Attached
- [ ] Not Attached

**Current Response Information:**

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<td>SAR members</td>
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<td><strong>2. Fire:</strong></td>
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<td>Structural fire-fighters</td>
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<td>Aircraft</td>
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<td><strong>3. ESS Volunteers</strong></td>
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<td>Public Information Officers</td>
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Current ESS Reception Centre/Group Lodging Information:

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<tr>
<th>Name of RC/GL Activated</th>
<th>Address/Location</th>
<th>Facility Capacity</th>
<th>Total # Reg.</th>
<th>Total # still req. help</th>
<th>Comments</th>
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Current Health Information:

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<th>Hospitals Status Facilities/Location</th>
<th>Operational Status</th>
<th>Y/N</th>
<th># in Hosp.</th>
<th># Beds Avail.</th>
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Community Health Status

- Public Health
- Mental Health
- Continuing Care

Request for National Emergency Services Stock Pile (CCU and/or 200 bed hospital):

Yes [ ] or No [ ]

Details:

Weather Conditions:

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<tr>
<th>Temp:</th>
<th>Precip:</th>
<th>Wind:</th>
<th>Air Quality</th>
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<tr>
<td>C°</td>
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Future Outlook/Planned Actions:

Other Comments:
**EOC ACTION PLAN WORKSHEET**

(Water Utility Name)
EOC ACTION PLAN

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<th>DISASTER NAME:</th>
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<th>CURRENT OPERATIONAL PERIOD:</th>
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<td>From:</td>
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<td>Hrs:</td>
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<td>To:</td>
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<tr>
<th>MAJOR INCIDENTS/EVENTS IN PROGRESS:</th>
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<td>(Refer to current Situation Report)</td>
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<tr>
<th>Situation:</th>
<th>Location:</th>
<th>EOC Support Requested:</th>
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<tbody>
<tr>
<td>(Type of Incident or Event)</td>
<td>(Operational Area, City, Landmark)</td>
<td>(Yes or No)</td>
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<td>1.</td>
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Overall EOC Objectives:
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<td>(Enter Date and Time)</td>
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<td>Operations Objectives:</td>
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<tr>
<td>Logistics Objectives:</td>
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<td>Planning/Intelligence Objectives:</td>
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**DISASTER NAME:**

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<td>From: Hrs:</td>
<td>PLAN APPROVED BY:</td>
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<td>To:</td>
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**Finance/Administration Objectives:**

**State Agency Liaison in the EOC:**
- Agency:
- SEMS Functional Assignment:

**Current Organization Roster:**
- **Emergency Operations Director:**
  - Primary: Alternate:
  - Public Information:
    - Primary: Alternate:
  - Liaison Officer:
    - Primary: Alternate:
  - Safety Officer:
    - Primary: Alternate:
  - Operations Chief:
    - Primary: Alternate:
  - Planning/Intelligence Chief:
    - Primary: Alternate:
  - Logistics:
    - Primary: Alternate:
  - Finance/Administration:
    - Primary: Alternate:

**Attachments:**
Standardized Emergency Management System
AFTER-ACTION REPORT INSTRUCTION SHEET

WHO SHOULD COMPLETE THIS FORM

[Note: Pursuant to §2450(a), Chapter 1, Division 2, Title 19 CCR, "Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an after action report to OES within ninety (90) days of the close of the incident period as specified in California Code of Regulations, Title 19, §2900(j)".]

In addition, affiliated agencies such as contract ambulance companies, volunteer agencies including the American Red Cross and Salvation Army, and any other agency providing a response service during an actual occurrence, functional or full-scale exercise, are requested to complete this form.

Beyond the statutory requirement for after-action report, information collected through this process is important for the Governor’s Office of Emergency Services to ensure the effectiveness of the Standardized Emergency Management System. Information is also utilized to demonstrate grant performance activity associated with FEMA training and exercise programs; as well as providing justification for future grant funded emergency management programs for California.

PART I - GENERAL INFORMATION

Please fill this information out completely. Check all boxes that apply. The following information is provided as additional clarification:

! TYPE OF AGENCY: If “other,” indicate volunteer, contract, private business, etc.

! DATES OF EVENT: Beginning date is the date your agency first became involved in the response to the event or exercise. Ending date is the date the response phase or exercise was over.

! TYPE OF EVENT: Planned events are parades, demonstrations or similar occurrences.

PART II - SEMS FUNCTIONS EVALUATED

! TOTAL PARTICIPANTS: All participants in each principal SEMS function. It is not necessary to itemize the number participating in each element under the principal function.

! EVALUATION: If all elements of a principal SEMS function were generally satisfactory, circle (S). If deficiencies were noted (needs improvement), circle (NI).
CORRECTIVE ACTION: If (NI) was circled under EVALUATION, indicate whether the corrective action pertains to "planning, training, personnel" etc. Further clarification should be provided in Part II, Questions 20-24, and Part III Narrative as desired.

OTHER PARTICIPANTS: This box generally applies to exercises. Please indicate the total number of exercise staff, i.e., controllers, simulators, etc., and any community volunteers (simulated victims, moulage, etc.).

PART III - AFTER ACTION REPORT QUESTIONNAIRE

QUESTIONS 1-19: Answer "YES, NO, or N/A (Not Applicable)."

QUESTIONS 20-24: Response to these questions should address areas identified as "N/I" or requiring "Corrective Action," in Part I; as well as any "NO" answers given to questions 1-19.

PART IV - NARRATIVE

This is optional space provided for further clarification and information relating to Parts II and III.

FORM COMPLETED BY: Please print your name legibly in the space provided.

REPORT DUE DATE: Please indicate the due date. (Ninety days from the end of the response phase, or completion of the exercise).

DATE COMPLETED: The actual date the report is completed and sent to OES.

Please forward completed reports to your OES Administrative Region Office. Agencies are encouraged to maintain copies of this report on file for record-keeping purposes.

Coastal Region
(OAKLAND)
1300 Clay Street, Suite 408
Oakland, CA 94612
(510) 286-0895

Inland Region
(SACRAMENTO)
2800 Meadowview Road
Sacramento, CA 95832
(916) 252-1772

Southern Region
(LOS ALAMITOS)
11200 Lexington Drive Building 283
Los Alamitos, CA 90720-5002
(562) 795-2900

GOVERNOR'S OFFICE OF EMERGENCY SERVICES

Standardized Emergency Management System
AFTER-ACTION REPORT

98 March 1999
PART I - GENERAL INFORMATION

NAME OF AGENCY:  

TYPE OF AGENCY:  
[ ] City  [ ] State Agency  [ ] Other  
[ ] County  [ ] Federal Agency  [ ] Special District  
[ ] Operational Area

OES ADMINISTRATIVE REGION:  
[ ] Coastal (Oakland Office)  
[ ] Inland (Sacramento Office)  
[ ] Southern (Los Alamitos Office)  

DATES OF EVENT: (MONTH/DAY/YEAR)  
BEGAN:  [ ]  [ ]  
ENDED:  [ ]  [ ]

TYPE OF EVENT:  
Exercise Type:  [ ] Table Top  [ ] Functional  [ ] Full-scale
[ ] Actual Occurrence  [ ] Planned Event
[ ] (Specify) ____________________________

OR

TYPE OF HAZARD OR EXERCISE SCENARIO:  
[ ] Avalanche  [ ] Flood  [ ] Terrorism  
[ ] Civil Disorder  [ ] Fire (Structural)  [ ] Tsunami  
[ ] Dam Failure  [ ] Fire (Wildland)  [ ] Winter Storm  
[ ] Drought  [ ] Landslide  [ ] Other (Specify)  
[ ] Earthquake  [ ] Mudslide

PART II - SEMS FUNCTIONS EVALUATED

<table>
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<tr>
<th>SEMS FUNCTION</th>
<th>TOTAL PARTICIPANTS (Check Function)</th>
<th>EVALUATION (Circle)</th>
<th>CORRECTIVE ACTION REQUIRED: Check to indicate corrective action is required.</th>
<th>PLANNING</th>
<th>TRAINING</th>
<th>PERSONNEL</th>
<th>EQUIPMENT</th>
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<td>Public Information, Safety,</td>
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<td>Liaison, Interagency Coordination, Security, etc.</td>
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<td>Exercise Staff, Community Volunteers, etc. (Specify)</td>
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<th>YES</th>
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<tr>
<td>1. Were procedures established and in place for response to the disaster?</td>
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<td>2. Were procedures used to organize initial and ongoing responses?</td>
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<td>3. Was the ICS used to manage field response?</td>
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<tr>
<td>4. Was Unified Command considered or used?</td>
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<td>5. Was your EOC and/or DOC activated?</td>
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<td>6. Was the EOC and/or DOC organized according to SEMS?</td>
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</tr>
<tr>
<td>7. Were sub-functions in the EOC/DOC assigned around the five SEMS functions?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Were response personnel in the EOC/DOC trained?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Were action plans used in the EOC/DOC?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Were action planning processes used at the field response level?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Was there coordination with volunteer agencies such as the Red Cross?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Was an Operational Area EOC activated?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Was Mutual Aid requested?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Was Mutual Aid received?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Was Mutual Aid coordinated from the EOC/DOC?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. Was an inter-agency coordination group established at the EOC/DOC level?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. Was communication established and maintained between agencies?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18. Was the public alerting and warning conducted according to procedure?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. Was public safety and disaster information coordinated with the media?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. What response actions were taken by your agency? Include such things as mutual aid, number of personnel, other resources:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. As you responded, was there any part of SEMS that did not work for your agency? If so, how would (did) you change the system to meet your needs?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. As a result of your response, are any changes needed in your plans or procedures? Please provide a brief explanation:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23. As a result of your response, please identify any specific areas not covered in the current SEMS-Approved Course of Instruction or SEMS Guidelines?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24. If applicable, what recovery activities have you conducted to date? Include such things as damage assessment surveys, hazard mitigation efforts, reconstruction activities, and claims filed:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PART IV - NARRATIVE

The space below may be used if desired to provide additional comments pertaining to Part III questions 20-24, or for any additional observations:

FORM COMPLETED BY: ____________________________
(Print Name)

YOUR AGENCY NAME: ____________________________

REPORT DUE DATE: ____/____/____

DATE COMPLETED: ____/____/____

OES USE ONLY

Date Received:

Received By:

March 1999
Appendix 5: Internal and External Contact Lists
<table>
<thead>
<tr>
<th>Name and Title</th>
<th>Responsibilities during an emergency</th>
<th>Contact Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Paul Shoenberger</strong></td>
<td>• Overall management and decision making for the water system</td>
<td>949.631.1206 Office</td>
</tr>
<tr>
<td>General Manager</td>
<td></td>
<td>949.287.9127 Cell</td>
</tr>
<tr>
<td><strong>Phil Lauri</strong></td>
<td>• Overall management and decision making for the water system</td>
<td>949.207.5499 Office</td>
</tr>
<tr>
<td>Assistant General Manager,</td>
<td></td>
<td>213.500.3430 Cell</td>
</tr>
<tr>
<td>Engineering and Operations Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Tracy Manning</strong></td>
<td>• Management and decision making for the water system</td>
<td>949.207.5468 Office</td>
</tr>
<tr>
<td>Assistant Operations Manager</td>
<td></td>
<td>714.272.3376 Cell</td>
</tr>
<tr>
<td><strong>Kaying Lee</strong></td>
<td>• Determines the quality of water being served meets all drinking water requirements and public health</td>
<td></td>
</tr>
<tr>
<td>Water Quality and Compliance Supervisor</td>
<td>requirements</td>
<td>949.207.5491 Office</td>
</tr>
<tr>
<td></td>
<td>• In charge of collecting samples, having samples analyzed by certified laboratories and receiving the</td>
<td>909.717.1900 Cell</td>
</tr>
<tr>
<td></td>
<td>results</td>
<td></td>
</tr>
<tr>
<td><strong>Detlef Goris</strong></td>
<td>• Collects and analyzes water quality samples, prepares samples for delivery to lab</td>
<td>949.207.5474 Office Detlef</td>
</tr>
<tr>
<td><strong>Brett Rinella</strong></td>
<td></td>
<td>949.355.2745 Cell Detlef</td>
</tr>
<tr>
<td>Water Quality Technician</td>
<td></td>
<td>949.207.5478 Office Brett</td>
</tr>
<tr>
<td>Scott Sullivan</td>
<td>• Supervision and decision making for the water system</td>
<td>949.207.5467 Office Scott</td>
</tr>
<tr>
<td><strong>Dustin Burnside</strong></td>
<td></td>
<td>949.877.9843 Cell Scott</td>
</tr>
<tr>
<td>Water Operations Supervisor</td>
<td></td>
<td>949.207.5466 Office Dustin</td>
</tr>
<tr>
<td></td>
<td>• In charge of operating the water system</td>
<td>949.795.6097 Cell Dustin</td>
</tr>
<tr>
<td></td>
<td>• Performs inspections, maintenance and sampling of the system and reports back to the Operations</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Supervisors and Managers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Assess facilities and provide information to the Supervisors and Managers</td>
<td></td>
</tr>
<tr>
<td><strong>Roger Demers</strong></td>
<td></td>
<td>949.207.5470 Office Roger</td>
</tr>
<tr>
<td>Senior Water System Operator</td>
<td></td>
<td>714.356.9688 Cell Roger</td>
</tr>
<tr>
<td><strong>Bob Mitchell</strong></td>
<td></td>
<td>949.207.5473 Office Bob</td>
</tr>
<tr>
<td>Senior Water System Operator</td>
<td></td>
<td>714.609.1997 Cell Bob</td>
</tr>
<tr>
<td><strong>Stephen Hershey</strong></td>
<td></td>
<td>949.207.5472 Office Stephen</td>
</tr>
<tr>
<td>Water System Operator</td>
<td></td>
<td>949.290.6067 Cell Stephen</td>
</tr>
<tr>
<td><strong>Stacy Taylor</strong></td>
<td>• Coordinate with other agencies PIOs</td>
<td>949.207.5434 Office Stacy</td>
</tr>
<tr>
<td><strong>Noelle Collins</strong></td>
<td>• Report and work with the Joint Information Center if more than one agency is involved.</td>
<td>949.287.9126 Cell Stacy</td>
</tr>
<tr>
<td>Public Information Officer</td>
<td></td>
<td>949.207.5435 Office Noelle</td>
</tr>
<tr>
<td></td>
<td></td>
<td>310.892.5406 Cell Noelle</td>
</tr>
</tbody>
</table>
## External Water System Contact List

<table>
<thead>
<tr>
<th>Organization</th>
<th>Name</th>
<th>Contact numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Costa Mesa Police and Fire Departments</td>
<td>Police Dept.</td>
<td>Call – 911 (714) 754-5252 (714) 754-5106</td>
</tr>
<tr>
<td></td>
<td>Fire Dept.</td>
<td></td>
</tr>
<tr>
<td>City of Costa Mesa Emergency Manager</td>
<td>Keith Davis</td>
<td>(714) 754-5660 Office</td>
</tr>
<tr>
<td>FBI Regional Office</td>
<td>FBI Los Angeles</td>
<td>(310) 477-6565 24/7</td>
</tr>
<tr>
<td>OC Public Health Officer</td>
<td>Eric Handler, M.D.</td>
<td>(714) 834-3122 Office</td>
</tr>
<tr>
<td>OC Director of Environmental Health Dept.</td>
<td>Denisse Fennessy</td>
<td>(714) 433-6015 Office</td>
</tr>
<tr>
<td>SWRCB District Engineer</td>
<td>Oliver Pacifico</td>
<td>(714) 558-4410 Office</td>
</tr>
</tbody>
</table>
## Appendix 6: Water System Information

<table>
<thead>
<tr>
<th><strong>System Identification Number</strong></th>
<th>301004</th>
</tr>
</thead>
</table>
| **System Name and Address**   | Mesa Water District  
1965 Placentia Ave  
Costa Mesa, CA |
| **Directions to System Office** | On Placentia between Victoria Ave. and W. 19th St |
| **Number of Service Connections/Population Served** | 23,194 | 108,000 |
| **Type of Source** | 8 groundwater wells |
| **Type of Treatment Provided** | Wells 6 and 11: Nanofiltration & Disinfection using chloramine  
Wells 1, 3, 5, 7 & 9: Disinfection using chloramine |
| **Number of Storage Tanks** | 2 Treated Reservoirs |
| **Average Water Demand** | 1,574.9 Acrefeet per month |
| **Maximum and Peak Water Demand** | 1,907.5 Acrefeet per month |
| **Emergency Contact Person** | Kaying Lee  
Water Quality and Compliance Supervisor  
Tel: 949.207.5491  
KayingL@MesaWater.org |
|                                | Paul Shoenberger  
General Manager  
Tel: 949.631.1206 |
Mesa Water District - Emergency Operations Plan

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phil Lau</td>
<td>Assistant General Manager</td>
<td><a href="mailto:PaulS@MesaWater.org">PaulS@MesaWater.org</a></td>
</tr>
<tr>
<td>Tracy Manning</td>
<td>Assistant Operations Manager</td>
<td><a href="mailto:TracyM@MesaWater.org">TracyM@MesaWater.org</a></td>
</tr>
<tr>
<td>Scott Sullivan</td>
<td>Operations Supervisor</td>
<td><a href="mailto:ScottS@MesaWater.org">ScottS@MesaWater.org</a></td>
</tr>
<tr>
<td>Dustin Burnside</td>
<td>Operations Supervisor</td>
<td><a href="mailto:DustinB@MesaWater.org">DustinB@MesaWater.org</a></td>
</tr>
</tbody>
</table>
Appendix 7: System Map
Well Mesa Water® Reliability Facility Reservoir Interconnections Met Connections
ACTION ITEMS:

10. CLOSED SESSION:

   PURSUANT TO SECTION 54957:
   PUBLIC EMPLOYEE PERFORMANCE EVALUATION
   Title: General Manager
RECOMMENDATION

Take action as the Board desires.

STRATEGIC PLAN

Goal #1: Provide a safe, abundant, and reliable water supply.
Goal #2: Practice perpetual infrastructure renewal and improvement.
Goal #3: Be financially responsible and transparent.
Goal #4: Increase public awareness about Mesa Water® and about water.
Goal #5: Attract and retain skilled employees.
Goal #6: Provide outstanding customer service.
Goal #7: Actively participate in regional water issues.

DISCUSSION

This item has been agendized to provide the Board the opportunity to discuss the General Manager’s contract terms and conditions of employment, and take action if desired.

FINANCIAL IMPACT

There is no financial impact for the discussion of this item unless action is taken by the Board.

ATTACHMENTS

None.
REPORTS AND INFORMATION ITEMS:

12. REPORT OF THE GENERAL MANAGER:
   - September Key Indicators Report
   - Other (no enclosure)
Goal #1: Provide a safe, abundant, and reliable water supply

FY 16 Potable Production (Acre Feet)

<table>
<thead>
<tr>
<th>Water Supply Source</th>
<th>FY2016 YTD Actual (AF)</th>
<th>FY2016 YTD Budget (AF)</th>
<th>FY2016 Annual Budget (AF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear Water</td>
<td>2,558</td>
<td>2,715</td>
<td>9,600</td>
</tr>
<tr>
<td>Amber Water (MWRF)</td>
<td>1,613</td>
<td>1,609</td>
<td>5,760</td>
</tr>
<tr>
<td>CPTP</td>
<td>0</td>
<td>0</td>
<td>1,000</td>
</tr>
<tr>
<td>Import</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total Production</td>
<td>4,171</td>
<td>4,324</td>
<td>16,360</td>
</tr>
</tbody>
</table>

YTD actual water production (AF) through September 30, 2015

Water Production by Source - 12 Month Trailing Percent of Acre Feet Produced
## Goal #1: Provide a safe, abundant, and reliable water supply

**FY16 System Water Quality** – This data reflects samples taken in August

### Distribution System:

<table>
<thead>
<tr>
<th></th>
<th>Average</th>
<th>Range</th>
<th>MCL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlorine Residual (mg/L)</td>
<td>2.13</td>
<td>0.91 – 3.12</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Current RAA = 2.09</td>
<td>RAA</td>
</tr>
<tr>
<td>Coliform Positive %</td>
<td>0</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td><strong>Compliance</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>81.5</td>
<td>72 – 86</td>
<td>None</td>
</tr>
</tbody>
</table>

### Reservoir I & II:

<table>
<thead>
<tr>
<th></th>
<th>Average</th>
<th>Range</th>
<th>MCL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlorine Residual (mg/L)</td>
<td>1.35</td>
<td>0.58 – 1.85</td>
<td>None</td>
</tr>
<tr>
<td>Monochloramine (mg/L)</td>
<td>1.38</td>
<td>0.60 – 1.95</td>
<td>None</td>
</tr>
<tr>
<td>Ammonia (mg/L)</td>
<td>0.36</td>
<td>0.17 – 0.49</td>
<td>None</td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>79.5</td>
<td>73 – 84</td>
<td>None</td>
</tr>
</tbody>
</table>

### Wells (Treated):

<table>
<thead>
<tr>
<th></th>
<th>Average</th>
<th>Range</th>
<th>MCL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlorine Residual (mg/L)</td>
<td>2.41</td>
<td>1.96 – 2.70</td>
<td>None</td>
</tr>
<tr>
<td>Monochloramine (mg/L)</td>
<td>2.42</td>
<td>2.24 – 2.64</td>
<td>None</td>
</tr>
<tr>
<td>Ammonia (mg/L)</td>
<td>0.57</td>
<td>0.51 – 0.60</td>
<td>None</td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>76.0</td>
<td>72 – 81</td>
<td>None</td>
</tr>
</tbody>
</table>

### MWRF:

<table>
<thead>
<tr>
<th></th>
<th>Average</th>
<th>Range</th>
<th>MCL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlorine Residual (mg/L)</td>
<td>2.39</td>
<td>2.05 – 3.11</td>
<td>None</td>
</tr>
<tr>
<td>Monochloramine (mg/L)</td>
<td>2.37</td>
<td>2.03 – 2.74</td>
<td>None</td>
</tr>
<tr>
<td>Ammonia (mg/L)</td>
<td>0.58</td>
<td>0.45 – 0.66</td>
<td>None</td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>84.5</td>
<td>82 – 87</td>
<td>None</td>
</tr>
<tr>
<td>Color (CU) <strong>Compliance</strong></td>
<td>ND</td>
<td>ND</td>
<td>15</td>
</tr>
<tr>
<td>Odor (TON) <strong>Compliance</strong></td>
<td>2.5</td>
<td>2 – 4</td>
<td>3</td>
</tr>
</tbody>
</table>

### Water Quality Calls/Investigations:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls</td>
<td>6</td>
</tr>
<tr>
<td>Total Investigations (from calls)</td>
<td>4</td>
</tr>
</tbody>
</table>
Goal #2: Practice perpetual infrastructure renewal and improvement

<table>
<thead>
<tr>
<th></th>
<th>Actual</th>
<th>Budget</th>
<th>Difference</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total YTD $</td>
<td>5,819</td>
<td>6,030</td>
<td>(211)</td>
<td>(3.5%)</td>
</tr>
</tbody>
</table>
Goal #3: Be financially responsible and transparent

Actual vs. Budget Capital Spending
(current month actual figures are estimated)
Goal #4: Increase public awareness about Mesa Water® and about water

<table>
<thead>
<tr>
<th>Web Site Information</th>
<th>August 2015</th>
<th>September 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visits to the web site</td>
<td>8,322</td>
<td>6,053</td>
</tr>
<tr>
<td>Unique visitors (First time to the site)</td>
<td>5,198</td>
<td>3,245</td>
</tr>
<tr>
<td>Average per day</td>
<td>268</td>
<td>202</td>
</tr>
<tr>
<td>Average visit length</td>
<td>1 minutes, 56 seconds</td>
<td>2 minutes, 29 seconds</td>
</tr>
<tr>
<td>Page visited most</td>
<td>Mesa Water Saver</td>
<td>Contact</td>
</tr>
<tr>
<td>Second most visited page</td>
<td>Contact</td>
<td>Payment Options</td>
</tr>
<tr>
<td>Third most visited page</td>
<td>Payment Options</td>
<td>Rebates</td>
</tr>
<tr>
<td>Fourth most visited page</td>
<td>Rebates</td>
<td>General Information</td>
</tr>
<tr>
<td>Fifth most visited page</td>
<td>Rates &amp; Fees</td>
<td>Rates &amp; Fees</td>
</tr>
<tr>
<td>Second most downloaded file</td>
<td>NEW Shaded Division Map.pdf</td>
<td>NEW Shaded Division Map.pdf</td>
</tr>
<tr>
<td>Most active day of the week</td>
<td>Tuesday</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Least active day of the week</td>
<td>Saturday</td>
<td>Sunday</td>
</tr>
</tbody>
</table>

Total visits since June 1, 2002 1,064,264

Water Vending Machine Information

<table>
<thead>
<tr>
<th>Vending Machine Location</th>
<th>Vend Measurement</th>
<th>September 2015 Vends</th>
<th>Totals Vends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mesa Water Office</td>
<td>1 Gal</td>
<td>3,411</td>
<td>191,784</td>
</tr>
</tbody>
</table>
### Goal #5: Attract and retain skilled employees

<table>
<thead>
<tr>
<th>DEPARTMENT:</th>
<th>FY 2016</th>
<th>COMMENTS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE OF THE GENERAL MANAGER:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Processes</td>
<td>1.00 1.00 0.00</td>
<td></td>
</tr>
<tr>
<td>Subtotal</td>
<td>2.00 2.00 0.00</td>
<td></td>
</tr>
<tr>
<td>ADMINISTRATIVE SERVICES:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative Services</td>
<td>4.75 4.75 0.00</td>
<td></td>
</tr>
<tr>
<td>Human Resources</td>
<td>2.00 2.00 0.00</td>
<td></td>
</tr>
<tr>
<td>Subtotal</td>
<td>6.75 6.75 0.00</td>
<td></td>
</tr>
<tr>
<td>CUSTOMER SERVICES:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conservation</td>
<td>1.00 1.00 0.00</td>
<td><strong>Information Technology Coordinator</strong> - vacant/using temporary assistance</td>
</tr>
<tr>
<td>Customer Service</td>
<td>8.00 8.00 0.00</td>
<td></td>
</tr>
<tr>
<td>Information Technology</td>
<td>2.00 1.00 1.00</td>
<td></td>
</tr>
<tr>
<td>Subtotal</td>
<td>11.00 10.00 1.00</td>
<td></td>
</tr>
<tr>
<td>ENGINEERING:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Engineering</td>
<td>5.00 5.00 0.00</td>
<td></td>
</tr>
<tr>
<td>Subtotal</td>
<td>5.00 5.00 0.00</td>
<td></td>
</tr>
<tr>
<td>FINANCIAL SERVICES:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Reporting/ Cash Management/</td>
<td></td>
<td><strong>Controller</strong> - vacant using temporary assistance</td>
</tr>
<tr>
<td>Purchasing/ Risk Management</td>
<td>4.00 3.00 1.00</td>
<td><strong>Senior Financial Analyst</strong> - vacant using temporary assistance</td>
</tr>
<tr>
<td>Accounting</td>
<td>3.00 0.00 3.00</td>
<td><strong>Senior Accounting Technician</strong> - vacant using temporary assistance</td>
</tr>
<tr>
<td>Subtotal</td>
<td>7.00 3.00 4.00</td>
<td><strong>Accounting Technician I/II</strong> - vacant using temporary assistance</td>
</tr>
<tr>
<td>PUBLIC AND GOVERNMENT AFFAIRS:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outreach, Education &amp; Communications</td>
<td>2.00 2.00 0.00</td>
<td></td>
</tr>
<tr>
<td>Subtotal</td>
<td>2.00 2.00 0.00</td>
<td></td>
</tr>
<tr>
<td>WATER OPERATIONS:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supervision/Support</td>
<td>5.00 5.00 0.00</td>
<td><strong>Water Systems Operator</strong> - vacant/position under review</td>
</tr>
<tr>
<td>Distribution</td>
<td>10.00 9.00 1.00</td>
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</tr>
<tr>
<td>Production</td>
<td>4.00 3.00 1.00</td>
<td></td>
</tr>
<tr>
<td>Water Quality</td>
<td>2.00 2.00 0.00</td>
<td><strong>Water Maintenance Worker I/II</strong>-recruitment in progress</td>
</tr>
<tr>
<td>Subtotal</td>
<td>21.00 19.00 2.00</td>
<td></td>
</tr>
<tr>
<td>TOTAL BUDGETED POSITIONS:</td>
<td>54.75 47.75 7.00</td>
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</tr>
<tr>
<td>INTERNS: (0.5 FTE = 1 Intern)</td>
<td>1.50 1.50 0.00</td>
<td></td>
</tr>
<tr>
<td>Subtotal</td>
<td>1.50 1.50 0.00</td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td>56.25 49.25 7.00</td>
<td></td>
</tr>
</tbody>
</table>
Goal #6: Provide outstanding customer service

Customer Calls

<table>
<thead>
<tr>
<th>Call Type</th>
<th>FY16 YTD</th>
<th>September 2015</th>
<th>YTD Weekly Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Billing Question</td>
<td>646</td>
<td>227</td>
<td>50</td>
</tr>
<tr>
<td>Service Requests</td>
<td>749</td>
<td>268</td>
<td>58</td>
</tr>
<tr>
<td>High Bill</td>
<td>357</td>
<td>91</td>
<td>27</td>
</tr>
<tr>
<td>Payments</td>
<td>720</td>
<td>212</td>
<td>55</td>
</tr>
<tr>
<td>Late Fee</td>
<td>399</td>
<td>107</td>
<td>31</td>
</tr>
<tr>
<td>Account Maintenance</td>
<td>86</td>
<td>28</td>
<td>7</td>
</tr>
<tr>
<td>On-Line Bill Pay</td>
<td>346</td>
<td>129</td>
<td>27</td>
</tr>
<tr>
<td>Water Pressure</td>
<td>13</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>No Water</td>
<td>76</td>
<td>60</td>
<td>6</td>
</tr>
<tr>
<td>Conservation</td>
<td>1131</td>
<td>178</td>
<td>87</td>
</tr>
<tr>
<td>Water Waste</td>
<td>229</td>
<td>55</td>
<td>18</td>
</tr>
<tr>
<td>Other (District info. other utility info. etc.)</td>
<td>915</td>
<td>257</td>
<td>70</td>
</tr>
<tr>
<td>Rate Increase</td>
<td>8</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>Fluoridation</td>
<td>3</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL CUSTOMER CALLS</td>
<td>5678</td>
<td>1626</td>
<td>437</td>
</tr>
<tr>
<td>AVERAGE ANSWER TIME (Seconds)</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
</tbody>
</table>

Online Bill Pay Customers

<table>
<thead>
<tr>
<th>Current Customers Enrolled</th>
<th>FY16 YTD</th>
<th>September 2015</th>
<th>YTD Weekly Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>10009</td>
<td>444</td>
<td>133</td>
<td>34</td>
</tr>
</tbody>
</table>
REPORTS AND INFORMATION ITEMS:

13. DIRECTORS' REPORTS AND COMMENTS:
DIRECTORS’ REPORTS (AB 1234) PER CA GOVERNMENT CODE SECTION 53232.3 (d)  

In accordance with CA Government Code 53232.3 (d), the following report identifies the meetings for which Mesa Water Directors received expense reimbursement.

### James F. Atkinson

<table>
<thead>
<tr>
<th>Reimbursement Date</th>
<th>Description, Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/31/15</td>
<td>MWDOC Water Policy Forum, 7/29</td>
</tr>
<tr>
<td>08/31/15</td>
<td>ISDOC Quarterly Meeting, 7/30</td>
</tr>
<tr>
<td>08/31/15</td>
<td>WACO Meeting, 8/7</td>
</tr>
<tr>
<td>08/31/15</td>
<td>OCWD Board Meeting, 8/19</td>
</tr>
<tr>
<td>09/22/15</td>
<td>OCWD Board Meeting, 9/2</td>
</tr>
<tr>
<td>09/22/15</td>
<td>WACO Meeting, 9/4</td>
</tr>
<tr>
<td>09/22/15</td>
<td>OCWD Board Meeting, 9/16</td>
</tr>
<tr>
<td>09/22/15</td>
<td>Toast the Coast Event, 9/17</td>
</tr>
<tr>
<td>09/24/15</td>
<td>ACWA Region 10 Program, 8/13-8/14</td>
</tr>
<tr>
<td>09/24/15</td>
<td>Urban Water Institute Conference, 8/26-8/28</td>
</tr>
</tbody>
</table>

### Fred R. Bockmiller, Jr., P.E.

<table>
<thead>
<tr>
<th>Reimbursement Date</th>
<th>Description, Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/31/15</td>
<td>WACO Meeting, 8/7</td>
</tr>
<tr>
<td>09/22/15</td>
<td>WACO Meeting, 9/4</td>
</tr>
<tr>
<td>09/22/15</td>
<td>Mesa Water® Town Hall Meeting, 9/17</td>
</tr>
</tbody>
</table>

### Shawn Dewane

<table>
<thead>
<tr>
<th>Reimbursement Date</th>
<th>Description, Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/31/15</td>
<td>ACWA Region 10 Program, 8/14</td>
</tr>
<tr>
<td>09/22/15</td>
<td>ISDOC Elected Officials Emergency Response Training, 8/26</td>
</tr>
<tr>
<td>09/22/15</td>
<td>Meeting w/Director Yoh re: Desal Survey, 9/4</td>
</tr>
<tr>
<td>09/22/15</td>
<td>Meeting w/Director Sidhu re: Desal Survey, 9/8</td>
</tr>
<tr>
<td>09/22/15</td>
<td>Lincoln Club of OC Board Meeting Presentation, 9/10</td>
</tr>
<tr>
<td>09/22/15</td>
<td>Meeting w/General Manager, 9/17</td>
</tr>
</tbody>
</table>
### James Fisler Meetings Attended

<table>
<thead>
<tr>
<th>Reimbursement Date</th>
<th>Description, Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/31/15</td>
<td>ISDOC Quarterly Meeting, 7/30</td>
</tr>
<tr>
<td>08/31/15</td>
<td>WACO Meeting, 8/7</td>
</tr>
<tr>
<td>08/31/15</td>
<td>ISDOC Executive Committee Meeting, 8/4</td>
</tr>
<tr>
<td>08/31/15</td>
<td>ISDOC Elected Officials Emergency Response Training, 8/11</td>
</tr>
<tr>
<td>08/31/15</td>
<td>ACWA Region 10 Program, 8/14</td>
</tr>
<tr>
<td>09/22/15</td>
<td>WACO Meeting, 9/4</td>
</tr>
<tr>
<td>09/22/15</td>
<td>ISDOC Meeting, 9/1</td>
</tr>
</tbody>
</table>

### Ethan Temianka Meetings Attended

<table>
<thead>
<tr>
<th>Reimbursement Date</th>
<th>Description, Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/23/15</td>
<td>Urban Water Institute Conference, 8/26-8/28</td>
</tr>
</tbody>
</table>
There are no support materials for this item.