

# Town of Discovery Bay

## Emergency Operations Plan



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# EMERGENCY USE OF THIS PLAN

## Step 1

- Turn to **APPENDIX 1** - EOC Assignments.
- Determine Your **EOC** Positional Assignment.

## Step 2

- Turn to **SECTION 2** – Emergency Operations Center.
- Set up EOC based on **Page 61** - EOC Activation Checklist.
- Lay out EOC based on **Page 59** - EOC Layout.

## Step 3

- Noting your EOC Assignment, refer to Checklists in **SECTION 3** and the **APPENDICES** and **ANNEXES** sections for supplemental information as you assume emergency response duties.

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# SECTION 1

# THE EMERGENCY OPERATIONS PLAN

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**TOWN OF DISCOVERY BAY  
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**Promulgation**

**Letter of Promulgation**

The preservation of life, environment, and property is an inherent responsibility of local, state, and federal government. The Town of Discovery Bay has prepared this emergency operations plan to ensure the most effective and economical allocation of resources for the maximum benefit and protection of the community in time of emergency.

While no plan can completely prevent death and destruction, good plans carried out by knowledgeable and well-trained personnel can and will minimize losses. This plan establishes the emergency organization, assigns tasks, specifies policies, and general procedures, and provides for coordination of planning efforts of the various emergency staff and service elements utilizing the Standardized Emergency Management System (SEMS). The plan also meets requirements established by the National Incident Management System (NIMS).

The objective of this Plan is to incorporate and coordinate all agencies and personnel of the Town into an efficient organization capable of responding to any emergency.

This emergency operations plan is an extension of the *California Emergency Plan*. It will be reviewed, exercised periodically, and revised as necessary to meet changing conditions.

The Board gives its full support to this plan and urges all officials, employees, and citizens, individually and collectively, to do their share in the total emergency effort of the Town of Discovery Bay.

Concurrence of this promulgation letter constitutes the adoption of the Standardized Emergency Management System and the National Incident Management System by the Town of Discovery Bay. This Emergency Operations Plan will become effective on approval by the Board.

Rick Howard  
General Manager  
Director of Emergency Services

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# TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN

## The Emergency Operations Plan

The Emergency Operations Plan addresses the Town's (Special District) responsibilities in emergencies associated with natural disaster, human-caused emergencies and technological incidents. It provides a framework for coordination of response and recovery efforts within the Town in coordination and with local, State, and federal agencies. The Plan establishes an emergency organization to direct and control operations during a period of emergency by assigning responsibilities to specific personnel.

The Plan:

- Conforms to the State-mandated Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and effectively structures emergency response at all levels in compliance with the Incident Command System (ICS).
- Establishes response policies and procedures, providing the Town clear guidance for planning purposes.
- Describes and details procedural steps necessary to protect lives and property.
- Outlines coordination requirements.
- Provides a basis for unified training and response exercises to ensure compliance.

### Requirements

The Plan meets the requirements of the State's policies on Emergency Response and Planning, the Standardized Emergency Management System (SEMS), and conforms to the requirements set forth by the California State Department of Water Resources Control Board, Division of Drinking Water publication ***California Emergency Response Plan Guidance - Public Drinking Water Systems Serving a Population of 3,300 or More.***

(February 2015)

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**Purpose & Scope**

**Purpose**

The Purpose of the Emergency Operations Plan is to protect the safety and welfare of the community of Discovery Bay, the customers of the Community Services District, as well as its employees and contractors.

**Scope**

The Scope encompasses a broad range of major emergencies. Such incidents include flooding, earthquakes, hazardous materials incidents, severe storms, wildfires, and human-caused events. Also included are procedures for emergencies that may or may not require the full or partial activation of the District's Emergency Operations Center (EOC), which will coordinate with other local jurisdiction's Emergency Operation Centers.

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### Assumptions

Assumptions of the Plan include:

- Incidents mean an occurrence or event (natural, technological, or human-caused), that requires a response to protect life, property, or the environment (e.g., major disasters, emergencies, earthquakes, terrorist attacks, terrorist threats, civil unrest, wildland and urban fires, floods, hazardous materials (HAZMAT) spills, aircraft accidents, winter storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.
- Incidents may occur at any time with little or no warning in the context of a general or specific threat or hazard, and they may involve single or multiple geographic and jurisdictional areas.
- All incidents begin and end locally and are typically managed at the lowest possible geographic, organizational, and jurisdictional level.
- Government at all levels must continue to function under all threats, emergencies, and disaster conditions.
- Local governments possess varying levels of capabilities, plans, procedures, and resources to provide for the safety and welfare of their people. They also vary in their capacity to protect property and the environment in times of emergency or disaster.
- Incidents may cause significant alterations and damage to the environment resulting in numerous casualties and fatalities, displaced individuals, property loss, disruption of normal life support systems, disruption of essential public services, and damage to basic infrastructure.
- Incidents pose a challenge for the whole community but specifically the special needs population which includes children, individuals with disabilities and others with access and functional needs, diverse communities, the elderly, and people with limited English proficiency. These groups may be lacking in resources such as food, shelter, and transportation.
- Emergency efforts will enable people with disabilities to evacuate, use emergency transportation, stay in shelters, and participate in all emergency and disaster related programs.

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- Incidents may attract a sizeable influx of independent, spontaneous volunteers and supplies and may require prolonged, sustained incident management operations and support activities.
- Individuals, community based organizations, and businesses will offer services and support in time of disaster.
- The greater the complexity, impact and geographic scope of an emergency, the more multiagency coordination will be required.

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**Objectives**

**The objectives of the Plan are to:**

- Protect the safety and welfare of the overall community, as well as the employees of the Town of Discovery Bay.
- Provide for a safe and coordinated response to emergency situations.
- Protect the Town's infrastructure, facilities, and properties.
- Enable the Town to restore normal conditions with minimal confusion in the shortest time possible.
- Provide for interface and coordination between incident sites and the Town's Emergency Operations Center (EOC) as well as other city and county Emergency Operation Centers.

**Specific goals falling within the objectives include:**

- Rapidly restore water service after an emergency.
- Ensure adequate water supply for fire suppression.
- Minimize water system damage.
- Rapidly restore wastewater service after an emergency.
- Minimize wastewater system damage.
- Minimize impact and loss to customers.
- Minimize negative impacts on public health and employee safety.
- Provide emergency public information concerning customer service.

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**Standardized Emergency Management System (SEMS)**

**What is SEMS?**

The Standardized Emergency Management System (SEMS) is the system required by Government Code §8607(a) for managing response to multi-agency and multi-jurisdiction emergencies in California. SEMS consists of five organizational levels that are activated as necessary:

- Field Response
- Local Government (Cities and Special Districts)
- Operational Area (County)
- Regional
- State

SEMS incorporates the use of the Incident Command System (ICS), the Master Mutual Aid Agreement, existing mutual aid systems, the Operational Area concept, and multi-agency or inter-agency coordination. Local governments and special districts must use SEMS to be eligible for funding of their personnel related costs under State Disaster Assistance programs.

**Purpose of SEMS**

SEMS has been established to provide an effective response to multi-agency and multi-jurisdiction emergencies in California. By standardizing key elements of the emergency management system, SEMS is intended to:

- Facilitate the flow of information within and between levels of the system,
- Facilitate coordination among all responding agencies.

Use of SEMS improves the mobilization, deployment, utilization, tracking, and demobilization of needed mutual aid resources. Use of SEMS reduces the incidence of poor coordination and communications, and reduces resource ordering duplication on multi-agency and multi-jurisdiction responses. SEMS is flexible and adaptable to the varied disasters that occur in California and to the needs of all emergency responders.

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### **Organizational / Response Levels and Activation Requirements**

The five SEMS organizational / response levels are described below. The levels are activated as needed for an emergency.

#### **Field Response Level**

The field response level is where emergency response personnel and resources, under the command of an appropriate authority, carry out tactical decisions and activities in direct response to an incident or threat. SEMS regulations require the use of ICS at the field response level of an incident.

#### **Local Government Level**

Local governments include cities, counties, and special districts. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. The Town of Discovery Bay is a special district, and therefore falls into this level. Local governments are required to use SEMS when their Emergency Operations Center is activated or a local emergency is declared or proclaimed in order to be eligible for State and federal funding of response-related costs. In SEMS, the local government emergency management organization and its relationship to the field response level may vary depending upon factors related to geographical size, population, function, and complexity.

#### **Operational Area Level**

Under SEMS, the Operational Area means an intermediate level of the State's emergency services organization which encompasses the County and all political subdivisions located within the County. The Operational Area manages and/or coordinates information, resources, and priorities among local governments within the Operational Area, and serves as the coordination and communication link between the local government level and the regional level.

It is important to note, that while the Operational Area always encompasses the entire County area, it does not necessarily mean that the County government manages and coordinates the response and recovery activities within the county. The decision on organization and structure within the Operational Area is made by the governing bodies of the county and the political subdivisions with the county.

In Contra Costa County, the emergency management organization of each incorporated city and each special district is responsible for coordination and direction of response and recovery operations within their respective jurisdictions, while the County Office of Emergency Services serves a support role. The County is responsible for coordinating and directing response and recovery operations in the unincorporated areas of the County, including certain services in Discovery Bay, and with the cities providing support and mutual aid as needed.

The County is the Operational Area, and will be the focal point for information transfer and support requests by cities within the County. The County Administrator is in charge of the Operational

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Area. In the event of a major disaster, the County emergency organization will operate under a Unified Command Structure.

### **Regional Level**

Because of its size and geography, the state has been divided into three Regions. The purpose of the Regions is to provide for the more effective application and coordination of mutual aid and other emergency related activities. The Town of Discovery Bay is in the Coastal Region, which has its Regional Emergency Operations Center (REOC) in Walnut Creek. In SEMS, the regional level manages and coordinates information and resources among operational areas within the Region, and also between the Operational Areas and the State level. The regional level also coordinates overall State agency support for emergency response activities within the Region.

### **State Level**

The State level of SEMS manages state resources in response to the emergency needs of the other levels, and coordinates mutual aid among the Regions and the State. The State level also serves as the coordination and communication link between the State and the federal disaster response system.

### **Features Common to all Organizational Response Levels**

SEMS has several features based on the Incident Command System (ICS). The field response level uses functions, principles, and components of ICS as required in SEMS regulations. Many of these field response level features are also applicable at local government, Operational Area, Regional and State levels. In addition, there are other ICS features that have application to all SEMS levels. Described below are the features of ICS that are applicable to all SEMS levels.

### **Essential Management Functions**

SEMS has five essential functions adapted from ICS. Field Response uses the five primary ICS functions: Command, Operations, Planning / Intelligence, Logistics and Finance / Administration. In an Emergency Operations Center at local government, Operational Area, and Regional / State levels, the term Management is used instead of Command. The titles of the other functions remain the same at all levels.

### **Management by Objectives**

The Management by Objectives feature of ICS as applied to SEMS means that each SEMS level establishes, for a given operational period, measurable and attainable objectives to be achieved.

An objective is an aim or end of an action to be performed. Each objective may have one or more strategies and performance actions needed to achieve the objective. The operational period is the length of time set by command at the field level, and by management at other levels to achieve a given set of objectives. The operational period may vary in length from a few hours to days, and will be determined by the situation.

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### **Action Planning**

Action planning should be used at all SEMS levels. There are two types of action plans in SEMS:

Incident Action Plans: At the field response level, written or verbal incident action plans contain objectives reflecting the overall incident strategy and specific tactical action and supporting information for the next operational period. Incident action plans are an essential and required element in achieving objectives under ICS.

EOC Action Plans: At local, Operational Area, Regional and State levels, the use of EOC action plans provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement. Action plans not only provide direction, but they also serve to provide a basis for measuring achievement of objectives and overall system performance.

### **After Action Reporting**

After Action Reports are required by the National Incident Management System any time the Emergency Operations Center is activated. The Director will ensure that all responsible persons, Section Chiefs, Unit Leaders attend a critique or “Hot Wash” within 48 hours of the closing of the operation. As a result of this meeting, individual reports will be submitted no later than 30 days after the closing of the EOC. The reports must include Corrective Actions, including who is responsible for the actions and when they are to be completed. A copy of the After Action Report must be sent to the Contra Costa County Office of Emergency Services within 90 days of the EOC deactivation.

### **Organizational Flexibility - Modular Organization**

The intent of this SEMS feature is that at each SEMS level: 1) only those functional elements that are required to meet current objectives need to be activated, and 2) that all elements of the organization can be arranged in various ways within or under the five SEMS essential functions. The functions of any non-activated element will be the responsibility of the next highest element in the organization. Each activated element must have a person In-charge of it. However, one supervisor may be in charge of more than one functional element.

### **Organizational Unity and Hierarchy of Command or Management**

Organizational Unity means that every individual within an organization has a designated supervisor. Hierarchy of command / management means that all functional elements within each activated SEMS level are linked together to form a single overall organization within appropriate span-of-control limits.

### **Span of Control**

Maintaining a reasonable span of control is the responsibility of every supervisor at all SEMS levels. The optimum span of control is one to five, meaning that one supervisor has direct supervisory authority over five positions or resources. The recommended span of control for supervisory personnel at the field response level and all EOC levels should be in the one-to-three to one-to-

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seven range. A larger span of control may be acceptable when the supervised positions or resources are all performing a similar activity.

### **Personnel Accountability**

An important feature of ICS applicable to all SEMS levels is personnel accountability. This is accomplished through the Organizational Unity and Hierarchy of Command or Management feature along with the use of check-in forms, position logs and various status keeping systems. The intent in bringing this ICS feature into SEMS is to ensure that there are proper safeguards in place so all personnel at any SEMS level can be accounted for at any time.

### **Common Terminology**

In ICS, common terminology is applied to functional elements, position titles, facility designations and resources. The purpose of having common terminology is to rapidly enable multi-agency, multi-jurisdiction organizations and resources to work together effectively. This feature, as applied to all SEMS levels, would ensure that there is consistency and standardization in the use of terminology within and between all five SEMS levels.

### **Resources Management**

In ICS, resource management describes the ways in which field level resources are managed and how status is maintained. At all SEMS levels, there will be some functional activity related to managing resources. This will vary from level to level in terms of directing and controlling, to coordination, to resource inventorying. Procedures for effective resources management must be geared to the function and the level at which the function is performed.

### **Integrated Communications**

This feature of ICS relates to: hardware systems; planning for system selection and linking; and the procedures and processes for transferring information. At the field response level, integrated communications is used on any emergency. At all EOC levels, and between all SEMS levels, there must be a dedicated effort to ensure that communications systems, planning and information flow are being accomplished in an effective manner.

### **Mutual Aid**

#### **What is Mutual Aid?**

Incidents frequently require responses that exceed the resource capabilities of the affected response agencies and jurisdictions. When this occurs Mutual Aid is provided by other agencies, local governments, and the state. Mutual Aid is voluntary aid and assistance by the provision of services and facilities including but not limited to: fire, police, medical and health, communications, transportation, and utilities. Mutual Aid is intended to provide adequate resources, facilities, and other support to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation.

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Mutual Aid is provided between and among local jurisdictions and the State under the terms of the California Disaster and Civil Defense Master Mutual Aid Agreement. This agreement was developed in 1950 and has been adopted by California's incorporated cities, all 58 counties, and the State.

### **Mutual Aid Systems**

The mutual aid program in California has developed statewide mutual aid systems. These systems, operating within the framework of the Master Mutual Aid Agreement, allow for the progressive mobilization of resources to and from emergency response agencies, local governments, operational areas, regions, and state with the intent to provide requesting agencies with adequate resources.

Several discipline-specific mutual aid systems have been developed, including fire and rescue, law, medical, and public works. The adoption of SEMS does not alter existing Mutual Aid systems. These systems work through local government, Operational Area, Regional and State levels consistent with SEMS.

Mutual aid may also be obtained from other states. Inter-state Mutual Aid may be obtained through direct state-to-state contacts, pursuant to inter-state agreements and compacts, or may be coordinated through federal agencies.

### **Mutual Aid Coordinators**

The basic role of a Mutual Aid Coordinator is to receive Mutual Aid requests, coordinate the provision of resources from within the coordinator's geographic area of responsibility, and to pass on unfilled requests to the next level. Mutual Aid requests that do not fall into one of the discipline-specific Mutual Aid systems are handled through the Emergency Services Mutual Aid System by emergency management staff at the local government, Operational Area, Regional, and State levels. Agencies may be requested to send representatives to the Regional EOC to assist OES regional staff in handling mutual aid requests for disciplines or functions that do not have designated Mutual Aid Coordinators.

### **Participation of Volunteer and Private Agencies**

Volunteer agencies and private agencies may participate in the Mutual Aid system along with governmental agencies. For example, the Disaster Medical Mutual Aid system relies heavily on private sector involvement for medical / health resources. Some volunteer agencies such as the American Red Cross, the Salvation Army and others are an essential element of the statewide emergency response to meet the needs of disaster victims. Volunteer agencies mobilize volunteers and other resources through their own systems. They also may identify resource needs that are not met within their own systems that would be requested through the Mutual Aid system. Volunteer agencies with extensive involvement in the emergency response should be represented in EOCs.

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Some private agencies have established mutual aid arrangements to assist other private agencies within their functional area. For example, electric and gas utilities have Mutual Aid agreements within their industry and established procedures for coordinating with governmental EOCs. In some functional areas, services are provided by a mix of special districts, municipal, and private agencies. Mutual aid arrangements may include both governmental and private agencies. Liaison should be established between activated EOCs and private agencies involved in a response. Where there is a need for extensive coordination and information exchange, private agencies should be represented in activated EOCs at the appropriate SEMS level.

### **Emergency Facilities used for Mutual Aid**

In-coming Mutual Aid resources may be received and processed at several types of facilities including: marshalling areas, mobilization centers, and incident facilities. Each type of facility is described briefly below:

Marshalling Area: Defined in the National Response Framework as an area used for the complete assemblage of personnel and other resources prior to their being sent directly to the disaster area. Marshalling areas may be established in other states for a catastrophic California earthquake.

Mobilization Center: Off-incident location at which emergency service personnel and equipment are temporarily located pending assignment, release, or reassignment. For major area-wide disasters, mobilization centers may be located in, or on the periphery of, the disaster area.

Incident Facilities: Incoming resources may be sent to staging areas, other incident facilities, or directly to an incident depending on the circumstances.

Staging Areas: Temporary locations at an incident where personnel and equipment are kept while awaiting tactical assignments.

### **Overview of SEMS Response**

The following describes generally how SEMS is intended to work for various emergency situations. The situations are described in terms of the involvement and interactions of the five SEMS levels, and are intended to apply to all types of disasters that may occur in California, such as, earthquakes, floods, fires, and hazardous materials incidents.

This discussion assumes that appropriate emergency declarations and proclamations are made. It also assumes that multi-agency or inter-agency coordination is accomplished at each level as required by SEMS regulations. Note that SEMS may be activated and resources mobilized in anticipation of possible disasters. Such anticipatory actions may be taken when there are flood watches, severe weather, earthquake advisories, or other circumstances that indicate the

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increased likelihood of a disaster that may require emergency response and mutual aid. The extent of actions taken will be decided at the time based on the circumstances.

### **Local Incident within Capability of Local Government**

Field Response: Field units respond as needed using the Incident Command System. Resources are requested through local government dispatch centers.

Local Government: Supports field response as needed. Small incidents generally do not require activation of the local government Emergency Operations Center. Emergency management staff may monitor the incident for possible increase in severity. Larger incidents may necessitate activation of the EOC. Local governments will notify the operational area if the EOC is activated.

Operational Area: Activation of the Operational Area EOC is generally not needed for small incidents, but consideration should be given to possibility of the incident becoming larger. The Operational Area EOC would be activated if the local government activates its EOC and requests Operational Area EOC activation.

### **Single Jurisdiction Incident - Local Government Requires Additional Resources**

Field Response: Field units respond as needed using the Incident Command System. Resources are requested through dispatch centers, Department Operations Centers, or in some cases, the EOC.

Local Government: Supports incident commanders with available resources. The local government Emergency Operations Center is activated. Local government and special districts notify the Operational Area. Resources are requested through Operational Area emergency management staff and appropriate Mutual Aid Coordinators. (In some cases, Mutual Aid may be obtained directly from neighboring local governments under local Mutual Aid agreements.) Local government and special districts retain responsibility for managing the response.

Operational Area: Operational Area emergency management staff and Mutual Aid coordinators locate and mobilize resources requested by local government or special districts. Emergency management staff and Mutual Aid Coordinators generally operate from normal departmental locations for handling limited resource requests, and the EOC is not activated. Emergency management staff and Mutual Aid Coordinators will communicate with each other as needed to coordinate resource mobilization. If requested by the affected local government, emergency management staff will activate the operational area EOC.

### **Major Single Jurisdiction Disaster - Local Government Requires Additional Resources**

Field Response: Field units respond as needed using the Incident Command System. One or more Incident Commands may be established depending upon the size and nature of the disaster. Resources are requested through dispatch centers, Department Operations Centers (DOCs), or the EOC.

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Local Government: Supports Incident Commanders with available resources. Local governments activate their Emergency Operations Centers and notify the Operational Area lead agency. Resources are requested through Operational Area emergency management staff and Mutual Aid Coordinators. Local governments retain responsibility for managing the response.

Operational Area: Lead agency activates Operational Area Emergency Operations Center. Operational Area emergency management staff and Mutual Aid Coordinators locate and mobilize resources requested by Local government and special districts. Mutual Aid Coordinators go to the EOC or send representatives depending on circumstances. Resources not available within the Operational Area are requested through the California Office of Emergency Services Regional Administrator and Regional Mutual Aid Coordinators.

Regional: The California Office of Emergency Services Regional Administrator activates the Regional Emergency Operations Center (REOC) and notifies headquarters. The Regional Administrator and Regional Mutual Aid Coordinators locate and mobilize resources requested by the Operational Area.

State: State Operations Center is activated. The California Office of Emergency Services staff monitors the situation.

### **Major Area - Wide Disaster - Damage in Multiple Operational Areas**

Field Response: Field units from the affected jurisdictions respond as feasible using the Incident Command System. Incident Command Posts may be established at various sites throughout the disaster area. Resources are requested through dispatch centers, Department Operations Centers (DOCs), or EOCs.

Local Government: Ability to respond may be severely impaired. Local governments assess capability and report situation to operational area. Local governments mobilize all available resources. EOCs establish priorities, allocate available resources to support the field response, and request assistance through the Operational Area. Local governments and special districts retain responsibility for managing the response within their jurisdictions.

Operational Areas: Lead agency activates Emergency Operations Center and notifies the California Office of Emergency Services Regional Administrator. Emergency Operations Center assesses situation and reports information to the Regional Emergency Operations Center (REOC). The emergency management staff and Mutual Aid Coordinators mobilize available resources in the Operational Area, request additional resources through the REOC and Regional Mutual Aid Coordinators, and provide overall situation information to local governments and special Districts.

Regional: The California Office of Emergency Services Regional Administrator activates Regional Emergency Operations Center (REOC) and notifies State Headquarters. REOC staff and Regional Mutual Aid Coordinators locate and mobilize resources available within the Region and from State agencies. Additional resources are requested through the State Operations Center.

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State: The State Operations Center (SOC) is activated and State agency representatives are requested to staff the SOC. SOC coordinates State agency response and mobilization of mutual aid resources from unaffected regions. SOC may direct activation of other California Office of Emergency Services REOCs to assist in resource mobilization. State agency department operations centers are activated. If needed, federal assistance is requested using the National Response Framework. The SOC continuously monitors the situation.

**TOWN OF DISCOVERY BAY  
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**Authorities and References**

**Town of Discovery Bay**

**Board Policy #021**

Integrates the use of the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) into the District's Safety Program.  
(Amended September 23, 2014)

**State of California**

**California Government Code, Section 3100, Title 1, Division 4, Chapter 4**

States that public employees are Disaster Service Workers (DSW), subject to such disaster service activities as may be assigned to them by their superiors or by law. The term "public employees" includes all persons employed by the State; or any county, city, and special district, excluding aliens legally employed. The law applies when:

- A local emergency has been proclaimed.
- A state of emergency has been proclaimed.
- A federal disaster declaration has been made.

**The California Emergency Plan**

Promulgated by the Governor, and published in accordance with the Act and provides overall statewide authorities and responsibilities, and describes the functions and operations of government at all levels during extraordinary emergencies, including wartime. Section 8568 of the Act states, in part, that: "...the State Emergency Plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof." Local emergency plans are, therefore, considered to be extensions of the California Emergency Plan.

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**Definitions**

**Incidents, Emergencies, and Disasters**

**Incident**

An *incident* is an occurrence or event, either human-caused or caused 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.

Incidents may result in extreme peril to the safety of persons and property and may lead to, or create conditions of disaster. Incidents may also be rapidly mitigated without loss or damage. While not yet meeting disaster level definition, larger incidents may call for managers to proclaim a "Local Emergency."

Incidents are usually a single event that may be small or large. They occur in a defined geographical area and require local resources or, sometimes, mutual aid. There are usually one to a few agencies involved in dealing with an ordinary threat to life and property and to a limited population. Usually a local emergency will not be declared and the jurisdictional EOC will not be activated. Incidents are usually of fairly short duration, measured in hours or, at most, a few days. Primary command decisions are made at the scene along with strategy, tactics, and resource management decisions

**Emergency**

The term *emergency* is used in several ways. It is a condition of disaster or of extreme peril to the safety of persons and property. In this context, an emergency and an incident could mean the same thing, although an emergency could have more than one incident associated with it.

Emergency is also used in Standardized Emergency Management System (SEMS) terminology to describe agencies or facilities, e.g., Emergency Response Agency, Emergency Operations Center, etc.

Emergency is also used to define a conditional state such as a proclamation of "Local Emergency." The California Emergency Services Act, of which SEMS is a part, describes three states of emergency:

- State of War Emergency
- State of Emergency
- State of Local Emergency

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**Disaster**

A *disaster* is defined as a sudden calamitous emergency event bringing great damage, loss, or destruction. Disasters may occur with little or no advance warning, e.g., an earthquake or a flash flood, or they may develop from one or more incidents, and e.g., a major wildfire or hazardous materials discharge.

Disasters are either single or multiple events that have many separate incidents associated with them. The resource demand goes beyond local capabilities and extensive mutual aid and support are needed. There are many agencies and jurisdictions involved including multiple layers of government. There is usually an extraordinary threat to life and property affecting a generally widespread population and geographical area. A disaster's effects last over a substantial period of time (days to weeks) and local government will proclaim a Local Emergency. Emergency Operations Centers are activated to provide centralized overall coordination of jurisdictional assets, departments and incident support functions. Initial recovery coordination is also a responsibility of the EOCs.

# TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN

## Response Levels

**Response Levels are used to describe the type of event:**

Area(s) affected and extent of coordination or assistance needed, and degree of participation expected from the Town.

### **Response Level 1 – Local Emergency**

This type of situation is managed in a normal manner from a command post at the scene. Local resources are adequate and available; a local emergency is declared. Both coordination and direction are centralized: the Emergency Operations Center is not activated and public safety personnel provide necessary support, as established by agreements and ordinances. Police, fire and other responders coordinate via established telephones, radio systems and dispatch centers.

### **Response Level 2 - Local Disaster**

Local resources are not adequate and mutual aid may be required on a regional or even statewide basis. A Local Emergency is proclaimed and a State of Emergency might be proclaimed. Several departments as well as other jurisdictional agencies need close coordination.

The Emergency Operations Center is activated to coordinate emergency response. EOC activities may include but are not limited to:

- Establishing a Town-wide situation assessment function,
- Establishing a Town-wide public information function,
- Determining resource requirements for the affected area and coordinating resource requests,
- Establishing and coordinating the logistical systems necessary to support multi-incident management,
- Establishing priorities for resource allocation.

Direction is decentralized: Incident Command Systems are established and continue to report through agency dispatch centers. Agency dispatch centers or liaison personnel provide information to the Emergency Operations Center.

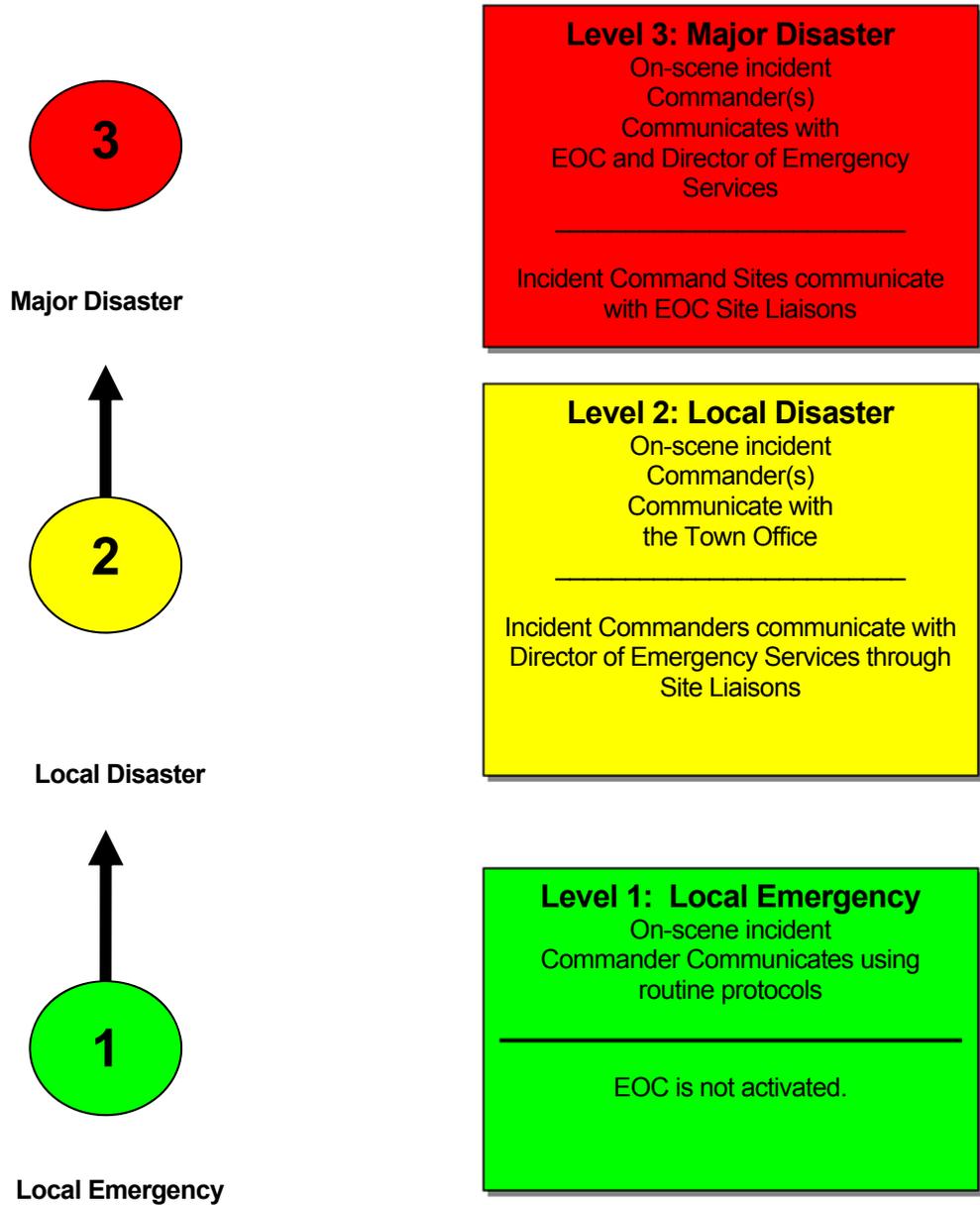
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**Response Level 3 - Major Disaster**

Town and other local resources are overwhelmed, and the Town (District) declares a State of Emergency because extensive outside resources are required. A Local Emergency and a State of Emergency are proclaimed, and a Presidential Declaration is requested. The emergency operation is centralized. The EOC is activated and all coordination and direction activities are done from there. There may be several incidents and the managers of each incident would, as much as possible, report to and receive direction from the EOC. During war, a Statewide Emergency Management System will be fully activated and the State will coordinate emergency operations from Sacramento.

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**Response Level Diagram**



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# TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN

## Emergency Phases

### General Information Regarding Emergencies

Some emergencies will be preceded by a build-up or warning period, providing sufficient time to warn the population and implement mitigation measures designated to reduce loss of life and property damage. Other emergencies occur with little or no advance warning, thus requiring immediate activation of the emergency operations plan and commitment of resources. All employees must be prepared to respond promptly and effectively to any foreseeable emergency, including the provision and use of mutual aid.

Emergency management activities during peacetime and national security emergencies are often associated with the phases indicated below. However, not every disaster necessarily includes all indicated phases.

### Mitigation Phase

Mitigation is perhaps the most important phase of emergency management. However, it is often the least used and generally the most cost effective. Mitigation is often thought of as taking actions to strengthen facilities, abatement of nearby hazards, and reducing the potential damage either to structures or their contents.

While it is not possible to totally eliminate either the destructive force of a potential disaster or its effects, doing what can be done to minimize the effects may create a safer environment that will result in lower response costs, and fewer casualties.

### Preparedness Phase

The preparedness phase involves activities taken in advance of an emergency. These activities develop operational capabilities and responses to a disaster. Those identified in this plan as having either a primary or support mission relative to response and recovery should review this document, its procedures and checklists, that detail personnel assignments, policies, and resource lists. Personnel should be acquainted with these SOPs and checklists and periodically should be trained in activation and execution.

## TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN

### **Response Phase**

**Pre-Impact:** Recognition of the approach of a potential disaster where actions are taken to save lives and protect property. Warning systems may be activated and resources may be mobilized, EOCs may be activated and evacuation may begin.

**Immediate Impact:** Emphasis is placed on saving lives, controlling the situation, and minimizing the effects of the disaster. Incident Command Posts and EOCs may be activated, and emergency instructions may be issued.

**Sustained:** As the emergency continues, assistance is provided to victims of the disaster and efforts are made to reduce secondary damage. Response support facilities may be established. The resource requirements continually change to meet the needs of the incident.

### **Recovery Phase**

Recovery is taking all actions necessary to restore the area to pre-event conditions or better, if possible. Therefore, mitigation for future hazards plays an important part in the recovery phase for many emergencies. There is no clear time separation between response and recovery. In fact, planning for recovery should be a part of the response phase.

## TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN

### Emergency Proclamations

#### Local Emergency

A Local Emergency may be proclaimed by the Town Board, or by the General Manager, as specified by the California Government Code. A Local Emergency declared by the General Manager must be ratified by the Board within seven days. The Board must review the need to continue the declaration at least every fourteen days until the Local Emergency is terminated.

The Local Emergency must be terminated by resolution as soon as conditions warrant. Declarations are normally made when there is a threat or an actual disaster or extreme peril to the safety of persons and property within the city, caused by natural or human created situations.

The declaration of a Local Emergency provides the Town Board with the legal authority to:

- Request that the Governor declare a State of Emergency
- Promulgate or suspend orders and regulations necessary to provide for the protection of life and property, including issuing orders or regulations imposing a curfew within designated boundaries.
- Exercise full power to provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans, or agreements.
- Request state agencies and other jurisdictions to provide mutual aid.
- Require the emergency services of any local official or employee.
- Requisition necessary personnel and materials from any local department or agency.
- Obtain vital supplies and equipment and, if required, immediately commandeer the same for public use.
- Impose penalties for violation of lawful orders.
- Conduct emergency operations without incurring legal liability for performance, or failure to perform. (Note: Article 17 of the Emergency Services Act provides for certain privileges and immunities.)

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**State of Emergency**

A State of Emergency may be declared by the Governor when:

- Conditions of a disaster or extreme peril exist that threaten the safety of persons and property within the state caused by natural or human-caused incidents.
- The Governor is requested to do so by local authorities.
- The Governor finds that local authority is inadequate to cope with the emergency.

When the Governor declares a State of Emergency:

- Mutual aid shall be rendered in accordance with approved emergency plans when the need arises in any city or county.
- The Governor shall, to the extent deemed necessary, have the right to exercise all police power vested in the State by the Constitution and the laws of the State of California within the designated area.
- Jurisdictions may command the aid of citizens as deemed necessary to cope with the emergency.
- The Governor may suspend the provisions of orders, rules, or regulations of any state agency, any regulatory statute, or statute prescribing the procedure for conducting state business.
- The Governor may commandeer or make use of any private property or personnel (other than the media) in carrying out the responsibilities of the office.
- The Governor may promulgate, issue, and enforce orders and regulations deemed necessary.

**State of War Emergency**

When the Governor declares a State of War Emergency or a State of War Emergency exists, all provisions associated with a State of Emergency apply, plus:

- All state agencies and political subdivisions are required to comply with the lawful orders and regulations of the Governor that are made or given within the limits of the Governor's authority as provided for in the Emergency Services Act.

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**Sample Proclamation**

**PROCLAMATION DECLARING THE EXISTENCE  
OF A LOCAL EMERGENCY**

WHEREAS, the Director of Emergency Services for the Town of Discovery Bay (Special District) does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within the Town, as a result of:

\_\_\_\_\_;  
\_\_\_\_\_;

And that the Board of the Town of Discovery Bay (Special District) is not in session;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists throughout the Town; and

IT IS FURTHER PROCLAIMED AND ORDERED that a copy of this declaration be forwarded to the Governor of California with the request that he proclaim a State of Emergency for the Town of Discovery Bay (Special District), and further that the Governor request a Presidential Declaration; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions and duties of the emergency services organization of this Town (Special District) shall be those prescribed by law, by ordinances and resolutions of this District, and by the Town of Discovery Bay Emergency Operations Plan.

BY: \_\_\_\_\_

DIRECTOR OF EMERGENCY SERVICES

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Attest: \_\_\_\_\_

District Clerk

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**Hazard Vulnerability Assessments / Risk Analyses**

**Hazard Risks**

The Town of Discovery Bay recognizes that the planning process must address each hazard that threatens the District. Discovery Bay is vulnerable to a wide range of threats. There are three broad categories of hazards: natural, technological or man-made and national security.

The Town of Discovery Bay with its low lying urban area, is subject to a wide variety of negative impacts from natural and technological hazards. The natural hazards and technological or man-made hazards that confront the Town of Discovery Bay are as follows:

**Natural Hazards**

- Floods
- Earthquakes
- Extreme weather and storms
- Wildland fires

**Technological and Man-made Hazards**

- Hazardous materials (HazMat)
- Major vehicle accident
- Levee Failure
- Airplane crash
- Civil disturbance
- Terrorism

A hazard matrix that outlines each of these hazards and identifies their likelihood of occurrence and its severity is listed on the next page.

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**Likelihood of Occurrence**

**Severity**

Hazard	Infrequent	Sometimes	Frequent	Low	Moderate	High
Levee Failure	X					X
Earthquake M<5		X		X		
Earthquake M>5	X				X	X
Wildland Fire	X			X	X	
Severe Storms			X	X	X	X
Localized Flooding		X		X	X	
HazMat	X			X	X	
Civil Disturbance	X			X		
Aircraft Crash		X		X	X	X
Major Vehicle Accident			X	X	X	
Terrorism	X			X	X	X

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**Additional Hazard Information**

**Earthquakes and Other Seismic Issues**

Earthquakes are sudden releases of strain energy stored in the earth's bedrock. The great majority of earthquakes are not dangerous to life or property either because they occur in sparsely populated areas or because they are small earthquakes which release relatively small amounts of energy. However, where urban areas are located in regions of high seismicity, damaging earthquakes are expectable if not predictable events.

<b>Earthquake Size Descriptions</b>		
<b>Descriptive Title</b>	<b>Richter Magnitude</b>	<b>Intensity Effects</b>
Minor Earthquake	1 to 3.9	Only observed instrumentally or felt only near the epicenter.
Small Earthquake	4 to 5.9	Surface fault movement is small or does not occur. Felt at distances of up to 20 or 30 miles from the epicenter. May cause damage.
Moderate Earthquake	6 to 6.9	Moderate to severe earthquake range; fault rupture probable.
Major Earthquake	7 to 7.9	Landslides, liquefaction and ground failure triggered by shock waves.
Great Earthquake	8 to 8+	Damage extends over a broad area, depending on magnitude and other factors.

Seismic risk is assumed by every occupant and developer in Contra Costa County because the County is within an area of high seismicity; the San Francisco Bay Region has been impacted by more than ten severe earthquakes during historic time. The major effects of earthquakes are ground shaking and ground failure. Severe earthquakes are characteristically accompanied by surface faulting and less commonly by tsunamis and seiches.

Flooding may also be triggered by dam or levee failure resulting from an earthquake, or by seismically-induced settlement or subsidence. All of these geologic effects are capable of causing property damage and, more importantly, risks to life and safety of persons.

Historically, ground failure in its various forms, including liquefaction, has been a problem in areas of continually wet, unconsolidated geologic units. In Contra Costa County, the areas which are most susceptible to ground failure include the geologically young sediments of the San Francisco Bay estuary, including the Delta lowlands.

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Liquefaction presents the potential for the most serious consequences in the Delta. Several pre-development studies have confirmed that a high potential for liquefaction exists below levees and proposed developments. This potential presents the possibility that several failures can occur simultaneously on a single levee, possibly preventing access for repairs. Flooding of protected islands would then be unpreventable and would make emergency relief and later repair very difficult.

### **Flood Hazards**

Substantial areas within Contra Costa County are subject to flooding. According to records maintained by the Federal Emergency Management Agency (FEMA), the majority of the County's creeks and shoreline areas lie within the 100-year flood plain, i.e., an area subject to flooding in a storm that is likely to occur (according to averages based upon recorded measurements) once every 100 years. The FEMA records are maintained as a means of determining flood insurance rates through the National Flood Insurance Program.

In the East County, substantial acreage lies within the 100-year flood plain, including Bethel Island, the Veale Tract, Holland Tract, Franks Tract, Jersey Island, and the area in the Byron vicinity. Portions of the Pittsburg, Antioch, and Brentwood areas, as well as a number of creeks in East County, are also subject to flooding.

The most serious flood hazard that exists in Contra Costa County relates to the system of levees that protect the islands and adjacent mainland in the San Joaquin-Sacramento River Delta area in eastern Contra Costa. Levees are basically long, continuous dams that keep water out of a lower area, such as the Delta islands, many of which are at an elevation just above or below sea level. The islands in the California Delta were drained during the nineteenth century to create high quality agricultural land. Since then, the peat-laden soil of many of the islands has oxidized, resulting in a sinking of their island floors and consequently requiring the construction of higher and heavier levees. Levee failure occurs in some areas where levees rest on soft mud, silt, or peat.

The islands continue to flood. In general, the islands have been reclaimed after each flood. However, Franks Tract State Park, essentially a lake east of Bethel Island, and the Big Break area of water north of Oakley, are visible reminders that it is not always practical or economical to reclaim flooded lands. Flooding problems in the Delta area have also been exacerbated by boat movement (primarily recreational) on the waterways which causes waves that accelerate the natural process of levee erosion.

The threat of levee failure during periods of high water is constant. In the years 1973, 1980, 1982, 1983, and 1986, one or more Delta island levees failed or were overtopped, and some

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of these events were summer breaks that did not occur at times of high storm runoff. Some islands in the Delta have been flooded two or three times since 1980.

The possibility that flooding will occur on the islands in the Delta is greatly increased by two ongoing natural processes, the rising sea level and ground subsidence, which compound the dangers that periodic high tides or strong winter storms may breach a portion of the existing levee system.

Seismicity presents additional special problems in the Delta. Delta levees are, in places, underlain by sands that are susceptible to ground failures including liquefaction during an earthquake. Strong earthquake shaking can cause the entire levee foundation to lose strength, leading to levee failure. Many levees are themselves constructed of liquefiable sand.

### **Fire Hazards**

Fire hazards present a considerable problem to vegetation and wildlife habitats throughout the County. Grassland fires are easily ignited, particularly in dry seasons. These fires are relatively easily controlled if they can be reached by fire equipment; the burned slopes, however, are highly subject to erosion and gulying. While brush lands are naturally adapted to frequent light fires, fire protection in recent decades has resulted in heavy fuel accumulation on the ground. Brush fires, particularly near the end of the dry season, tend to burn fast and very hot, threatening homes in the area and leading to serious destruction of vegetative cover. While woodland fires are relatively cool under natural conditions, a brush fire which spreads to a woodland could generate a destructive hot crown fire. No suitable management technique of moderate cost has been devised to reduce the risk of brush fires.

Because the natural vegetation and dry-farmed grain areas of the County are extremely flammable during the late summer and fall, wildfire is a serious hazard in undeveloped areas and on large lot home sites with extensive areas of un-irrigated vegetation. Several factors affect the relative degree of wildfire hazard, including atmospheric humidity, slope steepness, vegetation type, exposure to the sun, wind speed and direction, accessibility to human activities and accessibility to firefighting equipment. Taking these factors into consideration, a fire hazard severity scale has been devised which characterizes areas throughout the County by the number of days of moderate, high and extreme fire hazard.

Peat fires represent a special hazard in that once ignited, they are extremely difficult to extinguish. In some instances, islands have been flooded in order to extinguish peat fires. Any area lying generally east of the mean high water line may be peaty due to the marshy origin of the soil, although local areas of mineral soil are present within the general area.

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### **Hazardous Materials**

Contra Costa County began planning specifically for the management of hazardous materials and waste in 1983, with the establishment of the County Hazardous Waste Task Force. The County has completed the County Hazardous Waste Management Plan, a comprehensive analysis of all aspects of hazardous waste management from generation through disposal. The plan establishes goals and policies for the safe management of hazardous waste, and recommends the establishment of programs designed to reduce hazardous waste generation by 30 to 40 percent by the year 2000. The plan, which serves as the primary planning document for hazardous waste management in the County and in the incorporated cities, projects the need for commercial hazardous waste management facilities and specifies criteria to determine whether a facility may be established.

The management of hazardous materials is the focus of the Contra Costa County Hazardous Materials Area Plan, which was adopted in January of 1988. This Plan outlines the procedures that County regulatory and response agencies will use for managing, monitoring, containing and removing hazardous materials from the site of an actual or threatened accidental release. The plan also identifies the agencies within the County responsible for the effective management of hazardous materials.

### **Water Supply Safety Issues**

Water supply requirements increase during a disaster, with extra amounts being used for firefighting, sanitation, and debris clean up. Damages to this essential supply can occur in the centralized parts of water supply systems--the intakes, canals, and major reservoirs--or at the delivery points as a result of disruption of main lines or of the many subsidiary lines to each home, school, business, or hospital.

Damage to centralized parts of the water supply system has the potential to affect thousands of persons but can be repaired relatively quickly. Loss of water in localized areas would affect fewer people, but because repair times could be long, hazards to property and safety could be greater for inhabitants of such areas. In a general or widespread disaster the water supply to several parts of the County could be disrupted for days or weeks. Although the risk of such an event is believed to be low, the seriousness of the impact on affected communities indicates that citizens, water suppliers and government agencies should be prepared to supplement water supplies for disaster recovery uses.

Large low-density areas of the County do not use water from large public systems, but instead rely on wells. These areas would be expected to have less difficulty supplying water in the event of a disaster such as an earthquake.

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**Terrorism Event**

According to the FEMA publication *Principal Threats Facing Communities and Local Emergency Management Coordinators*, most terrorist activities are bombing attacks. Principal targets include military personnel and facilities, commercial establishments, and federal government buildings and property. However, based on the events surrounding September 11, 2001, there is an increasing threat of WMD (Weapons of Mass Destruction) incidents, including Nuclear, Biological, and Chemical attacks against civilian targets.

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# TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN

## Plan Maintenance and Training

### Emergency Operations Plan Maintenance

The Town of Discovery Bay Emergency Operations Plan is designed for efficient update and additions. The responsibility of maintaining the document is assigned to the Town's General Manager.

The General Manager will conduct a thorough review of the plan annually. Updates shall be distributed every year as needed or when there are significant changes.

This Plan is a management tool. It supports, and is integrated with, Town operations. Sections of the Plan can be easily updated with minor modifications when there are changes to the Town organization, systems and/or new functional positions are added. It does not need to be updated every time procedures change.

Individuals with emergency assignments are to review their procedures and related information after every activation; either simulated in drills or as an actual response. Individual Checklists are to be revised as needed. Additionally, individual users are encouraged to add supplemental materials to their Sections for a complete "response ready" plan.

The Checklists are designed to be used as worksheets. New and revised Checklists can be reprinted after each activation. It is not necessary to reprint the entire document each time it is updated. The footer date should always be kept current and can include the word "Revised" to indicate the update.

### Training Program

This Plan is consistent with the Standardized Emergency Management System (SEMS) guidelines. The guidelines provide standardized training modules with competency requirements for each level of activation and responsibility. The Town will need to review the guidelines to identify competency requirements based on this Plan.

### Orientation

All new Town management employees should review the Plan upon hire, and attend field or EOC training when practical.

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**SEMS Required EOC Exercises and After Action Reports**

The Town will conduct an EOC table top or an EOC functional exercise at least once a year, simulating an actual incident or disaster, as required by SEMS. This serves to practice policies, procedures and decision-making skills. The exercise may involve Town staff alone, or it can be held in conjunction with other jurisdictions. These exercises are the most effective method of training the Town's staff. Shortly after the annual exercise, the Town will prepare an After Action Report (including Corrective Actions) as required by NIMS.

In addition, should the EOC be activated for a declared emergency; the Town will also prepare an After Action Report that includes Corrective Actions as required by NIMS and SEMS. All After Action Reports will indicate who is responsible for completing the Corrective Actions and when they are to be completed. These reports will be forwarded to the Contra Costa County Office of Emergency Services.

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**Continuity of Government**

**General**

A major emergency could result in loss of key Town (District) officials, loss of function of the established seat of government, and destruction of public and private records. Authority for policies and procedures associated with continuity of government is derived from the California State Constitution, the Emergency Services Act, and the Town of Discovery Bay Board Policies.

**Succession of Town Officials**

The Town (District) Board shall meet as soon as possible after a disaster. If necessary, it reconstitutes itself and fills appointive Town offices. Section 8635 et seq., Article 15, Chapter 7, Division 1, Title 2 of the California Government Code establishes a method of reconstituting the District Board and appointing Town offices.

If the Director of Emergency Services (General Manager) is not available, he or she is succeeded by an individual who is permanently appointed to the following positions in city government. The successor serves until an appointment has been made by the Town Board and the appointee has been seated:

First Alternate:           Water and Wastewater Manager

Second Alternate:       Finance Manager

Succession of Emergency Operations Center Sections and Branches are provided for in the procedures and checklists that support this plan.

**Temporary Seat**

The seat of government is the Town Office, 1800 Willow Lake Road. The alternate seat of government is the Discovery Bay Community Center, 1601 Discovery Bay Boulevard.

**Preservation of Essential Records**

Essential Town records comprise a small amount of all the records of the District and meet one or more of the following criteria:

- Records necessary to conduct emergency operations. Records in this category include utility systems maps, locations of emergency supplies and equipment, emergency operations plans and procedures, lists of regular and auxiliary personnel.
- Records required to restore day-to-day Town operations. Records in this category include state statutes, town ordinances, resolutions, official proceedings, and financial records.

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- Records necessary for the protection of rights and interests of individuals and government. Records in this category include land and tax records, license registers, and articles of incorporation.

Essential Town records may be protected at any point in their life cycle, i.e., from their creation to final disposition. Acceptable methods of preserving essential records include dispersal, duplication, on-site storage, off-site storage. Discovery Bay currently preserves essential records by reproducing them electronically on digital drives.



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## **SECTION 2**

# **EMERGENCY OPERATIONS CENTER**

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# TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN

## Emergency Organization

### Overall Emergency Structure

SEMS requires that all public agencies use the five designated functions to serve as the basis for organizing emergency planning and response. The Town of Discovery Bay's emergency response organization is based on these functions. The Emergency Operations Center is located at the Town Office.

## Emergency Operations Center (EOC)

### Explanation of the EOC

The Emergency Operations Center (EOC) is the location from which centralized management of an emergency response is performed. The use of EOCs is a standard practice in emergency management.

The Director of Emergency Services and key decision-making personnel operate from the EOC during the emergency response, establishing policy and priorities. It serves as the central point for information gathering, processing, and dissemination; coordination of all Town emergency operations, and coordination with other agencies and the Operational Area EOC. The EOC is partially or fully activated by the Director of Emergency Services, according to the requirements of the situation.

The EOC is organized according to SEMS, as noted earlier in this plan. The Director of Emergency Services, the Legal Officer, and the Section Chiefs serve as the EOC Team.

Unless otherwise specified, the EOC should not be providing tactical direction to the various incidents that are being conducted in the field using the Incident Command System.

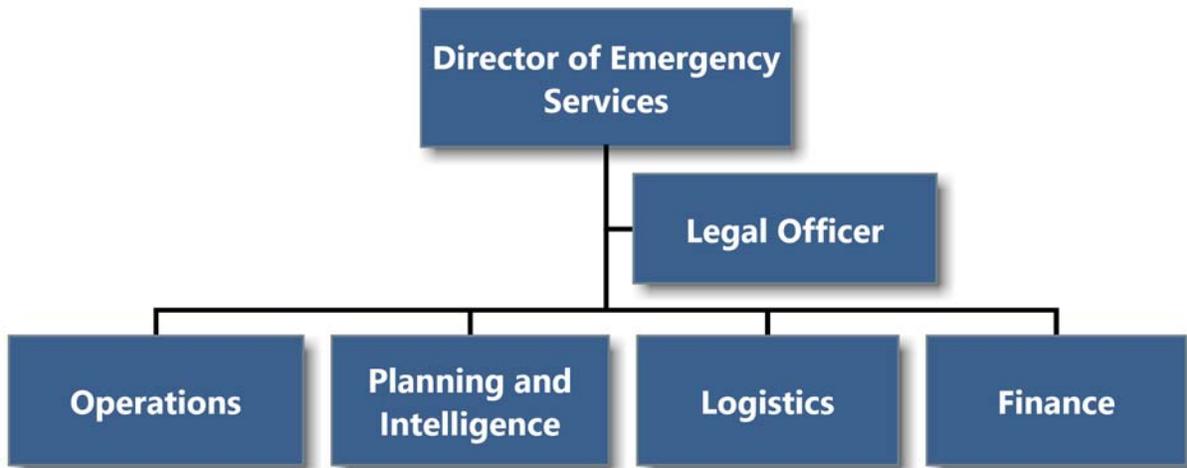
It is recommended that the EOC be configured as closely as possible to the diagram listed in this Section. However, in the event of a disaster where the Town Office is not accessible, the EOC may be moved to the Community Center, or any other safe location at the discretion of the Director of Emergency Services.

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**EOC Organizational Chart**



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## **TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN**

### **EOC Positional Definitions**

#### **Director of Emergency Services** - (WUEOCM)

(Water Utility Emergency Operations Center Manager)

From the EOC, the Director of Emergency Services constantly assesses the situation and knows what resources are available. The Director determines strategy for implementing the Action Plan to handle the incident, and monitors how the plan is working. Adjustments to the plan can be made to meet the realities of the situation. In addition, the Director makes sure that the response is being fully documented for legal and financial reasons. The Director coordinates all response activities through the EOC Section Chiefs, and keeps the District's Board informed of the progress and strategies being implemented during the response.

The Director of Emergency Services is also responsible for the formulation and release of information about the event, as well as the point of contact for news media and other appropriate agencies and organizations. In addition, the Director is the conduit for information flow between the District and other jurisdictions. This may include, but is not limited to law enforcement agencies, the Fire Service, Public Works, Water Districts, and other county and State agencies.

#### **Legal Officer**

The Legal Officer is the District's Legal Counsel. As required, the Legal Officer provides advice to the EOC Director in all legal matters relating to the emergency. The Legal Officer assists the Director in declaring a local emergency and the implementation of emergency powers if required.

#### **Operations Section Chief** - (WUERM)

(Water Utility Emergency Response Manager)

The Operations Chief is responsible for the overall strategic management and coordination of the Town's Water, Wastewater, and Recreation Services operations.

#### **Planning and Intelligence Section Chief**

The Planning and Intelligence Section is responsible for the collection, evaluation, documentation, and dissemination of incident information and intelligence within the EOC. Also, the Planning and Intelligence Section Chief is responsible for preparation of the Action Plan and the After Action Report, as well as other reports that may be required.

**TOWN OF DISCOVERY BAY  
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**Logistics Section Chief**

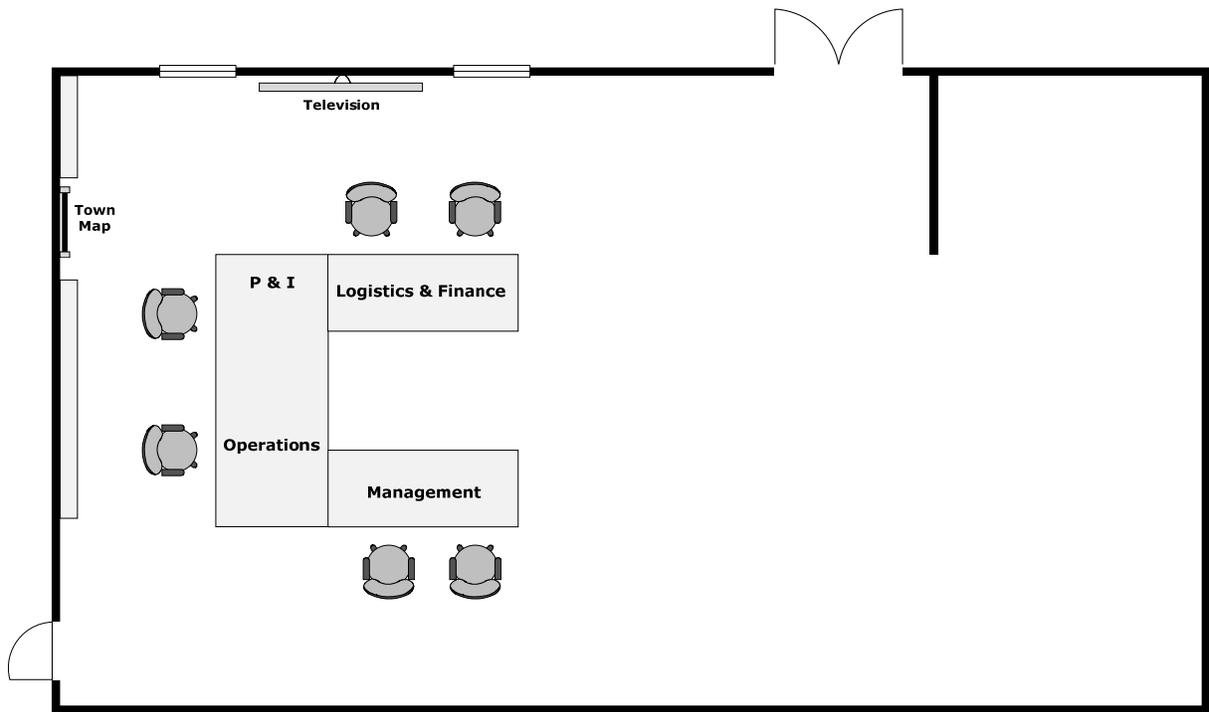
The Logistics Section Chief is responsible for all the services and support needs of the event. This includes procuring and maintaining essential personnel, facilities, equipment and supplies. They are also responsible for maintaining the EOC in operational order by procuring and repairing equipment, as well as obtaining supplies as needed. The Logistics Chief cooperates closely with the Operations Section to determine resources currently in place and what resources may be needed.

**Finance & Administration Section Chief**

The Finance and Administration Chief provides advice and support to Director of Emergency Services regarding financial issues, and insures that adequate records are maintained to support requests for State and federal assistance. They also insure that personnel and volunteer time worked by all those involved in the incident is also tracked, while providing cost analysis and projections. They also manage all legal claims for compensation filed against the Town. It advises the Director of Emergency Services in areas of claims for bodily injury and property damage compensation presented to the Town.

**TOWN OF DISCOVERY BAY  
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**Emergency Operations Center Diagram**



**Town Office**

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**EOC Activation and Set-Up Procedure**

- Check in with Director of Emergency Services to determine level of EOC activation.
- Set up tables according to the EOC set up diagram. Place chairs around each of the tables.
- EOC supplies are kept in containers (by Section) along the west wall of the EOC area.
- Set up the tables with the supplies from the appropriately labeled containers, including telephones and laptop computers. Remove the vests and place them on the chairs around the tables.
- Turn on television on the side wall to initially monitor news reports.
- If needed, turn on radios for the Operations Section.
- Read the position checklists for specific duties and begin EOC operations.

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**When the EOC is activated**

Activation of Town of Discovery Bay’s EOC means that at least one Town official implements SEMS as appropriate to the scope of the emergency and the Town’s role in response to the emergency. The Town’s EOC is activated when routine use of resources needs support and/or augmentation. The official implementing SEMS may function from the EOC, or from other locations depending on the situation.

Activated EOCs may be partially or fully staffed to meet the demands of the situation. The Town maintains three EOC staffing levels that can be applied to various situations. Activation criteria are as follows:

<b>EOC Activation Guide</b>				
<b>Level</b>	<b>Conditions</b>	<b>EOC Duties</b>	<b>Activation</b>	<b>Actions</b>
<b>0</b>	<ul style="list-style-type: none"> <li>1. No potential severe weather</li> <li>2. No increasing probability of hazard</li> </ul>	<ul style="list-style-type: none"> <li>1. Monitor regional and local news, monitor regional weather forecasts.</li> </ul>	<ul style="list-style-type: none"> <li>1. No to minimal staff in normal operations</li> </ul>	<ul style="list-style-type: none"> <li>1. No actions.</li> </ul>
<b>1</b>	<ul style="list-style-type: none"> <li>1. Severe weather watch is issued</li> <li>2. Situational conditions warrant</li> <li>3. Small incidents involving one facility</li> <li>4. Earthquake advisory</li> <li>5. Flood watch</li> </ul>	<ul style="list-style-type: none"> <li>1. Continuous monitoring of event</li> <li>2. Check &amp; update all resource lists</li> <li>3. Distribute status and analysis to EOC personnel</li> <li>4. Receive briefing from field personnel as necessary</li> </ul>	<ul style="list-style-type: none"> <li>1. Only basic support staff or as determined by Director of Emergency Services</li> </ul>	<ul style="list-style-type: none"> <li>1. EOC Section Chiefs review Plan and Guidelines and check readiness of staff and resources.</li> </ul>
<b>2</b>	<ul style="list-style-type: none"> <li>1. Situational conditions warrant</li> <li>2. Severe weather warning issued</li> <li>3. Moderate earthquake</li> <li>4. Wildfire affecting specific areas</li> <li>5. Incidents involving 2 or more facilities</li> <li>6. Hazardous materials incident requiring evacuation</li> <li>7. Imminent earthquake alert</li> </ul>	<ul style="list-style-type: none"> <li>1. Continuous monitoring of event</li> <li>2. Initiate EOC start-up checklist</li> <li>3. Facilitate field personnel</li> <li>4. Provide status updates to EOC personnel</li> </ul>	<ul style="list-style-type: none"> <li>1. Staffed as situation warrants and liaison to other agencies</li> <li>2. Primary EOC personnel will be available and check-in regularly</li> </ul>	<ul style="list-style-type: none"> <li>1. Briefings to Town Management staff</li> <li>2. EOC begins full operation</li> </ul>
<b>3</b>	<ul style="list-style-type: none"> <li>1. Hazardous conditions that affect a significant portion of the Town</li> <li>2. Severe weather is occurring</li> <li>3. Verified and present threat to critical facilities</li> <li>4. Situational conditions warrant</li> <li>5. Major emergency in the Area or Region</li> <li>6. Incidents occurring involving heavy resource involvement</li> <li>7. Major earthquake</li> </ul>	<ul style="list-style-type: none"> <li>1. Brief arriving staff on current situation</li> <li>2. Facilitate EOC staff</li> </ul>	<ul style="list-style-type: none"> <li>1. As determined by the Director of Emergency Services</li> <li>2. EOC essential and necessary staff</li> <li>3. Key department heads</li> <li>4. Required support staff</li> </ul>	<ul style="list-style-type: none"> <li>1. As situation warrants</li> </ul>

**TOWN OF DISCOVERY BAY  
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**EOC Closeout Checklist**

- Notify appropriate agencies and individual sites that EOC is being closed.
- Collect data, logs, situation reports, message forms, and other significant documentation. Place in a secure file box. Mark the outside with the date and any state or federal numbers associated with the response.
- Deliver the information to the Finance Section Chief.
- Fold and repack re-usable maps, charts, materials.
- Collect and place all equipment and supplies in the appropriate containers.
- Make a list of all supplies that need replacement and forward to the Logistics Section Chief.
- Return vests to the containers.
- Turn off all radios, computers, and the television.
- Leave the Town Office meeting area in good order.

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# **SECTION 3**

# **EMERGENCY OPERATIONS CENTER**

# **POSITIONAL CHECKLISTS**

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## **Director of Emergency Services**

**(Assigned to: General Manager, Other Management Staff)**

From the EOC, the Director of Emergency Services constantly assesses the situation and knows what resources are available. The Director determines strategy for implementing the Action Plan to handle the incident, and monitors how the plan is working. Adjustments to the plan can be made to meet the realities of the situation. In addition, the Director makes sure that the response is being fully documented for legal and financial reasons. The Director coordinates all response activities through the EOC Section Chiefs, and keeps the District's Board informed of the progress and strategies being implemented during the response.

The Director of Emergency Services is also responsible for the formulation and release of information about the event, as well as the point of contact for news media and other appropriate agencies and organizations. In addition, the Director is the conduit for information flow between the District and other jurisdictions. This may include, but is not limited to law enforcement agencies, the Fire Service, Public Works, Water Districts, and other county and State agencies.

### **Action Checklist**

- Identify yourself as the Director of Emergency Services.
- Read this entire Checklist.
- Obtain a briefing on the extent of the emergency and recommended initial objectives.
- Depending on the type of the incident and the information available, order partial or full activation of the EOC.
- Determine if all key personnel have been notified.
- Brief Section Chiefs and ensure that they utilize the EOP Checklists.
- Determine the need for evacuation. If evacuation is required, contact the news media to pass specific evacuation instructions.
- Consider declaring a local emergency. Distribute declaration to the County Administrator and the Office of Emergency Services.
- Establish the frequency of briefing sessions for EOC staff.
- Establish operational work periods for all Emergency Operations Center and field personnel.
- Direct Section Chiefs to maintain appropriate Unit Logs, charts, and records.
- Review and approve the EOC Action Plan developed by the Planning and Intelligence Chief.
- Ensure that proper warning has been given to affected areas.

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- Issue special information releases addressing rumors. Identify them as such, and provide correct information, if available.
- Provide information to the public on available transportation routes, closures, etc.
- Establish separate voice mail telephone hotlines for media and public use. Update regularly.
- In the case of a multi-jurisdictional event, coordinate the release of public information through a Joint Information Center (JIC).
- Arrange for escort and briefing service for the media and VIPs.
- If there is little or no damage to the town, prepare to provide mutual aid to neighboring jurisdictions.
- Be a point of contact for other Agency Representatives.
- Maintain a list of assisting and cooperating agencies and Agency Representatives.
- Assist in establishing and coordinating interagency contacts.
- Keep agencies supporting the incident aware of its status.
- Keep the Board informed of all major problems and decisions.
- Maintain a Management Section Log noting messages received; decisions made and actions taken.
- Ensure that an After Action Report is completed at the deactivation of the EOC, and that Corrective Actions are noted, including who is responsible for the actions and when they are to be completed. The Director is to ensure that the Corrective Actions are completed by whom they were assigned, and that they are completed in the time allocated in the report.

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## **Legal Officer**

The Legal Officer is the District's Legal Counsel. As required, the Legal Officer provides advice to the Director of Emergency Services in all legal matters relating to the emergency. The Legal Officer assists the Director in declaring a local emergency and the implementation of emergency powers if required.

**(Assigned to: Legal Counsel)**

### **Action Checklist**

- Identify yourself as the Legal Officer.
- Read this entire Checklist.
- Obtain a situation briefing on the extent of the emergency from the Director of Emergency Services.
- Advise Director of Emergency Services on declaring an emergency and/or issuing special orders.
- Monitor response effort and advise the Director of Emergency Services regarding liability exposures and protection against such exposures.
- Prepare proclamations, emergency ordinances, and other legal documents as required by the Director of Emergency Services.
- Develop rules and regulations required for acquisition and/or control of critical resources.
- Provide advice and prepare draft documents regarding the demolition of hazardous structures or abatement of hazardous conditions.
- Brief relieving staff upon arrival.
- Maintain a log noting messages received; decisions made; actions taken; and personnel on duty.
- Complete an After Action Report that should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

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## **Operations Section Chief**

The Operations Chief is responsible for the overall strategic management and coordination of the Town's Water, Wastewater, and Recreation services operations.

**(Assigned to: Water & Wastewater Manager, Parks and Landscape Manager, Other Town Staff)**

### **Action Checklist**

- Identify yourself as the Operations Section Chief.
- Read this entire Checklist.
- Obtain a briefing from the Director of Emergency Services.
- Evaluate the field conditions associated with the emergency. Ensure that all Town (Water, Wastewater, and Recreation) facilities are being checked for damage and problems.
- When appropriate, provide for an initial inspection of the entire Town and report locations of damaged structures, utilities, roads, signaled traffic controlled intersections, and associated facilities. Ensure this information is passed on to the Contra Costa County EOC.
- Manage the overall Operations related response.
- Determine what Town resources are committed to the event.
- Coordinate the use of outside contractors for major repairs.
- Coordinate the need for local water utility mutual aid for immediate priority problems.
- Coordinate with the Contra Costa County Public Works Coordinator (EOC) on major problems, actions taken, and resources available or needed.
- Coordinate resource needs with the Logistics Section Chief.
- Establish and maintain staging areas for operations related equipment and personnel.
- Arrange for feeding and sheltering of mutual aid Water Sector personnel as necessary with the Logistics Section.
- Assist the Planning and Intelligence Chief in the development of the Action Plan.
- If required, contact the Liaison with the East Contra Costa Fire District for the status of fire response, special problems, and its availability to respond. Advise the Director of Emergency Services and Planning and Intelligence Section of major problems and the general fire situation.
- In coordination with the Contra Costa County EOC and the American Red Cross, determine shelter site needs for Town residents, Town personnel and/or their families. Working with these agencies, request necessary food supplies, equipment and other supplies to operate shelter sites at Town facilities.
- Prepare the initial damage estimate to the Town's facilities. Collect and record the type and estimated value of damage.

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- Working through the Contra Costa County EOC, request structural inspection personnel if needed.
- Set priorities for utility requirements to support immediate and extended operations. Coordinate with PG&E and County OES to correct deficiencies.
- Coordinate with the County Health Officer to determine public health hazards and establish standards for control of public health issues related to Water and Wastewater distribution.
- Establish additional field communications using interoperable systems as available.
- Receive, evaluate, and disseminate information relative to the operation of the emergency.
- Develop a follow-up briefing for the Director of Emergency Services.
- Maintain an OPERATIONS SECTION LOG noting messages received, decisions made, actions taken, and other activities. Maintain a record of personnel on duty.
- Complete an After Action Report to include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

**TOWN OF DISCOVERY BAY  
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## **Planning & Intelligence Section Chief**

The Planning and Intelligence Section Chief is responsible for the collection, evaluation, documentation, and dissemination of incident information and intelligence within the EOC. Also, the Planning and Intelligence Section Chief is responsible for preparation of the Action Plan and the After Action Report, as well as other reports that may be required.

**(Assigned to: Executive Assistant, Other Town Staff)**

### **Action Checklist**

- Identify yourself as the Planning and Intelligence Section Chief.
- Read this entire Checklist.
- Obtain a briefing on the extent of the emergency from the Director of Emergency Services.
- Assess the impact of the emergency on the Town including the initial damage assessment by Town staff and other field units.
- Provide for an authentication process in case of conflicting status reports on events.
- Initiate a display indicating the condition of the Town's Water, Wastewater, and Recreation Services infrastructure.
- Initiate a display of other significant events in and around the Town, including transportation and life safety issues.
- Insure that situation maps and displays are continually posted with current information.
- Prepare a Situation Report, an evaluation of the disaster or emergency situation as it specifically relates to the Town, including predictions on the course of the disaster or emergency, and forward it to the Director of Emergency Services to be used in briefings to the Board. In addition, a copy should be forwarded to the Contra Costa County EOC for their information.
- Develop an Action Plan identifying EOC Section objectives, significant response needs, and other issues that would affect EOC operations in an 8 to 12 hour time frame.
- Establish incident files relating to the emergency, and check for the accuracy.
- Maintain a file on all EOC messages.
- Establish EOC meeting schedules for use in preparing future Action Plans.
- Complete an After Action Report, which should indicate what Corrective Actions are needed, including who is responsible for the actions and when they are to be completed.

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## **Logistics Section Chief**

The Logistics Section Chief is responsible for all the services and support needs of the event. This includes procuring and maintaining essential personnel, facilities, equipment and supplies. They are also responsible for maintaining the EOC in operational order by procuring and repairing equipment, as well as obtaining supplies as needed. The Logistics Chief cooperates closely with the Operations Section to determine resources currently in place and what resources may be needed.

**(Assigned to: Finance Manager, Executive Assistant, Other Town Staff)**

### **Action Checklist**

- Identify yourself as the Logistics Section Chief.
- Read this entire Action Checklist.
- Obtain a briefing on the extent of the emergency from the Director of Emergency Services.
- Obtain initial instructions concerning Town work activities and priorities. For extended operations, consideration should be given to relief personnel. Shifts should not exceed 12 hour periods. Establish personnel schedule and rosters.
- Review with other Section Chiefs of existing Logistics resources and Logistics requirements for planned and expected operations.
- Provide office supplies and support as required to the other EOC Sections.
- Identify and coordinate for the procurement of additional service and support requirements of personnel, supplies and equipment to support planned and expected operations. Areas should include food, catering, janitorial, equipment repair and maintenance, temporary employment, and any other service needed during disaster operations.
- Coordinate with other outside companies and agencies about sources of services, equipment, and supplies.
- Alert personnel, contractors, and established vendors of any possible needs.
- As needed, prepare inventory of all Town supplies and equipment on-hand.
- Assist in the initial development and review of the Action Plan.
- Coordinate with the Finance Section for the administration of all financial matters pertaining to vendor contracts, open purchase orders, and service contracts.
- Brief and update the Director of Emergency Services of all logistics resources and support concerns.

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- Prepare a Demobilization Plan to ensure the efficient return of non-expendable property, the inventory and disposition of remaining expendable property, payment of vouchers and control of documentation.
- Continually coordinate with the Operations Section Chief and Planning and Intelligence Section Chief to ensure timely and efficient logistical support.
- Ensure that all volunteers are registered as Disaster Service Volunteer Workers. Refer to the State Disaster Service Worker Volunteer Program Guidance handbook.
- Forward all personnel and volunteer time records and documentation to the Finance Section Chief.
- At the conclusion of the event, insure that the EOC is re-stocked and all equipment is in proper working order.
- The After Action Report should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

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## **Finance and Administration Section Chief**

The Finance and Administration Chief provides advice and support to the Director of Emergency Services regarding financial issues, and insures that adequate records are maintained to support requests for State and federal assistance. They also insure that personnel time worked by all those involved in the incident is also tracked, while providing cost analysis and projections. They also manage all legal claims for compensation filed against the Town.

**(Assigned to: Finance Manager, Other Town Staff)**

### **Action Checklist**

- Identify yourself as the Finance Section Chief.
- Read this entire Checklist.
- Obtain a briefing on the extent of the emergency from the Director of Emergency Services.
- Obtain initial instructions concerning work activities and priorities.
- Maintain a record of all personnel time worked at the emergency, which includes all volunteers.
- Determine the need for Compensation for Injury and Claims assistance from contracted specialists.
- Assist in the initial development and review of the Action Plan.
- Collect cost data, complete cost effectiveness analysis and determine cost estimates and make recommendations for cost savings.
- Insure that a Finance Section log is maintained, noting messages received, decisions made and actions taken, and personnel on duty.
- Insure that all records are current or complete prior to demobilization.
- Make recommendations for cost savings to the Director of Emergency Services.
- Provide for records security.
- Complete a Finance After Action Report that should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

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# APPENDIX 1

# TOWN EMERGENCY PERSONNEL

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**TOWN OF DISCOVERY BAY COMMUNITY SERVICES DISTRICT  
PERSONNEL LIST**

In the event of a major disaster or other facility emergency the following people should be notified. **EOC Positions** are in **BOLD**.

District Office: **(925) 634-1131**

<b>Employee</b>	<b>Title</b>	<b>Home Phone</b>	<b>Cell Number</b>
Rick Howard	General Manager <b>Director of Emergency Services</b>	(925) 784-5351	(925) 784-5351
Virgil Koehne	Water & Wastewater Mgr <b>Operations Section</b>	(925) 634-1295	(925) 683-3619
Dina Breitstein	Finance Manager <b>Logistics / Finance Sections</b>	N/A	(209) 969-2957
Brian Miller	Parks & Landscape Mgr <b>Operations Section</b>	N/A	(925) 727-2167
VACANT	Recreation Programs Coord <b>TBD</b>		
Sue Heinl	Executive Assistant <b>P &amp; I / Logistics Sections</b>	(925) 240-0835	(510) 593-8186
Carol McCool	Administrative Assistant <b>P &amp; I / Logistics Sections</b>	(925) 516-2384	(925) 550-7008
Monica Rollins	Administrative Assistant <b>P &amp; I / Logistics Sections</b>	(925) 513-9050	(925) 408-7915
Lesley Marable	Sr. Accounting Clerk <b>Logistics / Finance Sections</b>	(925) 349-4827	(925) 300-5222
Willow Ford	Office Assistant <b>P &amp; I / Logistics Sections</b>	N/A	(925) 640-6474
Aaron Goldsworthy	Water Service Technician	N/A	(925) 303-3403
Jeffrey Summers	Water & Wastewater Maint. Worker II	(925) 516-6707	(925) 470-0345
Estevan Rocha	Park & Maintenance Worker II	(209) 263-8559	(925) 567-6481
Marcos Hernandez	Park & Maintenance Worker II	N/A	(209) 598-9819
Cory Cardwell	Park & Maintenance Worker I	(925) 240-8407	(925) 234-8338

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Sheredan Hart	Park & Maintenance Worker I	N/A	(209) 740-8357
Chris Steele	Board (President)	N/A	(925) 519-0582
Bill Pease	Board (Vice President)	(925) 240-5077	N/A
Kevin Graves	Board	(925) 513-1353	(925) 250-8424
Robert Leete	Board	(925) 420-6040	(925) 922-2864
Mark Simon	Board	(925) 516-9001	(925) 437-4701

**TOWN OF DISCOVERY BAY  
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**VEOLIA WATER EMERGENCY LIST**

Veolia and After Hours Office Number: (925) 634-8818 or (925) 634-8137

<b>Employee</b>	<b>Title</b>	<b>Home Phone</b>	<b>Cell Number</b>
Berney Sadler	Project Manager		(925) 305-9317
Julie Allan	Administrative Assistant		(925) 518-2641
Kevin Agdanowski	Operator		(925) 852-7689
Joe Brandon	Maintenance Lead		(925) 250-9794
Mark Orlandi	Operator		(925) 895-5265
Blaise Tetio	Operator		(925) 250-2398
Scott Biocic	Operations Supervisor		(925) 250-9851
Ulridge Mayo	Maintenance Supervisor		(925) 209-5579
On Call Phone	#PERCOMM Communications		(925) 219-4402

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# APPENDIX 2

# OUTSIDE AGENCY CONTACT INFORMATION

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**LOCAL OUSTIDE AGENCY EMERGENCY CONTACT INFORMATION**

<b>Nature of Emergency</b>	<b>Agency to Call</b>	<b>Phone Number</b>
Disasters	CCCo Office of Emergency Services	(925) 228-5000
	EOC Management	(925) 313-9636
	EOC PIO	(925) 313-9607
	EOC Operations	(925) 313-9633
	EOC Planning and Intelligence	(925) 313-9650
	EOC Logistics	(925) 313-9635
Medical	CCCo Dispatch-Paramedics	911 or (925) 757-1303
Fire	ECCCo Fire District	911 or (925) 757-1303
Law Enforcement	CCCo Sheriff Dispatch	911 or (925) 646-2441
Law Enforcement (Traffic)	CHP	911 or (707) 551-4180
Gas/Electrical Emergency	PG&E Emergency	1 (800) 743-5000

**STATE & FEDERAL AGENCIES**

**California Regional Water Quality Control Board**

1001 I Street  
Sacramento, CA 95814  
(916) 464-3291

Criteria for Notification: Immediate verbal notification of the release of any hazardous substance to the waters of the state which could affect the chemical, physical, biological, bacteriological, or radiological characteristics of its use.

**Local Administering Agency**

Contra Costa County Department of Health Services, Hazardous Materials Division  
4585 Pacheco Blvd. Suite 100  
Martinez, CA 94553  
(925) 335-3200

Criteria for Notification: Immediate verbal report of any release or threatened release of hazardous material or waste.

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**State Administering Agency**

California Office of Emergency Services  
3720 Dudley Boulevard  
McClellan, CA 95652  
(800) 852-7550

*Criteria for Notification:* Immediate verbal report of any release or threatened release of a hazardous material or waste, fire or explosion, or other localized emergency which could threaten human health, property or the environment.

**State Agency**

California Department of Fish and Wildlife (Bay Delta Region)  
7329 Silverado Trail, Napa, CA 94558  
Business Phone: (707) 944-5500  
Water Quality Phone: (707) 944-5523  
General email: askbdr@wildlife.ca.gov

**National Response Center**

2100 2<sup>nd</sup> Street, Southwest, Room 2611  
Washington, D.C. 20593  
1 (800) 424-8802  
The District Office telephone number is (925) 634 -1131

**Federal Agency**

Federal Bureau of Investigation (FBI)  
450 Golden Gate Ave, San Francisco, CA 94102  
Business and Emergency Phone: (415) 553-7400  
Fax: (415) 553-7674  
Email: san.francisco@ic.fbi.gov

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July 14, 2015**

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Chief Mark Nagel	Orinda	254-6820 x 230	<a href="mailto:mnage@so.cccounty.us">mnage@so.cccounty.us</a>
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Dave Smith	Ironhouse Sanitary District	625-2279	<a href="mailto:smith@isd.us.com">smith@isd.us.com</a>
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**TOWN OF DISCOVERY BAY  
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Tim Forrester	Antioch Unified School District	779-7500	<a href="mailto:timforrester@antioch.k12.ca.us">timforrester@antioch.k12.ca.us</a>
Dana Eaton Greg Hetrick	Brentwood USD, Superintendent Emergency Planning	513-6300	<a href="mailto:deaton@brentwood.k12.ca.us">deaton@brentwood.k12.ca.us</a> <a href="mailto:ghetrick@brentwood.k12.ca.us">ghetrick@brentwood.k12.ca.us</a>
Debbie Burnette	Byron Union School District	634-6644	<a href="mailto:dburnette@byron.k12.ca.us">dburnette@byron.k12.ca.us</a>
Gloria Faircloth	Canyon Elementary School District	376-4671	<a href="mailto:gfaircloth@canyon.k12.cau.us">gfaircloth@canyon.k12.cau.us</a>
Mike McLaughlin	John Swett Unified School District	510-245-4300	<a href="mailto:mmclaughlin@jsusd.k12.ca.us">mmclaughlin@jsusd.k12.ca.us</a>
Theresa Estrada	Knightsen School District	625-0073	<a href="mailto:testrada@knightsen.k12.ca.us">testrada@knightsen.k12.ca.us</a>
Frank Brill	Lafayette School District	284-7011	<a href="mailto:fbrill@lafsd.k12.ca.us">fbrill@lafsd.k12.ca.us</a>
Eric Volta Adam Clark	Liberty Union High School District	634-2166	<a href="mailto:voltae@luhsd.net">voltae@luhsd.net</a> <a href="mailto:clarka@luhsd.net">clarka@luhsd.net</a>
Rami Muth	Martinez Unified School District	313-0480	<a href="mailto:rmuth@martinez.k12.ca.us">rmuth@martinez.k12.ca.us</a>
Bruce Burns	Moraga School District	376-5943	<a href="mailto:bburns@moraga.k12.ca.us">bburns@moraga.k12.ca.us</a>
Nellie Meyer	Mt. Diablo Unified School District	682-8000	<a href="mailto:meyern@mdusd.org">meyern@mdusd.org</a>
Richard K. Rogers	Oakley Union Elementary	625-0700	<a href="mailto:rrogers@ouesd.k12.ca.us">rrogers@ouesd.k12.ca.us</a>
Joe Jaconette Ed Silvas	Orinda Union School District	254-4901 x6223	<a href="mailto:jjaconette@orinda.k12.ca.us">jjaconette@orinda.k12.ca.us</a>
Steve Ahonen	Pittsburg Unified School District	473-2300	<a href="mailto:sahonen@pittsburg.k12.ca.us">sahonen@pittsburg.k12.ca.us</a>
Mary Shelton	San Ramon Valley Unified	552-5500	<a href="mailto:mshelton@srvusd.net">mshelton@srvusd.net</a>
Patricia Wool	Walnut Creek School District	944-6850	<a href="mailto:pwool@wcsd.k12.ca.us">pwool@wcsd.k12.ca.us</a>
Libby Montes Nation	West CC Unified School District	510-307-7862 510-375-3199	<a href="mailto:elizabeth.montestnation@wccusd.net">elizabeth.montestnation@wccusd.net</a>

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

**Community Based, Faith Based, Non-Government, Non-Profits and Volunteer Groups**

Name	Department	Phone	E-Mail
Sandra Scherer	Monument Crisis Center	825-7751	<a href="mailto:sscherer@monumentcrisiscenter.org">sscherer@monumentcrisiscenter.org</a>
Will McGarvey Jessica Natal	Interfaith Council (Central CCC)	933-6030	<a href="mailto:Eye4cee@gmail.com">Eye4cee@gmail.com</a> <a href="mailto:eye4cee@aol.com">eye4cee@aol.com</a>
C. Graham / R. Lueck	Salvation Army	286-7640 / 683-7865	<a href="mailto:graham.chuck@gmail.com">graham.chuck@gmail.com</a>
Jo Loss	Volunteer Center of the East Bay	472-5767	<a href="mailto:jloss@volunteereastbay.org">jloss@volunteereastbay.org</a> or <a href="mailto:@helpnow.org">@helpnow.org</a>
Dave Christensen	Later Day Saints/No Cal VOAD	785-5999	<a href="mailto:david@christensen.net">david@christensen.net</a>
Jim Morris	Food Bank	676-7543 x 226	<a href="mailto:jmorris@foodbankccs.org">jmorris@foodbankccs.org</a>
Cindy McMurry	Contra Costa Childcare Council	676-5442 x 3238	<a href="mailto:cindy.mcmurry@cocokids.org">cindy.mcmurry@cocokids.org</a>
Sue Fordan	Hospice of the East Bay	887-5678	<a href="mailto:suef@hospiceeastbay.org">suef@hospiceeastbay.org</a>
Peter Liddell	American Red Cross	603-7414	<a href="mailto:peter.liddell@redcross.org">peter.liddell@redcross.org</a>
Ronke Sodipo Terri Jones	East Bay Regional Center	691-2361; 691-2354	<a href="mailto:rsodipo@rceb.org">rsodipo@rceb.org</a> <a href="mailto:tjones@rceb.org">tjones@rceb.org</a>
Rhonda James	Contra Costa Crisis Center	939-1916 ext. 107	<a href="mailto:rhondaj@crisis-center.org">rhondaj@crisis-center.org</a>
Muri Banis	Association of Retarded Citizens	510-233-7303	<a href="mailto:mbanis@arcofcc.org">mbanis@arcofcc.org</a>
Dora Del Puerto	Independent Living Resources	363-7293	<a href="mailto:dorad@ilrsc.org">dorad@ilrsc.org</a>
Andrea Burton	Lions Center for the Visually Impaired	432-3013	<a href="mailto:aburtonlbc@yahoo.com">aburtonlbc@yahoo.com</a>
Mistie Glass	Hearing Impaired-Beyond the Words	979-1968	<a href="mailto:emailbtw@yahoo.com">emailbtw@yahoo.com</a>
Josh Sullivan	Developmental Disabilities Council of CCC	313-6836 219-6847 (c)	<a href="mailto:joshua.sullivan@hsd.cccounty.us">joshua.sullivan@hsd.cccounty.us</a>
Stuart McCullough	Youth Homes	299-9642	<a href="mailto:stuartm@youthhomes.org">stuartm@youthhomes.org</a> (or leslieh)
Louise Bourassa, ED Sara Marsh, Dir. clinical Svcs	CC Interfaith Housing	285-8694 / 944-2244 677-7267 / 510-439-6442	<a href="mailto:louise@ccinterfaithhousing.org">louise@ccinterfaithhousing.org</a> <a href="mailto:sara@ccinterfaithhousing.org">sara@ccinterfaithhousing.org</a>
Allison Sparks Douglas Jackson	United Way of the Bay Area	415-808-4300 415-808-4255?	<a href="mailto:asparks@uwba.org">asparks@uwba.org</a> ?
Nancy Nielsen	Lutheran Social Services	415-581-0891 x. 123	<a href="mailto:nnielsen@lssnorcal.org">nnielsen@lssnorcal.org</a>
Eleanor Bonner	Loaves and Fishes	687-6760	<a href="mailto:eleanor@loavesfishescc.org">eleanor@loavesfishescc.org</a>
Tim O'Keefe	Shelter Inc.	335-0698/957-7572	<a href="mailto:timo@shelterincofcc.org">timo@shelterincofcc.org</a> ; cynthiad@
Scott Danielson	CCC Area Agency on Aging	602-4174	<a href="mailto:sdanielson@ehsd.cccounty.us">sdanielson@ehsd.cccounty.us</a>
Connie James	CCHS Cultural Diversity	957-5421 / 5422	<a href="mailto:connie.james@hsd.cccounty.us">connie.james@hsd.cccounty.us</a>
Steve Krank Melanie Anguay	St. Vincent de Paul East County	439-5060 ext. 28 439-5060 ext. 19	<a href="mailto:s.krank@svdp-cc.org">s.krank@svdp-cc.org</a> <a href="mailto:m.anguay@svdp-cc.org">m.anguay@svdp-cc.org</a>
Shawn Decker	Goodwill	510-698-7221	<a href="mailto:info@eastbaygoodwill.org">info@eastbaygoodwill.org</a>
Jennifer Arevalo	Clinic Consortium	510-499-8156	<a href="mailto:jarevalo@clinicconsortium.org">jarevalo@clinicconsortium.org</a>
Gary Kingsbury	Bay Area Rescue Mission	510-215-4760	<a href="mailto:garyk@bayarearescue.org">garyk@bayarearescue.org</a>
Rick Palmer	CC VOAD	286-3047	<a href="mailto:propine@hotmail.com">propine@hotmail.com</a>

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

**Fire Departments and Districts**

Name	Department	Phone	E-Mail
Michael Bond	City of El Cerrito	510-215-4450 510-812-4262 (c)	<a href="mailto:mbond@ci.el-cerrito.ca.us">mbond@ci.el-cerrito.ca.us</a>
Adrian Sheppard	City of Richmond	510-307-8031 510-620-6989	<a href="mailto:adrian.sheppard@ci.richmond.ca.us">adrian.sheppard@ci.richmond.ca.us</a>
Steve Healy / D. Rein	Moraga Orinda Fire	258-4599 / 698-4575	<a href="mailto:shealy@mofd.org">shealy@mofd.org</a> / <a href="mailto:drein@mofd.org">drein@mofd.org</a>
Jeff Carman	CCC Fire Protection Dist.	941-3500 / 890-1100	<a href="mailto:jcarm@cccfd.org">jcarm@cccfd.org</a>
Hugh Henderson	East CC Fire Prot. Dist.	240-2131	<a href="mailto:hhenderson@eccfpd.org">hhenderson@eccfpd.org</a>
Jerold Littleton	Crockett Carquinez #78	510-787-1600 / 2717	<a href="mailto:litjl@aol.com">litjl@aol.com</a>
Charles Hanley	Rodeo Hercules Fire	510-799-4561	<a href="mailto:hanley@rhfd.org">hanley@rhfd.org</a>
Paige Meyer	San Ramon Valley FPD	838-6601	<a href="mailto:pmeyer@srvfire.ca.gov">pmeyer@srvfire.ca.gov</a>
Lance Maples	El Cerrito / Kensington	510-527-8395	<a href="mailto:kensingtonfirepd@aol.com">kensingtonfirepd@aol.com</a>
Robert Piper	Pinole Fire Department	510-724-8974	<a href="mailto:rpiper@ci.pinole.ca.us">rpiper@ci.pinole.ca.us</a>
Mike Marcucci	Cal Fire	408-472-1616	<a href="mailto:Mike.marcucci@fire.ca.gov">Mike.marcucci@fire.ca.gov</a>
Dan Tydingco	Chevron Fire	510-242-6003	<a href="mailto:jdt@chevron.com">jdt@chevron.com</a>

**Board of Supervisors**

Name	Department	Phone	E-Mail
Robert Rogers	John Gioia - District 1	510-374-3231	<a href="mailto:robert.rogers@bos.cccounty.us">robert.rogers@bos.cccounty.us</a>
Gayle Israel	Candace Andersen - District 2	957-8860	<a href="mailto:gayle.israel@bos.cccounty.us">gayle.israel@bos.cccounty.us</a>
Tomi Riley	Mary Piepho - District 3	252-4500	<a href="mailto:tomi.riley@bos.cccounty.us">tomi.riley@bos.cccounty.us</a>
Krystal Hinojosa	Karen Mitchoff - District 4	521-7100	<a href="mailto:krystal.hinojosa@bos.cccounty.us">krystal.hinojosa@bos.cccounty.us</a>
David Fraser	Federal Glover - District 5	427-8138	<a href="mailto:david.fraser@bos.cccounty.us">david.fraser@bos.cccounty.us</a>

**Reclamation Districts**

Name	Department	Phone	E-Mail
Mark Whitlock Jeff Butzlaff	Bethel Island Municipal ID District Manager	684-2210	<a href="mailto:makebethelislansafe@yahoo.com">makebethelislansafe@yahoo.com</a> <a href="mailto:bimid@sbcglobal.net">bimid@sbcglobal.net</a>
Tom Bloomfield	Bixler Tract RD 2121	550-5540	<a href="mailto:tom@bloomfieldcherries.com">tom@bloomfieldcherries.com</a>
Paul Soznowski	Bradford 2059	415-515-0140	<a href="mailto:angelia_bradford@sbcglobal.net">angelia_bradford@sbcglobal.net</a>
Sonnet Rodrigues Jeff Conway	Byron 800	634-2351	<a href="mailto:sonnet@rd800.org">sonnet@rd800.org</a> <a href="mailto:jconway@rd800.org">jconway@rd800.org</a>
Dante Nomellini Sr Mr. Rosten	Coney Island 2117	209-465-5883 209-836-0829	<a href="mailto:ngmplcs@pacbell.net">ngmplcs@pacbell.net</a>
Al Hoslett	Cypress Corridor/Dutch Slough 2137	209-943-5551	<a href="mailto:ahoslett@sbcglobal.net">ahoslett@sbcglobal.net</a>
David A. Forkel	Holland 2025	932-0251	<a href="mailto:dforkel@deltawetlands.com">dforkel@deltawetlands.com</a> <a href="mailto:dave.forkel@zks.com">dave.forkel@zks.com</a>
Angelia Tant	Hotchkiss 799	684-2398/580- 5566	<a href="mailto:rd799_angeliahope@yahoo.com">rd799_angeliahope@yahoo.com</a>
Tom Williams	Jersey Island 830	625-2279	<a href="mailto:williams@isd.us.com">williams@isd.us.com</a>
Dante Nomellini Sr Mr. Rosten	Orwood 2024 Palm 2036	209-465-5883 209-836-0829	<a href="mailto:ngmplcs@pacbell.net">ngmplcs@pacbell.net</a>
Ellis Stephens	Quimby 2090	415-391-5034	<a href="mailto:dianers@pacbell.net">dianers@pacbell.net</a>

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

Greg Torlai			
Dante Nomellini Jr. Coleman Folley	Veale 2065	209-465-5883 510-541-1586	<a href="mailto:dantejr@pacbell.net">dantejr@pacbell.net</a>
David A. Forkel	Webb 2026	932-0251	<a href="mailto:dforkel@deltawetlands.com">dforkel@deltawetlands.com</a>
Robert Calone	Winter Island 2122	432-3300	<a href="mailto:robertcalone@att.net">robertcalone@att.net</a>

**Private Sector, Industry and Critical Infrastructure**

Name	Department	Phone	E-Mail
P. Ohtaki/Dalisky	California Resiliency Alliance	650-328-0300	<a href="mailto:pohtaki@caresiliency.org">pohtaki@caresiliency.org</a>
Terry Gitlin	AAA	415-760-5071	<a href="mailto:terry.gitlin@goaaa.com">terry.gitlin@goaaa.com</a>
Joe Digue	Petroleum Mutual Aid Org. Chair	925-313-3741	<a href="mailto:Joe.digue@shell.com">Joe.digue@shell.com</a>
Tony Semenza	Contra Costa CAER	313-9296	<a href="mailto:ajsemenza@comcast.net">ajsemenza@comcast.net</a>
Bryan Windham	Wal-mart	408-204-2547	<a href="mailto:bryan.windham@wal-mart.com">bryan.windham@wal-mart.com</a>
Scott Etzel	DOW	432-5410	<a href="mailto:setzel@dow.com">setzel@dow.com</a>

**Communications / Public Information**

Name	Department	Phone	E-Mail
Heather Tiernan	Community Warning System	313-9635	<a href="mailto:htier@so.cccounty.us">htier@so.cccounty.us</a>
Gale Bowen	SO Dispatch Manager	313-2454	<a href="mailto:gbowe@so.cccounty.us">gbowe@so.cccounty.us</a>
David Nielsen	Chief Volunteer Communications Unit	383-8171	<a href="mailto:dniel001@so.cccounty.us">dniel001@so.cccounty.us</a>
Betsy Burkhart	Office of Communications & Media	313-1183	<a href="mailto:betsy.burkhart@contracostatv.org">betsy.burkhart@contracostatv.org</a>
Kate Fowlie	Contra Costa Health Services	370-5224	<a href="mailto:kate.fowlie@hsd.cccounty.us">kate.fowlie@hsd.cccounty.us</a>
Jimmy Lee	Office of the Sheriff	313-2643	<a href="mailto:jlee@so.cccounty.us">jlee@so.cccounty.us</a>
Red Cross PIO	Hotline	855-559-0333	<a href="mailto:ggsmedia@redcross.org">ggsmedia@redcross.org</a>
Chris Palmer Latricia Glover	A T and T	805-338-2704 925-824-8797	<a href="mailto:c.palmer@att.com">c.palmer@att.com</a>

**Tribal, State and Federal**

Name	Department	Phone	E-Mail
Catrina Christian	Cal OES	510-295-3340	<a href="mailto:catrina.christian@caloes.ca.gov">catrina.christian@caloes.ca.gov</a>
Dean Hoaglin	Intertribal Council of California	916-973-9581	<a href="mailto:deanh@itccinc.org">deanh@itccinc.org</a>
Leigh Boyd	Scotts Valley Tribal (Pomo Indians)	997-8594	<a href="mailto:lboyd@svtribaltanf.org">lboyd@svtribaltanf.org</a>
Robert Williamson	CCC Fairgrounds	470-0040	<a href="mailto:rwilliamson@ccfair.org">rwilliamson@ccfair.org</a>
Ron Maria	CA State Lands Commission	510-741-4950	<a href="mailto:mariar@slc.ca.gov">mariar@slc.ca.gov</a>
	Public Utilities Commission	800-649-7570	
Warden Dispatch	Fish and Wildlife	916-445-0045	
Cal Environmental Protection Agency	California Environmental Protection Agency (Cal EPA)	800-852-7550	
Flood Ops Center	Department of Water Resources	916-574-2619	
Roger Gass	NOAA		<a href="mailto:Roger.gass@noaa.gov">Roger.gass@noaa.gov</a>

MasterPOClist (Courtesy of Contra County OES)

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

**Additional Outside Agency Contacts**

CAL Trans - General Line	CALTrans	510-286-4444
CAL Trans - After Hours	CALTrans	510-286-6359
CAL Trans - Repairs	CALTrans	415-330-6500
		415-752-0900
CHP - 24 hour Dispatch	CHP	925-646-4980
Delta Community Presbyterian Church	Church	925-634-0184
Bay Area Air Quality Mgmt Dist.	Consultant	415-771-6000
Animal Control	Contra Costa County	925-335-8300
CCC - Public Works Department / Rich Montoya	Contra Costa County	925-427-8562
		925-260-5081
Contra Costa County Public Works	Contra Costa County	925-674-7744
Contra Costa Health Services	County Office	925-692-2535
Contra Costa LAFCO	County Office	925-646-4090
Dept. of General Services	County Office	714-558-4341
City of Antioch / Phil Harrington	Director of Operations	925-779-6820
Dept. of Motor Vehicles (Tracy)	DMV	800-777-0133
County Clerk Elections	Election	925-646-4166
Environmental Health - Contra Costa County	Environmental	925-646-5225
EPA - State Branch	Environmental	800-468-1786
CCC - Environmental Health Dept., Sherman Quinlan	Environmental Health	925-646-5225
		925-926-2074
Calif. Department of Fish and Game	Fish & Game	707-944-5500
ATF (Alcohol, Tobacco, & Firearms) S.F. Office	Government Agency	415-947-5100
FBI - San Francisco Office	Government Agency	415-553-7400
Discovery Bay Harbor Master	Harbor Master	925-634-5928
HAZMAT	Hazardous Waste	925-646-1112
Delta HHW Collection Facility	Hazardous Waste Disposal	925-756-1990
Center for Disease Control (CDC)	Health Services	404-639-3311
Department of Health Services Engineer	Health Services	510-620-3467
Health and Human Services (HHS)	Health Services	800-495-3232
Health Department, Contra Costa County	Health Services	925-646-5225
Health Department, State of California	Health Services	510-540-2158
State of California Health Department	Health Services	510-540-2158
Byron Bethany Irrigation	Irrigation System / Equip	925-634-3534
East Contra Costa Irrigation District	Irrigation System / Equip	925-634-3544
Antioch, City of	Maintenance	925-779-6950
Bethel Island	Municipal Improvement District	925-684-2210
California Parks & Recreation Society	Parks	916-665-2777
Burlington Northern Santa Fe Railroad	Railroad	800-285-2164
Santa Fe Railroad - Stop Train Emergency	Railroad	800-285-2164
Santa Fe Railroad Police Communications	Railroad	800-333-2383
SDRMA - Special District Risk Mgmt Authority	Safety	800-537-7790
Morgan's Masonry Supply	Sand Bags - Filled	925-837-7296

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

Byron Excelsior School/Benjamin Scinto	School	925-240-7360
		925-584-8212
		925-584-9508
Byron Unified School District	School	925-634-6644
Byron Union School District /Eric Prater, Suprtdnt	School	925-634-6644
		925-584-8916
Discovery Bay ElementarySchool/Allan Petersdorf Jr.	School	925-634-2159
Liberty High School/Tim Halloran	School	925-634-3521
Superintendent,Liberty Union High Schl Dist	School	925-634-2166
		925-634-2258
Timber Point Elementary School	School	925-634-4369
California Special Districts Assoc.	Town	877-924-2732
Contra Costa County Special Dist Assn	Town	925-688-8024
EBMUD	Utility/Water Co.	510-763-1035
		510-287-1126
Calif. Regional Water Quality Control Board	Wastewater	916-464-4730
Central Contra Costa County Sanitary Dist.	Wastewater	800-646-1431
Delta Diablo Sanitation District	Wastewater	925-756-1936
CA Regional Water Quality Control Board	Wastewater	916-464-3291
California Rural Water Association	Water	800-833-0322
		916-553-4900
Dept of Public Health Drinking Water Program MS	Water	916-449-5600
Calif. Department of Health Services	Water Agency	510-540-2192
Calif. Department of Water Resources	Water Agency	209-835-7106
Contra Costa Water District - Main Phone Number	Water Agency	925-688-8000
Diablo Water District General Mgr.	Water Agency	925-625-6159
		925-625-3798
State Water Resources Control Board	Water Agency	916-464-4734
SWRCB Accounting Office	Water Resource	916-464-4734
County of Contra Costa Public Works Dept	Water/streets	925-313-2324

# APPENDIX 3

# VENDOR AND PRIVATE SECTOR CONTACT INFORMATION

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

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**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

**Vendors and Private Sector Contacts**

BSK Analytical Lab	Analytical Labs	559-497-2888
BSK Sacramento Microbiology	Analytical Labs	916-853-9293
BioVir Laboratories Inc.	Analytical Labs	800-442-7342
Caltest Analytical Lab	Analytical Labs	707-258-4000
Frontier GeoSciences Inc.	Analytical Labs - Mercury	206-622-6960
Brentwood Reprographics	Architect / blueprinting / copying	925-516-3344
Brentwood Auto Parts Inc.	Auto Parts/Supplies	925-634-3952
Tracy Chevrolet Buick Olds	Automobiles	209-835-4500
Bay Area Barricade Services, Inc.	Barricade/Traffic Signs	925-686-1089
Alhambra	Bottled Water	800-453-0293
Arrowhead	Bottled Water	800-243-0305
Hofmann Land Development Co.	Builders	925-682-4830
Nalco Chemical Co.	Chemical	800-288-0879
		412-278-8600
Brenntag Pacific Inc	Chemical Whls Mfg.	323-832-5000
Basic Chemical Solutions	Chemical/Sales	650-363-1661
		866-855-2322
Delta Community Presbyterian Church	Church	925-634-0184
Dependable Carpet & Upholstery Cleaning	Cleaning/Carpet & Upholstery	925-516-0911
AT & T	Communications	888-278-3533
Caselle, Inc.	Computer Software	800-228-9851
Hewlett-Packard Co.	Computer Whls. Mfg.	800-727-2472
Central Concrete	Concrete Products	925-516-0290
Central Concrete Supply Co.	Concrete Products	408-293-6272
Global Environmental Services	Consultant/Environmental/Ecolo.	908-995-1555
Granite Construction Company	Contractor	209-982-4750
J.W. Backhoe & Construction (Jim)	Contractor	925-516-1266
All American Rentals	Contractor Equipment Rentals	510-792-4676
Conco West, Inc.	Contractor/Bldg.	209-239-2110
DRYCO Construction Inc.	Contractor/Bldg.	510-438-6500
Leighton Construction Inc.	Contractor/Bldg.	925-634-0917
Tri-Valley Air Systems, Inc.	Contractor/Bldg.	925-634-8801
William G. McCullough Co.	Contractor/Bldg.	925-757-1394
Dellinger Concrete Inc.	Contractor/Concrete	925-516-9664
Con J. Franke Electric Inc.	Contractor/Electric	209-462-0717
		209-833-7055
Telstar Instruments, Inc. (Paul Berson)	Contractor/Security	925-671-2888
Allied Crane Inc.	Crane Hoists/Service	925-427-9200
Storefront Door Service, Inc.	Doors/Garage	800-287-9214
R & S Erection of Concord Inc.	Doors/Gates	925-671-7606
Quality Door & Trim	Doors; Frames and Accessories	209-948-5013
Platt Electrical Supply Inc.	Electric Equipment/Supplies	925-682-8150
		800-257-5288
Siemens Energy & Automation	Electric Equipment/Supplies	800-205-2552

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

Applied Industrial Technologies	Electric Motor/Hydraulic;Indust.	209-983-4740
Alameda Electric Supply	Electrical	510-786-1400
Beasley Electric	Electrical	925-634-4671
Dahl-Beck Electric	Electrical	510-237-2325
Huble, Greg (American Retrofit)	Electrical	925-634-5823
Fawcett, John (Luhdorff & Scalmanini)	Engineering	530-661-0109
		530-308-1796
Gardner, Kurt (HERWIT Engineering)	Engineering	925-672-6599
		925-408-4010
Harris, Gregory (HERWIT Engineering)	Engineering	925-672-6599
		925-408-4011
Kleinfelder Inc.	Engineering	209-948-1345
MBK Engineers	Engineering	916-456-4400
Harris & Associates	Engineers/Bldg., Architecture	925-827-4900
Komex H2O Science	Environment/Ecological Consult.	714-379-1157
Moore Biological	Environmental/Ecological	209-745-1159
Sunstate Equipment Rentals	Equipment / Construction/Ind.	209-463-1682
Hertz Equipment Rental (Acct#2862284)	Equipment Rental	800-456-6492
Delta Fence Co.	Fencing	925-634-5990
Tap Plastics	Fiberglass / Plastics	209-937-9300
Contra Costa Fire Equipment	Fire Dept. Equip/Supplies	925-757-9436
Hydra Shield Mfg, Inc.	Fire Hydrant	972-252-8696
		972-594-7826
Golden Gate Petroleum	Fuel	925-634-3013
Pacific States	Fuel	800-679-1700
Ramos Oil	Fuel	209-465-6255
Van De Pol Enterprises, Inc.	Fuel	800-736-3421
		209-466-5921
Discovery Bay Disposal	Garbage Collection	925-634-3099
Pacific Gas & Electric - Customer Service	Gas and Electricity	925-459-8067
Jacqueline Clarke		925-525-5442
Outage/After Hours		925-588-5617
A & D Automatic Gate Co.	Gate Equip	650-365-8828
C & D Power - California Diesel & Power	Generators	925-229-2700
Agra Tech Inc.	Greenhouse Mfg	925-432-3399
		877-432-3336
Discovery Bay Harbor Master	Harbor Master	925-634-5928
Brentwood Ace Hardware	Hardware Supplier	925-634-3201
HAZMAT	Hazardous Waste	925-646-1112
Delta HHW Collection Facility	Hazardous Waste Disposal	925-756-1990
Sutter Delta Medical Center	Health Services	925-779-7200
Clipper Landing Home Owner's Assoc	Home Owner's Association	925-336-0168
Discovery Bay Country Club Resid Assoc	Home Owner's Association	800-428-5588
Harbor Bay Home Owner's Association	Home Owner's Association	408-448-3080
Inner Marina Circle Home Owner's Assoc	Home Owner's Association	925-746-0542
Lakeshore Home Owner's Association	Home Owner's Association	415-444-1600
Lido Circle Property Owner's Association	Home Owner's Association	909-931-7441

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

Sand Bay Isle Home Owner's Association	Home Owner's Association	209-644-4918
Southwest Quadrant Home Owner's Assoc	Home Owner's Association	925-682-4830
The Lakes Home Owner's Association	Home Owner's Association	925-743-3080
Aero-Mod Inc.	Industrial Equip/Supplies	785-537-4995
		787-537-9105
Byron Bethany Irrigation	Irrigation System / Equip	925-634-3534
East Contra Costa Irrigation District	Irrigation System / Equip	925-634-3544
Ewing Irrigation Products	Irrigation System / Equip	209-948-6933
JaniKing of California / Andres Delacruz	Janitorial	925-688-1120
Brut Force Janitorial	Janitorial / office	925-788-4637
FGL of Stockton	Labs	209-942-0182
McCampbell Analytical	Labs	877-252-9262
Sequoia Analytical	Labs	925-988-9600
Cleary Bros. Landscaping/Lakeshore Dev.	Landscaping	925-838-2716
A & L Western Agricultural Labs	Landscaping-Agricultural	209-529-4080
Luhdorff & Scalmanini / John Fawcett	Legal Counsel	530-661-0109
		530-308-1796
Neumiller & Beardslee	Legal Counsel	209-948-8200
		209-993-7130
Discovery Locks & More	Locksmith	925-634-0980
FedEx	Mailing/Shipping	800-382-8067
Antioch, City of	Maintenance	925-779-6950
Bedrock Masonry Inc	Masonry Contractor	925-634-7553
Golden State Flow Measurement Inc.	Meters	916-933-9554
Contra Costa Newspapers	Newspaper	925-943-8189
Contra Costa Times	Newspaper	925-943-8235
Office Depot - Customer Service	Office Equip/Supplies	800-888-4032
Kelly Moore Paint Co. Inc.	Paint	925-778-1359
California Parks & Recreation Society	Parks	916-665-2777
Kinder Morgan	Petroleum/Pipeline	925-798-8587
		213-624-9461
		213-624-9462
R & B Company	Pipe	866-632-7473
		925-757-3710
APS	Pipeline Cleaning/Spill Clean	925-634-7154
		925-240-1900
		209-815-3822
		925-382-1418
Williamson, Jim (JW Backhoe)	Pipeline Repair	925-980-8243
		925-516-1266
Antioch Plumbing, Inc.	Plumbing	925-757-1870
Hensen's Plumbing	Plumbing	925-634-0272
Advanced Infrastructure Technologies	Plumbing/Tools	310-532-9050
		323-573-0262
Pump Repair Service	Pump Repair	415-467-2150
Tri-State Pump, Inc.	Pumps	732-223-3222
		732-938-6109

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

Valley Pump/ Motor Works - Jerry Bartlett	Pumps	530-673-2930
		530-682-0670
ITT Flygt Corporation	Pumps/Mixers	707-422-9894
Holt of California	Pumps/Shoring/Compressors	800-736-8228
Rain for Rent	Pumps/Tanks	925-679-2803
		800-742-7246
Crump & Co., Inc.	Radiator/Heating	626-794-1685
Chip It Recycling Inc.	Recyclables - Processing	925-625-3800
Jim's Custom Roofing	Roofing	925-684-9163
Delta Rubber Co.	Rubber Products	800-745-0511
SDRMA - Special District Risk Mgmt	Safety	800-537-7790
Morgan's Masonry Supply	Sand Bags - Filled	925-837-7296
CAD Masters Inc	Schools/Business, vocational	925-939-1378
William D. White Co., Inc.	Security/Equip Co.	510-658-8167
A-1 Septic Tank Service, Inc.	Septic Tank/Plumbing	800-538-8820
		510-886-4455
Williams Sanitary Service	Septic Tank/Plumbing	925-634-4855
UPS	Shipping	800-811-1648
Pacific Development - Sandy Cove Center	Shopping Center	949-760-8591
R & M Signs	Signs	925-516-7446
Brentwood Banner and Sign	Signs/signaling/banners	925-516-0245
McMaster-Carr	Supplier	562-463-4277
USA Bluebook	Supplier	800-493-9876
Trojan Technologies, Inc.	Supplier / UV	519-457-3400
AT&T	Telephone	800-332-1321
ATT Communications / phone company	Telephone	800-750-2355
Verizon Wireless	Telephone	800-922-0204
InterCall	Telephone Equip.	877-211-6858
		678-365-2515
Nextel Communications	Telephone/Cell phones	877-639-8351
Brentwood Tire Company	Tire Supplier / Auto Repair	925-516-8700
BJ's Tow	Towing	925-757-3100
AW Direct	Towing Equip/Accessories	800-243-3194
California Special Districts Assoc.	Town	877-924-2732
Contra Costa County Special Dist Assn	Town	925-688-8024
Discovery Bay Chamber of Commerce	Town	888-832-3291
Evergreen Tree Care	Tree Service	925-825-8165
J.C. Tree	Tree Service	925-679-1400
JOMAC Ltd.	Truck Body	330-627-7727
JOMAC of Iowa	Truck Body	800-755-4488
Interstate Truck Center	Truck Repair	209-944-5821
Paul E Vaz Trucking	Trucking	209-334-9001
Phil's Diesel Clinic Inc.	Trucks - Service and Repair	925-634-4661
Minyard Excavating	Underground Pipe	209-833-4400
Underground Security Alert (USA)	Underground Security Alert	800-227-2600
T & T Valve and Instrument, Inc.	Valves	925-484-4898
Wes Tech	Wastewater Sewer Equipment	801-265-1000

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

WECO Industries	Wastewater Sewer Equipment	707-446-6661
Meyer Control Corp.	Wastewater / Water / SCADA	707-449-0341
California Rural Water Association	Water	800-833-0322
		916-553-4900
Fluid Conservation Systems Inc.	Water Leak Detection Equip	800-531-5465
Invensys (Sensus)	Water Meters	800-638-3748
Parkson Corporation	Water Pollution Control	954-974-6610
SWRCB Accounting Office	Water Resource	916-464-4734
Ed Walsh Company	Water Supplies	209-983-1358
Ferguson Enterprises (Westburne)	Water Supplies	925-432-7375
Loprest Water Treatment Company	Water Treatment	888-228-5982
Raven Environmental Products Inc.	Water Treatment - Equipment	314-822-1197
Service Master Contra Costa	Water/Fire Damage	925-288-0479
TechnoFlo Systems	Water/Wastewater Products	559-783-1207
Siemens Water Technologies Corp.	Waterworks	770-664-9334
		800-466-7873
Ultra Violet Devices, Inc.	Waterworks /Ultraviolet Tech.	661-295-8140
Kenko Utility and Supplies (Pittsburg)	Waterworks Equip/Supplies	888-792-6300
Kenko Utility Supply, Inc.	Waterworks Equip/Supplies	408-980-9711
Ferguson Waterworks	Waterworks/Equip & supplies	916-381-6100
		916-257-4108
Kirk Welding	Welding/Steel Fabricator	925-634-4250
Kirby's Pump & Mechanical, Inc.	Well & Pump Repairs	916-635-2735
Layne Christensen Company	Well Repairs	530-662-2825
Delta Cable & Supply Inc.	Wire Rope	209-944-9999
TPC Wire & Cable	Wire Rope/Cable	800-521-7935

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

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# **APPENDIX 4**

# **EMERGENCY NOTIFICATION PLAN and WATER SYSTEM INFORMATION**

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

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**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

**Town of Discovery Bay Special Services District  
Water System Information**

<b>System Identification Number</b>	CA0710009	
<b>System Name and Address</b>	Town of Discovery Bay Community Services District 1800 Willow Lake Road Discovery Bay, CA 94505-9376	
<b>Number of Service connections and Population Served</b>	6166 Service connections	15,000 Population
<b>Type of Source</b>	Well Water	
<b>Type of Treatment Provided</b>	Secondary Treatment	
<b>Number of Storage Tanks</b>	4 - Treated Water	0 - Raw Water
<b>Average Water Demand</b>	3.0 MGD	
<b>Maximum and Peak Water Demand</b>	N/A	N/A

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

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State of California—Health and Human Services Agency  
**Department of Public Health**



EDMUND G. BROWN JR.  
 Governor

**WATER QUALITY EMERGENCY NOTIFICATION PLAN**

Name of Utility: Town of Discovery Bay

Physical Location/Address: 1800 Willow Lake Road, Discovery Bay, CA 94505

The following persons have been designated to implement the plan upon notification by the State Department of Public Health that an imminent danger to the health of the water users exists:

Water Utility:		Telephone		
Contact Name & Title	Email Address	Day	Evening	Cell
1. Berney Sadler, Project Manager	berney.sadler@veolia.com	925-634-8137	925-305-9317	
2. Scott Biocic, Operations Supervisor	scott.biocic@veolia.com	925-634-8818	925-250-9851	
3. Virgil Koehne, Water & Wastewater Mgr.	vkoehne@todb.ca.gov	925-634-1131	925-683-3619	

The implementation of the plan will be carried out with the following State and County Health Department personnel:

State & County Health Departments:		Telephone	
Contact Name & Title		Day	Evening
1. Robert Brownwood, District Engineer	California Department of Public Health	(510) 620-3454	(510) 221-7596
2. Marco Pacheco, Sanitary Engineer	SWRCB Department of Drinking Water	(510) 620-3467	(510) 323-6131
3. Contra Costa Health Services	Environmental Health Department	(925) 692-2500,0	(925) 383-5445

4. If the above personnel cannot be reached, contact:

**Office of Emergency Services Warning Center (24 hrs) (800) 852-7550 or (916) 845-8911**  
 When reporting a water quality emergency to the Warning Center, please ask for the California Department of Public Health – Drinking Water Program Duty Officer.

See reverse for notification plan details.

Report prepared by:

*Scott Biocic* Operations Supervisor 2/5/2015  
 Signature and Title Date

## NOTIFICATION PLAN

During regular working hours our people will contact the news media at television station KRON4 to broadcast the necessary warning. The local radio stations will also be contacted. The television and radio personnel are available at all hours. As a follow-up measure, we will also contact the Contra Costa Times, a local newspaper that serves all of Contra Costa County including Discovery Bay.

The warnings will be issued to all members of the community. The Water and Wastewater manager of Discovery Bay will also be notified to use his resources, such as the police and fire department, to assist in notifying residents as needed.

A special telephone answering service can also be quickly set up at the utility headquarters (using the regular company numbers) to answer questions that will come in from consumers. Staff will man the main phone line in order to answer consumer questions..

It is anticipated that the time for notification to the television and radio audiences will be very short. Areas may be served by handbill and will be notified within an hour. For notification to be issued in other than normal hours, the same media will be contacted and an announcement will be scheduled for as long as is necessary.

KRON4  
1001 Van Ness Avenue  
San Francisco, CA 94109  
Main Switchboard: 415-441-4444  
Viewer Questions & Comments Hotline: 415-561-8186  
Breaking News Tip Line: 415-561-8000

Contra Costa Times (local contact information)  
Brentwood Press & Publishing Corporation  
248 Oak Street, Brentwood, CA 94513  
Phone: 925-634-1441  
Main Fax: 925-634-1975

KATD Radio 990 AM  
Phone: 925-439-9900

KSTN Radio 209 AM/FM  
Phone: 209-948-1420

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN  
Additional Required Notifications**

**Local Law Enforcement**

Agency	Person Notified	By	Time/Date

**Local Fire Departments**

Agency	Person Notified	By	Time/Date

**Federal Law Enforcement**

Agency	Person Notified	By	Time/Date

**County and State Office of Emergency Services**

Agency	Person Notified	By	Time/Date





**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

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# APPENDIX 5

# DISTRICT FACILITIES AND EQUIPMENT LIST

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

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**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

**TOWN OF DISCOVERY BAY FACILITIES**

All equipment, vehicles, grounds and facilities now existing within the present property boundaries of or being used to operate District's Treatment facilities located in Discovery Bay, CA at:

1. Wastewater Treatment Plant #1 (2500 Channel Road)
2. Wastewater Treatment Plant #2 (17501 Highway 4)
3. Willow Lake Water Treatment Plant (1800 Willow Lake Road)
4. Newport Water Treatment Plant (1800 Newport Drive)

All equipment, grounds and facilities now existing within the present property boundaries of pumping stations described as follows:

5. Lift Station "A" – Located between 4810 & 4820 Discovery Point
6. Lift Station "C" – Corner of Willow Lake Road and Beaver Lane
7. Lift Station "D" – Next to 750 Discovery Bay Boulevard
8. Lift Station "E" – Corner of Discovery Bay Boulevard and Cabrillo Point
9. Lift Station "F" – Corner of Willow Lake Road and Riverlake Road
10. Lift Station "G" – Corner of Willow Lake Road and Starboard Drive
11. Lift Station "H" – End of Marina Road
12. Lift Station "J" – Corner of Clipper Drive and Windward Point
13. Lift Station "R" – Corner of Newport Drive and Beacon Point
14. Lift Station "S" – North Edge of Regatta Park – Foghorn Way
15. Newport Lift Station – Corner of Newport Drive and Slifer Drive
16. Lakeshore Lift Station – End of Yosemite Way
17. Lakes Lift Station – End of Fern Ridge Circle
18. Lakes 4 Lift Station – End of Pine Hollow Circle
19. Bixler Lift Station – South end of Old River Elementary School
20. Golf Valve Station – Corner of Channel Road and Highway 4
21. Lift Station "W" – Wastewater Treatment Plant #1 – 2500 Channel Rd.

All equipment, grounds and facilities now existing within the present property boundaries of the water wells described as follows:

22. Well #1A (1037 Discovery Bay Boulevard)
23. Well #2 (Adjacent to 1535 Discovery Bay Boulevard)
24. Well #3 (Discovery Bay Blvd. south of Edgeview Dr.-Abandoned/Bldg. ONLY)
25. Well #4A (1800 Newport Drive)
26. Well #4 (Discovery Bay Blvd. north of Firwood-Abandoned/Bldg. ONLY)
27. Well #5B (Adjacent to 2400 Newport Drive)
28. Well #6 (1800 Willow Lake Road)
29. Well #7 (Newport Drive)

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

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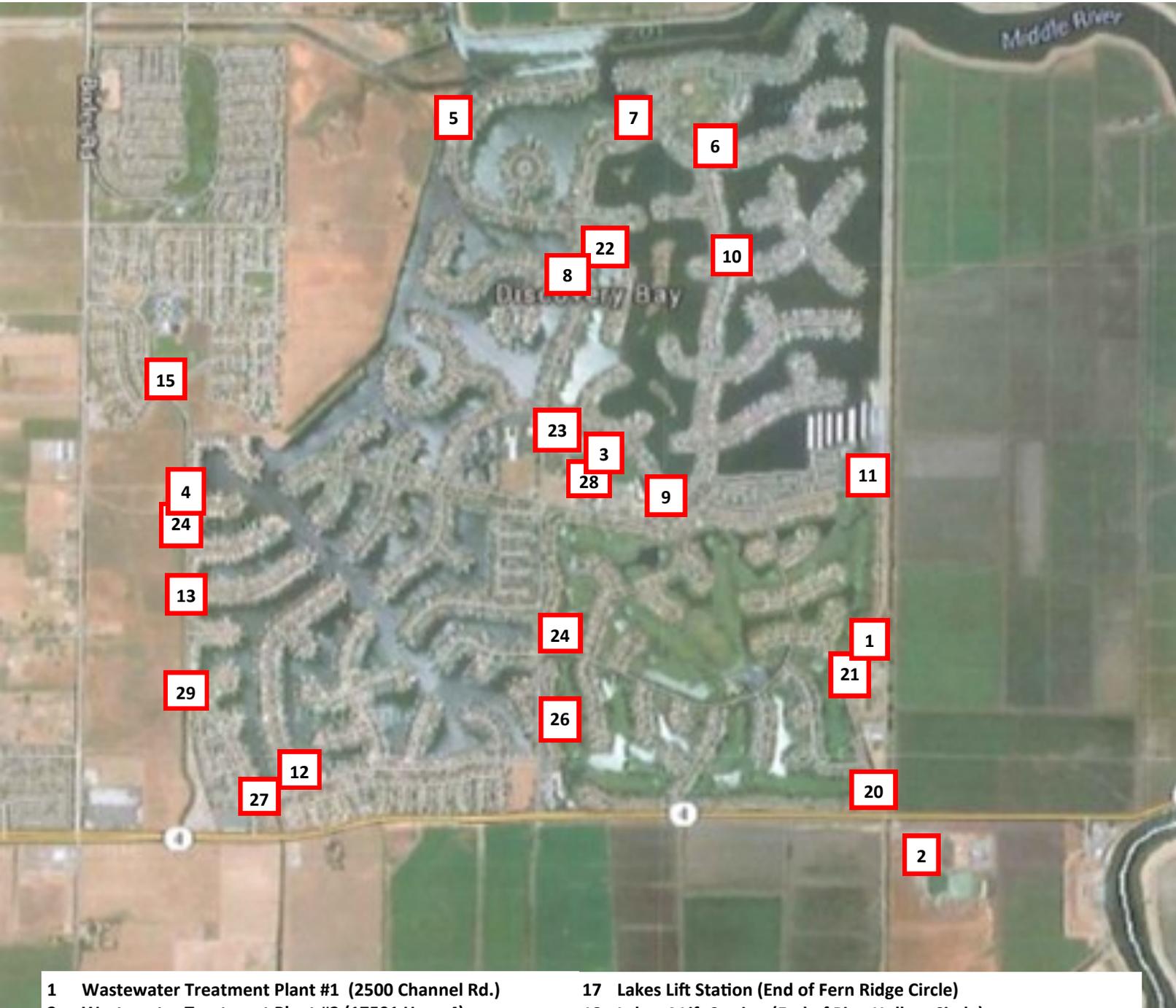


**TOWN OF DISCOVERY BAY**

**FACILITY LOCATIONS AND MAPS**

# TOWN OF DISCOVERY BAY FACILITIES

## AERIAL MAP



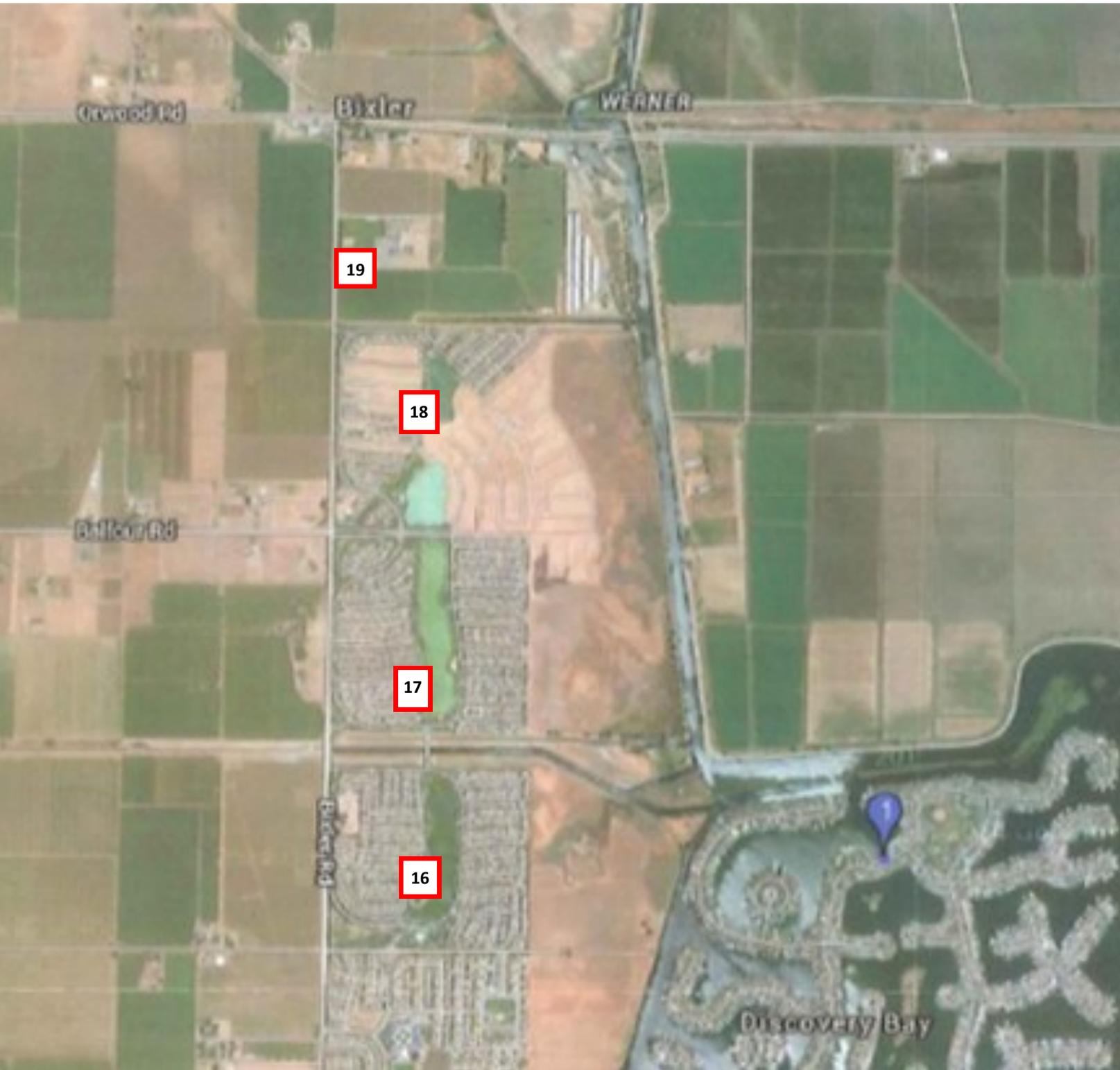
- |   |  |
|---|--|
| 1 Wastewater Treatment Plant #1 (2500 Channel Rd.)              | 17 Lakes Lift Station (End of Fern Ridge Circle)                             |
| 2 Wastewater Treatment Plant #2 (17501 Hwy. 4)                  | 18 Lakes 4 Lift Station (End of Pine Hollow Circle)                          |
| 3 Willow Lake Water Treatment Plant (1800 Willow Lake Rd.)      | 19 Bixler Lift Station (South end of Old River Elementary School)            |
| 4 Newport Water Treatment Plant (1800 Newport Dr.)              | 20 Golf Valve Station (Corner of Channel Rd. & Hwy. 4)                       |
| 5 Lift Station "A" (Between 4810 & 4820 Discovery Pt.)          | 21 Lift Station W (2500 Channel Rd.—Plant #1)                                |
| 6 Lift Station "C" (Corner Willow Lake Rd & Beaver Lane)        | 22 Well 1B (1037 Discovery Bay Blvd.)  |
| 7 Lift Station "D" (Next to 750 Discovery Bay Blvd.)            | 23 Well 2 (Adjacent to 1535 Discovery Bay Blvd.)                             |
| 8 Lift Station "E" (Corner of Discovery Bay Bl. & Cabrillo Pt.) | 24 Well 3 (Discovery Bay Bl. South of Edgeview Dr. -Abandoned—Building ONLY) |
| 9 Lift Station "F" (Corner of Willow Lake Rd. & Riverlake Rd.)  | 25 Well 4A (1800 Newport Dr.—Newport Water Treatment Plant)                  |
| 10 Lift Station "G" (Corner of Willow Lake Rd. & Starboard Dr.) | 26 Well 4 (Discovery Bay Blvd. north of Firwood—Abandoned—Building ONLY)     |
| 11 Lift Station "H" (End of Marina Rd.)                         | 27 Well 5B (Adjacent to 2400 Newport Dr.)                                    |
| 12 Lift Station "J" (Corner of Clipper Dr. & Windward Pt.)      | 28 Well 6 (1800 Willow Lake Rd.)   |
| 13 Lift Station "R" (Corner of Newport Dr. & Beacon Pt.)        | 29 Well 7 (2200 Newport Dr. at Capstan)                                      |
| 14 Lift Station "S" (North edge of Regatta Park-Foghorn Way)    |  |
| 15 Newport Lift Station (Corner of Newport Dr. & Slifer Dr.)    |  |
| 16 Lakeshore Lift Station (End of Yosemite Way)                 |  |

**Regatta  
AERIAL MAP**



**14 Lift Station "S" (North edge of Regatta Park-Foghorn Way)**

Lakeshore & Lakes  
AERIAL MAP



- 16 Lakeshore Lift Station (End of Yosemite Way)
- 17 Lakes Lift Station (End of Fern Ridge Circle)
- 18 Lakes 4 Lift Station (\*End of Pine Hollow Circle)
- 19 Bixler Lift Station (South end of Old River Elementary School)

**#1 & #21: Wastewater Treatment Plant #1 & Lift Station W (2500 Channel Rd.) - Above ground/Bldg.  
AERIAL MAP**



**#21  
Lift Station W**

**#1  
Wastewater Treatment  
Plant #1  
(2500 Channel Rd.)**

**#2: Wastewater Treatment Plant #2 (17501 Hwy. 4) - Above ground/Bldg.  
AERIAL MAP**



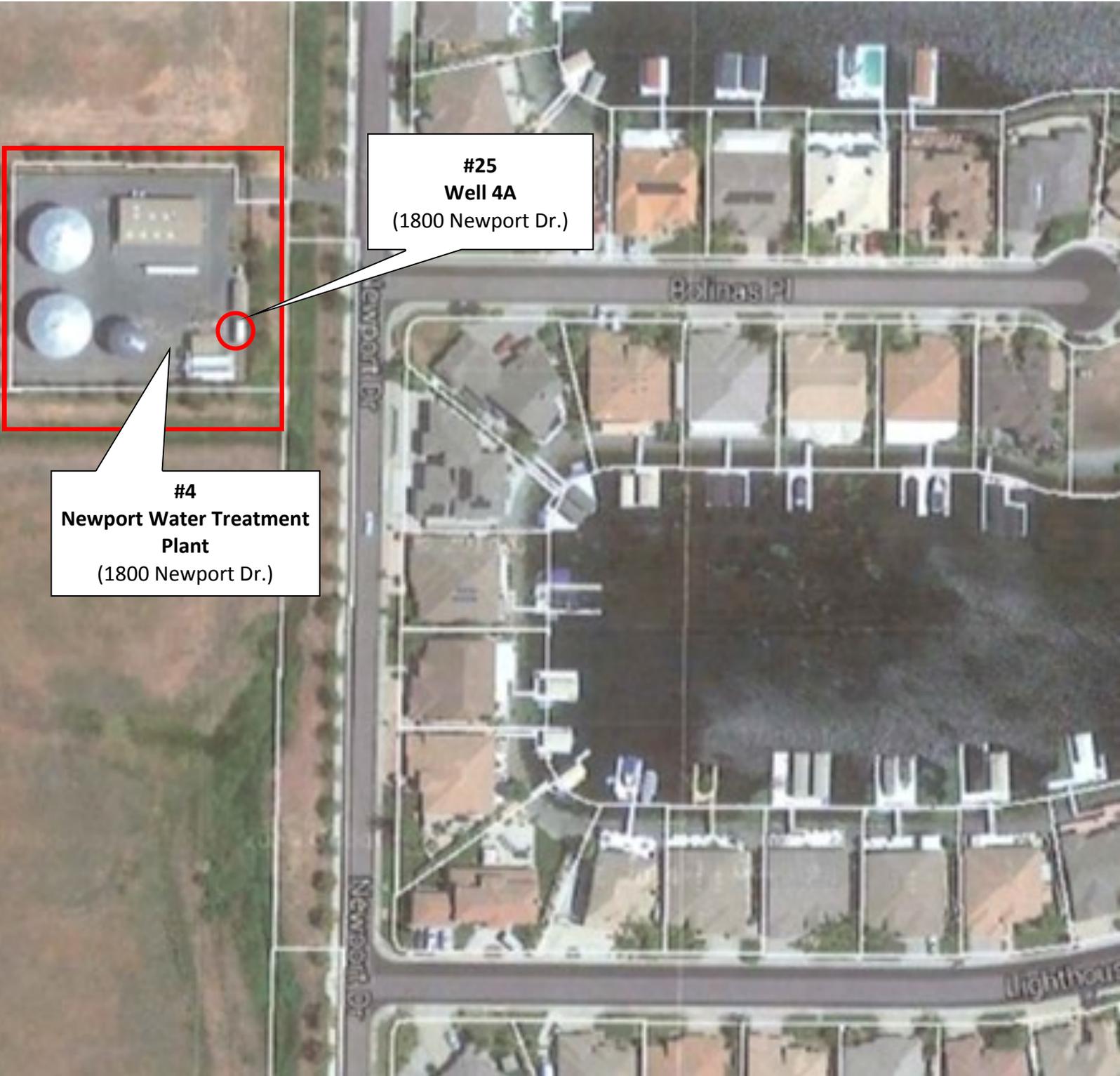
**#3 & #28: Willow Lake Water Treatment Plant & Well 6 (1800 Willow Lake Rd.) - Above ground/Bldg.  
AERIAL MAP**



**#3**  
**Willow Lake Water Treatment Plant**  
(1800 Willow Lake Rd.)

**#28**  
**Well 6**

**#4 & #25: Newport Water Treatment Plant & Well 4A (1800 Newport Dr.) - Above ground/Bldg.  
AERIAL MAP**



**#25  
Well 4A  
(1800 Newport Dr.)**

**#4  
Newport Water Treatment  
Plant  
(1800 Newport Dr.)**

**#5: Lift Station A (Between 4810 & 4820 Discovery Pt.) - NO Bldg./Underground  
AERIAL MAP**



**#6: Lift Station C (Corner of Willow Lake Rd. & Beaver Lane) - NO Bldg./Underground  
AERIAL MAP**



**#7: Lift Station D (Next to 750 Discovery Bay Blvd.) - NO Bldg./Underground  
AERIAL MAP**



**#7**  
**Lift Station D**  
(Next to 750 Discovery Bay Blvd.)

**#8: Lift Station E (corner of Discovery Bay Blvd. & Cabrillo Pt.) - NO Bldg./Underground  
AERIAL MAP**



**#9: Lift Station F (Corner of Willow Lake Rd. & Riverlake Rd.) - NO Bldg./Underground  
AERIAL MAP**



**#10: Lift Station G (Corner of Willow Lake Rd. & Starboard Dr.) - NO Bldg./Underground  
AERIAL MAP**



**#11: Lift Station H (End of Marina Rd.) - NO Bldg./Underground  
AERIAL MAP**



**#11  
Lift Station H  
(End of Marina Rd.)**

**#12: Lift Station J (Corner of Clipper Dr. & Windward Pt.) - NO Bldg./Underground  
AERIAL MAP**



**#13: Lift Station R (Corner of Newport Dr. & Beacon Pt.) - NO Bldg./Underground  
AERIAL MAP**



**#14: Lift Station S (North edge of Regatta Park—Foghorn Way) - NO Bldg./Underground  
AERIAL MAP**



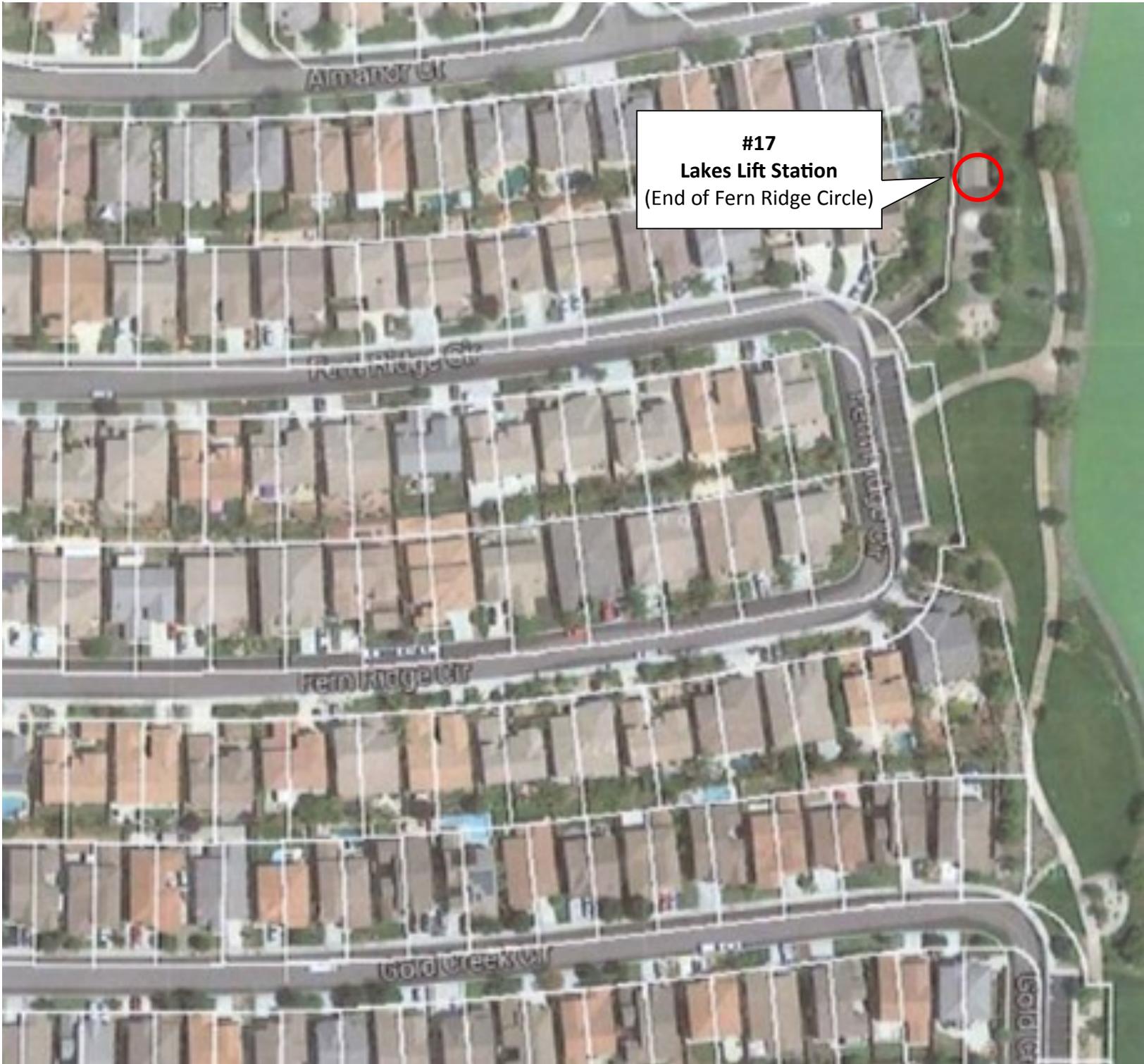
**#15: Newport Lift Station (Corner of Newport Dr. & Slifer Dr.) - Above ground/Bldg.  
AERIAL MAP**



**#16: Lakeshore Lift Station (End of Yosemite Way) - Above ground/Bldg.  
AERIAL MAP**



**#17: Lakes Lift Station (End of Fern Ridge Circle) - Above ground/Bldg.  
AERIAL MAP**



**#18: Lakes 4 Lift Station (End of Pine Hollow Circle) - Above ground/Bldg.  
AERIAL MAP**



**#19: Bixler Lift Station (South end of Old River Elementary School) - NO Bldg./Underground  
AERIAL MAP**



**#20: Golf Valve Station (Corner of Channel Rd. & Hwy. 4) - Above ground/Bldg.  
AERIAL MAP**



**#22: Well #1B (1037 Discovery Bay Blvd.) - Above ground/Bldg.  
AERIAL MAP**



**#23: Well #2 (Adjacent to 1535 Discovery Bay Blvd.) - Above ground/Bldg.  
AERIAL MAP**



**#24: Well #3 (Discovery Bay Blvd. at south of Edgeview Dr.—Abandoned/Bldg. ONLY)  
AERIAL MAP**



**#24**  
**Well 3**  
**Abandoned/Bldg. ONLY**  
Discovery Bay Blvd.-  
South of Edgeview Dr.)

**#26: Well #4 (Discovery Bay Blvd. north of Firwood—Abandoned/Bldg. ONLY)  
AERIAL MAP**



**#27: Well #5B (Adjacent to 2400 Newport Dr.) - Above ground/Bldg.  
AERIAL MAP**



**#29: Well #7 (2200 Newport Dr. at Capstan) - NO Bldg./Underground  
AERIAL MAP**

**#29**  
**Well 7**  
(2200 Newport Dr. at  
Capstan Pl.)



**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

**District Equipment**

Vehicle ID #	Year	Make/Model	Horse Power	Fuel Type	Vin #	License #
101	1995	International F82 Truck w/Conveyor	N/A	Diesel	9253	1169787
103	2006	Chevrolet HHR (Koehne)	N/A	Gas	8590	1222287
104	2006	Chevy / Jomac Utility Truck	N/A	Diesel	3550	1217613
105	2008	Ford / F250 (Goldsworthy)	N/A	Gas	8244	1309388
106	2008	Chevy / Colorado PU (Miller)	N/A	Gas	2656	1319608
107	2008	Aquatech Combination Cleaner-Vac Truck	N/A	Diesel	7675	1310628
108	2010	Ford / F150 - Long Bed (Hernandez)	N/A	Gas	8514	1358843
109	2011	Ford F-150 – Long Bed Extra Cab (Cardwell)	N/A	Gas	9162	1380458
110	2012	Ford Escape SUV (Howard)	N/A	Gas	8101	1396057
111	2012	Gator Utility/XUV550 S4	N/A	Gas	N/A	n/a
112	2015	Ford F-250 ¾ Ton Super Cab(Summers)	N/A	Gas	9118	1452501
113	2015	Ford F-150 ½ Ton Super Cab (Rocha)	N/A	Gas		TBD
114	2015	GEM 4 Passenger Cart (Electric)	N/A	N/A	4573	TDB
202	1999	Energy Generator 350KW (Well #5)	N/A	Diesel	1016	SE481328
203	1999	Gorman Rupp Pump (Trash Pump)	30hp	Gas	N/A	1153697
204	2000	Mighty Mover Multiquip Generator 60KW #1	77hp	Diesel	3261	1306775
205	2001	Whiteman Multiquip Generator 60KW #2	77hp	Diesel	6567	1306759
206	2004	PJ Trailer Mfg. Dump Hauler	N/A	N/A	2276	954074
207	2005	Forest River Emergency Utility Trailer	N/A	N/A	4000	1167686
208	2005	Texas Bragg Landscape Utility Trailer	N/A	N/A	5624	4GP7317
209	2005	Universal UTT460 Pressure Washer Trailer	13hp	Gas	8120	954075
210	2005	Universal UTS000 Trash Pump Trailer	11hp	Gas	8129	954076
211	2005	Cummins Multiquip Generator 150KW (Newport LS)	364hp	Diesel	9608	1306758
212	2006	Hull Fuel Tank w/Trailer (Diesel Fuel only)	1/4hp	Electric	8595	1306774
213	2006	Texas Bragg Equipment Trailer (16-ft)	N/A	N/A	4424	954088
214	2006	Texas Bragg 6x10MC - Cal-Trak Trailer	N/A	N/A	6855	1358832
215	2007	C&D Multi-Quip Generator 132KW @ Facility 1	N/A	Diesel	2237	1306757
216	2008	Multiquip WhisperWatt 45 Ultra Silent	56.7hp	Diesel	4444	1284819
217	2012	Pioneer Trash Pump		Diesel	2421	SE647309

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219	2012	Portable Message Board - ADDCO - Model DH500FM	N/A	N/A	E619	1437085
301	1999	Caterpillar Forklift GP30 K (6000-lb)	N/A	Propane	0402	n/a
302	2003	GEHL CTL-60 Track Loader	67hp	Diesel	0998	n/a
303	2002	Vaughan Lagoon Pumper		Electric		
305	2001	Caterpillar 3412 (17501 Hwy 4)	1114hp	Diesel		
306	2001	Caterpillar 3412 (1800 Willow Lake Rd.)	1114hp	Diesel		
307	2001	Caterpillar 3412 (2400 Newport Dr.)	1114hp	Diesel		
309	2012	Genie 50' Towable Boom Lift		N/A	0387	1326117
310	2012	Portable Message Board - ADDCO - Model DH500FM	N/A	N/A	E619	SE647310
311	2015	Multiquip Light Lower # LT6K	N/A	Diesel		
313	2015	Emergency Stand-By Generator - Well No. 7	N/A	Diesel	6553	

# APPENDIX 6

# EOC FORMS

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**Town of Discovery Bay - Emergency Operations Center  
Message Form**

<b>Message Information</b>	Date:	Time:	Msg#:	Inc#:	<b>Priority</b>
Received From: Telephone <input type="checkbox"/> Fax <input type="checkbox"/> Gov't Radio <input type="checkbox"/> Other Agency <input type="checkbox"/> Walk In <input type="checkbox"/>					Check One
<b>Message To:</b>			Phone:		<input type="checkbox"/> Life Threatening
<b>Message From:</b>			Phone:		<input type="checkbox"/> Urgent
<b>Received/Sent By:</b>			Phone:		<input type="checkbox"/> Non-Urgent
<b>ROUTING OF FORM</b>			<b>Message</b>		
<b>Management</b>		<b>ACTION</b>	<b>INFO</b>		
Director of Emergency Services					
Legal Officer					
<b>Operations</b>		<b>ACTION</b>	<b>INFO</b>		
Operations Section Chief					
<b>Planning &amp; Intelligence</b>		<b>ACTION</b>	<b>INFO</b>		
P&I Section Chief					
<b>Logistics</b>		<b>ACTION</b>	<b>INFO</b>		
Logistics Section Chief					
<b>Finance</b>		<b>ACTION</b>	<b>INFO</b>		
Finance Section Chief					

Original: Recipient      Yellow: Sender      Pink: P & I Section (Documentation Purposes)

**Town of Discovery Bay - Emergency Operations Center  
Message Form**

<b>Message Information</b>	Date:	Time:	Msg#:	Inc#:	<b>Priority</b>
Received From: Telephone <input type="checkbox"/> Fax <input type="checkbox"/> Gov't Radio <input type="checkbox"/> Other Agency <input type="checkbox"/> Walk In <input type="checkbox"/>					Check One
<b>Message To:</b>			Phone:		<input type="checkbox"/> Life Threatening
<b>Message From:</b>			Phone:		<input type="checkbox"/> Urgent
<b>Received/Sent By:</b>			Phone:		<input type="checkbox"/> Non-Urgent
<b>ROUTING OF FORM</b>			<b>Message</b>		
<b>Management</b>		<b>ACTION</b>	<b>INFO</b>		
Director of Emergency Services					
Legal Officer					
<b>Operations</b>		<b>ACTION</b>	<b>INFO</b>		
Operations Section Chief					
<b>Planning &amp; Intelligence</b>		<b>ACTION</b>	<b>INFO</b>		
P&I Section Chief					
<b>Logistics</b>		<b>ACTION</b>	<b>INFO</b>		
Logistics Section Chief					
<b>Finance</b>		<b>ACTION</b>	<b>INFO</b>		
Finance Section Chief					

Original: Recipient      Yellow: Sender      Pink: P & I Section (Documentation Purposes)

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# EOC ACTION PLAN

## Town of Discovery Bay



<b>OPERATIONAL PERIOD</b>	
<b>DATE:</b>	<b>TIME:</b>

**- EVENT BRIEFING -**

EVENT NAME:

DATE PREPARED:

TIME PREPARED:

CURRENT OPERATIONAL PERIOD (DATE/ TIME):

Town of Discovery Bay Community Services District

Special District

MAP SKETCH:

PREPARED BY:

APPROVED BY:

**- SUMMARY OF PRIORITIES, OBJECTIVES & ACTIONS -**

**OVERALL EVENT PRIORITIES**

**MANAGEMENT SECTION OBJECTIVES**

**OPERATIONS SECTION OBJECTIVES**

**PLANNING & INTELLIGENCE SECTION OBJECTIVES**

**LOGISTICS SECTION OBJECTIVES**

**FINANCE SECTION OBJECTIVES**

**ADDITIONAL INFORMATION:**





**Town of Discovery Bay  
Emergency Operations Center  
Situation Status Report**

**Date:**

**Time:**

**1. SITUATION SUMMARY**

(Narrative)

**2. FACILITIES STATUS:**

**3. INJURIES or FATALITIES:**

(Informational Purposes Only)

**4. COMMUNICATION SYSTEM STATUS:**

**5. LIST OF TOWN ISSUES TO BE ADDRESSED:**

**6. ADDITIONAL PERSONNEL & EQUIPMENT REQUIREMENTS:**

**7. ADDITIONAL INFORMATION:**

By (Director of Emergency Services): \_\_\_\_\_



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## Town of Discovery Bay – Facility Status Report

Name of Facility	In-Service	Out of Service	Condition of Facility
1. Wastewater Treatment Plant #1 (2500 Channel Road)			
2. Wastewater Treatment Plant #2 (17501 Highway 4)			
3. Willow Lake Water Treatment Plant (1800 Willow Lake Road)			
4. Newport Water Treatment Plant (1800 Newport Drive)			
5. Lift Station "A" – Located between 4810 & 4820 Discovery Point			
6. Lift Station "C" – Corner of Willow Lake Road and Beaver Lane			
7. Lift Station "D" – Next to 750 Discovery Bay Boulevard			
8. Lift Station "E" – Corner of Discovery Bay Boulevard and Cabrillo Point			
9. Lift Station "F" – Corner of Willow Lake Road and Riverlake Road			
10. Lift Station "G" – Corner of Willow Lake Road and Starboard Drive			
11. Lift Station "H" – End of Marina Road			
12. Lift Station "J" – Corner of Clipper Drive and Windward Point			
13. Lift Station "R" – Corner of Newport Drive and Beacon Point			
14. Lift Station "S" – North Edge of Regatta Park – Foghorn Way			
15. Newport Lift Station – Corner of Newport Drive and Slifer Drive			
16. Lakeshore Lift Station – End of Yosemite Way			
17. Lakes Lift Station – End of Fern Ridge Circle			
18. Lakes 4 Lift Station – End of Pine Hollow Circle			
19. Bixler Lift Station – South end of Old River Elementary School			
20. Golf Valve Station – Corner of Channel Road and Highway 4			
21. Lift Station "W" – Wastewater Treatment Plant #1, 2500 Channel Rd.			
22. Well #1A (1037 Discovery Bay Boulevard)			
23. Well #2 (Adjacent to 1535 Discovery Bay Boulevard)			
24. Well #3 (Discovery Bay Blvd. south of Edgeview Dr. (Abandoned/Bldg)			
25. Well #4A (1800 Newport Drive)			
26. Well #4 (Discovery Bay Blvd. north of Firwood-Abandoned/Bldg. ONLY)			

<b>27.</b> Well #5B (Adjacent to 2400 Newport Drive)			
<b>28.</b> Well #6 (1800 Willow Lake Road)			
<b>29.</b> Well #7 (Newport Drive)			

# APPENDIX 7

# HAZARD SPECIFIC CHECKLISTS

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

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**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

## Emergency Operating Procedures

### Hazard-Specific Checklists

All events are unique. Following are lists of various considerations for specific types of emergencies. These checklists are designed to be used in conjunction with the general duties of the positions outlined in **Section 3** (EOC Positional Checklists).

#### Table of Contents

<b>Earthquake</b> .....	5
<b>Winter Storms</b> .....	7
<b>Wildland Fire</b> .....	9
<b>Hazardous Materials Incidents (HAZMAT)</b> .....	11

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

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**TOWN OF DISCOVERY BAY  
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**Earthquake**

- Obtain Shake Map from USGS website to view the shaking intensity from the event.
- Determine the locations of structural damage. Attention should be focused on locations with trapped people.
- Determine the status of transportation infrastructures, such as bridges and roadways.
- Determine the status of communications systems to include broadcast television and radio media.
- Determine the locations of major firefighting efforts, both controlled and out-of-control fires.
- Determine the locations and severity of Hazardous Material releases and the impact on the general public.
- Determine the operational capability of critical facilities, i.e., the Community Center, schools, the water treatment system, the wastewater treatment system, electrical substations, etc.
- If evacuation is required, contact the Director of Emergency Services and Operations Section immediately. All evacuation activities should be coordinated throughout the Operations Section.
- Coordinate with the County EOC and the Red Cross, other public agencies, and / or non-profit agencies for shelter operations.
- Determine Public Safety needs, i.e., security, traffic control, and law enforcement needs. Communicate these to the County EOC.
- Work with the County to develop a system for building inspectors and structural engineers to inspect critical facilities.
- Work with the County to begin the process for inspection of bridges and roadways.
- Remove critical equipment and supplies stored in damaged facilities to prevent further damage or deterioration due to aftershocks and/or weather exposure.
- Continue to monitor USGS information about the earthquake such as magnitude, epicenter location, and date and time of occurrence.
- Use Shake Map data to deploy to the areas with most serious damage. The emergency response focus should be on search and rescue, emergency medical response, sheltering for the injured and displaced persons, and the prioritization of bridges, roadways, and other critical facilities.

**TOWN OF DISCOVERY BAY  
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- Obtain a status report of critical facilities that may have been damaged, then direct emergency personnel to those areas as needed. Major earthquakes may have the most widespread impact on the Town of any emergency.
- Obtain a status report on nearby highways and roads. Develop a consistent plan for the flow of traffic. Ensure adequate ingress and egress for emergency vehicles.
- Initiate a Critical Facilities log that indicates which of those facilities have been checked and their disposition. Refer to **APPENDIX 6** - EOC Forms.
- Be prepared to inform PG&E of any known electrical and gas complications.
- Be prepared to inform the County on water and wastewater system damage.
- In the event of a significant aftershock, repeat the above steps.

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

**Winter Storms**

- Coordinate with the National Weather Service for timely watches and warnings affecting the area.
- Stay in contact with the Contra Costa County EOC for updated flood information.
- Ensure the public is well informed regarding both storm and flooding watches and warnings.
- Obtain a status report on nearby highways and roads. Develop a consistent plan for the flow of traffic. Ensure adequate traffic control is in place to assist emergency vehicles with ingress and egress to incident scenes.
- Determine the need to conduct evacuations and sheltering activities.
- If evacuation is required, work with the General Manager and the County to distribute the information immediately. All evacuation activities should be coordinated throughout the Operations Section.
- Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation.
- As a point of reference, evacuation is the assisted removal of people before a threat arrives, while rescue is an issue that deals with the removal of persons once the threat is upon them.
- Ensure that field personnel are checking for downed power lines and inform PG&E immediately to prevent electrocution hazards.
- Coordinate with PG&E to share information concerning power outages.
- Floodwaters may carry additional health and safety risks, such as bacteria, raw sewage or hazardous substances. Sandbags tend to act as sponges for these hidden dangers, so ensure precautions are taken when handling them or coming into contact with the water itself.
- Ensure that field personnel watch potable water treatment facility tanks, wastewater treatment plant storage facilities for inundation or overflow.
- Coordinate with schools, daycare centers, etc. about proper precautions and emergency actions related to the storm.
- Determine the availability of shelters through the County and the American Red Cross.
- Coordinate with the County, the Red Cross, other public agencies, and / or non-profit agencies for shelter operations.

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

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**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

**Wildland Fire**

- EOC staffing levels will vary with the complexity and needs of the Town’s response to the fire. At a minimum, the Director of Emergency Services and the Operations Section will likely be needed.
- Immediately establish a liaison with the Fire Incident Commander (IC).
- Working through the Incident Command Post (ICP), determine the size of the involved area, both actual and potential.
- Working through the ICP, determine the apparent direction the fire is traveling and what lies in its path.
- If appropriate, the Director of Emergency Service could make a local Emergency Declaration.
- Obtain current and forecasted weather to project potential spread of the wildfire.
- Determine the need to conduct evacuations and sheltering activities.
- If evacuation is required, work with the General Manager and the County to distribute the information immediately. All evacuation activities should be coordinated throughout the Operations Section.
- As a point of reference, evacuation is the assisted removal of people before a threat arrives, while rescue is an issue that deals with the removal of persons once the threat is upon them.
- Constantly be aware of the potential for toxic smoke or fumes.
- Maintain ingress and egress routes for emergency vehicles.
- Establish a perimeter control, keeping unauthorized vehicles and pedestrians out of the involved areas.
- Notify all EOC Sections, the Director of Emergency Services, support agencies, adjacent jurisdictions, and / or any agency liaisons of situational changes.
- Determine the need for additional resources and request as necessary through the Logistics Section.
- If required, work with other agencies to establish a Joint Information Center (JIC) or coordinate with JIC(s) established by other jurisdictions.
- Formulate emergency public information messages and media responses using “one message, many voices” concepts.

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

- ❑ Ensure that reports of injuries, deaths, and major equipment damage due to wildfire response are communicated and coordinated with the Director of Emergency Services and the County prior to public dissemination.
  
- ❑ Activate and implement applicable mitigation plans, community recovery procedures, and Continuity of Operations Plan (if required) until normal daily operations can be completely restored.

**TOWN OF DISCOVERY BAY  
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**Hazardous Materials Incidents (HAZMAT)**

- EOC staffing levels will vary with the complexity and needs of the Town's response to the Hazardous Materials (HAZMAT) incident. At a minimum, the Director of Emergency Services and the Operations Section will likely be needed.
- Immediately establish a liaison with the Fire District Incident Commander and / or Law Enforcement Incident Commander (IC).
- Working through the Incident Command Post (ICP), determine the size of the involved area, both actual and potential.
- Working through the ICP, determine the apparent direction the plume (if one exists) is traveling and what lies in its path.
- Consider the potential effects of weather such as wind, rain, heat, etc.
- Be aware that a sudden release of hazardous materials may allow little time for an organized response. Field personnel may take the action of locking down individuals or have them "shelter in place."
- The Operations Section may assist field personnel on coordinating the evacuation of the affected area. Ensure that individuals in the hazardous area are warned and directed to leave the area by appropriate routes. The Section may also assist field personnel in the coordination of setting up a perimeter to prevent entry to the hazardous area.
- Ensure that field personnel stay upwind, uphill, and / or upstream from the HAZMAT location and at a safe distance.
- To ensure that the Director of Emergency Services and the Operations Section are aware of the material and what the incident involves, staff should consult the orange Emergency Response Guidebook for specific warnings, cautions and handling guidelines.
- Determine the need to conduct evacuations and sheltering activities.
- If evacuation is required, work with the General Manager and the County to distribute the information immediately. All evacuation activities should be coordinated throughout the Operations Section.
- Coordinate with the County, the Red Cross, other public agencies, and / or non-profit agencies for shelter operations.
- As a point of reference, evacuation is the assisted removal of people before a threat arrives, while rescue is an issue that deals with the removal of persons once the threat is upon them.

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

- Be aware that in the event that helicopters are required for medical evacuations, consider the potential spreading effect of the rotor downdraft. If required, work with the IC to choose a remote landing area.
- The Operations Section Chief should remain aware of the HAZMAT cleanup status.
- If required, the Logistics Section may assist field personnel with obtaining equipment and personnel to deal with emergency debris clearance.
- If required, the Logistics Section will coordinate with field personnel for the provision of emergency lights, power generation, and other equipment and supplies as needed.
- If required, work with other agencies to establish a Joint Information Center (JIC) or coordinate with JIC(s) established by other jurisdictions.
- Formulate emergency public information messages and media responses using “one message, many voices” concepts.
- Ensure that reports of injuries, deaths, and major equipment damage due to a HAZMAT incident are communicated and coordinated with the Director of Emergency Services and the County prior to public dissemination.

# APPENDIX 8

# GLOSSARY AND ACRONYMS LIST

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

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**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

**Glossary**

**A**

**Action Plan:** See Incident Action Plan.

**Agency:** An agency is a division of government with a specific function, or a nongovernmental 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, Jurisdictional Agency, and Multiagency Incident.)

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

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

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

**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.

**All-Risk:** Any incident or event, natural or human-caused, that warrants action to protect life, property, environment, and public health and safety, and minimize disruption of governmental, social, and economic activities.

**Area Command (Unified Area Command):** An organization established to oversee the management of (1) multiple incidents that are each being handled by an ICS organization, or (2) large or multiple incidents to which several Incident Management Teams have been assigned. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed. Area Command becomes Unified Area Command when incidents are multijurisdictional. Area Command may be established at an emergency operations center facility or at some location other than an Incident Command Post.

**TOWN OF DISCOVERY BAY  
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**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 Action Plan.

**Assistant:** Title for subordinates of the Command Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions.

**Assisting Agency:** An agency or organization providing personnel, services, or other resources to the agency with direct responsibility for incident management.

**Available Resources:** Resources assigned to an incident, checked in, and available for a mission assignment, normally located in a Staging Area

**B**

**Base:** The location at which primary Logistics 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 having functional or geographic responsibility for major parts of the Operations or Logistics functions. 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.).

**C**

**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. Check-in locations include: Incident Command Post (Resources Unit), Incident Base, Camps, Staging Areas, Helibases, Helispots, and Division Supervisors (for direct line assignments).

**Chief:** The ICS title for individuals responsible for functional Sections: Operations, Planning, Logistics, and Finance/Administration.

**TOWN OF DISCOVERY BAY  
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**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 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 consists of the Public Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander. They may have an Assistant or Assistants, as needed.

**Communications Unit:** An organizational Unit in the Logistics Section responsible for providing communication services at an incident. 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.

**Compacts:** Formal working agreements among agencies to obtain mutual aid.

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

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

**Cooperating Agency:** An agency supplying assistance other than direct operational or support functions or resources to the incident management effort.

**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 interagency) 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.

**Coordination Center:** A 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 oral between authorized agency or jurisdictional representatives at the incident.

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

**Crew:** See Single Resource.

**D**

**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 larger incidents.

**Demobilization Unit:** Functional Unit within the Planning Section responsible for assuring orderly, safe, and efficient demobilization of incident resources.

**Deputy:** 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 can be assigned to the Incident Commander, General Staff, and Branch Directors.

**Director:** The ICS title for individuals responsible for supervision of a Branch.

**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 ordered, mobilized, and assigned to an incident.

**Division:** Divisions are used to divide an incident into geographical areas of operation. A Division is located within the ICS organization between the Branch and the Task Force/Strike Team. (See Group.) Divisions are identified by alphabetic characters for horizontal applications and, often, by floor numbers when used in buildings.

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

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**E**

**Emergency:** Absent a Presidentially declared emergency, any incident(s), human-caused or natural, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

**Emergency Management Coordinator/Director:** The individual within each political subdivision that has coordination responsibility for jurisdictional emergency management.

**Emergency Operations Centers (EOCs):** The physical location at which the coordination of information and resources to support domestic incident management activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, county, city, tribal), or some combination thereof.

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

**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.

**F**

**Facilities Unit:** Functional Unit within the Support Branch of the Logistics Section that provides fixed facilities for the incident. These facilities may include the Incident Base, feeding areas, sleeping areas, sanitary facilities, etc.

**Federal:** Of or pertaining to the Federal Government of the United States of America.

**Field Operations Guide: (FOG)** A pocket-size manual of instructions on the application of the Incident Command System.

**Finance/Administration Section:** The Section responsible for all incident costs and financial considerations. Includes the Time Unit, Procurement Unit, Compensation/Claims Unit, and Cost Unit.

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**Food Unit:** Functional Unit within the Service Branch of the Logistics Section responsible for providing meals for incident personnel.

**Function:** Function refers to the five major activities in ICS: Command, Operations, Planning, Logistics, and Finance/Administration. The term function is also used when describing the activity involved, e.g., the planning function. A sixth function, Intelligence, may be established, if required, to meet incident management needs.

**G**

**General Staff:** A group of incident management personnel organized according to function and reporting to the Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief.

**Ground Support Unit:** Functional Unit within the Support Branch of the Logistics Section 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**

**Hazard:** Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

**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 natural or human-caused that requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes,

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tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

**Incident Action Plan (IAP):** An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.

**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 (IC):** The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

**Incident Command Post (ICP):** The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be collocated with the incident base or other incident facilities and is normally identified by a green rotating or flashing light.

**Incident Command System (ICS):** A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects 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, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

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

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

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**Incident Objectives:** Statements of guidance and direction necessary for the selection of appropriate strategy(ies), 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.

**Incident Types:** Incidents are categorized by five types based on complexity. Type 5 incidents are the least complex and Type 1 the most complex.

**Incident Support Organization:** Includes any off-incident support provided to an incident. Examples would be Agency Dispatch Centers, Airports, Mobilization Centers, etc.

**Initial Action:** The actions taken by resources that are the first to arrive at an incident site.

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

**Intelligence Officer:** The intelligence officer is responsible for managing internal information, intelligence, and operational security requirements supporting incident management activities. These may include information security and operational security activities, as well as the complex task of ensuring that sensitive information of all types (e.g., classified information, law enforcement sensitive information, proprietary information, or export-controlled information) is handled in a way that not only safeguards the information, but also ensures that it gets to those who need access to it to perform their missions effectively and safely.

**J**

**Joint Information Center (JIC):** A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC.

**Joint Information System (JIS):** Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander; advising the Incident Commander concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.

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**Jurisdiction:** A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., city, county, tribal, State, or Federal boundary lines) or functional (e.g., law enforcement, public health).

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

**K**

**Kinds of Resources:** Describe what the resource is (e.g., medic, firefighter, Planning Section Chief, helicopters, ambulances, combustible gas indicators, bulldozers).

**L**

**Landing Zone:** See Helispot.

**Leader:** The ICS title for an individual responsible for a Task Force, Strike Team, or functional unit.

**Liaison:** A form of communication for establishing and maintaining mutual understanding and cooperation.

**Liaison Officer (LNO):** A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies. The Liaison Officer may have Assistants.

**Logistics:** Providing resources and other services to support incident management.

**Logistics Section:** The Section responsible for providing facilities, services, and materials for the incident.

**Local Government:** A county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under State law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal organization, or in Alaska a Native village or Alaska Regional Native Corporation; a rural community, unincorporated town or village, or other public entity. See Section 2 (10), Homeland Security Act of 2002, Public Law 107-296, 116 Stat. 2135 (2002).

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**M**

**Major Disaster:** As defined under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5122), a major disaster is any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this Act to supplement the efforts and available resources of States, tribes, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

**Management by Objective:** A management approach that involves a four-step process for achieving the incident goal. The Management by Objectives approach includes the following: establishing overarching objectives; developing and issuing assignments, plans, procedures, and protocols; establishing specific, measurable objectives for various incident management functional activities and directing efforts to fulfill them, in support of defined strategic objectives; and documenting results to measure performance and facilitate corrective action.

**Managers:** Individuals within ICS organizational Units that are assigned specific managerial responsibilities, e.g., Staging Area Manager or Camp Manager.

**Medical Unit:** Functional Unit within the Service Branch of the Logistics Section responsible for the development of the Medical Emergency Plan, and for providing emergency medical treatment of incident personnel.

**Message Center:** The Message Center is part of the Incident Communications Center and is collocated or placed adjacent to it. It receives, records, and routes information about resources reporting to the incident, resource status, and administrative and tactical traffic.

**Mitigation:** The activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during, or after an incident. Mitigation measures are often formed by lessons learned from prior incidents. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards. Measures may include zoning and building codes, floodplain buyouts, and analysis of hazard-related data to determine where it is safe to build or locate temporary facilities. Mitigation can include efforts to educate governments, businesses, and the public on measures they can take to reduce loss and injury.

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**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, release, or reassignment.

**Multiagency Coordination (MAC):** The coordination of assisting agency resources and support to emergency operations.

**Multiagency Coordination Systems (MACS):** Multiagency coordination systems provide the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration, and information coordination.

**Multiagency Incident:** An incident where one or more agencies assist a jurisdictional agency or agencies. May be single or unified command.

**Mutual-Aid Agreement:** Written agreement between agencies and/or jurisdictions that they will assist one another on request, by furnishing personnel, equipment, and/or expertise in a specified manner.

**N**

**National Incident Management System (NIMS):** A system mandated by HSPD-5 that provides a consistent nationwide approach for Federal, State, local, and tribal governments; the private sector; and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; multiagency coordination systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.

**O**

**Officer:** The ICS title for the personnel responsible for the Command Staff positions of Safety, Liaison, and Public Information.

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

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**Operations Section:** The Section responsible for all tactical operations at the incident. Includes Branches, Divisions and/or Groups, Task Forces, Strike Teams, Single Resources, and Staging Areas.

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

**P**

**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 Section:** Responsible for the collection, evaluation, and dissemination of information related to the incident, and for the preparation and documentation of Incident Action Plans. The Section also maintains information on the current and forecasted situation, and on the status of resources assigned to the incident. Includes the Situation, Resources, Documentation, and Demobilization Units, as well as Technical Specialists.

**Preparedness:** The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Preparedness is a continuous process. Preparedness involves efforts at all levels of government and between government and private-sector and nongovernmental organizations to identify threats, determine vulnerabilities, and identify required resources. Within the NIMS, preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certification, and publication management.

**Preparedness Organizations:** The groups that provide interagency coordination for domestic incident management activities in a nonemergency context. Preparedness organizations can include all agencies with a role in incident management, for prevention, preparedness, response, or recovery activities. They represent a wide variety of committees, planning groups, and other organizations that meet and coordinate to ensure the proper level of planning, training, equipping, and other preparedness requirements within a jurisdiction or area.

**Prevention:** Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or

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quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice.

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

**Public Information Officer (PIO):** A member of the Command Staff responsible for interfacing with the public and media or with other agencies with incident-related information requirements.

**R**

**Recognition Primed Decision Making:** A model that describes how experts make decisions under stressful situations that are time critical and rapidly changing.

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

**Reinforced Response:** Those resources requested in addition to the initial response.

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

**Resources:** Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.

**Recovery:** The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, nongovernmental, and public-assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post-incident reporting; and development of initiatives to mitigate the effects of future incidents.

**Resource Management:** Efficient incident management requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under the NIMS includes mutual-aid agreements; the use of special Federal, State, local, and tribal teams; and resource mobilization protocols.

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**Resources Unit:** Functional Unit within the Planning Section 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.

**Response:** Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at preempting, interdicting, or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.

**S**

**Safety Officer:** A member of the Command Staff 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 organizational level having responsibility for a major functional area of incident management, e.g., Operations, Planning, Logistics, Finance/Administration, and Intelligence (if established). The section is organizationally situated between the Branch and the Incident Command.

**Segment:** A geographical area in which a Task Force/Strike Team Leader or Supervisor of a single resource is assigned authority and responsibility for the coordination of resources and implementation of planned tactics. A segment may be a portion of a Division or an area inside or outside the perimeter of an incident. Segments are identified with Arabic numbers.

**Service Branch:** A Branch within the Logistics Section responsible for service activities at the incident. Includes the Communication, 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.

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**Span of Control:** The number of individuals a supervisor is responsible for, usually expressed as the ratio of supervisors to individuals. (Under the NIMS, an appropriate span of control is between 1:3 and 1:7.)

**Staging Area:** Location established where resources can be placed while awaiting a tactical assignment. The Operations Section manages Staging Areas.

**Standard Operating Procedure (SOP):** Complete reference document or an operations manual that provides the purpose, authorities, duration, and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner.

**State:** When capitalized, refers to any State of the United States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, Guam, American Samoa, the Commonwealth of the Northern Mariana Islands, and any possession of the United States. See Section 2 (14), Homeland Security Act of 2002, Public Law 107-296, 116 Stat. 2135 (2002).

**Strategy:** The general direction selected to accomplish incident objectives set by the Incident Commander.

**Strategic:** Strategic elements of incident management are characterized by continuous long-term, high-level planning by organizations headed by elected or other senior officials. These elements involve the adoption of long-range goals and objectives, the setting of priorities, the establishment of budgets and other fiscal decisions, policy development, and the application of measures of performance or effectiveness.

**Strike Team:** A specified combination of the same kind and type of resources with common communications and a Leader.

**Supervisor:** The ICS title for individuals responsible for a Division or Group.

**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.

**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.

**Support Resources:** Non-tactical resources under the supervision of the Logistics, Planning, or Finance/Administration Sections, or the Command Staff.

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**T**

**Tactical Direction:** Direction given by the Operations Section Chief that includes the tactics required to implement the selected strategy, the selection and assignment of resources to carry out the tactics, directions for tactics implementation, and performance monitoring for each operational period.

**Tactics:** Deploying and directing resources on an incident to accomplish incident strategy and objectives.

**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 organization.

**Threat:** An indication of possible violence, harm, or danger.

**Time Unit:** Functional Unit within the Finance/Administration Section responsible for recording time for incident personnel and hired equipment.

**Type:** A classification of resources in the ICS that refers to capability. Type 1 is generally considered to be more capable than Types 2, 3, or 4, respectively, because of size, power, capacity, or, in the case of Incident Management Teams, experience and qualifications.

**Tools:** Those instruments and capabilities that allow for the professional performance of tasks, such as information systems, agreements, doctrine, capabilities, and legislative authorities.

**Tribal:** Any Indian tribe, band, nation, or other organized group or community, including any Alaskan Native Village as defined in or established pursuant to the Alaskan Native Claims Settlement Act (85 Stat. 688) (43 U.S.C.A. and 1601 et seq.), that is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians.

**U**

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

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**Unified Command:** An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the Unified Command, often the senior person from agencies and/or disciplines participating in the Unified Command, to establish a common set of objectives and strategies and a single Incident Action Plan.

**Unit:** The organizational element having functional responsibility for a specific incident Planning, Logistics, or Finance/Administration activity.

**Unity of Command:** The concept by which each person within an organization reports to one and only one designated person. The purpose of unity of command is to ensure unity of effort under one responsible commander for every objective.

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**List of NIMS and Emergency Management Acronyms**

ALS - Advanced Life Support

COG - Continuity of Government

CONOPS - Concept of Operations

COOP - Continuity of Operations

DES - Department of Emergency Services

DHS - Department of Homeland Security

DOC - Department Operations Center

EMAC - Emergency Management Assistance Compact

EMD - Emergency Medical Dispatch

EMI - Emergency Management Institute

EOC - Emergency Operations Center

EOP - Emergency Operations Plan

ERT - Emergency Response Team

FD - Fire Department

FEMA - Federal Emergency Management Agency

FOG - Field Operations Guide

GIS - Geographic Information System

GPS - Global Positioning System

HAZMAT - Hazardous Material

HSPD-5 - Homeland Security Presidential Directive-5

HSC - Homeland Security Council

HSOC - Homeland Security Operations Center

HSPD-8 - Homeland Security Presidential Directive-8

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IAEM - International Association of Emergency Managers

IAFF - International Association of Firefighters (union)

IAFC - International Association of Fire Chiefs (non-union)

IAP - Incident Action Plan

IC - Incident Commander

ICP - Incident Command Post

ICS - Incident Command System

IC or UC - Incident Command or Unified Command

IMAT - Incident Management Assistance Team

IS - Independent Study

JIC - Joint Information Center

JIS - Joint Information System

JOC - Joint Operations Center

LEOP - Local Emergency Operations Plan

LNO - Liaison Officer

NEMA - National Emergency Managers Association

NDMS - National Disaster Medical System

NFA - National Fireman's Association

NGO - Nongovernmental Organization

NIC - NIMS Integration Center

NIMS - National Incident Management System

NIMSCAST - National Incident Management System Capability Assessment Tool

NRCC - National Response Coordination Center

NRP - National Response Plan

ODP -Pollution Report

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PIO - Public Information Officer

PVO - Private Voluntary Organizations

R&D - Research and Development

RESTAT - Resources Status

ROSS - Resource Ordering and Status System

RRCC - Regional Response Coordination Center

SDO - Standards Development Organizations

SEOP - State Emergency Operations Plan

SITREP - Situation Report

SO - Safety Officer

SOP - Standard Operating Procedure

UAC - Unified Area Command

UC - Unified Commander

US&R - Urban Search and Rescue

WMD - Weapons of Mass Destruction

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**List of Additional Water-Related Acronyms**

AB - Assembly Bill

ABAG - Association of Bay Area Governments

ACL - Administrative Civil Liability

ACWA - Association of California Water Agencies

Af (or AF) - acre foot

AG - Attorney General

ALJ - Administrative Law Judge

APM - Administrative Procedures Manual

ARAR - Applicable or Relevant and Appropriate Requirements

ARB - Air Resources Board

ASBS - Areas of Special Biological Significance

ASIWPCA - Association of State and Interstate Water Pollution Control Administrators

ASPIS - Abandoned Site Program Information System

AWMC - Agricultural Water Management Council

AWQC - Areas of Water Quality Concern

BAT - Best Available Technology

BCDC - San Francisco Bay Conservation and Development Commission

BCP - Budget Change Proposal

BDO - Board, Department or Office within Cal/EPA

BLM - Bureau of Land Management

BMPs - Best Management Practices

BPT - Best Practicable Control Technology currently available

BPTCP - Bay Protection and Toxic Cleanup Program

BOF - Board of Forestry

BOD - Biochemical Oxygen Demand

BTU - British Thermal Unit

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CAO - Cleanup and abatement order

CAA - Cleanup and Abatement Account

CAF - Confined Animal Facilities (such as dairies and feedlots)

CAFO - Concentrated Animal Feeding Operations

Cal/EPA - California Environmental Protection Agency

CALFED - State-Federal Program focusing on Bay-Delta issues

CAL FIRE - California Department of Forestry and Fire Protection

CALPIRG - California Public Interest Research Group

CAO (also C&A) - Cleanup and Abatement Order (Water Code Section 13304)

CAPS - California Association of Professional Scientists

CASA - California Association of Sanitation Agencies

Cal Fire - California Department of Forestry

CalTrans - California Department of Transportation

CBE - Citizens for a Better Environment

CCC - California Coastal Commission

CCR - California Code of Regulations (State Water Board regulations are in Title 23)

CDO - Cease and Desist Order

CDAA - California District Attorneys Association

CDFG - California Department of Food and Agriculture

CEEIN - California Environmental Education Interagency Network

CEC - California Energy Resources Conservation and Development Commission

CEQA - California Environmental Quality Act

CERCLA - Comprehensive Environmental Response, Compensation and Liability Act of 1980

CESA - California Endangered Species Act

CFR - Code of Federal Regulations

cfs - cubic feet per second

CIWQS - California Integrated Water Quality System

COD - Chemical Oxygen Demand

COE - U.S. Army Corps of Engineers

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COG - Council of Governments

CSO - Combined Sewer Overflow

CHP - California Highway Patrol

CIWMB - California Integrated Waste Management Board

CLEAN - Cleanup Loans and Environmental Assistance Neighborhoods

COPP - California Office of Privacy Protection

CRMP - Coordinated Resource Management and Planning (refers to watershed groups)

CSAC - California State Association of Counties

CSD - Community Services District

CTR - California Toxics Rule

CSU - California State Universities and Colleges

CUPA - Certified Unified Program Agency

CVP - Central Valley Project

CWA - Clean Water Act

CWAP - California Water Pollution Control Association

CWEA - California Water Environment Association

CZARA - Coastal Zone Act Reauthorization Amendments

CZMA - Coastal Zone Management Act

DBCP - 1,2-Dibromo-3-chloropropane

DBW - Department of Boating and Waterways

DFG - Department of Fish and Game

DGS - Department of General Services

DHS - Department of Health Services

DMR - Discharge Monitoring Report

DNAPL - Dense Non-Aqueous Phase Liquid

DO - Dissolved Oxygen

DOC - Department of Conservation

DoD - Department of Defense (Federal)

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DPA - Department of Personnel Administration

DPR - Department of Pesticide Regulation

DTSC - Department of Toxic Substances Control

DWR - Department of Water Resources

DWR - Division of Water Rights

DWQ - Division of Water Quality

EBEP - Enclosed Bays and Estuaries Plan

EBMUD - East Bay Municipal Utility District

ECPP - Environmental Circuit Prosecutor Project

EDF - Environmental Defense Fund

EIA - Economic Impact Assessment

EIR - Environmental Impact Report

EIS - Environmental Impact Study

EJ - Environmental Justice

EPA - United States Environmental Protection Agency

ESA - Endangered Species Act

ET - Evapotranspiration

FEA - Federal Energy Administration

FERC - Federal Energy Regulatory Commission

FIFRA - Federal Insecticide, Fungicide and Rodenticide Act

FPPA - Federal Pollution Prevention Act

GAC - Granular Activated Carbon Treatment

GAMA - Groundwater Ambient Monitoring and Assessment

GIS - Geographic Information System

gpd - gallons per day

gpm - gallons per minute

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GWPS - Groundwater Protection Strategy

GWPS - Groundwater Protection Standard

HAR - Hydrogeologic Assessment Report

HSAR - Hydrogeologic Site Assessment Report

Hg - Mercury

HAZMAT - Hazardous Material

HFC - Hydrofluorocarbon

HWCA - Hazardous Waste Control Act

HWCL - Hazardous Waste Control Law

HWG - Hazardous Waste Generator

HWT - Hazardous Waste Treatment

IID - Imperial Irrigation District

ISWP - Inland Surface Waters Plan

IWMA - Integrated Waste Management Act

JPA - Joint Powers Authority

LA - Load Allocation

LAO - Legislative Analyst's Office

LACFCD - Los Angeles County Flood Control District

LCP - Local Coastal Program

LDR - Land Disposal Restrictions

LEA - local enforcement agency

LI - Langelier Index

LIA - Local Implementing Agency

LIAC - Local Implementing Agency Committee

LID - Low Impact Development

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LLNL - Lawrence Livermore National Laboratory

LLRW - Low-Level Radioactive Waste

LOCC - League of California Cities

LOP - Local Oversight Program (underground tanks program)

LTMS - Long-Term Management Strategy

LUFT - Leaking Underground Fuel Tank

LUST - Leaking Underground Storage Tank

MCC - Management Coordinating Committee

MCP - Municipal Compliance Plan

mcl - maximum contaminant level

MDL or mdl - maximum daily load or Method Detection Limit

mg - Milligram

mg/l - milligrams per litre

mgd - million gallons per day (a typical measurement of effluent flow rate)

MMA - Marine Managed Area

MMP - Mandatory Minimum Penalty

MOA - Memorandum of Agreement

MOU - Memorandum of Understanding

MPRSA - Marine Protection, Research and Sanctuaries Act

MSCA - Multi-Site Cooperative Agreement

MSW - Municipal solid waste

MTBE - Methyl Tertiary Butyl Ether

MS4s - Municipal Separate Storm Sewer Systems

MWD - Metropolitan Water District of Southern California

NAIL - Non-Aqueous Phase Liquid

NEPA - National Environmental Policy Act of 1969

NMFS - National Marine Fisheries Service

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NOI - Notice of Intent

NOAA - National Oceanic and Atmospheric Administration

NOHSCP - National Oil and Hazardous Substances Contingency Plan

NPDES - National Pollutant Discharge Elimination System

NPL - National Priorities List

NPS - Nonpoint Source

NRDC - Natural Resource Defense Council

NRT - National Response Team

NTR - National Toxics Rule

OAL - Office of Administrative Law

OCC - Office of Chief Counsel

OCSD - Orange County Sanitation District

OEHHA - Office of Environmental Health Hazard Assessment

OES - Office of Emergency Services

OPA - Office of Public Affairs

OPR - Governor's Office of Planning and Research

ONRW - Outstanding Natural Resource Waters

OSC - On-Scene Coordinator

PCB - Polychlorinated Biphenyls

PCE - Perchloroethylene

PCP - Pentachlorophenol (also Tetrachloroethylene)

PCDD - Polychlorinated Dibenzo-p-dioxins

PCDF - Polychlorinated Dibenzofurans

PECG - Professional Engineers in California Government

PIC - Products of Incomplete Combustion

POTW - Publicly Owned Treatment Work

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ppb - parts per billion

ppm - parts per million

PPP - Pollution prevention plans

Prop. 65 - Safe Drinking Water and Toxic Enforcement Act of 1996

PRP - Potentially Responsible Party

PSI - Pollutant Standards Index

PUC - Public Utilities Commission

PUD - Public Utility District

PY - Personnel Year

QA/QC - Quality Assurance/Quality Control

QNCR - Quarterly Noncompliance Report

QSA - Quantification Settlement Agreement

RA - Resources Agency

RCD - Resource Conservation District

RCRA - Resource Conservation and Recovery Act

RFP - Request for Proposal

ROWD - Report of Waste Discharge

SAA - Streambed Alteration Agreements

SAP - State Assistance Program

SARA - Superfund Amendments and Reauthorization Act of 1986

SAWPA - Santa Ana Watershed Project Authority

SB - Senate Bill

SBE - State Board of Education

SCC - State Coastal Conservancy

SCCWRP - Southern California Waters Research Project

SDE - State Department of Education

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SDWA - Safe Drinking Water Act

SEP - Supplemental Environmental Project

SFM - State Fire Marshal

SIP - Statewide Implementation Policy

SITE - Superfund Innovative Technology Evaluation Program

SLC - State Lands Commission

SLIC - spills, leaks, investigations and cleanups

SMBRP - Santa Monica Bay Restoration Project

SMCRA - Surface Mining Control and Reclamation Act (1977)

SMW - State Mussel Watch

SNC - Significant Noncompliance

SOC - Synthetic Organic Chemical

SPCC - Spill Prevention, Containment and Countermeasures Plan

SPII - State Personal Information Inventory

SRF - State Revolving Fund

SSO - Sanitary Sewer Overflow

SWAT - Solid Waste Assessment Test

SWIM - System for Water Information Management (now referred to as WIN)

SWP - State Water Project

SWQPA - State Water Quality Protection Area

SWRCB - State Water Resources Control Board – official and formal name

TAC - Technical Advisory Committee

TBT - Tributyltin

TCA - Trade and Commerce Agency

TCE - Trichloroethylene

TDS - Total Dissolved Solids

THP - Timber Harvest Plan

THM - Trihalomethane

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TMDL - Total Maximum Daily Load

TPCA - Toxic Pits Cleanup Act

TQM - Total Quality Management

TRPA - Tahoe Regional Planning Agency

TSCA - Toxic Substances Control Act

TSM - Toxic Substances Monitoring

TTLC - Total Threshold Limit Concentration

UC - University of California

ug/l - Micrograms per liter

UIC - Underground Injection Control

USBR - United States Bureau of Reclamation

USDA - United States Department of Agriculture

U.S.EPA - United States Environmental Protection Agency

USFS - United States Forestry Service

USGS - United States Geological Survey

UST - Underground Storage Tanks

USTCF - Underground Storage Tank Cleanup Fund

VOC - Volatile Organic Compound

WDID - Waste Discharge Identification

WDIS - Waste Discharger Information System

WDR - Waste discharge requirements

WIN - Water Information Network

WLA - Waste Load Allocation

WMU - Waste management unit

WQA - San Gabriel Water Quality Authority

WQCC - Water Quality Coordinating Committee

WSP - Waste Stabilization Ponds

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WSWC - Western States Water Council

WWD - Westlands Water District

WWTP - Wastewater Treatment Plant

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# **ANNEX A**

## **DISASTER SERVICE WORKER POLICY**

### **WHAT TO DO DURING A DISASTER**

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# **TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN**

## **Background**

All employees of the Town of Discovery Bay Community Services District are designated by state law to be “Disaster Service Workers.” In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employees’ normal work assignments and may continue through the recovery phase of the emergency.

Disaster Service Workers subject to such disaster services as may be assigned to them by their superiors or by law is stated in California Government Code, Chapter 8, Division 4, Title 1, Section 3100 through 3109.

Disaster Service Workers provide for the protection of the general health and safety of the people and property of California from the effects of natural, man-made, or war-caused emergencies which result in conditions of disaster or extreme peril to life, property, and resources.

## **Procedures**

When a local emergency has been declared, District employees have the added and extremely important role of helping the community. Depending on the magnitude of the disaster, Town employees may be directed to act outside the ordinary scope of their employment to support the community’s emergency response.

## **Responding to a Disaster While at Work**

- Employee safety is paramount. When a disaster occurs, employees shall follow the District Emergency Action Plan for their assigned office. Once safety has been established, employees are encouraged to contact family members and loved ones to ensure their safety.
- Personnel with pre-established emergency response assignments shall respond in accordance with those assignments.
- Personnel with no pre-established emergency response assignments are expected to remain at work if it is safe to do so. Supervisors will provide information regarding specific assigned duties and reporting locations.

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**Responding to Work Following a Disaster Outside of Normal Working Hours**

- Family and loved ones are priority. Employees shall make certain that their family is safe and afforded shelter before reporting to work.
- Personnel with pre-established emergency response assignments shall respond in accordance with those assignments.
- All employees without pre-established emergency response assignments shall call their supervisor as soon as practical to receive reporting instructions. If a supervisor is unavailable, the employee is instructed to call the Town Office at **(925) 634-1131** for reporting instructions. It may take some time for disaster operations to mobilize; check back often for reporting updates.
- Employees who are unable to report for disaster service work should contact their supervisor as soon as possible and advise why they are unable to report for work and when they expect to be able to come to work. The employee shall update their supervisor every 24 hours regarding his/her inability to report to work.
- District employees are expected to report to work at their normally scheduled time unless they are informed otherwise.

**What to Expect**

The State of California recognizes 13 DSW job categories that fall within two divisions: *specialized* and *general*. Most, if not all, employees will fall under the general job category, which includes administration, human services, laborer, and logistics. When possible, employees will be assigned duties that as closely as possible resemble their current job classification duties. Duties may require employees to work at locations, times, and conditions that differ from the employee's normal scope of work. Employees will not be assigned a duty or function they do not know how to perform or have not received adequate training to complete.

**Compensation**

- The District will compensate employees performing disaster service work, as long as the employee has taken and subscribed to the Loyalty Oath, which all employees are required to sign at the commencement of District employment.
- When a disaster service duty is assigned, employees are required to document start and end times of their shifts.

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- If an employee is unable to report to work, or wishes to leave work to check on family members or private property affected by a disaster, the employee shall follow established policies regarding leave.

**Prepare Your Home and Train Your Family**

By nature, disasters are unpredictable, but employees can take several precautions to protect themselves and their loved ones in a time of crisis. Develop a family emergency plan, establish a method for communicating with separated family members, and create a home emergency cache and a vehicle “go bag” that contain important supplies such as food, water, a change of clothes, or anything else that would be helpful during an emergency. See **ANNEX F** of this plan for additional information.

**Training**

- Upon employment, Town employees will be made aware of the District’s Disaster Service Worker Policy.
- Whenever possible, employees are encouraged to participate in Incident Command System (ICS) or Standardized Emergency Management System (SEMS) training. Many of these courses are available online through the Federal Emergency Management Agency.
- Additional trainings will be scheduled on an as needed basis.

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# **ANNEX B**

# **BOARD DUTIES AND RESPONSIBILITIES**

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The role of the Town's (District) Governing Board during an emergency is to support the Director of Emergency Services and the activities of the Emergency Operation Center (EOC). The Chair and Board members do not have a direct role in the emergency operation.

**Action Checklist**

- Respond when called to the EOC to receive a briefing from the Director of Emergency Services on the nature and status of the emergency.
- Assist the Director of Emergency Services in providing liaison to other elected officials and government agencies.
- Liaison with public or community organizations (e.g., HOAs, Country Club, media, schools, service clubs, business organizations).
- Ratify an emergency proclamation (if one is declared) at a special Board meeting within seven (7) days after its issuance by the Director of Emergency Services.
- Hold Board meetings as required to address legal or policy issues arising from the emergency.
- Be available for public information purposes as requested by the Director of Emergency Services.

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# **ANNEX C**

# **WATER EMERGENCY FIELD RESPONSE**

# **THE INCIDENT COMMAND SYSTEM (ICS)**

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**The Use of the ICS in Water Emergencies**

As stated in **Section 1** of this Plan, the Field Response Level is where Town and Veolia personnel and resources, under the direction of an Incident Commander, carry out tactical decisions and activities in direct response to a water or wastewater-related emergency.

**General ICS Information**

The Incident Command System is used to manage an emergency incident or a non-emergency event. It can be used for both small and large situations.

The system has considerable internal flexibility. It can grow or shrink to meet differing needs, which makes it a very cost-effective and efficient management system. Listed below are examples of the kinds of incidents and events that can use the ICS.

Use of the Incident Command System includes the following applications:

- Fires, HAZMAT, and multi-casualty incidents
- Multi-jurisdictional and multi-agency disasters
- Wide-area search and rescue missions
- Pest eradication programs
- Oil spill response and recovery incidents
- Single- and multi-agency law enforcement incidents
- Air, rail, water, and ground transportation accidents
- Planned events, such as celebrations, concerts, and parades
- Private sector emergency management programs
- State and local major natural hazard management
- Water and waste-water system emergency incidents

**General ICS Organization**

The organization of the Incident Command System is built around the same five major management activities as SEMS. These five management activities are the foundation upon which the incident management develops. They apply whether handling a routine emergency, organizing a major event, or managing a major response to a disaster.

**Command Section**

The Command section sets objectives and priorities. Command has overall responsibility at the incident.

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### **Incident Commander**

The Incident Commander (IC) is the person who is in charge at the incident and who must be fully qualified to manage the incident. As incidents grow in size or become more complex, a more highly qualified person may be assigned as IC by the responsible jurisdiction or agency.

### **Public Information Officer**

At the event, the Public Information Officer (PIO) is the point of contact for the media or other organizations seeking information directly from the incident.

### **Safety Officer**

The Safety Officer monitors safety conditions and develops measures for assuring the safety of all assigned personnel.

### **Liaison Officer**

The Liaison Officer, on larger incidents or events, communicates with representatives from other agencies to coordinate each agency's involvement. The Liaison Officer will be their primary contact.

### **Operations Section**

The Operations section conducts tactical operations to carry out the plan, while developing the tactical objectives, organization, and direction for all resources.

### **Divisions**

Divisions are established to divide an incident geographically or to describe some geographical area related to incident operations.

### **Groups**

Groups are established to describe functional areas of operation. Which groups are established will be determined by the needs of the incident. Groups work wherever they are needed and are not assigned to any single division. Divisions and Groups are at an equal level in the organization.

### **Branches**

Branches are established as another level of organization within the Operations section to increase the span of control, define another functional structure, or organize the incident around jurisdictional lines.

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## **Units**

Functional Units may not all be required, and they will be established based upon the need. The titles of the units are self-descriptive.

## **Air Operations**

Operated at the branch level, Air Operations are established separately at an incident where there are complex needs for the use of aircraft in both tactical and logistical operations

## **Planning and Intelligence Section**

The Planning and Intelligence section develops the action plan to accomplish the objectives. Planning and Intelligence collects and evaluates information.

## **Logistics Section**

The Logistics section provides support to meet incident needs. It also provides resources and all other services needed to support the incident response.

## **Finance and Administration Section**

The Finance and Administration section monitors costs related to the incident, while providing accounting, procurement, time recording, and cost analyses.

## **Incident Facilities**

Facilities will be established depending upon the kind and complexity of the incident or event. Not all facilities will necessarily be used.

## **Incident Command Post (ICP)**

The Incident Command Post is the location from which the incident Commander oversees all incident operations. There is only one ICP for each incident or event. Every incident or event must have some form of ICP.

## **Staging Area**

Staging Areas are established wherever necessary to temporarily locate resources awaiting assignment.

## **Base**

A Base is the location at large incidents where primary service and support activities are performed.

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### **Camps**

Incident locations are where resources may be kept to support incident operations. Camps differ from staging areas in that essential support operations are done at camps, and resources at camps are not always immediately available.

### **Helibase**

The Helibase is a location in and around an incident area at which helicopters may be parked, maintained, fueled, and equipped for incident operations.

### **Helispot**

Helispots are temporary locations at which helicopters can land and load/off-load personnel, equipment, and supplies.

### **Incident Action Plan**

Every incident must have an oral or written action plan. The purpose of the plan is to provide all incident supervisory personnel with direction for future actions. Action plans will include the measurable tactical operations to be achieved. They are always prepared around a timeframe called an Operational Period.

Operational Periods can be of various lengths but should be no longer than 24 hours. The planning of an Operational Period must be done far enough in advance to ensure that requested resources are available when the Operational Period begins. The Incident Action Plan must be known to all incident supervisory personnel. This can be done through briefings, by distributing a written plan prior to the start of the Operational Period, or by both methods.

The Incident Action Plan must be known to all incident supervisory personnel. This communication can be performed through briefings, by distributing a written plan prior to the start of the Operational Period, or by both methods.

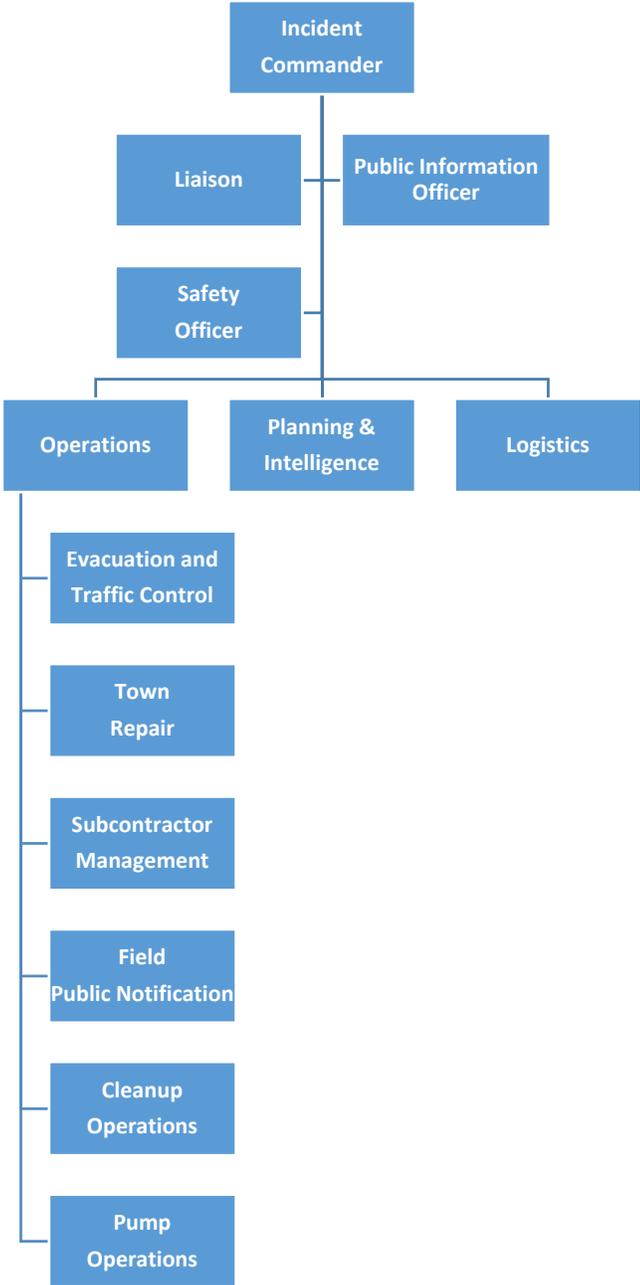
### **Essential Incident Action Plan Elements**

- Statement of Objectives - Appropriate to the overall incident.
- Organization - Describes which parts of the ICS organization will be in place for each Operational Period.
- Assignments to Accomplish Objectives - These assignments are normally prepared for each Division or Group and include the strategy, tactics, and resources to be used.
- Supporting Material - Examples of supporting material can include maps of the incident, a communications plan, a medical plan, a traffic plan, etc.

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**ICS Organization for the Town of Discovery Bay**

The Town of Discovery Bay has modified the Incident Command System to meet the functional needs of the organization. Although the structure and functionality of the Town of Discovery Bay’s ICS differs from the ICS that is used by Public Safety agencies, it follows all principles of the system, as it was intended to be used.



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**Town of Discovery Bay ICS Positional Checklists**

**Incident Commander**

The Incident Commander's responsibility is the overall management of the incident. In most incidents, the command activity is carried out by a single Incident Commander. The Incident Commander is selected by qualifications and experience. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

**Action Checklist**

- When on scene, assess the current situation. Assume the role of Incident Commander.
- Review the current incident status.
- Map out the tactics required to stabilize and repair the event.
- Bring in additional resources, as needed.
- Brief the General Manager on the extent of the emergency and what additional support is required from the Town Office.
- Assign staff, as necessary, to manage the event using the Incident Command System.
- Ensure the safety of all Town, Veolia, and other contract personnel at the scene of the incident.
- Ensure that all personnel are properly supervised.
- If appropriate, establish contact with other on-scene agencies (public and private) to obtain their plans for dealing with the incident.
- Appoint a Safety Officer, if dealing with a large incident.
- Identify incident objectives and any Town policy directives for the management of the incident.
- Determine the need for an Incident Action Plan (IAP). Direct the Planning and Intelligence Section Chief to arrange for a planning meeting in order to develop the IAP.
- Working with the General Manager, authorize the release of public information to the media.
- Periodically check progress on assigned tasks to the Sections and Units.
- Ensure that the Liaison Officer is making periodic contact with participating agencies.
- Obtain regular briefings by the Operations, Planning and Intelligence, and Logistics Section Chiefs.
- Update the General Manager, as necessary.
- Maintain a log that notes messages received, decisions made, actions taken, and other activities that are relevant to the incident.

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## **Public Information Officer**

In coordination with the General Manager, the Public Information Officer is responsible for developing and releasing information about the incident to the news media, to incident personnel, and to other appropriate agencies and organizations. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

### **Action Checklist**

- Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Public Information Officer.
- Upon arrival, obtain a briefing from the Incident Commander. Determine the current status of the incident, and identify resources currently on the scene. Discuss repair issues with the Operations Section Chief.
- Determine whether or not any evacuation or severe traffic control issues exist.
- Determine the current media presence.
- In cooperation with the Incident Commander and the General Manager, determine whether or not any constraints exist on the information process. If so, provide a standard statement that can be given to the media regarding general requests for information.
- Coordinate the development of an additional door-to-door statement with the Operations Section, and arrange for the statement to be delivered by the Field Public Notification Unit.
- Also working with the Field Public Notification Unit, assess any needs for special alert and warning efforts, including the hearing impaired, non-English speaking people, and locations at risk for water denial, which may need advance notice in order to shut down processes.
- Establish contact with media representatives, as appropriate.
- Establish a location to distribute information to the media, locating it away from the Command Post.
- If required, establish a schedule for news briefings.
- Coordinate with the Town Office regarding the staffing of phone lines to deal with "rumor control" in order to answer questions from the public.
- Confirm details to ensure no conflicting information is released.
- Confirm the process for the release of information concerning incident-related injuries.
- Contact the media to correct erroneous or misleading information being provided to the public.
- Coordinate information releases with information staff from other impacted agencies and jurisdictions.
- Ensure that information provided to the public is consistent across jurisdictional boundaries (cities and counties) when appropriate.

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- As appropriate and when approved, respond to special requests for information.
- Maintain a log noting messages received, decisions made, actions taken, and other activities in which the Unit is involved.

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## **Safety Officer**

The Safety Officer's function is to develop and recommend measures for assuring personnel safety, and to assess and/or anticipate hazardous and unsafe situations. Only one Safety Officer will be assigned for each incident. The Safety Officer may have assistants, as necessary, and the assistants may also represent subcontractor and/or assisting agencies. Safety assistants may have specific responsibilities, such as hazardous materials, etc.

### **Action Checklist**

- Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Safety Officer.
- Upon arrival, obtain a briefing from the Incident Commander.
- Identify hazardous situations associated with the incident. Ensure that adequate levels of protective equipment are available and are being used.
- In incidents involving outside resources and subcontractors, consider the use of an Assistant Safety Officer from each organization.
- Identify potentially unsafe acts.
- Identify corrective actions, and ensure implementation. Coordinate corrective action with the Incident Commander and Operations Section Chief.
- Participate in planning meetings.
- Listen to repair operations being considered. If any are potentially unsafe, assist in identifying options, protective actions, or alternate tactics.
- Review accidents or injuries that may have already occurred.
  - Ensure that the accident scene is preserved for investigation.
  - Ensure that the accident is properly documented.
  - Coordinate with the General Manager and the Town's Safety Manager.
  - Prepare an accident report, according to company procedures and direction.
  - Recommend corrective actions to the Incident Commander and the General Manager.
- Coordinate critical incident stress, hazardous materials, and other debriefings, as necessary.
- Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.

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## **Liaison Officer**

Water emergency incidents in the field are normally multijurisdictional and have several agencies involved. This situation may require the establishment of the Liaison Officer position on the Command Staff. The Liaison Officer is the contact for the personnel who are assigned to the incident by assisting or cooperating agencies. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

### **Action Checklist**

- Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Liaison Officer.
- Upon arrival, obtain a briefing from the Incident Commander.
- Obtain a summary of the incident organization.
- Determine which companies, agencies, or non-governmental organizations are already involved in the incident, and whether they are assisting (have equipment and / or personnel assigned to the event) or cooperating (operating in a support mode "outside" of the repair operation).
- Obtain cooperating and assisting agency information, including the following:
  - Contact person(s)
  - Phone numbers
  - Cooperative agreement
  - The types of resources that are available
  - Number of personnel
  - Condition of personnel and equipment
  - Agency constraints/limitations
- Establish a workspace for the Liaison function (ICP), and notify agency representatives of location.
- Contact and brief assisting or cooperating agency representatives.
- Interview agency representatives concerning resources, capabilities, and any restrictions about their use. Provide this information at planning meetings.
- Work with the Public Information Officer and Incident Commander to coordinate media releases that are associated with inter-agency cooperation issues.
- Monitor incident operations to identify potential inter-organizational problems. Keep the Incident Commander apprised of such issues.
- Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.

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## **Operations Section Chief**

The Operations Section Chief is responsible for managing field operations and for supervising the Units in the Section. The Chief also requests resources needed to implement and support the Operation's tactics, as a part of the Incident Action Plan. In addition, the Chief ensures safe operations and requests additional actions. Note that some of the tasks are one-time; others are ongoing or repetitive for the duration of the incident.

### **Action Checklist**

- Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Operations Section Chief.
- Obtain a briefing from the Incident Commander.
- If required, assume the role of the Incident Commander, and assign the Operations Section Chief position to another qualified personnel member on scene or enroute.
- Determine strategies for the repair, and create short-term and long-term objectives, as necessary.
- Determine the need for each of the Units assigned to the Operations Section, and make those assignments as necessary.
- Determine the status and location of resources, along with the supplies and materials that are required. Coordinate further needs with the Logistics Section Chief.
- Organize the Operations Section to ensure efficiency and personnel safety.
- Evaluate the field conditions associated with the water emergency. Relay the resources committed to the Incident Commander.
- If necessary, establish a Staging Area to temporarily store supplies and materials.
- As required, receive briefings from the Units about how their assignments are proceeding and any issues that are evolving.
- Provide regular briefings to the Operations Section personnel regarding the status of the incident and how operations are proceeding.
- Ensure that the Units within the Section are communicating regarding the status of the event.
- Direct Operations Unit Leaders to maintain up-to-date charts, reports, and Unit-specific maps.
- If required, assist the Planning and Intelligence Chief in the development of the Action Plan.
- Provide all relevant emergency information to the Incident Commander and the Public Information Officer.
- Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Section is involved.

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## **Evacuation and Traffic Control Unit**

The Evacuation and Traffic Control Unit is responsible for the immediate evacuation of people from their homes, businesses, or other locations that are affected by the water emergency; as well as coordinating traffic issues related to the event on both public roadways and private property. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

### **Action Checklist**

- Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Evacuation and Traffic Control Unit.
- Upon arrival, obtain a briefing from the Operations Section Chief or the Incident Commander.
- Make contact with Law Enforcement, Fire, Public Works, or other first responders who are on scene in order to coordinate traffic control.
- Make an assessment for pedestrian safety within the immediate area.
- Make an assessment of traffic safety.
- Evacuate homes, business, schools, or any other buildings that are in danger due to damage or water flow.
- Notify other agencies that are on scene to assist in evacuations as needed.
- Determine the need for additional personnel to assist in evacuations, and advise the Operations Section Chief.
- Determine the necessity to close roadways and sidewalks due to damage and/or water flow.
- Determine need for additional personnel to conduct traffic control and advise the Operations Section Chief.
- Make an assessment as to the number and types of traffic control devices that will be required.
- Determine the need for contracted traffic control resources, and notify the Logistics Section Chief.
- Provide all relevant emergency information to the Public Information Officer.
- Develop a traffic control plan. If the operations will be on-going, develop a long-term plan.
- Brief the Operations Section Chief or the Incident Commander on the traffic control plan and the numbers and types of resources to be used.
- Determine the need to notify city or county traffic engineering and inspection personnel.
- Coordinate the activities of Town, Veolia, other contract personnel, and all other agencies involved in the evacuation and traffic control operation.
- Assign specific work tasks to various personnel assigned to the Unit.

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- Relieve evacuation and traffic control personnel, as needed.
- If the operation is going to be extended, coordinate with the Logistics Section for replacement personnel and resources for the duration of the event.
- Establish a plan to demobilize personnel and resources throughout the course of the operation.
- Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.

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## **Town Repair Unit**

The Town Repair Unit is responsible for supervising repair operations using Town and Veolia personnel at the event. This Unit also works with the Subcontractor Management Unit to coordinate the outside contractor response and repair operation. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

### **Action Checklist**

- Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Town Repair Unit.
- Upon arrival, obtain a briefing from the Operations Section Chief or the Incident Commander if those positions have been filled.
- Isolate the leak, and shut off water to the problem area.
- Assess the situation, and determine the extent of the damage to the system.
- Based on the incident (leak) location, contact USA and other utilities, as required.
- If required, ask for assistance, and request the activation of the other Operations Section Units, such as Evacuation and Traffic Control, Field Public Notification, Cleanup Operations, and Pump Operations.
- When activated, coordinate with the other Units regarding their response to the event.
- Determine the need for outside contractors to assist Town and Veolia personnel to repair the damage.
- If outside contractors are required, consider the need for activating the Subcontractor Management Unit.
- Brief the Operations Section Chief and the Incident Commander about decisions made and the anticipated course of action to resolve the water emergency.
- Determine the need for additional equipment, shoring, and immediate safety requirements.
- Review the Plat to determine the need for supplies and materials.
- If a Logistics Section is already in place, have members of that section obtain the materials required. If no Logistics Section has been established, contact the Town Office, and instruct that they be delivered to the scene.
- Provide all relevant emergency information to the Public Information Officer.
- Supervise Town and Veolia repair personnel during the operation.
- Coordinate the repair operation with the Subcontractor Management Unit, if it has been activated.
- Ensure that short-term site restoration is being handled, after the repair is made.
- Work with the other sections on long-term site restoration, as required.

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- If the operation is going to be extended, coordinate with the Logistics Section for replacement personnel and resources for the duration of the event.
- Establish a plan to demobilize personnel and resources throughout the course of the operation.
- Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.
- When the operation has been completed, return the repaired system to normal operation.

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## **Subcontractor Management Unit**

The Subcontractor Management Unit is responsible for supervising and inspecting all repair operations that are being performed by subcontractors at the event. This Unit also coordinates with the Town Repair Unit regarding the work being performed at the site. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

### **Action Checklist**

- Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Subcontractor Management Unit.
- Upon arrival, obtain a briefing from the Operations Section Chief or the Incident Commander:
- Understand that the Subcontractor Management Unit has been activated because of the need for outside contractors to assist Town and Veolia personnel in repairing the damage.
- Obtain a briefing from the Town Repair Unit to assess the situation and determine the extent of the damage to the system.
- Determine what equipment, supplies, and materials the subcontractors are required to bring with them. Be sure that information is communicated to them before they respond to the scene.
- Ensure that there is the ability to remain in contact the superintendent(s) of the subcontracting firm(s) while they are enroute. Brief the superintendent(s) when they arrive on the scene, and discuss their anticipated course of action.
- Along with the Town Repair Unit, discuss the role of Town and Veolia repair personnel during the operation. Determine the need for additional equipment and materials that can be supplied by the Town and Veolia.
- Brief the Operations Section Chief and the Incident Commander about decisions made and the anticipated course of action to repair the leak.
- During the repair operation, review and inspect the work of the subcontractor(s) to ensure that it is being done correctly.
- If the operation is going to be extended, coordinate with the Logistics Section for replacement personnel and resources for the duration of the event.
- Working with the Town Repair Unit, establish a plan to demobilize personnel and resources throughout the course of the operation.
- Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.
- When the operation has been completed, ensure that Town and Veolia personnel have returned the repaired system to normal operation.

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## **Field Public Notification Unit**

The Field Public Notification Unit is responsible for personal notification of people about water denial issues that are based on the event. This is done at their homes, businesses, or other locations that are affected by the water emergency. The Unit also coordinates with the Public Information Officer and the Town Office regarding the information that is to be delivered. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

### **Action Checklist**

- Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Field Public Notification Unit.
- Upon arrival, obtain a briefing from the Operations Section Chief or the Incident Commander.
- Assess the situation, and determine the extent of the water outage to the immediate area.
- Using the plat sheets, determine which parcels require notification of the water emergency.
- In consultation with the Town Repair Unit and the Operations Section Chief, determine the time frame that the water outage is expected to last.
- Determine the staffing levels that are required in order to carry out the notification process.
- Coordinate with the Town and Veolia Offices to obtain the needed personnel.
- Ensure that either the Town or Veolia Offices deliver the appropriate amount of Notification Tags.
- Coordinate with the Public Information Officer and the General Manager regarding specific outage information that should be relayed to the customers.
- Be sure that information that is being learned in the field (Rumor Control) is being reported back to the Public Information Officer and the Town Office so that it can be dealt with as customers call in.
- Determine the need to provide drinking water to customers who may need it until the repair has been made and service is restored.
- Inform the Operations Section Chief and the Incident Commander of any customer-related issues that need to be addressed in the field.
- Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.

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## **Cleanup Operations Unit**

The Cleanup Operations Unit is responsible for cleanup from the damage caused by the water emergency. The cleanup operation takes place on public and private roadways, public and private property, homes, businesses, and any and all locations that are affected by the incident. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

### **Action Checklist**

- Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Cleanup Operations Unit.
- Upon arrival, obtain a briefing from the Operations Section Chief or the Incident Commander:
- With Best Practices in mind, size up the event, and assess the scope of the damage.
- Determine the need for additional Town or Veolia personnel to assist in cleanup operations, and advise the Field Operations Section Chief.
- Determine the need for outside cleanup contractors and vendors.
- Coordinate with Field Public Notification Unit personnel regarding specific issues related to the event.
- Determine the entire extent of the damage, including long-term cleanup issues.
- Advise the Incident Commander of any large problems and issues that require immediate attention by the Company.
- Properly document damage, ensuring that photographs are taken of all damage and that statements from property owners are documented.
- Supervise Town and Veolia cleanup staff, and oversee the work of outside contractors.
- Determine the need for extended on-scene cleanup operations.
- Ensure that the governmental agencies that are represented at the event are aware of the status and the extent of the cleanup operation.
- Coordinate with the Town Repair Unit and/or Subcontractor Management Unit for situational updates.
- If the operation is going to be extended, coordinate with the Logistics Section for replacement personnel and resources for the duration of the event.
- Establish a plan to demobilize personnel and resources throughout the course of the operation.
- Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.

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## **Pump Operations Unit**

The Pump Operations Unit is responsible for coordinating all pump operations related to the emergency response. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

### **Action Checklist**

- Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Pump Operations Unit.
- Upon arrival, obtain a briefing from the Operations Section Chief or the Incident Commander:
- Coordinate with the Town Repair Unit regarding the leak damage and how it affects the system.
- Depending on the extent of the leak, inspect the pump sites for damage and operational issues.
- If appropriate, inspect the pumps for any ground water issues.
- If there is a problem, determine how pump operations are affecting storage capacity.
- Determine if there are electrical utility issues surrounding pump operations, such as power disruption.
- If electrical generators are needed, coordinate with the Town Office or the Logistics Section in the field to provide them.
- Determine how pump operations related to the event affect the rest of the distribution and/or collection system.
- Brief the Operations Section Chief and the Incident Commander about decisions made and the anticipated course of action to resolve the water emergency.
- Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.

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## **Planning and Intelligence Section Chief**

The Planning and Intelligence Section Chief is responsible for collecting, evaluating, processing, and disseminating information for use at the incident. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

### **Action Checklist**

- Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Planning and Intelligence Section Chief.
- Upon arrival, obtain a briefing from the Incident Commander.
- Determine current situation status, and gather information and intelligence from the Operations Section.
- Working with the Incident Commander and the Operations Section Chief, develop current incident objectives and strategy.
- Determine how the event affects the system in the immediate area.
- Determine how the event affects the rest of the distribution or collection system.
- Investigate the need for contacting outside water providers to increase flow into the system.
- Evaluate the field conditions associated with the water emergency. Determine the resources committed and coordinate with the Operations Section Chief to develop a briefing for the General Manager or the Emergency Operations Center (EOC), if it is activated.
- Working with the Incident Commander and the Operations Section Chief, develop contingency plans.
- If the Incident Commander requires a written Incident Action Plan (IAP), conduct a Planning Meeting. Issues to cover in the meeting include the following:
  - Brief the attendees regarding the situation and the resource status
  - Discuss safety issues
  - Set and confirm incident objectives
  - Document tactics for the Operations Unit
  - Specify resources needed for each Operations Unit
  - Verify that all support and resource needs are coordinated with the Logistics Section prior to release of the Action Plan
  - Discuss interagency liaison issues
  - Discuss Public Information issues
  - Finalize, approve, and implement plan

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- Compile and display incident status summary information at the Command Post (ICP).
- If required, provide predictions on the incident's long-term problems to the distribution system.
- Identify the need for specialized resources; discuss the need with Operations and Command; facilitate resource requests with Logistics.
- Working with the Operations Section Units, ensure preparation of a demobilization plan, if appropriate.
- Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Section is involved.

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## **Logistics Section Chief**

The Logistics Section Chief is responsible for obtaining all personnel, supplies, materials, and other items required at the scene of the event. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

### **Action Checklist**

- Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Logistics Section Chief.
- Upon arrival, obtain a briefing from the Incident Commander.
- Ensure that the Incident Command Post (ICP) has the necessary equipment and supplies required for the management of the event.
- Consider the need for site and ICP security and communications personnel, depending on the location of the event.
- Establish a resource ordering process with both the Town and Veolia Offices.
- Discuss with the Operations Section Chief the kind and extent of support that Logistics may be asked to provide.
- Determine resource availability, support needs, identified shortages, and response time-lines for key resources.
- Identify future operational needs (current, long-term, and contingency) in order to anticipate logistical requirements.
- Research availability of additional resources.
- Ensure coordination between Logistics and the other Sections (Command, P&I, Operations).
- Submit all Logistics documentation to the appropriate personnel at the Town Office at the conclusion of the event.
- Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Section is involved.

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# **ANNEX D**

# **DWR GUIDANCE & UNSAFE WATER NOTICES (Boil Water Orders)**

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**California Department of Public Health  
MEMORANDUM**

**DATE:** March 9, 2011

**TO:** Public Water Systems, Local Primacy Agencies and Local Health Officers

**FROM:** Leah Godsey Walker, P.E., Chief  
Division of Drinking Water and Environmental Management  
1616 Capitol Mall, MS 7400 (916) 449-5577

**SUBJECT:** Unsafe Water Notice Guidance

**This guidance is for public water systems (PWS), Local Primacy Agencies (LPA) and Local Health Officers (LHO) when issuing an Unsafe Water Notice.**

Background

The purpose of this document is to provide guidance and assistance to PWS, LPA and LHO when dealing with a situation where there is an existing or potential risk of contamination of a water supply that poses an immediate threat to public health. The document includes guidance, procedures, and formats for imposing unsafe water notices. This document will address situations where a "Boil Water Notice," a "Do Not Drink Your Water" or a "Do Not Use Your Water" notification may be necessary.

Sections 116450 (c) and 116451 of the California Health and Safety Code (CHSC) and Sections 64463, 64463.1, and 64465 of Title 22, California Code of Regulations (CCR), provide authority for requiring an unsafe water notice. The California Department of Public Health (Department) or Local Primacy Agency (LPA) has regulatory jurisdiction over all public water systems in California and must require the public water system to implement emergency notification and issuance of a Tier 1 Public Notice when there is a potential for immediate adverse effects on human health due to a violation. In addition, staff needs to be aware that there may be circumstances or occurrences not addressed specifically in the regulations that present a potential threat to public health and warrant the issuance of an unsafe water notice; for example, the intentional/unintentional contamination of the water supply with an unregulated contaminant or unknown substance. The Department's Templates for Public Notification provides guidance on the issuance and cancellation of unsafe water notices during emergency situations such as terrorist activities and natural disasters. The

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Templates for Public Notification provides examples of an unsafe water notice and a cancellation (Problem Corrected Notice) of an unsafe water notice.

Drinking Water Program internet site is at:

<http://www.cdph.ca.gov/certlic/drinkingwater/Pages/Notices.aspx>.

Guidance

Unsafe water notices can be issued by the PWS, LHO, LPA, or the Department. Under most circumstances, the Department or LPA will prescribe an unsafe water notice to the affected PWS who is responsible for providing the notification to its consumers. The LHO may take preventative measures during an emergency and issue a county wide unsafe water notice, as stated in Section 101040, CHSC. The LHO may also issue an unsafe water notice to prevent and control the spread of acute communicable diseases under Section 120175, CHSC. However, there may be critical situations where the local PWS may not be able to contact the Department, LPA or LHO and will issue an unsafe water notice quickly to protect its customers. To ensure that a consistent message is conveyed, it is important that DWP management coordinates with the LHO, especially when they take the lead.

Care should be taken, to the greatest extent possible, to assure all agencies noted above are contacted and have coordinated prior to issuing of any type of unsafe water notice, either a boil water, a do not drink, or do not use notice. If prior notification cannot be done, then notification of all agencies should be done as soon as possible. Without proper communication and coordination there is the significant potential to have two different agencies issuing different notices for the same event causing confusion to the public and undermining the credibility of all agencies. District Engineers are the main points of contact with each LHO in their district. Therefore, the District Engineer must set up the lines of communication and educate each LHO in their district to assure there is coordination when unsafe water notices are issued.

When a public water system does not or is incapable of issuing an unsafe water notice due to various circumstances, the Department or LPA can issue the unsafe water notice to the general public through the press and media. The PWS is still responsible to provide public notification directly to their customers.

The three Unsafe Water Notices that can be issued are: "Boil Water Notice", "Do Not Drink Your Water" and "Do Not Use Your Water". The bases for the use of each of these notices are:

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Boil Water Notice:

The water supply has a microbiological contaminant that can be rendered safe by boiling the water or by disinfection. This is the most commonly used notice.

Do Not Drink Notice:

The water supply has an acute contaminant that cannot be rendered safe by boiling the water or by disinfection.

Do Not Use Notice:

The water supply has a contaminant that is unknown or where an exposure to the water can impact the public health of the consumer.

Section 64463.1(a), Title 22, CCR, lists the criteria for when an unsafe water notice is to be issued. (Described below)

Section 64463.1(b), Title 22, CCR, requires that the PWS provide public notice to persons served "as soon as possible but within 24 hours after learning of" a violation that requires a Tier 1 Public Notice or after being notified by the Department that it has determined there is a potential for adverse effects on human health [pursuant to Section 64463.1(a)(1), (4) and (5), Title 22, CCR].

Section 64463.1(c), Title 22, CCR, describes the method(s) that must be used by PWS to deliver the notice to consumers. For all PWS, notification by radio and television, posting in conspicuous locations throughout the water system service area, direct hand delivery or any other method approved by the Department may all be necessary in an effort to notify all PWS users. The PWS should follow its emergency notification plan (ENP) to provide the best methods for immediate notification. Under Section 116450, CHSC, the Department will notify a PWS to implement the ENP when there is an immediate danger to health due to a significant rise in bacterial count.

Section 64465(a) Title 22, CCR, describes what the notice must contain, along with the mandatory language. Among other things, the notice must address alternative sources of water, health risks, what actions consumers should take, what corrective action is being taken, and when the notice is expected to be lifted.

The notice should include a brief description of what happened or what was suspected to have happened. If the cause of the problem is unknown, the notice should indicate that the PWS, LPA or Department is investigating and will report to the public when the information is available or set a specific time for an update on the situation.

Section 64465(c) Title 22, CCR, describes the multilingual requirement. Each public notice must contain the following in Spanish and in the appropriate language for each

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non-English speaking group that exceeds 1,000 residents or 10% of the residents in the community served, whichever is less: (1) information regarding the importance of the notice and (2) a telephone number or address where non-English speaking groups may contact the water system to obtain a translated copy of the notice in the appropriate language. A list of translations of "Importance of Notice" can be found in the Department's Consumer Confidence.

Report website at:

<http://www.cdph.ca.gov/certlic/drinkingwater/Documents/CCR/CCRTranslations20100104.doc>

The following public notification templates relevant to this memo are available at the following Department website:

<http://www.cdph.ca.gov/certlic/drinkingwater/Pages/Notices.aspx>

Specific Tier 1 Notices

Fecal Coliform or *E. coli*  
Turbidity Exceedance  
Waterborne Disease Outbreak

Boil Water Notices

Boil Water - English  
Boil Water- Spanish

Boil Water Notice Cancellation – English and Spanish  
Do Not Drink Notices

Do Not Drink- English

Do Not Use Notices

Do Not Use - English

Problem Corrected Notice

Problem Corrected

The water supplier should post these signs at locations in public facilities where there are drinking fountains and restrooms as applicable. Modifications to the notice must be approved by the DWP or LPA prior to distribution.

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Section 64469(d), Title 22, CCR, requires that a copy of the notice, along with a certification that the public notice requirements have been met, be sent to the Department within ten days after issuance of the notice.

When an Unsafe Water Notice is issued, the following agencies should be informed (phone and fax numbers for the specific Local Health Department contacts should be included as an attachment):

Agency	Purpose	Phone Number	Fax Number
Local Health Officer	Public Inquires	Include Local Health numbers as attachment	Include Local Health numbers as attachment
Local Environmental Health Dept.	Restaurant notifications	Include Local numbers as attachment	Include Local numbers as attachment
CDPH DDWEM Drinking Water Program (applicable District office)	Communication and coordination; public inquiries; assistance and guidance	Include phone numbers for DDWEM-DWP District Offices and HQ	Include Local numbers as attachment
CDPH Food and Drug Branch	bottled water, water hauler, water vending machine inquiries	(916) 650-6500	
CDPH Licensing & Certification	hospital & nursing home notifications	Inform local L&C office, or if after hours, inform CDHS duty officer.	

The LPA and LHO should also notify their Department District Engineer when they issue an Unsafe Water Notice. A PWS that issues an Unsafe Water Notice in an emergency situation prior to notifying the Departments should notify their Department District Engineer or LPA and LHO as soon as possible to coordinate and determine what additional requirements will need to be implemented.

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**TYPICAL SCENARIOS OF UNSAFE WATER NOTICES**

**Scenarios addressed in the regulations (Tier 1 Public Notice)**

- Violation of the total coliform MCL when fecal coliform or *E. coli* are present in the distribution system or when any repeat sample result is positive for coliform and the water system fails to test for fecal coliforms or *E. coli* in the repeat sample. (Section 64463.1(a)(1) Tier 1 Public Notice, Title 22, CCR)
- Determination of a significant rise in bacterial count following a Department review of information on the current status of the physical works, operating procedures that may have caused the elevated bacteriological findings or any community illness suspected of being waterborne. (Section 64426, Title 22, CCR, Significant Rise in Bacterial Count and Section 116450 of CHSC)
  - (a) Any of the following criteria shall indicate a possible significant rise in bacterial count
    - (1) A system collecting at least 40 samples per month has a total coliform-positive routine sample followed by two total coliform-positive repeat samples in the repeat sample set;
    - (2) A system has a sample which is positive for fecal coliform or *E. coli*; or
    - (3) A system fails the total coliform Maximum Contaminant Level (MCL) as defined in Section 64426.1, Title 22, CCR.
- Single exceedance of a maximum allowable turbidity level (state regulation is currently turbidity above 5.49 NTU) if the Department determines after consultation with the water system and a review of the data that a Tier 1 public notice is required. (Section 64463.1(a)(3) Tier 1 Public Notice, Title 22, CCR)
- Factors to consider in this determination include duration of high turbidity event, source water quality, level of disinfection, cause of failure and ability to rectify.
- Occurrence of waterborne microbial disease outbreak, as defined in Section 64651.91 or other waterborne emergency. (Section 64463.1(a)(4) Tier 1 Public Notice, Title 22, CCR)
- Failure or significant interruption in water treatment processes. (Section 64463.1(a)(4) Tier 1 Public Notice, Title 22, CCR)
- A natural disaster that disrupts the water supply or distribution system. (Section 64463.1(a)(4) Tier 1 Public Notice, Title 22, CCR)

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- Unexpected loading of possible pathogens into the source water that has potential for adverse effects on human health as a result of short-term exposure. (Section 64463.1(a)(4) Tier 1 Public Notice, Title 22, CCR)
- The exceedance of the Nitrate or Perchlorate MCL.

**Other Scenarios that may result in a Boil Water Notice**

- System pressure loss to less than 5 psi as a result of events such as water treatment plant or pump station shut downs due to equipment failure, power outages, main breaks, emptying of storage facilities, and uncontrolled occurrences such as dewatering of the system during major fire events and natural disasters.
- Dead animals (mice, rats, birds, etc.) observed in a distribution reservoir or groundwater source.
- Repeated non-acute coliform violations.
- Inability to implement emergency chlorination when directed to assure bacteriological water quality standards are met.
- Flooding of wells.
- Reliability of treatment processes is questionable due to operator incompetence, absence, or lack of attention.
- A cross-connection incident involving a microbiological contaminant.
- Deliberate contamination involving a microbial contaminant.

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**CANCELLATION OF AN UNSAFE WATER NOTICE (Problem Corrected Notice)**

The Department or LPA are responsible for making the determination as to when the Unsafe Water Notice can be cancelled. An Unsafe Water Notice may be cancelled when a PWS has corrected the deficiency and satisfactory sampling results are received. The required corrective measures will be dependent on the particular reason for the unsafe water notice and will be determined on a case-by-case basis. The PWS should coordinate with the Department or LPA to determine the appropriate corrective action and monitoring. It may also be necessary for the Department or LPA to perform onsite verification that the corrections have been made.

**Examples of Corrective Action**

<b>Deficiency</b>	<b>Corrective Action</b>
1. Acute bacterial violation.	Establish or re-establish disinfection and maintain residuals.
2. Turbidity MCL Violation.	Turbidity drops to acceptable levels throughout system.
3. Unfiltered or unchlorinated surface water entering the system.	Re-establish filtration and/or disinfection.
4. System without water or negative pressure.	Re-establish service and maintain positive pressure.
5. No chlorination for a system required to chlorinate and submit monthly chlorine residual reports.	Re-establish chlorination.
6. Dead animals in contact with the drinking water supply.	Removal of remains and disinfection of the source and system, draining reservoir.
7. Equipment failure.	Repair or replacement of equipment.
8. Inorganic MCL exceedance/violation	Use an alternate compliant source, flush and clean distribution system of contaminate water

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**Recommended Sampling**

Generally, a Boil Water Notice should not be cancelled until at least two rounds of coliform samples, collected one day apart, have been analyzed by a state accredited laboratory and the results are negative. One round of samples may be sufficient for systems where a treatment deficiency is the cause for the notification and the problem has been corrected and adequate treatment has been re-established. The samples taken should be where they are representative of the contaminating event (i.e. where the Boil Water Notices were distributed), and at separate locations when possible. The number of samples taken to cancel a Boil Water Notice should parallel the population requirement of the Total Coliform Rule (TCR).

It is very important to not cancel a boil water notice until the problem has been corrected. Experience has shown that the minimum of two rounds of coliform sampling has indicated the problem has been resolved and a boil water notice can be cancelled. However, experience has also shown that if a boil water notice is lifted too soon and the problem returns requiring reissuing the boil water notice, it will negatively impact the credibility of the water system as well as the Department, LPA or local health department.

When a "Do Not Drink" or "Do Not Use" notice is issued the recommended sampling for contaminants will be based on the evaluation of the situation by the District Engineer.

When the Department or LPA has made a determination that appropriate corrective action has been taken and that the sampling results show that the water meets water quality standards, a cancellation or "Problem Corrected" notice should be issued by the water supplier. The same delivery methods and agencies notified that were used for the original notice should be used again.

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**Date:**

## **BOIL WATER NOTICE**

Este informe contiene información muy importante sobre su agua potable.  
Tradúzcalo o hable con alguien que lo entienda bien.

### **BOIL YOUR WATER BEFORE USING**

**Failure to follow this advisory could result in stomach or intestinal illness.**

Due to the recent event [e.g., water outage, power outage, flood, fire, earthquake or other emergency situation], the California Department of Public Health in conjunction with the Contra Costa County Health Department, and the Town of Discovery Bay's Water System are advising residents of Discovery Bay to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution.

***DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.*** *Bring all water to a boil, let it boil for one (1) minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking and food preparation until further notice. Boiling kills bacteria and other organisms in the water. This is the preferred method to assure that the water is safe to drink.*

- An alternative method of disinfection for residents that are not able to boil their water is to use fresh, unscented, liquid household bleach. To do so, add 8 drops (or 1/8 teaspoon) of bleach per gallon of clear water or 16 drops (or 1/4 teaspoon) per gallon of cloudy water, mix thoroughly, and allow it to stand for 30 minutes before using. A chlorine-like taste and odor will result from this disinfection procedure and is an indication that adequate disinfection has taken place.
- Water disinfection tablets may also be used by following the manufacturer's instructions.
- Optional: Potable water is available at the following locations: [List locations]  
Please bring a clean water container (5 gallons maximum capacity).

We will inform you when tests show that water is safe to drink and you no longer need to boil your water. We anticipate resolving the problem within [estimated time frame].

For more information call:

Town of Discovery Bay – (925) 634-1131

Contra Costa County Health Department – (925) 692-2500

California Department of Water Resources – Drinking Water Field Operations Branch - District Office – (510) 620-3474

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

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Fecha:

# ORDEN DE HERVIR EL AGUA

Hierva su Agua antes de Usarla

## Falta de seguir este aviso podría tener resultados estómago o enfermedad intestinal

Debido a la [falta de agua (water outage), falta de electricidad (power outage), inundación (flood), incendio (fire), temblor (earthquake) or other emergency], durante [date, month, etc.], el Departamento de Recursos Agua de California en conjunción con la Town of Discovery Bay y el Condado de Contra Costa esta aconsejando a todos usuarios de el sistema de Discovery Bay que hiervan el agua de canilla o usen agua embotellada para beber y cocinar como medida de seguridad.

## Que debo hacer?

**NO BEBA EL AGUA SIN ANTES HERVIRLA.** Hierva toda el agua, **déjela hervir por un minuto**, y déjela reposar antes de usarla, o utilice agua embotellada. Agua hervida o embotellada debe ser usada para beber y para preparar la comida hasta el próximo aviso. Hierviéndola mata a bacteria y otros organismos en el agua. Este es el método preferido para asegurar que el agua esta segura para beber.

Optional alternative to include for prolonged situations where it fits.

- Otro método de purificación del agua para los residentes que no tengan gas o electricidad disponibles es utilizar blanqueador líquido de uso doméstico (Clorox®, Purex®, etc.). Para hacerlo, añada 8 gotas (o 1/4 cucharadita) de blanqueador por galón de agua clara, o 16 gotas (o media cucharadita) por galón de agua turbia, mézclelo bien y déjelo descansar 30 minutos antes de utilizarlo. Este procedimiento de purificación causa que el agua huela y tenga sabor a cloro, lo que indica que ha sido desinfectada de manera adecuada.
- También se puede utilizar tabletas de purificación del agua siguiendo las instrucciones del fabricante.
- Opcional: Hay agua potable disponible en los siguientes sitios: [List locations]  
Traiga un recipiente limpio para el agua (con una capacidad máxima de 5 galones).

Le informaremos cuando las pruebas demuestren que no hay bacterias y que usted ya no necesita hervir su agua. Anticipamos que resolveremos el problema el [date of expected resolution in Spanish day-month-year].

Para mas información, por favor póngase en contacto con:

Contacto del sistema de agua: [contact name] al [phone number] o escribiendo a [mailing address].

Departamento de Recursos Agua de California: (510) 620-3474.

Condado de Contra Costa: (925) 692-2500

**Por favor comparta esta información con otros que pueden tomar de esta agua, colocando este aviso en lugares visibles, o remitiéndolo por correo, o entregándolo manualmente. Es de particular interés distribuir este aviso ampliamente si usted lo recibe representando un negocio, un hospital u hogar de infantes u hogar de ancianos o comunidad residencial.**

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EMERGENCY OPERATIONS PLAN**

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## Town of Discovery Bay

DATE:

### **CANCELLATION OF BOIL WATER NOTICE**

On (Date) you were notified of the need to boil/disinfect all tap water used for drinking and cooking purposes.

The Town of Discovery Bay's Water System in conjunction with the California Department of Water Resources, and the Contra Costa County Health Department, has determined that, through abatement of the health hazard and comprehensive testing of the water, your water is safe to drink.

**It is no longer necessary to boil your tap water or for you to consume bottled water.**

For more information call:

Town of Discovery Bay – (925) 634-1131  
Contra Costa County Health Department – (925) 692-2500  
California Department of Water Resources – Drinking Water Field Operations  
Branch District Office - (510) 620-3474

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EMERGENCY OPERATIONS PLAN

## Town of Discovery Bay

**FECHA:**

### CANCELACIÓN DEL AVISO DE HERVIR EL AGUA

El (fecha) de \_\_\_\_\_ le notificaron que tenía que hervir o desinfectar toda el agua de la llave que utilizara para beber y cocinar.

El Sistema de Agua de \_\_\_\_\_ junto con el Departamento de Recursos Agua de California, o la Jurisdicción Local de Salud Ambiental han determinado tras la supresión del riesgo de salud, seguido por un análisis completo del agua, que puede beber el agua de su llave sin peligro.

**Ya no es necesario que hierva el agua de su llave ni que consuma agua de botella.**

**Para más información llame a:**

Town of Discovery Bay – (925) 634-1131

Contra Costa County Health Department – (925) 692-2500

California Department of Water Resources – Drinking Water Field Operations  
Branch District Office - (510) 620-3474

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EMERGENCY OPERATIONS PLAN

Date:

# UNSAFE WATER ALERT

---

Town of Discovery Bay water is possibly contaminated  
with [(un)known substance]

---

**DO NOT DRINK YOUR WATER**  
Failure to follow this advisory could result in illness.

An unknown substance has been added to the drinking water supplied by the Town of Discovery Bay due to a recent [intrusion; break-in] at [one of the wells; our treatment plant; storage tank; specific facility]. The California Department of Water Resources, the Contra Costa County Health Department, and the Town of Discovery Bay Water System are advising residents of Discovery Bay to **NOT USE THE TAP WATER FOR DRINKING AND COOKING UNTIL FURTHER NOTICE.**

*What should I do?*

- **DO NOT DRINK YOUR TAP WATER---USE ONLY BOTTLED WATER.** Bottled water should be used for all drinking (including baby formula and juice), brushing teeth, washing dishes, making ice and food preparation **until further notice.**
- **DO NOT TRY AND TREAT THE WATER YOURSELF.** Boiling, freezing, filtering, adding chlorine or other disinfectants, or letting water stand will not make the water safe.

## OPTIONS

- Optional: Potable water is available at the following locations: [List locations]  
Please bring a clean water container (5 gallons maximum capacity).

**We will inform you when tests show that the water is safe again. We expect to resolve the problem within [estimated time frame].**

For more information call:

Town of Discovery Bay Water Division – (925) 634-1131  
Contra Costa County Health Department – (925) 692-2500  
California Department of Water Resources – Drinking Water Field Operations  
Branch District Office - (510) 620-3474

California Public Water System ID # CA0710009

Date Distributed: [date].

*Please share this information with all other people who receive this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand.*

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Date:

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***What should I do?***

- ***DO NOT DRINK YOUR TAP WATER---USE ONLY BOTTLED WATER.*** *Bottled water should be used for all drinking (including baby formula and juice), brushing teeth, washing dishes, making ice and food preparation **until further notice.***
- ***DO NOT TRY AND TREAT THE WATER YOURSELF.*** *Boiling, freezing, filtering, adding chlorine or other disinfectants, or letting water stand will not make the water safe.*

## OPTIONS

- Optional: Potable water is available at the following locations: [List locations]  
Please bring a clean water container (5 gallons maximum capacity).

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For more information call:

Town of Discovery Bay Water Division – (925) 634-1131

Contra Costa County Health Department – (925) 692-2500

California Department of Water Resources – Drinking Water Field Operations

Branch District Office - (510) 620-3474

California Public Water System ID # CA0710009

Date Distributed: [date].

*Please share this information with all other people who receive this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand.*

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# Town of Discovery Bay

## PUBLIC NOTICE

### CONSUMER ALERT DURING WATER OUTAGES OR PERIODS OF LOW PRESSURE

1. If you are experiencing water outages or low water pressure, immediately discontinue any non-essential water use. This includes all outdoor irrigation and car washing. Minimizing use will reduce the potential for the water system to lose pressure or run out of water. Please notify your water system if you experience an outage or low pressure.
2. If the water looks cloudy or dirty, you should not drink it. Upon return of normal water service, you should flush the hot and cold water lines until the water appears clear and the water quality returns to normal.
3. If you are concerned about the water quality or are uncertain of its safety, you may add eight drops of household bleach to one gallon of water and let it sit for 30 minutes or alternatively, if you are able, water can be boiled for one minute at a rolling boil to ensure it is safe for consumption.
4. Use of home treatment devices does not guarantee the water supply is safe after low pressure situations.
5. Do not be alarmed if you experience higher than normal chlorine concentrations in your water supply since the California Department of Water Resources is advising public water utilities to increase chlorine residuals in areas subject to low pressure or outages.
6. The California Department of Water Resources has also advised public water systems to increase the bacteriological water quality monitoring of the distribution system in areas subject to low pressure. This may include collecting samples in your area to confirm that the water remains safe for consumption. You will be promptly advised if the sampling reveals a water quality problem.
7. Your water system is committed to ensuring that an adequate quantity of clean, wholesome, and potable water is delivered to you. We recommend that you discuss the information in this notice with members of your family to assure that all family members are prepared should water outages or low water pressure occur.

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# **ANNEX E**

# **WATER & WASTEWATER SYSTEM RESTORATION AND RECOVERY GUIDELINES**

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## **TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN**

The listed **Restoration Issues** should be considered while in the Response mode.

### **Return to Service**

- Level of quality of return
- Criteria

### **Treatment Options**

- Technologies applicable
- Change in existing treatment
- On-site treatment options
- Monitoring
- Staff safety
- Human and environmental impacts

### **Disposal Options**

- Human and environmental impacts
- Pretreatment requirements
- Technologies
- Equipment and supplies
- Personnel
- Power requirements
- Approval and permitting requirements

### **Rehabilitation Options**

- Simple flushing
- Cleaning
- Disinfecting
- Swabbing or pigging
- Sandblasting
- Relining
- None - replacement
- Disposal
- Monitoring and analysis

### **Public Information**

- Information on progress to reduce panic
- May be difficult if threat still exists

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The **Recovery** process begins during the response phase. It is important to start damage inspections, reporting, and recordkeeping as soon as the plan is activated. The items below may assist the water utility in Recovery activities.

**Initial Recovery Activities**

- Designate a disaster recovery coordinator (may or may not be EOC director) and notify all appropriate regulatory agencies.
- Complete detailed evaluations of all affected water utility facilities and determine priorities for permanent repair, reconstruction, or replacement at existing or new locations.
- Begin repair activities design and make bids for contractor services.
- Make necessary repairs to the system and untag repaired facilities and equipment.
- Restore all telecommunications, data processing, and similar services to full operation.
- Complete assessment of losses and costs for repair and replacement, determine approximate reimbursements from insurance and other sources of financial assistance, and determine how residual costs will be financed by the water utility.
- Define needs for additional staff, initiate recruitment process, and adopt temporary emergency employment policies as necessary.
- Execute agreements with vendors to meet service and supply needs.
- Reevaluate need for maintaining the emergency management organization; consider returning to the normal organizational structure, roles, and responsibilities when feasible.
- Collect cost accounting information gathered during the emergency and prepare request for Emergency Disaster Funds (follow FEMA and State OES requirements).
- Debrief staff to enhance response and recovery efforts in the future by identifying lessons learned, developing action plans and follow-up mechanisms, and providing employee assistance programs if needed.
- Prepare After-Action Reports as required. Complete reports within six months of the event (90 days for public utilities which are part of a city or county government).
- Identify recommendations

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**Long Term Recovery Activities**

- Initiate permanent reconstruction of damaged water utility facilities and systems.
- Restore water utility operations and services to full pre-event levels.
- Continue to maintain liaison as needed with external agencies.

## **TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN**

### **The Recovery Process**

This section discusses actions water utilities can take to recover from disasters and mitigate hazards that present a threat during future disasters. It also summarizes the state and federal programs available to assist water utilities in these activities. The success of a recovery program is largely determined by the planning and preparedness that occurs prior to, and the response conducted during, the disaster. It is important to remember that no matter how effective the utilities' programs may be, the possibility of major damage still exists.

Preparing for a disaster includes mitigation activities to prevent or minimize the damage that will occur during a disaster. It includes the hazards assessment and vulnerability analysis discussed in section 3, followed by mitigation. The hazard mitigation program is discussed below. The second important aspect to minimizing the impact to the utility is the emergency response plan. As discussed in many parts of this document, the emergency response plan, and how the response activities are organized and conducted, will affect the time and expense of returning the water utility to normal operations.

The recovery process begins during the response phase. It is important to begin damage inspections and reporting, and recordkeeping as soon as the plan is activated. The items below may assist the water utility in recovery activities.

### **Initial Recovery Activities**

- Designate a disaster recovery coordinator and notify all appropriate regulatory agencies.
- Complete detailed evaluations of all affected water utility facilities and determine priorities for permanent repair, reconstruction, or replacement at existing or new locations.
- Begin repair activities design and make bids for contractor services.
- Make necessary repairs to the system and untag repaired facilities and equipment.
- Restore all telecommunications, data processing, and similar services to full operation.
- Complete assessment of losses and costs for repair and replacement, determine approximate reimbursements from insurance and other sources of financial assistance, and determine how residual costs will be financed by the water utility.
- Define needs for additional staff, initiate recruitment process, and adopt temporary emergency employment policies as necessary.

## **TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN**

- Execute agreements with vendors to meet service and supply needs.
- Reevaluate need for maintaining the emergency management organization; consider returning to the normal organizational structure, roles, and responsibilities when feasible.
- Collect cost accounting information gathered during the emergency and prepare request for Emergency Disaster Funds (follow FEMA and State OES requirements).
- Debrief staff to enhance response and recovery efforts in the future by identifying lessons learned, developing action plans and follow-up mechanisms, and providing employee assistance programs if needed.
- Prepare After-Action Reports as required. Complete reports within six months of the event (90 days for public utilities which are part of a city or county government.). Identify recommendations for legislation.

### **Long Term Recovery Activities**

- Initiate permanent reconstruction of damaged water utility facilities and systems.
- Restore water utility operations and services to full pre-event levels.
- Continue to maintain liaison as needed with external agencies.

### **Assistance Programs**

The State of California Office of Emergency Services administers several programs designed to assist victims of a disaster. They include Public Assistance, Individual Assistance, and Hazard Mitigation.

Public Assistance Public Assistance (PA) administers state disaster relief programs under the Natural Disaster Assistance Act, and federal disaster assistance programs under various federal laws and regulations, including the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288 as amended), the Code of Federal Regulations (CFR), and the State Administrative Manual. These regulations designate the State of California as “grantee” for all federal public assistance funding available to agencies of state government, local governments, and certain private non-profit organizations that provide essential services of a governmental nature to the general public, including water utilities. As grantee, the state is responsible for the processing of sub-grants to public assistance applicants in accordance with 44 CFR, parts 13, 14, and 206, and its own policies and procedures. PA works closely with the Federal Emergency Management Agency to process Damage Survey Reports. It dispatches

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inspection teams and conducts applicant briefings. This unit is led by OES, with support drawn from other state agencies.

Under the Public Assistance Program, public and private non-profit water utilities may be eligible for public assistance to reimburse the work and associated costs of responding to and recovering from a disaster if the costs:

- Are a direct result of the declared event and not a pre-disaster condition or result of some other event;
- Are located within the area designated by FEMA as eligible for assistance;
- Are the legal responsibility of the eligible applicant; and
- Are not eligible for assistance under another federal program (this applies to permanent restoration work only).

Individual Assistance Individual Assistance (IA) performs a wide variety of functions and involves many state agencies to ensure individual, family, business, and farm recovery from disasters. Private, for profit water utilities may be eligible for disaster assistance in the form of low interest loans or grants to restore damaged structures, or replace inventories. Individual Assistance of this type is generally made available to private businesses when the ability to continue operations is terminated or impaired by a disaster. In addition, employees of a water utility may be eligible for disaster assistance in the form of funds for temporary housing, individual and family grants to meet disaster-related expenses, and loans to individuals for repair or replacement of real and personal property.

Hazard Mitigation Following a presidential disaster declaration, the Hazard Mitigation Grant Program is activated. The program's purpose is to fund projects which are cost-effective and which substantially reduce the risk of future damage, hardship, loss, or suffering from a major natural disaster. Virtually all types of hazard mitigation projects are eligible provided they benefit the declared disaster area and meet basic project eligibility requirements. Types of eligible projects will be identified from those mitigation measures identified in the State Hazard Mitigation Plan, hazard mitigation team reports, and issues unique to the disaster event. The priorities of funding will be established and the program administered by OES.

## **TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN**

### **Expenditure Documentation**

One of the critical aspects of any major emergency or disaster is collecting information on the costs related to response and recovery. The ability of the utility to recover costs or receive disaster assistance from the state and federal governments is predicated on its eligibility and ability to document its costs.

### **Example of Disaster-Related Expenditure Documentation for a Public Water Utility**

All divisions' and departments' staff are required to maintain the documentation outlined below whenever the water utility is involved in the response to a declared (city, county, state) disaster.

### **Water Utility Staff Labor Expenses**

Labor costs include regular and overtime wages and benefits for water utility staff assigned to disaster-caused response or recovery activities, including:

- Persons assigned to perform essential disaster-caused tasks
- Persons conducting damage inspections
- Persons making emergency inspections and/or repairs
- Persons helping to evacuate and secure structures
- Persons conducting cleanup operations
- Persons assigned to record and document disaster-caused costs
- Persons assigned to disaster-caused construction supervision/management
- Persons assigned to disaster-caused vendor contract supervision/management
- Persons required to attend any disaster-caused meetings (internal or external)
- Persons assigned to order and/or pick up disaster-caused supplies and equipment
- Persons assigned to repair equipment used for disaster-caused response and recovery.

## **TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN**

### Required Documentation

All labor-related expenses must be documented daily on the Water Utility Emergency Labor Record signed by the employee and the work supervisor. This record must indicate the specific job site where work was performed, including any applicable job number. The Finance Section in the EOC will compile Daily Activity Reports for each person each day and separately for each job site.

### **Water Utility Equipment Expenses**

Equipment costs include expenses for (water utility-established or rate schedules agreed upon by FEMA) all water utility-owned equipment utilized for disaster response and recovery. Only actual equipment usage is eligible for reimbursement. FEMA does not reimburse for equipment standby time.

### Required Documentation

All equipment-related expenses must be documented daily on the Water Utility Emergency Job Site Record. This record must indicate the following information:

- Type and description of equipment;
- Specific site where equipment was used, including applicable job number;
- Date and number of hours used per day; and
- Name of operator(s) using equipment, where applicable.

The Finance Section in the EOC will compile Summary Equipment Activity Reports for each piece of equipment, and separately for each job site.

### Water Utility Materials Expenses

Materials costs include expenses (actual purchase price) for all water utility-owned materials utilized for disaster response and recovery. Only materials used for disaster-related purposes at a specific job site may be reimbursable.

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Required Documentation

All material-related expenses must be documented daily on the appropriate Water Utility Emergency Job Site Record, including the following information:

- Type and description of material used
- Date and exact amount used
- Category of work material used for
- Specific site where material was used, including applicable job number

**Outside Contractors**

**Materials**

Invoices for contractor materials must include the following information:

- Date material furnished
- Description of material
- Quantity of material furnished
- Unit cost of each item
- Total amount of invoice

The Finance Section in the EOC will note directly on each invoice where and/or how the material was used and the specific amount applicable to specific categories and job sites.

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**Equipment Rental**

Invoices for equipment rental must include the following information for each piece of equipment:

- Type and description of equipment
- Date(s) used
- Hours used each day
- Rate per hour (indicate with or without operator)
- Total rental cost

Water utility staff must note directly on each invoice where and how the equipment was used, including specific categories and job sites. If equipment is rented from a private owner, responsibility for repair of the equipment should be specified in the rental agreement.

**Other Political Subdivisions (Mutual Aid)**

Invoices for labor and rental of publicly owned equipment must provide the same details as required by the water utility. The rates used to compute the amount claimed for equipment must be the lesser of either the FEMA-established rates or the water utility rates. Invoices for materials must give the same details as required for vendors. The unit costs used to compute the amount claimed must be the unit cost paid to the supplier, with nothing added for handling, overhead, etc.

# **ANNEX F**

# **HOME DISASTER PREPAREDNESS GUIDE**

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**INTRODUCTION**

Local and Federal government emergency services generally concede that they CANNOT fully respond to a major catastrophe in our area in less than 72 hours. This document has been prepared to help you and your neighbors to SURVIVE until government assistance becomes available.

This document is designed to lead you through quick, easy, individual steps to SURVIVE 72 hours. The WHY has been avoided where generally obvious, while presenting the most current information to support the WHAT and HOW.

First, read the document through, and then read it a second time; you'll be surprised what you missed. Second, decide what your family needs to SURVIVE, recognizing that advance preparation greatly improves your family's chances of survival. Using this document without any advance preparation only marginally improves your family's chances of survival in a major catastrophe.

Finally, proceed through the preparation process by overcoming the rationalization that nothing will happen or, if it does, it will "not be that bad." Fires, earthquakes, tornadoes, riots, etc., are reported daily in the news. IT CAN BE THAT BAD! Be diligent in your preparations for an event we hope will never occur. Work with your neighbors to help them prepare too.

To begin using this document following an emergency, turn to **Page 5** and begin with the Day 1 Checklist. The checklist is a table of contents directing you to the appropriate subject.

**TOWN OF DISCOVERY BAY  
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**SCOPE**

This document is designed to guide you through the basic steps of preparing for a local or area-wide disaster, as well as executing the necessary actions to stay alive during and after a major catastrophe.

**ASSUMPTIONS**

The assumptions used to prepare this document are as follows:

1. Fire, police, medical and ambulance services may be unable to respond to residential and industrial areas for at least 72 hours following a major catastrophe, because roadways generally may be impassable.
2. Following a major earthquake, most local disaster plans require the CLOSING of all bridges in the area until they can be inspected for safety. This probably will catch many family members away from home and emphasizes the need for advance planning.
3. Hospitals may be full to overflowing with victims from the immediate vicinity who can reach these medical facilities by walking or by driving extremely short distances.
4. Material needs, such as water, food, blankets, etc., will not be available from local or federal government sources for at least 72 hours after the disaster occurs.
5. Electrical power, natural gas, water, sewer and telephone services may be virtually or completely unavailable.
6. If the family home is unable to provide structurally safe shelter, move in with friends, set up shelter outside the home, or possibly, if conditions allow you to get there, move into a motel.

**REMEMBER**

**To Fail to Plan is to Plan to Fail**

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**DAY 1 CHECKLIST**

**IMMEDIATE (1-2 hours) AT HOME:**

1. \_\_\_\_\_ Check for personal injury, be calm
2. \_\_\_\_\_ Check for fire
3. \_\_\_\_\_ Account for family members who are home
4. \_\_\_\_\_ Check for family member injuries
5. \_\_\_\_\_ Check utilities (no electrical switch movement if gas)
6. \_\_\_\_\_ Assess home for structural damage
7. \_\_\_\_\_ Put phone(s) back on hook, make only essential calls
8. \_\_\_\_\_ Check for damage to car
9. \_\_\_\_\_ Check water, food, first aid supply
10. \_\_\_\_\_ Monitor TV/Radio
11. \_\_\_\_\_ Account for family members away from home

**IMMEDIATE (1-2 hours) AT WORK:**

1. \_\_\_\_\_ Check for personal injury, be calm
2. \_\_\_\_\_ Observe safety of structure/fire - evacuate if necessary
3. \_\_\_\_\_ Provide emergency aid to co-workers
4. \_\_\_\_\_ Get 72-hour kit from car. Put on heavy shoes, jacket.
5. \_\_\_\_\_ Turn on car radio. Listen for emergency information:
6. \_\_\_\_\_ Check in with out-of-area/state emergency phone contact
7. \_\_\_\_\_ Be sure your car is safe to drive.
8. \_\_\_\_\_ If car is left, leave name on a note and what route taking.
9. \_\_\_\_\_ Beware of dehydration, drink at least a pint of water.
10. \_\_\_\_\_ Eat if you feel like it and have water available.
11. \_\_\_\_\_ Take medications on time. Set your watch.
12. \_\_\_\_\_ Keep checking in with out-of-area/state.
13. \_\_\_\_\_ Observe weather conditions.

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**AFTER INITIAL DISASTER (2-12 hours):**

1. \_\_\_\_\_ Recheck yourself and your family member's needs.
2. \_\_\_\_\_ Perform structural inspection
3. \_\_\_\_\_ Evacuate home (if required)
4. \_\_\_\_\_ Evacuate area (if required)
5. \_\_\_\_\_ Set up sanitation facility
6. \_\_\_\_\_ Check on neighbors
7. \_\_\_\_\_ Eat/drink/rest
8. \_\_\_\_\_ Monitor TV/Radio

**REMAINDER OF DAY (12-24 hours):**

1. \_\_\_\_\_ Recheck first aid needs
2. \_\_\_\_\_ Improve shelter as required
3. \_\_\_\_\_ Monitor TV/Radio
4. \_\_\_\_\_ Set up alternative heat sources
5. \_\_\_\_\_ Salvage debris for potential use
6. \_\_\_\_\_ Collect garbage
7. \_\_\_\_\_ Check on neighbors
8. \_\_\_\_\_ Set up job assignments
9. \_\_\_\_\_ Eat/drink/rest

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**DAY 2 CHECKLIST**

1. \_\_\_\_\_ Check for personal injury
2. \_\_\_\_\_ Check for radio, TV messages
3. \_\_\_\_\_ Check food, water
4. \_\_\_\_\_ Assure phone is on hook
5. \_\_\_\_\_ Evacuate home (if required)
6. \_\_\_\_\_ Evacuate area (if required)
7. \_\_\_\_\_ Check sanitation facility
8. \_\_\_\_\_ Check on neighbors
9. \_\_\_\_\_ Collect garbage
10. \_\_\_\_\_ Take pictures, notes for recovery assistance

**DAY 3 CHECKLIST**

1. \_\_\_\_\_ Check personal injuries
2. \_\_\_\_\_ Listen for radio, TV messages
3. \_\_\_\_\_ Check sanitation facility
4. \_\_\_\_\_ Check on neighbors
5. \_\_\_\_\_ Report status
6. \_\_\_\_\_ Collect garbage
7. \_\_\_\_\_ Take pictures, notes for recovery assistance

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**EVACUATE HOUSE**

1. \_\_\_\_\_ Locate family members
2. \_\_\_\_\_ Turn off gas only if you smell gas
3. \_\_\_\_\_ Load 72-hour kit in car
4. \_\_\_\_\_ Load important papers
5. \_\_\_\_\_ Turn off water
6. \_\_\_\_\_ Turn off unnecessary electrical appliances, except refrigerator / freezer
7. \_\_\_\_\_ Place telephones on hook
8. \_\_\_\_\_ Lock all doors, including garage
9. \_\_\_\_\_ Lock all windows
10. \_\_\_\_\_ Load family and pet(s) into car
11. \_\_\_\_\_ Lock front door as you leave
12. \_\_\_\_\_ Review evacuation route map
13. \_\_\_\_\_ Leave note telling where you can be contacted
14. \_\_\_\_\_ Leave

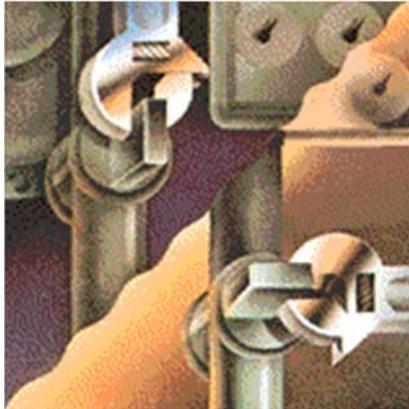
## TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN

**Note:** *Do not enter buildings that are unsafe. Further collapse may occur due to aftershocks.*

### TURN OFF UTILITIES

#### GAS:

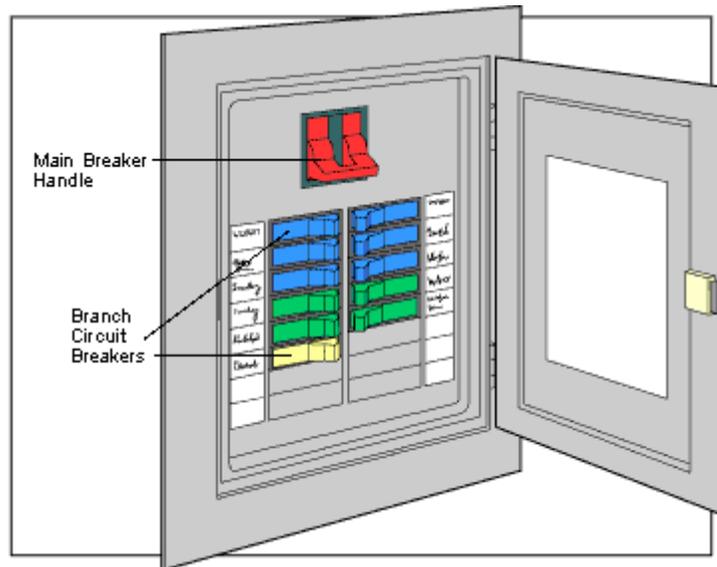
1. Turn gas off **ONLY** if you smell gas.
2. If you do smell gas, open the windows and leave the house. **DO NOT** use the phone. **DO NOT** turn **OFF** any electrical switches, or anything that will cause a spark.
3. Turn OFF the main gas shut-off valve. This valve is located next to your gas meter outside the house. Use a crescent wrench to turn the valve one quarter-turn, in either direction, to the "OFF" position (vertical is "ON" (!); horizontal is "OFF" (--)).
4. For safety purposes, only the gas company should turn the meter back on. Only turn the gas off when absolutely necessary. **DO NOT** experiment with the valve to see if it is "working." To have it checked, call the utility company for assistance.



## TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN

### ELECTRICITY:

1. Turn “OFF” **ONLY** if you see sparks or a fallen wire, or have reason to believe there is an electrical system malfunction.
2. Locate the main circuit box. It may be outside the house (often near gas meter), in the garage toward the outside wall, or in the hall in one of the rooms (primarily apartments).
3. Locate the “Main” circuit breaker or fuse. Turn the circuit breaker to the “OFF” position/or pull the fuse out.
4. To restore electrical service call your power company.



### WATER:

1. Turn off water service of the house. It is usually located in the front of the house near the hose bib. If there is damage to the piping in this area, or you are unable to locate the shut off, turn off at the water meter.
2. Locate the main shut-off valve outside the house. It is usually in a concrete box at ground level next to the sidewalk with cover that says “Water Meter”. You will need a screw driver/knife/stick to open the metal cover.
3. Turn the valve clockwise to turn “OFF”. Replace the cover.
4. Turn each valve counterclockwise (to the left) to restore water flow.
5. For any concerns regarding your water, contact your local water company.

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

## **DETERMINE EVACUATION ROUTES**

### **EVACUATION FROM YOUR HOME:**

1. Keep detailed maps of the local area in your car. Have each potential evacuation route noted with a marking pen.
2. Drive those routes that you do not normally travel so you are aware of any changes. It is vital that you completely understand each of these routes now as your mind could go blank in a crisis.
3. It is also important to keep your car in good condition so you can leave on a moment's notice. Have extra oil, oil filter, and water available. Storing large amounts of gasoline (5-10 gallons) around your home, even in approved containers, is **NOT** advised due to the explosion hazard. Always keep your car gas tank at least half full. Snow chains and jumper cables should be kept in your car at all times. Extra wiper blades, fan belts, tow rope, signal whistle, and mirrors are also useful.
4. Be sure to include a 72-hour kit for each family member.
5. If appropriate, turn off utilities (Page 9) before evacuating your home. Leave a note in a prominent position on the outside of your home to let others know you are okay and where you may be contacted.

### **EVACUATION FROM YOUR BUSINESS TO YOUR HOME:**

This will depend very much on the type of disaster.

#### **Fire**

Take your normal route home as this is assumed to be a local disaster.

#### **Earthquake**

ALL bridges will likely be closed to traffic. If you must use a bridge to cross a river, a lake or another highway, decide if you can get home by another route that has no bridges or overpasses. If this alternate route can be made on foot only or part way by auto and part by foot, decide if you are physically capable of walking the distance. Leave a note on your car stating where you are and what route you are taking home, e.g., "Plan B: (be sure your family fully understands that route). Be sure to have your 72-hour kit in your car.

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

**In An Earthquake**

***DROP, COVER, and HOLD***

***Earthquake procedures in the home or office***

At the first indication of ground movement, you should **DROP** to the ground. It will soon be impossible to stand upright during the earthquake. Getting to the ground will prevent being thrown to the ground.

You should seek protective **COVER** under or near desks, tables, or chairs in a kneeling or sitting position. If in a hallway, drop next to an inside wall in a kneeling position and cover the back of the neck with your hands.

You should **HOLD** onto the table or chair legs. Holding onto the legs will prevent it from moving away from you during the quake. Protect your eyes from flying glass and debris with your arm covering your eyes.

You should remain in the DROP position until ground movement ends. Be prepared to DROP, COVER and HOLD during aftershocks.

After ground movement ends, check for injuries and safely evacuate the building. Move to a safe, open area, away from power lines and other overhead hazards.

***Earthquake procedures while outside or in a vehicle***

At the first indication of ground movement, move away from overhead hazards such as power lines, trees, and buildings. **DROP** to the ground and **COVER** the back of the neck with your hands. Be aware of aftershocks. Do not re-enter buildings until it is determined safe to do so.

While in a vehicle, you should pull over to the side of the road and stop. If you are on a bridge, overpass, or under power lines, continue on until you are away from the overhead dangers. Wait until the ground movement stops and check for injuries. Be aware of aftershocks, downed wires, or roads blocked by debris.

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

## **LOCATE CHILDREN**

Know how to get to them at school and at play

### **AT SCHOOL:**

- They should remain at school until you come for them. Make sure your child understands it may take a while to get to them (see Children's 72-hour kit (page 27)).
- Plan ahead to have someone pick them up if you are unable to get to them. Know the policies of your school or daycare center. Most schools require a letter be kept on file giving specific permission for someone else to pick up your child, e.g., your mother, daycare provider, etc.
- Contact your child's school to determine if and where they will be moved if school evacuation is necessary.

### **AT PLAY:**

- Agree on a place to meet--neighbor, relative, home. Sometimes it will be safer for the children to stay right where they are. Train your children to know when it is safe to go somewhere else and when it is safe to stay where they are.
- Reassure children. They probably will still be afraid after the disaster, even when you are united. Let them talk -- listen to them.
- Rehearse these situations after Sunday dinners, first day of school, first day of summer vacation, etc., so they really know what to do.

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

## **DETERMINE FAMILY ASSEMBLY POINT**

### **HAVE FAMILY PLANNING MEETINGS:**

Make decisions where to meet. The following suggestions are provided:

1. Where to meet after a disaster:

- Home, if possible
- Neighbor's
- Relative or friend

2. In case of fire:

- Next door
- Nearby corner
- Neighbors

Go over the plan often; keep it up-to-date. Playact different situations and practice the plan to see if you need to make changes.

### **Review on each family member's birthday.**

Each family member should carry the phone number of a relative or family friend who lives far from your home. If family members are separated at the time of the major catastrophe, they should try to call the relative/friend and tell them they are OK and where they are going, or where they are staying. (Often times you can call out of a disaster area, but no one can call in.) This simple action can bring much comfort to many people, including yourself.

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

## **RECREATIONAL ACTIVITIES**

After we do all we can it is important to be able to take children's minds and ours off the disaster. Have games of all kinds, books, toys, portable radios, coloring books and crayons, etc.

If you must evacuate, take the following:

- Portable radios
- Favorite snacks
- Card games (Skip Bo, Old Maid, etc.)
- Game books (crossword puzzles, word search, etc.)
- Favorite books
- Favorite toy, stuffed animal
- Small pocket games
- Pencils and paper
- Coloring books and crayons

Be sure to include some of these items in you 72-hour kit.

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

## **EMERGENCY PREPARATIONS**

### **FOOD STORAGE GUIDE**

The following pages provide basic food storage information. In general, you should try to have foods that are:

- Non-perishable (canned or dried)
- Nourishing (from each of the basic food groups)
- Easily prepared and served
- Able to be eaten as-is (to conserve water and cooking heat)
- Completely edible, in small servings, with little or no waste or leftovers.

Store only food that you normally eat. Avoid commercial storage foods that contain items that are not part of your normal diet, or that you are unfamiliar with. It is important to maintain a sense of normalcy in any emergency to keep everyone calm. “Normal” food will help to achieve this good feeling. It is very common that people are not hungry for the first 24 hours after a catastrophe. Their bodies will tell them when to eat. Remember to include baby foods, special dietary foods, favorite snacks, and food for your pets.

### **STORAGE**

Keep food stored in the driest, coolest and darkest areas. Monitor storage area temperatures.

### **Critical Storage Temperatures**

- 32 degrees F - Freezing
- 48 degrees F - Insects become active
- 95 degrees F - Fats melt

### **Storage Containers**

Metal storage cans or heavy plastic containers with airtight lids are recommended.

- Use unbreakable containers, if possible.
- Do not stack breakable storage containers.
- Only plastic containers that are approved by the FDA should be used to store food or water. If you don't know, ask at the place of purchase or the manufacturer. Determined rodents are known to gnaw through heavy plastic containers.
- Date all containers when placed in storage and rotate on a regular basis to insure freshness.

## TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN

### Food Storage Tips

1. Store NOTHING on cement floors. Place slats of lumber between cement and the storage area to prevent sweating and rusting.
2. Store supplies in various locations in the house; if one part is damaged, you still have something left.
3. ALWAYS obtain top grade food products for storage.
4. Approximately 2 percent of food value is lost each year in canned foods stored under ideal conditions.
5. Buy nitrogen-packed food when possible. It has longer storage life, better quality and no insect infestation.
6. Heavy wire or a small piece of lumber should be attached to the front of storage shelves to keep contents from falling in the event of an earthquake.
7. Use clear plastic bags for food storage; colored plastic bags have been chemically treated and SHOULD NOT be used to store food.
8. Food, unlike water, may be rationed safely, except for children and pregnant women.

### WATER STORAGE GUIDE

Stocking water reserves and learning how to purify contaminated water should be among your top priorities in preparing for an emergency. You should store at least one gallon of water per person per day for *at least* three days, preferably, two weeks. Children, nursing mothers, and ill people will need more. You will need additional water for food preparation and hygiene.

If your supplies begin to run low, remember: **Never ration water.** Drink the amount you need today, and try to find more for tomorrow. You can minimize the amount of water your body needs by reducing activity and staying cool.

#### Water Storage Tips:

You can store your water in thoroughly washed plastic, glass, fiberglass, or enamel-lined metal containers. Never use a container that held toxic substances, because tiny amounts may remain in the container's pores. Plastic soda bottles will degrade and have to be replaced at least every six months. Containers that are FDA approved for water storage are best. Replenish your water supplies annually (when you inventory all your emergency preparations).

Before storing your tap water, treat it with a preservative, such as chlorine bleach, to prevent the growth of microorganisms. Use liquid bleach that contains 5.25 percent sodium hypochlorite and no soap, dyes, or scenting. See the Purification table below for proper amounts.

## **TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN**

### **HIDDEN WATER SOURCES IN YOUR HOME:**

If a disaster catches you without a stored supply of clean water, you can use water in your hot-water tank, in your plumbing, and in ice cubes. As a last resort, you can use the water in the reservoir tank of your toilet (not the bowl), but only if has never held any bowl cleansers, and you purify it.

To use water in your pipes, let air into the plumbing by turning on the highest faucet in your house and draining the water from the lowest one.

To use water in your hot-water tank (water heater), be sure the electricity or gas is off, and open the drain at the bottom of the tank. Start the water flowing by turning off the water intake valve and turning on a hot water faucet. Do not turn on the gas or electricity when the tank is empty (post a note next to the thermostat not to use it, just in case.)

Do you know the location of your incoming water valve? You'll need to shut it off to stop contaminated water from entering your home if you hear reports of broken water or sewage lines.

### **WATER PURIFICATION:**

In addition to having a bad odor and taste, contaminated water can contain microorganisms that cause diseases such as dysentery, cholera, typhoid, and hepatitis. You should therefore purify all water of uncertain purity before using it for drinking, food preparation, or hygiene.

There are many ways to purify water. None are perfect. Often, the best solution is a combination of methods. Before purifying, let any suspended particles settle to the bottom, or strain them through layers of paper towel or clean cloth. Three purification methods are outlined below. These measures will kill microbes but will not remove other contaminants such as heavy metals, salts, most other chemicals and radioactive fallout.

#### **Boiling**

This is safest method of purifying water. Bring water to a rolling boil for 10 minutes, keeping in mind that some water will evaporate. Let the water cool before drinking. Boiled water will taste better if you put oxygen back into it by pouring it back and forth between two containers. This will also improve the taste of stored water.

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

**Chlorination**

Uses liquid chlorine bleach to kill microorganisms.

**Chlorination Table**

For this amount of <b>clear</b> water	Use this amount of bleach*	Let stand this amount of time
1 quart	2 drops	30 minutes
1 gallon	8 drops	30 minutes
5 gallons	1 teaspoon	30 minutes

\* 5.25 percent sodium hypo chlorite without soap, dyes, or scents

If the water is cloudy, double the amount of bleach above, stir, and let stand 30 minutes. If the water does not taste and smell of chlorine at that point, add another dose and let stand another 15 minutes.

If you do not have a dropper, use a spoon and square-ended strip of paper or thin cloth about ¼ inch by 2 inches. Put the strip in the spoon with an end hanging down about ½ inch below the scoop of the spoon. Place bleach in the spoon and carefully tip it. Drops the size of those from a medicine dropper will drip off the end of the strip.

**Purification Tablets**

Releases chlorine or iodine. They are inexpensive and available at most sporting goods stores and some drugstores. Follow the package directions. Usually one tablet is enough for one quart of water; double the dose for cloudy water.

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

**FAMILY EMERGENCY FIRST- AID KIT**

- Box to hold supplies
- First aid Manual
- 1 Ace Bandage, 3" wide
- Rescue Blanket
- 2 Rolls Adhesive Tape, 10 Yds.
- 12 Assorted Safety Pins
- Alcohol Swabs
- Trauma Scissors
- Ammonia Inhalant
- Cotton Balls
- Antacid Tablets
- Feminine Hygiene Supplies
- Antibacterial Soap
- Eye Drops
- 20 Aspirin Tablets/Children's Tylenol
- Heat Tablets
- 12 Band-Aids, Medium Size
- Thermometer
- Compresses (strips 2" wide)
- Ice Bag or Cold Pack
- 5 Triangular bandages (40" square)
- Extra Pair of Eyeglasses
- Table Salt
- 2 Face Cloths
- Ipecac (Induce Vomiting)
- Matches In Waterproof Container
- Diarrhea Medicine
- First-aid Ointment, Antibacterial
- Cotton-Tipped Swabs
- 8 Gauze Pads, 2" x 8"
- Butterfly Bandages
- 8 Gauze Pads, 3" x 3"
- Splints (finger, arm, leg)
- 8 Gauze Pads, 4" x 4"
- Hydrogen Peroxide
- 3 Rolls of Gauze, 2" x 10 Yds.
- Calamine Lotion
- Methiolate or Iodine
- Tweezers
- Razor and Blades
- Snake Bite Kit
- Prescription Drugs
- 2 Pair Latex Gloves
- Duct Tape

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

**FIREFIGHTING TECHNIQUES AND EQUIPMENT**

The firefighting techniques listed below are only for small fires. Leave the big fires for the pros. If the pros are unavailable, do your best to keep the fire from spreading. For all the firefighting techniques described below, apply at the base of the fire, not at the flames themselves.

SYMBOLS & COLORS FOR EXTINGUISHER CLASSES BASED ON TYPE OF FIRE FUELS	INTENDED FIRE EXTINGUISHER PURPOSE	TYPE OF FIRE EXTINGUISHING AGENT(s) REQUIRED
  <p style="text-align: center;">Ordinary Combustibles</p>	<p>Class A Extinguishers – For ordinary combustibles like wood, cloth, plastic, paper, rubber etc.</p>	<p>Water, Foam Dry Chemical</p>
  <p style="text-align: center;">Flamable Liquids</p>	<p>Class B Extinguishers – For fires due to flammable liquids like oil, gasoline, oil-based paints, petrol etc.</p>	<p>Foam Dry Chemical Carbon Dioxide</p>
  <p style="text-align: center;">Electrical Equipment</p>	<p>Class C Extinguishers – For fires generating from equipment or appliances connected to electricity.</p>	<p>Dry Chemical Carbon Dioxide</p>
  <p style="text-align: center;">Combustible Metals</p>   <p style="text-align: center;">Combustible Cooking</p>	<p>Class D Extinguishers – For flammable metal. Needs special extinguishing agents. Found typically in factories.</p> <p>Class K Extinguishers – For combustible cooking oils like vegetable oils, fats, animal oils &amp; more. In general meant for commercial kitchens.</p>	<p>Foam Carbon Dioxide</p>

TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN

TECHNIQUES

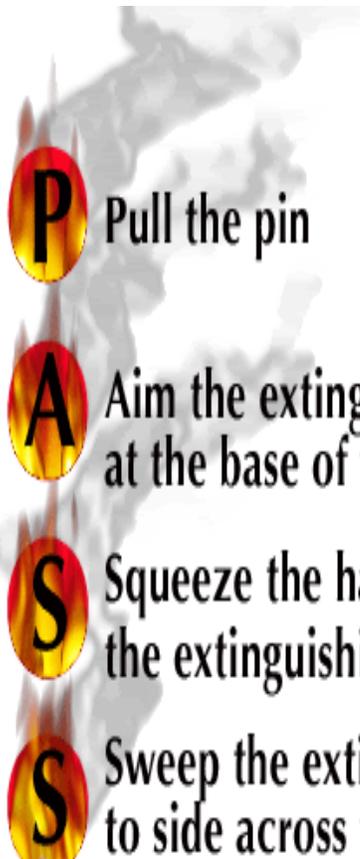
WATER:

Water is the most common and generally most effective extinguishing agent. Good for wood and paper-type fires. Apply at base of fire. **DO NOT** use water on burning oil, gasoline, kerosene, diesel or electrical wiring. Water will only cause the fire to spread, or cause you to receive an electrical shock.

EXTINGUISHER:

Fire Extinguisher Operation

P.A.S.S.

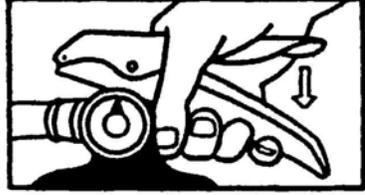
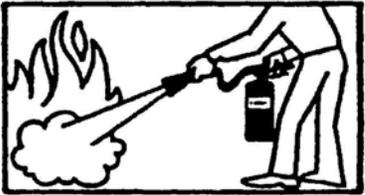
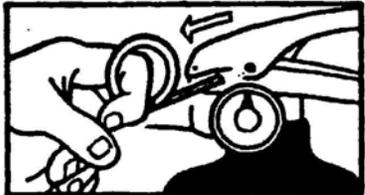


**P** Pull the pin

**A** Aim the extinguisher or nozzle at the base of the fire

**S** Squeeze the handle and release the extinguishing agent

**S** Sweep the extinguisher from side to side across the base of the fire until it appears to be out



## TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN

### PREFERRED FIRE EQUIPMENT

#### Water Hose

50 - 100 feet long with adjustable spray nozzle.

#### Hand-held Extinguisher

At least 2-A:B:C fire extinguishers will be suitable for all types of small home fires.

### EMERGENCY SHELTERS

#### **GEODESIC DOME TENT:**

Considered by some to be the best tent on the market today. They are space efficient, repel water, very sturdy and are easy to set up. Be sure to fit the tent to your family plus some margin. For example, an 8-person rated tent would be more comfortable for six people. Putting a plastic tarp over the tent, with an airspace, will provide better protection in heavy rain.

#### **CAMPING TENTS:**

A good waterproof material is required. A tent with a tent liner is more expensive but will keep the inside very cozy when the outside temperature is very cold. Size the tent as in the geodesic dome. You may be able to get military surplus tents that require repairs. However, while they are rugged and warm, they are bulky and very heavy.

#### **POLYETHYLENE PLASTIC SHEETS:**

10 x 15 foot sheet can provide adequate warm weather shelter for the average family.

#### **RECREATIONAL VEHICLES:**

MOTOR HOMES, TRAILERS, AND TENT TRAILERS MAKE IDEAL SHELTERS.

#### **IMPROMPTU SHELTERS:**

Consult Boy Scout, mountaineering and survival handbooks on how to build shelters for the emergency environment using available materials. Utilize materials from damaged buildings such as 2x4's, plywood, etc.

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

## **ALTERNATIVE SOURCES OF HEATING, COOKING AND LIGHTING**

The following are ideas for alternate sources of heat; cooking and lighting that could be used in an area-wide catastrophic or emergency event.

### **HEATING:**

Use blankets and clothing to stay warm. Heat packs are an inexpensive way to warm hands and feet. These chemical source heat packs come in a variety of sizes and prices. The longevity and temperature of these heat packs vary from 130 degrees F. for two (2) hours to 160 degrees for 12 hours. Some of them are also reusable.

### **COOKING:**

Camp stove, or Barbecue may be used outdoors ONLY.

### **LIGHTING:**

Lighting is very important; it provides a lot of reassurance in the dark. New products are developed constantly to provide ways to "light the way". (1) battery-operated lanterns, (2) hand-held flashlights, and (3) light stick (light producing chemicals). Convenience and feasibility should be kept in mind. If you need both hands free, a battery-operated lantern with a head strap is best. Make sure you have spare batteries in the appropriate size needed for your lighting source.

## **SANITATION FACILITIES**

### **PERSONAL HYGIENE SUPPLIES:**

- "Tall Kitchen" white plastic bags (1-2 packages) with ties
- Toilet paper or diaper-wipes

Bail out toilet: use the water in the reservoir for drinking (only if there has NEVER been any disinfectant used in the tank). Place the bag over the edges of the seat, and then use the bag. After use remove from toilet, and dispose of it in a slit trench or bury it thoroughly. You can use diaper-wipes (containing alcohol) in place of toilet paper. The added disinfectant will help reduce the spread of disease when soap and water are hard to come by. If a toilet is not available, a large can or 5-gallon bucket can be used, following the same procedure as above.

### **HOUSEHOLD TRASH SUPPLIES:**

- Keep trash away from the house and out of reach of dogs and other animals.
- Use 32-40 gallon heavy-duty plastic bags (2-3 packages) with ties.
- Collect household trash per normal living standards. When full, tie off very securely.  
Set off in yard

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

## **QUICK FIX 72-HOUR PERSONAL AND CAR / HOME KIT:**

### **CONTAINERS**

Kit containers can be pillowcases, small daypacks, old duffel bags, or whatever your ingenuity comes up with. Just remember that you may end up carrying it some distance, so plan accordingly.

### **WATER**

1 gallon per day for each person in your vehicle. (More water will be needed for small children/babies if dehydrated baby food and formula is used, plus nursing mothers).

### **FOOD**

12 (2-bar) packs of granola bars, times the number of people your car will carry, protected by sealing in boilable, seal able bags. (Granola bars should be replaced yearly.) Dehydrated baby food in plastic zipper bags resealed in boilable, seal able bags is an alternative.

### **WARMTH**

Heavy-duty space blanket or wool blanket for each occupant of the vehicle. Any blanket is better than nothing, but warmth is important. Heat packs are an inexpensive way to warm hands and feet.

### **LIGHT**

Small, sturdy flashlight (2 sets extra batteries / 2 extra light bulbs). Three (3) Cyalume plastic light sticks that last 12 hours each without producing heat or acting as a fire hazard.

### **RADIO**

Small, inexpensive AM radio and two spare batteries. Replace batteries at Christmas. Solar/battery powered radios are available.

### **TOILET**

Four "tall kitchen" white plastic bags, and ties.

### **PERSONAL HYGIENE**

Bar soap, shampoo, toothbrush / toothpaste, deodorant, feminine hygiene supplies, baby wipes, baby diapers and baby powder.

### **FIRST AID**

Rubber gloves - 4 pairs; six Band-Aids; six alcohol wipes; Neosporin ointment - 1 small tube; Aspirin/Tylenol - 1 small bottle; roll of clinging gauze, insect repellent - 1 small can; six - 4" x 4" dressings; and prescription medications, spare set of eyeglasses.

## **TOWN OF DISCOVERY BAY EMERGENCY OPERATIONS PLAN**

### **CLOTHING**

One change of clothing should be sufficient except where very small children are concerned. Although an adult may be uncomfortable, the same clothing can be worn for 72 hours, depending upon circumstances. Also, a good pair of leather, work gloves should be added to the adult kit.

### **CAR KITS**

For your basic car kit, simply multiply the personal kit times the number of people your vehicle will hold. Because your car will hold more, consider an additional 50 feet of parachute cord and a pair of boots/heavy walking shoes for each member of the family. Remember, do not use new boots or shoes; you do not want to break them in during an emergency. Add other items as you find necessary, but remember you may end up carrying them if you have to abandon your vehicle. In addition to these personal articles, you should include the following for your car:

- Tow Rope
- Booster Cables
- Flares
- 3A-40BC Fire Extinguisher

### **OTHER**

- Boy Scout handbook, survival book, Map of your area
- Food, water, and leash or carrier for pets
- Money-at least \$20 (small bills, some change). Credit Cards may be useless if there is no power in the area.
- Signal whistle and mirror
- Extra house/car keys
- Watch or clock (battery or wind-up)
- Paper plates, cups and plastic utensils
- Paper, pens, stamps
- Game books, crayons, pocket games

### **NOTE:**

Understand the difference between NEEDS and WANTS.

NEEDS = What will help you survive

WANTS = Useless weight, space

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

## **CHILDREN'S 72-HOUR SCHOOL KIT:**

### **CONTAINERS**

Kit containers can be green plastic bags, small day pack, pillowcase, etc.

### **WATER**

1 Gallon of water per day.

### **FOOD**

Nine (2-bar) packs of granola bars, and a few of their favorite snacks. Protect unopened individual packages in plastic zipper bags.

### **WARMTH**

Heavy-duty space blanket.

### **LIGHT**

Three (3) Cyalume plastic light sticks that last 12 hours each.

### **RADIO**

Small, inexpensive AM radio and two spare batteries. Replace batteries at Christmas. Solar/battery powered radios are available.

### **INFORMATION**

5 x 7 cards with names, phone numbers, addresses of next of kin in and out of state. Picture of family. Small stuffed cuddly animal for smaller children. Letter from parents to child, saying that you love him/her, be good, and you will be there when you can.

**TOWN OF DISCOVERY BAY  
EMERGENCY OPERATIONS PLAN**

## **IMPORTANT DOCUMENTS**

**Copies of the following documents should be kept readily available in a waterproof container, or even in a 72-Hour Home Kit.**

**(Originals should be stored in a safety deposit box).**

- Social Security Cards
- Birth Certificates
- Stocks and Bonds
- Driver's License
- Money and Credit Cards
- Savings/Checking Account Book
- Wills
- Insurance Policies
- Deeds
- Genealogy
- Address & Telephone Numbers

**TOWN OF DISCOVERY BAY  
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## **REHEARSALS**

**THE BEST PLANS ARE USELESS UNLESS THEY ARE EXERCISED**

When a catastrophe strikes, everyone in your home needs to understand what they are supposed to do. Rehearsing your emergency response plan best instills that knowledge. The following activities are suggested:

1. Contact your local emergency management or civil defense office and American Red Cross chapter to find out the following.
  - What types of disasters are likely to happen in your area?
  - What are your community's warning signals: What they sound like and what you should do when you hear them?
  - Ask about animal care during and after a disaster. Animals may not be allowed inside emergency shelters due to health regulations.
2. Read this "Emergency Preparedness section completely through at least twice.
3. Take a course in basic First Aid and CPR.
4. Show your spouse and older children where the gas, water and electrical utilities are located. Show how to turn these utilities off. **DO NOT MOVE THE GAS SHUT OFF VALVE.** You may inadvertently turn off the gas, which should only be turned back on by the gas utility company. Assign each individual a responsibility, with another assigned as a backup.
5. Practice your emergency evacuation route from your home/place of employment at least twice a year. Also drive the alternate route along the way at least twice a year. (Find out about disaster plans at your work place, your children's school or daycare center and other places where your family spends time.)
6. Be sure everyone knows where the water, food and medical supplies are located.
7. Use family gatherings to practice various parts of your emergency response plan, e.g., how to turn off utilities, practice first-aid techniques, etc.
8. After everyone is trained, use a family gathering, or some other convenient time, to run through the Day 1 Checklist, 0-2 hours. If your individual practices were done correctly, this "dress rehearsal" should work well. If it does not, simply review what was not done well and decide how to improve it for your circumstances.
9. Give special consideration for care of small children and handicapped persons.

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## **PET CARE**

Here are some steps you can take now to protect your animal companions in case disaster strikes.

1. Make sure that your pet has a current license or ID tags and proof of vaccinations. Animals should always wear identification. During an emergency, frightened animals can quickly slip through open doors or windows. The disorienting effects of an earthquake or fire may cause them to lose their way.
2. Include the following pet supplies in your family emergency kit:
  - Pet Food
  - Potable water in a non-breakable container
  - Food Dishes
  - Newspaper and/or paper towels
  - Blankets
  - Special medication, regularly checked for expiration
3. Pet carriers and leashes should be stored near your emergency supplies, preferably by an outside door. Carrying a frantic cat or dog in your arms is nearly impossible, especially when you are frantic too!
4. Keep all property fences in good repair. Even a small hole can become an avenue of escape during an emergency.

### **AFTER THE EMERGENCY:**

Like their human counterparts, animals deal with disaster in different ways. Be patient, and watch for potential problems.

1. If possible, try to keep your animals inside. Dogs and cats will look for any avenue of escape to avoid a frightening situation.
2. Check birds immediately. Birds can break blood feathers while frantically flying around in their cage. If not treated at once, they can easily bleed to death. If you notice the bird bleeding from a broken blood feather, immediately pull out the feather.
3. As a comfort to your animals, keep the household calm and quiet. It also helps to their favorite toy and bedding available. Familiar objects and smells are always calming.
4. Allow animals to cope in ways that work for them. Don't worry if they want to hide out for a while or refuse food for a day or two.
5. Don't coddle! Give your pet extra rations of love and understanding during the emergency, but try not to overreact.

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**IF YOUR ANIMAL ESCAPES:**

Despite your best efforts, your animal may manage to escape during the commotion of the emergency. Don't give up! Get to work quickly:

1. Call your local Animal Control Officer and report the loss.

Call the Humane Society and report the lost animal.

2. Distribute "Lost" posters around the neighborhood. Be sure to include a current photograph of your animal, a description, the animal's name, your name, address and phone number, and any other pertinent information about your pet.
3. Go door-to-door. Talk with your neighbors about your lost pet. Describe the animal to them, give them a copy of your poster and ask them to help spread the word.
4. Leave a scent trail. Dragging a personal article of clothing along the ground leading to your home may enable your dog or cat to follow this familiar scent home, even if they are disoriented.
5. Like children, animals are sensitive to your reactions. If you act as if everything is fine, they will feel better.

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**ADDITIONAL EMERGENCY INFORMATION:**

**To obtain additional emergency and earthquake preparedness information contact the following agencies:**

American Red Cross (ARC)

National Headquarters Web Site: [www.RedCross.org](http://www.RedCross.org)

Federal Emergency Management Agency (FEMA)

Web Site: [www.fema.gov](http://www.fema.gov)