

CRESCENTA VALLEY WATER DISTRICT

BOARD OF DIRECTORS - STAFF REPORT

Information Item No. 1
October 4, 2018

To: Emergency Planning Committee
From: David S. Gould, P.E. – District Engineer
Subject: Incident Command System, Standardized Emergency Management System, and National Incident Management System Training

INFORMATION ITEM:

Discussion of Incident Command System (ICS), Standardized Emergency Management System (SEMS), and National Incident Management System (NIMS) Training

BACKGROUND:

Staff has been working with Mike Holmes, Emergency Preparedness Coordinator for the Public Water Agency Group (PWAG) to set up training classes on ICS, SEMS and NIMS training for CVWD personnel. Mr. Holmes has set up a class at CVWD on October 8, 2018 for an introduction to ICS, SEMS and NICS which is the foundation of emergency response training.

The class will be taught by members from the California Specialized Training Institute (CSTI), which is a statewide firm that is responsible for supporting training, exercises and education in a wide variety of areas including emergency management, public safety, homeland security, hazardous materials, disaster recovery and crisis communications.

The following is a brief description of the elements that are included in a emergency planning system.

- **National Incident Management System (NIMS)** - defines operational systems, including the Incident Command System (ICS), Emergency Operations Center (EOC) structures, and Multiagency Coordination Groups (MAC Groups), which guides how personnel work together during incidents or events. NIMS is organized into three main categories:
 - 1) **Resource Management** - standard way to manage resources, including personnel, equipment, supplies, and facilities, both before, during and after an event in order to allow organizations such as CVWD to more effectively share resources when needed.
 - 2) **Command and Coordination** – provides for defining leadership roles, processes, and organizational structures for incident management at the operational and incident support levels and explains how these structures interact to manage an incident effectively.
 - 3) **Communications and Information Management** – communication systems and ways to effectively provide critical information that can help to ensure those personnel and other decision makers involved will have the means and information needed to make and communicate decisions.
- **Incident Command System (ICS)** - a management system designed to enable effective and efficient domestic incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. Key functions of the ICS are the coordination of the command center, operations, planning, logistics, finance and administration.
- **Standardized Emergency Management System (SEMS)** - the California Emergency Response System and the fundamental structure for the response phase of emergency management. The SEMS unifies all elements of California's emergency management community into a single integrated system and standardizes key elements including ICS, Multi/Inter-agency coordination, mutual aid between other agencies, and coordination of operational area, within the agency.

DISCUSSION:

The class scheduled for October 8, 2018 will be an introduction to SEMS/NIMS/ICS training that is required for all first responders to an incident or event. CVWD will use this introductory course to outline the tasks needed to implement and/or upgrade CVWD's emergency operations center, responding to an event (such as fire, earthquake, flood, etc.) and the necessary planning needed to meet these challenges.

The following is a breakdown of roles and responsibilities under the SEMS/NIMS system for key personnel during an event or incident. Staff will review each role and assign it to various personnel, which will be included in the updated CVWD Emergency Response Plan.

Roles	Responsibilities
Management	• Serves as Command Staff and/or Incident Commander at the Field Level. • Directs Emergency Operations Center (EOC).
Operations	• Responsible for management of all operations directly applicable to the primary mission. • Coordinates system operators activities and supervises organizational elements in accordance with incident Action Plan and directs execution of the Action Plan. • Coordinates emergency response activities at the EOC level. • Implements priorities established by management or Incident Commander. • Field Coordinators - Operations staff who are linked to water utility personnel at other fixed facilities or who are assigned to incidents within CVWD. - Receive and pass information up the chain of command. - Receive and coordinate requests for services and support.
Planning/Intelligence	• Oversees the collection, evaluation, verification, and display of current information related to the emergency. - Understand current situation. - Predict probable course of the incident events. - Prepare alternative strategies and control operations for the incident. • Responsible for preparing action plans and maintaining documentation related to the emergency.
Logistics	• Provides facilities, services, and material in support of the Incident. • Oversees the acquisition, storing, and distribution of essential resources and support services needed to manage the emergency. • Tracks the status of resources. • Provides services to all field units in terms of obtaining and meeting their personnel, materials and equipment needs including communications.
Finance/Administration	• Responsible for all financial, administrative and cost analysis aspects of the incident. • Prepares vendor contracts, maintains records of expenditures for personnel and equipment, and maintains records and processes claims. • Provides preliminary estimates of damage costs and losses.

The following is a preliminary assignment of CVWD personnel, which will be discussed at the training class and finalized during the update of the Emergency Response Plan.

<u>Function</u>	<u>Primary</u>	<u>Secondary</u>
Emergency Response Manager	Nemesiano Ochoa	David Gould
Operations	Dennis Maxwell	David Spain
Planning / Intelligence	David Gould	Christina Olmedo
Public Information	Christy Scott	Brook Yared
Financial / Administration	Ron Mitchell	James Lee
Logistics	Bryan Jones	Alex Sandoval

RECOMMENDATION:

At the conclusion of the October 8, 2018 training class, staff will review CVWD's current ICS, SEMS and NIMS plans and will update the plans to meet today's needs. In addition, staff will schedule bi-monthly meetings to review the plans, assign tasks to key personnel and to implement "Table-Top" exercises that will go over emergency scenarios for training purposes.

Prepared & Submitted by:

A handwritten signature in blue ink, appearing to read 'D. Gould', is written over a horizontal line.

David S. Gould, P.E.

District Engineer

Enclosures

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September 2018
Training Available
Member Agencies

Bellflower Somerset Mutual Water Company
 Crescenta Valley Water District
 Kinneloa Irrigation District
 La Puente Valley County Water District
 Montebello Land & Water Company
 Palmdale Water District
 Pico Water District
 Quartz Hill Water District
 Rowland Water District
 Rubio Cañon Land & Water Association
 San Gabriel County Water District
 San Gabriel Valley Municipal Water District
 South Montebello Irrigation District
 Three Valleys Municipal Water District
 Valencia Heights Water Company
 Valley County Water District
 Walnut Valley Water District

SEMS/NIMS/ICS Combined Course (G606)

This course consists of an introduction to the Incident Command System (ICS), Standardized Emergency Management System (SEMS), and the National Incident Management System (NIMS). Upon completion participants will have a better understanding of how the Incident Command System, multi-agency and mutual aid all work together. These courses (below) constitute the foundation of emergency response training.

Course Length: 8 Hours (qualifies for a CSTI certificate and 8 contact hours)
Cost: \$50 per participant (includes snacks and lunch)

Date	Location
Monday, September 17 7:30 a.m. to 4:00 p.m.	Palmdale Water District 2029 E. Ave Q, Palmdale, 93550
Monday, October 1 7:30 a.m. to 4:00 p.m.	Rowland Water District 3021 Fullerton Rd, Rowland Heights, 91748
Monday, October 8 7:30 a.m. to 4:00 p.m.	Crescenta Valley Water District 2700 Foothill Blvd, La Crescenta, 91214
Monday, October 15 7:30 a.m. to 4:00 p.m.	Three Valleys Municipal Water District 1021 E Miramar Ave, Claremont, 91711
Monday, October 22 7:30 a.m. to 4:00 p.m.	South Montebello Irrigation District 437 S Bluff Rd, Montebello, 90640

To Sign-up:

1. Email me **as soon as possible**, at pwag.epc@gmail.com, the names of the attendees, their email, and the date they prefer to attend.
2. On the day of the event, please bring one check, made out to "Rowland Water District," for all your participants.

What's included:

- This 8-hour course will satisfy the recommendation that requires all first responders complete a minimum of 8-hours of training on SEMS/NIMS/ICS.
- This class is a *California Specialized Training Institute* (CSTI) credentialed class taught by two CSTI Certified Emergency Management Outreach Instructors.

What courses are covered:

- ✓ Standardized Emergency Management System Introduction (G606)
- ✓ Introduction to Incident Command System (ICS-100)
- ✓ ICS for Single Resources and Initial Action Plans (ICS-200)
- ✓ National Incident Management System, An Introduction (IS-700)
- ✓ NIMS Intrastate Mutual Aid, An Introduction (IS-706)
- ✓ National Response Framework, An Introduction (IS-800)

- Upon successfully completing the class, participants will receive a CSTI certificate and eight (8) contact hours.
- An electronic copy of the participant manual will be provided—with loaner manuals available the day of each class.

Member Agencies-Emergency Response

Bellflower Somerset Mutual Water Company

Crescenta Valley Water District

Kinneloa Irrigation District

La Puente Valley County Water District

Montebello Land & Water Company

Palmdale Water District

Pico Water District

Quartz Hill Water District

Rowland Water District

Rubio Cañon Land & Water Association

San Gabriel County Water District

San Gabriel Valley Municipal Water District

South Montebello Irrigation District

Three Valleys Municipal Water District

Valencia Heights Water Company

Valley County Water District

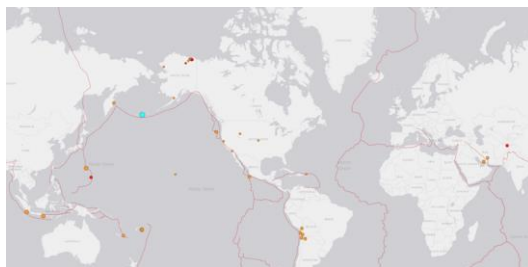
Walnut Valley Water District

Earthquake Data at the Speed of the Internet

With the recent (August 28) 4.4 magnitude earthquake striking in La Verne (and in the “backyards” of some of our members), here are a couple ways you can stay up-to-date with quick data about a local or a distant earthquake: the U.S. Geological Surveys Earthquake Hazards website is the best resource for information for recent and archived earthquake information (and its mobile-friendly). Bookmark it now:

<https://earthquake.usgs.gov>

You can also sign up for the *U.S. Geological Surveys Earthquake Notification Service* to get notified of earthquakes in areas, using your email and/or phone number.



There are also a number of apps for your smart phones that will also provide very timely and pertinent information. Use “search” to find a list of ‘earthquake notification apps.’ Some are free and others are at a nominal cost (the one I purchased was a \$1.99).

In this PWAG-ER Update:

- Access to Earthquake Data (p. 1)
- Upcoming SEMS/NIMS/ICS Training (p. 1)
- Upcoming Emergency Preparation Events (p. 2)
- The Great ShakeOut—Oct 18 (p. 3)
- Reminders: did you sign up for GETS/WPS (p. 3)
- Did you review the Mutual Aid Agreement? (p. 3)
- SB 833 SB 999 and AB 1877 ALL PASSED and are awaiting the Governor’s signature. (p. 4)

Upcoming Training

<i>Date</i>	<i>Location</i>	<i>SEMS/NIMS/ICS Combined Course (G606)</i>
Monday, Sep 17 7:30 a.m. to 4:00 p.m.	<i>Palmdale Water District</i> 2029. Ave Q, Palmdale	This course consists of an introduction to the Incident Command System, Standardized Emergency Management System, and the National Incident Management System. These courses constitute the foundation of emergency response training. Course Length: 8 Hours (qualifies for 8 contact hours) Cost: \$50 per participant (includes snacks and lunch) 1. To Sign-up: Email me as soon as possible , at pwag.epc@gmail.com , the names of the attendees, their email, and the date they prefer to attend. 2. On the day of the event, please bring one check, made out to “Rowland Water District,” for all your participants.
Monday, Oct 1 7:30 a.m. to 4:00 p.m.	<i>Rowland Water District</i> 3021 Fullerton Rd, Rowland Heights	
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Monday, Oct 22 7:30 a.m. to 4:00 p.m.	<i>South Montebello Irrigation District</i> 437 S Bluff Rd, Montebello	

Upcoming Events—What Are You Doing to Get More Prepared?

September 19, 2018—Noon to 1:00 p.m.

FEMAs Emergency Management Institute (EMI) hosts One Link, One Bridge, Many Voices e-Forums every Wednesday from 3:00 - 4:00 p.m. ET. – Hispanic and Latino Americans in Emergency Management

Participation link: <https://fema.connectsolutions.com/emieforums>

Conference call-in: 800-320-4330, PIN 107622

Questions: <https://training.fema.gov/contactus/sendcomment.aspx>

EMI e-Forums are one-hour, moderated webinar panel discussions where EMI and the emergency management community discuss matters of interest related to emergency management and national preparedness with whole-community partners and peers. Through these forums, participants share their experiences in an informal exchange of ideas.

EMI e-Forums are free of charge and available to anyone who wishes to participate.

September 20, 2018—11:20 a.m.

The Federal Emergency Management Agency (FEMA), in coordination with the Federal Communications Commission (FCC), will conduct a nationwide test of the Emergency Alert System (EAS) and Wireless Emergency Alert Systems (WEA).

- The WEA portion of the test commences at 11:18 p.m. PDT, and the EAS portion follows at 11:20 p.m. PDT. The test will assess the operational readiness of the infrastructure for distribution of a national message and determine whether improvements are needed.
- This test will be a “Presidential Alert,” so even those who have disabled the WEA function on their cell phones will receive this alert, because the Presidential Alert function cannot be disabled.

Details of the test can be found at: <https://www.fema.gov/emergency-alert-test>

Thursday, October 18, 2018—10:18 a.m.

This means that wherever you are at that moment—at home, at work, at school, anywhere—you should [*Drop, Cover, and Hold On*](#) as if there were a major earthquake occurring at that very moment, and stay in this position for at least 60 seconds. The ShakeOut is not something you need to leave work to participate in—in fact, participating at work is encouraged! Businesses, organizations, schools, and government agencies can [register](#) and have their employees practice *Drop, Cover, and Hold On* or have a more extensive emergency drill.

The main goal of the ShakeOut is to get Californians prepared for major earthquakes, so use the ShakeOut as an opportunity to learn what to do before, during, and after an earthquake.

Visit www.earthquakecountry.org/sevensteps for tips on how to prepare, protect, and recover.



October 2018: Get Involved: National Cybersecurity Awareness Month

Securing the internet is a shared responsibility. Visit [Stay Safe Online](#) and view this [infographic](#) to learn how to get involved in National Cybersecurity Awareness Month (NCSAM) this October.

As always, NCSAM will be broken down into weekly cybersecurity themes:

- Week 1: Make your Home a Haven for Online Safety
- Week 2: Millions of Rewarding Jobs: Educating for a Career in Cybersecurity
- Week 3: It's Everyone's Job to Ensure Online Safety at Work
- Week 4: Safeguarding the Nation's Critical Infrastructure

In addition, DHS will be promoting four key messages throughout the month:

- Strengthen the Nation's Cybersecurity Ecosystem
- Cybersecurity is a Cross-Cutting, Cross-Sector Challenge, So We Must Tackle It Together
- Increase and Strengthen the Cybersecurity Workforce Across All Sectors
- Secure Critical Infrastructure from Cyber Threats

Participate throughout the month in [live events](#), as well as on social media:

- Use the #CyberAware hashtag.
- View live segments with experts each week on [Facebook](#), and follow [Twitter](#) for the latest news and resources.
- Join the #ChatSTC Twitter chat each Thursday in October at 12:00 p.m.

Lastly, organizations can register as a Champion to take action in support of NCSAM. Sign up on <https://staysafeonline.org/ncsam/>.

Reminders

➤ ***Have you considered signing-up for the Government Emergency Telecommunications Service (GETS) and the Wireless Priority Service (WPS) and Telecommunications Service Priority (TSP)***

GETS is a nationwide priority telecommunications service:

- Intended for use in a crisis, disaster, or other emergency when the probability of completing a phone call *has significantly decreased*.
- GETS subscribers receive a calling card that provides priority treatment in the Public Switched Network (PSN):

WPS is a priority feature activated on a specific cell phone:

- It gives authorized personnel priority treatment for cellular calls.
- In addition, WPS is complementary to, and can be used in conjunction with GETS.

For more information, download fact sheets for [GETS](#), and [WPS](#), visit the program webpages at <http://www.dhs.gov/about-office-emergency-communications>.

To Register for GETS/WPS: Please go to: www.dhs.gov/requesting-gets-and-wps.

PWAG Mutual Aid Agreement available for review and comment

Background: A group-wide mutual aid and response agreement was drafted and provided several months ago for review.

Please review and let me know of any comments or revisions. We hope to have this agreement finalized soon.

If you need a copy, please contact me.

Emergency Response Legislation—UPDATE

SB 821 – SB 833 — AB 1877

All three bills passed both the Assembly and the Senate and will be sent to the Governor for his review and signature.

Senate Bill 821 (Jackson)— An act to add Section 8594 to the Government Code, and to repeal and add Section 10850.9 of the Welfare and Institutions Code, relating to emergency services.

Status: Passed State Senate on April 26, 2018 (35-0), in State Assembly for third reading as Aug 16, 2018, August 31, 2018 Assembly amendments approved (38-0)

Summary:

1. Authorizes a city or county to enter into an agreement to access the contact information of resident accountholders through the records of a public utility or other agency, including an electrical or gas corporation, local publicly owned electric utility, public water agency, or other agency responsible for water service, waste and recycling services, or other property related services for the sole purpose of enrolling county residents in a county-operated public emergency warning system.
2. Specifies that any county that enters into such an agreement is required to include procedures to enable any resident to opt-out of the warning system and a process to terminate the receiving agency's access to the contact information. Further specifies that a city or county shall not to use the information gathered for any purpose other than for emergency notification and ensure that the confidentiality of the contact information is protected under reasonable security procedures.
3. Defines "contact information" to mean a person's name, address, phone numbers, and email address.
4. Clarifies that public utility or other agency, including an electrical or gas corporation, local publicly owned electric utility, public water agency, or other agency responsible for water service shall not be subject to civil or criminal liability for the accuracy of, or any use, nonuse, or improper release of, the contact information it provides to the county under this section, including, without limitation, for any deficiencies or inaccuracies of the contact information provided.

From the author, "SB 821 helps ensure that more California residents will receive critical emergency alerts by authorizing county emergency management officials to automatically enroll residents in county-operated emergency notification systems. The bill also protects the privacy rights of California residents by ensuring that individuals who do not wish to receive alerts have the opportunity to opt-out from participating in local warning systems."

Potential Impact(s) to PWAG Member Agencies:

Obviously, there will be an administrative burden and cost when providing our customers' contact information—and managing the 'opt out process' AND the process to terminate the receiving agency's access to the contact information.

However, it does protect agencies from providing inaccurate information...

More information [here](#).

Senate Bill 833 (McGuire)—Emergency alerts: evacuation orders

Status: Passed State Senate May 31, 2018 (39-0), Au 6, 2018, passed Assembly Appropriations (17-0), to floor, ordered to third reading, Assembly concurred in amendments (39-0), enrolled and presented to the Governor, Sep 5, 2018.

Purpose of the bill: According to the author, “while it may be impossible to stop the new reality California faces with these unprecedented natural disasters, the statewide protocols for emergency alerts created by SB 833 will save lives. California must upgrade from 20th century technology and invest in tools that will help tackle 21st century challenges that threaten the safety of our communities.”

Recent amendments: “Recent author amendments rewrote portions of this bill and removed many requirements – and costs – for local agencies. The prior version of this bill required CalOES to ensure that local emergency offices were registered WEA operators and that each office had appropriate equipment and software. That version imposed a mandate on local agencies, resulting in significant and reimbursable costs. The current version of the bill removes those local requirements and instead authorizes CalOES to require a city or county to operate its alerting system in a manner that is consistent with state guidelines as a condition for certain types of grant funding.”

Proposed Legislation:

- 1) Requires OES, on or before July 1, 2019, to ensure that each emergency management office within a county or city and county is a registered federal wireless emergency alert (WEA) operator.
- 2) Requires OES, on or before July 1, 2019, to ensure that each emergency management office within a county or city and county has functional, up-to-date WEA software or state-sanctioned equivalent software along with suitable equipment needed to operate the WEA system or state-sanctioned equivalent emergency alert software.

Background—SB 833

Established pursuant to the federal Warning, Alert and Response Network (WARN) Act of 2008, WEA became operational in 2012. WEA is a public safety system that allows customers who own certain wireless phones and other enabled mobile devices to receive geographically-targeted, text-like messages alerting them of imminent threats to safety in their area. Wireless companies volunteer to participate in WEA, which is the result of a unique public/private partnership between the Federal Communications Commission, Federal Emergency Management Agency, and the wireless industry to enhance public safety.

Potential Impact(s) to PWAG Member Agencies

No estimated direct impacts or cost

Communication between emergency officials (local and state) to affected constituents has been noted as an area in need of improvement. This bill (is one of several) that seeks to address a glaring problem that arose during the 2017 wildfires – communicating and alerting residents in danger.

While this bill takes the initial step to create a standardized emergency alert system, it must be pointed out that these systems are reliant (specifically WEA) on infrastructure such as cell towers and power lines. In the event this infrastructure is destroyed in a disaster, the capability to reach residents through emergency alerts will be difficult and/or impossible.

Alerts are broadcast to coverage areas that best approximate the zone of an emergency. Mobile devices in the alert zone will receive the alert, even if they are roaming or visiting from another state. Consumers do not need to sign up for this service, and there is no fee associated with receiving alerts. The alert received by the mobile device is similar to a text message but the phone vibrates with much more force than it ordinarily would, and makes it squawk loudly, alerting the user that the message is no ordinary one.

See more [here](#).

Assembly Bill 1877 (Limón)— Office of Emergency Services, Communications, Translation

Status: Passed State Assembly, May 30, 2018 (69-6), passed Senate Appropriations June 26, 2018 (12-0), to Suspense File Aug. 6, 2018. Senate Amendments concurred in, to the Governor for consideration of signing.

This bill would mandate the governing body of each political subdivision, including each operational area, to translate any emergency communication to the public either into the most commonly spoken language other than English in the impacted county or counties, or, at the option of a county, into one or more commonly spoken languages other than English in the county.

More than 44% of Californians over the age of five speaking a language other than English at home, it is vital that emergency communications are made available in languages other than English. Exclusive and inadequate emergency communication does not have isolated consequences but places the health and safety of all Californians, including first responders, at risk during times when efficient communication is most needed. In January 2008, OES established the Office of Access and Functional Needs (OAFN). The purpose of OAFN is to identify the needs of people with disabilities and others with access and functional needs before, during, and after a disaster and to integrate disability needs and resources into emergency management systems. OAFN offers guidance to emergency managers and planners, disability and older adult service systems for planning and responding during disasters and recovery. Translated emergency communications, thus far, have not been required.

The author argues that this has led to inadequate emergency communication for non-English speaking communities. Specifies those events constituting a state or local emergency and provides for specified activities in preparation for, or response to, those events.

Potential Impact(s) to PWAG Member Agencies:

1. There could be costs associated with translation and other implementation efforts.
2. Because of the nature of these emergencies, translation services need to be delivered in a timely way. **Local agencies may be challenged with navigating the trade-off between managing costs and ensuring a speedy delivery of translated emergency communications.**
3. Additionally, WEA messages have a 90-character limit, which will restrict the amount of information that can be conveyed in each language when making dual language messages.

Background—AB 1877

For generations, emergency alerts have been sent over television and radio broadcasts, but anyone not watching or listening at the time of the alert is unable to receive the critical and possibly life-saving information. California's 58 counties have various systems that can send a recorded message to landlines, or to mobile devices through text or email alerts, however the mobile phone user must opt-in to these notifications. WEA is a public safety system that allows customers who own certain wireless phones and other enabled mobile devices to receive geographically-targeted, text like messages alerting them of imminent threats to safety in their area. Alerts are broadcast to coverage areas that best approximate the zone of an emergency. Mobile devices in the alert zone will receive the alert, even if they are roaming or visiting from another state.

Consumers do not need to sign up for this service, and there is no fee associated with receiving alerts. The alert received by the mobile device is similar to a text message but the phone vibrates with much more force than it ordinarily would, and makes it squawk loudly, alerting the user that the message is no ordinary one.

More information [here](#).

Proposed Legislation:

1. Requires OES to work with advocacy groups representing the deaf and hard-of-hearing to improve communication during emergencies with people who are deaf and hard-of-hearing.
2. Provides for systems for the public dissemination of alerts regarding missing children, attacks upon law enforcement officers, and missing persons who are 65 years of age or older, among others.

During an emergency event, you don't rise to the occasion, you sink to your of preparation

Contact Information: Mike Holmes, pwag.epc@gmail.com, 909-831-4868 [cell]