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**File No.:** 18-1113**Agenda Date:** 12/17/2018**Item No.:** 8.

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## BOARD AGENDA MEMORANDUM

**SUBJECT:**

Emergency Services Coordination.

**RECOMMENDATION:**

- A. That the District Board consider directing its staff to commit to ongoing and strengthened coordination and partnership with the City of Sunnyvale on emergency activities and services; and
- B. That the Sunnyvale City Council consider directing its staff to commit to ongoing and strengthened coordination and partnership with the Santa Clara Valley Water District on emergency activities and services.

**SUMMARY:**

The six-person Emergency Services staff within the Emergency Services and Security Unit is responsible for the District's emergency operations. This includes leading the development of plans, conducting emergency management trainings and exercises, ensuring the availability of resources, and collaborating with other agencies.

The unit also has responsibility for the Emergency Operations Center (EOC). In addition to the EOC, the District also has two Department Operations Centers (DOCs) that are utilized to directly support field operations in Watershed and Water Utility.

The DOCs are managed within the Watershed and Water Utility Divisions of the District and are activated independently or in coordination with the EOC, depending upon the nature of the emergency. When a DOC is activated, staff in the DOC often interact and collaborate with employees from other entities such as District retailers or municipalities such as the City of Sunnyvale.

Some emergencies that the District could respond to include floods, levee or facility issues, water contamination, water supply disruption, pipeline damage, underground storage subsidence, dam failure and earthquake.

The District communicates with the cities and county in multiple ways regarding emergency preparedness and response. There are Operational Area Calls conducted by the county where the District shares information. The Emergency Services and Security Manager communicates directly

with the municipal emergency managers as needed. The District also produces and distributes written communications to our stakeholders.

One of the lessons of the 2017 floods was the importance of collaborating with other agencies. Over the past year, through collaboration, open communication, and development of close professional ties, the District and the City of San Jose have developed a robust Emergency Action Plan (EAP) to respond to future incidents.

EAPs are scenario-specific and are based on streams, dams and affected locations. The District has also embarked on a program to develop EAPs for sites that are prone to flooding in collaboration with relevant municipalities or other agencies. These EAPs clarify responsibilities of the District and the municipalities/agencies.

Another important initiative is the District's active monitoring of storms and the development of metrics to ascertain the likelihood of floods. These efforts are designed to provide the District with the ability to better prepare for and respond to rapidly changing situations.

To prepare for future incidents, Emergency Services has initiated an aggressive training program. With the intent of enhancing their knowledge, District staff assigned to the EOC have participated in a series of classes on the basic EOC roles. Staff have also attended trainings based upon function. For example, a course specific to Logistics was well-attended in February 2018. It allowed attendees to dive deeper into their roles and identify gaps in their documentation or ability to fulfill potential demands in the aftermath of a major event. Additional trainings and exercises are planned for the future, as is the District's participation in our stakeholder agencies' events.

#### Response Structure

The District utilizes the Incident Command System (ICS), Standardized Emergency Management System (SEMS), and National Incident Management Systems (NIMS) for consistency in terminology, communications, and overall structure. These are the systems used by municipalities, which are based on emergency response best practices.

#### Personnel Resources

Over 160 District personnel are assigned to the EOC. Included in the roster is a wide range of categorical technical specialists. Some examples include pipeline emergency, levees, water quality, meteorology/hydro, and dam safety.

The District's EOC Public Information Branch, which is managed by the Public Information Officer, has well-developed capabilities. The functions within this branch include Information Gathering and Dissemination, Government Relations, CEO/Board Support, Media Relations, and Call Center Operations.

The District has redundant communication capabilities to communicate with District staff: hardline phone, text messaging, pagers, hand-held radio, County radios (Control 10), amateur radio, satellite phone, and mass notification (Blackboard Connect).

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**Equipment Resources**

The District's construction equipment is based on watershed and creek management activities. Some examples of available equipment include excavators, dump trucks, loaders, backhoes and cranes. These are some of the resources that could potentially be requested as mutual aid to support a response outside of the District.

With these planning efforts, resources and systems in place at the District, it's imperative that there is ongoing collaboration with the cities and county. An emergency services program can only be successful when implemented in coordination with its partners. An integral partner with the District is the City of Sunnyvale, which illustrates the need for a strong partnership to build emergency capabilities.

To build this partnership between the District and City of Sunnyvale, it's important to explore options for collaborative emergency planning, as well as joint trainings and exercises. These collaborative efforts will better prepare both agencies to respond and recover from emergencies. Understanding how best to communicate, coordinate, and share resources during an emergency, will strengthen this partnership and increase capabilities to best serve the public.

**FINANCIAL IMPACT:**

There is no financial impact associated with this item.

**CEQA:**

The recommended action does not constitute a project under CEQA because it does not have a potential for resulting in direct or reasonably foreseeable indirect physical change in the environment.

**ATTACHMENTS:**

Attachment 1: PowerPoint

**UNCLASSIFIED MANAGER:**

Tina Yoke, District Chief Operating Officer, 408-630-2385

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# Emergency Services Coordination



# Flooding Sunnyvale E. Channel, Dec. 2012

Near Caribbean Drive



# Response Structure

Incident Command System (ICS)

Standardized Emergency Management System (SEMS)

National Incident Management System (NIMS)

Emergency Operations Center (EOC)

Department Operation Centers (DOCs)

Based on Watershed and Water Utility functions



# Potential Emergencies (examples)

## Watershed

- ▶ Flooding
- ▶ Levee or other facility issue

## Water Utility

- ▶ Water contamination
- ▶ Water supply disruption
- ▶ Pipeline damage
- ▶ Land subsidence

## Water Utility and Watershed

- ▶ Dam Failure
- ▶ Earthquake





# Communication and Notification

## How does the Water District communicate with Cities and County?

- Operational Area Calls
- Direct communication, emergency managers
- Written Communications

## Stream and Reservoir Monitoring

- Hydrology, Hydraulics and Geomorphology Unit
- Automated Local Evaluation in Real Time (ALERT)



# Resources (personnel)



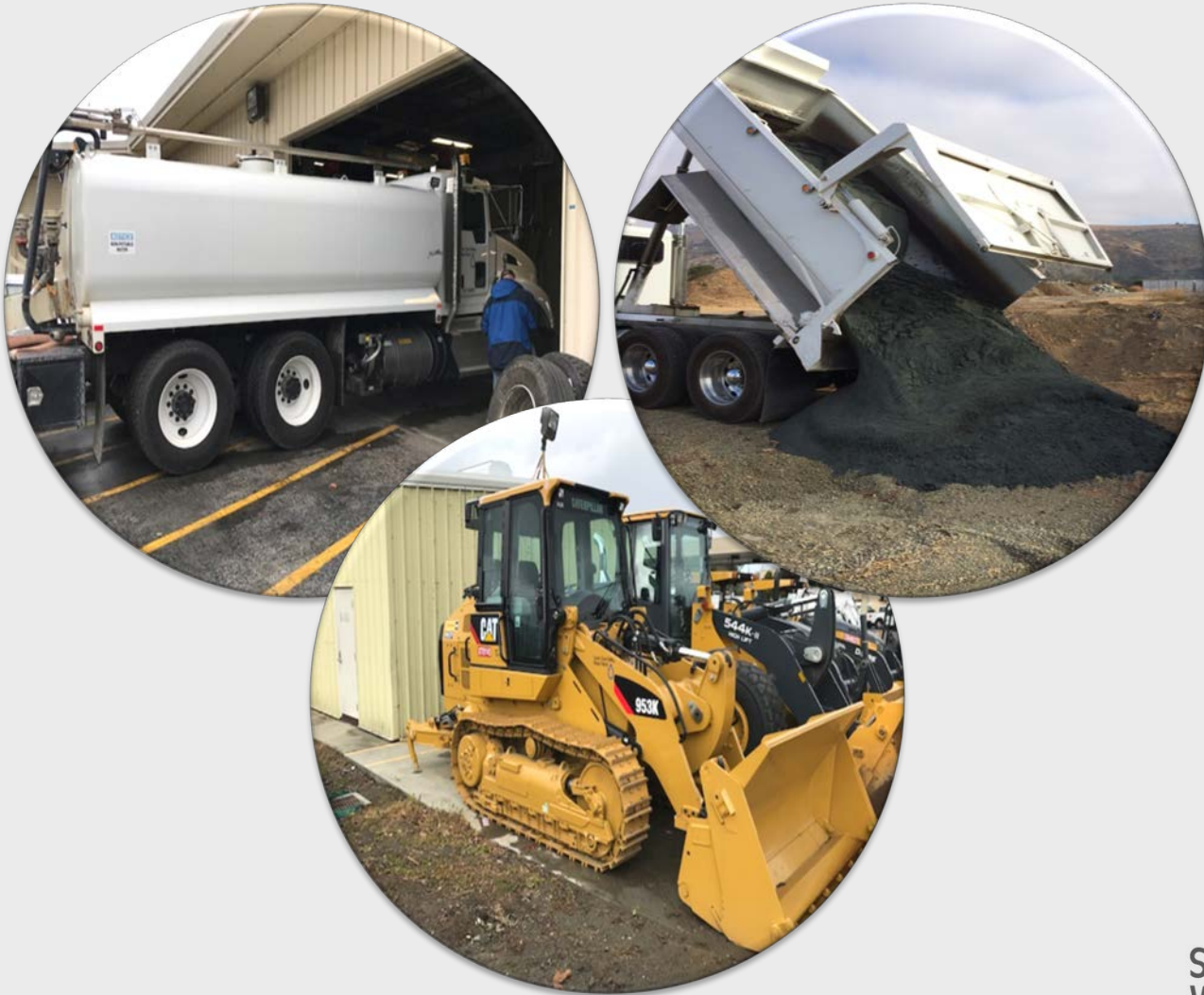
- ▶ 160+ assigned to EOC
- ▶ Technical Experts (Watershed and Water Utility)
- ▶ Public Information Branch
  - ▶ Communication redundancy

# Resources (equipment)

- ▶ Excavators
- ▶ Dump Trucks
- ▶ Loaders
- ▶ Excavators
- ▶ Cranes
- ▶ More



# Resources (equipment)



# Emergency Action Plans (EAPs)

- ▶ Scenario Specific – streams, dams, locations
- ▶ Inundation Maps and Downstream Contact Lists
- ▶ Activation Levels, scenario data and monitoring
- ▶ Lessons Learned from 2017 flood
- ▶ Multi-Agency Coordination (MAC)
- ▶ Coordination with Emergency Operations Plan (EOP)





# Emergency Services and Security Unit

- Manager, 5 staff assigned to emergency services within unit
- Emergency Planning, Training and Exercise
- EOC Readiness
- City and County Collaboration and Coordination