



Santa Clara Valley Water District

File No.: 18-0744

Agenda Date: 9/11/2018

Item No.: 9.1.

BOARD AGENDA MEMORANDUM

SUBJECT:

Emergency Services and Security Update.

RECOMMENDATION:

Receive presentation from Emergency Services and Security Manager regarding update of emergency services and security programs.

SUMMARY:

The Emergency Services and Security Unit has made foundational progress in building its emergency services program since January 2018. The unit has made significant strides in updating critical emergency management plans, leading and supporting efforts to build new Flood Emergency Action Plans (EAPs), and creating new tools for Emergency Operations Center (EOC) personnel. Training and exercise activities have been scheduled for Fiscal Year 2019 (FY19). The unit continues to work with the cities and county, along with water retailers and other partners, to ensure that emergency preparedness efforts support each other. In regards to security, the unit will be leading a District Wide Security Assessment, which has begun this month. This assessment will focus on the camera system, access/door badging system, and duress system.

Planning

The unit has updated the District's Emergency Operations Plan, which was adopted by the Board of Directors on August 14, 2018. The Local Hazard Mitigation Plan for the District has also been updated, approved by the State of California Office of Emergency Services and the Federal Emergency Management Agency, and adopted by the Board of Directors on April 28, 2018.

A Flood Emergency Action Plan (EAP) for Guadalupe River and Canoas and Ross Creeks is being created, and these efforts are being led by the unit. This EAP will become an annex to the current joint EAP between the District and San Jose that was created in 2017. Flood EAPs for West Little Llagas Creek in Morgan Hill and Uvas Creek in Gilroy are also being created. The unit has provided guidance and direction to the Emerging Leaders team that has been tasked with this project. The Emergency Services and Security Manager is a sponsor to this Emerging Leaders team.

An EOC Responder Handbook has also been created that includes updated EOC position checklists, EOC forms, District emergency management structures and processes, and other tools to be utilized during an EOC activation. This handbook will act as a toolkit for EOC staff to better prepare them for

their assigned role within the EOC.

Training and Exercise

Updated State and Federal training requirements have been established and integrated into EOC personnel training profiles. New trainings under these requirements will be scheduled in FY19 and communicated to EOC personnel.

EOC Responder Handbook training has been established and is now required of all EOC personnel. This training will help EOC staff become better prepared for their identified responsibilities and understand the tools that are available within the EOC. The unit delivered a combined eight training sessions for the handbook on August 28th and 30th, in which the handbook was distributed during these training sessions. Additional trainings will be held monthly moving forward. This will allow existing EOC staff to review their handbooks, while offering new EOC staff to receive the required training. Based on the feedback from these training sessions, the unit will create new opportunities for specific trainings regarding the EOC forms and Planning Process meetings/briefings, and EOC section specific workshops. These efforts will assist the District in determining the best way to implement the tools within the handbook.

The unit will also begin scheduling regular communication drills to practice utilizing the District's mass notification system to call in EOC staff for an emergency activation. Additional communication drills that will be scheduled include satellite phones and the use of the Government Emergency Telecommunications Services (GETS).

The unit has participated in the planning for the Santa Clara County Yellow Command Exercise, which the District is scheduled to participate on September 6, 2018. An exercise is scheduled for October 2018 for the Anderson Dam EAP, which will occur alongside a call down drill that includes all dam EAPs. An internal District EOC exercise is scheduled for November.

In regards to building the emergency management capability within the Emergency Services and Security Unit, the unit manager has supported external trainings for unit staff to attend. Unit staff have participated in multiple trainings since January 2018 and have been working to obtain emergency management credentialing through the State of California Office of Emergency Services. It is a priority for unit staff to continue to build their knowledge base in order to support the District in regards to emergency preparedness, response and recovery.

Partnerships and Resources

The Emergency Services and Security Unit continues to build partnerships with its external stakeholders by collaborating on emergency preparedness efforts. The unit meets regularly with the cities, county, and other emergency management entities to work together to support emergency planning, training and exercise goals. The District has resources that can support Mutual Aid and Mutual Assistance requests, which the unit communicates to its external partners. The more we all work together and support each other, the more prepared the District and Operational Area will become.

The District is currently working with the American Red Cross to explore a Memorandum of

Understanding where the drinking water truck could support their emergency efforts and community events. Watershed and Fleet manage a water tender within the District that can support emergency response for fire fighting, which Emergency Services and Security would support when deployed. Training needs and staffing plans to support these two resources continue to be built. The District also has construction equipment and portable generators that are offered when emergencies occur. There is also a wealth of knowledge that our subject matter experts can offer to support emergencies as requested.

Emergency Communications

The County of Santa Clara manages a mass notification system for alert and warning called AlertSCC. It is important that District staff sign up for this service so that they can be notified by cities and the county when emergencies occur in areas that affect them. We are continuing our efforts to increase staff awareness and utilization of this services. One example of increasing awareness is to communicate through News You Can Use. The District also has an Emergency Contact card that is distributed to all employees for the purpose of reaching specific departments for internal needs. The card lists the following 24 hour contact information: Security, Health and Safety, Emergency Services, Disaster Service Worker and Facilities.

Security

The District Wide Security Assessment will be critical in determining the long-term security needs for the District. The results of this assessment will allow the District to create a plan to upgrade the physical security systems moving forward. The unit also manages a contract guard service for normal day-to-day operations, and also works through the San Jose Police Department to bring in off-duty police resources as needed for special events. Combining an upgraded physical security system following this assessment, with the appropriate guard force, the future will bring a more developed and modern security system overall for the water district and its critical infrastructure.

The Emergency Services and Security Unit has made some technological upgrades to the Security Office, where over 240 cameras throughout the District are monitored. The District has a Violence in the Workplace process to deal with these types of incidents or potential incidents. An Incident Management Team has been established to manage these workplace violence issues. The unit is also working to bring appropriate Active Shooter Training to the District to educate staff on these types of emergencies.

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:

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Attachment 1: PowerPoint

UNCLASSIFIED MANAGER:
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