



Engineering & Operations Committee

Emergency Response Program Update

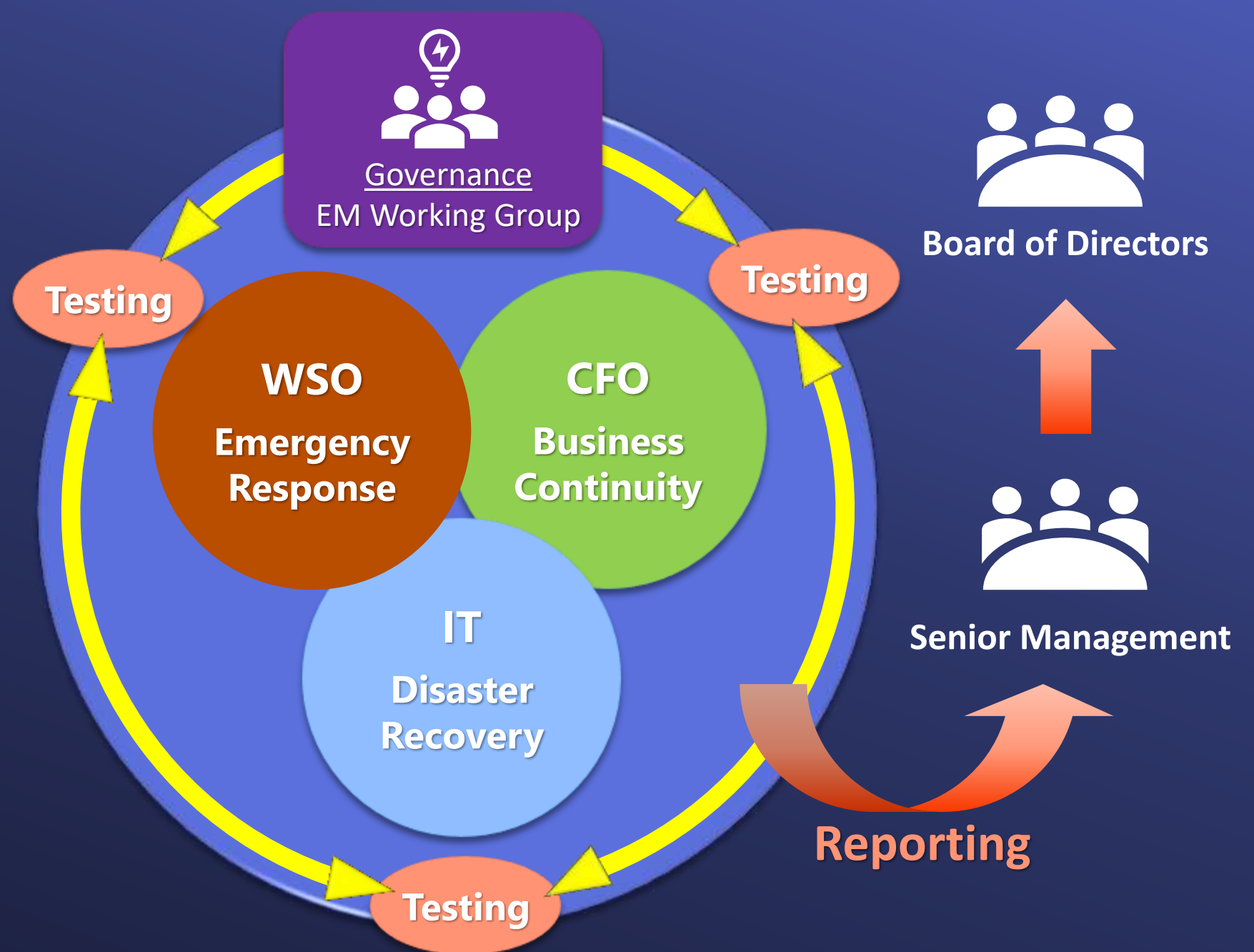
Item 6b

Monday, June 13, 2022
10:30 a.m.

Outline

- Program Overview and Goals
- Program Achievements
- Real-World Responses
- Current Planning Activities
- Future Actions

Emergency Management: Organized for Focused and Coordinated Response



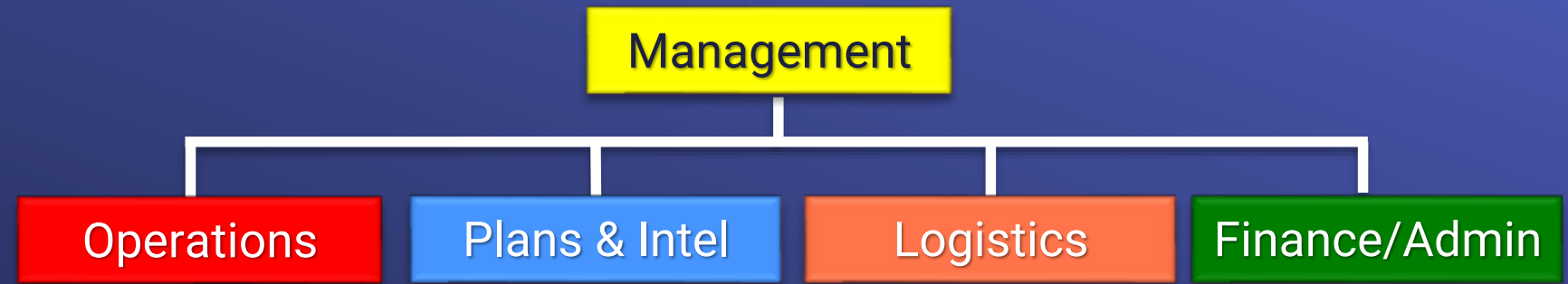
Goal of Maintaining Readiness

Components of Emergency Response

- Organizing response teams
- Ensuring availability of equipment and supplies
- Coordinating with Member Agencies and Emergency Partners
- Conducting exercises to practice and improve
- Communicating effectively



Emergency Response Structure

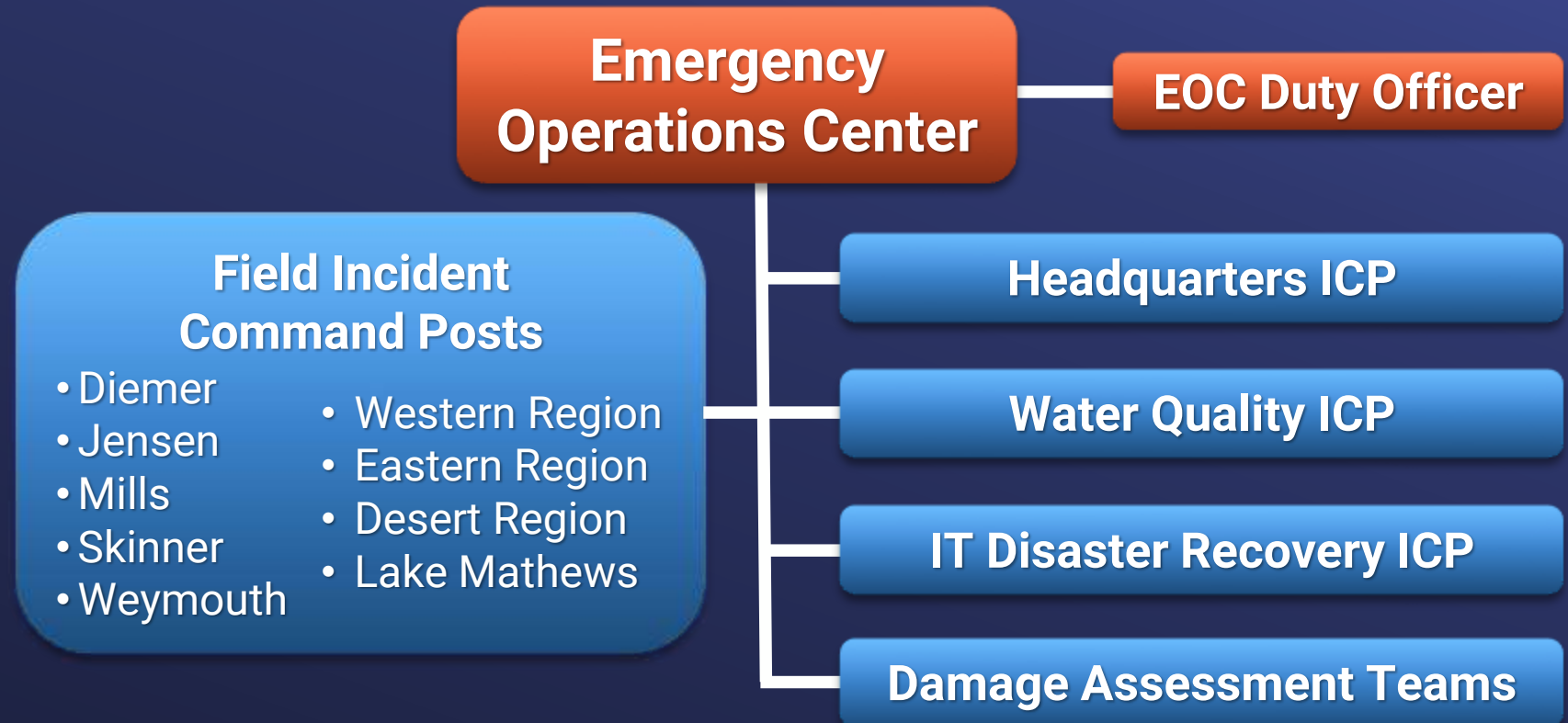


- Organized in accordance with State and Federal emergency standards
- Standardized approach easily integrates MWD response with outside agency response



Emergency Response Incident Command Posts

- Local Incident Command Posts (ICPs) are activated at the location of the emergency
- Emergency Operations Center (EOC) is activated when a heightened need for coordination exists
- Duty Officer provides continuous monitoring, coordination and communication



EOC Duty Officer

- Ready to Respond at All Times
- Maintains 24/7 situational awareness for EOC
- Serves as primary contact for emergencies
- Coordinates with internal Metropolitan groups to address potential threats/concerns
- Collaborates with external agencies and resources to ensure coordinated response and support

Blue Ridge Fire
View from Diemer plant
Nov 2021



Ensuring Adequate Equipment and Supplies Prepared for a Two Line-Break Emergency



Tracking Heavy Equipment for Immediate Mobilization



Maintaining Inventory of Structural Repair Resources



Ensuring Shop Capacity

Member Agencies and Emergency Partners Coordination and Response to Ensure Resiliency

- Member Agency Response System (MARS)
 - Provides emergency radio communication to all member agencies, State and Metropolitan resources
- California Utilities Emergency Association
 - Metropolitan has seat on CUEA Board of Directors
 - Allows for collaboration and access to resources between statewide utilities and Cal OES
- California Water/Wastewater Agency Response Network (Cal WARN)
 - Supports emergency response and mutual assistance for utilities
- County EOCs
- Department of Water Resources

Mutual Aid and Disaster Reimbursement



Mutual Assistance Provided to Local Agency

- Metropolitan's shops in La Verne quickly fabricated and supplied pipeline joint materials to support South Coast Water District's successful urgent repair



FEMA Reimbursement for Declared Disasters

- Metropolitan has applied for and received over \$21M in FEMA reimbursements for disasters such as the 2008 Freeway Complex Fire (shown at left)

Conducting Exercises Training to Ensure Readiness

Ongoing Staff Training and Exercise

- Goal is to run at least 40 emergency exercises per year
- Monthly, multi-agency communication exercises
- Five-Year Plan to run joint exercises with every Member Agency at least once



Conducting Exercises Preparing for an Earthquake



Great California Shake-Out – October 2020

- All Metropolitan staff participated in virtual exercise
 - Staff were mass-notified using automated software, providing notifications via office phones, email, cell phones, etc.
- Multi-Agency earthquake exercise
 - Radio and satellite phones were tested for effectiveness
 - MWD EOC was activated virtually during exercise



Conducting Exercises Cybersecurity Response

Operation One-Voice – August 2021

- Multi-agency tabletop exercise
 - Use of Metropolitan's 2-way radio system
 - Exercise conducted virtually due to COVID concerns
- Focused on Cybersecurity response
- 5 member agencies and LA County EOC staff participated



Multiple Pathways for Effective Communication



Landline Phones



Cellular Phones



Satellite Phones



WebEOC – Online Response Application



Emergency Radio System



Met-Alert – Mass Notification System



Maintaining Situational Awareness

GIS-Based Common Operating Picture Map Dashboard

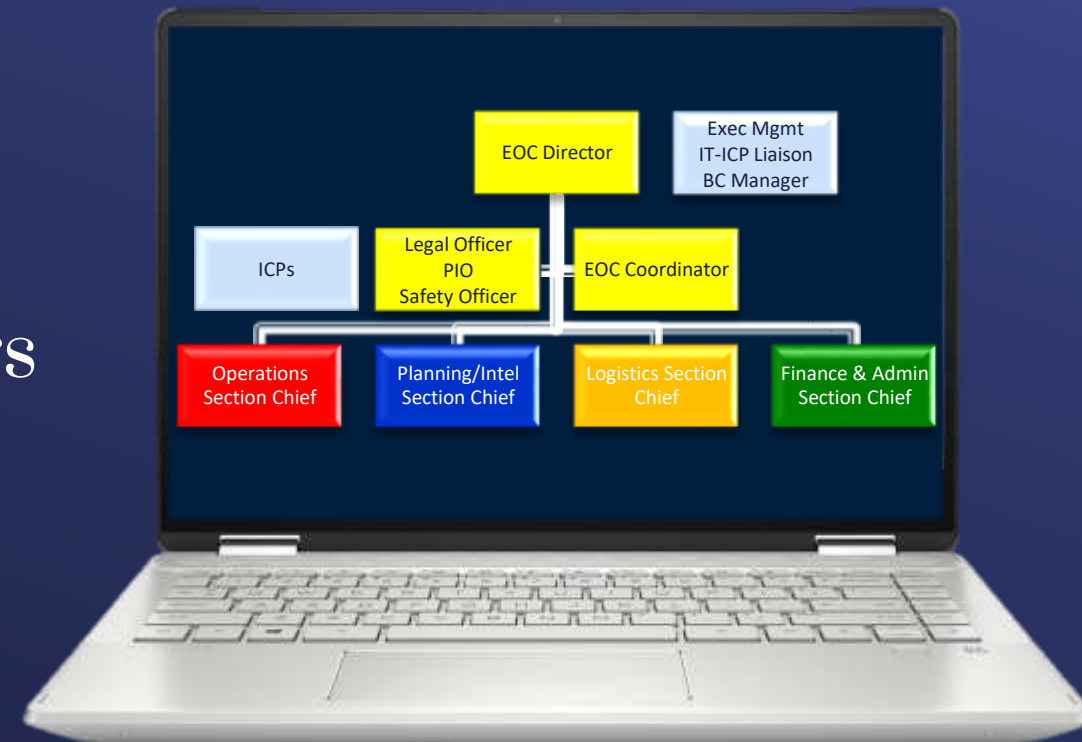
Innovative tool developed in-house that shows all threats on one map:

- Earthquakes
- Weather warnings
- Air quality alerts
- Wildfires
- Thermal imagery
- Local incidents and social media posts
- Duty Officer events



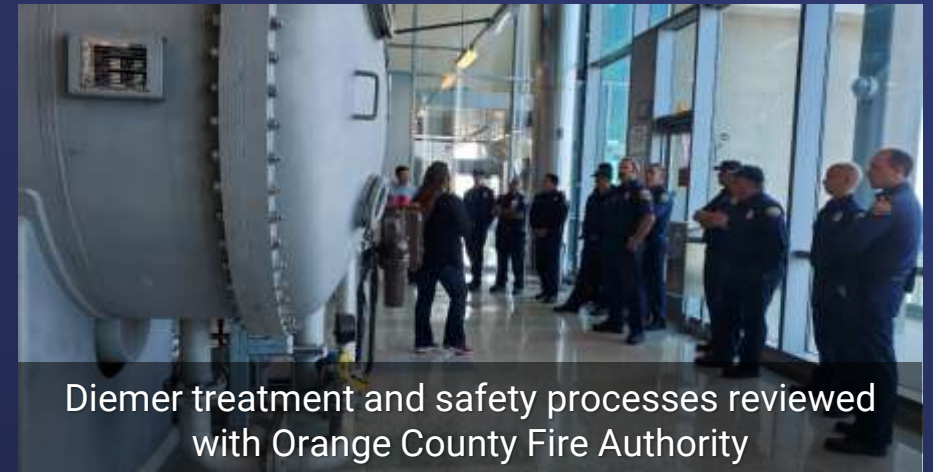
EOC Activation COVID-19 Pandemic Response

- EOC activated for over 3 months at the outset of the pandemic
- Run virtually over internet and phone
- Coordinated initial response across Metropolitan
- Updated Member Agencies and external partners



Wildfire Preparedness Implementing Lessons Learned from Past Events

- Protecting essential operations through control room upgrades and other enhancements to improve indoor air quality for wildfire smoke
- Managing vegetation around facilities to minimize wildfire risk
- Implementing new procedures and training to alert staff when air quality reaches unhealthy levels
- Expanding coordination with local fire authorities



Joint Planning Efforts



HAZWOPER training at Riverside
County Fire Authority

Expanding Connections with Our Partners

- Emergency Response Plan updated to comply with America's Water Infrastructure Act (AWIA)
- Dam emergency action planning efforts
- Active outreach with County EOCs
- Increased coordination with utility partners and emergency response agencies



Full-scale Exercise with
Riverside County hazmat agencies

Moving Forward Future Actions

- Prepare for upcoming fire season and heat/power emergencies
- Update dam emergency action plans
- Participate in local emergency exercises
- Continue Five-Year Exercise Plan with Member Agencies



