

Emergency Public Notification Plan

INTRODUCTION

The City of Lakewood Department of Water Resources delivers water that meets all existing State and Federal drinking water standards. However, in emergency situations such as an earthquake, a breach in the integrity of the water may occur due to damaged water lines, pumping facilities and/or reservoirs.

During the first critical hours following a disaster, department personnel will survey the system for damage. The system pressure and chlorine residual will be closely monitored during this time to determine the existence of contaminants in the water supply.

If a drop in system pressure occurs potentially breaching the integrity of the water supply, the Water DOC will initiate the public notification plan. Personnel shall base the extent of the public notification and the communication mechanisms used to inform the public based on the following criteria:

- **The magnitude of the emergency.** Is the entire service area affected? Is the disaster affecting the region or a small section of Los Angeles County?
- **The extent of the water contamination.** Is the problem confined to a small segment of the City's customers or is it throughout the system?
- **The manpower available to communicate the problem.** Are personnel engaged in other disaster response activities limiting their availability to assist with public notification?
- **DPH Instructions.** Has the department received directions from the State Department of Public Health?

The following information shall serve as a guideline for the notification of the public regarding the quality of the water.

DETERMINATION FOR PUBLIC NOTIFICATION

The following list includes potential triggers for the implementation of a public notification program:

- **Wastewater Discharge into Drinking Water.** Discharge of wastewater into the drinking water supply;
- **System Pressure Drops Below 20 psi.** Loss in system pressure 20 psi, which raises the risk of back siphoning into the water supply;
- **Treatment Process Failure.** Failure of treatment mechanism to the water supply;
- **Confirmed Contamination.** Confirmed analytical evidence of microbiological contamination of the water supply.

Department of Water Resources personnel must insure the completion of the following tasks before implementing the public notification program;

- **Cause Loss of System Pressure.** Determine the cause of loss system pressure by surveying production facilities and the distribution system.
- **Measures to Reduce Water Supply Losses.** Take appropriate action to reduce loss of water supply. Shut down appropriate production facilities and/or close distribution system valves. Log each valve closure on the **EMERGENCY VALVE CLOSURE LOG**.
- **Determine Type of Possible Contamination.** Define the type of potential contamination and identify the source.
- **Determine the affected area.**
- **Select Sampling Locations.** Select appropriate sampling locations to determine extent of potential contamination. Sampling sites should be up and downstream of any breach in the water system's integrity.
- **Draw Samples.** Draw water samples and deliver to the City's contract laboratory:

TRUSDAIL LABORATORIES, INC.
14201 Franklin Ave.
Tustin, CA 92780-7008
Daytime Telephone: 714.730.6239
FAX Number: 714.730.6462

After Hours Emergency Calls:

Lakewood Sheriff's Station
Watch Commander
5130 N. Clark Avenue
Lakewood, CA 90712
Telephone: 562.623.3500

Los Angeles County Fire Department
Angel Montoya, Assistant Fire Chief
Fire Station No. 30
19030 Pioneer Boulevard
Cerritos, CA 90701
Telephone: 562.860.5524
FAX: 562.925.3865

Agency Notification. Notify the following persons/agencies before implementing the public notification program:

- **Lab Results.** Lab should return water quality test results at least 24 hours after sampling.
- **Resampling.** Positive results require immediate follow up sampling. Sample location points up and down stream of the potentially contaminated sample.

State Department of Public Health
500 N. Central Avenue, Suite 500
Glendale, CA 91203
Telephone Number: 818.551.2008
FAX Number: 818.551.2054

Confirmation of contamination after an additional 48 hours requires official public notification program implementation as directed by the State Department of Public Health. However, waiting to inform the public of a water quality problem may endanger the community and information dissemination should occur before confirmation.

The State Department of Health Services will issue instruction for public notification based on the City of Lakewood Department of Water Resources' plan. Contact the following agencies to inform them of the water related incident:

Notify Lakewood EOC. Contact the Operation Sections Coordinator at the Lakewood EOC via the telephone, radio or personal contact whichever is most expedient under the circumstances. The Operation Section Chief shall inform the EOC Director and the Governor's Office of Emergency Services of the contamination and activation of the public notification program. In addition the Operation Section Chief will assist in coordinating the flow of information to the following:

Los Angeles County Bureau of Environmental Protection County Environmental Health Department Local Primacy Agency
5050 Commerce Dr.
Baldwin Park, CA 91706-1423
Telephone Number: 626.430.5280
After Hours Telephone: 213.974.1234

City Council via the EOC Director. The City Council as determined by the EOC Director or his designee.

Department of Health Services Food and Drug Branch
Los Angeles, CA
Contact:
Daytime Telephone: 213.580.5720
After Hours Telephone: 916.650.6500

Public Information Office. Public information personnel to determine the best plan of action.

Customer Service Employees. Other City employees that interface with the public.

**Department of Health Services Licensing & Mechanisms to Inform the Public
Certification**

Los Angeles, CA
Telephone: 626.430.5350
After Hours Telephone: 213.974.1234
Duty Officer, Health Facilities: 323.837.1005

The Lakewood EOC will contact those educational facilities affected by the incident (See section entitled: **PRIORITY FACILITIES IN LAKEWOOD** for list of schools addresses, telephone numbers and contacts:

Bellflower Unified School District
Superintendent
16703 Clark Ave.
Bellflower, CA 90706
Telephone: 562.866.9011

Long Beach Unified School District
Superintendent
Asst. Superintendent Elementary Schools
Asst. Superintendent Middle Schools
Asst. Superintendent High Schools
1515 Hughes Way
Long Beach, CA 90813
Daytime Telephone: 562.997.8000

Paramount Unified School District
Superintendent
15110 South California Ave.
Paramount, CA 90723
Daytime Telephone: 562.602.6000

St. Pancratius Elementary School
Principal
3601 St. Pancratius St.
Lakewood, CA 90712
Daytime Telephone: 562.634.6310

St. Joseph's High School
Principal
5825 Woodruff Ave.
Lakewood, CA 90713
Daytime Telephone: 562.925.5073

- **Public Address System.** Drive neighborhood to disseminate information using a department vehicle equipped with a portable public address system which repeats a message in English (Spanish if the neighborhood has a concentration on non-English speaking residents).
- **Use of Sky Knight Helicopter.** Fly neighborhood to disseminate information using Sky Knight helicopter and a public address system. In some instances where immediate danger may exist, the department may solicit the assistance of Sky Knight to repeat a message while flying over the neighborhood.
- **Flyer to Neighborhood.** Door to door distribution of flyers in the affected area. This tactic requires the availability of either city personnel and/or volunteers (Neighborhood Watch Block Captains). The time frame must also allow for the production of flyers.
- **Verbal Communication to Neighborhood.** Door to door verbal communication of isolated area by department personnel.
- **Reverse 911 System.** Dissemination of information to a targeted neighborhood or entire service area via the Teleworks System. Water DOC manager will request the use of this system from the Lakewood EOC. Water DOC manager will define affected area and the appropriate message based on guidance from California Department of Public Health.
- **Telephone Pool.** Vocal dissemination of information via a telephone pool. Establish a telephone pool of city staff/volunteers (including bilingual staff) to answer questions concerning the water supply problems. This alternative works only if the City's telephone system functions and sufficient manpower exists to staff the telephone pool.
- **1620AM Radio.** Radio transmission of water quality notification. Place a request with the Lakewood EOC for the broadcast of the don't drink the water or boil order notice on 1620AM.

- **News Media.** Dissemination of information to the media. If the problem covers a significant portion of the service area, the department will request that the public information officer disseminate information to the media. The public information officer shall determine the method of distribution, shall act as the sole representative to the media. No department employee shall speak to the press regarding disaster operations.
- **Emergency Broadcast System.** In the case of a severe regional disaster, the City may rely on the Emergency Broadcast System to inform the customers of possible water contamination. The Emergency Operations Director and the public information officer shall determine the need to use this mechanism to disseminate information. See the Emergency Public Information Standard Operating Procedures for policy and procedures regarding the use of the Emergency Broadcast System in the City of Lakewood Multi-Hazard Function Plan.

Confirmed Water Contamination

Upon receipt of water quality analyses that confirms a breach in water quality, the Water DOC shall request that the Lakewood EOC contact the State Department of Public Health District Sanitary Engineer and the State Department of Public Health Office in Sacramento. The department shall receive instructions from the State Department of Public Health (DPH) on the public notification process.

DPH approved methods for public notification include electronic media, newspaper or direct customer contact (flyer mailed or hand delivered). (DPH requires quarterly notification, when using direct customer contact, until resolved.) The State Department of Public Health must approve the notice and the method of dissemination prior to implementation of the notification process.

The public notice shall include the following information:

- Statement defining the drinking water standard violation and its apparent cause.
- List of the potential adverse health effects.
- Definition of population at risk.
- Steps taken to correct the violation.

- Need (if any) to seek other supplies.
- Preventive measures the customer should take to avoid exposure.
- List contact name, purveyor name, address and telephone number for further information.

Public Notice Guidelines

The public notice must contain:

- Clear and conspicuous design.
- Non-technical language.
- Easy to read print.
- Understandable language that reduces further confusion.
- Multilingual where appropriate.

Public Notification Language

Use the following statements to notify the public after confirmed water quality problems:

Violation of Total Coliform Standard

“The California Department of Public Health sets drinking water standards and has determined that the presence of total coliforms is a possible health concern. Total coliforms are common in the environment and are generally not harmful themselves. The presence of these bacteria in drinking water, however, generally is a result of a problem with water treatment or the pipes which distribute the water, and indicates that the water may be contaminated with organisms that can cause disease. Disease symptoms may include diarrhea, cramps, nausea, and possibly jaundice, and any associated headaches and fatigue. These symptoms, however, are not just associated with disease causing organisms in drinking water, but also may be caused by a number of factors other than your drinking water. The Department of Public Health has set an enforceable drinking water

standard for total coliforms to reduce the risk of these adverse health effects. Under this standard, no more than 5 percent of the samples collected during a month can contain these bacteria, except that systems collecting fewer than 40 samples/month that have one total coliform-positive sample per month are not violating the standard. Drinking water which meets this standard is usually not associated with a health risk from disease causing bacteria and should be considered safe."

Presence of E. Coli

"The California Department of Public Health (Department) sets drinking water standards and has determined that the presence of fecal coliforms or E. coli is a serious health concern. Fecal coliforms and E. coli are generally not harmful themselves, but their presence in drinking water is serious because they are usually associated with sewage or animal wastes. The presence of these bacteria in drinking water is generally a result of a problem with water treatment or the pipes which distribute the water, and indicates that the water may be contaminated with organisms that can cause disease. Disease symptoms may include diarrhea, cramps, nausea, and possibly jaundice, and any associated headaches and fatigue. These symptoms, however, are not just associated with disease causing organisms in drinking water, but also may be caused by a number of factors other than your drinking water. The Department of Public Health has set an enforceable drinking water standard fecal coliforms and E. coli to reduce the risk of these adverse health effects. Under this standard all drinking water, which meets this standard, is associated with little or none of this risk and should be considered safe. The Department of Public Health recommends that customers take the following precautions: INSTRUCTIONS FROM DEPARTMENT OF PUBLIC HEALTH TO BE INSERTED HERE."

Violations of an MCL

Violations of an MCL can also cause serious health effects. The City shall use the same format to notify the public of a sample exceeding of an MCL. The CDPH shall determine the appropriate language for public notification in such an instance.

Emergency Public Notification Plan (continued)



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



WATER QUALITY EMERGENCY NOTIFICATION PLAN

Name of Utility: City of Lakewood SYSTEM # 1910239
 Physical Location/Address: 5050 Clark Avenue Lakewood, CA 90712

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

Water Utility:			Telephone	
Contact Name & Title	Email Address	Day	Evening	Cell

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

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 Health Services – Drinking Water Program Duty Officer.	

NOTIFICATION PLAN

Attach a written description of the method or combination of methods to be used (radio, television, door-to-door, sound truck, etc.) **to notify customers in an emergency.** For each section of your plan give an estimate of the time required, necessary personnel, estimated coverage, etc. Consideration must be given to special organizations (such as schools), non-English speaking groups, and outlying water users. Ensure that the notification procedures you describe are practical and that you will be able to actually implement them in the vent of an emergency. Examples of notification plans are attached for large, medium and small communities.

Southern California Drinking Water Field Operations Branch, Southern California Section
 500 N. Central Avenue, Suite 500, Glandale, CA 91203
 Telephone: (818)551-2008 Fax: (818)551-2054
 Internet Address: <http://www.cdph.dhs.ca.gov/ddwem/default.htm>

Water Quality Sampling Point Locations

SAMPLE #	SAMPLE POINT	REPEAT FOLLOW-UP SAMPLE POINTS
1		
2		
3		
4		
5		
6		
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