

# Progress Report on February Water Emergency Action Plans

July 19, 2017

## Action Plan to Improve the Fluoride Feed System (approved April 13, 2017)

<b>Item</b>	<b>Progress</b>
Implement improvements to the fluoride feed system including: pumps, pipes & valves; instrumentation; and programming & control system.	Projected completion in September 2017.  We have fast-tracked permitting discussions and engineering design for the fluoride system improvements, and we issued a construction contract for bid on Thursday, July 13. We expect to award this contract in mid-August with construction completion and system startup expected in late September. To save time during the construction phase, during the design phase we initiated the direct purchase of some materials which have longer fabrication and delivery times, and we plan to directly procure the controls integration services this month. The critical path for completion is the delivery of pumps which are expected to arrive on site in late August.
Develop standard operating procedure (SOPs) for contractors working onsite and approvals for unplanned work.	Projected completion September 2017.
Develop a cross-training program for operation, maintenance and laboratory staff.	Cross training programs are complete for operations and laboratory. Maintenance program is under development. Projected completion in August 2017.
Update the Water Treatment Plant Operation and Maintenance (O&M) Manual and review it as needed (at a minimum annually); provide and document training on the O&M Manual. Note: This manual is essentially the “owner’s manual” for the plant and specifies how it is designed and should be operated.	Consultant will do this update which is projected to be complete by June 2018.
Update applicable SOPs and review them as needed (at a minimum annually); provide and document training on the SOPs. SOPs to be updated include, among others are: <ul data-bbox="259 1774 755 1875" style="list-style-type: none"><li>• Standard Operating Procedure on Discontinuing Pumping of Finished Water to the Distribution System</li></ul>	Complete

<ul style="list-style-type: none"> <li>• Standard Operating Procedure on Plant Optimization – Upset</li> <li>• Standard Operating Procedure on Manual Operation of Water Treatment Plant</li> </ul>	
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**Action Plan Resulting from Foxcroft Drive Water Main Break (approved March 23, 2017)**

<b>Item</b>	<b>Progress</b>
Correct the configuration of the 4-inch valve located on Foxcroft Drive in GIS.	Complete
Update the Comprehensive Emergency Management Plan’s SharePoint list of contractors as a central repository for emergency contractor contact information.	Complete
Provide staff training and/or update standard procedures to ensure that discrepancies about valve size and connectivity discovered during operations and maintenance activity are updated in the GIS inventory.	Purchased a new handheld unit with our valve operating machine that will update and download information to GIS.
Train staff on the pipe coupling modification and installation methods used during Foxcroft Drive Water Main Break.	Staff informed on modification needed for Romac couplings. Purchased oversize coupling for future needs.
Review the SOP for main break repairs to assess whether additional data collection is warranted and practical, including such documentation as marking the orientation of any removed pipe, performing materials testing, taking photos, and recording dimensions and clearances between utilities.	Staff met on June 21, 2017 and identified several potential improvements to the water main break repair procedures that may assist with prioritization of mains. Projected completion of improvements is August 2017.
When conducting the re-evaluation of the water main replacement program (including the prioritization of mains, rate of replacement, and condition assessment technologies), consider the circumstances and root cause discovered for the Foxcroft Drive Water Main Break.	An evaluation of the water main prioritization program, already planned for calendar year 2017, will inform future CIP development.

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Consider alternatives for distribution system reinforcement in the Sierra Drive area to improve service under emergency conditions.	Ongoing. Projected completion August 2017.
Provide training to staff on interacting with members of the media.	Complete
Investigate how the new AMI system may improve leak and break detection by, for example, incorporating acoustic sensors.	Subsequent to the installation of the AMI system, a feasibility study may be conducted to evaluate the potential to expand the system's capabilities in this regard.

**Strategic Communications** (approved April 27, 2017)

<b>Item</b>	<b>Progress</b>
Continue to meet on a regular basis with leadership and communication professionals of the Towns, the County, City Schools and the University to discuss emergency preparedness and response, as well as opportunities to partner on less extreme community communication.	Ongoing
Update staff training on how to use OC Alerts and work with Everbridge to identify and fix what went wrong.	Orange County staff advised that they will take a close look at OC Alerts in the AAR process, but it appears that the system functioned without problem. OC Alerts training will be updated as needed after the AAR.
Actively participate in the AAR being organized by Orange County Emergency Services, take initiative on action items identified in it, and pursue strategies to better coordinate communications.	Ongoing. Expected to be completed by the fall 2017
Conduct regular audit of contact information in OC Alerts (as well as our billing system): Contact information for some of our customers that had been uploaded from our billing system to OC Alerts was inaccurate or out-of-date.	Audit will occur in September (after arrival of new customers in August). The audit process will be planned with Customer Service, Information Technology and other staff.

Explore and implement how language preferences can be set and utilized on OC Alerts.	OC Alerts does not offer foreign language options, but we can arrange advance translation of templates from local resources.
Identify translators for Spanish, Burmese, Karen, and other languages spoken by our customers that are willing to assist an emergency (In collaboration with Orange County to the maximum extent practical).	Plan to be developed after the Orange County AAR is completed in the fall 2017.
Investigate alternatives to address high-call volumes, such as: <ul style="list-style-type: none"> <li>– The engagement of an off-site, on-call call center (either a private call center or in a more limited use of the EOC, if possible)</li> <li>– Increased use of social media</li> <li>– Increasing number of phone lines</li> </ul>	Evaluation of options will take into account any relevant findings from the County’s AAR.
Communicate with public about emergency readiness (e.g. how much bottled water you should have ready at-home).	Completed for 2017. Article published in the July Blue Thumb newsletter; information posted at <a href="http://www.owasa.org/in-case-of-emergency">http://www.owasa.org/in-case-of-emergency</a> . Topic to be republicized at least annually.
Evaluate expanded use of social media.	Not yet scheduled.
Identify consultant(s) to assist staff to prepare for and respond to such events.	This item is on “hold” until completion of the AAR being facilitated by Orange County.

**Risk Assessment**

<b>Item</b>	<b>Progress</b>
Prepare risk assessments for the Jones Ferry Water Treatment Plant and Mason Farm Wastewater Treatment Plant.	WTP and WWTP Risk Assessment Project’s Request for Qualifications was advertised on June 23, 2017. Submittal deadline is July 28, 2017. Project is scheduled for completion on June 30, 2018.