MEETING OF THE BOARD OF DIRECTORS OF THE
MUNICIPAL WATER DISTRICT OF ORANGE COUNTY
Jointly with the
PLANNING & OPERATIONS COMMITTEE
December 14, 2020, 8:30 a.m.

Due to the spread of COVID-19 and as authorized by the Governor's Executive Order, MWDOC will be holding all upcoming Board and Committee meetings by Zoom Webinar and will be available by either computer or telephone audio as follows:

Computer Audio: You can join the Zoom meeting by clicking on the following link:
https://zoom.us/j/8828665300

Telephone Audio:	**(669) 900 9128 fees may apply**
	(877) 853 5247 Toll-free
Webinar ID:	**882 866 5300#**

P&O Committee:
Director McVicker, Chair
Director Dick
Director Yoo Schneider

Staff: R. Hunter, J. Berg, V. Osborn, H. De La Torre, K. Davanaugh,

Ex Officio Member: Director Tamaribuchi

MWDOC Committee meetings are noticed and held as joint meetings of the Committee and the entire Board of Directors and all members of the Board of Directors may attend and participate in the discussion. Each Committee has designated Committee members, and other members of the Board are designated alternate committee members. If less than a quorum of the full Board is in attendance, the Board meeting will be adjourned for lack of a quorum and the meeting will proceed as a meeting of the Committee with those Committee members and alternate members in attendance acting as the Committee.

PUBLIC COMMENTS - Public comments on agenda items and items under the jurisdiction of the Committee should be made at this time.

ITEMS RECEIVED TOO LATE TO BE AGENDIZED - Determine there is a need to take immediate action on item(s) and that the need for action came to the attention of the District subsequent to the posting of the Agenda. (Requires a unanimous vote of the Committee)

ITEMS DISTRIBUTED TO THE BOARD LESS THAN 72 HOURS PRIOR TO MEETING -- Pursuant to Government Code section 54957.5, non-exempt public records that relate to open session agenda items and are distributed to a majority of the Board less than seventy-two (72) hours prior to the meeting will be available for public inspection in the lobby of the District's business office located at 18700 Ward Street, Fountain Valley, California 92708, during regular business hours. When practical, these public records will also be made available on the District's Internet Web site, accessible at http://www.mwdoc.com.

ACTION ITEMS

1. ALLEN MCCOLLOCH PIPELINE (AMP) CAPACITY FLOW WAIVERS - DELEGATION OF AUTHORITY TO THE GENERAL MANAGER

2. AGREEMENT FOR MWDOC'S WEB-BASED REBATE PLATFORM VENDOR

3. CONTINUATION OF MWDOC'S WATER LOSS CONTROL TECHNICAL ASSISTANCE PROGRAM

4. EXTENSION OF LOCAL ADVOCACY CONTRACT WITH LEWIS CONSULTING GROUP

DISCUSSION ITEMS

5. WEROC ASSESSMENT PRESENTATION PART 3

6. UPDATE ON COVID-19 (ORAL REPORT)

INFORMATION ITEMS (The following items are for informational purposes only – background information is included in the packet. Discussion is not necessary unless a Director requests.)

7. REPORT RE AMP PARTICIPANTS MEETING

8. SILVERADO AND BLUE RIDGE FIRE RESPONSE

9. STATUS REPORTS
   a. Ongoing MWDOC Reliability and Engineering/Planning Projects
   b. WEROC
   c. Water Use Efficiency Projects

10. REVIEW OF ISSUES RELATED TO CONSTRUCTION PROGRAMS, WATER USE EFFICIENCY, FACILITY AND EQUIPMENT MAINTENANCE, WATER STORAGE, WATER QUALITY, CONJUNCTIVE USE PROGRAMS, EDUCATION, DISTRICT FACILITIES, and MEMBER-AGENCY RELATIONS

ADJOURNMENT

NOTE: At the discretion of the Committee, all items appearing on this agenda, whether or not expressly listed for action, may be deliberated, and may be subject to action by the Committee. On those items designated for Board action, the Committee reviews the items and makes a recommendation for final action to the full Board of Directors; final action will be taken by the Board of Directors. Agendas for Committee and Board meetings may be obtained from the District Secretary. Members of the public are advised that the Board consideration process includes consideration of each agenda item by one or more Committees indicated on the Board Action Sheet. Attendance at Committee meetings and the Board meeting considering an item consequently is advised.

Accommodations for the Disabled. Any person may make a request for a disability-related modification or accommodation needed for that person to be able to participate in the public meeting by telephoning Maribeth Goldsby, District Secretary, at (714) 963-3058, or writing to Municipal Water District of Orange County at P.O. Box 20895, Fountain Valley, CA 92728. Requests must specify the nature of the disability and the type of accommodation requested. A telephone number or other contact information should be included so that District staff may discuss appropriate arrangements. Persons requesting a disability-related accommodation should make the request with adequate time before the meeting for the District to provide the requested accommodation.

Item No. 1

ACTION ITEM
December 16, 2020

TO: Board of Directors

FROM: **Planning & Operations Committee**
(Directors McVicker, Yoo Schneider, Dick)

Robert Hunter, General Manager Staff Contact: Charles Busslinger

SUBJECT: **ALLEN MCCOLLOCH PIPELINE (AMP) CAPACITY FLOW WAIVERS - DELEGATION OF AUTHORITY TO THE GENERAL MANAGER**

STAFF RECOMMENDATION

Staff recommends the Board of Directors delegate authority to the General Manager to make determinations concerning certain AMP capacity flow exceedance requests ('waivers') which meet conditions specifically indicated in the AMP Proceeds Agreement.

COMMITTEE RECOMMENDATION

Committee recommends (To be determined at Committee Meeting)

SUMMARY

MWDOC has the obligation to enforce both the Allen McColloch Pipeline (AMP) Sales Agreement and the AMP Proceeds Agreement; these two separate agreements designated the terms and conditions for the transfer/sale of the AMP from the local agencies to MET in 1995.

One of the provisions of the Proceeds Agreement (excerpt attached) is for MWDOC and the AMP Participants to limit the capacity usage on the AMP by each participant to the capacity they held in the AMP at the time of transfer of the facility to MET. Below are the capacities from Exhibit B of the AMP Proceeds Agreement, which have been reorganized for agency consolidations that have occurred since that time.

Budgeted (Y/N): N/A	Budgeted amount:	Core __	Choice __
Action item amount:	Line item:		
Fiscal Impact (explain if unbudgeted):			

AMP Participant Agency	Reach D1
YLWD	30.04
Anaheim	28.72
Orange	22.74
EOCWD	9.57
IRWD	70.67
MNWD	83.77
ETWD	26.33
SMWD	124.46
TCWD	4.01
San Juan Capistrano	4.91
San Clemente	6.87
SCWD	3.90
	415.99

Section 3.06 (starting on page 20 of the AMP Proceeds Agreement) explains the financial implications for exceeding peak day usage on the AMP, and includes a provision allowing MWDOC to **"not consider peak flows resulting from emergency situations, inadvertent flow changes or operational adjustments required by Metropolitan or other agencies" (see attachment).**

Since 1995, MWDOC has provided approximately 15 "waivers" for agencies who exceeded their peak AMP capacity or who might exceed their AMP capacity if a situation was known in advance. With the PFAS issue, Public Safety Power Shutoff (PSPS) events, and shutdowns to attend to aging infrastructure, the number of these requests have increased in the past two years. The most recent waiver was provided to the City of San Juan Capistrano at the Board meeting on November 18, 2020 for an increase in flows due to a shutdown of the Joint Transmission Main (JTM) which also affected the Eastern Transmission Main (ETM) resulting in the ETM being out of service from November 8, 2020 to November 20, 2020.

As requests are received and prepared for Board consideration, they are forwarded to all of the AMP Participants to see if any issues arise due to the recommendation of the flow waiver. Due to the nature of some of these requests; by the time the request is before the Board for final consideration, the event may have already ended, leaving the requesting agency little chance to avoid taking the additionally requested water from the AMP in the unlikely (but possible) event the request is denied.

Staff recommends delegating authority to the General Manager to decide shortly after MWDOC is notified if a flow waiver is justified based upon meeting the provisions of the AMP Proceeds Agreement:

- peak flows resulting from emergency situations,
- inadvertent flow changes, or
- operational adjustments required by Metropolitan or other agencies

Requests which the General Manager determines do not meet this criteria will continue to be brought to the Board for consideration, but the agency will be notified that the request requires additional consideration, so the requesting agency can prepare accordingly.

Staff will continue to inform the Board and the AMP Participants through an Informational P&O Committee write-up when requests are made and when waivers are granted.

BOARD OPTIONS

Option #1: Delegate to the General Manager the authority to make routine flow waiver determinations which meet the conditions specified in the AMP Proceeds Agreement

Fiscal Impact: None.

Business Analysis: Provides requesting agencies a faster response to approval of routine flow waiver requests, while also providing notification if a waiver has the possibility of being denied so requesting agencies can prepare accordingly.

Option #2: Do NOT delegate authority to the General Manager to make routine flow waiver determinations

Fiscal Impact: Costs for capacity exceedance in AMP continue to escalate at 4% annually and are in excess of $500,000+ per CFS of exceedance for some agencies.

Business Analysis: Staff will continue to bring requests to the Board for consideration based upon the Board Committee and Board meeting schedule. Should the Board decide not to grant a flow waiver, then the requesting agency would be notified once the Board makes the determination. In the event they are unable to avoid taking the water from the AMP, the penalty fees will be levied; any funds paid would be distributed among the other AMP Participants, based on which agencies are not using their full capacity in the AMP.

Option #3: Call Special Meetings of the MWDOC Board for every flow waiver request.

STAFF RECOMMENDATION

Option # 1

Agreement, and all other documents connected therewith, the services of consultants and staff time ("Negotiation Costs") shall be allocated among the Participants and Leasing Agencies on the basis of their cfs-foot ownership under the Adjusted Capacities (as shown on Exhibit "B"). At the Closing Date, upon receipt of the Initial Payment from Metropolitan, MWDOC shall determine the total Negotiation Costs to be reimbursed to MWDOC and shall calculate each Participant's and Leasing Agency's share of said Negotiation Costs. MWDOC shall deduct each Participant's and Leasing Agency's share of the Negotiation Costs from its share of the Initial Payment prior to distribution or, with respect to those Leasing Agencies with a negative RPOI, shall either add such Participant's or Leasing Agency's share of the Negotiation Costs to its lump-sum payment under Section 3.02 or invoice the Participant or Leasing Agency separately for such share. of the Negotiation Costs which will be paid within sixty (60) days of such invoice. In the event all of the Negotiation Costs to be reimbursed to MWDOC have not been determined at the time of the first distribution of Sale Proceeds, deductions and invoices for the remaining Negotiation Costs will be made at the time of subsequent distributions of sale proceeds.

section 3.06. Readjustment of Capacities.

During the term of this Agreement and until such time as Metropolitan augments the capacity of the AMP in any manner, including, but not limited to, construction of the Diemer Pump Station or other capital facility, MWDOC shall monitor each

Participant's and Leasing Agency's usage. At any time prior to augmentation of capacity in the AMP by Metropolitan, any Participant or Leasing Agency whose peak day flow exceeds its Adjusted Capacity, shall be required to pay for an additional full cubic foot per second (cfs) of capacity for the amount by which it exceeded its Adjusted Capacity rounded to the nearest cfs.

For purposes of determining whether a Participant or Leasing Agency has exceeded its capac.ity, MWDOC shall not consider peak flows resulting from emergency situations, inadvertent flow changes or operational adjustments required by Metropolitan or other agencies. The Peak Flow shall be defined as the most recent three-year moving average peak day flow in each reach of the AMP.

calculation of payment for use of additional capacity will be made in the same manner as Section 3.02, except that the price of capacity shall be escalated from 1993 to the year in which the readjustment is made at the annual interest rate of 4.0% and payment shall be made in cash at the time of the readjustment.

The readjustment of capacities hereunder and the payments shall not affect the Participants' and Leasing Agencies' RPOI or Debt Servic Payments as provided herein. Payment for additional capacity purchases and the readjustment of capacities shall be shared among Participants and Leasing Agencies using less than their Adjusted Capacities in proportion to unused capacity calculated on the most recent three-year moving average of actual flows compared to the Adjusted capacities on a cfs-foot weighting system. Notwithstanding the reallocation provided herein, any

Participant or Leasing Agency may elect to forego any portion of the readjustrnent payrn nt and retain the full arnount of its Adjusted Capacity allocation. After Metropolitan cornpletes any project which augrnents the capacity of the AMP in any arnount, no further readjustrnent of capacity shall be rnade.

ARTICLE IV

OBLIGATIONS OF MWDOC

Section 4.01 Administration-cf Proceeds Allocation.

MWDOC shall be responsible for and shall perforrn or provide for the perforrnance of all functions n cessary to adrninister the collection and allocation of funds under this Agreement. Said functions shall include:

(a) Calculation of all arnounts due frorn each Financing Participant at each rental payrnent date and notification of each Financing Participant of the arnount and payrnent instructions thereof at least ten (10) days prior to the payrnent date.

(b) Receipt of each installrnent payrnent frorn Metropolitan to be paid to MWDOC.

(c) Calculation and distribution of each Participant's and Leasing Agency's sh re of Sale Proceeds based upon their RPOI and collection of the payrnents due frorn those Participants and Leasing Agencies with negative RPOis.

(d) Monitor peak day usage as provided in Section 3.06 and calculate readjusted capacities, and payrnents due to and frorn each Participant and Leasing Agency for the readjustrnent of

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Item No. 2

ACTION ITEM
December 16, 2020

TO: Board of Directors

FROM: **Planning & Operations Committee**
(Directors McVicker, Yoo Schneider, Dick)

Robert Hunter,
General Manager

Staff Contact: Joe Berg,
Director of Water Use Efficiency
Andrea Antony-Morr, Water Use Efficiency Analyst II

SUBJECT: **Agreement for MWDOC's Web-Based Rebate Platform Vendor**

STAFF RECOMMENDATION

Staff recommends the Board of Directors authorize the General Manager to enter into a professional services agreement, renewable annually for up to five years, with Droplet Technologies to administer MWDOC's web-based rebate processing platform at a total cost not to exceed $185,500 across all five-years ($37,100/year).

COMMITTEE RECOMMENDATION

Committee recommends (To be determined at Committee Meeting)

SUMMARY

MWDOC's Turf Removal Rebate Program (TRRP) and Spray to Drip Rebate Program (S2DP) have been implemented successfully since 2010 and 2014 respectively, resulting in approximately 23 million square feet of turf converted and 1 million square feet of spray irrigation converted to drip irrigation.

In August 2015, after a Request for Proposals (RFP) process to develop a web-based rebate platform, MWDOC entered into an agreement with Droplet Technologies (Droplet). This agreement with Droplet was renewed annually for five years and is set to expire on December 31, 2020. On September 18, 2020, MWDOC released a new RFP, as required by the Administration Code, for ongoing development and administration of the web-based rebate platform.

Budgeted (Y/N): Yes	Budgeted amount: FY 20-21 $52,572	Core	Choice X
Action item amount: $185,500	Line item: 62-7040		
Fiscal Impact (explain if unbudgeted): The electronic signature service and annual license fee for year one are $37,100 and have been included in the FY 20-21 budget. Annual license fees of $37,100 will be included in future budgets for years 2 through 5.			

This RFP closed on October 9, 2020, and eight responses were submitted: Droplet Technologies; Smart Energy Water; Right There LLC; Aiqueous; Green Media Creations; EGIA; Tier One; and 360S2G. A Proposal Review Committee consisting of MWDOC Staff and MWDOC Retail Agency Staff was formed, and Droplet Technologies was ultimately selected as the vendor most capable of providing the desired services and having the best combination of methodology, experience, references, schedule, and cost.

DETAILED REPORT

The rebate processing platform is a web-based software system and data warehouse of all program participant data. The platform provides for all participant application steps in the current Turf Removal and Spray to Drip Programs, including on-line application submittal, participation in the Landscape Design Assistance Program, letters to proceed, application approval, participation in the Landscape Maintenance Assistance Program, and rebate check-run. The system is entirely online, therefore improving communication between customers, staff, site inspection vendors, and retail agency staff, allowing for a more efficient rebate approval process.

Staff prepared a Request for Proposals (RFP) document that defined the scope of services desired over the next five years. On September 18, 2020, staff released the RFP to six consultants known to have experience in web-based rebate platforms and also posted the RFP to Planet Bids. Proposals were due on October 9, 2020, and a total of eight proposals were received and found to be responsive to the RFP. Consultants who responded were Droplet Technologies; Smart Energy Water; Right There LLC; Aiqueous; Green Media Creations; EGIA; Tier One; and 360S2G.

A Proposal Review Committee was formed consisting of MWDOC Water Use Efficiency staff and staff from Mesa Water District, Santa Margarita Water District, and City of San Clemente. The Review Committee independently evaluated the proposals in the following areas: Consultant Project Management; Platform Development; Quality Control Measures; Platform Expansion; Schedule; Budget Narrative; and Budget. Each panel member scored each criteria from 0 to 10, which were then averaged and weighted. Scores from each panel member were then tallied into a final composite score for each proposal.

The Committee narrowed down the respondents to three, Droplet Technologies, Right There LLC, and Smart Energy Water. MWDOC staff then contacted the professional references for each of the three consultants. Thereafter, demonstrations were scheduled with all three vendors, and each platform was presented to the Review Committee via Zoom between October 28 and 29, 2020.

After a final discussion of each Consultant's scores, professional references, and live demonstration, it was determined that Droplet Technologies was the Consultant with the best combination of methodology, experience, references, schedule, and cost. For these reasons, the Committee recommends Droplet Technologies.

Droplet Technologies rebate processing platform is a hosted, license-fee-based platform that includes on-going technical support and upgrades as they become available. Annual license fees includes fees for the web-based hosting, platform development, training, and maintenance. Droplet also implements policies and procedures to protect client information,

including encrypting data, only collecting relevant data, and not sharing information with any third-party unless there has been a notice of disclosure. Additionally, all servers are based in US centers, and Droplet does regular application and system monitoring.

As shown in Table 1, there is no startup cost as this will be an updated version of MWDOC's current web based rebate platform system. The total Year 1 cost is $37,100, ($2,100 for the electronic signature feature and $35,000 for the annual license fee) and is budgeted in our Fiscal Year 2020-2021 budget. Staff will budget for Years 2-5 costs in future budget cycles. Staff is requesting Board Authorization to utilize Droplet Technologies for the next five years, renewed annually upon mutual agreement of the parties.

Table 1
Droplet Technologies Budget

	Electronic Signature Feature (1)	Annual License Fee	Annual Pre-Paid Discount (2)	Total
Year 1	$2,100	$35,000	15%	$37,100
Year 2	$2,100	$35,000	15%	$37,100
Year 3	$2,100	$35,000	15%	$37,100
Year 4	$2,100	$35,000	15%	$37,100
Year 5	$2,100	$35,000	15%	$37,100
Total	**$10,500**	**$175,000**		**$185,500**

(1) Estimate based on 1,000 signatures per year, at $2.10 per signature
(2) The annual license fee of $50,000 is reduced by 15% for each year as a multi-year discount

The costs incurred by MWDOC for this technology will be funded by the participating agencies in the Choice Water Use Efficiency Program. There may be an opportunity to pull in funding from other grant sources; however, this cannot be confirmed at this time. Continuing with an online rebate processing platform should result in staff time savings at both MWDOC and at our member agencies and should provide enhanced customer satisfaction. Additionally, Droplet Version 2.0 is designed to improve upon the previous version, providing an enhanced customer and staff experience. It is estimated that with Board approval in December 2020, the updated platform can be up and running by March 2021.

BOARD OPTIONS

Option #1:
Staff recommends the Board of Directors authorize the General Manager to enter into a professional services agreement, renewable annually for up to five years, with Droplet Technologies to administer MWDOC's web-based rebate processing platform at a total cost not to exceed $185,500 across all five-years ($37,100/year).
Fiscal Impact: $185,500 over five years, with $37,100 budgeted in our Fiscal Year 2020-2021 budget. Staff will budget for Years 2 through 5 costs in future budget cycles. MWDOC will save money in staff time, as Droplet Version 2.0 will allow for smoother processing of TRRP and S2DP applications.

Business Analysis: The TRRP and S2DP are two of the most popular rebate programs in the MWDOC Water Use Efficiency department, and account for 16,549 AF of water savings since the program started. Entering into a five-year agreement renewable annually with Droplet Technologies to host Droplet Version 2.0 will allow for continued high participation in these programs. Droplet Version 2.0 is designed specifically for rebate programs, and also was built based on their experience working with MWDOC over the last five years. Droplet will allow for faster processing times, and potentially increased enrollment in TRRP, S2DP, or the subprograms, Landscape Design Assistance and Landscape Maintenance Assistance. This will be especially important if and when there are drought restrictions in the coming years, as drought drives up enrollment in water saving programs.

Option #2: The Board of Directors does not authorize the General Manager to enter into annual contracts with Droplet Technologies to host MWDOC's web-based platform, and MWDOC staff reopen the RFP process.

Fiscal Impact: Staff time to reopen the RFP process; review proposals, score proposals, interview respondents, check references, and make a decision.

Business Analysis: While staff received eight good proposals in response to the web-based rebate platform, Droplet Technologies made the most sense to ensure a smooth transition between the current contract ending, and providing the most efficient service for customers, staff, vendors, and retail agencies. While other respondents have experience in rebate programs, or have different pricing structures, they would need more time to transition all existing applications and are not as familiar with MWDOC's TRRP and S2DP. Additionally, many of the features in the other responses are more appropriate for retail agencies, as they are dependent on billing information. Finally, many of the other respondents would need to build a new platform to meet MWDOC's unique needs for TRRP and S2DP, which will take longer than adapting to the existing platform that Droplet is proposing.

Option #3: No action.

Fiscal Impact: Staff time to return to processing applications without a web-based rebate platform.

Business Analysis: Current agreement with Droplet Technologies expires December 31, 2020 and staff will go back to a system of a combination of paper applications and Microsoft Access. This will significantly slow down processing time, and negatively impact customers, vendors, and retail agencies.

STAFF RECOMMENDATION

Option # 1

ACTION ITEM
December 16, 2020

TO: Board of Directors

FROM: **Planning & Operations Committee**
(Directors McVicker, Yoo Schneider, Dick)

Robert Hunter,
General Manager

Staff Contact: Joe Berg,
Director of Water Use Efficiency

SUBJECT: **Continuation of MWDOC's Water Loss Control Technical Assistance Program**

STAFF RECOMMENDATION

Staff recommends the Board of Directors authorize the General Manager to:

1. Enter into a professional services contract, to be renewed annually for up to five years, with Water Systems Optimization, Inc. (WSO) to:
    a. As a MWDOC Core Program, continue providing support for the Orange County Water Loss Control Work Group and MWDOC Technical Support at an annual cost not to exceed $55,000.
    b. As a MWDOC Choice Program election, provide technical assistance to member agencies for a variety of water loss control activities. Depending upon the number of agencies that participate, this contract amount could reach $1.3 million based upon participation in the last five years of program implementation, and
2. Authorize the General Manager to enter into Choice-based cost-sharing agreements with agencies wishing to access water loss technical assistance from WSO.

COMMITTEE RECOMMENDATION

Committee recommends (To be determined at Committee Meeting)

Budgeted (Y/N): Yes	Budgeted amount: $55,000	Core X	Choice X
Action item amount: $55,000 (core) and a maximum of $1.3 million (choice)	Line item: 35-7040		
Fiscal Impact (explain if unbudgeted): The Water Loss Control Component 1 is proposed to be funded by MWDOC as a Core activity at an annual cost of $55,000. Water Loss Control Component 2 activities are proposed to be funded as a Choice activity by participating member agencies.			

SUMMARY

In October 2015, the MWDOC Board of Directors authorized staff to begin implementing a Water Loss Control Technical Assistance Program to support member agency compliance with Senate Bills 1420 and 555. This program included the establishment of the Core-funded Orange County Water Loss Control Work Group accessible to all member agencies, and the Choice funded one-on-one technical assistance provided to retail agencies by Water Systems Optimization, Inc. (WSO), a consultant specializing in water loss control. Over the past five years, all retail agencies in Orange County have participated in MWDOC's Water Loss Control Work Group, and 22 agencies have accessed one-on-one technical assistance from WSO over the past five years. This effort has evolved with the addition of the Leak Detection Equipment Lending Library in 2018 and the Water Loss Control Shared Services Program in 2019.

MWDOC's Water Loss Control Program has a very positive impact on building knowledge of water loss recovery strategies and implementation of those strategies by retail water agencies. To date, MWDOC has hosted 30 Water Loss Control Work Group Meetings with approximately 35 agency representatives attending each meeting. A total of 137 Annual Water Balances have been compiled and validated over the last five years, vastly improving water agency understanding of volumes of real and apparent losses, strategies to recover losses, and the value of losses. More than 780 miles of distribution system leak detection have been completed, resulting in the discovery of 373 hidden leaks that have been repaired or are in the process of being repaired. These leak repairs will recover more than 84.5 million gallons of water valued at more than $300,000 per year. A total of 1,439 water meter accuracy tests have been completed by six agencies, improving agency knowledge of meter performance and accuracy of water balance results. Thirty-two distribution system pressure surveys have been completed for three agencies to calculate average system pressure, calibrate hydraulic models, and investigate pressure anomalies. Lastly, 12 miles of distribution system mains have been flushed, resulting in improved water quality for consumers and recovery of 176,200 gallons of water that was filtered and returned to the distribution system for beneficial use.

There is a strong desire by the member agencies to continue the Water Loss Control Work Group and one-on-one Technical Assistance. To do so, the MWDOC Administrative Code requires staff to re-bid the professional services components of this program since it will have been in place for five years at the close of December 2020. Staff proposes to continue offering the Water Loss Control Work Group and one-on-one Technical Assistance as detailed below.

DETAILED REPORT

On October 5, 2020, Staff composed and distributed a Request for Proposals (RFP) document that defined the scope of water loss technical assistance services desired over the next five years. These services were broken into Core and Choice components: Core services funded by MWDOC provide regional benefit to all agencies; and Choice services funded by individual agencies. These components are summarized below and provided in detail in Attachment A.

Component 1: Technical Assistance to the Municipal Water District of Orange County

The following Tasks will be performed by the consultant for MWDOC on behalf of the Orange County Water Loss Control Program. Due to their regional benefits, Component 1 services will be billed to and paid for by MWDOC. Staff is proposing an annual budget of $55,000 for Tasks 1 and 2. Funding for Tasks 3 and 4 will be budgeted separately on an as needed basis.

Task 1: MWDOC Water Loss Control Work Group Support

Task 2: Water Loss Policy Review

Task 3: Water Balance Validations

Task 4: Shared Services Technical Support

Component 2: One-on-One Technical Assistance to Retail Water Agencies

Component 2 includes services that will be performed for individual retail water agencies on a one-on-one basis. Component 2 will be billed to MWDOC, but paid for by individual agencies accessing these services. MWDOC will facilitate the selection of Technical Assistance elections annually by each retail water agency. MWDOC will collect funding from agencies to pay the consultant. The consultant will be notified of each retail water agency's elections and will be authorized to initiate that work once annual election forms are signed by MWDOC and the agency. Each task is a standalone task including completion of all aspects of the task, as well as reporting and recommendations. Component 2 Tasks include the following:

Task 1: Technical Assistance Administration

Task 2: Technical Assistance to Compile a Distribution System Water Audit

Task 3 – Source or Production Meter Volumetric Accuracy Testing:

Task 4– Billing Data Chain Assessment

Task 5 - Component Analysis: Volume and Value of Real and Apparent Losses

Task 5a: Gap Analysis

Task 5b: Real Loss Component Analysis

Task 5c: Apparent Loss Component Analysis

Task 6 – SWRCB Info. Order Response, Variance, or Off-Ramp Assistance

The RFP was released to 12 consultants with known expertise in distribution system water loss control. As described above, the RFP contained four Core Tasks for MWDOC and six Choice Tasks for retail water agencies. The RFP provided for up to five years of technical assistance, to be renewed annually. Proposals were due on October 23, 2020. Three proposals were received and found to be responsive to the RFP. One proposal included a partnership of three consultants and two proposals were individual companies submitting on their own.

A Proposal Evaluation Committee (Committee) comprising two MWDOC staff members and retail agency staff members from Golden State Water Company, City of San Clemente, South Coast WD, and Trabuco Canyon WD was formed to review the proposals. The Committee considered five selection criteria and assigned weighting factors, as listed in Table I, based upon the relative importance of each criterion. Each Committee member then assigned a score from 0 to 10 for each criterion. These scores were then multiplied by the weighting factor to derive each Committee member's score. The highest possible score is 1,000. Committee members' scores were then averaged for each proposal to calculate the Committee's composite score for each proposal.

Table I
Consultant Selection Criteria and Criteria Weighting

Selection Criteria	Criteria Weighting Factor
1. Scope of Work and Methodology	25
2. Team Experience and Capabilities	20
3. References and Record of Performance	20
4. Schedule	15
5. Proposed Budget	20

The Committee concluded unanimously that Water Systems Optimization, Inc. (WSO) meets the selection criteria most comprehensively. WSO has the most relevant experience, a very capable consultant team, competitive pricing, and was the only consultant to propose value-added tasks beyond those defined in the RFP. The composite scores for all three proposals are provided in Table II. For these reasons, the Committee recommends WSO provide the Water Loss Control technical assistance for the next five years.

Table II
Proposal Evaluation Results

Consultant	Average Committee Member Score
MC Engineering, Inc.	645
M.E. Simpson Co, Inc.	703
Water Systems Optimization, Inc.	877

The RFP asked consultants to provide low and high cost estimates for each task to account for the varying levels of technical assistance they thought agencies needed. For example, the low cost estimate would be for an agency that is already familiar with the methodology and has a comprehensive data set, and the high cost estimate would be for an agency that is not familiar with the methodology and lacks a comprehensive data set. The task-by-task cost ranges provided by WSO are detailed in Table III. Agencies will be able to pick and

choose the tasks that meet their needs and will also be able to choose a low or high level of technical assistance within each task. This approach allows for maximum flexibility for agencies to customize the level of technical assistance they need. It is anticipated, based on the first five years of program implementation, that the total five-year cost for Component 2 Technical Assistance will be $1.2 to $1.3 million.

Table III

Rates by Task: Water Systems Optimization, Inc.

Component 1 - MWDOC	Low	High
Task1: Water Loss Control Work Group	Time & Materials	
Task 2: Water Loss Policy Review	Time & Materials	
Task 3: Water Balance Validation	$ 2,000.00	
Task 4: Shared Services Technical Support	Time & Materials	
Component 2 - Retail Agencies		
Task 1: Technical Assistance Administration	$ 1,700.00	$ 1,700.00
Task 2 Technical Assistance to Compile a Water Audit	$ 8,420.00	$12,240.00
Task 3: Source or Production Meter Volumetric Accuracy Testing	$ 7,060.00	$11,520.00
Task 4: Billing Data Chain Assessment	$12,240.00	$22,040.00
Task 5: Component Analysis		
A. Gap Analysis	$ 4,140.00	$ 5,200.00
B. Real Loss	$12,120.00	$22,310.00
C. Apparent Loss	$10,440.00	$18,950.00

It is anticipated that the Technical Assistance Program will continue to evolve over the next five years as agencies continue to advance water loss control activities. As such, Component 2 Tasks described herein represent the initial tasks for the next five years, and new tasks will be added as the need arises.

BOARD OPTIONS

Option #1: Staff recommends the Board of Directors authorize the General Manager to:

1. Enter into a professional services contract, to be renewed annually for up to five years, with Water Systems Optimization, Inc. (WSO) to:
    a. As a MWDOC Core Program, continue providing support for the Orange County Water Loss Control Work Group and MWDOC Technical Support at an annual cost not to exceed $55,000.
    b. As a MWDOC Choice Program, provide technical assistance to member agencies for a variety of water loss control activities. Depending upon the number of agencies that participate, this contract amount could reach $1.3 million based upon participation in the last five years of program implementation, and

2. Authorize the General Manager to enter into Choice-based cost-sharing agreements with agencies wishing to access water loss technical assistance from WSO.

Fiscal Impact: The fiscal impact is limited to MWDOC's annual contribution of $55,000 per year. All other costs are funded by participating retail agencies.
Business Analysis: MWDOC's Water Loss Control Technical Assistance Program provides specialized technical assistance to all its member agencies that is designed to assist in compliance with mandated water loss regulations.

Option #2: Do not authorize staff to implement a water loss technical assistance program on behalf of member agencies.

Fiscal Impact: None
Business Analysis: MWDOC member agencies would have to access water loss technical assistance on their own.

STAFF RECOMMENDATION

Option # 1

Attachment A
Request for Proposals

I. Scope of Services

MWDOC proposes to hire a TAP Provider that will provide technical assistance to MWDOC and up to 28 Retail Water Agencies (RWAs) in Orange County, California. Since 2015, RWAs throughout Orange County have already begun familiarizing themselves with the AWWA/IWA water audit methodology by participating in AWWA, California Urban Water Conservation Council (CUWCC) and other workshops designed to introduce the topic. Because of these efforts, today, RWAs in Orange County are more knowledgeable about water loss than many other agencies in the state.

Through this effort, it is our intent to build RWA capability to perform the system audits and water balance on their own, while achieving results that are within industry standards. As such, the technical assistance will be in the form of "coaching" and "assisting" RWAs through the process of data collection and use of the water balance software. It is not our intent for the TAP Provider to collect data and populate the water balance software themselves.

Due to the range of agency familiarity with the Water System Audit methodology, water loss control opportunities, and availability of staff resources, MWDOC anticipates the need to customize technical assistance for each agency.

Description of Work

Component 1: Technical Assistance to the Municipal Water District of Orange County

The following Tasks will be performed by the TAP Provider for MWDOC on behalf of the Orange County Water Loss Control Program. Due to their regional benefits, Component 1 services will be billed to and paid for by MWDOC.

Task 1: MWDOC Water Loss Control Work Group Support

MWDOC hosts a Water Loss Control WorkSupport will include a combination of in-person and Zoom-based meetings. The Work Group is accessible to all retail water agencies in the county. Approximately 30 to 40 staff members attend each Work Group meeting, including members from engineering, operations, conservation, and customer service departments. Meetings include a combination of business updates, water loss policy updates, guest speakers, panel presentations, and one to two featured technical topics to building distribution system water loss knowledge. The Work Group meetings also serve as a forum to gather water loss related policy input from retail agencies that is shared with a variety of water agency associations and agencies including ACWA, CMUA, AWWA, California Department of Water Resources (DWR), and State Water Resources Control Board (Water Board).

Deliverables for Task 1:

- Collaboration to develop Work Group meeting agendas (assume six per year)

- Technical presentations on a broad variety of water loss related topics at Work Group Meetings
- Coordination of guest speakers and panel presentations
- Monthly progress reports (assume twelve per year)

Task 2: Water Loss Policy Review

The State Water Resources Control Board is the process of adopting water loss regulations contained in Senate Bill 555 requiring all urban retail water suppliers to reduce distribution system water loss and submit annual reporting in the form of Validated Water Balances and narrative descriptions of actions taken to reduce water loss. At the time this RFP was written, the final regulations have not been published.

TAP Provider will provide MWDOC with a technical review of proposed water loss policies, the impacts of proposed policies on retail water suppliers in OC, and suggestions for modifications to proposed policy, including supporting analysis.

Deliverables for Task 2:

- Water Board water loss policy review, guidance, and response preparation for MWDOC

Task 3: Water Balance Validations

As planned for in the MWDOC Water Loss Control Shared Services Business Plan, MWDOC staff will have the primary responsibility of performing annual water balance validations for the 28 urban RWAs in Orange County. However, there may be times when MWDOC may need additional validation resources in order to complete validations in a timely manner. As a result, MWDOC is including Water Balance Validations as a task in this RFP process. To qualify for this task, the TAP Provider must have a sufficient number of staff to assist RWAs in compiling their annual water balances and independently validate the water balances per the requirements of SB 555 and the Cal-Nev AWWA Water Audit Certification criteria.

Task 4: Shared Services Technical Support

In 2019, the MWDOC Board authorized implementation of a Water Loss Control Shared Services Business Plan (Business Plan). This Business Plan included hiring specialized MWDOC staff to provide services directly to RWAs in Orange County. These services include Water Balance Validation, Distribution System Leak Detection, Customer Meter Accuracy Testing, Distribution System Pressure Surveys, and Distribution System Flushing. These shared services are currently in their second year. It is anticipated that MWDOC will periodically need assistance from the TAP Provider to further develop and refine or expand our shared services offerings to our agencies. Examples of assistance may include the development of automated reporting templates for services provided to agencies, feasibility analysis of new or modified shared services, or standard operating procedures to deliver shared services.

Component 2: One-on-One Technical Assistance to RWAs

Component 2 includes services that will be performed for individual RWAs on a one-on-one basis. Component 2 will be billed to MWDOC but paid for by individual agencies accessing these services. MWDOC will facilitate the selection of Technical Assistance elections annually by each RWA. MWDOC will collect funding from agencies to pay TAP Provider. TAP Provider will be notified of each RWA's' elections and will be authorized to initiate that work once annual election forms are signed by MWDOC and the agency. Each task is a standalone task including completion of all aspects of the task including reporting and recommendations. Component 2 Tasks includes the following:

Task 1: Technical Assistance Administration

Consultant will provide administrative services to oversee the day to day implementation of the Orange County Water Loss Control Program. This will include scheduling and tracking technical assistance appointments for participating RWAs and providing monthly progress reporting by task to support monthly invoicing for work completed.

The Technical Assistance Administrative task will be required each year for RWAs electing any of the Component 2, tasks 2 through 6. This task is designed to cover costs of day to day communications, systems of data collection and management, travel expenses associated with providing assistance for individual agencies and invoicing for services provided.

Task 2: Technical Assistance to Compile a Distribution System Water Audit

With the 2020 Water Audit submittals to the Department of Water Resources, most urban water suppliers in Orange County have completed five (5) consecutive Distribution System Water Audits using the AWWA Water Audit Methodology contained in the M 36 Manual. All these audits have undergone level 1 validations. Staff turn-over and staff still learning about the water audit methodology makes it beneficial to have a consultant available to assist in compiling a water audit.

The TAP Provider shall provide information and coaching during the process of an RWA compiling a water balance. The TAP Provider should not compile the water balance for the agency, but provide coaching to ensure the correct information is being compiled and used in the water balance spreadsheet. It is anticipated that this effort will result in the discovery of data issues that will need to be corrected for future water balances. Direction and advice shall be provided to each participating RWA regarding how best to improve their data process to position them for improving audits in subsequent years.

Task 3 – Source or Production Meter Volumetric Accuracy Testing:

It is anticipated that RWAs throughout Orange County have a variety of types and sizes of source/production meters measuring water entering their distribution systems. These meters measure large volumes of water, and the accuracy of the meter can have a significant impact on the accuracy of water balance results. This task requires the TAP Provider to design appropriate testing methodologies consistent with the AWWA M6 Manual for any given meter selected for accuracy testing. Once the methodology is completed the TAP Provider will conduct a volumetric source meter accuracy test and document the results in a report to the contracting RWA.

Deliverables for Task 3:

- Production Meter Testing Methodology
- Production Meter Testing Report

Task 4– Billing Data Chain Assessment

Billing data compiled and incorporated into the water balance can be a source of error impacting the accuracy of water balance results. As a result, a billing data chain assessment can be used to evaluate and correct billing data errors. This will include, but not be limited to, mapping of meter read collection and billing processes, comparison of raw data across billing data management platforms, and identification of data transmission errors including misreads, zero reads, dropped reads, duplicate reads, etc.

Deliverables for Task 4:

- Mapping of meter read collection and billing processes
- Findings of data comparison across billing data management platforms and data transmission between platforms

Task 5 - Component Analysis: Volume and Value of Real and Apparent Losses

It is anticipated that three levels of Technical Assistance focusing on Component Analysis will be needed by RWAs in Orange County depending on their current level of investigation into Real and Apparent losses. The TAP Provider should follow the AWWA M36 Manual and Water Research Foundation Report No. 4372a Real Loss Component Analysis: What's your Leakage Profile. The progressive levels of Technical Assistance include:

Task 5a: Gap Analysis

We have found that the data necessary to conduct component analysis is not always available when an agency wants to embark on a component analysis. As a result, a Component Analysis Gap Analysis is necessary to inventory what data is available and what data is missing. The Gap Analysis should also include procedures to warehouse data and mechanisms to collect missing data so that after a data collection period has been completed, a component analysis can be completed.

Task 5b: Real Loss Component Analysis

This assistance will focus on establishing methods and data requirements to quantify background leakage, unreported leakage, and reported leakage. This task will allow an agency to better understand these components. Real losses include water that has been extracted from a water resource source, treated, energized, and transported a distance before being lost. Thus, the valuation of these losses is typically the sum of these components, or it can include the cost of the next higher source of water that might not have been needed except for the volume of loss. The analysis will allow an agency to better understand the components and costs for completing such an evaluation down the road.

Task 5c: Apparent Loss Component Analysis

This assistance will focus on establishing methods and data requirements to quantify customer metering inaccuracies, systematic data handling errors, and unauthorized consumption. This task will allow an agency to better understand these components and the value of the water lost compared to the cost of developing an Apparent Loss Control Strategy. Apparent losses represent water supplies that are not paid for or non-revenue water. These losses are typically valued at the prevailing retail rate. This task will not go completely through development of a Real Loss Control Strategy, but will allow an agency to better understand the components of its real loss volume and will provide a preliminary economic evaluation of real loss intervention strategies and their priority ranking. This process is intended to identify the nature, quantity, and estimated cost impacts of the three apparent loss components.

Deliverables for Task 5:

- A – A report documenting missing data needed to perform Real and Apparent Component Analysis, including recommendations to gather and warehouse data for use in the future.
- B – A Real Loss Component Analysis providing a reliable understanding of the scale of the loss volumes and values of the various types of Real Loss leakage in a RWA system. Provide a preliminary economic analysis of real losses, and prioritization of loss intervention strategies. Provide input to participating RWAs on improved data requirements to identify and control real losses. This information provides the basis for developing intervention strategies in the future.
- C – An Apparent Loss Component Analysis providing a reliable understand of the scale of the loss volumes and values of the various types of apparent losses in an agency's system. Provide a preliminary economic analysis of apparent losses, and prioritization of loss intervention strategies. Provide input to participating RWAs on improved data requirements to identify and control apparent losses. This information provides the basis for developing intervention strategies in the future.

Task 6 – SWRCB Information Order Response, Variance, or Off-ramp Assistance

While California's rule making process to adopt water loss standards required by Senate Bill 555 has not yet started, previous draft iterations of the Water Board standard setting framework indicate that agencies will likely be required to respond to Information Orders, and may have opportunities to submit requests for a Variance to the standard or an Off-Ramp for maintaining low levels of water loss. The purpose of this task is to provide RWAs with access to the TAP Provider for assistance with preparing responses to information orders or request for variances or off-ramps. This will include data compilation and analysis customized to each agency's needs and preparation of documentation to be submitted to the state for consideration. Since the documentation to respond to these requirements is still unknown, we ask the TAP Provider to provide both an hourly rate and three levels of effort in the form of the number of work hours estimated to respond to a low, medium, and high level of effort necessary to complete this task.

Deliverables for Task 6:

- Analysis and documentation supporting information orders and justifications for variance and off-ramp requests.

Item No. 4

ACTION ITEM
December 16, 2020

TO: Board of Directors

FROM: **Planning and Operations Committee**
(Directors McVicker, Dick and Yoo Schneider)

Robert Hunter
General Manager

Staff Contact: Heather Baez

SUBJECT: **EXTENSION OF LOCAL ADVOCACY CONTRACT WITH LEWIS CONSULTING GROUP**

STAFF RECOMMENDATION

Staff recommends the Board of Directors extend the local advocacy contract Lewis and Associates for 2021.

COMMITTEE RECOMMENDATION

Committee recommends (To be determined at Committee Meeting)

REPORT

Lewis Consulting Group has provided local advocacy services to the Municipal Water District of Orange County since 2003. This contract was sent out for competitive bid in 2016 for a one-year contract beginning in 2017, with the option to renew annually for four additional years. This is final year of the new contract and will go out for bid again in fall of 2021. A brief recap of 2020 and 2021 outlook, provided by Mr. Lewis, is included for your review, input and approval.

Please note, Legislative Advocacy contracts are on a calendar year basis, not fiscal year, so as not to interrupt services during a legislative session.

Budgeted (Y/N): Y	Budgeted amount: 42,000 Calendar year expenditure, time and materials.	Core X	Choice __
Action item amount: $42,000. Hourly fee billed at $250/hour with an annual cap not to exceed $42,000. $21,000 for FY 2019/2020 and $21,000 for FY 2020/2021.		Line item: 31-7040	
Fiscal Impact (explain if unbudgeted):			

2021 OUTLOOK

The following has been provided by Mr. Lewis:

- To say that 2020 was a year of challenges might be one of the great understatements of all time. Hopefully, 2021 will most certainly be better with normalcy getting ever closer.

- For most of this year, LAFCO meetings were held remotely and audiences were prohibited at the Board of Supervisor meetings. I miss my personal interactions with both Board members and staff, and look forward to being able to resume business as usual as soon as possible. In recognition that listening remotely is not as valuable as attending in person, I voluntarily charged half my hourly rate for my Board of Supervisor hours.

- There was good news from this year, MWDOC received a clean bill of health from LAFCO in the MSR process. Just days before the vote, some opposition was beginning to gel. I am happy to say that I was successful in quelling the turmoil. General Manager Rob Hunter's testimony was huge to the effort as well and we received a unanimous vote.

- The production of my monthly PAL report continues to be a labor of love. I hope that 2021 will allow us to reconnect MWDOC Board members and staff with outreach meetings.

- I continue to be grateful and honored to be part of the MWDOC team and look forward to continuing this relationship in 2021.

BOARD OPTIONS

Option #1

- Renew Lewis Consulting Group's contract for one additional year.

Fiscal Impact: $42,000
Business Analysis: Lewis Consulting Group provides local advocacy services for MWDOC throughout the county and at OC LAFCO. They maintain relationships on our behalf with the Board of Supervisors, OC LAFCO Commissioners and key staff. They also ensure that we are kept up-to-date and informed on countywide issues of importance to MWDOC and our member agencies.

Option #2

- Do not renew the contract with Lewis Consulting Group

Fiscal Impact: $42,000 would be added to the general fund
Business Analysis: MWDOC would not have local representation to advocate on issues of importance to MWDOC and its member agencies.

STAFF RECOMMENDATION

Option #1

DISCUSSION ITEM
December 14, 2020

TO: **Planning & Operations Committee**
(Directors McVicker, Yoo Schneider, Dick)

FROM: **Robert Hunter, General Manager**

Staff Contact: Vicki Osborn

SUBJECT: **WEROC Assessment Presentation – Part Three**

STAFF RECOMMENDATION

Staff recommends the Planning & Operations Committee: Review and discuss the presentation.

COMMITTEE RECOMMENDATION

Committee recommends (To be determined at Committee Meeting)

SUMMARY

The WEROC Department in three part series is presenting the WEROC Assessment performed by the Director of Emergency Management. WEROC Assessment Report - Part Three covers the recommendations to the key finding presented at last month's meetng.

DETAILED REPORT

The Water Emergency Response Organization of Orange County (WEROC) Emergency Management Program is charged with supporting the resiliency of Orange County's water and wastewater agencies, and the community it serves by coordinating and integrating all activities necessary to build, sustain, and improve the capability to mitigate against,

Budgeted (Y/N):	Budgeted amount:	Core __	Choice __
Action item amount:	Line item:		
Fiscal Impact (explain if unbudgeted):			

prepare for, respond to, and recover from threatened or actual natural disasters, acts of terrorism, or other man-made disasters.

The WEROC emergency management function has evolved from its early mission primarily due to the worldwide field of emergency management undergoing a significant evolution in the last 20 years, with an expansion in mission, role, organizational complexity, and program functions.

With the arrival of the new WEROC Director of Emergency Management, the General Manager requested that the WEROC program be assessed and evaluated. In order to conduct a thorough assessment, the National Fire Protection Association (NFPA 1600)[1], and the Emergency Management Accreditation Program (EMAP) assessment standards were used as the evaluation metric for the assessment. WEROC used the categories identified in the NFPA 1600 Standard on Disaster/Emergency Management and Business Continuity Programs (chart below) and the Emergency Management Accreditation Program. WEROC then conducted document review of both electronic and hard copy files. Finally, WEROC conducted interviews and/or survey questions with stakeholders regarding the overall WEROC program, and the current COVID-19 response lessons learned so far which are incorporated into the assessment process.

Program Management and Administration
Leadership and Commitment
Program Manager/Staff
Program Committee
Program Administration
Laws and Authorities
Finance and Administration
Records Management
Planning
Planning and Design Process
Common Plan Requirements
Risk Assessment
Business Impact Analysis
Resource Needs Assessment
Performance Objectives
Public Education
Implementation/Execution
Common Plan Requirements
Hazard Mitigation Program
Grants and other funding programs/Services
Crisis Communications and Public Information
Warning, Notifications, and Communications
Incident Management/Information & Situational Awareness Tools

[1] http://preparednessllc.com/assets/emergency_management_business_continuity_program_self-assessment-checklist.pdf

Resources Management
Operational Procedures
Emergency Operations Center
Continuity of Operations
Emergency Operations/Response Plan
Mutual Aid
Recovery
Recovery Plan
Training and Exercises
Training and Exercise Plan (TEP)
Record Keeping
Program Maintenance and Improvement
Program Reviews
Corrective Actions
Continuous Improvement/Project Completion

Attached is the presentation slides and the WEROC Assessment Report.

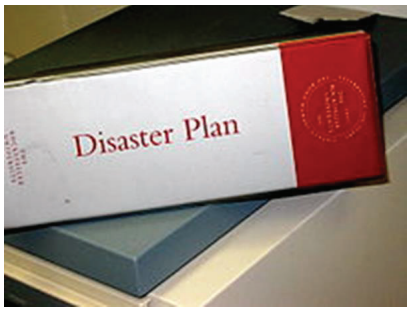
WEROC Program Assessment – Part Three

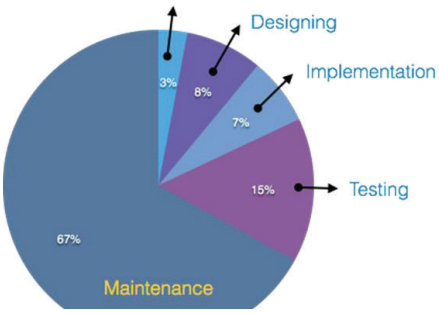
Recommendations
11.2020

Last Meeting Recap

- WEROC Strengths & Accomplishments
- Current Programs
- Key Findings

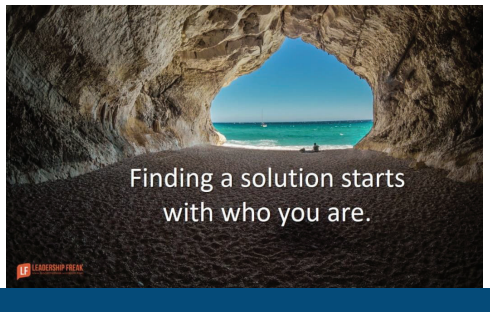
Business Impact Analysis	
Resource Needs Assessment	
Performance Objectives	
Public Education	
Implementation/Execution	
Common Plan Requirements	
Hazard Mitigation Program	
Grants and other funding programs/Services	
Crisis Communications and Public Information	
Warning, Notifications, and Communications	
Incident Management/Information & Situational Awareness Tools	
Resources Management	





Recommendations

- **Focus on major, critical areas identified**
- **Presented by Potential Timeline Implementation**
- **Highlights Must Do vs Should Do**
- **Cost Associated - Prioritization**



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Three (3) to Six (6) Months

- **Program Management and Administration (Pages 18 - 19)**
  - Obtain and assign a US Bank Government Cal Card to the WEROC program.
  - WEROC staff will organize all files in possession and required to maintain
- **Planning Recommendations (Page 19)**
  - WEROC should be prioritizing program areas based on the criteria of state and federal mandates

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Three (3) to Six (6) Months

- **Operational Procedures (Page 19)**
  - Develop a plan maintenance schedule program
- **Training and Exercise Plan (Page 20)**
  - Increase training on basic emergency management
  - Develop a Training and Exercise Plan
  - Establish a minimum training requirement for new and existing staff

Six (6) to Twelve (12) Months

- **Program Management and Administration (Page 20)**
  - Update and amend the MWDOC Administrative Code with expanded language
- **Operational Procedures (Page 21)**
  - Develop hazard specific standard operating procedures
  - Develop a "Just in Time" training guide for the front of the position guides
  - Eliminate the 45 USB drives

Six (6) to Twelve (12) Months

- **Continuous Improvement and Project Completion (Page 21)**
  - WEROC will develop a current project and program work plan listing all the program/planning areas.
  - WEROC will present an annual report and business plan outlining its milestones for the year and grading the programs contained within for transparency

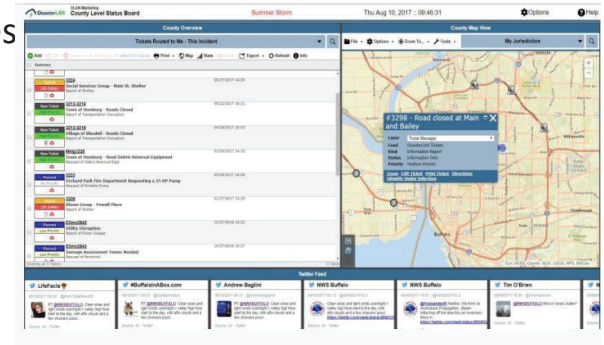
Twelve (12) to Twenty-Four (24) Months

- **Mutual Aid and WEROC Agreement (Page 21)**
  - Rewrite the Voluntary Emergency Preparedness Organization/WEROC Indemnification Agreement between 37 water and wastewater utilities

** **Cost Analysis Slide discussed later in presentation**

Twelve (12) to Twenty-Four (24) Months

- **Incident Management, Information and Situational Awareness Tools (Page 22)**
  - Develop, obtain, and implement a new WEROC-specific platform to meet specific needs of the member agencies disseminate files and information
    - Safety Center/Shared Drive/Email
    - WebEOC
    - GIS

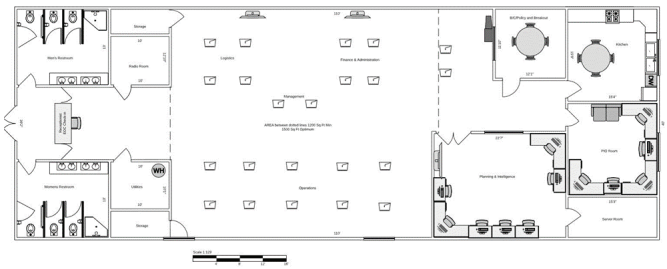


** **Cost Analysis Slide discussed later in presentation**

Twelve (12) to Twenty-Four (24) Months

- **Emergency Operations Center (Page 24)**

Identified Work Needed:	Repair/Fix
Life Safety	Anchor Ceiling Grid & Light Fixtures
	Anchor Hanging Equipment & Fixtures
	Secure bookcases, computers, printers, etc.
	Fire Doors
	Fire Extinguishers/Alarms
	Smoke Hood
	Sign for Bldg.
Operational	Replace AC Unit (secure gas line)
	Security System
	Move Generator Outside/Protection from Elements
	Buy New Generator
	Electrical analysis and cabling
	Space Study & Furniture
	Use of Garage Area?
Essential Facility	Repair Damaged or Deteriorated Bldg. Elements
	Provide Seismic Separation at Masonry Vault
	Strengthen the Seismic Force Resisting System
	Complete the Seismic Force Resisting System

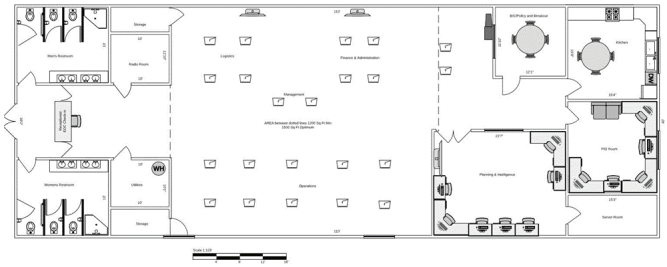


** **Cost Analysis Slide discussed later in presentation**

Twelve (12) to Twenty-Four (24) Months

• Emergency Operations Center (Page 24)

- Renew the South Land Use Agreement with the El Toro Water District where the South EOC is Located
- Partner with El Toro Water District on the construction of the new South EOC building as part of El Toro Water District existing Filter Plant and Clearwell Project instead of the 2017 Seismic Project renovation of the current building
- Discontinue the services at the North EOC, but maintain the location as a logistics Point of Distribution/Staging Site and maintain the agreement with MET for its use.



** Cost Analysis Slide discussed later in presentation

Twelve (12) to Twenty-Four (24) Months

• Training and Exercise Plan (Page 24)

- Incorporate a training database and training calendar into the new information sharing platform

• Resource Management and Logistics (Pages 24-25)

- Develop a Logistics Plan
- Prepare a compiled list of verified vendors for use by the water and wastewater agencies
- Incorporate a Resource Tracking System within the new Information Sharing Platform.

Long Term 24+ Months or More Discussion Required

- **Program Management and Administration (Page 25)**
  - Expand the number of emergency management staff positions from 3.0 Full time Employees (FTE) to 5.0 FTE.

  Current Program
  - Emergency management staff: 1.0 Director, 1.0 WEROC Specialist - Full Time Equivalent (FTE), and 1.0 Administration Support FTE – 36 hour employee shared with the MWDOC Administration Department.
  - One Extra Help (E/H) – Limited Term – 20 hours maximum per week AWIA specific contracted employee. Project contract employee paid for by the contract.
  - Limited support from the Engineering and Planning Group

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Long Term 24+ Months or More Discussion Required

- **Program Management and Administration (Page 25)**
  - Expand the number of emergency management staff positions from 3.0 Full time Employees (FTE) to 5.0 FTE

- **Short Term Solution:**
  - Current Administrative Support Position reclassify to <u>WEROC Coordinator</u>

- **Long Term Recommendation:**
  - Convert Limited Term position and commit to a fulltime position. <u>(WEROC Specialist)</u>
  - Create 1 additional <u>(WEROC Coordinator)</u> entry level position

  **** Cost Analysis Slide discussed later in presentation**

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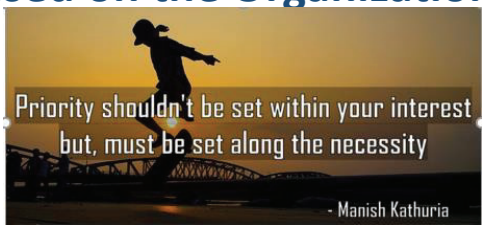
Long Term 24+ Months or More Discussion Required

- **Planning Recommendations (Page 26)**
  - Regional Water and Wastewater Fuel Project
- **Recovery Plan (Page 27)**
  - Develop a Recovery Plan, which includes cost recovery and complements the Business Continuity Plan agencies have in place

Priorities with Cost Associated

#1 - Staffing – Short Term Option
#2 - Incident Management Platform
#3 - South EOC Decision (Time Sensitive)
#4 - WEROC Agreement
#5 - Staffing - Long Term Solution Based on the Organizational Needs of Agencies



Estimated Cost Analysis

Staffing – Short Term

- Option 1:
  - Reclassify Sr. Administrative Support Position to WEROC Coordinator
  - Rate Difference: (R6) 58,951 - 74,040 - SAA
    (R9) 73,227 - 98,875 - WC
- Option 2: Maintain at current staffing positions
  - Timelines will change and projects will be placed on hold
  - Fiscal Impacts – Immediate $0 Long Term-TBD

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Estimated Cost Analysis

Incident Management, Information and Situational Awareness Tools

- Cost Analysis
  - Current Budgeted items saw 20% increase this year to $8363.25 (Safety Center) and no additional support or service
  - Current Annual Expenditures for Technology forecast is $11,963
- Option 1 - New Platform (all inclusive) Cloud System
  - One time $150,000 – 200,000
  - Annual Maintenance Agreement $12,500 – 15,000
  - This will save in staff time and costs
- Option 2 – Maintain the current platforms
  - Staff time costs – takes away from other projects - $ TBD

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Estimated Cost Analysis

South Emergency Operations Center

- **Option 1 – New EOC - Partner with ETWD**
  - **Cost – New Building $480,000 – $780,000 (structure)**
  - **Electrical, Fire, Generator, Telecomm, AV, Furniture****
    - **Cost $290,000 - $465,000**
  - **Project Estimated Total: $776,000 – $1,245,000**

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Estimated Cost Analysis

South Emergency Operations Center

C	ETWD and WEROC facilities, demolish the filter plant building and steel clearwell, (full project alternative)	$3,500,000	$2,800,000	$4,550,000
D	Option C with estimated MWDOC cost sharing for the WEROC Building	ETWD $2,900,000 MWDOC $600,000	ETWD $2,320,000 MWDOC $480,000	ETWD $3,770,000 MWDOC $780,000

20

Estimated Cost Analysis

South Emergency Operations Center

- **Option 2 – Repurpose existing structure**
  - Based on studies and past project planning
  - Top 4 Seismic, roof replacement, generator, electrical,
  - Costs:
    - Design and Engineering $ 52,000 – $63,000
    - Construction Estimate $ 542,225 – $642,225

- **Option 3 – Do nothing**
  - Average for wrongful death lawsuit depends 500,000 – 1 million or more

Estimated Cost Analysis

WEROC Agreement

- **Option #1**
  - In House: $0
  - Legal Review: $ 5,000 – 10,000

- **Option #2**
  - Consultant: $ 65,000
  - Legal Review: $ 5,000 – 10,000

Estimated Cost Analysis

- **Long Term Staffing**
  - **Option 1 – If other areas are implemented, this decreases in priority**
    - **Staff time – 60% decreased on maintaining duplicate areas and substandard EOC issues**
    - **60% staff hours = 2496 staff hours = 1 FTE (2080 hrs)**
    - **Reanalysis after 5 years**
  - **Option2 – Expansion of staff now**
    - **Cost: Annual for 2 new positions 136,000 – 180,000 +30% Burden Rate**

The Future

Implementation of Assessment

Decisions on Cost Related Items

Assessment Report: Emergency Management Program

WATER EMERGENCY RESPONSE ORGANIZATION OF ORANGE COUNTY (WEROC)

August 2020

TABLE OF CONTENTS

1 SCOPE

This report provides the results of an assessment examining the Water Emergency Response Organization of Orange County's current emergency management program by analyzing its function, organization, capabilities, and challenges. Key findings are provided, as well as recommendations. The document was developed by the Director of Emergency Management by reviewing existing emergency management policies, procedures, tools, references, and with input from stakeholders. Part of this assessment encompasses real-world events and coordination efforts during the COVID-19 pandemic.

2 INTRODUCTION

The Water Emergency Response Organization of Orange County (WEROC) Emergency Management Program is charged with supporting the resiliency of Orange County's water and wastewater agencies, and the community it serves by working with these agencies and the County to build, sustain, and improve the capability to mitigate against, prepare for, respond to, and recover from threatened or actual natural disasters, acts of terrorism, or other man-made disasters.

Created in 1983[1] (37 years ago), WEROC's primary mission was originally to coordinate and support preparedness activities. Over the years, additional core functions were added to build a strong and resilient program supporting the member agencies during the response to a major emergency or disaster. In 2004 (16 years), a new program coordinator assumed the responsibilities of WEROC, assessed the program, and established additional mission activities as WEROC's core functions and capabilities including:

- Maintain the dedicated emergency radio system exclusively for the water utilities used by Orange County water utilities during any emergency or disaster response with required updates and enhancements.
- Prepare, update, and test a countywide emergency response plan, and provide assistance, as requested, for agencies to prepare and test their plans.
- Maintain two Emergency Operations Centers (EOC) in a state of readiness that will be staffed by trained water industry professionals.
- Organize emergency preparedness and response trainings among the water and wastewater agencies in Orange County.

[1] Original Volunteer Emergency Preparedness Organization Agreement, dated 1983

- Attend local and regional meetings regarding emergency preparedness and response issues on behalf of the Orange County water utilities.
- Include WEROC as an integral member of the County's Operational Area.

The groundwork of WEROC is its Indemnification Agreement between 35 water and wastewater utilities allowing for the provision of mutual assistance to each other during disasters and coordination efforts before a disaster. The WEROC staff provides the water utilities with required trainings, grant assistance, emergency plan review and development, and disaster exercise coordination. More importantly WEROC provides information sharing, resource coordination when disasters impact the water and waste water utilities of Orange County and sharing of how emergency response efforts proceeded in other parts of the State or County to ascertain lessons learned. WEROC is written into and fully integrated within the County's Operational Area Emergency Operations Plan.

The WEROC emergency management function has evolved from its early mission primarily due to the worldwide field of emergency management undergoing a significant evolution in the last 20 years, with an expansion in mission, role, organizational complexity, and program functions. This has been driven by several factors:

- With the implementation of California's Standardized Emergency Management System[2] (SEMS) in 1995, the county-level emergency management program became the lead agency for developing and maintaining the Operational Area concept. The Operational Area consists of all the county, municipal, and local district governments inside the county's geographic borders. County staff directly serve those residents in unincorporated county areas while indirectly supporting the cities and special districts. The county program serves as the primary conduit to state and federal organizations – before, during and after a disaster.

- Following 9/11, the federal government developed a tremendous body of regulation, policy, guidance, and practice (ex. the National Incident Management System). Initially intended to address the threat of major terrorism, these efforts have created many actual or implicit mandates and standards for how local government organizes and administers its emergency management function.

- The Homeland Security grants that also grew out of the post-9/11 initiatives have become increasingly complex to administer even as local governments grow more dependent upon them. In many ways, federal and state grant requirements drive priorities and programs, and funding from this source has become more competitive.

[2] California Government Code Section 8607
https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=8607.&lawCode=GOV

- The increased level of knowledge, skill, and technical abilities required to conduct traditional emergency management preparedness activities such as planning, training, and exercising has forced many emergency managers to specialize. It is not uncommon to have staff spend most of their career in just one focus area.

- The effort to address the tactical level of emergency management (planning, etc.) often competes with needed policy-level work. Emergency managers are increasingly asked to support senior governance and policy programs including general plan development, infrastructure development, and post-disaster fiscal recovery. Emergency managers must balance workloads to ensure they can exercise their roles as leaders in support of executive management.

Recent advances in automation, information technology, and cutting-edge communications have produced an increasingly efficient but brittle society. For example, the shift to "just-in-time" inventories dependent upon overnight shipping have created inherent vulnerabilities. For example, the potential disruption in chemical supply deliveries, or as seen recently with COVID-19 and personal protective equipment used by multiple disciplines. Interruptions in communications, transportation, and electrical utilities and other lifelines can produce significant second-level threats to life and safety.

The recognition of threats from occurrence of natural hazards and man-made threats has resulted in the expansion of efforts to mitigate these threats greatly in the last 20 years. The true probabilities of existing hazards such as earthquakes, floods, and wildfires are now being appreciated. The threat of terrorism and cyber-attack incidents have challenged agencies like nothing before. The effects of climate change are already producing demonstrable extreme weather effects including extreme peak rainfall intensity, or lack of rainfall leading to drought, potentially more significant wildland fire incidents, significant winter storms, increased extreme heat incidents, and coastal storm surge. Therefore, the recognition of planning for and mitigating against these threats has a return on investments as all these events have an impact in different ways to the water/wastewater infrastructure.

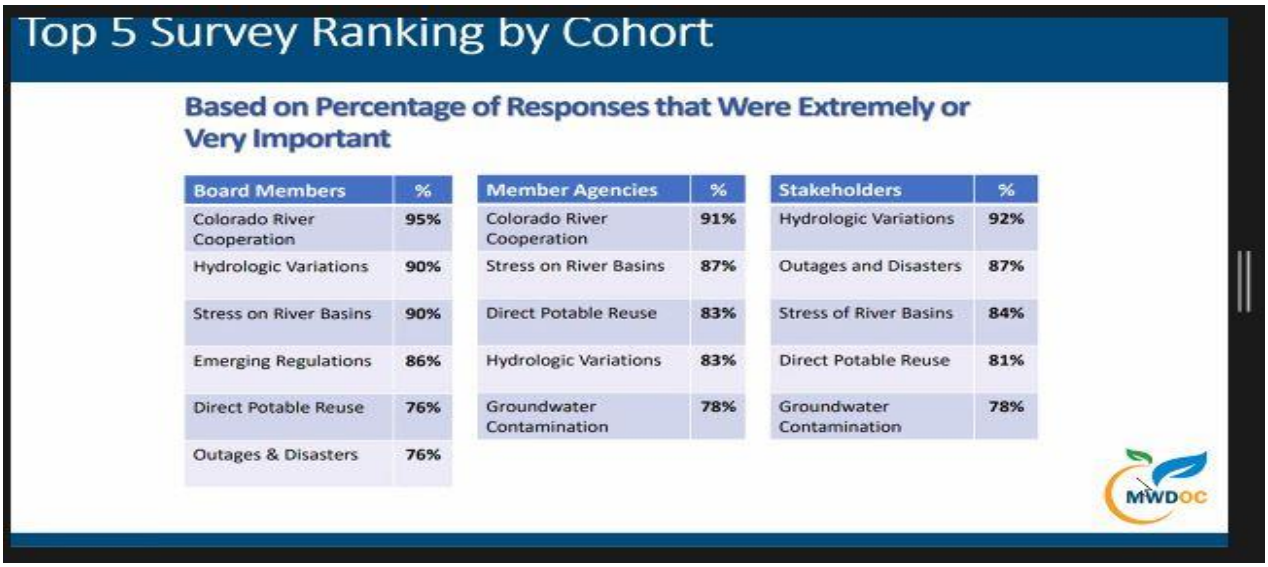
Concurrently, public expectations for local government services before and after a disaster have also risen dramatically. Residents are increasingly reliant upon collective infrastructure, utility, transportation, and information systems. Disruptions to these physical systems and the corresponding tears in the social fabric are effectively outside the control of individuals. In a disaster, communities expect local government to respond as quickly and with the same capabilities as our institutions provide in our daily lives. Additionally, there is an expectation of transparency as a public agency.

The federal government is urging local governments to adopt a culture of preparedness. This is no different for the water/wastewater agencies as demonstrated with more stringent federal regulations, such as the American Water Infrastructure Act of 2018. Local governments are being asked to increase preparedness resources, mitigate and

harden infrastructure, and stand ready to address their own needs following a disaster, and not depend on state or federal assistance.

In July at the MWDOC Manager Meeting, information was shared on the drivers for change in regards to the IRP study where outages and disasters were included. Below is the table highlighting Outages & Disasters at 76% and 87% by two of the three groups. An important reference in regards to linking the benefits of the WEROC program for its member agencies and the community.

Table 1.1 - June 2020 Survey IRP Drivers of Change



Additionally, the future of the WEROC program must incorporate the lessons learned from recent events that occurred both within our state and nationwide. It is critical to keep in mind that Orange County has been extremely lucky over the past 20 years, even though the county has been part of 13 federally declared disasters, Orange County has not had a significant event impacting all jurisdictions and agencies at one time to a catastrophic degree (not including COVID-19). A major earthquake poses grave challenges, while new and evolving threats such as active shooter, cyber disruption, or climate change-influenced weather incidents may test our readiness and resilience at any time.

3 CAPABILITIES ASSESSMENT AND KEY FINDINGS

WEROC has a solid program foundation that was built over the years by the previous dedicated Director of Emergency Management. The WEROC program is a recognized, best practice model for developing and implementing collaboration and cooperation among water and wastewater agencies for preparedness and response. The previous Emergency Manager was a dedicated advocate, mentor, and leader for the program by instilling an architecture of success for all who participated.

The Leadership and support at the executive and elected level comes from the Municipal Water District of Orange County and its member agencies, Orange County Sanitation District, Orange County Water District, South Orange County Wastewater Authority, City of Anaheim, City of Fullerton, City of Santa and WEROC's signatory member agencies. Collectively, this group validates the importance of the WEROC program and its day-to-day role and emergencies activities.

WEROC has developed a multitude of programs and overarching, high level plans to aid agencies with different types of event scenarios. Whenever possible, WEROC obtained grant funding for regional projects, such as improving the EOC's, purchasing fuel trailers and emergency drinking water trailers, and to secure emergency generators.

WEROC has built a network of communications and partnerships not only with member agencies, but other organizations, such as County of Orange Emergency Management, Orange County Fire Authority, Cities, CalOES, CalWARN, California Public Utilities Commission, Independent Special Districts of Orange County, and Orange County Water Association to name a few.

WEROC advocates on behalf of member agencies with federal, state, and local partners representing their needs and concerns to influence positive changes to legislation, procedures, and operational capabilities. Examples of representing advocacy is inclusion of water and wastewater agencies with mapping programs, the 800MHz radio system , the Public Safety Power Shutoff Program and approval of the Hazard Mitigation Program. WEROC has demonstrated its value and worth to all of its member agencies over the years.

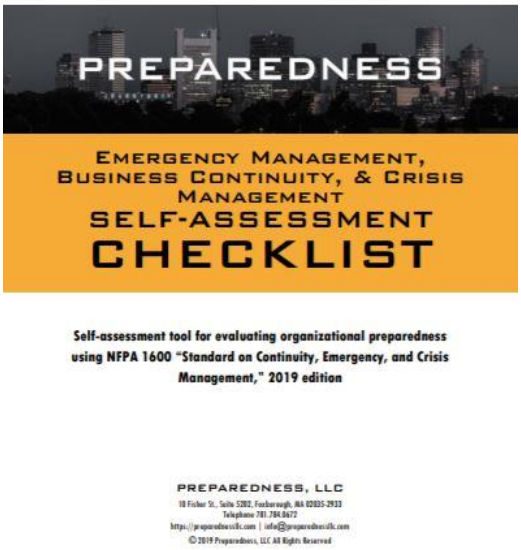
3.1 Key Findings

While an assessment of the emergency management program duly respects the successes and previous work performed by its predecessors, it is essential to acknowledge that a successful program needs to continue to evolve and adapt to changing principles and values of doing business. Infrastructure, technology, regulations, politics, and the expectations of agencies, along with the community it serves, is different now than it was just five (5) years ago. Technology, skills, and the overall business culture has transformed emergency preparedness and response into a highly complex system. The plans, procedures, programs, and technology systems in place must continually be evaluated and adjusted to meet the daily needs.

The WEROC program was assessed and evaluated using the National Fire Protection Association (NFPA 1600)[3], and the Emergency Management Accreditation Program (EMAP) assessment standards. Since it was first published, NFPA 1600 has become the gold standard in emergency management. The U.S. Department of Homeland Security has adopted it as a voluntary consensus standard for emergency preparedness. It is not a fire-based standard, rather it's a universal standard that emergency management and business continuity professionals can use to prepare and protect their people, property, and businesses. FEMA, the International Association of Emergency Managers (IAEM), and the National Emergency Managers Association (NEMA) all endorse NFPA 1600. In fact, these organizations worked with the NFPA to develop the standard.

The chart on the next page summarizes the internal staff assessment of the current emergency management program capabilities based on categories identified in the NFPA 1600 Standard on Disaster/Emergency Management and Business Continuity Programs, the Emergency Management Accreditation Program, document review of both electronic and hard-copy files, and interviews and/or survey questions with stakeholders regarding the overall WEROC program. Additionally, the current COVID-19 response lessons learned so far have been incorporated into this assessment.

To aid in understanding the categories and criteria within each area is outlined on the following page.



[3] http://preparednessllc.com/assets/emergency_management_business_continuity_program_self-assessment-checklist.pdf

Program Management:

- Requires the commitment of the organization's leadership and managers through:
  - Committing to all phases of the program–development, implementation, and maintenance
  - Providing the resources to support the program
  - Ensuring program review and continuing evaluation to maintain program effectiveness
  - Supporting needed corrective measures to correct deficiencies in the program
- This area also requires the appointment of a program coordinator and program committee responsible for carrying out the above.
- Program administration requirements also include:
  - A documented program on policy, scope, goals, etc.
  - Acknowledgment, articulation and ensuring compliance with applicable laws and regulations
  - Finance and Administration procedures and records management

Planning:

- This area outlines the planning and design process in five areas:
  - A definition of the organization's vision, mission, and goals
  - A risk assessment and business impact analysis (BIA)
  - A resource needs assessment for:
    - emergency operations/response
    - crisis communications
    - developing a business continuity standard
    - actionable recovery plans
- Crisis management to address those events that could severely impact:
  - The organization's operations
  - Its ability to do business
  - Impact on relationships with key stakeholders both inside and outside the organization in the planning process
- Hazard analysis and risk assessment provides a list of hazards the organization needs to evaluate (geological, weather, disease, accident, sabotage, and technological) and examples of each. This area also describes the elements of a business impact analysis (BIA) and the analysis of the areas should identify and address.

Implementation

- Requires an emergency operations and response plan to define specific responsibilities and state what actions need to be taken and measures to stabilize the situation. Continuity and recovery plans to restore vital operations need to be included.
- This area analyzes measures an organization needs to take in developing strategies to:
    - Prevent a life-threatening or other serious incident
    - Mitigate or control the consequences of an incident
    - Provide for crisis communications and public information
    - Establish operational procedures to control access, identify and account for key personnel, and mobilize necessary resources

Training and Education

- This area prescribes "competency-based training tat supports all employees who have a role in the program." The training must focus on program awareness with the goal to "enhance the knowledge, skills, and abilities required to implement, support, and maintain the program."

Exercises

- Periodic exercises and tests of the plan promote continuous improvement. The area requires a "standardized methodology to practice procedures." The design of the exercises and program tests include evaluation, measurement, and identification of deficiencies with the goal of improving group and individual performance.
- In sum, the exercises "shall evaluate program plans, procedures, training, and capabilities" and evaluation results shall be stated as either pass or fail. The exercises and drills "shall be conducted on the frequency needed to establish and maintain required capabilities."

Program Maintenance and Improvement

- This area prescribes a process to evaluate the organization's adherence to NFPA 1600 "through evaluation of the implementation of changes resulting from preventive and corrective actions." The program must be re-evaluated on a regular schedule, and when changes in the organization's operational environment impact the program.

The assessment yielded results in 11of 33 categories having critical issues needing to be addressed and amended. The key findings following the chart on the next page correlates directly to those categories marked in red highlighting identified critical areas missing or current practice does not meet the program needs to be proficient in this area.

Table 1.2 WEROC Evaluation Matrix Results

Mission Capable	Minor Issues	Critical Issues
Program Management and Administration		
Leadership and Commitment		
Program Manager/Staff		
Program Committee		
Program Administration		
Laws and Authorities		
Finance and Administration		
Records Management		
Planning		
Planning and Design Process		
Common Plan Requirements		
Risk Assessment		
Business Impact Analysis		
Resource Needs Assessment		
Performance Objectives		
Public Education		
Implementation/Execution		
Common Plan Requirements		
Hazard Mitigation Program		
Grants and other funding programs/Services		
Crisis Communications and Public Information		
Warning, Notifications, and Communications		
Incident Management/Information & Situational Awareness Tools		
Resources Management		
Operational Procedures		
Emergency Operations Center		
Continuity of Operations		
Emergency Operations/Response Plan		
Mutual Aid		
Recovery		
Recovery Plan		
Training and Exercises		
Training and Exercise Plan (TEP)		
Record Keeping		
Program Maintenance and Improvement		
Program Reviews		
Corrective Actions		
Continuous Improvement/Project Completion		

3.2 Key Findings Identified:

The following key findings are listed in the order lists in the assessment table and are not prioritized at this time. Priortization of key findings and recommendations will occur after presenation of the information, and further discussion of findings and recommendations with key stakeholders.

3.2.1 Program Management and Administration

1. The WEROC program was significantly impacted by staff turnover in the WEROC Coordinator/Specialist role. This position was unfilled for long periods. Personnel hired in many cases did not have strong experience and knowledge in the overall emergency management field. Consequently, a learning curve was present which slowed the ability to assign and complete projects. While the one constant was the previous Director of Emergency Management, who was in place for 15 years, the other support position went through a total of six people during a time when the expectations and requirements of WEROC grew.
2. The WEROC program has 36 identified programs/project areas it maintains on an on-going basis. Under each program area, there are sub-projects and requirements embedded within each project, for instance, plan development and training. This does not include the staff commitments when emergency events occur; day-to-day activities have to cease or slow down to cover issues such as COVID-19 or new emerging unfunded mandates, or regulations not accounted for within the staffing requirements for the current programs and project areas. This understaffing issue has impacted WEROC's ability to stay current, accurate, and continually update documents, provide on-going training, and complete implementation of important programs with member agencies.
3. Mounting and conflicting priorities have degraded capabilities due to staff vacancies (and understaffing) for basic maintenance of plans, basic training offerings, standard operating procedures, and many documents that have been untouched for 3 years or more.
4. The Municipal Water District of Orange County's current emergency language within its Administrative Code contains basic language to enable an effective response to a disaster. However, there is a lack of clarity in the relationship and the delegation of authority between the WEROC Emergency Operations Center (EOC) Director, MWDOC General Manager, and the Board of Directors.
5. The Finance and Administration Department at the Municipal Water District of Orange County are managed and supported by an extremely capable and dedicated financial and IT team. In regards to the support of the WEROC mission, the current financial management software makes it challenging to extract information required to track disaster costs. Additionally, the Finance &Administrative role is not well defined outside the basic checklists or language in

the Administrative Code. There are not any standard operating procedures or process documents that currently exist to be implemented during emergencies or events outside of what is included in the Contracts Manual and the Administrative Code.

6. WEROC has a limited amount of petty cash available for use during an event that would not be able to sustain operations for more than one-two days. Moreover, there is not a chain of custody for expenditures each day, or approval authority hierarchy established to approve resource requests or EOC needs during an actual event. This was evident during the COVID-19 event when by the second day following the WEROC EOC activation, the expenditures for ordering personal protective equipment already surpassed the 1000.00 expenditure mark.
7. The WEROC records management is a strong area of concern as the current state of the WEROC files both electronic and hard copy files is difficult to navigate and find current records as there is no consistent naming convention for the files. Furthermore, many of the records kept are obsolete as they have been either superseded, old or they have no historical value. MWDOC has comprehensive record management and retention policy along with a dedicated program manager, but WEROC staff maintained its internal department drive which is out of compliance with not only MWDOC's policy but state and federal recommendations.

3.2.2 Planning

8. While conducting a resource needs assessment by looking at plans, procedures, and conducting stakeholder interviews, the Regional Fuel Project came up multiple times which was started by WEROC previously but never completed or implemented. WEROC began to ascertain the needs of agencies for critical equipment including facilities, generators, and vehicles requiring fuel during a catastrophic event. This project was not completed nor were any agreements established with local fuel suppliers during this time. There will be competition for fuel resources between all levels of government during a catastrophic event and therefore it is very important to complete and implement this project at the water agency level.

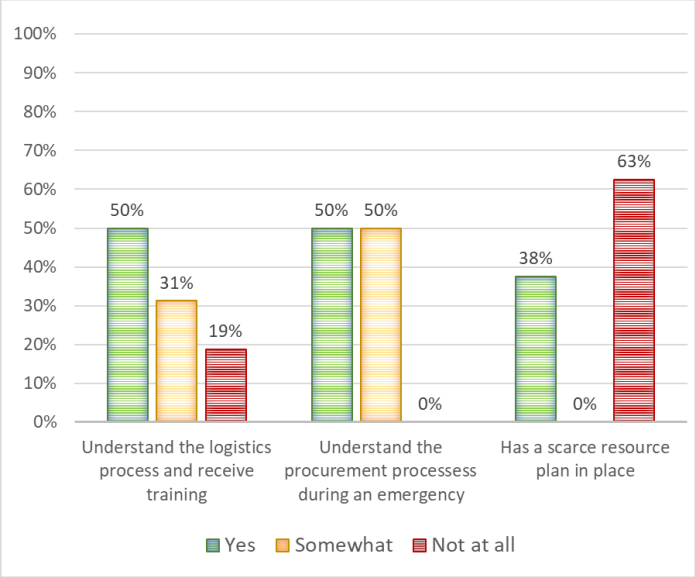
3.2.3 Implementation and Execution

9. Many member agencies indicated that sharing and accessing information is difficult and not everyone is comfortable with all the different platforms used. WEROC implemented eight different platforms to share or obtain information and situational awareness with member agencies and other partner agencies (Safety Center, WebEOC, Email, Google Drive, Dropbox, Facebook, Twitter, and WEROC's

Website). WEROC implemented multiple platforms to bridge a gap of obstacles and challenges different agencies had to suit their needs; however, none of the platforms used are interoperable or able to transfer information automatically. Each system needs to be manually inputted therefore ensuring accurate information contained within each platform at all times is open for human error. Misinformation leads to liabilities and bad decision making which has consequences potentially legally and financially. None of the current platforms have a Geographic Information Systems (GIS) mapping and resource availability. Many of these platforms do not have a mechanism for sharing Protected Critical Infrastructure Information (PCII) for cyber information which is a high concern for many agencies.

10. WEROC maintains an excel spreadsheet of water and wastewater resources available during a mutual aid/assistance request. This document is not uploaded into any of the systems being used such as WebEOC Resource Manager. The tracking of resources request process and deployment is a gap as the WebEOC Resource Manager Platform which is currently used for resource requests is not functioning properly and has been in this state for years. At this time, WEROC remains unable to receive resource requests from agencies from WebEOC and is using a paper-based form and email. There is currently no process documents or a Logistics Plan available to member agencies to explain how resource requests and procurement works, and agencies do not have access to or knew where to obtain the resource request forms without inquring from WEROC.

11. Results from the member agency survey highlighted what was observed as the actual process during COVID-19, a real event outside of an exercise impacting a large number of agencies at one time. Most survey participants who answered the open-ended questions responded that they have multiple contracts, memorandums of understanding (MOUs), or processes in place to obtain equipment and personnel. Additionally, most respondents expected WEROC and Orange County Operational Area/Emergency Management Division to provide coordination, information, assistance, resources (including vendor lists or supplies), and guidance. Most



agencies do not have a Scarce Resource Plan in place to address needs during a catastrophic situation (example fuel resources), and have the misinformation that WEROC at the onset of event is supposed to have any supply a jurisdiction needs. WEROC was not set up, nor did it have any established contracts with vendors for emergency supplies.

12. WEROC's Emergency Operations Plan is due for revision in accordance with the AWIA 2018 standards. Member agencies maintain individual Emergency Operations and Continuity of Operations Plans (COOPs), however, there is not a synchronizing document addressing the WEROC and Operational Area coordination mission or the ability to directly support member agencies by means of process documents, or an ongoing training program for hazard specific events such as cyber terrorism, water quality, wildland fire.

13. Many of the operational plans (specific to the hazard) reviewed are incomplete, out of date, inconsistently formatted or not well integrated with each other or the All-Hazards EOP. Most existing annexes do not reference or incorporate emergency response planning documents developed by individual agencies or for specific threats/hazards such as Standard Operating Procedures. In some instances, the only procedure developed was by means of an email sent to the agencies and never formalized. There is a good foundation in the overall EOP and a lot of forms, but the process documents or trainings on how to use these tools does not exist. Additionally, some of the information loaded in to the Safety Center does not match what is in the EOP updated in 2018.

14. There are 45 position guides with hard copy forms and reference documents along with a portable USB drive within each guide. On the USB drive there are 40 sub folders. There is no document that outlines the contents or how to use this information. Moreover, a considerable amount of the information contained on the USB drives is outdated, some information by more than 5 years old. As part of Federal Comprehensive Planning Guidance (CPG) 101 v2, plans are on a cycle of revision. The overall EOP is on a 2 year cycle, Hazard Mitigation 5 year, etc.

15. One of the most visible features of an emergency management program is the Emergency Operations Center (EOC). WEROC staff maintains facilities at both the South and North EOCs. The South EOC facility was constructed in 1982 and has undergone minor renovations in the intervening years. A facility assessment study conducted in 2016, revealed critical defects requiring further renovation to bring this building up to safety standards. The North EOC was constructed in 1988 to essential facility standards. The facility is intended to survive a major earthquake and remain operational. However, after analysis of past reports on both locations and using both the South and North EOC during the COVID-19 response, critical deficiencies were revealed at both locations including inadequate workspace and walkways, inflexible workstations, constrained floor plan layout, inability to

expand current electrical and data needs, outdated and inoperable communications systems, outdated or non-working computer equipment, underpowered HVAC system, insufficient storage, and incomplete ADA compliance. Neither EOC in its current form is capable of fully supporting large, complex, or extended-duration incidents.

16. The groundwork of WEROC is its Indemnification Agreement between 35 water and wastewater utilities allowing for the provision of mutual assistance to each other during disasters and coordination efforts before a disaster. The WEROC staff provides the water utilities with required trainings, grant assistance, emergency plan review and development, and disaster exercise coordination. More importantly WEROC provides information sharing, resource coordination when disasters impact the water and waste water utilities of Orange County. WEROC is written into and fully integrated within the County's Operational Area Emergency Operations Plan, but this is not identified in the original VEPO Indemnification Agreement as it was created prior to the Operational Area Agreement and OA EOP in 1995 and is out of date based on the concepts of Emergency Management today.

3.2.4 Recovery

17. Disaster recovery planning, not Information Technology Disaster Recovery, but overall recovery of operations and cost recovery may warrant an expanded planning focus. Recent events have repeatedly demonstrated that disaster recovery activities are often more challenging for local jurisdictions than emergency response requires. While WEROC is represented in the Operational Area Recovery Annex (plan), there is no specific planning for water agencies to address the priorities of restoration, multi-agency coordination of recovery activities, and agency cost recovery which are two different issues. Agencies do not have a through knowledge on what cost recovery is and the components requirements an agency needs to perform to quaify for federal recovery funding. One key example is debris management and debris removal. Over the years, while I was at the County, many water agencies failed to claim and loss the opportunity to seek reimbursement funding in the hundreds of thousands of dollars for Emergency Work-Category A-Debris Removal due the minunderstanding is this is solely for public works and community debris removal item. Likewise, contained within the WEROC Emergency Operations Plan, the Public Assistance section is a brief summary of some considerations but does not serve as an effective operational guide to aid agencies with the complex requirements to execute their agencies' recovery program.

3.2.5 Training and Exercises/Program Maintenance and Improvement

18. Many notable, innovative critical projects and programs were created or started by WEROC over the years, however, not all projects were completed or implemented. Some examples include, Water Commodities Distribution Plans, and the Regional Fuel Project. Moreover, the Emergency Water Quality Sampling Kits program was started, training conducted and an exercise conducted, but the WEROC process documents were not fully implemented nor was an on-going training program established past its initial offerings in 2017. Furthermore, an effort was initiated to begin securing additional generators and standardizing the connections of such with various types of transfer switches; this project faced technical issues and was not completed.

Santiago Fire 2007 via Mission Viejo Lake source OC Register

4 EMERGENCY MANAGEMENT PROGRAM RECOMMENDATIONS AND OPPORTUNITIES FOR IMPROVEMENT

Recommendations Summary

- Commit. Build a responsive and effective emergency management program that engages our agencies, mitigates hazards, prepares our agencies, and guides our agencies to understand their roles and responsibilities in relation to response and recovery to major emergencies and disasters.
- Resource. Commit staff and funding resources to reinforce and sustain the emergency management program.
- Manage. Prioritize and implement the recommendations set forth in the assessment by transitioning this document into a WEROC Strategic Plan.
- Evaluate. Incorporate performance measures of the emergency management program into an annual report for the Board of Directors and member agencies to analyze and quantify the future vision and mission of the WEROC program.

The following recommendations focus on the major, critical areas identified in the key findings section of this report. These are not listed in priority order, but divided into potential timelines for implementation. It should also be noted that items listed as "minor issues" on the NFPA 1600 matrix will be addressed throughout the year as staff time allows.

4.1 Three (3) to Six (6) Months

4.1.1 Program Management and Administration Recommendations

1. Obtain and assign a US Bank Government Cal Card to the WEROC program. By obtaining an Integrated Card combining capabilities of purchase, travel and fleet programs into a single solution. This card would have a procedure and process in place for its use for both non-emergency and emergency event. The process will:
    - Identify the authorized users
    - Authorized spending limits
    - Approval authority
    - Establish a process incorporated into the logistics, and financial standard operating procedures.

- The current petty cash system can remain in effect for small events, but the process document will identify when the activation of the Cal Card system will occur.

2. WEROC staff will organize all files in possession and required to maintain. It should include:
    - Development of a naming convention
    - Development of a process document that complements the MWDOC records management policy
    - Inclusion of a consistent date stamp and file pathway policy at the bottom of each document.

    All old, obsolete or draft paperwork no longer containing a historical value or in accordance with the MWDOC record retention/management policy will be deleted.

4.1.2 Planning Recommendations

1. WEROC should be prioritizing program areas based on the criteria of state and federal mandates (example – AWIA), risk assessment (probability vs. consequence), and business impacts (operational, financial, reputation damage, and community/consumers expectations). This process will be done in collaboration with the WEROC member agencies as no project or program can be successful without their buy-in and commitment to the project. The end result is to establish a way to potentially combine planning efforts to address multiple programs which have overlap such as AWIA and Hazard Mitigation Planning. This will save both staff time and money.

4.1.3 Operational Procedures

1. Develop a plan maintenance schedule program that incorporates updating of all hazard procedures, and incorporates changes and process into the WEROC overall training program.
    - This program will look at requirements, for instance AWIA and Hazard Mitigation, so the timing for revision and training can be done at the same time as a result of many similar, overlapping requirements of each program.

- This schedule will identify planning gaps and needs for plan development, for example Cyber Terrorism Planning.
- This recommendation will fix the out-of-date information in safety center not being updated.

4.1.4 Training and Exercise Plan

1. Increase training on basic emergency management and stay up-to-date with best practices. There is a want and expectation from member agencies obtained from the WEROC coordination calls, training survey and assessment surveys conducted over the past 6 months for more training on the basics of emergency management and periodic updates on changing practices in the emergency management field.
2. Develop a Training and Exercise Plan that corresponds with the maintenance and updating of plans and standard operating procedures.
3. Establish a minimum training requirement for new and existing staff. Includes ongoing training and requirements for refresher training.

4.2 Six (6) to Twelve (12) Months

4.2.1 Program Management and Administration Recommendations

1. Update and amend the MWDOC Administrative Code with expanded language to align with the California Government Code and Federal statutes to ensure the delegation of authorities are clearly outlined. Sections within the Administrative Code include:
   - 1307-General Manager;
   - 2000-General Policy;
   - 2009- WEROC Reserves;
   - 8003-Requisition and Purchase Orders.

   Adding additional language establishes the following:

   - Clarity in the relationship and Delegation of Authority between the WEROC Director, MWDOC General Manager, and the Board of Directors
   - Transparency
   - Operational capability
   - Clear line of succession

- Ensure compliance with federal regulations 2 C.F.R. § 200.320(f) (2), and 2 C.F.R. §§ 200.317–200.326 by outlining the differences between both exigency and emergency situations that demand immediate aid or action as defined by FEMA.
- Ability to access contracts such as California Multiple Awards Services (CMAS) contracts.

4.2.2 Operational Procedures

1. Develop hazard specific standard operating procedures that explain where to find and obtain resources needed for the specific hazard. Many of the checklists are written more as guidance. The missing link here is the process on "how to" actions. These process documents will be built into hands-on training, not just a lecture series prior to exercises.

2. Develop a "Just in Time" training guide for the front of the position guides explaining the contents and how to use the binder, and process documents.

3. Eliminate the 45 USB drives. Maintain 6 USB drives for EOC Director, EOC Manager, Operations Section Chief, Planning and Intelligence Section Chief, Logistics Section Chief, and the Finance & Administration Section Chief. This will assist with staff time requirement to maintain the 200+ documents on these drives on a consistent timetable due to the staff time required to maintain these documents. ** If the new information sharing platform is implemented, staff will have access to the most updated information if required.

4.2.3 Continuous Improvement/Project Completion

1. WEROC will develop a current project and program work plan listing all the program/planning areas.

2. WEROC will present an annual report and business plan outlining its milestones for the year and grading the programs contained within for transparency.

4.3 Twelve (12) to Twenty-Four (24) Months

4.3.1 Mutual Aid and WEROC Agreement

1. Rewrite the Voluntary Emergency Preparedness Organization/WEROC Indemnification Agreement between 35 water and wastewater utilities. The Agreement was designed to accommodate the admission of new participants without requiring original or existing participants to amend or ratify the Indemnification Agreement with each new admission. In order to accurately

describe the rights and obligations of the new signatories to the Indemnification Agreement, new participants have signed the same agreement as the original signatories, titled "Volunteer Emergency Preparedness Agreement Indemnification Agreement." As documentation of the change in name to the program, they were additionally provided Municipal Water District of Orange County Resolution No. 1623 "Name Change of Volunteer Emergency Response Organization to Water Emergency Response Organization of Orange County." The outdated document does not highlight the overall changes to mutual assistance, mutual aid, and emergency management systems seen globally including the importance of disaster recovery and resiliency. The current state of the document does not include intra-agency, non-emergency sharing of equipment.

4.3.2 Incident Management, Information Sharing, and Situational Awareness Tools

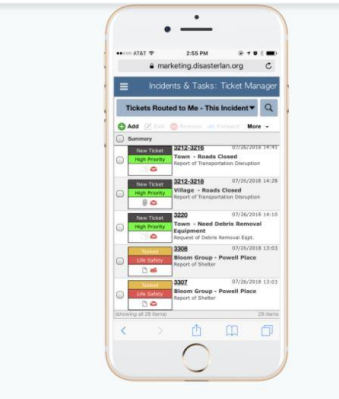
1. Develop, obtain, and implement a new WEROC-specific platform to meet specific needs of the member agencies to securely store, maintain, and disseminate files and information. This will establish one location in which all information can be securely maintained for the WEROC organizations only instead of using 9 different applications. This application can be used for day to day operations and emergency events. Justification for this recommendation is as follows:

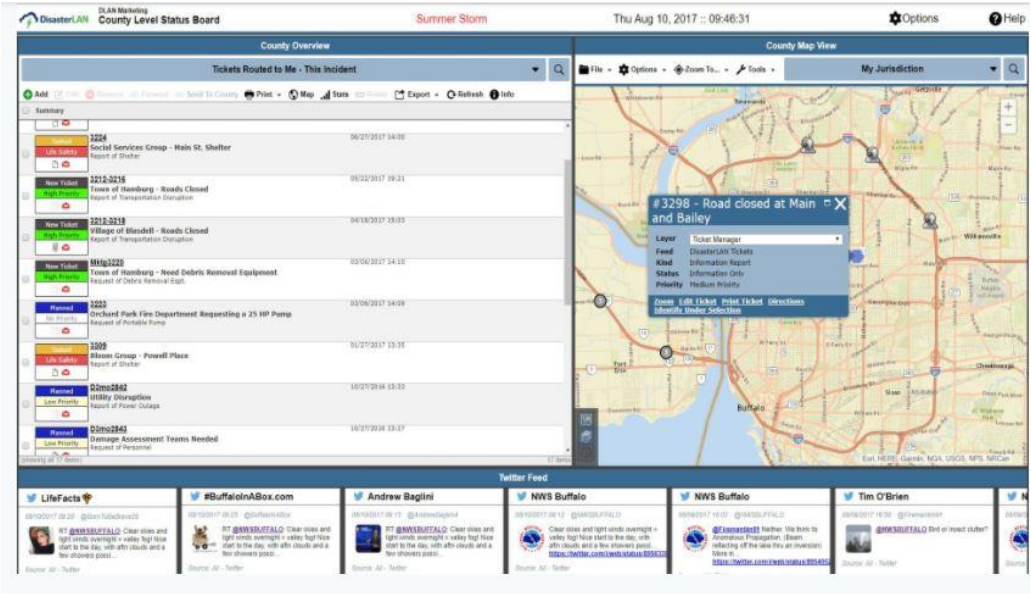
    - Safety Center, the solution put into place 10 years ago, does not allow personnel the ability to download documents but only to view or read on their computer or mobile device. This platform is older technology and not user friendly on the backend to upload documents or implement a data management strategy. Not to mention the cost of this platform increased 20% from 2019 which is not justifiable based on what the return is for the user. This is not a viable solution for real time events.
    - WebEOC, an internet based incident management program is maintained and operated by the County of Orange and provided to members of the Operational Area. The information obtained by the County is very important in order to create an overall, impact operating picture of the entire county in order to know how bad it is. The down side to WebEOC is water and wastewater agencies are unable to create boards or track specific information about their organization. It is important to understand the county provide this system to everyone signatory to the Operational Area Agreement, which currently stands at 115 signatory members and others with a pertinent reason to access the system. New processes and needs are prioritized based on the regional view, so timelines to get new items only for one discipline or sector is limited by County priorities and

funding. Part of the scope of work for a system will be to complement and be able to pull information the County is still requesting from water and wastewater agencies so we can meet the needs of everyone who desires certain information.

- None of the current operating platforms in use, including WebEOC, contain a GEO Spatial Information (Mapping) system or simplified GIS Dashboard with layers for all member agencies to use. This tool would be very useful to the member agencies. With the inter-dependencies of the water connections, having a interfacing map and GIS layer capability of the infrastructure and other open source critical information such as flow rates, high fire zone, current weather information, liquidfaation zone, flood plain maps, dam inundation layers, etc., would allow for tracking and decision making purposes, not only during an emergency, but planned, larger, longer outages as well. Part of the GIS component would also include a File Transfer Protocol (FTP) site to store and disseminate GIS files to MAs agencies.

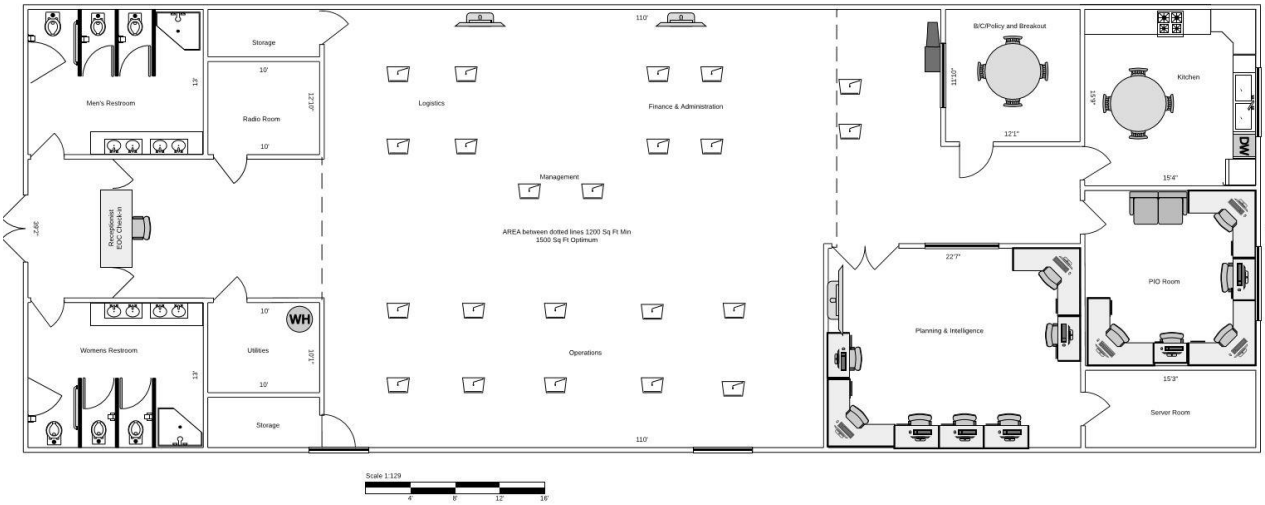
- Email is a great tool to share information, but there are setbacks and challenges such as having the appropriate people receiving the information; people forwarding the information outside of the water community with a right to know – need to know; referencing information days or weeks later and remembering when it was sent, etc.





4.3.3 Emergency Operations Center

1. Renew the South Land Use Agreement with the El Toro Water District where the South EOC is Located.
2. Partner with El Toro Water District on the construction of the new South EOC building as part of El Toro Water District existing Filter Plant and Clearwell Project instead of the 2017 Seismic Project renovation of the current building.
    - Presentation and project outline will be offered to the Board during a future Planning and Operations Committee Meeting.



3. Discontinue the services at the North EOC, but maintain the location as a logistics Point of Distribution/Staging Site and maintain the agreement with MET for its use.

4.3.4 Training and Exercise Plan

1. Incorporate a training database and training calendar into the new information sharing platform to track when training has been completed and when training is expired.

4.3.5 Resources Management/Logistics

1. Develop a Logistics Plan. The Logistics Plan will incorporate how personnel, supplies, and equipment are requested, procured, tracked, and supported within the WEROC Organization. While the EOP has a logistics section included containing the process, policies and procedures, the section does not contain specific detail. Member agencies responded to the Logistics question that they have an expectation for WEROC to provide coordination, information, assistance, resources (including vendor lists or supplies), and guidance throughout the event. One section of the plan will focus on the development of a Vendor Specialist EOC

position under the Procurement Unit Leader in Logistics with developed procedures and checklists for identifying vendors for scarce resource such as fuel.

2. Prepare a compiled list of verified vendors for use by the water and wastewater agencies. WEROC did not have a master vendor list, or established contracts prior to the COVID-19 event. Agencies looked to WEROC to fill the void of finding a vetted vendor for scarce items.
3. Incorporate a Resource Tracking System within the new Information Sharing Platform.
    - Easy Inventory tracking
    - Mutual Aid Resources Tracking
    - Resource Request Process built in
    - Maintained Vendor Lists accessible by all water and waste water agencies as developed jointly with member agencies.

4.4 Long-Term 24+ Months or More Discussion Required

4.4.1 Program Management and Administration Recommendations

1. Expand the number of emergency management staff positions from 3.0 Full time Employees (FTE) to 5.0 FTE.

    Current Program:

    - Emergency management staff: 1.0 Director, 1.0 WEROC Specialist - Full Time Equivalent (FTE), and 1.0 Administration Support FTE – 36 hour employee shared with the MWDOC Administration Department.
    - One Extra Help (E/H) – Limited Term – 20 hours maximum per week AWIA specific contracted employee. Project contract employee paid for by the contract.
    - Limited support from the Engineering and Planning Group

    Recommendation: Augment emergency management:

    - Emergency management staff: 5.0 FTE including 1.0 Director, 2.0 WEROC Specialists (experienced), 2.0 WEROC Coordinators (entry level).
    - Current Administrative Support Positions: 1.0 Full Time Equivalent reclassified as WEROC Coordinator Position for additional projects and duties specific in the emergency management field.
    - Instead of extra help – Convert Limited Term position and commit to a fulltime position to develop, design and implement large, comprehensive programs including on-going maintenance, training and planning (WEROC Specialist) as emergency management programs are not a one-time implementation but an ongoing cycle.

- WEROC Coordinator is an entry level position and will have assignments to augment professional growth while achieving assigned tasks appropriate for the employee's knowledge base for the benefit of the organization.
- Expand succession planning by having more opportunities for different program management.
- Additional staff can focus on the training, exercise, and planning mission of WEROC and its member agencies. This will eliminate the conflicting priority issue, or lack of staff in order to maintain a project.
- Additional staff can assist with the upkeep and training of the volunteer program established to respond to the EOC.

4.4.2 Planning Recommendations

1. WEROC commits to finishing and implementing the Regional Water and Wastewater Fuel Project which has been highlighted by many in terms of importance. This includes but is not limited to:
    - Assessment of all agencies fuels needs (facilities and equipment) and types (unleaded, diesel, red diesel, CNG, propane, etc.)
    - Inventory current fuel locations and capabilities
    - Obtain fuel burn rates and conduct a Business Impact Analysis (BIA) for emergency times vs day to day operations to develop a sustained "fueling" program to operate generators within the County for durations of several weeks or more.
    - Research Grant opportunities for partnerships with the private sector
    - Enter into agreements with fuel vendors, wholesale-local retailers, local distribution centers and local fuel stations within each of our MAs
    - Develop an operational procedure on obtaining the resource include the mechanisms for which it is activated
    - Enter into an agreement with member agencies on use of these agreements and financial obligations as required
    - Develop a training plan for member agencies and the organization in which agreements are made

4.4.3 Recovery Plan

1. Develop a Recovery Plan, which includes cost recovery and complements the Business Continuity Plan agencies have in place. The Recovery Program and Plan will address:
    - The priorities of restoration

- Multi-agency coordination of recovery activities
- Create key debris management policies until a specific template for debris management for each agency can be developed.
- Identify potential long-term recovery authorities and policies such as expedited processes and finance vehicles.
- Cost recovery and the process and procedures required in accordance with state and federal regulations and guidelines.
- On-going training for both field and administrative staff.
- Recovery Exercise program built into the Training and Exercise Plan.

5 SUMMARY OF THE FUTURE

This assessment looked at all aspects of the current WEROC program. While there were opportunities identified to make positive changes for the future of WEROC, it should be acknowledged that WEROC is an organization not found in many areas of the nation. This can be attributed to where the program has been from its inception, its innovation, collaboration and foundation of supporting the member agencies is what this program is about. The past efforts should be applauded for their hard work and dedication putting a program in place to improve the resiliency of water and wastewater agencies. The mission and values may change from the original plan, but maintaining the stewardship and trust of continuing the traditions of WEROC's core fundamentals is essential. At the same time, we must continue to evolve with the changing times and expectations of today. With that being said, WEROC is being developed looking ahead for the next 10-20 years. The goal will remain to encompass resiliency, continuity, and succession planning for this program to continue with the mindset that WEROC is a system and an organization.

Respectfully Written and Submitted by:
Vicki Osborn
Director of Emergency Management
Water Emergency Response Organization of Orange County

Item No. 7

INFORMATION ITEM
December 14, 2020

TO: **Planning & Operations Committee**
(Directors McVicker, Yoo Schneider, Dick)

FROM: **Robert Hunter, General Manager**

Staff Contact: Charles Busslinger

SUBJECT: **Report on AMP Participants Meeting**

STAFF RECOMMENDATION

Staff recommends the Planning & Operations Committee receive and file this report.

COMMITTEE RECOMMENDATION

Committee recommends (To be determined at Committee Meeting)

SUMMARY

Staff hosted a meeting of the Allen McColloch Pipeline (AMP) Participants on December 1, 2020 to discuss and share a recently completed legal analysis by BB&K concerning the obligations created by the AMP Sale Contract and the AMP Sale Proceeds Contract. Staff has not attached the BB&K legal analysis because it is subject to a common interest agreement among the AMP Participants, as recommended by BB&K. If the Directors are interested in discussing the legal analysis, a closed session would be required.

The purpose of this meeting was to provide a historical background on the AMP Sale and AMP Proceeds agreements, to share BB&K's analysis of the status of the obligations created therein, and to begin a dialogue about the surviving responsibilities and obligations. Karl Seckel, with his decades of experience with the AMP, provided the historical background and Patrick Skahan of BB&K provided a review of the legal analysis.

Budgeted (Y/N):	Budgeted amount:	Core __	Choice __
Action item amount:	Line item:		
Fiscal Impact (explain if unbudgeted):			

Representatives of nearly all the AMP Participant agencies attended the meeting and staff will be scheduling a separate meeting for those who were not able to attend, to bring them up to speed.

Staff will be scheduling a follow up meeting in January/February 2021 to continue the discussion with AMP Participants.

DETAILED REPORT

Staff hosted a meeting of the Allen McColloch Pipeline (AMP) Participants on December 1, 2020 to discuss and share a recently completed legal analysis by BB&K concerning the obligations created by the AMP Sale Contract and the AMP Sale Proceeds Contract.

By way of background, the 1995 AMP Sale Contract imposed obligations on MWDOC and Metropolitan Water District (MET) that applied during the term of the contract (which has ended), as well as some obligations which survive beyond the contract term. Additionally, the AMP Participants agreed to allocate the proceeds of the sale of the AMP through a 1994 AMP Proceeds Contract. In addition to allocating the proceeds of the sale, the AMP Proceeds Contract also restricts the AMP Participants' capacity rights in the pipeline and requires MWDOC to continue to monitor the Participants' peak daily usage. As MWDOC is the AMP Participants' representative to MET, MWDOC is looking to obtain consensus from the Participants on how they would like MWDOC to continue to represent them on AMP related issues.

The main issues discussed during the meeting focused on MWDOC and MET's obligations which survive the completion of the term of the sales agreement. Staff also walked attendees through how the current agreement works. The AMP Participants do not have to follow the existing agreement in the future as long as they can come to agreement on the changes they would like to make.

MET is also currently working on the Prestressed Concrete Cylinder Pipe (PCCP) Rehabilitation Program to address PCCP issues throughout the MET system. The AMP is part of the PCCP rehabilitation program. Participants have expressed interest in exploring the ramifications of those improvements.

This first meeting was a briefing to introduce AMP Participants to some of the upcoming issues and follow up meetings will be scheduled beginning early 2021 to continue the dialogue.

Item No. 8

INFORMATION ITEM
December 14, 2020

TO: **Planning & Operations Committee**
(Directors McVicker, Yoo Schneider, Dick)

FROM: **Robert Hunter, General Manager**

Staff Contact: Vicki Osborn

SUBJECT: **Silverado and Blue Ridge Fire Response Recap**

STAFF RECOMMENDATION

Staff recommends the Planning & Operations Committee receive and file this report.

COMMITTEE RECOMMENDATION

Committee recommends (To be determined at Committee Meeting)

SUMMARY

WEROC provided support to water utilities impacted by the Silverado Fire and Blue Ridge Fire which both started on October 26th, 202o. This report includes information on fire statistics, support provided and lessons learned.

The Silverado Fire started at 0650 hours. The fire burned 12,466 acres, injured two fire fighters, evacuation warning and orders in Irvine, Lake Forest, Tustin, Rancho Santa Margarita, and unincorporated areas of Orange County. There were 14 structure damage or destroyed during this event. The fire affected Irvine Ranch Water District, Trabuco Canyon Water District, El Toro Water District and Santa Margarita Water District. No districts suffered significant damage or loss.

The Blue Ridge Fire started at 1256 hours. The fire burned 13,694 acres and destroyed one structure in the Yorba Linda Area. The fire affected the Yorba Linda Water District.

Budgeted (Y/N):	Budgeted amount:	Core __	Choice __
Action item amount:	Line item:		
Fiscal Impact (explain if unbudgeted):			

WEROC coordinated with impacted agencies throughout the events and provided updates to all member agencies. Additional actions taken by WEROC included:

- WEROC communicated with MET regarding their systems including the status of Diemer.
- WEROC did logistical coordination between agencies for potential mutual aid needs for generators.
- WEROC maintained coordination as a liaison with the OA EOC and the Incident Command Posts.
- WEROC participated in daily cooperator meetings and repopulations meetings as the water representative at the Incident Command Post.
- WEROC following the Smoke Advisory Procedure provided updates for advisories to the member agencies
- WEROC obtained Information on reservoir use by Fire Air Operations and will be used for future mitigation planning and projects. This information was shared with the agencies involved for documentation on water usage and included

    - OSO Reservoir 138 Dips / 138,276 gal
    - Siphon Reservoir 22 Dips / 47,400 gal
    - Irvine Lake- 51 Dips / 30,645 gal
    - Yorba Linda Heli Hydrant 18 Dips / 21,100 gal
    - Walnut Reservoir 33 Dips / 62,640 gal
    - Prado Dam- 34 Dips / 43,704 gal

    Total 396 Dips/ 344,061 gallons

- WEROC participated in the Operational Area during an After Action Meeting.

Luckily, for this event none of the WEROC member agencies suffered and significant impacts or loss to infrastructure. WEROC will continue to build on the communication and coordination protocols and continue to partner with outside agencies for assistance during these types of emergencies.

ENGINEERING & PLANNING	
Economic Benefit Studies and Modeling Work to Quantify the Benefits of Local Projects in the Context of MET's 2020 Integrated Resources Plan (IRP)	MWDOC staff is working with the Brattle Group and CDM Smith on the Economic Benefits Studies and modeling work. In this process, the consulting team will be working with MWDOC and the member agencies regarding the survey issues with businesses in Orange County. CDM Smith has begun the modeling work for a water demand analysis and is anticipating having preliminary results in late January 2021. This analysis will serve to support the Urban Water Management Plans and will provide information necessary for the Economic Benefits study.
OC-70 Meter Testing Update	MWDOC staff continue to work with MET and EOCWD regarding the ongoing investigation of the accuracy of the billing meter at OC-70 meter. MWDOC and EOCWD anticipated receipt of a report in late November 2020 on the findings of the meter accuracy test conducted on October 6, 2020. MET informed staff on November 24, 2020 that although the field test was completed successfully, that when the portable (ultrasonic) meter used in the field test was sent back to Utah Water Research Lab for verification that the portable meter had maintained its calibration throughout the field-testing process, the portable meter failed to provide repeatable results. The failure of the portable meter to demonstrate that it maintained calibration with the lab's certified weight tank invalidates the field testing at OC-70. This item has been elevated to the MET executive level for several months and MET is actively working on multiple testing alternatives that no longer include ultrasonic meters in the test protocol. A meeting is scheduled with MET management, MWDOC, and EOCWD for December 15, 2020 to discuss alternative testing protocols to get to a final determination of the billing meter's accuracy. MET has indicated that the costs for all of the meter testing at OC-70 will be picked up by MET regardless of the final outcome of the accuracy of the billing meter. As the accuracy of the OC-70 billing meter applies not only to previous water sales but also to future water sales, the accuracy of the meter needs to be determined to resolve any past billing discrepancies and to avoid future discrepancies.
OC Hydraulic Model	Black & Veatch has completed the first two project tasks and constructed the hydraulic model using Innovyze's InfoWater modeling platform. B&V is currently calibrating the model in preparation for use of the model in early 2021. Staff and B&V are currently working with member agencies to define potential project scopes of work. More information will be presented as they develop.
Doheny Ocean Desalination Project	South Coast Water District (SCWD) continues working on the project: • SCWD submitted their NPDES permit application on March 13, 2020. SCWD anticipates approval of the NPDES permit in Mid-2021. The

	next step would be the Coastal Commission with a permit also anticipated in 2021. • Work is progressing on the Financial Analysis for a 2 mgd and 5 mgd scenario through Clean Energy Capital. SCWD is coordinating the financial analysis with the Alternative Energy Study. • Work is also progressing on an Alternative Energy Study for the project. A draft report is under review by SCWD. • Also making progress is a third-party hydrogeologic review of San Juan Creek to determine if and to what extent near shore pumping may have on inland groundwater wells. Additional geophysical field work has been completed and a technical working group meeting was held on December 7, 2020 to review the results. The geology in the vicinity of Stonehill Drive is extremely complex, but tests show that there is a bedrock high which limits groundwater flows between the upper and lower portions of the creek. The hydrogeologists are now modeling the test findings to determine the extent of hydrogeologic flows between the upper and lower portions of the creek and should have 3D modeling results in February/March 2021. On June 25, 2020 the SCWD Board approved an amendment to the Clean Energy Capital Financial Analysis to evaluate alternative project options that meet reliability benefits for SCWD similar to the Doheny Desalination Project, along with reducing overall life-cycle costs in light of the uncertain economic situation moving forward due to the COVID-19 pandemic. The Doheny Desalination Project is currently sized at a capacity of up to 5 MGD, which exceeds SCWD's average potable water demand expected during emergency situations. SCWD has only received interest from SMWD for about 1 mgd of supply from Doheny. This leaves South Coast with potential capacity for others in a 5 MGD facility. Based on this, along with regional financial hardships caused by the COVID-19 pandemic and potential economic recession, SCWD believes that it is necessary to consider alternative, and potentially lower cost project options, to utilize and potentially expand existing assets as a means to meet their reliability needs. This amended study is reviewing design parameters and existing conditions at SCWD's existing Groundwater Recovery Facility (GRF), to obtain a comprehensive understanding of actual production capacity of the GRF and current limitations and reliability concerns. A range of additional water production volumes needed to maintain emergency reliability for SCWD will be developed. Current estimates are that 1.2 to 2.2 mgd of additional reliability will be needed for SCWD based on a GRF production volume of 0.8 mgd.
AMP Participants Meeting	MWDOC staff coordinated a meeting of the AMP Participants on December 1, 2020 to discuss the ongoing obligations of the AMP Sales and Proceeds agreements. Staff will continue to work with AMP Participant agencies in the next few months to work on next steps.

SMWD San Juan Watershed Project	Santa Margarita WD continues to focus on diversifying its water supply portfolio for south Orange County residents, businesses, schools, and visitors through the San Juan Watershed Project. The original project had three Phases; Phase 1 was three rubber dams recovering about 700 AFY; Phase 2 added up to 8 more rubber dams with the introduction of recycled water into the creek to improve replenishment of the basin for up to 6,120 AFY, and Phase 3 added more recycled water topping out at approximately 9,480 AFY. Under this arrangement, most or all of the production and treatment involved the existing San Juan Groundwater Desalter with expansions scheduled along the way to increase production beyond 5 mgd. Fish passage and regulatory hurdles to satisfy subsurface travel time requirements are being tackled. SMWD is working with the Ranch on the next phase of development within SMWD and have access to riparian groundwater from the Ranch. Furthermore, they have discovered that the local geology has high vertical percolation rates and sufficient groundwater basin travel time (lower horizontal conductivity) to potentially allow percolation of treated recycled water with an ability to meet the required travel time regulations. SMWD is of opinion that groundwater production and treatment of the groundwater can be initiated in a relatively short time-frame while permitting for percolation augmentation using recycled water from the nearby Trampas reservoir can be added as permitting allows. SMWD believes the new project area may be able to ultimately produce 4,000 to 5,000 AF per year; they believe the original project will continue to be developed for production out of the wells and treatment provided by San Juan Capistrano as the two agencies merge. Ultimate production out of the basin could exceed 10,000 AF per year if all goes well.
South Orange County Emergency Service Program	MWDOC, IRWD, and Dudek have completed the study to determine if the existing IRWD South Orange County Interconnection capacity for providing emergency water to South Orange County can be expanded and/or extended beyond its current time horizon of 2030. Dudek participated in the November 6, 2019 SOC workshop to re-engage with the SOC agencies on this project. Support from the agencies was expressed to take a small next step to install Variable Frequency Drives at a pump station within IRWD which would be paid for by SOC to help move water from the IRWD system to SOC in an emergency. The Variable Frequency Drives will provide more flexibility to the IRWD operations staff to allow additional water to be sent to SOC while meeting all of the IRWD needs.
Strand Ranch Project	MWDOC and IRWD are continuing to exchange ideas on how to implement the program to capture the benefits that can be provided by the development of "extraordinary supplies" from the Strand Ranch Project. Staff from MWDOC

	and IRWD met in August 2020 and have been reaching out to other agencies to determine the level of interest in the project.
Poseidon Resources Huntington Beach Ocean Desalination Project	The Santa Ana Regional Water Quality Control Board (SARWQCB) continues to work with Poseidon on renewal of the National Pollutant Discharge Elimination System (NPDES) Permit for the proposed HB Desalination Project. The renewal of the NPDES permit for the proposed desalination facility requires a California Water Code section 13142.5(b) determination in accordance with the State's Ocean Plan (a.k.a. the Desalination Amendment). To make a consistency determination with the Desalination Amendment, the Regional Board is required to analyze the project using a two-step process: 1. Analyze separately as independent considerations, a range of feasible alternatives for the best available alternative to minimize intake and mortality of all forms of marine life: a. Site b. Design c. Technology d. Mitigation Measures 2. Then consider all four factors collectively and determine the best combination of feasible alternatives. Regional Board staff reviewed hundreds of documents and input from both an independent reviewer and a neutral 3rd party reviewer to develop Tentative Order R8-2020-0005. The key areas required by the Ocean Plan on which the Santa Ana Water Board is required to make a determination, includes: • Facility onshore location; • Intake considerations including subsurface and surface intake systems; **• Identified need for the desalinated water;** • Concentrated brine discharge considerations; • Calculation of the marine life impacts; and • Determination of the best feasible mitigation project available.

	In evaluating the proposed project, Santa Ana Regional Board staff interpreted "the identified need for the desalinated water" as whether or not the project is included in local area water planning documents, rather than a reliability need as analyzed in the OC Water Reliability Study. The Regional Board staff referenced several water planning documents; Municipal Water District of Orange County's (MWDOC) 2015 Urban Water Management Plan (UWMP), the OC Water Reliability Study, OCWD's Long Term Facilities Plan, and other OCWD planning documents in their evaluation of Identified Need. On December 6, 2019, SARWQCB, Regional Board staff conducted a workshop in Huntington Beach that was heavily attended with a considerable range of views expressed at the meeting. On May 15, 2020, SARWQB held a second workshop, which focused on the identified need for the desalinated water and marine life mitigation requirements. Karl Seckel presented to the Regional Board on a number of topics including: MWDOC's role in Orange County, alternative definitions of "need" for a water supply project and the role of water agencies, Urban Water Management Plans, non-mandated planning documents, and what was and was NOT in the 2018 OC Water Reliability Study. On September 15, 2020, the Regional Board postponed action on the waste discharge permit renewal at the request of Poseidon. Poseidon requested additional time to address concerns raised in three days of public hearings, among them: the need and cost of desalinated water; OCWD's commitment to purchase the supply; the harm to marine life caused by the facility's intake process; and whether the Bolsa Chica wetlands Marine Life Mitigation Plan satisfies the state's Ocean Plan requirements for seawater desalination plants. Poseidon informed the Regional Board that it plans to evaluate the mitigation recommendations, work with resource agency and board staffs, and expects to complete the process within 45-60 days. Assuming success at the Regional Board, Poseidon would then seek its final permits from the California Coastal Commission (CCC). The CCC has committed to reviewing the permit within 90 days of the SARWQCB NPDES permit issuance.
Trampas Canyon Dam and Reservoir	Trampas Canyon Reservoir and Dam (Trampas Reservoir) is a seasonal recycled water storage reservoir, with a total capacity of 5,000 AF, of which 2,500 AF is available to meet Santa Margarita Water District's projected base recycled water demands, and 2,500 AF to meet future water supply needs. When completed, the Trampas Reservoir will allow SMWD to store recycled water in the winter and draw on that water during the peak summer months. The construction of the Trampas Canyon Recycled Water Seasonal Storage Reservoir consists of three main components: 1. Trampas Canyon Dam (Dam)

	2. Conveyance facilities to transport recycled water into and out of the Reservoir (Pipelines) 3. Trampas Canyon Pump Station (Pump Station) The construction of the facilities is being completed in three phases: 1. Preconstruction/Site Preparation for the Dam and Pump Station Construction Project Status - Complete 2. Dam and Pipelines Project Status – A Dedication Ceremony was held on October 9, 2020. SMWD and the Contractor are still working through a few issues that require resolution before the DSOD permit to fill the Reservoir can be obtained: a. Potential for the need to replace structural slurry in the cut off wall of the West Dam. b. The need to replace 5 piezometer deep wells on the Main Dam face. 3. Pump Station Project Status – The construction period for the Pump Station began in January and is likely to be substantially complete by mid-December. This date has been delayed by 10 weeks due to late projected deliveries of the special pump control valves. The Pump Station is not needed to operate the Dam & Reservoir for filling purposes, so the control valve delay is considered inconsequential. AECOM and SMWD will be submitting the Emergency Action Plan (EAP) for Trampas Dam in November to CalOES for review and approval. The approval of this Plan is prerequisite to the Division of Safety of Dams (DSOD) issuing a permit to operate Trampas Dam.
AMP Shutdown in 2021 to Replace PCCP Sections	In 2016, MET initiated a Prestressed Concrete Cylinder Pipe (PCCP) rehabilitation program to install 100 miles of steel liner throughout the MET system to address structural issues associated with prestressed steel wire failures in PCCP. As part of the program, MET monitors PCCP for wire breaks on a regular basis. MWDOC staff was notified that an internal inspection of the AMP revealed two pipe segments with increased wire breaks within the PCCP portion south of OC-70. Metropolitan Engineering considers this section of the pipeline to be at high-risk due to pipe segments that have 20 or more wire breaks. The minimum relining length needed is approximately 1,000 feet and requires a minimum 37-day shutdown for the portion of the AMP south of OC-70. MET had originally

	scheduled the AMP PCCP relining to begin in about 5 years, but based on the survey, MET does not recommend that repairs to these segments wait until Fall 2021. Two MWDOC member agency projects are also scheduled around the same time as the pending AMP shutdown; a South Coast Water District vault rehabilitation on the JTM that was previously postponed due to the previous Diemer shutdown, and Santa Margarita Water District relocation of a portion of the Aufdenkamp Connection Transmission Main (ACTM) to accommodate the I-5 widening project. The South Coast project is scheduled for completion by the beginning of February 2021. MWDOC staff coordinated meetings with all affected AMP participants to discuss expediting the ACTM work. The agencies agreed to share $35,000 in additional costs to accelerate the return of the ACTM to service. SMWD staff report that the ACTM project is moving forward on schedule and anticipate being back in service prior to the AMP shutdown. The AMP shutdown is planned for April 3, 2021 through May 9, 2021. Staff is continuing to work with affected agencies and will keep both the Board and the AMP Participants informed as more information becomes available.
Other Shutdowns	**Orange County Feeder** MET is planning to reline and replace valves in a section of the Orange County Feeder from Bristol Ave to Corona Del Mar – this is the last section of this 80-year old pipeline to be lined. A meeting was held on August 27, 2020 between staff from MET, MWDOC, and Mesa WD and a plan was developed to allow the shutdown to move forward, while addressing MWDOC member agency concerns. Staff will continue to work with our member agencies and MET through this shutdown. Due to CIP budgeting changes, MET has proposed new shutdown dates of September 15, 2021 through June 15, 2021. MET will be re-evaluating this Orange County Feeder relining project in the June 2021 budget review. **Joint Transmission Main** SCWD is planning a rehabilitation project of their CM-10 vault in early 2021 on the Joint Transmission Main (JTM) which will include replacement of existing valves. MWDOC is coordinating this work with MET and SCWD, so the above referenced AMP shutdown and this project do not overlap. **Aufdenkamp Connection Transmission Main** SMWD is currently working on a relocation of the ACTM pipeline for the I-5 widening project. We are also coordinating with MET and SMWD, so the above referenced AMP shutdown and this project do not overlap. **OC Feeder extension**

	MET is planning to reline 300-linear feet of the OC Feeder extension affecting the City of Newport Beach. Due to CIP budgeting changes, MET has proposed revised shutdown dates of June 16, 2022 through July 10, 2022. MET will be re-evaluating this Orange County Feeder relining project in the June 2021 budget review. **Lake Mathews Forebay** MET is also planning a shutdown of the Lake Mathews Forebay for maintenance and repair work which will affect the Santiago Lateral from March 1-14, 2021. Staff is currently coordinating with MET and IRWD & Trabuco Canyon WD on this shutdown. **Irvine Cross Feeder** MET conducted a PCCP Inspection of the Irvine Cross Feeder from November 2-4, 2020 affecting Newport Beach, Huntington Beach, and Mesa WD. The PCCP inspection was completed on time and it was determined no repairs are needed.
Meetings	
	MWDOC staff along with ABS Consulting, IDS Group and Optima RPM participated in several construction progress meetings in the month of November regarding the admin building seismic retrofit and remodel. Weekly progress meetings will continue through the completion of the project.
	Karl Seckel, Charles Busslinger, and Chris Lingad participated in a conference call on November 3, 2020 with Black & Veatch to discuss future studies making use of the hydraulic model once it is complete.
	Charles Busslinger and Chris Lingad participated in a conference call with SMWD and Black & Veatch on November 20, 2020 to discuss future modeling work for SMWD once the hydraulic model is complete.
	Charles Busslinger participated in the December 7, 2020 technical workgroup meeting on the San Juan Creek hydrogeologic review.
	Charles Busslinger held a meeting with OCWD staff on November 25, 2020 to coordinate efforts on the Water Demand Analysis being completed by CDM Smith for use in member agencies' Urban Water Management Plans and for the Economic Benefits study. Preliminary analysis results are expected in January 2021.

Planning and Operations Committee
WEROC Status Report

November 2020

COVID-19 (CORONA VIRUS) COORDINATION

- WEROC continues to monitor the State and County for changing information and is sharing information with agencies as it becomes available.
- WEROC is participating in the weekly Operational Area Conference calls.
- WEROC continues to hold bi-weekly conference calls on Tuesdays with member agencies to report on Federal, State, and County changes. Calls continue to support the sharing of information between agencies, logistics, legislation, and recovery updates. Additionally, agencies have an opportunity to share best practices or ask other agencies for input on an issue they are encountering. Post COVID-19, these calls will transition into different topics and will continue as long as the information benefits the agencies.

OCTOBER INCIDENTS/EVENTS:

(PUBLIC SAFETY POWER SHUTOFF, BOND FIRE AND SMOKE ADVISORY)

- There were two –Public Safety Power Shut off events this past month. The first event, notification were received and shared with agencies starting on November 16. The second event, notification started on November 30 and led into December. WEROC PSPS Standard Operating Procedure was implemented. WEROC sent information out to agencies on the weather and Southern California Edison and San Diego Gas and Electric potential circuits identified for shut off based on the Red Flag Warning and predicted Santa Ana Event.
- On December 2nd at 2213 hours, a fire began in Silverado Canyon and became know as the Bond Fire. Similar to the Silverado Fire in October, the following agencies (Irvine Ranch Water District, Trabuco Canyon Water District, El Toro Water District, Santa Margarita Water District, Serrano Water District, East Orange County Water District, city of Orange, city of Tustin, City if Tustin and Golden State Water District were affected either directly or indirectly impacted by the fire and PSPS during this event.
    - WEROC coordinated with impacted agencies throughout the events and provided updates to all member agencies.

  - WEROC did logistical coordination between agencies for potential mutual aid needs for generators. Special thank you to Moulton Niguel for supplying mutual aid to one of the agencies during this time.
  - WEROC maintained coordination as a liaison with the OA EOC and the Incident Command Posts.
  - WEROC attended the Cooperator Briefings and operational meetings on behalf of water agencies.
  - WEROC held coordination calls with the affected agencies in order to share information and preplan.
- WEROC implemented the Smoke Advisory Procedure provided updates for advisories to the member agencies.

AMERICA'S WATER INFRASTRUCTURE ACT (AWIA)

- WEROC and its consultant, Herndon Solutions Group (HSG), are continuing to work with WEROC agencies to achieve compliance with America's Water Infrastructure Act (AWIA).
- There are 18 agencies (both Tier I & II) working concurrently on their AWIA requirements.
- All Tier I agencies successfully submitted their plans due to EPA by September 30, 2020.

  Tier II virtual meetings have concluded for the Risk and Resiliency Assessments (RRA) due in December 2020. Agencies are reviewing the full reports for review.

COMMUNICATION AND COORDINATION WITH MEMBER AGENCIES AND OUTSIDE AGENCIES

- WEROC attended the ISDOC Quarterly meeting and provided an update regarding COVID and the Silverado/Blue Ridge Fire Response.
- WEROC presented a NIMS training matrix to member agencies during a COVID-19 conference call and shared this information with all agencies for use within their own organizations.
- The WEROC Federal Surplus Program is completed and functional. Member agencies has been reaching out and advising equipment they would like WEROC monitor for availability.

- On November 9th, WEROC attended the monthly Orange County Emergency Management Organization meeting. A presentation from the City of Irvine regarding the Blue Ridge Fire was discussed.
- On November 10th, the annual Winter Weather Workshop was conducted virtually by the Orange County Operational Area. The National Weather Service presented the seasonal outlook and Orange County Public Works briefed on preparedness activities and current hot spots in the county.
- The Week of November 16th was the International Association of Emergency Managers conference. Vicki was able to attend sessions virtually and on demand. This conference provided some tools and lessons learned that can be applied to WEROC planning for the future.
- On November 18th, Vicki presented the WEROC Assessment Part III to the WEROC funding agencies.
- On November 18th, Vicki attended the Operational Area Executive Board meeting as the Water and Wastewater Mutual Aid Coordinator position as indicated in the newly adopted Operational Area Agreement. El Toro Water District Mark Monin represented the Independent Special District of Orange County in the ISDOC seat.
- On November 19th, Vicki presented the WEROC Assessment Part II at the MWDOC Manager Meeting.
- WEROC is monitoring AQMD discuss and advocate for procedural and process guidelines in relationship to generator use during emergencies or Public Safety Power Shut Off events. The first meeting is scheduled for December 10th.

EMERGENCY OPERATIONS CENTER READINESS AND SYSTEMS

- Vicki has reached out the Operational Area for an update on the Resource Management and Resource Request board issues. A coordination meeting to work on this occurred on November 13th and a solution is being worked. Once completed, agencies will be briefed on the changes and process.

TRAINING AND EXERCISES

- ICS 400 – Advance Incident Command was taught to member agencies November 9th-13th.
- The WEROC Coordination call included a discussion for a regional tabletop to occur in February. Scenario will be water quality and water distribution. A

regional concept and approach will be applied using a virtual platform with breakout sessions.

Status of Water Use Efficiency Projects
November 2020

Description	Lead Agency	Status % Complete	Scheduled Completion or Renewal Date	Comments
Smart Timer Rebate Program	MWDSC	Ongoing	Ongoing	In October 2020, 421 smart timers were installed in Orange County. To date, 28,448 smart timers have been installed through this program.
Rotating Nozzles Rebate Program	MWDSC	Ongoing	Ongoing	In October 2020, 453 rotating nozzles were installed in Orange County. To date, 571,391 rotating nozzles have been installed through this program.
SoCal Water$mart Residential Indoor Rebate Program	MWDSC	Ongoing	Ongoing	In November 2020, 264 high efficiency clothes washers and 15 premium high efficiency toilets were installed in Orange County. To date, 122,580 high efficiency clothes washers and 60,636 high efficiency toilets have been installed through this program.
SoCal Water$mart Commercial Rebate Program	MWDSC	Ongoing	Ongoing	In November 2020, no commercial devices were installed in Orange County. To date, 110,508 commercial devices have been installed through this program.
Industrial Process/ Water Savings Incentive Program (WSIP)	MWDSC	Ongoing	Ongoing	This program is designed to improve water efficiency for commercial customers through upgraded equipment or services that do not qualify for standard rebates. Incentives are based on the amount of water customers save and allow for customers to implement custom water-saving projects. Total water savings to date for the entire program is 1,284 AFY and 5,577 AF cumulatively.

Description	Lead Agency	Status % Complete	Scheduled Completion or Renewal Date	Comments
Turf Removal Program	MWDOC	Ongoing	Ongoing	In November 2020, 19 rebates were paid, representing $118,041 in rebates paid this month in Orange County. To date, the Turf Removal Program has removed approximately 23 million square feet of turf.
Spray to Drip Rebate Program	MWDOC	Ongoing	Ongoing	This is a rebate program designed to encourage residential and commercial property owners to convert their existing conventional spray heads to low-volume, low-precipitation drip technology. To date, the Spray to Drip Rebate Program has converted approximately 1,025,764 square feet of area irrigated by conventional spray heads to drip irrigation.
Recycled Water Retrofit Program	MWDSC	Ongoing	Ongoing	This program provides incentives to commercial sites for converting dedicated irrigation meters to recycled water. To date, 166 sites, irrigating a total of 1,598 acres of landscape, have been converted. The total potable water savings achieved by these projects is 3,489 AFY and 14,626 AF cumulatively.