

Emergency Response



FIRE - ANY FACILITY

CHLORINE LEAK (Major Leak)

CHEMICAL LEAK

SIGNIFICANT STRUCTURAL DAMAGE

TELEPHONE BOMB THREAT

CONTAMINATION THREAT FOR WATER SYSTEM

COMPUTER VIRUS AND CYBER TERRORISM

NOTIFICATION FROM HEALTH OFFICIALS OF POTENTIAL WATER CONTAMINATION

INTRUSION

CONTAMINATION THREAT (Unspecified Material)

Call Out Numbers

Local, State, and Federal Emergency Agency Numbers

Emergency Response



Emergency Response Actions

Act to Protect Life

- Immediately get out of harm's way.**
- For a fire, chemical spill or any explosion move upwind.**
- Do not go into a "plume" without protective equipment (it is hard not to help your buddy but two dead people don't help anyone).**

Notify Employees of Implementation of Emergency Operating Plan

- Act quickly to ensure notification for safety of employees.**
- Use whatever means available, to include driving or walking, to get the word out.**
- Maintain, to a practical extent, records and logs of actions taken.**
- Coordinate efforts with other response (e.g. HazMat, Police) and regulatory agencies.**
- Activate notification roster to call in additional response crews.**

EMERGENCY HAZARD - FIRE - ANY FACILITY

Event Description: Fire is detected at a facility.

Immediate Action and/or Procedures to Lessen Impact of Emergency

Determine size of fire

- Only attempt to fight fire at the start of the fire. Determine if the fire extinguisher is enough protection at this stage.
- If the fire is large or out of control evacuate the area and call 911.
- Obtain the cell phone and the current check-in/check-out sheet.
- Report to the main parking lot, conduct a head count and await further instructions.
- Call supervisor and advise them of the situation.

Immediate Agency Notifications Needed

Name	Phone Number
San Miguel County Sheriff	911 advise of potential need for HAZMAT team

Immediate Town Notifications As Needed

Name	Phone Number
____ Bill Goldsworthy _____, Water / Wastewater Systems Superintendent	<u>970-729-1017</u>
Operator On Call Phone	<u>970-729-1019</u>

Immediate Agency Notifications Needed: Besides 911. None - unless arson is suspected. If arson is suspected follow the response guidance outlined concerning Drinking Water Threats.

FIRE - ANY FACILITY

EMERGENCY HAZARD - CHLORINE LEAK, LIQUID SPILL AND/OR VAPORIZATION.

Event Description: Worst case situation of liquid chlorine being released.

Immediate Action and/or Procedures to Lessen Impact of Emergency

NOTE: Response actions extracted from Town Emergency Acton Response.

- If release is from a storage tank or other equipment (e.g., piping), stop operations.
- Observe chlorine detector (alarms at 0.2 milligrams per liter [mg/L] chlorine) in solution.
- Ventilate area to minimize exposure to vapors or mist, the chlorine gas detector will alarm at 3 parts per million (parts per million). If chlorine level continues to rise evacuate area.
- Dial 911 and contact the fire department for their assistance in disposing waste materials.
- Initiate calls to supervisor on call down list.
- Await further instructions.

IMMEDIATE AGENCY NOTIFICATIONS NEEDED

Name	Phone Number
San Miguel County Sheriff	911 Advise of need for HAZMAT
Town of Telluride Notifications Needed	
Name	Phone Number
Water/Wastewater System Superintendent Bill Goldsworthy	970-729-1017
Operator on Call	970-729-1019
Additional Notifications As Needed	
Name	Phone Number
Stan Kierstzyn, Operator	970-729-0353
Paul Ruud, Public Works Director	970-729-1016 (Cell), 970-729-3077
Rich Estes, Street Superintendent	970-728-3074
Jim Kolar, Town Marshal	970-728-8448, 970-728-3818, 970-519-1601 (Cell)
Greg Clifton, Town Manager	970-729-1390 (Cell)
CDPHE, Jocelyn Mullen	970-248-7153
Telluride Medical Center	970-728-3848

CHLORINE LEAK-MAJOR LEAK

EMERGENCY HAZARD - CHEMICAL LEAK, LIQUID SPILL AND/OR VAPORIZATION

Event Description: Worst case situation of hazardous chemical being released.

Immediate Action and Procedures to Reduce Impact of Identified Emergency

- If release is from a storage tank or other equipment (e.g., piping), stop operations.
- Dial 911 and contact the fire department for their assistance in disposing waste materials.
- Initiate calls to supervisor on call down list.
- Await further instructions.

IMMEDIATE AGENCY NOTIFICATIONS NEEDED

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Town of Telluride Notifications Needed	
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Water/Wastewater System Superintendent Bill Goldsworthy	970-729-1017
Operator on Call	970-729-1019
Additional Notifications As Needed	
Name	Phone Number
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Paul Ruud, Public Works Director	970-729-1016 (Cell), 970-729-3077
Rich Estes, Street Superintendent	970-728-3074
Jim Kolar, Town Marshal	970-728-8448, 970-728-3818, 970-519-1601 (Cell)
Greg Clifton, Town Manager	970-729-1390 (Cell)
CDPHE, Jocelyn Mullen	970-248-7153
Telluride Medical Center	970-728-3848

CHEMICAL LEAK

EMERGENCY HAZARD - SIGNIFICANT STRUCTURAL DAMAGE

Event Description: This event is based on structural damage to water system components causing disruption of normal system operations.

Immediate Actions and Procedures to Lessen Impact of Identified Emergency

NOTE: Response actions extracted from EPA Water Utility Response, Recovery and Remediation Guidance for Man-made and/or Technological Emergencies, dated April 15, 2002.

Potential Actions: Supply, Drinking Water Treatment Facility, Water Distribution/Storage Wastewater Collection System Wastewater Treatment Facility:

- Evacuate personnel from affected areas at facility.
- Deploy damage assessment teams, if damage appears to be intentional then treat as crime scene. Consult local state law enforcement and FBI on evidence preservation.*
*NOTE: The Local Law Enforcement will contact the FBI.
- Inform law enforcement and FBI of potential hazardous materials.
- Coordinate alternative water supply, as needed.
- Consider increasing security measures.
- Based on extent of damage consider alternate (interim) treatment schemes to maintain at least some level of treatments.

Recovery Actions: Recovery actions should begin as soon as practical after damaged facility is isolated from the rest of the utility facilities.

Recovery Notifications

- Employees
- Law Enforcement
- Notify FBI office by Local Law Enforcement

Remediation Actions

- Repair damage
- Assess need for additional protection/security measure for damaged facility and other critical facilities within the utility.

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Town of Telluride Notifications Needed	
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Operator on Call	970-729-1019
Additional Notifications As Needed	
Name	Phone Number
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Paul Ruud, Public Works Director	970-729-1016 (Cell), 970-729-3077
Rich Estes, Street Superintendent	970-728-3074
Jim Kolar, Town Marshal	970-728-8448, 970-728-3818, 970-519-1601 (Cell)
Greg Clifton, Town Manager	970-729-1390 (Cell)
CDPHE, Jocelyn Mullen	970-248-7153
Telluride Medical Center	970-728-3848

SIGNIFICANT STRUCTURAL DAMAGE

EMERGENCY HAZARD-TELEPHONE BOMB THREAT

Event Description: This event is based on the threat of bomb

Immediate Actions and Procedures to Lessen Impact of Identified Emergency

Potential Actions:

- Make record of call on the "telephone bomb threat form"
- Call San Miguel County Sheriff Department
- Evacuate the building or facility threatened
- It would be best to rally the employees away from employee parking lots.
- Wait for the "All Clear" from the Police before returning to work.

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Town of Telluride Notifications Needed	
Name	Phone Number
Water/Wastewater System Superintendent Bill Goldsworthy	970-729-1017
Operator on Call	970-729-1019
Town IT, Kerry Welch	970-728-2168, 970-519-1370 (Cell)
Additional Notifications As Needed	
Name	Phone Number
Stan Kierstzyn, Operator	970-729-0353
Paul Ruud, Public Works Director	970-729-1016 (Cell), 970-729-3077
Rich Estes, Street Superintendent	970-728-3074
Jim Kolar, Town Marshal	970-728-8448, 970-728-3818, 970-519-1601 (Cell)
Greg Clifton, Town Manager	970-729-1390 (Cell)
CDPHE, Jocelyn Mullen	970-248-7153
Telluride Medical Center	970-728-3848
Telluride Ski Resort	970-728-6900

TELEPHONE BOMB THREAT FORM
KEEP THE CALLER ON THE LINE A LONG AS POSSIBLE!

Exact Time and Date of Call: _____
Exact Words of Caller: _____

Questions to Ask the Caller

When is the bomb going to explode? _____

Where is the bomb? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why did you place the bomb? _____

Where are you calling from? _____

What is your address? _____

What is your name? _____

If voice is familiar, whom did it sound like? _____

Were there any background noises? _____

Telephone number call received at: _____

Person receiving call: _____

Any Additional remarks: _____

DIAL 911 IMMEDIATELY AND REPORT THREAT

TELEPHONE BOMB THREAT

EMERGENCY HAZARD - CONTAMINATION THREAT FOR WATER SYSTEM

Event Description: This event is based on the threat of or actual introduction of a intentional contaminant into the water distribution or storage system.

Immediate Actions and Procedures to Lessen Impact of Identified Emergency

NOTE: Response actions extracted from EPA Water Utility Response, Recovery and Remediation Guidance for Man-made and/or Technological Emergencies, dated April 15, 2002.

Potential Response Actions:

Water Distribution/Storage

- Coordinate isolation of water distribution system.
- Assist in plan for draining the contained water.
- Assist in developing a plan for sampling water for potential contamination based on threat notification.
- Provide alternate water source.

Recovery Actions

- Recovery actions should begin once the contaminant is through the system.

Recovery Notifications

- Notify customers in the area of the facility of actions to take.
- Notify customers in affected area once contaminant-free clean water is re-established.
- Notify down-stream users such as water suppliers and irrigators.

Remediation Actions

Water Distribution and Storage

- Wash down/flush water storage
- Consider flushing system via hydrants in distribution system
- Assess need to decontaminate/replace distribution system components

Water Treatment Plant

- Based on sampling results-assess need to remediate storage tanks, filters, sediment basins and solids handling
- Plan for appropriate disposition Personnel Protective Equipment (PPE) and other equipment
- If wastewater treatment plant was by-passed, sample and establish monitoring regime for receiving stream and potential remediation based on sampling results.

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San Miguel County Sheriff	911 Advise of need for HAZMAT
Town of Telluride Notifications Needed	
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Water/Wastewater System Superintendent Bill Goldsworthy	970-729-1017
Operator on Call	970-729-1019
Town IT, Kerry Welch	970-728-2168, 970-519-1370 (Cell)
Additional Notifications As Needed	
Name	Phone Number
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CDPHE, Jocelyn Mullen	970-248-7153
Telluride Medical Center	970-728-3848

CONTAMINATION THREAT FOR WATER SYSTEM

EMERGENCY HAZARD - **COMPUTER VIRUS AND CYBER TERRORISM**

Event Description: This event is based on the receipt of a virus infecting a Town computer.

Immediate Actions and Procedures to Lessen Impact of Identified Emergency

Potential Actions:

- Have IT determine if the anomaly is an "incident" or possibly "cyber terrorism"
- **If criminal activity suspected-notify the FBI and follow instructions**
- **Initiate containment procedure**
- **Preserve electronic evidence on affected system (s)**
- **Photograph screen of affected workstation and server screens**
- **Back-up the system using tamper proof media (CD-R)**
- **Change passwords**
- **Consider whether to continue normal operations (if determination is made to reduce or stop water treatment: Provide notice to customers/issue alerts)**
- **Assess vulnerabilities exploited and damage done**

IMMEDIATE NOTIFICATIONS NEEDED: None unless suspected Cyber Terrorism is suspected

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CDPHE, Jocelyn Mullen	970-248-7153
Telluride Medical Center	970-728-3848

COMPUTER VIRUS AND CYBER TERRORISM

EMERGENCY HAZARD - NOTIFICATION FROM HEALTH OFFICIALS OF POTENTIAL WATER CONTAMINATION

Event Description: This event is based on the Town being notified by Public Health officials of potential contamination based on symptoms of patients. **NOTE: Ask notifying official who else has been notified and request information on symptoms, potential contaminate and potential area affected.**

Immediate Actions and Procedures to Lessen Impact of Identified Emergency

NOTE: Response actions extracted from EPA Water Utility Response, Recovery and Remediation Guidance for Man-made and/or Technological Emergencies, dated April 15, 2002.

Potential Actions:

Supply

- Increase sampling at or near system intakes.
- Consider whether to isolate the water source if possible.

Drinking Water Treatment Facility

- Preserve latest full battery background test as baseline.
- Increase sampling efforts
- Consider whether to continue normal operations (if determination is made to reduce or stop water treatment –provide notification to customers/issue alert).
- Coordinate alternate water supply (if needed).

Water Distribution/Storage

- Increase sampling in the area potentially affected and at locations where contaminate could have migrated . It is important to consider the time between exposure and onset of symptoms to select sampling sites.
- Consider whether to isolate.
- Consider whether to increase residual disinfectant levels.

Recovery Actions: Recovery actions should begin once the contaminant is through the system

Recovery Notifications

Assist health department with notifications to customers, media, downstream users and other organizations

Remediation Actions

Sample appropriate system elements (storage tanks, filters, sediment basins, solids handling) to determine if residual contamination exists

Based on sampling results-assess need to remediate storage tanks, filters, sediment basins, solids handling and drinking water distribution system.

Plan for appropriate disposition of PPE and other equipment

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CDPHE, Jocelyn Mullen	970-248-7153
Telluride Medical Center	970-728-3848
Telluride Ski Resort	970-728-6900
Dave Schneck, San Miguel Health Department	970-728-0447

NOTIFICATION FROM HEALTH OFFICIALS OF POTENTIAL WATER CONTAMINATION

EMERGENCY HAZARD - INTRUSION

Event Description: This event is based on a physical intrusion of the Town system, plant, or property to disrupt the normal water system.

Immediate Actions and Procedures to Lessen Impact of Identified Emergency

NOTE: Response actions extracted from EPA Water Utility Response, Recovery and Remediation Guidance for Man-made and/or Technological Emergencies, dated April 15, 2002.

Potential Actions:

Supply

- Increase sampling at or near system intakes.
- Consider whether to isolate the water source if possible.

Drinking Water Treatment Facility

- Preserve latest full battery background test as baseline.
- Increase sampling efforts
- Consider whether to shut down system provide alternate water supply.

Water Distribution/Storage

- Consider whether to isolate the water.
- Monitor unmanned components (storage tanks and pumping stations).

Wastewater Collection and Wastewater Treatment Facility

- Maintain operation using established protocol.
- Monitor unmanned components (pumping stations) – required only if wastewater system is compromised.

Recovery Actions: Recovery actions should begin once the intrusion has been eliminated and the contaminant/unsafe water (if this occurs) is through the system.

Recovery Notifications

- Employees
- Local law enforcement
- Notify customers and media if the event resulted in contamination and the full range of emergency notifications were made.

Law Enforcement required actions

- With FBI assistance, make a photocopy of all system logs to preserve evidence.
- With FBI assistance, check for malicious activities before re-starting system.
- Install safeguards before restarting the system.
- Bring system up and monitor system.

Remediation Actions

- Assess/implement additional protections for the system
- Check for water sector warning based on the intrusion that may contain additional protective actions to be considered. Warnings can be found at the DHS website: www.dhs.gov

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Town of Telluride Notifications Needed	
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Greg Clifton, Town Manager	970-729-1390 (Cell)
CDPHE, Jocelyn Mullen	970-248-7153
Telluride Medical Center	970-728-3848
INTRUSION	

EMERGENCY HAZARD - ACCIDENT/CONTAMINATION OF WTP INTAKE

Event Description: This event is based on an accident which introduces fuel or other contaminants into the water treatment plant intake system.

Immediate Actions and Procedures to Lessen Impact of Identified Emergency

NOTE: Response actions extracted from EPA Water Utility Response, Recovery and Remediation Guidance for Man-made and/or Technological Emergencies, dated April 15, 2002.

Potential Actions:

Supply

- Consider whether to isolate the water source if possible.

Drinking Water Treatment Facility

- Increase sampling at water treatment plant intake.
- Increase sampling efforts
- Consider whether to continue normal operations (if determination is made to reduce or stop water treatment –provide notification to customers/issue alert).
- Coordinate alternate water supply.

Water Distribution/Storage

- Consider whether to isolate the water in the affected area if possible.

Wastewater Collection System

- Assess what to do with potentially contaminated water within the system based on contaminant, containment, concentration, potential for system contamination, and ability to by-pass treatment plant.

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Town of Telluride Notifications Needed	
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Operator on Call	970-729-1019
Town IT, Kerry Welch	970-728-2168, 970-519-1370 (Cell)
Additional Notifications As Needed	
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CDPHE, Jocelyn Mullen	970-248-7153
Telluride Medical Center	970-728-3848
Telluride Ski Resort	970-728-6900
Dave Schneck, San Miguel Health Department	970-728-0447
CONTAMINATION THREAT-UNSPECIFIED MATERIAL	

ADMINISTRATION CALL OUT LIST

Name	Position	Phone #	Cell #	Pager #

ENGINEERING LIST

Name	Position	Phone #	Cell #	Pager #

LOCAL & STATE AGENCY EMERGENCY RESPONSE CONTACT LIST

Agency Name	Agency Service	Phone Number #1	Phone Number #2
Fire District	Fire/HAZMAT	911	970-728-3801
State Patrol	State Police	970-249-4392	970-249-9575
County Sheriff	County Sheriff	911	970-728-1911
Emergency Medical Services	Medical	911	970-728-3801
County Health Dept	County Health Dept	970-728-4289	
State Health Department	State Health Department	303-692-2000	
State Water Quality Div	Water Quality	303-692-3500	
Public Utilities Commission	Utilities	303-894-2000	
State Telecommunication Div	Telecommunications	303-894-2000	
State Emergency Management Agency	Emergency Management	720-852-660	
County EM Coordinator	County EM	970-728-9546	970-596-3100
US Army Corps of Engineers	Corps of Engineers	970-243-1199	916-557-6911
Energy	Electric Emergency Gas Emergency Residential Customer Service	970-626-5549 970-728-6141	800-563-0012
Governor's Office	Governor's Office	303-866-2471	