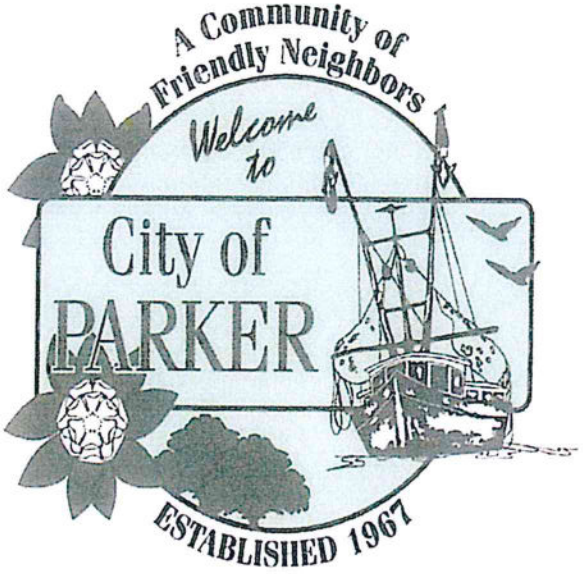


City of Parker
Emergency Response Plan

Address:	1001 West Park St Parker, FL 32404
Phone:	850-871-4949
Contact:	Mayor Andrew Kelly
E-mail:	akelly@cityofparker.com
PWS:	FL-1030520
County:	Bay County

May 2009

Revised 7/25/13,11/14/16, 10/9/18, 4/2/2024

City of Parker

Emergency Response Plan

Section 1
Mission Statement and Goals

To protect the health and welfare of our customers and our community by being prepared to respond immediately to a variety of events that may result in contamination of the water or disruption of water supply.

- Identify an emergency quickly and initiate a timely and effective response action.
- Notify the appropriate local, state and federal agencies to assist in the response.
- To have a plan whereas staff is able to respond quickly to and repair damage to minimize or prevent system down time.
- Protect public health by quickly determining the safety of the drinking water and have a plan to notify customers effectively of a situation and advise them of appropriate protective action.

Section 2

Basic System Information including Standby power and Recommended Fuel and Chemical Supplies

System identification number PWS ID:	FL -1030520
System Name and address	City of Parker 1001 West Park Street Parker, FL 32404
Basic description and location of system facilities	The city of Parker is a consecutive system which purchases treated water from Bay County Utilities Department.

Population Served:	People: 4,273 2022 Census	
Service Connections:	2,465 approx. 2,028 active	
System Owner:	City of Parker, FL	
Name, Title and phone numbers of person responsible for maintaining and implementing the ERP:	Andrew Kelly, Mayor	(850) 871-4949 Office (850) 630-3624 Cell

Parker's primary water source is the Deer Point Lake Reservoir.

The City of Parker has no wells, pumps or storage facilities.

Interconnections/bulk meters: Information of the location of interconnections/bulk meters, type and size of pipe and meters at interconnection.

The City of Parker has four connections with the Bay County Utilities Water System. They are as follows:

1	Corner of Cherry St and S Tyndall Pkwy, incoming 6" connection to a 4 inch meter which then has an outgoing 6" connection.
2	Lake Drive, incoming 6" connection to a 4 inch meter which then has an outgoing 6" connection.
3	Under the Oaks at 5843 E Hwy 98, incoming 6" connection to a 4-inch meter which then has an outgoing 6" connection.
4	East Cooper, incoming 6" connection to a 4 inch meter which then has an outgoing 6" connection.

Treatment Information

A. Disinfection

Chemical(s) Used:	N/A
Type of Chemical Feed	N/A
Location of Disinfection System:	N/A
Location of Chemical Storage:	N/A
Recommended Minimum Amount of Sodium Hypochlorite to Maintain at the Plant:	N/A

B. Other Treatment

Other Treatment Methods:	N/A
Chemical(s) Used:	N/A
Type of Chemical Feed:	N/A
Treatment Chemicals and Recommended Minimum Amounts Maintained in Storage:	N/A
Laboratory Chemicals and Storage:	N/A

C. Other Applicable Information
(Booster chlorinators, control systems, etc.)

N/A

System Demand

Average daily demand is the system's average daily usage based upon operational records maintained during the past several years. Maximum daily demand is typically the highest daily demand experienced in recent years based upon operational records. System capacity is the daily amount of water that the system is approved to treat or can treat and distribute (refer to the system's water supply permit). Peak water demand is the maximum hourly demand that the system can sustain provided by production capability plus storage.

Attach any available fire flow data for fire hydrants based upon guidelines published by the ISO (Insurance Services Office) http://www.iso.com:

Average Daily Demand:	MGD	0.458
Maximum Daily Demand:	MGD	0.545
System Capacity	MGD	36
Peak Demand:	GPH	22,685

Power

Primary Power:	N/A
Backup Power:	N/A
Recommended On-site Fuel Storage:	N/A
Contract Required Fuel in Reserve with Supplier:	N/A

Section 3

Communication Charts

The first response step in any emergency is to inform the person at the top of this list, who is responsible for managing the emergency and making key decisions. List the water system chain of command in order of contact.

Water System Chain of Command – Lines of Authority

Order	Name & Title	Responsibilities During an Emergency	Contact Information
1	Andrew Kelly, Mayor	Responsible for overall management and decision making. The Mayor is the lead for managing the emergency, coordinating with support agencies, and providing information to regulatory agencies, the public and news media. All communications to external parties are to be approved by the Mayor.	Phone: 850-871-4949 Cell: 850-630-3624 Email: akelly@cityofparker.com
2	Tony Summerlin Director of Public Works	In charge of running Public Works Department, relaying critical information, assessing facilities, and providing recommendations to the Mayor.	Phone: 850-871-5599/4949 Cell: Email: tsummerlin@cityofparker.com
4	Bryan Hall Utility Lead	Inspects system, delivers door hangers and assists public works director.	Phone: 850-871-4283/4949 Cell: Email: bhall@cityofparker.com
5	Kim Rega City Clerk	Responsible for administrative functions in the office including receiving phone calls and keeping a log of events. This person will provide a standard pre-scripted message to those who call with general questions. Additional information will be released through the Mayor.	Phone: 850-871-4996 Cell: Email: krega@cityofparker.com

Emergency Notification List

We recommend that you establish a relationship with these agencies before you need them!

Organization or Department	Name & Position	Telephone	Cell Phone	e-mail
State Warning Point	**Duty Officer**	**800-320-0519**	**800-320-0519**	N/A
Local Law Enforcement	Dennes Hutto, Chief Parker Police Dept	850-871-4100		dhutto@cityofparker.com
Fire Department	Cj Patterson, Chief Parker Fire Dept	850-871-4313		parkerfire911@aol.com
Emergency Medical Services	Bay Medical	850-769-1511	N/A	N/A
Water Operator		850-248-5010	N/A	bgibbs@baycountyfl.gov

(if contractor)	Bobby Gibbs, Bay Co Utilities Director			
County Health Department	Norm Amoss, Water Programs Supervisor	850-872-4720	N/A	N/A
DEP District Office	Haley Duncan	850-872-4375 X 106		Haley.Duncan@dep.state.fl.us
County Emergency Management Dept.	Matthew Lindewirth	850-248-6040	N/A	mlindewirth@baycountyfl.gov
Local Leader (City Mgr., Mayor, Commission Chair, Dept Head, etc.)	Andrew Kelly, Mayor	850-871-4104		akelly@cityofparker.com
Hazmat Team / Hotline	EOC	850-784-4000	N/A	N/A
Local Hazmat Team	Parker Fire Dept	850-871-4313	N/A	N/A
National Spill Response Center	Duty Officer	800-424-8802	800-424-8802	N/A
Interconnected Water System(s)	Bobby Gibbs, Bay Co Utilities Director	850-248-5010	N/A	bgibbs@baycountyfl.gov
Neighboring Water System (not connected)	N/A			
FRWA Water Circuit Rider		850-668-2746	N / A	

Priority Customers

Organization Or Department	Name & Position	Telephone	Cell Phone	email
Hospital / Clinic	N/A			
Nursing Home(s)	N/A			
Public Schools	Parker Elementary	850-767-4570		
Private Schools	N/A			
WW Treat Plant	N/A			

Service / Repair Notifications

Organization Or Department	Name & Position	Telephone	Cell Phone	email
Gulf Power Co (Elec)	Duty Operator	800-225-5797	N/A	N/A
Water Test Lab	Water Spigot	850-871-1900	N/A	N/A
Teco Gas	Duty Operator	877-832-6747	N/A	N/A
Telephone Co	Bell South	888-757-6500	N/A	N/A
Bulk Water Supplier	Bay Co Utilities	850-248-5010	N/A	bgibbs@baycountyfl.gov
Sewer Utilities	Bay Co Utilities	850-248-5010	N/A	bgibbs@baycountyfl.gov
Safe Dig / One Call	Sunshine state One Call	800-432-4770	N/A	N/A

Section 4

Severity of Emergencies

Decisions on severity should be collaborative among system personnel, but are ultimately made by the person in charge of the emergency. The information for making such a decision will accumulate over time, and may result in changes in the assessment of severity.

Communicate each assessment of severity immediately to all those dealing with the emergency. Make sure staff has cell phones, pagers, or radios when they are in the field.

Level I – Normal Emergency – The system experiences a normal emergency such as a line break. System personnel are able to handle the problem with minimal outside assistance. In this situation it is not likely that public health will be immediately jeopardized. Although it is important to begin responding, system personnel should have no difficulty remaining calm and thoroughly working through the situation. Normal Emergency events can usually be resolved within 24 hours.

Description: The City of Parker water system considers the following as a Level I or Normal Emergencies:
• Distribution line leaks. • A minor act of vandalism with no possibility of contamination. • Other minor situations where it is not likely that public health will be jeopardized.

Level II – Minor Emergency – The system experiences minor disruption in supply or has indications of possible contamination where it may need to coordinate with DEP/DOH and consider issuing a health advisory to customers. In these type of emergencies, public

health may be jeopardized, so it is important for system personnel to be on alert and initiate a quick response. Minor emergencies can usually be resolved within 72 hours.

Description: The City of Parker water system considers the following as a Level II or Minor Emergencies:
• Any disruption in supply with a potential for loss of pressure. • An initial primary chemical contaminant sample showing contamination grossly exceeding the Maximum Contaminant Limits, or indicating multiple contaminants. • An act of vandalism which may have resulted in contamination of the water supply.

Level III – <u>Significant Emergency</u> – The system experiences mechanical or contamination problems where disruption in supply is inevitable and issuance of a health advisory is needed to protect public health. Significant emergencies should be reported to DEP/DOH as soon as possible to determine the best available means to protect customers' health. System personnel are directed to the situation, and outside entities are notified to aid in the response. Significant emergencies may require more than 72 hours.

Description: The City of Parker water system considers the following as a Level III or Significant Emergencies:
• A confirmed sample of one or more primary contaminant(s) in sufficient concentration to require immediate issuance of a health advisory (boil water) notice to customers. • Any "possible and credible" threat of intrusion or damage to a primary facility. • All of the above.

Level IV – <u>Catastrophic Disaster</u> – The collective system experiences catastrophic damage or contamination from a natural disaster, an accident, or an act of terrorism. These incidents usually require immediate notification of local law enforcement and local emergency management services. Immediate issuance of health advisories and declaration of water supply emergencies are critical to protect public health. These events often take several days or weeks to resolve before the system returns to normal operation.

Description: The City of Parker collective water system considers the following events to be a Level IV or Catastrophic Disaster:
• Hurricane or other storm that shuts down the system or impacts sources, lines, etc. • Act of terrorism possibly contaminating the water system with biological or chemical agents.

- Flood that infiltrates system facilities and sources.
- Chemical spill within 2000 feet of the system's sources.

Section 5

Effective Communication

Communication with customers, the news media, and the general public is a critical part of emergency response.

Designated public spokesperson

Spokesperson	Andrew Kelly, Mayor
Alternate I	Dennes Hutto, Chief of Police
Alternate II	Kim Rega, City Clerk

KEY MESSAGES

Develop possible messages in advance, and update them as the emergency develops:

- We are taking this incident seriously and doing everything we can to resolve it.
- Our primary concern is protecting our customer's health.
- Another important concern is keeping the system operational and preventing damage.
- What we know right now is _____.

Health Advisories

Use the assistance of your County Health Department and/or District DEP office, and DEP's Mandatory Health Effects Language, located on DEP's website at:

http://www.dep.state.fl.us/water/drinkingwater/rules.htm,

and click on "Mandatory Health Effects Language" , PLUS EPA's templates at:

http://epa.gov/safewater/pn.html

Click on "Microsoft Word and Word Perfect files of PN templates" (PN means Public Notifications), then determine which "Tier" of notifications is needed and click on the desired software to receive them in.

Section 6

Written Agreements

Required by Ch. 62.555.350(15) FAC

Section 7

The Vulnerability Assessment

Required by Ch.62-555.350(15) FAC

This is an evaluation of each water system component to identify weaknesses or deficiencies that may make them susceptible to damage or failure during an emergency. It also assesses facilities for security enhancements that may guard against unauthorized entry, vandalism, sabotage or terrorism.

Facility vulnerability assessment and security improvement identification (not that Ch 62-555.350(15) FAC does NOT require any security **improvements** if the security **requirements** of Ch 62-555 FAC are complied with)

Bay County Utilities provides all water treatment and is provided to the City of Parker through an underground system and master meters on a wholesale basis.

System Component	Description and Condition	Vulnerability	Security Improvements
Source	Bay County Water System	N/A	N/A
Pump-house and pumping facility	N/A	N/A	N/A
Treatment	N/A	N/A	N/A
Storage	N/A	N/A	N/A
Computer and telemetry system	N/A	N/A	N/A
Other Facilities	City of Parker purchases their	Vandals/Disgruntled Employee	1. Ensure backflow

	water from Bay Co. Water Utilities		devices are installed where needed. 2. Maintain contact with supplier

Section 8

Preparedness and Response Actions for Specific Events

Required by Ch 62-555.350(15) FAC

In any event there are a series of general steps to take:

1. Confirm and analyze the type and severity of the emergency.
2. Take immediate actions to save lives.
3. Take action to reduce injuries and system damage.
4. Make repairs based on priority demand.
5. Return the system to normal operation.

The following four tables should be used to describe the actions and procedures to be followed for the disaster specific events REQUIRED to be included by Ch 62 62-555.350(15).

"Vandalism or Sabotage" response procedures:

1. Utility staff first aware of incident
    a. Calls 9-1-1/local law enforcement
    b. Calls City Clerks
2. City Clerk determines severity of incident, and calls:
    a. Public Works Director who informs Mayor who informs Council Members, and if necessary, calls for an emergency meeting.
    b. State Warning Point
3. City Council determines level of emergency and need to contact others:

If level I: Mayor instructs Public Works Director to handle as necessary.
If level II or higher, Mayor calls:

    a. County Emergency Management Director
    b. County Health Department

c. Others as needed

4. City Clerk assesses damage and directs repairs as needed.
    a. Isolate components (if necessary)
    b. Minimize damage
    c. Makes repairs
5. Upon completion of repairs, City Clerk returns system to normal:
    a. Report findings to Public Works Director:
    b. Updates ERP as needed

"Drought" response procedures:

1. Upon notification from Bay County Utilities:
    a. Notify local residents of water restrictions, if any
2. Upon notification from Bay County Utilities:
    a. Notify local residents of water use status.

"Hurricane" preparedness and response procedures:

Pre-Hurricane (36 to 48 hrs prior to arrival)	1. City Clerk coordinates with Public Works Director regarding response to hurricane. 2. City Clerk checks and replenishes inventory of spare parts and supplies; rain suits, flashlights, batteries, portable radios, hard hats, rubber boots, gloves, etc.
Hurricane watch (24 to 36 hrs prior to arrival)	1. County emergency management declares level of emergency 2. Mayor coordinates with EOC 3. City Clerk issues work assignments and reporting protocol. 4. City Clerk authorizes employees to secure their personal property and arrange for the safety of their family members. 5. Employees refuel all vehicles, stand by and portable equipment.
"Hurricane Warning (24hrs or less prior to arrival):	1. Personnel report to duty at designated location with protective gear, work clothing and personal gear for an extended period. 2. Employees load trucks with supplies and equipment. 3. Supplies and food will be purchased for on-call personnel

4. Employees follow evacuation protocol (directed by EOC)

Recovery Procedures

Initiate upon receiving "All Clear" from EOC"

1. Public Works Director surveys damage and submits report to City Clerk who will report to the Mayor.
2. City Clerk coordinates with EOC and activates customer notification plan, if necessary.
3. Public Works Director and staff make all necessary repairs and take water samples as needed.
4. Public Works Administrative Assistant keeps detailed records of labor, material, rental and repair costs.
5. Public Works Director activates customer re-notification plan, if necessary.
6. Public Works Director reports water system information as needed.
7. Public Works Director updates ERP as needed.

"Structure Fire" response procedures:

1) Utility staff discovering fire:
   a) Orders evacuation of the building/area.
   b) Calls 911 to notify fire department and local law enforcement.
   c) Calls Public Works Director
2) Public Works Director determines severity of incident, and calls:
   a) Public Works Director who contacts City Clerk
   b) City Clerk informs Mayor and City Council Members, and if necessary calls for an emergency meeting.
   c) State warning point.
3) City Clerk and City Council determines level of emergency and need to contact others:
   a) Level I: City Clerk instructs Public Works Director to handle as needed
   b) Level II: City Clerk Calls:
      i) County Emergency Management Director
4) Public Works Director calls:
   a) Department of Health
   b) Directs staff to support fire department and other emergency staff, if needed.
   c) Staff to help assess damage when fire extinguished.
   d) Staff to assist in repairing facilities as needed.
   e) Necessary parties to report water system status as required.
5) Public Works Director updates ERP, as needed.

The following three tables should be used to describe the actions and procedures to be followed for the disaster-specific events required to be included by Ch. 62-555.350(15) **IF APPLICABLE TO YOUR SYSTEM.**

"Flood" preparedness and response procedures:

(Is any critical part of your system in a flood prone area?) **No**

N/A

"Forest or Brush Fire" response procedures:

(Is any critical part of your system subject to forest or brush fires?) **NO**

N/A

"Hazardous material release" response procedures:

Do you have any hazardous material, such as chlorine gas, at your water system? **NO**

This table could also be used to describe the procedure for response to a hazardous material release that might threaten your water system from outside sources, such as a tanker truck accidental spill.)

1) Upon notification from Bay County Water Utility:
   a) Public Works Director, who contacts City Clerk
   b) City Clerk informs Mayor and City Council Members, and if necessary calls for an emergency meeting.
   c) Public Works Director initiates customer notification plan, if necessary.
2) Public Works Director to coordinate with Bay County Utilities, DEP and DOH.
   a) Public Works Director to notify City Clerk of status, who then will notify Mayor and City Council.
3) Upon notification from Bay County Utilities, the situation has been resolved:
   a) Public Works Director, who contacts City Clerk.
   b) City Clerk contacts Mayor, Council Members and EOC
   c) Public Works Director initiates customer re-notification plan, if necessary.
   d) Public Works Director updates ERP, if needed.

Section 9

Water Use Restrictions

The City of Parker has adopted Ordinance 84-137 on October 3, 1984 relating to the enforcement of water use restrictions imposed by the Northwest Florida Water

Management District pursuant to a declaration of water shortage or declaration of water shortage emergency. (see attached)

Water use restriction measures	Actions
Upon making the decision that restrictions are needed	Restrict outside water usage including watering lawns, washing cars, etc.
Restrict inside usage.	Draft door hanger with restriction measures.
	Distribute to all customers.
	Contact local media to announce restriction measures.

Monitor system usage and spot check meter usage if time is available.
Continue message as long as restriction measures are warranted.

Section 10

Returning to Normal Operation

REQUIRED by Ch. 62-555.350(15) FAC

Action	Description and actions
Coordinates with DEP/DOH **Inspect and flush the system.** **Take water samples.**	**Public Works Director and support staff inspect all system facilities, ensure all water quality tests have been done and the system has been flushed if necessary.**
Verification of water quality	**Public Works Director verifies water quality sampling results.**
Coordinate with DEP/DOH	**Public Works Director coordinates with DEP/DOH on system condition and water quality results.**
Notify customers	**The Public Works Director meets with City Mayor and communication lead to write notice to customers. Public Works Director directs communications to distribute public notice.**



Section 11

Plan Approval

This plan is officially in effect when signed below.

_____ _____

Andrew Kelly, Mayor
City of Parker, Florida

Date