H.R. LaBounty Safety Awards Nomination Form

Nomination Deadlines:

Spring Awards: **February 1, 2021**

Fall Awards: **September 1, 2021**

Agency: South Coast Water District

Project/Initiative Title: Field Incident Reporting System

Implementation Date: 2015

Cost to Implement: Less than $500

Staff Time Required: 100 hours

Number of Employees/Facilities Impacted: Entire District - approx. 90 employees

Employee/Department/Committee Nominated:

Name(s): Joe McDivitt, Greg Pennington, Hal Hylton, Vil Acuna

Job Title/Department: Chief Operations Officer, Director of Operatoins, CMMS Administrator and Sr. IT Technician

Nomination Summary

Write a brief summary of your project/initiative. Clearly state the problem/hazard recognized by the nominee and the specific reasons that they initiated corrective action.

When the District experiences an emergecny, such as a sanitary sewer spill or water main break, that involves many departments and communications, it realized it needed a streamlined communication system where any updates to the emergency were posted and distributed in a methodical manner. The Chief Operations Officer, DIrector of Operations, CMMS Administrator and Sr. IT Technician developed an system wherein anyone responding to the emergency uses an icon on their District phone or computer to either initially report the incident or to provide an update on the incident. The system is very easy for the field crews to use as they can access it from a phone, tablet or computer. It also provides for a continuous steam of information and updates that once entered into the Field Incidient applicatoin, are automatically send via email to a pre-determined email group which includes the General Manager and Public information Officer.

Describe the specific actions taken to resolve the problem(s) or challenge(s). Share the best practices that made this initiative successful for the agency and its impact.

Prior to the development of the Field Incident Reporting System, it was just a series of emails and phone calls that made it difficult to keep up with the most current status update of the emergency. Additionally, with emails, there was a chance that the emails would not be sent to all of those needing the information. With the implementation of the Field Incident Reporting system, the updates are streamlined and it alleviates the issue of forgetting to include an important District staff member on the notification.

State whether the hazard was reduced with engineering controls, introduced a new administrative or work procedure, or relied on personal protective equipment to solve the problem.

The hazard was reduced with the introduction of a new administrative procedure. The initial procedure was further enhanced by the Sr. IT Technician who programmed a fillable form onto the DIstrict internal website. The fillable form ensures all pertinent information is gathered. Additionally, field crews can quickly and easily upload photos from their phone. During water and wastewater emergencies, pictures are a valuable way of not only sharing information, but can be used once the incidient is over for insurance purposes or in "lessons learned" discussions.

Describe any extraordinary circumstances that made this nominee's safety accomplishments significant. Describe whether the nominee influenced safety in the workplace, encouraged employee participation in safety efforts, obtained organizational "buy in" to implement the solution.

This system is so easy to use and so easily accesbile that all field crews use it on a regular basis for all types of Distriect field incidents such as vehicle incidents, manhole incidents. lift station and pump station incidents. It has been one of the most innovative field communication tools ever introduced by the District.

Describe whether the project/initiative addressed a hazard or exposure included in the JPIA Commitment to Excellence Program.

☒Office/Field Ergonomics

☒Vehicle Operations

☐Slip/trip/falls – falls from heights

☒Other: Communication System for emergencies

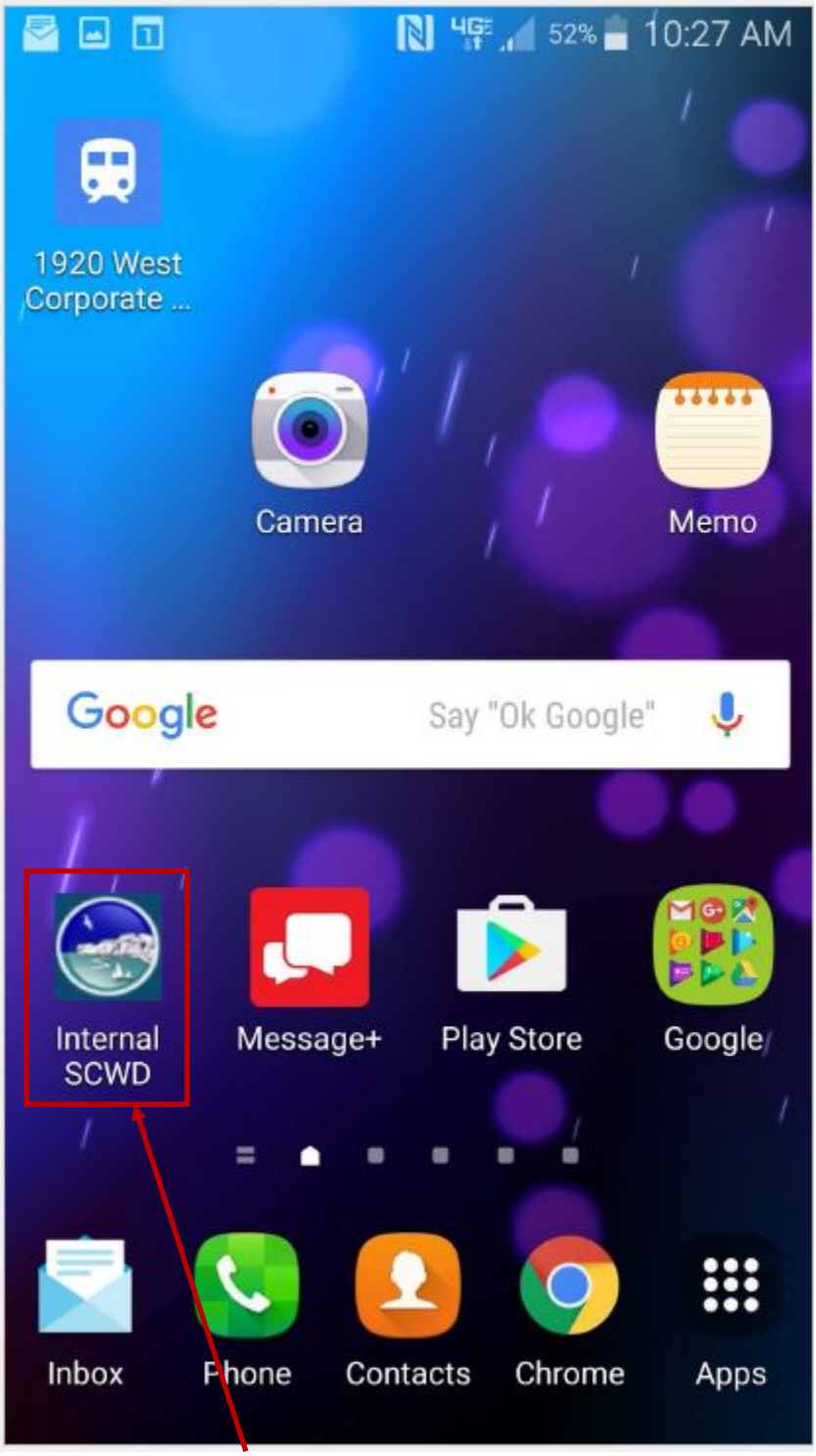
List and attach any supporting materials that you feel are important for the reviewers to gain a complete picture of the nomination. Digital photos, supporting documentation, sample forms, etc.

Nominated by: Jody Brennan **Date:**January 8, 2021

General Manager: Rick Shintaku **Date:**January 8, 2021

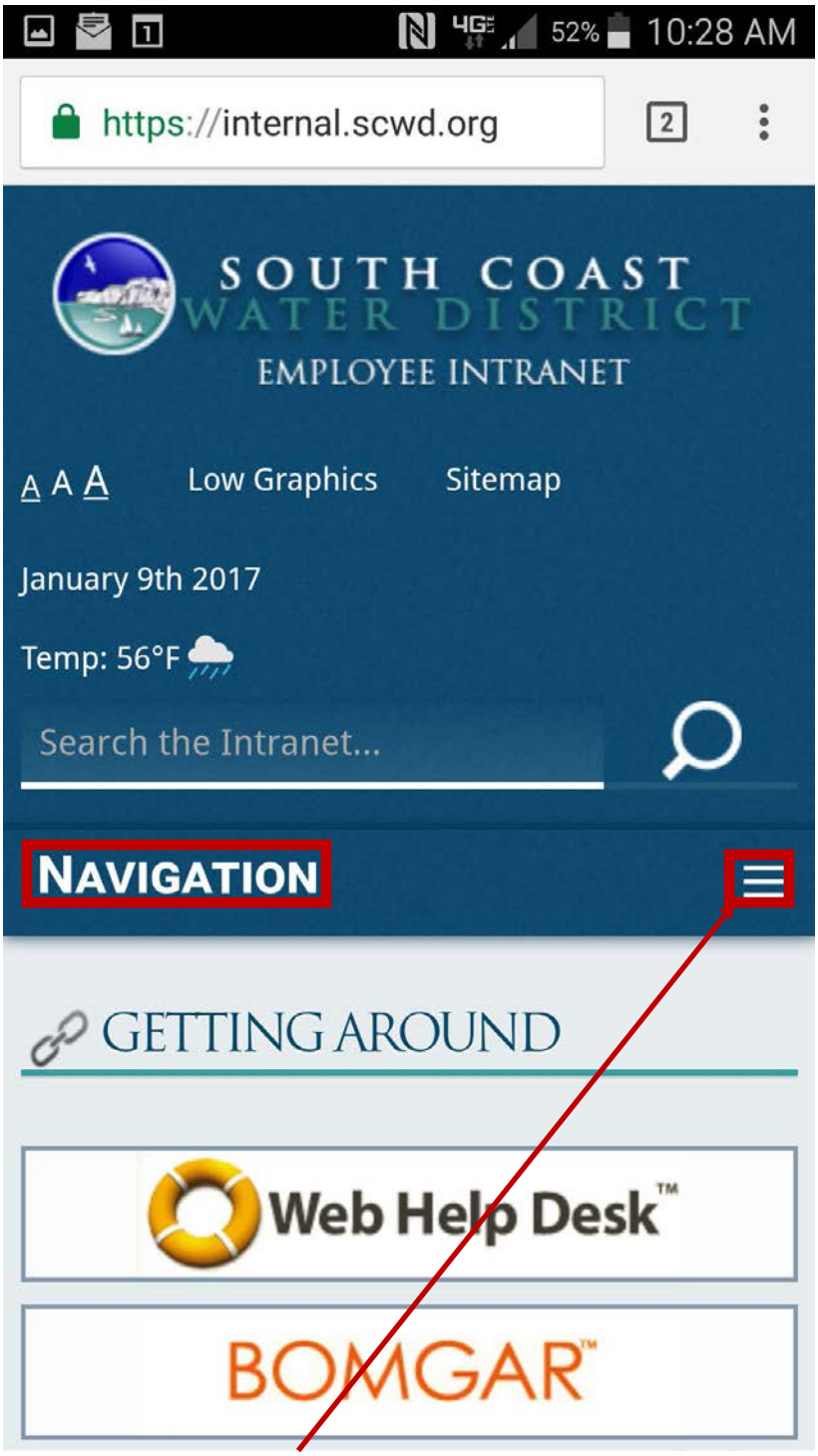
Please email this form with supporting documents and digital photos (jpg) to tlofing@acwajpia.com.

Incident Reporting Using the District Phone



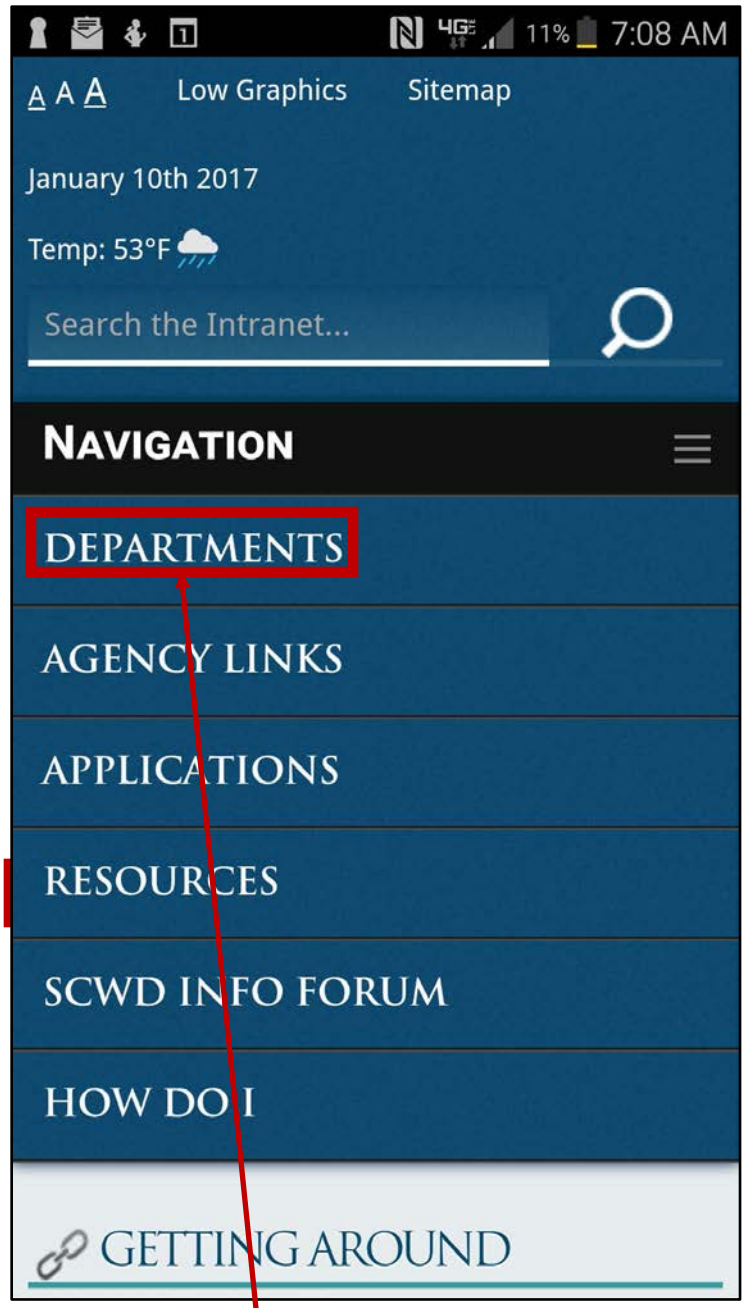
Select the “Internal SCWD” Icon.

Incident Reporting Using the District Phone



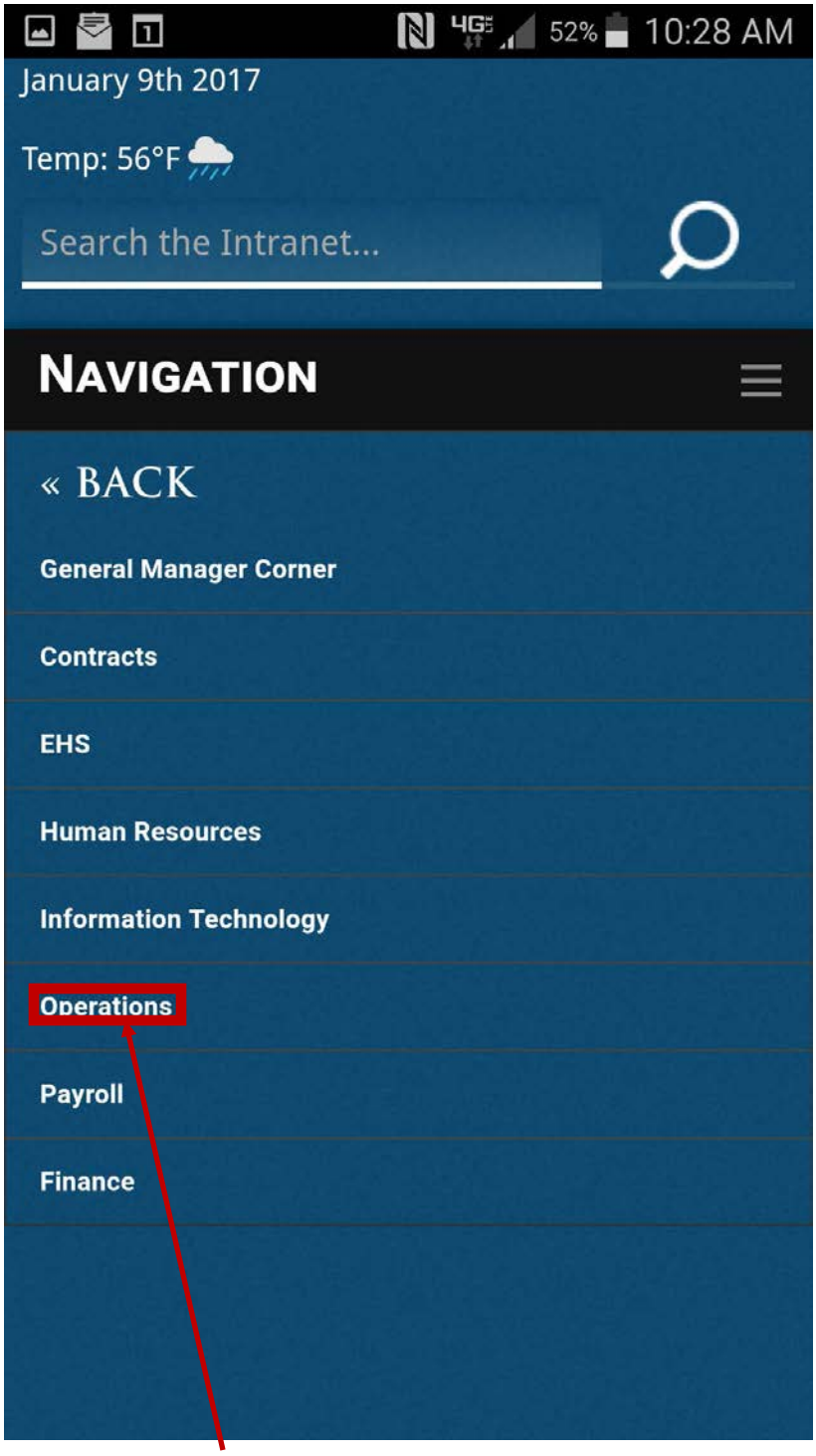
Select the “Navigation” Icon.

Incident Reporting Using the District Phone



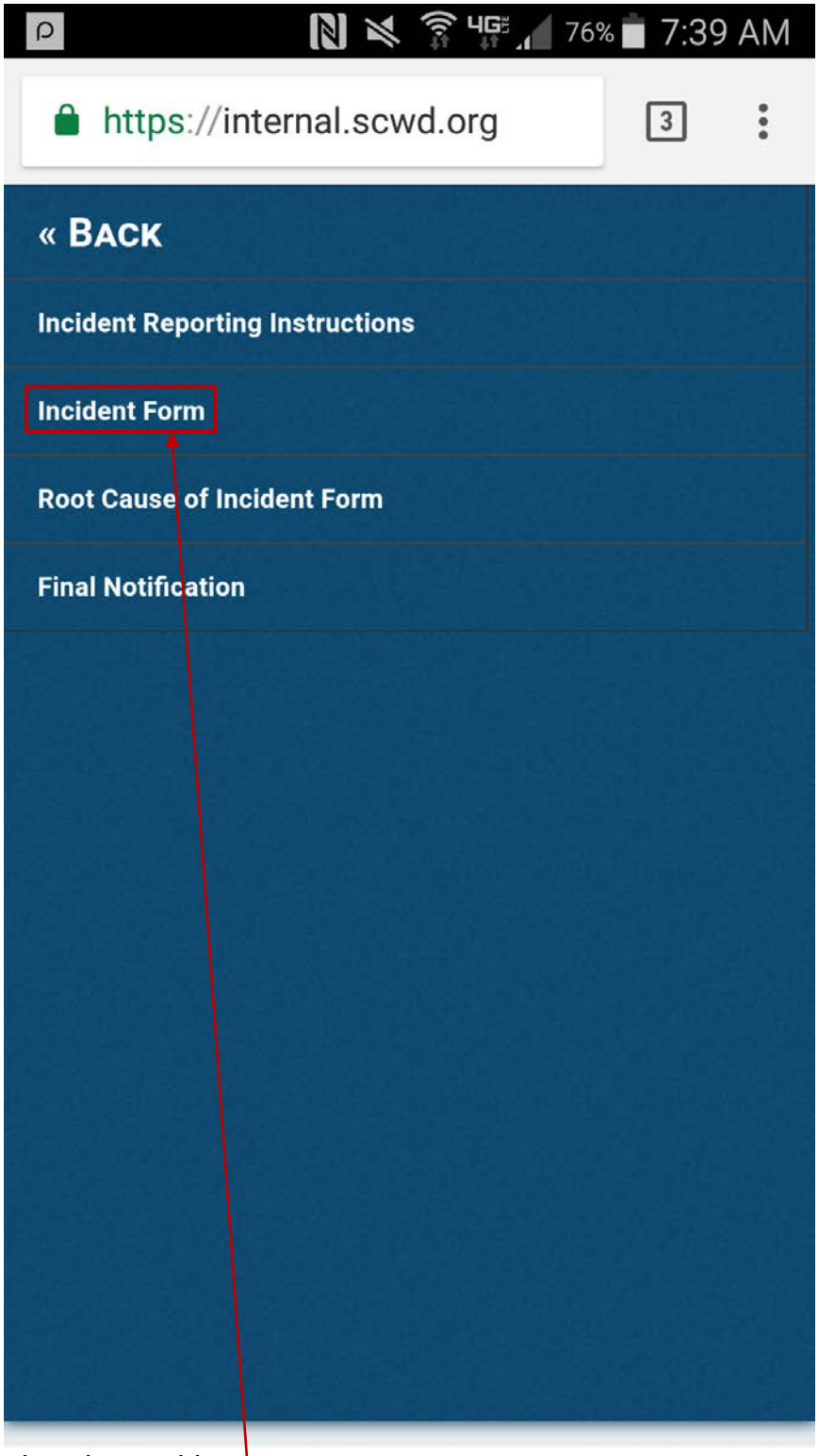
Select the “Departments” Icon

Incident Reporting Using the District Phone



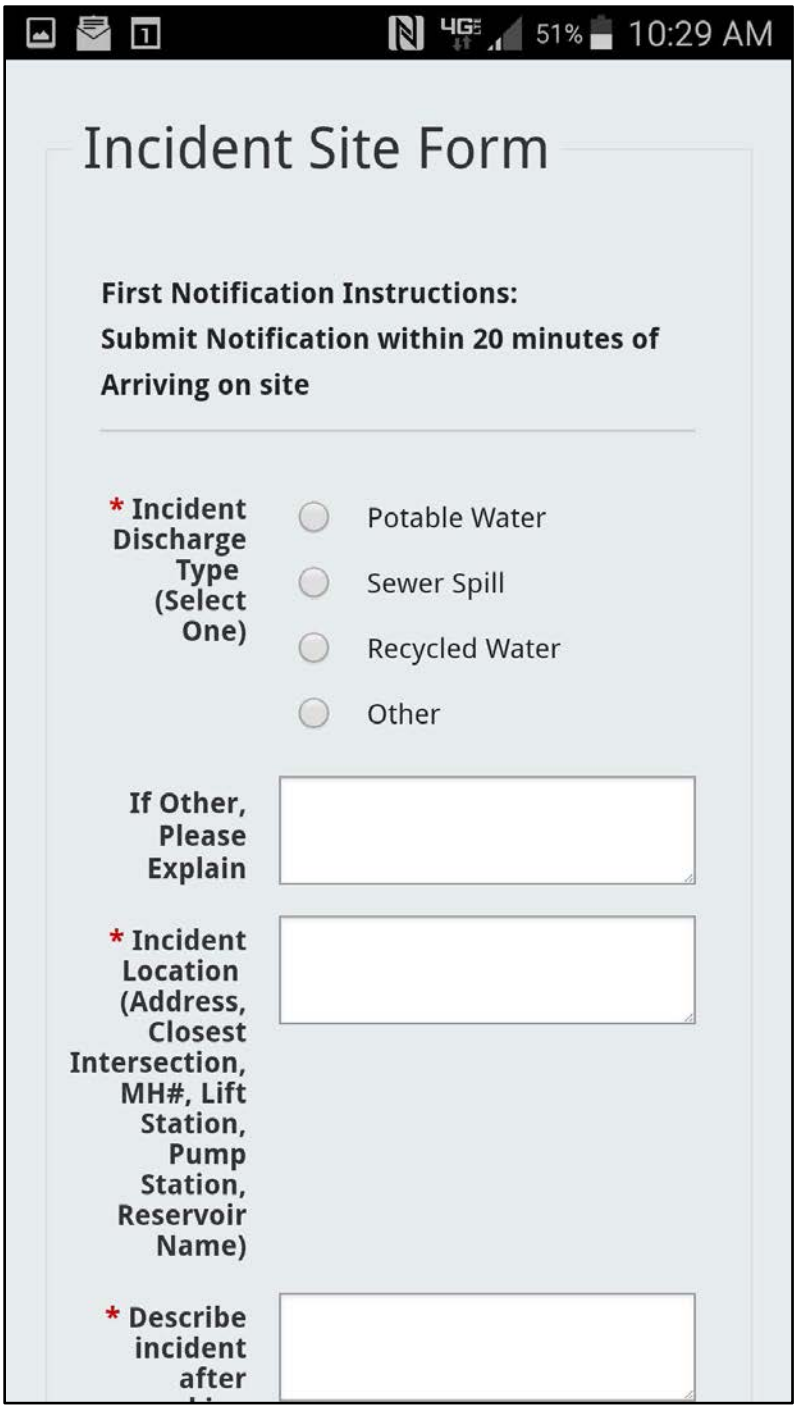
Select the “Operations” Icon

Incident Reporting Using the District Phone



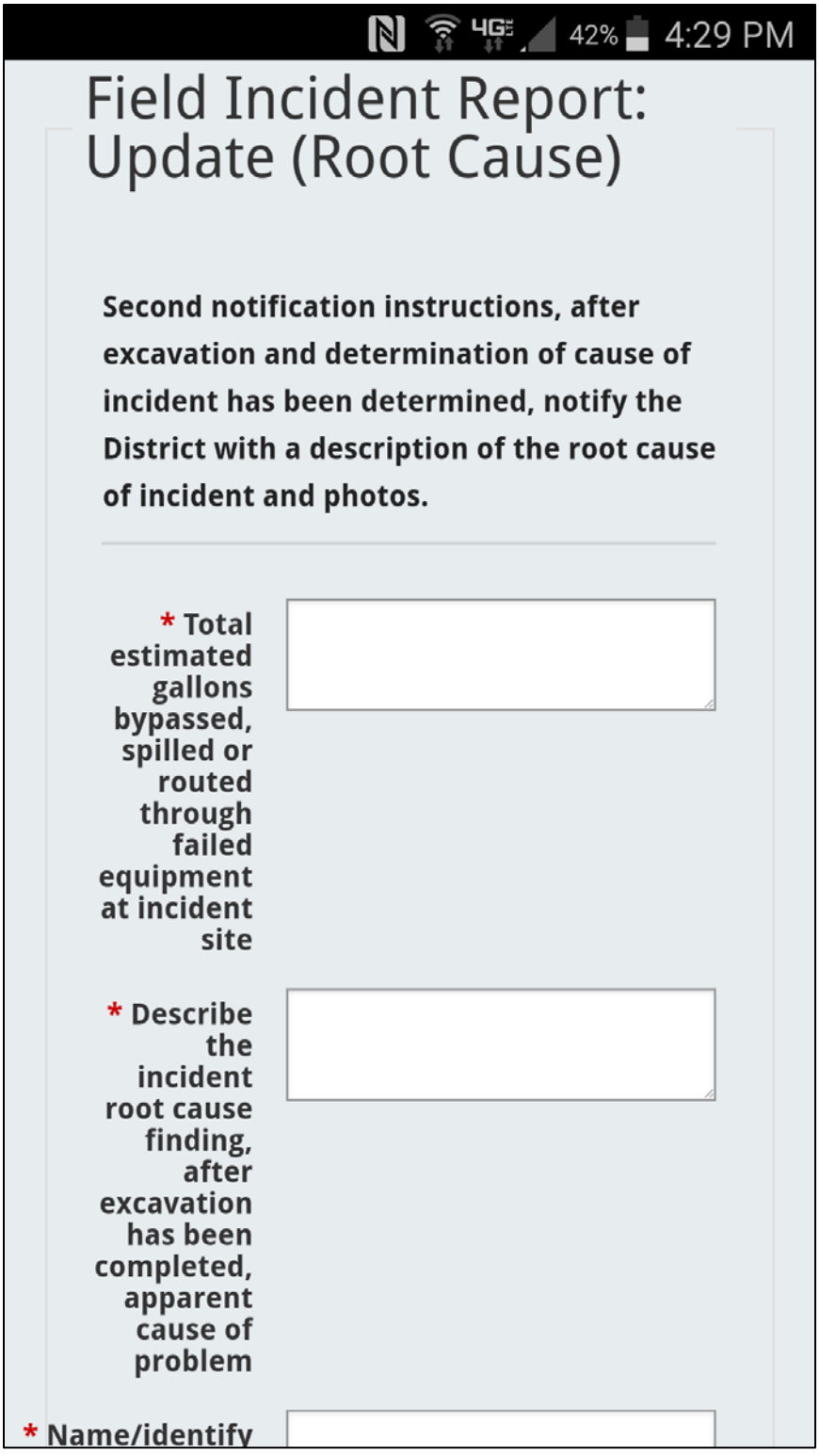
Select the “Incident Form” Icon

Incident Reporting Using the District Phone

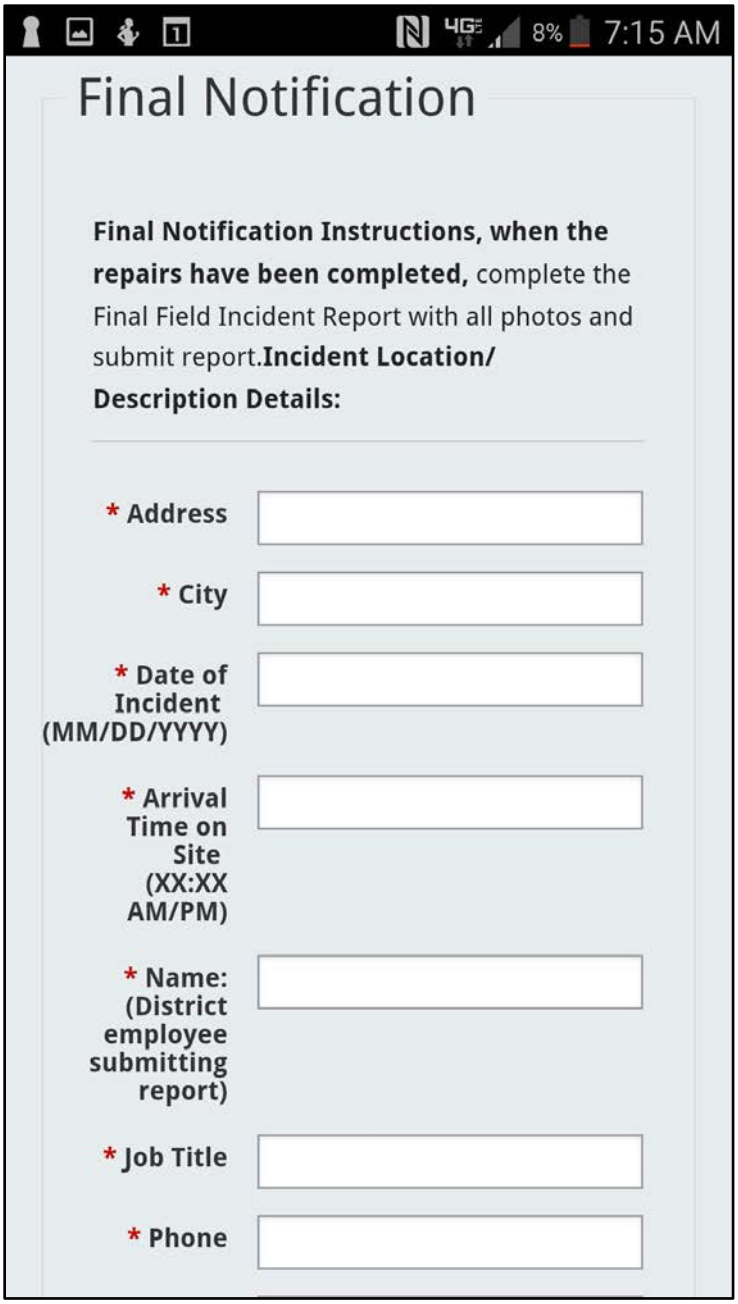


Complete Incident Report Form. The red Asterisk * indicates the field is required.

The form submission is required within 20 minutes after arrival on site.



The Second Notification “Field Incident Report: Update (Root Cause)” should be sent after the discharge site excavation has been completed, exposing the area of repair. Program suggestion: start the photos uploading and then complete the text entries of the form.



Final Notification is sent after the repairs have been completed.

SOUTH COAST WATER DISTRICT
STANDARD PROCEDURES

Originator & Position:	Std #:	Approval:	Effective:
Joe McDivitt, Chief Operations Officer	OP16-01	Andrew Brunhart General Manager	7/24/15 Revision 1: 9/9/16 Revision 2: 2/7/17

SUBJECT: FIELD INCIDENT REPORTING

Purpose: To establish a standard for reporting field incidents in order to ensure complete and timely reporting of incidents and potential liability to the District.

For reporting of incidents to General Manager, Chief Operations Officer (COO), Chief Engineer, Assistant COO for Operations and Maintenance and Customer Service Division Manager (See Event Notification List) for purposes of keeping management and the Board of Directors informed of field incidents and staff response.

Roles and Responsibilities: Below is a listing which divides the specific roles and responsibilities handled by the Operations Department and external District field crews in coordination of incoming incident reporting and processing in each department:

Operation Department Responsibilities:

- Provide procedure training
- Maintain archived electronic copy
- Contact other internal departments for incident resolution information.
- Notify State agencies/media
- Provide incident information to management and Board of Directors
- Provide clear and precise incident information to the effected customers

District Field Crew Responsibilities:

- Report incident information in a timely manner
- Report accurate incident information
- Timely incident resolution
- Provide clear and precise incident information to the effected customers

Incident Report Processing:

When reporting field incidents, it is imperative that the District receives accurate, concise, consistent, detailed field incident information in a timely matter after the visual field evaluation is completed. Notification is required for all sanitary sewer overflows (SSO) (private and South Coast Water District (SCWD)) and waterline breaks on lines greater than 2-inches in diameter and/or any events that cause property damage, damage to District facilities including vehicle accidents, media attention, property damage or customer complaint/inquiry. Completion of the Field Incident form and contacting SCWD supervision by using the District's Intranet Incident Reporting application which provides the necessary detailed information for internal District reporting and accelerates the deployment of additional resources that may be needed to resolve the incident. Completion of the Incident report is the minimum information needed to report the incident (add additional details as necessary).

Incident Report Processing Cont.:

1. Make initial notification by using the District's Intranet Incident Reporting application to the persons listed on the Event Notification Contact list (within 20 minutes of arriving onsite) providing the basics: Incident Type, Location, (address or closest intersection) Description (what our first visible inspection indicates to us the possible situation), four photos, date and time. General Manager provides initial notification to the Board of Directors.

2. After the cause of the event and or accident has been determined by site investigation and/or excavation, provide Second Notification by using the District's Intranet Incident Reporting application to the persons listed on the .Event Notification Contact list. Reporting the apparent root cause, specific lines under repair and how repair will be accomplished or specific operation underway to remedy the situation, with initial estimate of total gallons of water or sewage lost and/or that entered the storm drain, estimated time to complete repairs, listing when repairs or situation have been remedied (same day), along with two photos. General Manager provides notification to Board of Directors on this same information.

3. The Final report shall be sent to the Event Notification Contact List, via the District's Intranet Incident Reporting application the next day or sooner after the event. Final Incident Report form (see page 5).

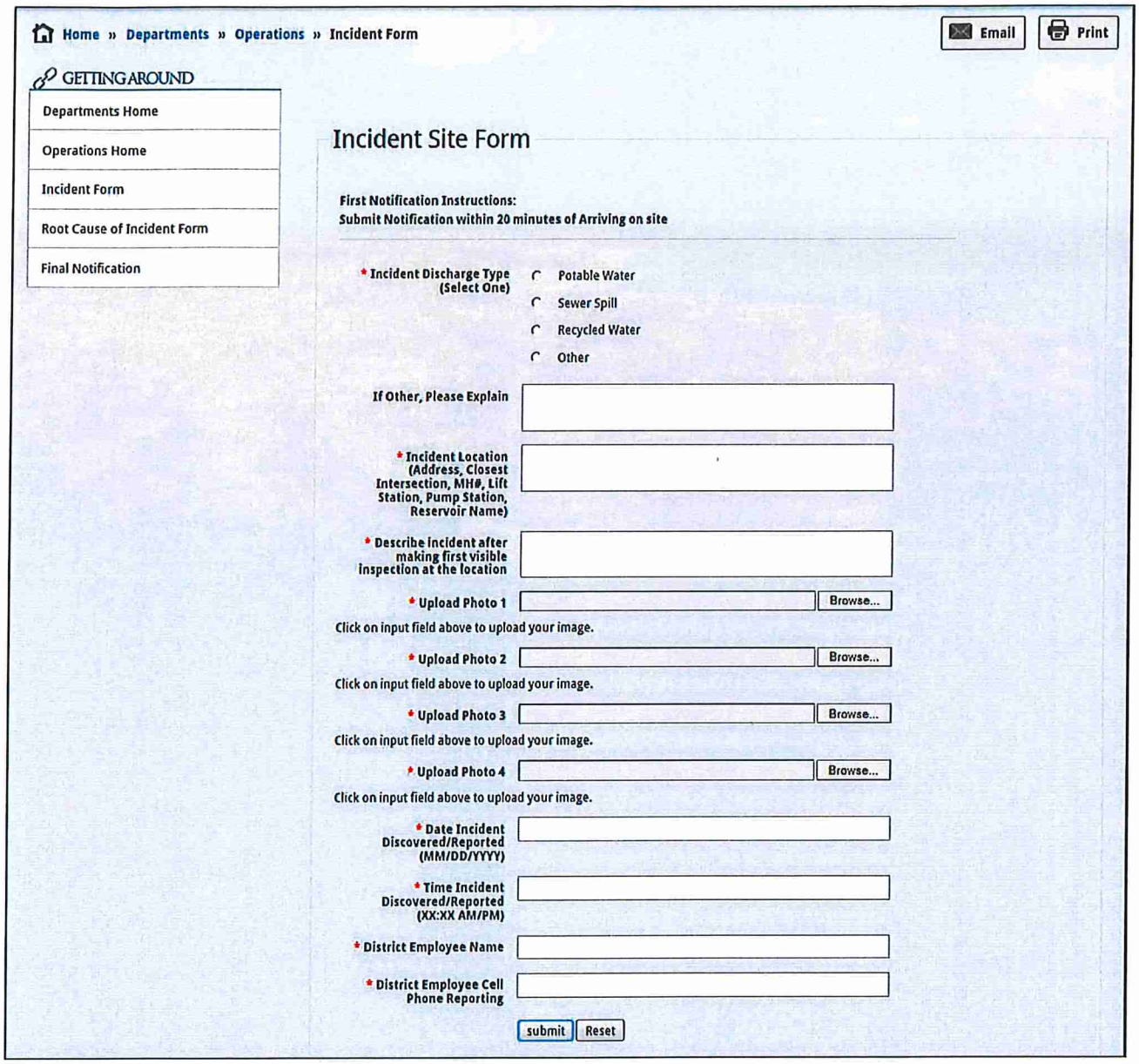
Event Notification Contact List

Andy Brunhart	abrunhart@scwd .org	(949) 292-7948
Customer Service	custservinhouse@scwd .org	(949) 499-4555
Joe McDivitt	jmcdivitt@scwd .org	(949) 533-2587
Rick Shintaku	rshintaku@scwd .org	(949) 289-0014
Trisha Woolslayer	twoolslayer@scwd .org	(949) 463-4353
Sonja Morgan	smorgan@scwd .org	(949) 371-4527
Lawrence Chanes	lchanes@scwd.org	(949) 289-0269
Brian Lynn	blynn@scwd.org	(949) 289-0039
Ernie Garcia	egarcia@scwd.org	(949) 289-0137
Tom Marcoux	tmarcoux@scwd .org	(949) 315-9552
Greg Pennington	gpennington@scwd.org	(949) 795-4425
Ron Cast	rcast@scwd.org	(949) 289-4720
Danny Takahashi	dtakahashi@scwd.org	(949) 206-2944
Hal Hylton	hhylton@scwd.org	(949) 416-6747
Tom Eastman	teastman@scwd.org	(949) 499-4555
Steve Dishon	sdishon@scwd.org	(949) 289-0222

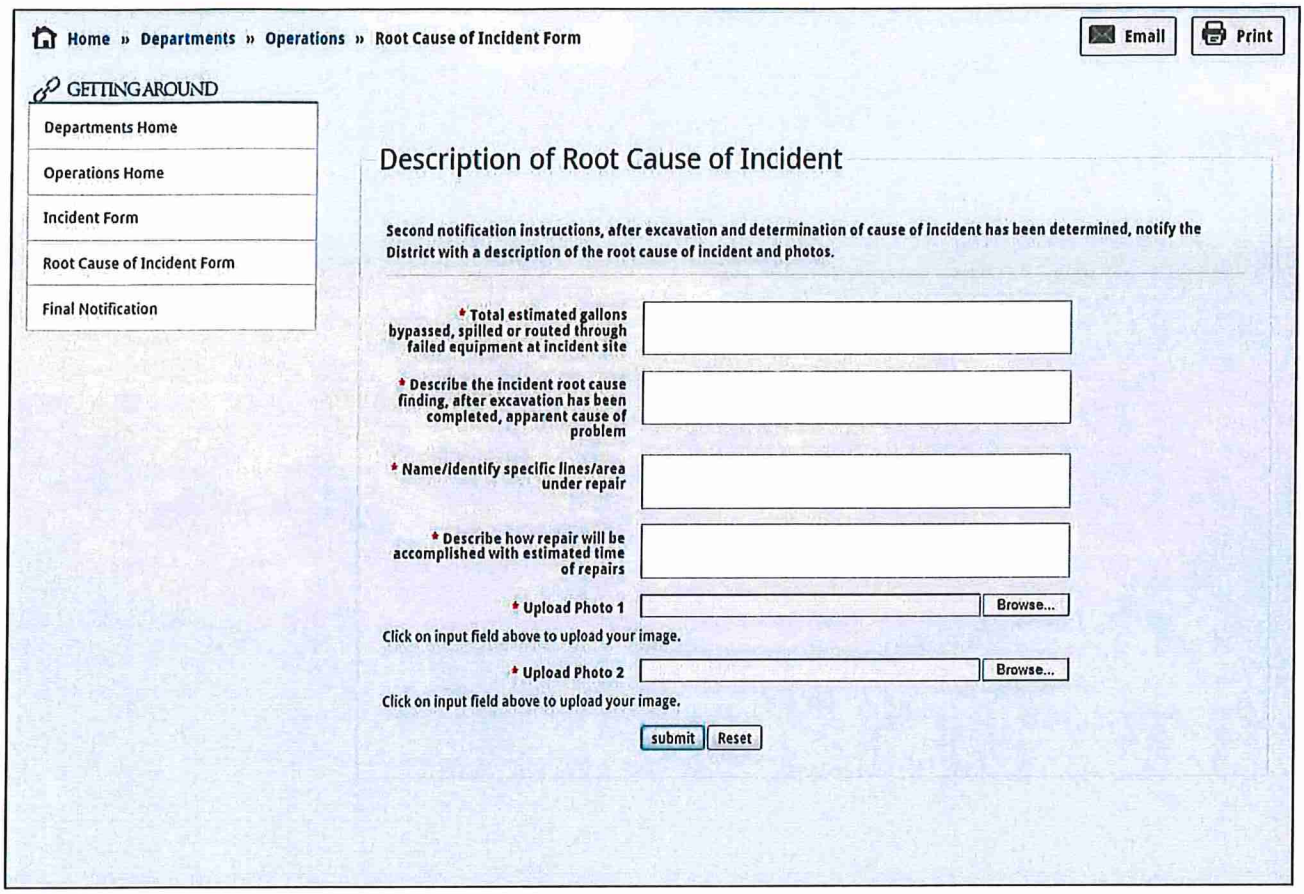
Distribution List

General Manager
Engineering Department
Operations Department
Finance Department
Environmental Health and Safety
Human Resources Office
JRWSS Office

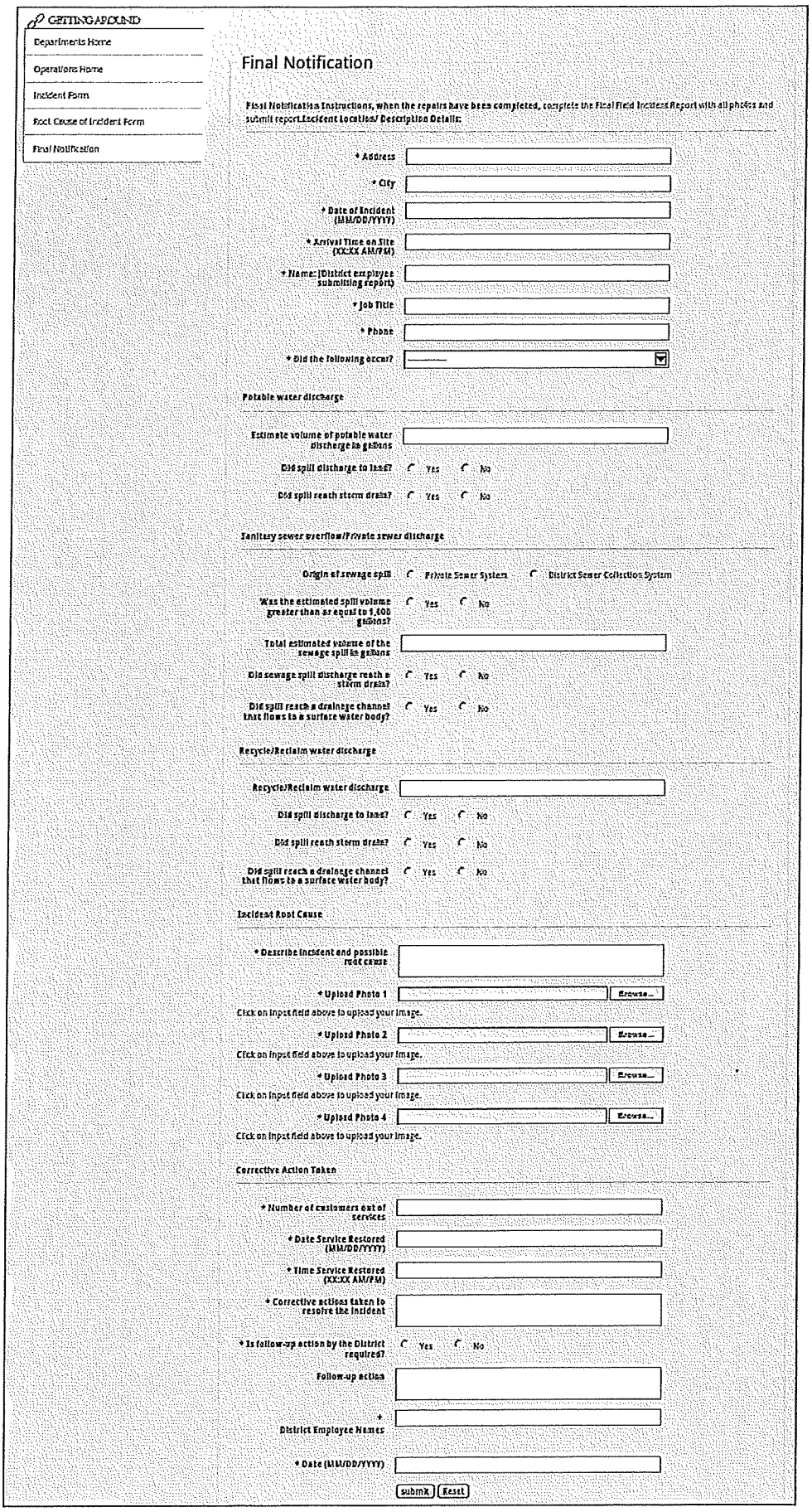
1.) First notification instructions, within 20 minutes of arriving on site, Notify by using the District's Intranet Incident Reporting application, using a Laptop, Tablet or Smart Phone to the Event Notification Contact List with incident site details and four photos.



2.) Second notification: After excavation and determination of cause of incident has been determined, notify by using the District's Intranet Incident Reporting application to the Event Notification Contact listing the description of root cause of incident and photos.



3.) Final Notification Instructions, when the repairs have been completed, complete the Final Field Incident Report and all photos and forward by using the District's Intranet Incident Reporting application to Event Notification Contact List.



GETTINGAROUND

- Departments Home
- Operations Home
- Incident Form
- Root Cause of Incident Form
- Final Notification

Final Notification

Final Notification Instructions, when the repairs have been completed, complete the Final Field Incident Report with all photos and submit report.Incident Location/ Description Details:

* Address
* City
* Date of Incident (MM/DD/YYYY)
* Arrival Time on Site (XX:XX AM/PM)
* Name: (District employee submitting report)
* Job Title
* Phone
* Did the following occur? ———

Potable water discharge

Estimate volume of potable water discharge in gallons

Did spill discharge to land? ○ Yes ○ No

Did spill reach storm drain? ○ Yes ○ No

Sanitary sewer overflow/Private sewer discharge

Origin of sewage spill ○ Private Sewer System ○ District Sewer Collection System

Was the estimated spill volume greater than or equal to 1,000 gallons? ○ Yes ○ No

Total estimated volume of the sewage spill in gallons

Did sewage spill discharge reach a storm drain? ○ Yes ○ No

Did spill reach a drainage channel that flows to a surface water body? ○ Yes ○ No

Recycle/Reclaim water discharge

Recycle/Reclaim water discharge

Did spill discharge to land? ○ Yes ○ No

Did spill reach storm drain? ○ Yes ○ No

Did spill reach a drainage channel that flows to a surface water body? ○ Yes ○ No

Incident Root Cause

* Describe incident and possible root cause

* Upload Photo 1 [Browse...]

Click on input field above to upload your image.

* Upload Photo 2 [Browse...]

Click on input field above to upload your image.

* Upload Photo 3 [Browse...]

Click on input field above to upload your image.

* Upload Photo 4 [Browse...]

Click on input field above to upload your image.

Corrective Action Taken

* Number of customers out of services
* Date Service Restored (MM/DD/YYYY)
* Time Service Restored (XX:XX AM/PM)
* Corrective actions taken to resolve the incident
* Is follow-up action by the District required? ○ Yes ○ No

Follow-up actions

* District Employee Names

* Date (MM/DD/YYYY)

[submit] [Reset]