

**Safely Responding to Utility Emergencies**

**Public Safety**

**From Talking to Responding**

Regulatory Agencies

Emergency Response

Private Sector

THE "HAZARD"

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**Safely Responding to Utility Emergencies**

**Public Safety**

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Regulatory Agencies

Emergency Response

Private Sector

Hazards and Risks  
Chemicals  
Propane  
Pipelines  
Natural Gas  
Electricity

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**Meetings - Annually or Rookie Schools**

- ◆ The Last Century ...
- ◆ Talking to Responders\*

**Do's & Don'ts**



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## Train or Talk (Liaison)?

- ◆ UPSA - San Francisco
- ◆ Public Awareness
- ◆ **Liaison** - a person who liaises between two organizations to communicate and coordinate their activities.
- ◆ **Training** - to **teach** a particular skill or attitude through and **instruction** and **practice** over a period of time
- ◆ Learning – is a change in behavior



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## The C's of Functional Competency


**Communication**

**Compliant**

**Cooperation**

**Competent**

**Coordination**



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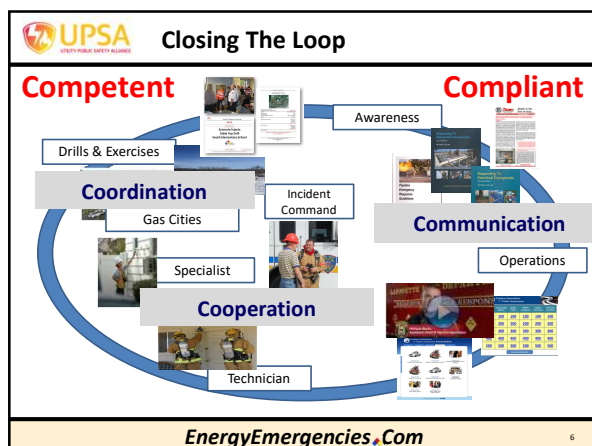
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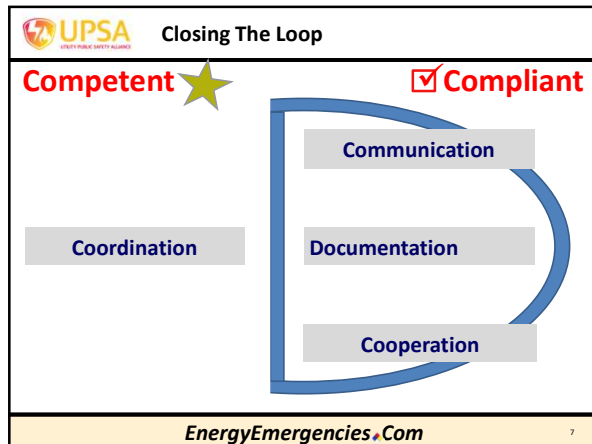
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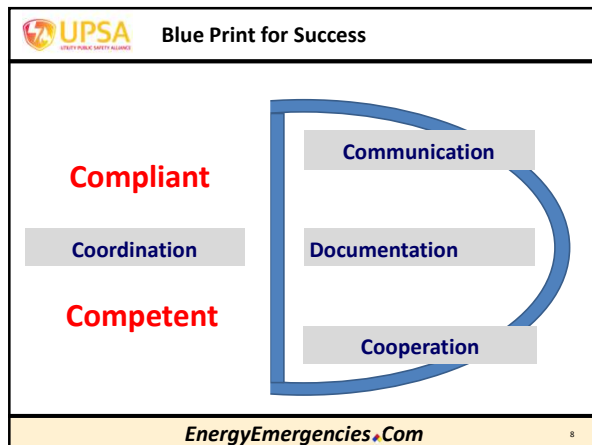
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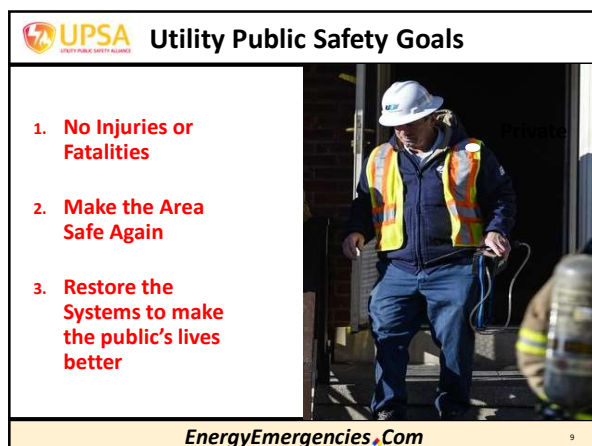
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## Emergency Response Goals

**Save Lives & Prevent Injuries**

**Incident Stabilization**

**Property Preservation**



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## Functional Compliance

**Save Lives & Prevent Injuries**

**No Injuries or Fatalities**

**Incident Stabilization**

**Make the Area Safe Again**

**Property Preservation**

**Restore the Systems to make the public's lives better**



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## Communication is the Heart of ICS

**Incident Command System**

- ◆ Utility First Responders
- ◆ Public Emergency Responders
- ◆ Incident Command System
- ◆ National Incident Management System
- ◆ What makes ICS So difficult?



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**Cooperation - "The Food Dish" Reaction**

"Grrrrrrrrr"



"Mine!"

"Est Ubia Mia"

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**Poor Cooperation are the "Silos"**

"Grrrrrrrrr"



"Mine!"

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**The Public has never cooperated well ...**

"Grrrrrrrrr"



They want the grain!

They want somebody to blame!

They name it after your company or the city!

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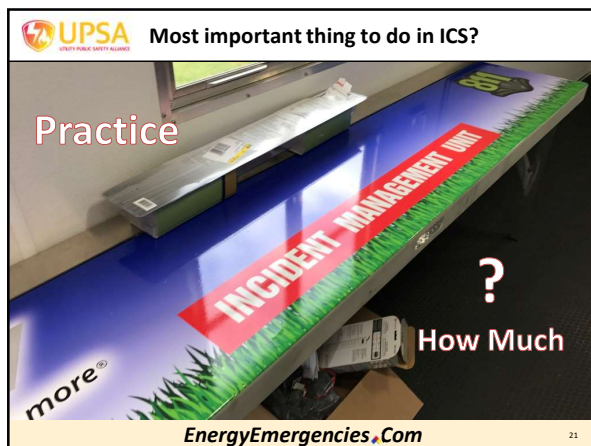
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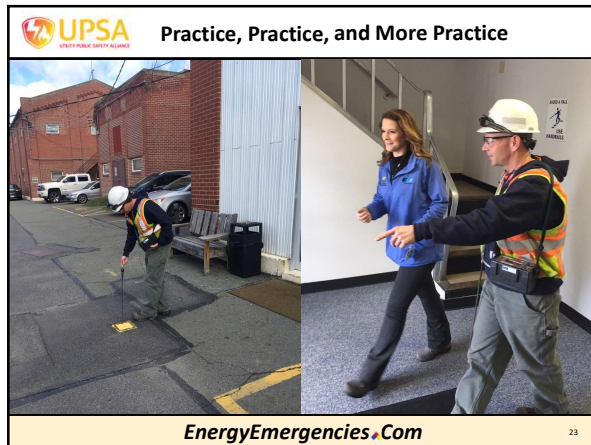
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**UPS**  
UTILITY PUBLIC SAFETY AGENCY

**Real thing! Or make it feel real!**



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**UPS**  
UTILITY PUBLIC SAFETY AGENCY

**Thank You**

**Safely Responding to Utility Emergencies**

**Questions**

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Regulatory Agencies	Hazards and Risks Propane Pipelines Natural Gas Electricity
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