



Laguna Woods Village®

Rain Event Action Plan

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Introduction

The Laguna Woods Village Rain Event Action Plan (Plan) was prepared to outline the rain event procedures that are in place. The Plan outlines procedures that are taken during:

- Rain Season Preparation
- Rain Season
- Severe Storm Forecasts
- Post Rain Event Clean-up

Flooding that may occur as a result of a severe storm event, would possibly qualify as a Disaster or if localized, an Incident as defined in the Laguna Woods Village Disaster Plan Manual.*

Location maps of the high priority locations areas are provided in Appendix A.

**Note: The Laguna Woods Village Disaster Plan addresses two scenarios – a Disaster and an Incident. Below is a definition for those items as presented in the Disaster Plan:*

- *Disaster: Defined as a natural or manmade catastrophic event that seriously threatens the safety and welfare of the residents in Laguna Woods Village, and/or results in widespread damage to property, injuries to residents or employees, or seriously disrupts the normal activities or functions with the Laguna Woods Village Community. The Incident Command Center would be activated in the event of a Disaster. Examples of natural disasters include earthquakes, floods, windstorms, tornados, etc. Manmade disasters include toxic spills, airplane crashes, terrorism and the like.*
- *Incident: Defined as any natural or manmade event that can be a significant episode, but the event is more localized in coverage or impact to the Laguna Woods Village Community. The Field Command Post would be activated in the event of an Incident. An Incident could potentially evolve into a Disaster requiring the activation of the Incident Command Center.*

If the Laguna Woods Disaster Plan is activated, then the procedures outlined in the Laguna Woods Disaster Plan will supersede all procedures outlined in this Rain Event Action Plan.

Abbreviations

Abbreviation	Description
NOV	Notice of Violation
Plan	Rain Action Event Plan
SEC	Storm Event Coordinator
WC	Work Center
WMC	Weather Monitoring Consultant

Work Centers

Work Center Number	Department	Division
WC 240	Community Services	Community Relations
WC 530	Ground Maintenance Crews	Landscape
WC 540	Irrigation Department	Landscape
WC 570	Tree Maintenance	Landscape
WC 910	Building Maintenance	Maintenance
WC 936	Paving	Construction Services
WC 950	Property Services	Maintenance Operations

Rain Season Preparation

Procedures will be set in motion each year in an effort to prepare Laguna Woods Village for the upcoming rain season. The City of Laguna Woods Municipal Code defines the rain season from October 15 until April 15. Therefore the preparations will be done in September and early October. At Staff meetings prior to the rain season, Department Managers and/or Supervisors shall remind Staff of rain season preparation and safety policies that need to be upheld during a rain event. Below is the Statement of Procedures for each Division that summarizes the efforts that shall be taken for rain season preparation.

Security Division

Security Staff shall coordinate updating the Plan prior to the rain season. An updated Plan shall be distributed each year to all relevant parties that reflects all changes.

Security Staff will monitor the carports and trash enclosures near the high priority locations for trash and debris. The date and time of the carport and trash enclosure inspections will be documented in the Security Dispatch Log. If excess debris is located in the trash enclosure, a work ticket will be submitted through WC 950 for the trash enclosure to be cleaned. If there are unauthorized loose items stored in any carport, Security shall:

- Post a NOV in the carport of question. The NOV will require the Member to remove the unauthorized contents within 7 days.
- Prepare an incident report and forward to WC 240, if the Member fails to comply with the NOV, then:
 - WC 240 will send a letter to the Member and give them a specific number of days to comply.
 - If the Member fails to comply, WC 240 will schedule them before the appropriate Board for member disciplinary action.

Landscape Division

WC 540 shall check and clear all landscape area drains and atrium weep hole outlets, logging the date of the check, repairs needed and when repairs are in effect (see Appendix B for Landscape Drain Inspection Log). WC 530 will clear concrete V-drains and submit a work ticket to WC 950 to coordinate repairs, if required. Pallets of sandbags are placed in key locations within the Community to accommodate emergency requests for small numbers of bags. Additional pallets of sandbags and plastic will be placed in close proximity to high priority locations. Materials such as polyethylene plastic (Visqueen), extra empty sandbags, slope retention materials and fencing for debris screens are stocked (see Appendix A for Material Storage Locations). Emergency equipment such as trash pumps are checked for operational readiness and secured for quick access.

WC 530 shall dedicate time to general clean-up such as leaf and debris removal to decrease the chance of drains becoming blocked during rains. Below are mulching guidelines for Landscape Staff:

- Mulch shall not be applied to the shrub beds in high priority locations prior to the rain season.
- At no time shall the amount of existing mulch in shrub beds adjacent to high priority locations exceed 1-inch.

Construction Services Division

WC 936 shall clear all catch basins and drains in the streets and cul-de-sacs, logging the date of the check, repairs needed and when repairs are in effect (see Appendix B for Catch Basin Inspection Log). The backflow valve near the intersection of Calle Aragon and Avenida Majorca shall be inspected. Any debris in the catch basin adjacent to the valve shall be cleared.

The flood wall gate tracks at the intersection of Calle Aragon and Avenida Majorca and between the El Toro tunnel and Via Mariposa shall be cleared of any debris and checked for ease of functionality. The flood wall gates at Via Mariposa East near the El Toro tunnel shall also be inspected of any debris and checked for ease of functionality. A work ticket is submitted through WC 950 if any repairs are required for the flood wall gates.

WC 936 shall coordinate the building gutter cleaning program. All debris shall be cleared and the gutters shall be rinsed to check if the downspouts are flowing.

WC 936 Supervisor shall log all rain season preparations in the WC 936 Rain Season Preparation Checklist (see Appendix B).

Maintenance Operations Division

WC 950 shall enter work tickets as requested for the rain season preparation. The work tickets will be assigned and coordinated to get the work complete.

Rain Season

During the rain season high priority locations will be monitored by Staff. The Laguna Woods Municipal Code defines the rain season from October 15 until April 15. Outlined are four courses of action during the rain season:

- No Rain Forecasted
- Rain Forecasted
- Severe Storm Forecasted
- Post Rain Event Clean-Up

During the rain season, the weather will be monitored daily by the contracted weather and hydrology monitoring service, California Weather & Earth (Weather Monitoring Consultant, WMC). Vendor notification as specified below, will guide Staff on the procedures of the Plan to follow:

- **Initial Notice:** The WMC shall notify Corporation identified personnel via email and/or fax five (5) days in advance when weather parameters are identified on model guidance revealing that potential strong storms are showing severe attributes for at least two model runs. Contact will be in the form of a written briefing in paragraph format describing storm system, intensity, direction, and estimated time of arrival and potential for flooding resulting from rainfall amounts depicted.
- **72 hour Notice:** The WMC shall provide a 72 hour daily site specific storm event/flood forecast to Corporation identified personnel via email and/or fax in the form of a .pdf/rtf file giving a 72 hour breakdown of weather, rain intensities, wind, hourly rainfall totals, and potential for flooding in an easy-to-read profile format.
- **12 hour Notice:** The WMC will provide radar and satellite monitoring within twelve (12) hours of the estimated time of arrival of the storm system. During the first six (6) hours the WMC will provide email and/or telephone updates to Corporation identified personnel on an hourly basis indicating the current weather parameters and changing conditions (if any). Should weather parameters suddenly change, the WMC will also send a notification.
- **6 hour Notice:** The WMC will provide continuous monitoring of developing/ approaching storm system during the final six (6) hours to ground fall and will immediately advise Corporation identified personnel via email and/or telephone when radar depicts heavy rainfall and subsequent flooding.

No Rain Forecasted

During the rain season, Staff will monitor the preparation efforts taken prior to the rain season. At Staff meetings prior to the rain season, Department Managers and/or Supervisors shall remind Staff of rain season preparation and safety policies that need to be upheld during a rain event. Below is the Statement of Procedures for each Division that summarizes the efforts that shall be taken during the rain season when no rain is forecasted:

Security Division

Security Staff will continue to monitor the carports and trash enclosures near the high priority locations for debris. The date and time of the carport and trash enclosure inspections will be documented in the Security Dispatch Log. If excess debris is located in the trash enclosure a work ticket will be submitted through WC 950 for the trash enclosure to be cleaned. If there is unauthorized loose items stored in any carport, Security shall:

- Post a NOV in the carport of question. The NOV will require the Member to remove the contents within 7 days.
- Prepare an incident report and forward to WC 240, if the member fails to comply with the NOV, then:
 - WC 240 will send a letter to the member and give them a specific number of days to comply.
 - If the member fails to comply, WC 240 will schedule them before the appropriate Board for member disciplinary action.

Landscape Division

Landscape area drains adjacent to high priority locations will be monitored by WC 540. The inventory of materials such as polyethylene plastic (Visqueen), filled sand bags, extra empty sandbags, slope retention materials and drain screens will be monitored (see Appendix A for Material Storage Locations).

WC 530 will continue general clean-up such as leaf and debris removal to decrease the chance of drains becoming blocked during rains. Below are mulching guidelines for Landscape Staff:

- Mulch shall not be applied to the shrub beds in high priority locations during the rain season.
- At no time shall the amount of existing mulch in shrub beds adjacent to high priority locations exceed 1-inch.

Maintenance Operations Division

WC950 shall enter work tickets as requested and the work tickets will be assigned and coordinated to get the work completed.

Rain Forecasted

Note: Weather forecasting is not an exact science. Actual weather events can vary dramatically from the forecast. It is understood that even when all Departments are fully staffed and on site, the intensity and/or duration of a rain event can overwhelm the existing infrastructure and that any response is an attempt to provide a reasonably appropriate response during most events.

At no time shall Staff enter an area that is flooded in such a way that would present themselves to danger. Staff shall follow the Storm Shelter Policy outlined in Appendix C.

A rain forecasted event is determined by the WMC. During the initial notice, the WMC will indicate the potential for flooding resulting from rainfall amounts depicted. Absent any forecast information provided by the WMC advising Staff of potential strong storms showing severe attributes, additional Staff will not be kept onsite after hours. Below is the Statement of Procedures for each Division that summarizes the efforts that shall be taken during the rain season when rain is forecasted that does not indicate potential for flooding:

Security Division

The El Toro tunnel gates shall be closed and locked at the start of any rainfall (as soon as pavement becomes wet) to stop traffic through the tunnel. The gates shall not be opened until rain ends, the water flow has subsided in the tunnel, and no substantive precipitation is forecast for the following 24 hours.

Security will spot check and close/reclose as necessary the flood gates (will initially be closed by WC 936 at the start of rain) at the following locations:

- Flood gates around Avenida Majorca and Calle Aragon.
- Flood gates between the El Toro Tunnel and Via Mariposa.

Security will respond to emergency and life/safety situations first then respond to other calls on a first come first served basis. Security will monitor high priority locations, when feasible, within the Community during a forecasted rain event. If necessary, Security will notify other departments to respond to rain-related events as needed.

Should a rain event occurring after regular hours unexpectedly include severe attributes and bring about reports of clogged or overwhelmed drains, calls of requests for sandbags, downed limbs, backed up rain gutters or as situations may require, such as damage to landscape requiring installation of polyethylene plastic (Visqueen), flooding in manors or community facilities, damage to buildings, etc., Security is authorized to call out such personnel from other Divisions as may be necessary to promptly address the emergency. Staff will then follow the procedures set forth below under "Severe Storms Forecasted."

Landscape Division

During a rain event, WC 540 will monitor the drains near high priority locations (see Appendix A for the Location Maps). Drain screens shall be installed where needed. Newspaper recycling bins will be moved or secured, if possible, to reduce the chance of the bins tipping over. Debris, including any material that might reasonably appear capable of blocking or impeding water runoff from flowing through the drain grates such as large leaves, papers, card board, limbs, carpeting, plastic bags, etc, neighboring the drains shall be proactively removed. Landscape Staff shall come prepared with flood mitigation tools that may be required.

Landscape Staff shall respond to Security reports of clogged or overwhelmed drains, calls of requests for sandbags, downed limbs, backed up rain gutters or as situations may require, such as damage to landscape requiring installation of polyethylene plastic (Visqueen), etc.

Construction Services Division

Before the first rain event WC 936 will perform the following:

- Open the gates at the upper and lower Aliso Creek
- Open the gates on the north end of the golf course at Ridge Route
- Verify all three control valves on the north side of Calle Aragon at Gate 3 are open.

The above items shall remain in effect until the end of the rain season.

WC 936 shall close the flood gates at the start of rain at the following locations:

- Flood gates around Avenida Majorca and Calle Aragon.
- Flood gates between the El Toro Tunnel and Via Mariposa.

If a rain event is scheduled on a weekend or after hours, the flood gates shall be closed at the end of the working day prior to the forecasted event.

Once the flood gates have been closed, they are not to be opened until the rain event passes. After the event passes and the rain has stopped, the flood gates will be reopened. The street sweeper will check high priority locations and clear debris as required. WC 936 shall respond to emergency requests as required.

Maintenance Operations Division

WC 950 shall enter work tickets as requested during a rain event. The work tickets will be assigned and coordinated to the appropriate Staff.

Severe Storm Forecasted

Note: Weather forecasting is not an exact science. Actual weather events can vary dramatically from the forecast. It is understood that even when all Departments are fully staffed and on site, the intensity and/or duration of a rain event can overwhelm the existing infrastructure and that any response is an attempt to provide a reasonably appropriate response during most events.

When a severe storm forecast is determined by the WMC, the Security Operations Supervisor (and in his absence, the Security Watch Commander) will be the Storm Event Coordinator, SEC.

The SEC shall notify relevant Department Managers and Division Directors that a severe storm is forecasted and that the Plan is in effect. It is generally understood that weather forecasts cannot be considered wholly accurate and dependable; however, the SEC shall try to convey as much information about the storm that is anticipated, as reported by the WMC.

Following notification of forecast information provided by the WMC advising Staff of potential strong storms showing severe attributes warranting storm shelter, Staff shall follow the procedures outlined in the Storm Shelter Policy (see Appendix C, Storm Shelter Policy).

At no time shall Staff enter an area that is flooded in such a way that would present themselves to danger.

The SEC shall notify other Departments as necessary to assist during a severe rain event. Below is the Statement of Procedures for each Division that summarizes the efforts that shall be taken during the rain season when a severe storm is forecasted:

Security Division

The El Toro tunnel gates shall be closed and locked at the start of rainfall (as soon as pavement becomes wet) to stop traffic through the tunnel. The gates shall not be opened until rain ends, the water flow has subsided in the tunnel, and no substantive precipitation is forecast for the following 24 hours. .

Security will respond to emergency and life/safety situations first then respond to other calls on a first come first served basis. Security will monitor high priority locations, when feasible within the Community during a forecasted rain event. If necessary, Security will notify other departments to respond to rain related events as needed.

Once notified by the Landscape Manager that sandbagging of elevators and recreation rooms has begun, Security will post signage advising that resident access to those areas are being blocked.

In the event of a severe storm that is forecast to occur after hours, the SEC will notify the Division Directors regarding the after hours Staff members that will be on site. Security will monitor the weather after hours utilizing information for the severe storm event as provided by the WMC.

Security shall call in more Staff from the Emergency Phone List (see Appendix D) in the event that more staffing is required to respond to an increase in storm-related events or the scope of work requires a different skill to address the emergency at hand.

Landscape Division

The Landscape Manager shall evaluate if additional Staff is required during after hours, and so advise the SEC. Prior to the end of the work day, the following response(s) may be implemented or scheduled for after hour coverage:

- Upon notification by the WMC that an intense storm as specified is imminent for our location, appropriate after hour coverage is scheduled to provide a crew(s) to be onsite. The Landscape Manager shall notify the SEC.
- The Landscape Manager will send an email to the SEC and copied to Division Directors and key personnel to advise as to how many crews will be scheduled to be onsite after regular work hours and at what times. A reminder is sent of where an inventory of equipment and other resources can be found, should they be required.
- The after hours crews work primarily to keep drains clear in high priority locations (see Appendix A for the Location Maps).
- The after hours crew will keep Security apprised of escalating events that will require calling in additional Staff for coverage.

Below is the Statement of Procedures for Landscape Staff, for regular hours or after hours, during a forecasted severe storm event:

- At the beginning of a rain event, deploy Landscape Staff to monitor the drains near high priority locations (see Appendix A for Location Maps). Debris, including any material that might reasonably appear capable of blocking or impeding water runoff from flowing through the drain grates such as large leaves, papers, card board, limbs, carpeting, plastic bags, etc, neighboring the drains shall be proactively removed. The Landscape Staff shall come prepared with those tools that may be required to remove debris where possible.
- Landscape Staff shall initiate procedures to install sandbags inside the garages at the entry ways of the recreation rooms and elevator shafts at buildings near high priority locations to attempt to minimize structural damage to the interior of those locations. The Landscape Manager shall notify Security to post signage advising that resident access to those areas will be blocked. Vehicle access to the garages will not be blocked with sandbags or barricades.
- Post Staff to survey drains and monitor high priority locations.

- Install debris screens at drain inlets where needed.

Landscape Staff shall respond to Security reports to the best of their ability for clogged or overwhelmed drains, calls from requests for sandbags, downed limbs, backed up rain gutters or as situations may require, such as damage to landscape requiring installation of polyethylene plastic (Visqueen), etc.

Under Resolution 03-11-200 Third Laguna Hills Mutual approved the following addition to the Rain Event Action Plan:

When a severe storm is forecasted, the Corporation authorizes an unbudgeted operating expenditure of no more than \$16,000 per rain event to add one additional team of two Landscaping Staff for drain monitoring in the high priority areas off Via Mariposa West.

Therefore when a severe storm is forecasted there will be two teams of two Landscaping Staff scheduled to monitor the drains at the Third Mutual high priority location off of Via Mariposa West, one team of two to monitor the drains off of Calle Pico and Paseo Del Lago and one team to respond to emergency calls from Security throughout the Community, in all Mutual's.

Construction Services Division

WC 936 shall close the flood gates at the start of rain at the following locations:

- Flood gates around Avenida Majorca and Calle Aragon.
- Flood gates between the El Toro Tunnel and Via Mariposa.

WC 936 shall remove the railings on the Aliso Creek bridge between CDS 60 and 12. After the railings are removed, the "Bridge Closed" sign shall be posted at both sides of the bridge. At no time shall Staff enter the bridge if water has overtopped the bridge.

If a severe rain event is scheduled to occur on a weekend or after hours, the flood gates and bridge shall be closed at the end of the working day prior to the forecasted event.

Once the flood gates have been closed, they are not to be opened until the rain event passes. After the event passes and the rain has stopped, the flood gates will be reopened. The street sweeper will check high priority locations and clear debris as required. WC 936 shall respond to emergency requests as required.

Maintenance Division

WC 950 shall enter work tickets as requested during a rain event. The work tickets will be assigned and coordinated to the appropriate Staff.

Automated Telephone Broadcasting System

Under Resolution 03-11-200 Third Laguna Hills Mutual approved an automated telephone broadcasting system (System) to contact Third Mutual residents in high priority locations with current contact information on file with Community Services.

Messages shall be sent out on the System during the hours of 9:00 am to 9:00 pm. when Staff receives the WMC 72-hour and immediately upon receipt of the 12-hour notice.

- 72-hour Message: This will be a general message notifying that a severe storm is forecasted in 48-72 hours. This message will go out during the hours of 9:00 am to 9:00 pm. If the WMC 72-hour notice is received after 9:00 pm and before 9:00 am, the message will go out during the following 9:00 am to 9:00 pm time frame.
- 12-hour Message: This message will provide updated information about the storm. This message will go out immediately upon receipt of the WMC 12-hour notice at any hour of the day.

See Appendix E for standard message scripts.

The SEC will activate the System to distribute the message during business hours on weekdays. In the SEC's absence, the Security Watch Commander will activate the System to distribute the message on weekends, holidays and after-hours on weekdays. The message will be sent to owners and non-owner residents in the high priority locations of Third Mutual. The message will also be sent to Third Mutual Board of Directors, Golden Rain Foundation President, United Mutual President and Mutual 50 President unless they opt out.

Note: Use of the system requires MIS staff to set up and launch. If need arises outside of business hours MIS staff will be called out as needed to provide system administration.

Post Rain Event Clean-up

After a rain or storm event, Staff will perform clean-up to the affected areas. Below is the Statement of Procedures for each Division summarizing the efforts that shall be taken during the post rain or storm event clean-up:

Security Division

Security Staff will open the El Toro Tunnel after rain has ended, the water level subsided, and the forecast for the next 24 hours includes no substantive rain.

Security Staff will check that the flood gates have been reopened by WC 936 at the following locations:

- Flood gates around Avenida Majorca and Calle Aragon.
- Flood gates between the El Toro Tunnel and Via Mariposa.

Security Staff will continue to monitor the carports and trash enclosures near the high priority locations for debris. The date and time of the carport and trash enclosure inspections will be documented in the Security Dispatch Log. If excess debris is located in the trash enclosure a work ticket will be submitted through WC 950 for the trash enclosure to be cleaned. If there is unauthorized loose items stored in any carport, Security shall:

- Post a NOV in the carport of question. The NOV will require the Member to remove the contents within 7 days.
- Prepare an incident report and forward to WC 240, if the member fails to comply with the NOV, then:
 - WC 240 will send a letter to the member and give them a specific number of days to comply.
 - If the member fails to comply, WC 240 will schedule them before the appropriate Board for member disciplinary action.

As Security Staff is patrolling the Community, any areas that received rain damage or that require post storm clean-up shall be reported to WC 950.

Landscape Division

Landscape area drains adjacent to high priority locations will be cleared by WC 540. The inventory of materials such as polyethylene plastic (Visqueen), filled sand bags, extra empty sandbags, slope retention materials and drain screens will be restocked as necessary.

Landscape Staff shall remove sandbags or polyethylene plastic (Visqueen) that was put up as a result of the severe storm event where appropriate. WC 530 will perform general clean-up such as removing downed limbs, leaves and debris as post storm

clean-up. Any tree maintenance or large limbs requiring extra assistance shall be reported to WC 570.

Construction Services Division

WC 936 shall assist with the post rain event clean-up as requested. This could include removing sandbags, street sweeping or clearing catch basins as required. WC 936 shall respond to clogged gutters discovered after a rain event. WC 936 shall clean up silt and debris from the walkways along Aliso Creek.

WC 936 shall remove the "Bridge Closed" signs from the Aliso Creek bridge between CDS 60 and 12. After the signs are removed, the railings shall be replaced on both sides of the bridge.

At the end of the rain season WC 936 will perform the following:

- Close the gates at the upper and lower Aliso Creek
- Close the gates on the north end of the golf course at Ridge Route

The backflow valve near the intersection of Calle Aragon and Avenida Majorca shall be inspected. Any debris in the catch basin adjacent to the valve shall be cleared.

Maintenance Division

WC 950 shall enter work tickets as requested during the post rain event clean-up. The work tickets will be assigned to and coordinated with the appropriate Staff.

Revision and Approval Matrix

Below is a summary of revisions and approvals of the Rain Event Action Plan:

Document Date	Revision	Approval			Comment
		GRF	Third	United	
November 1, 2011	Original Document	90-11-119	03-11-200	01-11-223	Third Mutual resolution included changes under 03-11-223
January 5, 2012	Severe Storm, Landscape Division and Automated Telephone System (including Appendix E)	-	-	-	Third Mutual approved changes under 03-11-223. Other changes were internal coordination and clarifications.
October 12, 2012	Added the backflow valve near the intersection of Calle Aragon and Avenida Sevilla.	-	-	-	Annual update to the plan based on changes over the last year and procedure updates.
December 2, 2013	Added the procedures for closing the Aliso Creek bridge during a forecasted severe storm.	-	-	-	After the completion of the Aliso Creek bridge, procedures for closing the bridge needed to be added.
October 15, 2015	SEC will be a Security Division Staff member and made revisions based on reorganization of Divisions.	-	-	-	Annual update to the plan based on changes over the last year and procedure updates.