

# Partnership and Planning: Lessons for Building Effective Water Event Processes

Water intrusions occur all too frequently on campuses, including Mt. San Antonio College, where a major water event prompted the transformation of its water emergency response preparedness.



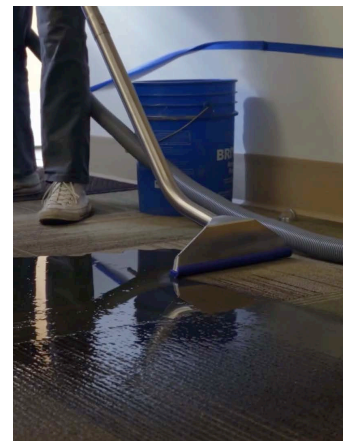
## THE PROBLEM

When a burst pipe caused major flooding across Mt. San Antonio College's (Mt. SAC's) 400-acre campus in Walnut, CA, the costs and disruptions added up as fast as the water spread. **Five of the college's 51 buildings were damaged**, forcing the shutdown of two buildings and the relocation of entire programs. **Initial contractor services cost \$200,000, and full restoration took nearly two years and cost nearly \$3 million.**

### Challenges:

- Limited knowledge and water mitigation training
- Lack of professional equipment
- Minimal standard operating procedures for water loss safety and cleanup procedures

As a result, the college relied heavily on external vendors, delaying response, extending disruptions, and driving up costs.



## READY 2 RESPOND® SOLUTION

The R2R® team conducted an **onsite assessment** to determine readiness gaps and specific campus needs. Given frequent minor water losses, it made sense to develop in-house capabilities for the facilities team to mitigate many water events in-house.

*"Comparing the cost of claims vs. the cost of the R2R Program, it was a no-brainer. Having our own system and staff trained would allow us to mitigate water loss even faster - a win-win situation."*

*—Duetta Wasson, Director of Safety & Risk Management*

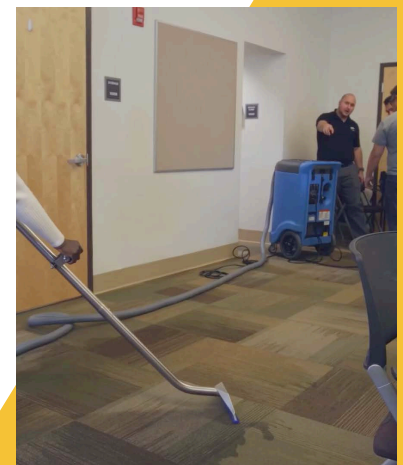


The results of the R2R Onsite Assessment showed critical gaps in Mt. SAC's existing water damage readiness:

- Facilities team response capabilities, both availability and training.
- Access to professional equipment
- Standard Operating Procedures (SOPs) for water loss safety and cleanup[ protocols
- Written emergency water response plan.

Then the R2R team helped develop a custom plan, with Mt. SAC leveraging an emergency fund to invest toward saving on future water events:

- 1. Training and Team Building** - Empowered current team members to respond quickly and confidently to water events and prepared them to train new hires.
- 2. Equipment Readiness** - Stocked a dedicated emergency response trailer with professional-grade extraction tools, dehumidifiers, and airmovers.





## RESULTS

For water events after R2R Training, Mt. SAC's facilities team quickly deployed equipment and handled water incidents in-house, preventing extended campus disruptions:

- **Immediate ROI** by managing a loss in-house one week after training – **up to \$70K savings**
- **Dedicated equipment trailer** serves entire campus for faster response.
- **Equipment used many times** for pipe failures and water intrusions, plus everyday leaks and drying after cleaning

"Facilities staff are now recognized across campus as critical first responders, equipped with the skills and tools to manage emergencies directly. This recognition has fostered a stronger sense of pride and reinforced the value of their work."

—Duetta Wasson, Director of Safety & Risk Management

### Key Lessons

By investing in training and equipment, and using a creative funding model, the college not only reduced risk but also empowered its facilities team to safeguard campus operations. Here are their key takeaways:

- **Training Pays Off** – Having certified first responders in-house saves on disruptions and relocation costs.
- **Invest in Professional Equipment** – Having a well-stocked mobile trailer ensures that tools for water extraction and drying are readily accessible,
- **Develop SOPs** – Assign roles and document processes to ensure clarity during emergencies.

"Training meant a lot to the staff. Now the team has a much more comprehensive idea of what water damage remediation should look like."

—Duetta Wasson, Director of Safety & Risk Management

## ONGOING SUPPORT

Mt. SAC continues to partner with the Ready 2 Respond Program to enhance its facilities team's capabilities by participating in:

- **Ready 2 Respond® University: Drying School** that prepares R2R partners to lead first responder teams.
- **Ongoing Consultation** through ready technical assistance and follow-up evaluations.



## BUILDING CONFIDENT TEAMS AND IN-HOUSE SOLUTIONS

**Let's get your team Ready 2 Respond.**

Find out how you can benefit by partnering with the Ready 2 Respond team to transform your water emergency response.

**CONTACT US AT 888-208-5401  
TO LEARN HOW WE CAN HELP**