



Improving disability and language access

Sharing Portland Water Bureau's journey

Sarah Messier (Water Quality)

Co-authors: Joanne Johnson (Equity), Penny Milton
(Water Efficiency)



What is access and accessibility?

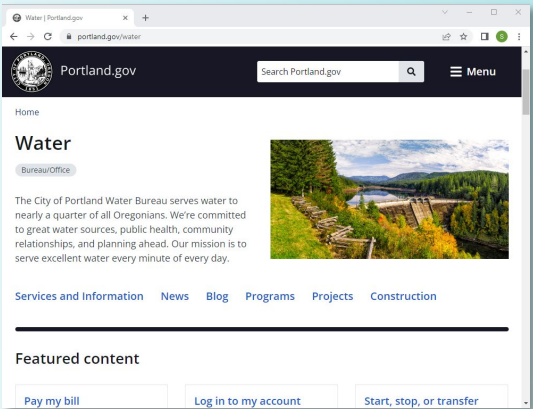


*The Portland Water Bureau's
mission
is to serve excellent water every
minute
of every day.*

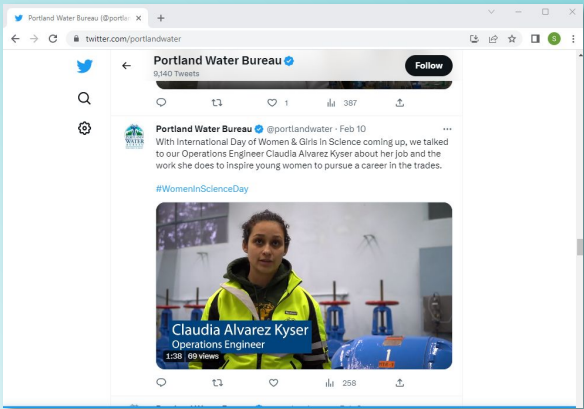
The Portland Water Bureau's
mission is to serve excellent
water every minute of every day.

Today's focus

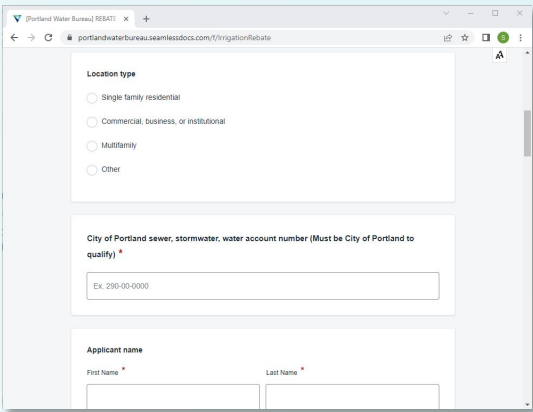
Addressing barriers in digital communications



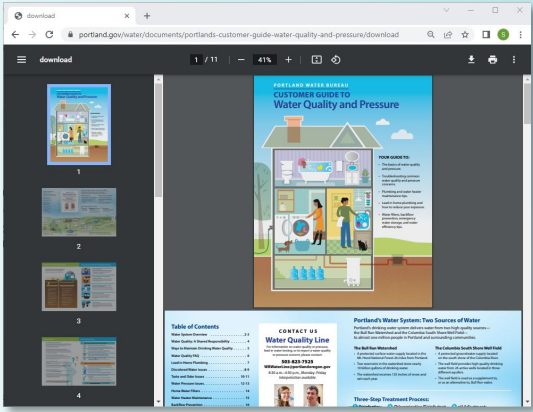
Webpages



Social media

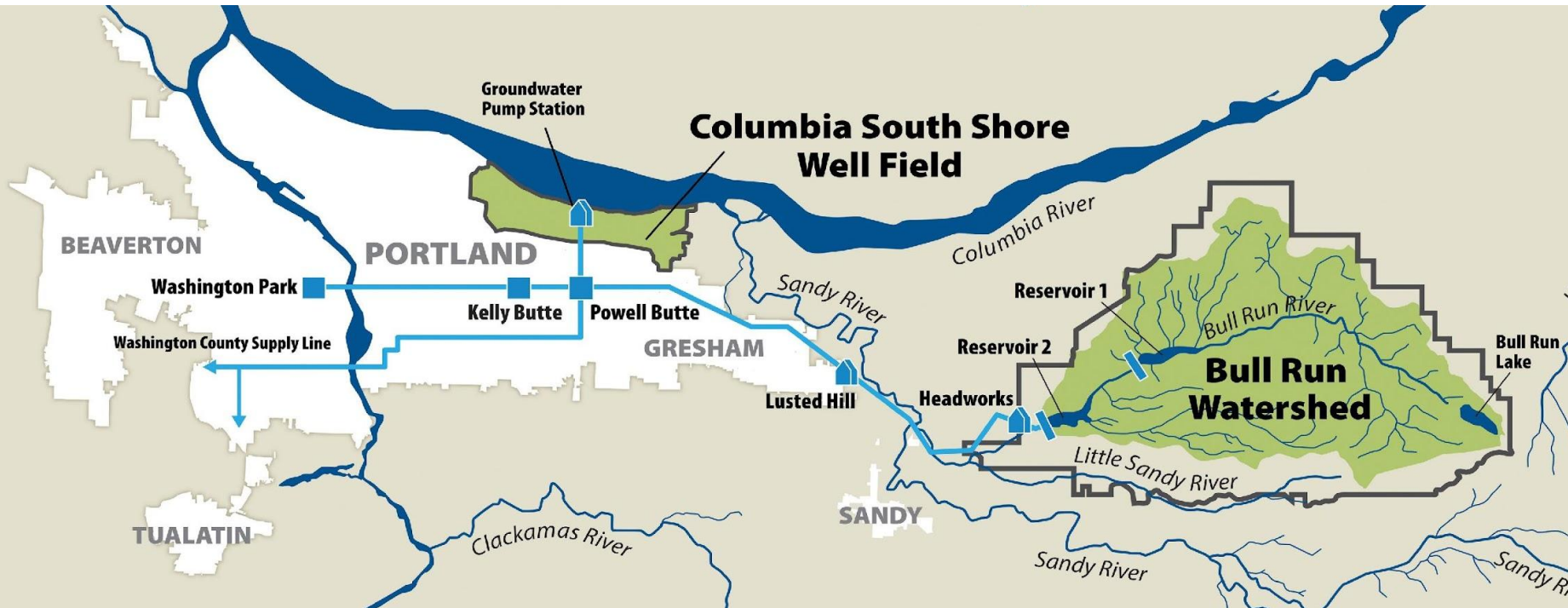


Webforms



PDFs

Meet the Portland Water Bureau



Water System

- 187,000 connections
- 19 wholesale systems
- 101 million gallons per day

Portland Demographics

- 20% speak language other than English at home
- 13% of people live with a disability

Meet our accessibility practitioners



Why engage in accessibility work?

Federal & state requirements



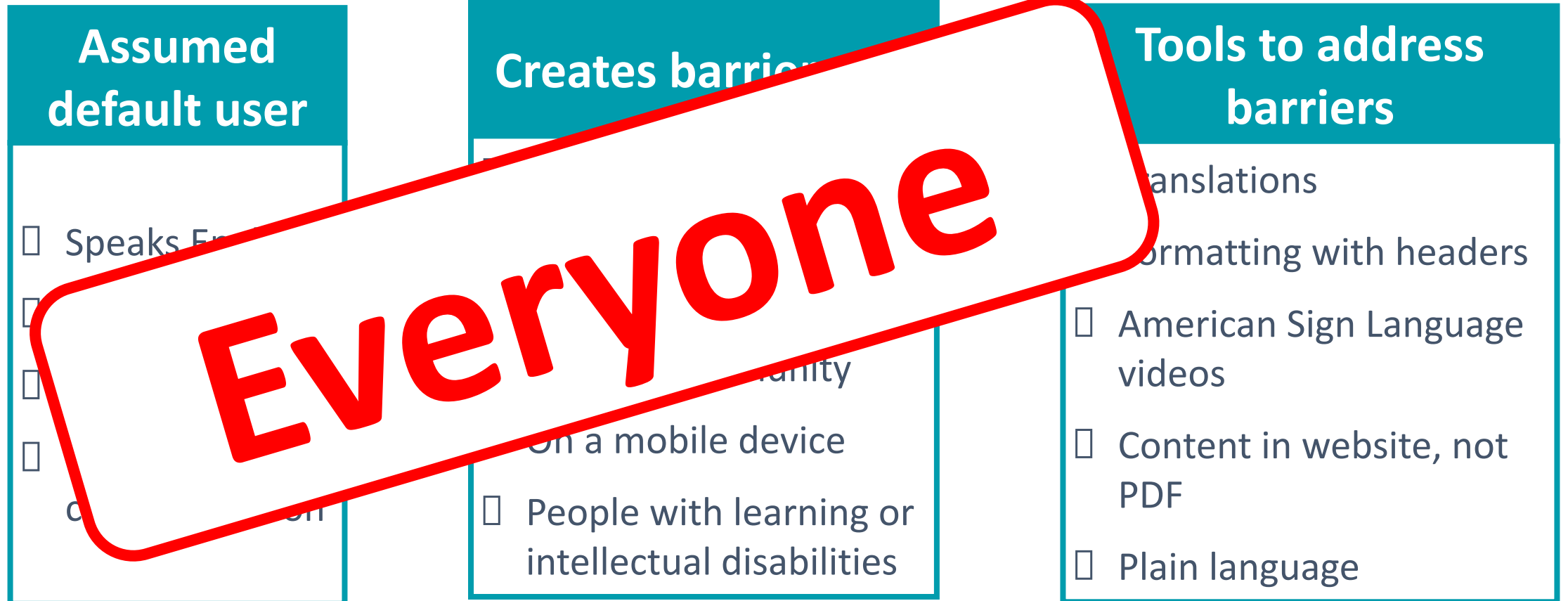
Local policies



Personal commitments



Who benefits from digital accessibility work?



Accessibility stories from Portland

Story 1: Build as you go

Story 2: Community engagement is essential

Story 3: Invest time now for benefit later

Story: Build as you go



Creating an accessible Drinking Water Quality
Report

Portland's water quality report



Read the 2022 Drinking Water Quality Report today:

Lea el Informe sobre la calidad del agua potable de 2022 en español hoy:

Прочтите сегодня Отчет о качестве питьевой воды за 2022 год на русском языке:

Đọc Báo cáo Chất lượng Nước uống năm 2022 bằng tiếng Việt ngay hôm nay:

立即阅读华语 (中文) 的 2022 年饮用水水质报告:

portland.gov/WaterQualityReport

To request a paper copy:

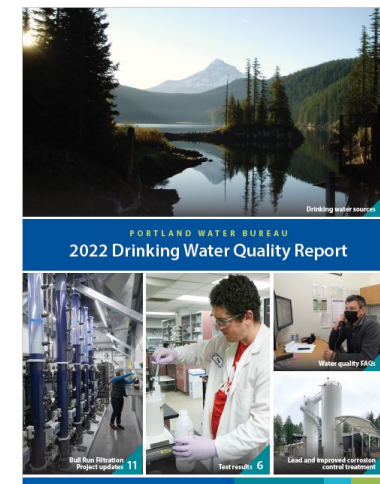
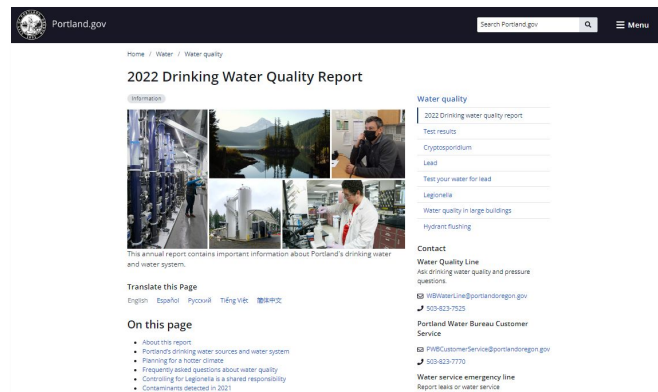
503-823-9444
portland.gov/water/ReportRequest
Relay Service: 711



Portland Water Bureau
1120 SW Fifth Avenue, Suite 405
Portland, Oregon 97204
portland.gov/water
portland.gov/maps



Miguel Magos, Commissioner-in-Charge
Gabriel Salinas, Director



© 2006 The Authors
Journal compilation © 2006 Blackwell Publishing Ltd

[illegible]

Addressing web access: now

Portland.gov


Search Portland.gov

Menu

Home / Water / Water quality

2022 Drinking Water Quality Report

Information



This annual report contains important information about Portland's drinking water and water system.

Translate this Page

English Español Русский Tiếng Việt 简体中文

On this page

- About this report
- Portland's drinking water sources and water system
- Planning for a hotter climate
- Frequently asked questions about water quality
- Controlling for Legionella is a shared responsibility
- Contaminants detected in 2021

Water quality

- 2022 Drinking water quality report
- Test results
- Cryptosporidium
- Lead
- Test your water for lead
- Legionella
- Water quality in large buildings
- Hydrant flushing

Contact

Water Quality Line
Ask drinking water quality and pressure questions.
✉ WBWaterLine@portlandoregon.gov
📞 503-823-7525


Portland Water Bureau Customer Service
✉ PWBCustomerService@portlandoregon.gov
📞 503-823-7770

Water service emergency line
Report leaks or water service

10:02

portland.gov

Portland's drinking water sources and water system



Our drinking water sources

The Bull Run Watershed, Portland's protected surface water supply, is in the Mount Hood National Forest, 26 miles from Portland. The Portland Water Bureau and the US Forest Service carefully manage the watershed to sustain and supply clean drinking water. In a typical year, the watershed receives an astounding 135 inches of precipitation (rain and snow), which flows into the Bull Run River and then into two reservoirs that store nearly 10 billion gallons of drinking water.

Source water assessments are completed to identify contaminants of concern for drinking water. For the Bull Run, the only contaminants of concern are naturally occurring microorganisms, such as *Giardia*, *Cryptosporidium*, fecal coliform bacteria, and total coliform bacteria. The Portland Water Bureau regularly tests Bull Run water for these microorganisms that live in virtually all freshwater ecosystems.

The Portland Water Bureau treats water to remove organisms that could make people sick but does not remove all microorganisms.

[Back to top](#)

12:06

portland.gov

Portland 的饮用水源与供水系统



我们的饮用水源

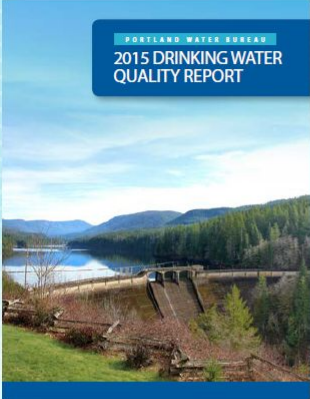
Bull Run 流域，是 Portland 受保护的地表水供应水源，位于距离 Portland 26 英里的 Mount Hood National Forest (胡德山国家森林) 内。Portland Water Bureau 和 U.S. Forest Service (美国国家森林局) 对流域作出悉心管理，令洁净的饮用水得以持续供应。一般而言，流域每年接收的降水量（包括雨水及降雪）相当惊人，达到 135 英寸。降水会先流入 Bull Run River，然后再存储到两个水库中，在那里可以存储将近 100 亿加仑的饮用水。

水源经过充分的评估，以识别饮用水中令人担忧的污染物。就 Bull Run 流域而言，对水源供应的唯一担忧是天然产生的微生物污染物，例如蓝氏贾第鞭毛虫 (*Giardia*)、隐孢子虫 (*Cryptosporidium*)、粪便大肠菌群 (fecal coliform bacteria) 和总大肠菌群 (total coliform bacteria)。Portland Water Bureau 定期检测 Bull Run 流域的水源，以检视这些实际上存活于所有淡水生态系统中的微生物。

为控制可能会致病的生物，Portland Water Bureau 会对水源作出处理，惟当前未对隐孢子虫 (*Cryptosporidium*) 作处理。Portland 现正安装滤水系统，并将于 2027 年从饮用水中清除隐孢子虫和其他污染物。

[Back to top](#)

Improving mailed outreach



PORTLAND WATER BUREAU
2015 DRINKING WATER QUALITY REPORT

The Portland Water Bureau 2015 Drinking Water Quality Report is Now Available Online.

For important information about your drinking water, visit
www.portlandoregon.gov/water/waterqualityreport

This federally required report contains information about water quality monitoring, drinking water treatment, the Portland Water Bureau system and other water quality information.

Request a paper copy by calling **503-823-7525** or by visiting
www.portlandoregon.gov/water/reportrequest.

SPANISH
Para obtener una copia de este reporte en español, por favor llame al 503-823-7770 o visite
www.portlandoregon.gov/water/reports

RUSSIAN
Чтобы получить копию этого отчета на русском языке, пожалуйста, позвоните 503-823-7770 или зайдите на сайт
www.portlandoregon.gov/water/reports

VIETNAMESE
Để được một bản báo cáo này bằng tiếng Việt, xin gọi số 503-823-7770 hoặc đến mạng lưới
www.portlandoregon.gov/water/reports

CHINESE
若想获得本报告的中文版本, 请拨打 503-823-7770 或访问:
www.portlandoregon.gov/water/reports



Portland's drinking water

Agua potable de Portland
Питьевая вода Портленда
Nước uống của Portland
波特兰的饮用水

*****ECRWSS EDDM****
POSTAL CUSTOMER



Safe, clean, and great tasting
Segura, limpia y sabe muy bien
Безопасно, чисто и вкусно
An toàn, sạch sẽ và hương vị tuyệt vời
安全、干净、味道好

portland.gov/WaterQualityReport

Read your 2023 Drinking Water Quality Report

Everyone deserves to know and trust their drinking water. Read the online report to learn about:

- The quality of your drinking water
- Ongoing investments in our drinking water system
- Our work to keep our water safe and abundant for generations to come

Read more at portland.gov/WaterQualityReport

Прочтите свой Отчет о качестве питьевой воды за 2023 год!

Каждый заслуживает знать и доверять своей питьевой воде. Прочтите онлайн-отчет, чтобы узнать о:

- Качестве вашей питьевой воды
- Постоянные инвестиции в нашу систему питьевой воды
- Наша работа по обеспечению безопасности и изобилия нашей воды для будущих поколений

Подробнее читайте на portland.gov/WaterQualityReport.

¡Lea su Informe de calidad del agua potable de 2023!

Todo el mundo merece saber y confiar en su agua potable. Lea el informe en línea para obtener información sobre:

- La calidad de su agua potable
- Inversiones continuas en nuestro sistema de agua potable
- Nuestro trabajo para mantener nuestra agua segura y abundante para las generaciones venideras

Lea más en portland.gov/WaterQualityReport.

Đọc Báo cáo chất lượng nước uống năm 2023 của bạn!

Mọi người đều xứng đáng được biết và tin tưởng vào nguồn nước uống của họ. Đọc báo cáo trực tuyến để tìm hiểu về:

- Chất lượng nước uống của bạn
- Đầu tư liên tục vào hệ thống nước uống của chúng tôi
- Công việc của chúng ta là giữ cho nguồn nước của chúng ta an toàn và dồi dào cho các thế hệ mai sau

Đọc thêm tại portland.gov/WaterQualityReport.

Portland Water Bureau
1120 SW Fifth Avenue, Suite 405
Portland, Oregon 97204
portland.gov/water
portland.gov/Maps
Mingus Mepps, Commissioner-in-Charge
Gabriel Solmes, Director

PortlandWaterBureau
PortlandWater
Sign up for water news:
PortlandOregon.gov/water/EmailNews

Story: Community engagement is essential

Learn from Portland's water leak repair program

We fix leaks for homeowners with low-incomes



Portland's Water Leak Repair Program

A message from the City of Portland Water Bureau

YOU MAY HAVE A WATER LEAK

We're in your neighborhood checking the City's water pipes for leaks. During our work, we found that the water service line on your property may have a leak. Use the steps on the back of this flier to check your property for a water leak.

- Estamos en su vecindario revisando las tuberías de agua de la ciudad por fugas. Durante nuestro trabajo, descubrimos que la línea de servicio en su propiedad pudiera tener una fuga. Siga los pasos descritos en el dorso de este panfleto para revisar su propiedad por posibles fugas.
- Chúng tôi đang ở khu vực lân cận của bạn để kiểm tra rò rỉ đường ống nước của Thành phố. Trong quá trình làm việc, chúng tôi nhận thấy rằng đường ống dẫn nước tại khu nhà của bạn có thể bị rò rỉ. Sử dụng các bước ở mặt sau của tờ rơi này để kiểm tra khu nhà của bạn xem có rò rỉ nước hay không.
- Мы работаем в вашем районе и проверяем городские водопроводные трубы на наличие протечек. Во время проведения работ мы обнаружили, что на линии подачи воды на вашем участке возможно наличие протечки. Выполните шаги, описанные на обратной стороне этой брошюры, чтобы проверить, имеется ли протечка на вашем участке.
- 我们目前正在您的邻舍为市府的水管进行漏水检测。在作业过程中,我们发现您物业的水管可能有渗透现象。使用本单背面所列步骤,检测您的物业是否有漏水情况。

If you find a leak

A message from City of Portland Customer Service

INCREASED WATER USE

Date _____ Time _____ a.m./p.m.
Address _____
Current meter reading _____
Meter turning? ☐ Yes ☐ No

If yes, but you weren't at home at the time, this could indicate a leak.

It looks like you've used a lot more water recently. If you're surprised by the increase, you should check for a leak. Below are some reasons your water use might be higher.

Parece que ha usado mucha más agua recientemente. Si está sorprendido por el aumento, debe verificar si hay una fuga y luego llamarnos. Estas son algunas de las razones por las que su consumo de agua podría ser mayor:

Có vé như gần đây bạn đã sử dụng nhiều nước hơn. Nếu bạn ngạc nhiên về sự gia tăng, bạn nên kiểm tra xem có rò rỉ hay không, sau đó gọi cho chúng tôi. Dưới đây là một số lý do khiến việc sử dụng nước của bạn có thể cao hơn:

Похоже, вы недавно использовали намного больше воды. Если вы удивлены увеличением, проверьте, нет ли утечки, а затем позвоните нам. Вот несколько причин, по которым вы можете увеличить потребление воды:

看来您最近用了很多水。如果您对增加的价格感到惊讶,则应检查是否有泄漏,然后致电我们。以下是您用水量可能较高的一些原因:

- More people using water**
Más personas que usan agua
Nhiều người sử dụng nước
Больше людей используют воду
越来越多的人用水
- Toilet leak**
Fuga de baño

Water Leak

Resource

On this page

- Waitlist
- Other ways to get help with your repair
- How we prioritize repairs
- To qualify

Español (Spanish) | Русский (Russian) | Tiếng Việt (Vietnamese) | 华语 (中文) (Simplified Chinese)

Here are some reasons your water use might be higher | Aquí tiene algunas razones por las que su consumo de agua podría ser más alto. | Dưới đây là một số lý do khiến việc sử dụng nước của bạn có thể cao hơn | Ниже приведены причины, из-за которых потребление воды может увеличиться. | 以下是一些可能会令用水量增加的原因。



More people

Más personas

Thêm người

Большее количество людей



Toilet leak

Tiene una fuga en el inodoro

Nhà vệ sinh bị rò rỉ

Протекает туалет



Outdoor use

Uso en el exterior

Sử dụng ngoài trời

Полив газона



Pipe leak

Fuga en una tubería

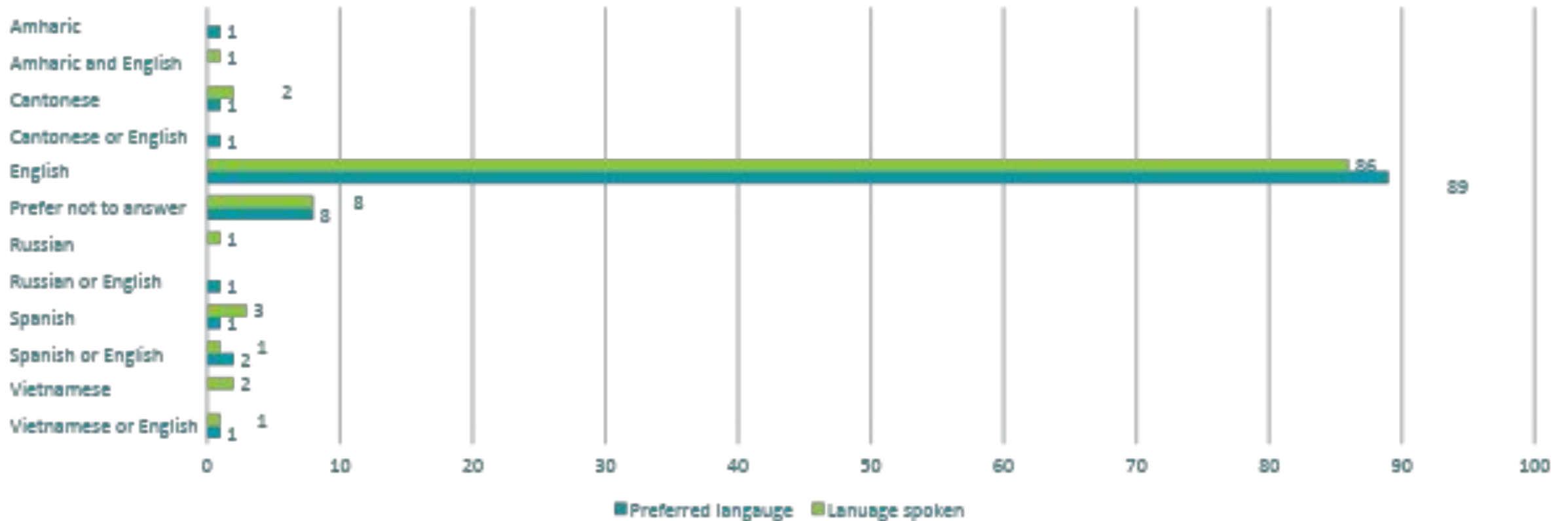
Rò rỉ đường ống

Протекают трубы

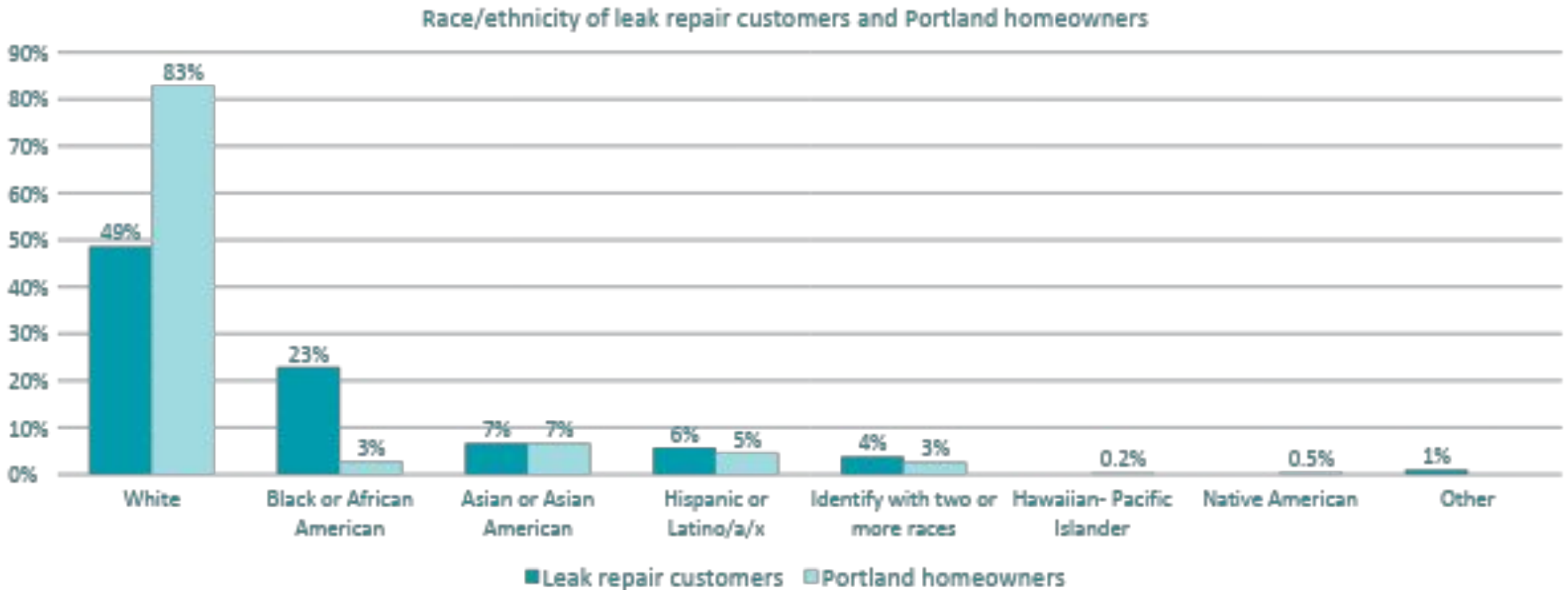
Please contact us for translation or interpretation, or for accommodations for people with disabilities.
More information · Más información · Thêm thông tin · 欲了解更多信息 · Дополнительная информация
Mai multe informații · Подробни · Macluumaad dheeri ah · अधिक सूचना · Tichikin Pogaus
portlandoregon.gov/water/access · 503-823-7770 (TTY: 503-823-6868, Relay: 711)

Languages spoken by leak repair participants

Languages spoken and preferred in FY 2021–22



Program participation and institutional barriers



Story: Invest time now to save time later



Preparing for a boil water notice

Emergency events = communication events



Open reservoirs until 2015

E. coli boil water notices:

- 2009: issued in 8 hr
- 2012: issued in 6 hr
- 2014: issued in 2 hr

Inclusive communications
require intention

Boil prep: policies and procedures



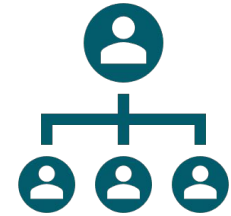
Understand
public
notification
drinking water
rules



Align with City
of Portland
guidance



Create water
system policies
to fill gaps



Determine
staffing and
roles

Boil prep: communications

Event information

All people in the services areas of the following water providers should boil their water before using: [insert affected water provider list and create links to water provider websites].

Find out if your address is part of this affected area [link](#).

E. coli bacteria, indicating the presence of fecal contamination, were found in the water supply on [boil date]. These bacteria can make you sick and are a particular concern for people with weakened immune systems.

What should I do?

- **Do not drink the water without boiling it first.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation **until further notice**. Boiling kills bacteria and other organisms in the water.
- Ice or any beverages prepared with tap water on or after [food/ice date] should be discarded.
- *E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.
- The symptoms above are not only caused by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice about drinking water from their health care providers.

तपाईंले के कुरा जान्न आवश्यक छ

- **पानी उमाल्ने चना सुरु भएको मिति:** अर्को [boil date] सूचना नसम्म, तल सूचीबद्ध प्रभावित क्षेत्रका मानिसहरूले पिउन, बच्चाको दुध तयार गर्न, खानाको तयारी, दाँत मा र बरफ लागि प्रयोग हुने सबै धाराको पानी मा एक मिनेट उमाल्नुपर्छ।
- **अर्को अ गर्ने मिति:** उमालिएको वा बोतलमा राखिएको पानी कमा 24 घण्टा लागि प्रयोग गर्ने अपेक्षा गर्नुहोस्। अ निर्देशन लागि यो [next results date] हेर्नुहोस्।
- **खाना र बरफ फाल्ने मिति:** नउमालिएको धाराको पामा तयार गरिएको वा पछि मिसिएको कुनै पनि खाना, बरफ वा पेय पदार्थहरू फाल्नुहोस्। [food/ice date]

हाम्रो, रमा। यस पृष्ठ जवाफ प्राप्त प्रश्नहरू छन्? 503-823-7770मा फोन गर्नुहोस् दोभाषे सेवा उपलब्ध छ।

कार्यक्रम जानकारी



निम्न पानी प्रदायकहरूको सेवा क्षेत्रका सबै मानिसहरूले प्रयोग गर्नुअघि पानी उमाल्नु पर्छ: [affected area list]

तपाको ठेगाना यस प्रभावित क्षेत्रको भाग हो भनेर पत्ता लगाउनुहोस्। [वेबसाइट](#) ग्रेजीमा छ। तपाईं प्रभावित क्षेत्रमा हुनुहुन्छ र तपाईंको पानी उमाल्नु आवश्यक छ छैन जा खो क्षेत्रमा आफ्नो ठेगाना प्रविष्ट गर्नुहोस्।

मल प्रषणको उपस्थिति केत गर्ने, को पानी उमाल्ने सूचना सुरु भएको दिनमा पानी आपूर्तिमा फेला परेको थियो (पृष्ठको शीर्षमा हेर्नुहोस्)। यो जीवाणुले तपाईंलाई बिरामी बनाउन सक्छ र कमजोर प्रतिरोधात्मक प्रणाली भएका मानिसहरूको लागि यो विशेष चिन्ताको विषय हुन्छ।

मैले के गर्नु पर्छ ?



- **पहिले पानी नउमालिकन नपिउनुहोस्।** सबै पानी उमाल्नुहोस्, यसलाई एक मिनेट उमाल्नुहोस् र प्रयोग गर्नुअघि दिनुहोस्; वा बोतलको पानी प्रयोग गर्नुहोस्। अर्को सूचना नआएसम्म पिउन, बरफ बनाउन, दाँत माझ, भाँडा माझ र खाना पकाउन उमालेको वा बोतलको पानी प्रयोग ग । पानी उमाल्ने पानीमा भएका जीवाणु र अन्य जीवहरूलाई मार्दछ।
- पृष्ठको शीर्षमा सूचीबद्ध खाना र बरफ मितिमा वा पछि धाराको पानीले तयार पारिएको बरफ वा कुनै पनि पेय पदार्थ ।



Boil Water Notice

Your tap water may not be safe to drink.

Boil your tap water or use bottled water until further notice.



Boil for 1 minute or Use bottled water

Check for updates:
portland.gov/water/boil



Уведомление о необходимости кипячения воды

Ваша водопроводная вода может быть небезопасна для питья.

Кипятите водопроводную воду или используйте бутилированную воду до дальнейшего уведомления.



Вода должна кипеть в течение одной минуты или Используйте бутилированную воду

Следите за обновлениями на сайте:
portland.gov/water/boil

Boil prep: press conference



Interpreters

Hybrid

Captioning

Other PWB/city work and gaps



- Language Glossary
- Translation “library”
- Multilingual brochures and mailers
- Utility Language Access Working Group
 - Multilingual Phone Tree
 - Emergency Communications
 - Field staff support
 - Water 101
- Digital Accessibility Team
- Multilingual water shortage communications planning
- Community Engagement Liaisons – Language and disability focus
- City-wide price agreements for accessibility review and remediation (cooperative language –others can use this too!)

So you want to start!

Google
things

Start small

Keep going

You will get
things wrong



Sarah Messier



Water Quality Information Coordinator



Sarah.Messier@PortlandOregon.gov



[Portland.gov/water](https://portland.gov/water)



The City of Portland is committed to providing meaningful access. To request translation, interpretation, modifications, accommodations, or other auxiliary aids or services, contact **503-823-7770, Relay: 711**.
Traducción e Interpretación | Biên Dịch và Thông Dịch | 口笔译服务
अनुवादन तथा व्याख्या | Устный и письменный перевод
Turjumaad iyo Fasiraad | Письмовий і усний переклад
Traducere și interpretariat | Chiaku me Awewen Kapas
Translation and Interpretation: **503-823-7770** | portland.gov/water/access