

Water District 54 - After Action Report



- **Opening - Vic Pennington**
 - City of Des Moines City Councilmember
- **Introduction - Shannon Kirchberg**
 - Director of Emergency Management
- **Sequence of Events - Eric Clarke**
 - Water District 54 District Manager

Water District 54 – After Action Report



Strengths

- WD54 has an Emergency Response plan.
- WD54 Issued a Boil Water Advisory with the assistance of Washington State Department of Health.
- WD54 has a strong water testing procedure in place.
- WD54 began chlorinating the water June 17th.
- WD54 worked with King County Emergency Management on an alert through Alert King County.
- WD54 organized door to door notifications of the Boil Water Advisory on June 18th.
- WD54 issued a press release with map outlining impact area.
- Social media information was clear, detailed and updated frequently by both WD54 and the City of Des Moines.
- WD54 updated their web page for customers daily.
- WD54 made cases of bottled water available at the district office.
- WD54 and Waterland Blog partnered on Alert King County sign up campaign .

Water District 54 – After Action Report



Areas of Improvement

- The sharing of information between partner agencies during the incident.
- Verbal notification from Water Management Labs was not accurate and conflicted with the written report causing a 5 hour delay in the customer notification process.
- WD54 did not reach out to the City of Des Moines to request emergency aid as outlined in the water districts Emergency Response Plan.
- The City of Des Moines will engage with the Director of Emergency Management and or designee to respond to situations that have the possibility of escalating into events requiring Emergency Operation Center (EOC) support.
- City of Des Moines Emergency Management, EOC and other Emergency Response resources were unknown by Water District 54.
- Restaurant notifications were handled by Public Health – Seattle & King County. King County Water District 54 was communicating with Washington State Department of Health (DOH). Public Health-Seattle & King County did not provide Water District 54 with a copy of the restaurant boil water information.

Water District 54 – After Action Report



Recommendations

- The City of Des Moines will hold regularly scheduled meetings with community partners to discuss Emergency Management issues, train partners in resources available during times of emergency.
- When WD54 is updating notifications on their web site, they will ensure that the messaging is date and time stamped.
- WD54 will work with DOH to streamline the notification approval process; with special attention to weekends and holidays.
- Partners will conduct situational awareness meetings during incidents with all the key stakeholders to create horizontal and diagonal information flows.
- WD54 will create templates of possible alerts and warnings to the public and have them preapproved by DOH.
- City of Des Moines Emergency Management will work with partners to develop ICS/EOC/NIMS training recommendations.
- City of Des Moines Emergency Management will work with partners to develop ICS/EOC/NIMS training recommendations for elected officials.

Water District 54 – After Action Report



Conclusion and Next Steps

- The City of Des Moines will reach out to local partner agencies to ensure they are aware of how the City of Des Moines can assist in times of Emergency. The Emergency Operations Center is a resource for partners as early as possible in any emergency:
 1. The City will set up regular Emergency Management meetings with partners.
 2. The City's Director of Emergency Management will provide ICS/EOC/NIMS training recommendations for partners.
 3. The City's Director of Emergency Management will provide ICS/EOC/NIMS training recommendations for partner board members, commissioners and volunteers.
 4. The City will include partners in all community outreach events to help engage the whole community.
 5. The City will create a process for 24/7 contact with the City of Des Moines Emergency Management Department.



Emergency Operation Center

Shannon Kirchberg

**Director of Emergency Management and Workplace
Safety**

National Incident Management System (NIMS)



- A standardized approach to incident management.
- Developed by United States Department of Homeland Security.
- After the attack on the World Trade Center on September 11th, President Bush issued Homeland Security Presidential Directive 5.
- Established in March of 2004.
- Defines multiple operational systems:
 - Incident Command System (ICS).
 - Multiagency Coordination System (MAC).
 - Emergency Operation Center (EOC).

What is and Emergency Operations Center (EOC)



- A physical location separate from the on-scene Incident Command Post.
- Supports the on-scene response by providing external coordination and securing additional resources.
- Serves a critical role in every phase of emergency management.
- Is the hub for all coordination during an incident to facilitating and directing recovery/clean-up.
- An Emergency Operations Center (EOC) does not manage and incident – it coordinates.

City of Des Moines Emergency Operations Center (EOC) Location and Staffing



- South King Fire Station 67.
- Staffed by City of Des Moines staff and partner agencies:
 - South King Fire and Rescue.
 - Medic One.
- Activated during times of Emergency:
 - City Manager or Designee.
 - Police Chief.
 - Fire Chief.

City of Des Moines Emergency Operations Center (EOC) and Partner Support



Emergency Aid Requests:

- Partner Agencies can request aid/support during time of emergency by contacting the Director of Emergency Management.
- Provides interagency coordination and executive decision making in support of incident response and recovery operations.
- Obtains situational awareness; the ability to identify, process, and comprehend the critical information about an incident.
- Through situational awareness the Joint Information Center (JIC) representing all partner agencies, work together to ensure one direct, accurate and constant message.

Preparedness is a Shared Responsibility



Preparedness calls for the involvement of everyone – not just government.

- Individuals and families, including those with access and functional needs.
- Businesses.
- Faith-based and community organizations.
- Schools and academia.
- Media outlets.

National Preparedness Goal: A secure and resilient nation with the capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk.