WELCOME
TO THE AUGUST EDITION
OF THE 2018
M&R SEMINAR SERIES
BEFORE WE BEGIN

• SAFETY PRECAUTIONS
  – PLEASE FOLLOW EXIT SIGNS IN CASE OF EMERGENCY
  – AUTOMATED EXTERNAL DEFIBRILLATOR (AED) LOCATED OUTSIDE

• PLEASE SILENCE CELL PHONES OR SMART PHONES

• A QUESTION AND ANSWER SESSION WILL FOLLOW PRESENTATION

• PLEASE FILL OUT THE EVALUATION FORM

• SEMINAR SLIDES WILL BE POSTED ON THE MWRD WEBSITE (www. MWRD.org: Home Page ⇒ Reports ⇒ M&R Data and Reports ⇒ M&R Seminar Series ⇒ 2018 Seminar Series)

• VIDEO STREAM OF THE PRESENTATION WILL BE AVAILABLE ON MWRD WEBSITE (www.MWRD.org: Home Page ⇒ MWRDGC RSS Feeds)
Mr. Jason Hughes is Director of Utility Services – Water at DC Water. Mr. Hughes directs all activities associated with operating and maintaining the Authority's linear assets. He establishes and oversees comprehensive asset management, environmental and cost reduction programs, focusing on preventive and corrective maintenance, energy conservation and environmental sustainability. Mr. Hughes is responsible for ensuring compliance with local environmental and permitting requirements and federal regulatory requirements for the distribution system infrastructure, and environmental reporting and compliance requirements associated with the Safe Drinking Water Act and the Clean Water Act. He also oversees the department's research efforts and strategic planning initiatives.

Mr. Hughes was a Manager in Department of Water Services Operations, responsible for the operational repair and replacement of the water distribution system.

Mr. Hughes was a construction management consultant at Alpha Corporation. While there, he provided project development and support for planning, design and construction of large scale transportation, civil infrastructure and building projects. Mr. Hughes worked on projects in Alexandria and Loudoun County, Va.

B.S. in architectural engineering, North Carolina A&T State University.

Member of the American Water Works Association and the Water Environment Federation.

Co-author of the column “Build Staff Trust and Teamwork for Best Results” in AWWA Opflow, August 2018.
Crisis Communication and Management

District of Columbia Water and Sewer Authority

Metropolitan Water Reclamation District of Greater Chicago
M&R Seminar August 24, 2018
agenda

nice to meet you → back to the... → big red button → what’s next? → question of the day
agenda

- nice to meet you
- back to the...
- big red button
- what’s next?
- question of the day
District of Columbia Water and Sewer Authority (DC Water) was created in 1996, as an independent authority of the District Government.

Washington’s NFL franchise played its last home game at RFK Stadium in 1996. RFK has been home to the team since 1961.
nice to meet you

- Governed by a 22-member Board of Directors with representatives from the District, Montgomery (MD), Prince George’s (MD), and Fairfax (VA) Counties.
- not for profit
- ratepayer funded
nice to meet you

• Distribute drinking water to 700,000 residents and 21 million visitors in DC

• Collect used water in the District and suburbs and treat it at Blue Plains, the largest advanced wastewater treatment plant in the world.
nice to meet you

- maintain 1,350 miles of water pipes and 1,900 miles of sewer pipes

- water comes from the Potomac river and is treated by the Army Corps of Engineers at the Washington Aqueduct
nice to meet you

• the **Customer Care and Operations** group

• includes 6 operational departments
  • **Office of Emergency Management**
  • Department of Distribution and Conveyance Systems
  • Department of Water Quality & Technology
  • **Department of Water Services**
  • Department of Sewer Services
  • Department of Customer Services

• all working to provide outstanding customer service
agenda

nice to meet you → back to the... → big red button → what’s next? → question of the day
once upon a time...
Once upon a time…
Once upon a time…

February 10, 2010

No team

Crashing trucks in snowmageddon

Good old days
once upon a time…

February 10, 2010

no team

crashing trucks in snowmageddon

good old days
Emergency Planning

Facilitates the creation and updates of several emergency response procedures and plans.

Uses an all-hazards risk based approach for mitigation, response, recovery, preparedness and utilize COOP for all DC Water departments.
Emergency Management Plans

Emergency management plans contain planned actions to provide a timely and effective response to an emergency condition. The goal is to protect the lives and health of personnel in our facilities and the general public, protect the environment, maintain operation of our services, and ensure timely notifications to appropriate internal and external officials and to our stakeholders.
Plans and Procedures are Located on Pipeline Pipeline Path: General Documents -> Emergency Management folder
Training & Exercising the Plan

- Assess and validate plans
- Clarify roles and responsibilities
- Identify opportunities for improvement
agenda

1. nice to meet you
2. back to the...
3. big red button
4. what’s next?
5. question of the day
Emergency Planning

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big red button

• activating the IMT can be tricky

• typically activate for planned or unplanned events:
  • Planned include —
    • inauguration
    • city wide events (sporting events, parades)
  • Unplanned include —
    • damaged infrastructure (main breaks)
    • weather emergencies
<table>
<thead>
<tr>
<th>Level</th>
<th>Definition</th>
<th>Impact Types Caused by Sewer System Disruptions</th>
<th>Response Actions</th>
</tr>
</thead>
</table>
| 3     | Probable hazardous conditions and potential for property damage | Limited Impact to Customers, Operations, System, Property, and Environment. Examples:  
  - Roadway damage – temporary restoration follow-up required  
  - Sewer leak – interruption to sewer service with no impacts/discharge mitigated  
  - Valves – broken, open or closed, with consequences mitigated  
  - IMA operations (not applicable)  
  - No property/environmental damage | DSS response and mitigation within 0 to 15 days of initial call |
| 4     | Highly probable hazardous conditions and strong potential for property damage | Significant Impact to Customers, Operations, System, Property, and Environment. Examples:  
  - Roadway damage – failing temporary restoration measures, District Department of Transportation notice  
  - Sewer leak – leak unmitigated but not disrupting sewer service to customers  
  - Valves – broken, open or closed, with consequences unmitigated  
  - IMA operations – operational impact to WSSC, Fairfax County, or other jurisdictions as identified in IMA  
  - Significant property/environmental damage – mitigated flooded building/PEPCO/Washington Gas/NPS | DSS response and mitigation within 24 to 48 hours of initial call |
| 5     | Extremely hazardous conditions that are imminent or occurring | Severe Impact to Customers, Operations, System, Property, and Environment. Examples:  
  - Roadway damage (not applicable, Code 1 Restoration applies)  
  - Large-diameter sewer line/valves  
    - Break/collapse that results in unintentional discharge and disruption in sewer service to customers (multi-unit/multiple blocks affected/occupied critical facilities such as hospitals, schools, dialysis centers, nursing homes)  
    - Sinkhole  
    - Traffic impact (impacting major thoroughfare/emergency snow evacuation routes such as Pennsylvania Ave., New York Ave., 14th St., NW, Connecticut Ave, NW)  
  - IMA operations – Operational impact to WSSC, Fairfax County, or other jurisdictions as identified in IMA  
  - Severe property/environmental damage  
    - Unmitigated flooded building/PEPCO/Washington Gas/NPS | DSS response and mitigation within 0 to 24 hours of initial call |
big red button

• major activations in 2015
  • NEB Incident
  • Hurricane Joaquin

• major activations in 2016
  • Winter Storm Jonas
  • DDCS RAF Tiger Team
  • Delafield Place
  • East Side Pump Station Flooding
  • Potomac River Sheen
big red button

• major activations in 2017
  • 72” 8th and V St Sewer Repair
  • 96” Sewer Spill
  • Inauguration 2017
  • July Rain Event

• major activations in 2018
  • 2nd High Pressure Loss
  • MLB All Star Events
  • 108” Anacostia Force Main
  • Fort Stanton Main Repair
  • Multiple Water Main Breaks
agenda

nice to meet you → back to the... → big red button → what’s next? → question of the day
what’s next?

• continuous improvement

• need support from all areas of the agency

• training, practice, then repeat
what’s next?

• team building

• aa/ll

• aim (after action improvement matrix)
what’s next?

• AIM is an improvement action database that keeps all improvement actions and lessons learned from any incident, event, or exercise.

• AIM was created to help the Authority track improvement items to ensure each item is completed.

• To be HSEEP compliant, as well as a candidate for EMAP certification, an organization MUST track improvement actions.
what’s next?

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Area of Improvement

Improvement Actions
AIM Input Process (Improvement Action)
what’s next?

• **Homeland Security Exercise Evaluation Program** that focuses on **Program Management** and **Project Management**.

• There are 5 Steps in the HSEEP Model:
  1. Strategy Planning
  2. Design and Development
  3. Conduct
  4. Evaluation
  5. **Improvement Planning**
what’s next?

• suggestions
  • start sooner than later
  • pay attention to bench strength
  • learn what is important for your team to function (jokes, food, phase 10)
  • take as many ICS trainings as you can – learn the lingo
  • establish relationships with partner agencies

• have fun, it really helps during these difficult moments
agenda

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question of the day
Repair to Normal Operations
Emergency Documentation
Expense Tracking
Reimbursement Improvement Planning
contact

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