**QUESTIONS & ANSWERS**

**ASDWA-NEMA Webinar**

**APRIL 8, 2014**

**FOR ALL PRIMACY AGENCY PRESENTERS**

1. Q: You visited with us about your partnerships at state EMA activation levels. Do you (primacy agency) also have partnerships and involvement on the county/city level during local events which do not require state emergency operations center activation?

A: IOWA - We maintain county-level contacts, as discussed in the web-cast.  Polk County (Des Moines’ home county) is in all of our e-mail and other communication chains.

A: TENNESSEE – The Division of Water Resources field office staff work closely with local EMA agencies on any drinking water or wastewater emergency events or hazardous spills that require an environmental response.

2. Q: What is biggest challenge in gaining better situational awareness of utility operating status?

A: IOWA – One of the biggest challenges is maintaining up-to-date contact lists as the key players tend to move/change - especially water operators who have familiarity with NIMS/ emergency management structure.

A: TENNESSEE - The biggest challenge is communicating with the utilities and our field office staff in a large scale event. Water and wastewater utility operators may not be able to call the regulatory agency in a large scale event. The state EOC will be dependent on communications coming up from the local EMA directors for the water and wastewater plant operational status. DWR staff will also reach out to all water and wastewater plants by phone, email, and if necessary, water strike teams in person.

A. TEXAS - During an emergency such as a hurricane, we noticed it was very difficult to establish contact with utility personnel to obtain the operational status of the water or wastewater system. Widespread power outages caused major issues for utility personnel to get the system back to an operational status. In addition, these individuals were focused on the task at hand and in certain instances were not answering phone calls. Under circumstances where contact was not established, teams would make on-site visits to obtain the operational status.

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TENNESSEE

1. Q: Is an ESC the equivalent of an ESF partner? If not, what's the difference?

A: ESC is an emergency support coordinator who comes from a department or agency to serve as a liaison and has full authority for that department which is what an ESF partner is.

2. Q: Is the AAR from the Table Top Exercise available on Tenn. Website?

A: It is not available online. You may request a copy from [wayne.muirhead@tn.gov](mailto:wayne.muirhead@tn.gov)

3. Q: How was the earthquake assessment is west TN funded?

A: No response available.

4. Q: Is your WARN system embedded into the WebEOC system? If yes, how did you accomplish this?

A: The TNWARN is not embedded. There are some ongoing challenges. Drinking water and wastewater ESCs at the SEOC will assist in any WARN requests.

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IOWA

1. Q: What lessons learned were used from previous floods in Iowa with the more current floods?

A: For the drinking water program: 1) DNR Flood plain staff need EOC and NIMS training.  2) All projections of water overtopping levees need joint confirmation form IDNR and from Corps of Engineers. 3)  Pre-planned and pre-positioned “cheat sheets” were developed for: a) well disinfection, b) flood insurance queries, and c) ESF-3 and ESF-10 support functions.  4) Emergency briefings/training modules were added to the yearly field office staff training, and a module was developed for new field office personnel.   Finally, more training for “backups” for the “big” events is now in the offing.

A: For HSEMD, we have learned to better leverage flood data that is available from multiple sources.  This includes ACOE, DNR, Iowa Flood Center, and NWS.  We combine this data on flood levels and are able to scrub it against our critical infrastructure lists.  This includes drinking water sources.  It allows us to project which systems will be in danger and take protective actions in advance.  If the resource will be lost, it allows us to do contingency planning and implementation. We have also been able to pre-position generator and pumping resources throughout the state to reduce response times when these resources are needed.

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TEXAS

1. Q: What state assistance is available when a water system can no longer produce drinking water?

A: There are a variety of assistance options. The specific need would dictate the assistance available. At a minimum, bottled water and possibly bulk water for health and basic sanitation purposes. The state drinking water agency would evaluate the possibility of alternate sources of water such as an emergency interconnection with an adjacent public water system. Depending on the size of the water system, hauling potable water to maintain pressure in the distribution system could be an option. These would be interim measures until the water system could establish a permanent supply.