



Metropolitan Water Reclamation District of Greater Chicago

**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)

Jason Hughes

- 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.

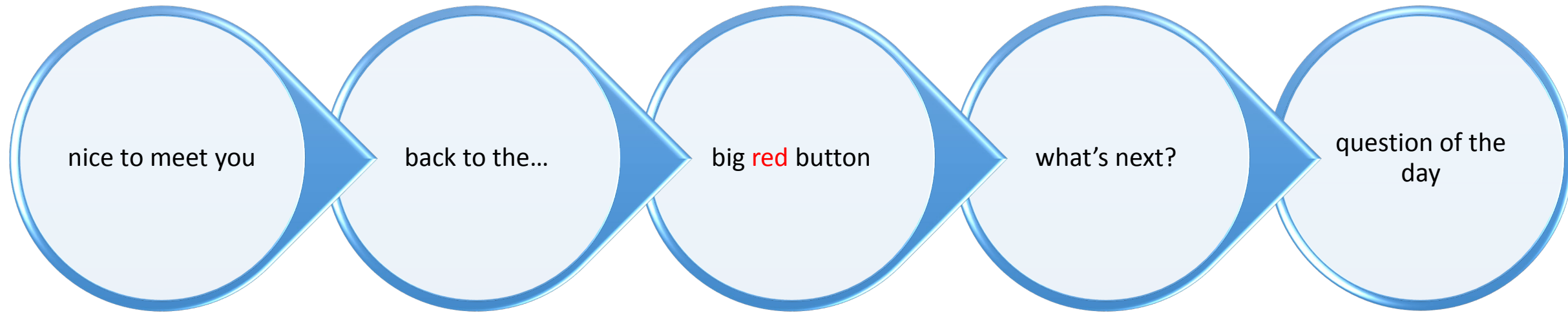
Crisis Communication and Management

District of Columbia Water and Sewer Authority

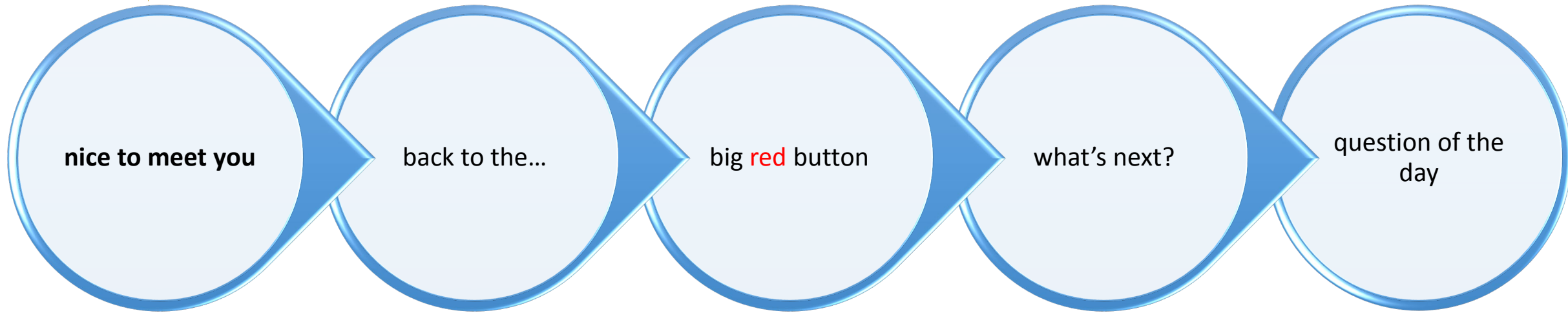
Metropolitan Water Reclamation District of Greater Chicago

M&R Seminar August 24, 2018

agenda



agenda



nice to meet you

back to the...

big red button

what's next?

question of the
day

nice to meet you

- 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.

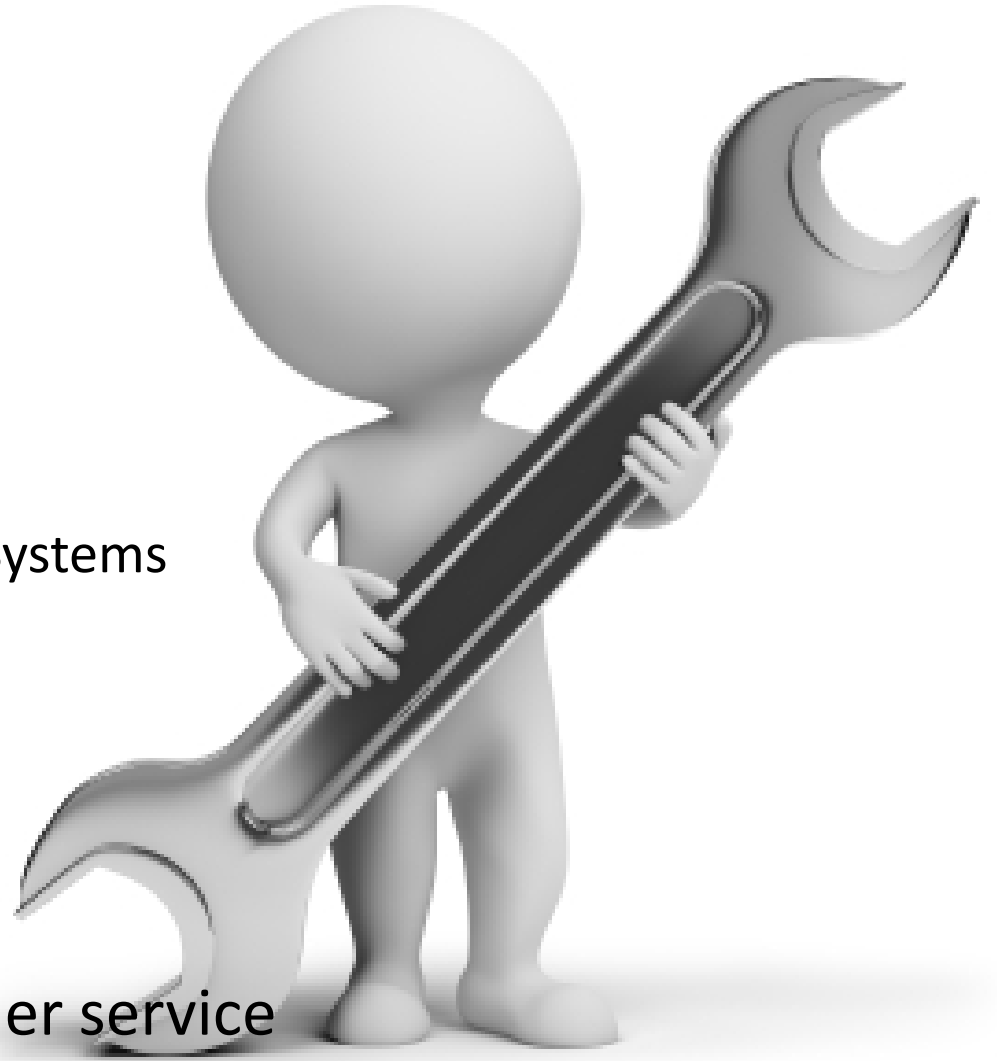


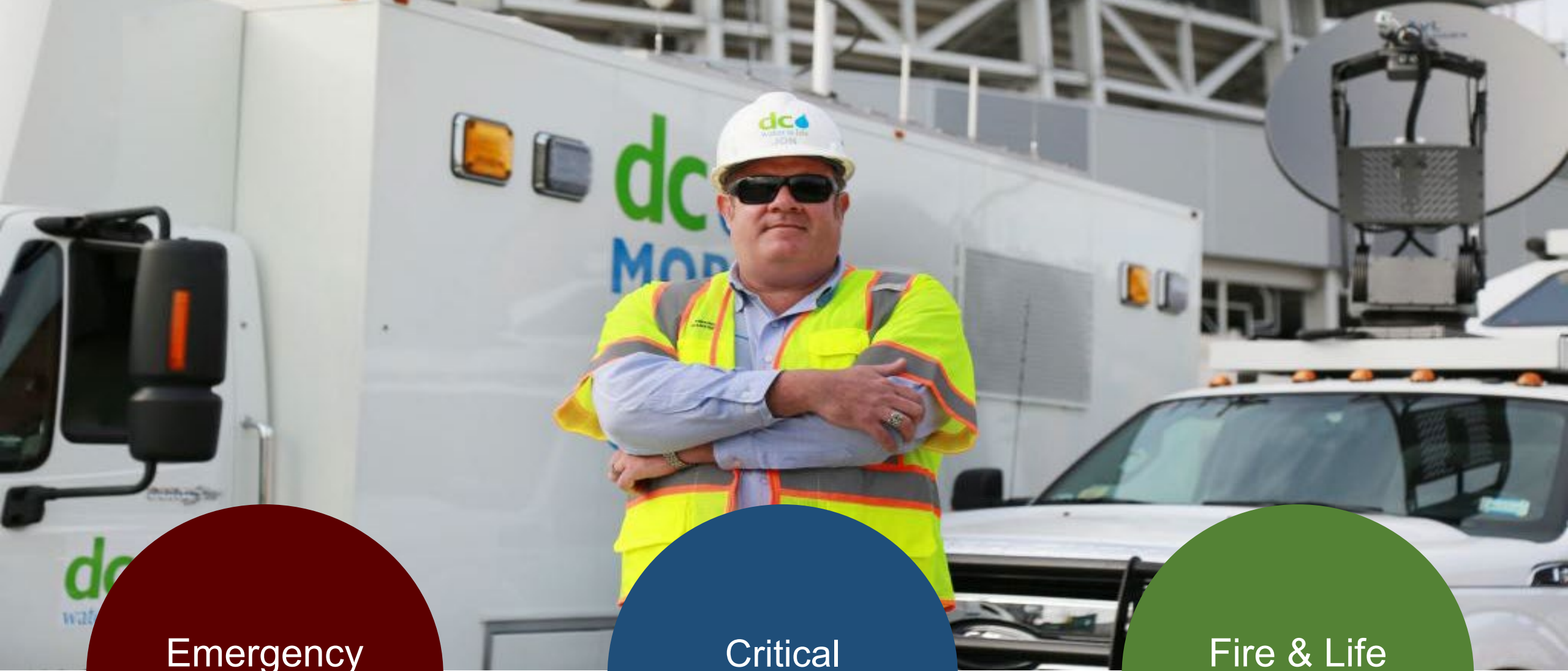
nice to meet you

- 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



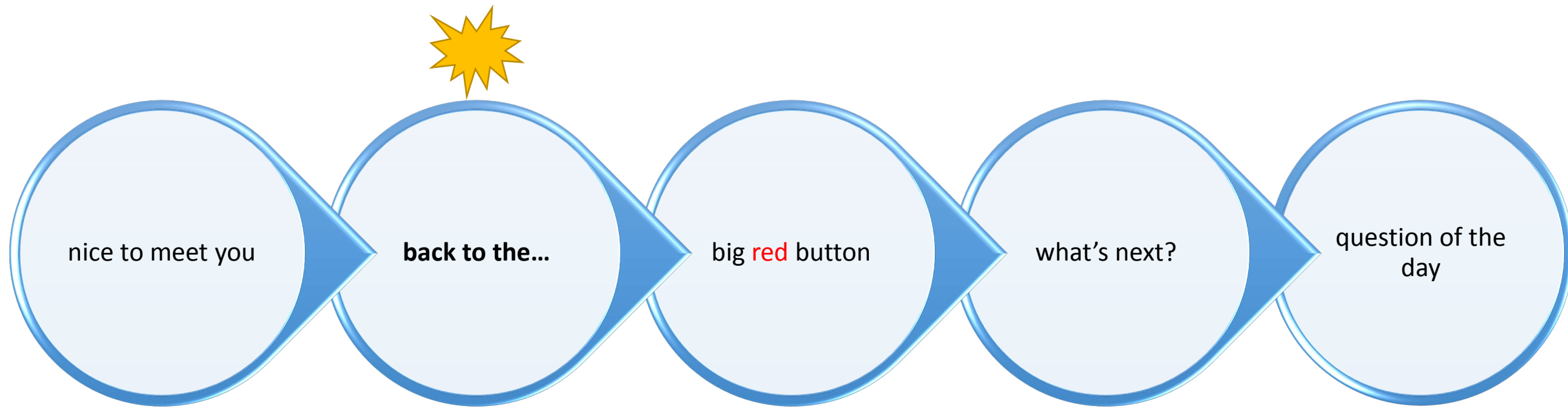


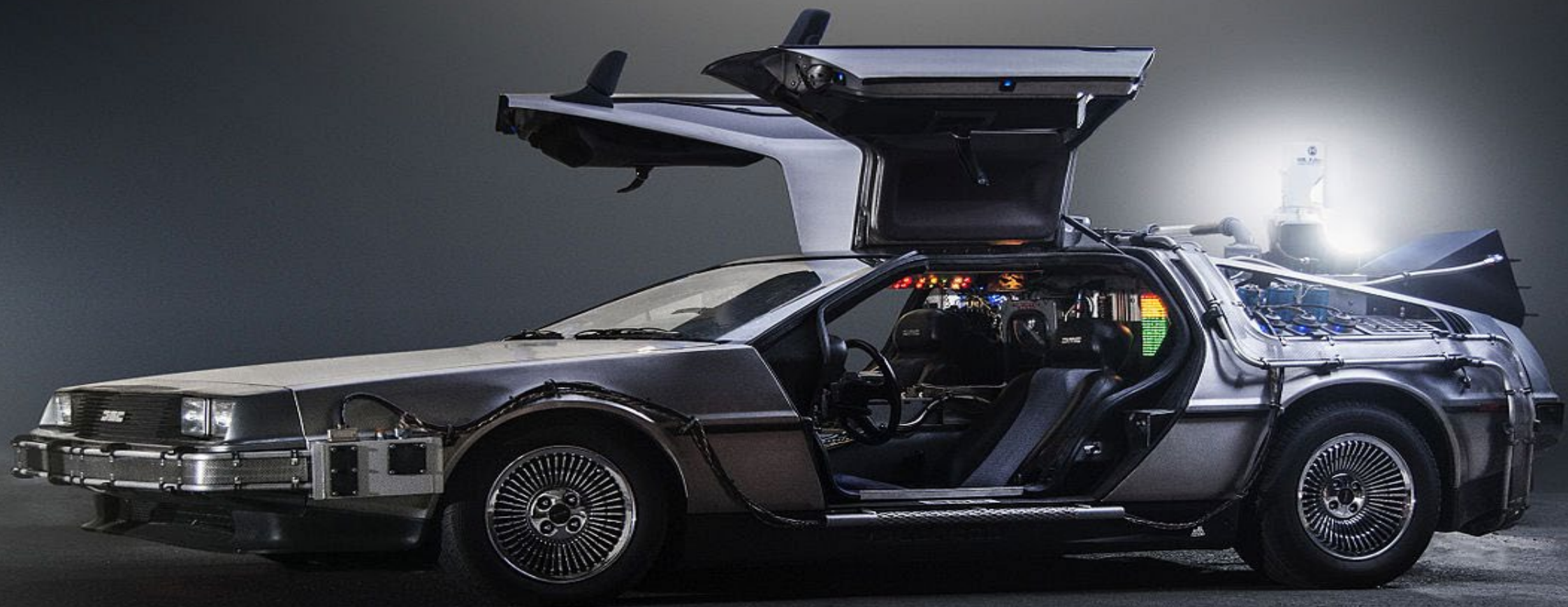
Emergency
Planning

Critical
Infrastructure

Fire & Life
Safety

agenda





once upon a time...

A dark, snowy night sky with a bright star and falling snowflakes. The text "SNOWMAGEDDON" is centered in a glowing, serif font.

SNOWMAGEDDON



43-1288

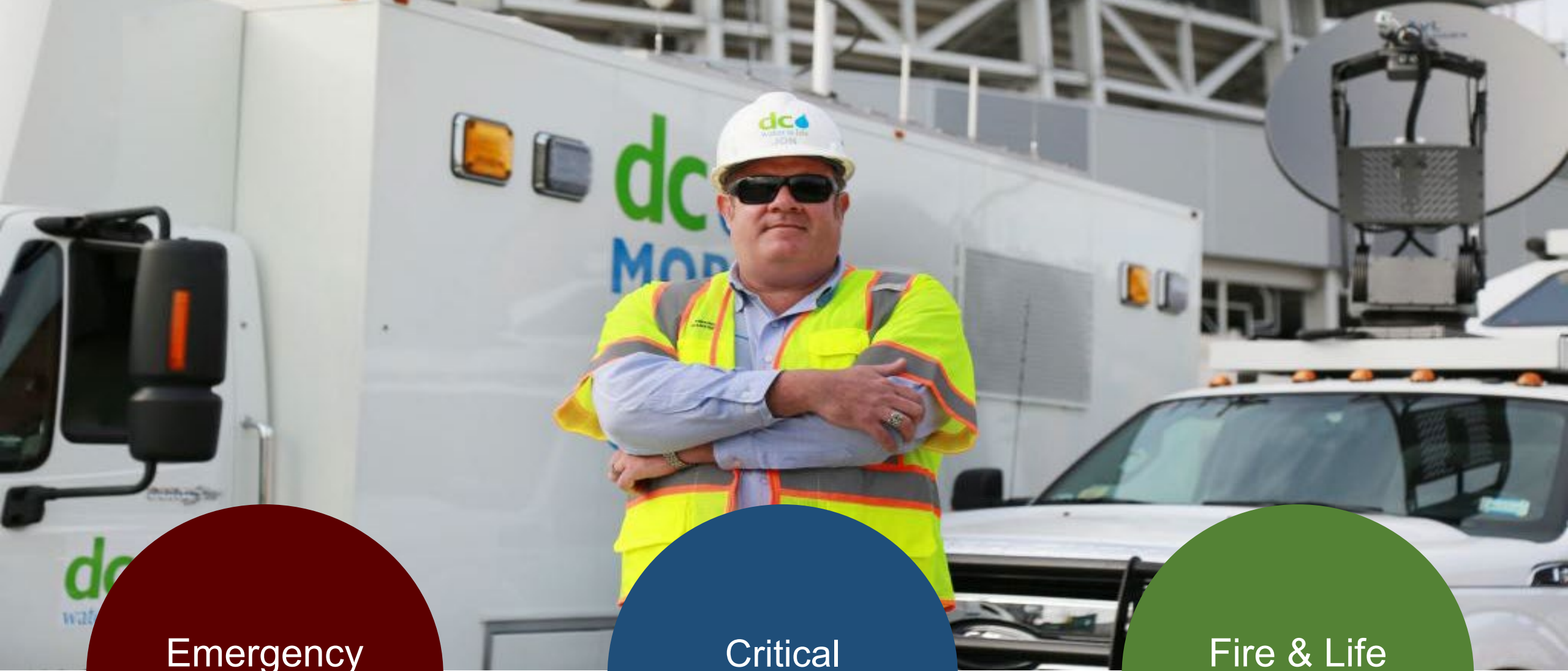
How's My Drive
Compliments of [unclear]
Call 264-3300

Visit WUSA's Website
www.dcwasa.com



15
M.P.H.

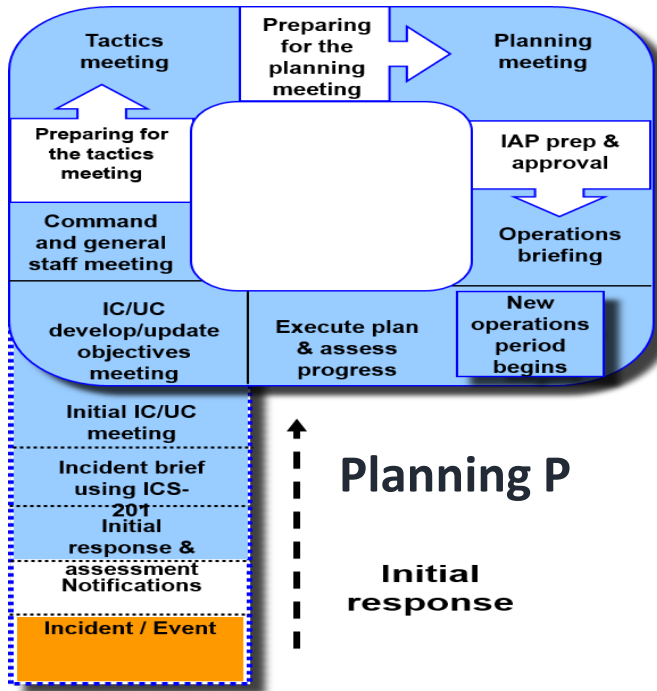




Emergency
Planning

Critical
Infrastructure

Fire & Life
Safety



Emergency Planning



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

CUSTOMER CARE AND OPERATIONS ENTERPRISE
OFFICE OF EMERGENCY MANAGEMENT

Emergency Management Plan

dc water is life

District of Columbia
Water and Sewer Authority

Revision Date: 20140930
Supersedes: 20100701 All-Hazards Plan
Issue Date: 19980519
Version No. 3.0

Authorized By:
George S. Hawkins, General Manager

WARNING: This document is an operation plan for incidents affecting the District of Columbia Water and Sewer Authority (DC Water). It contains CONFIDENTIAL SECURITY INFORMATION and is NOT FOR PUBLIC DISCLOSURE. This document is protected from disclosure under the District of Columbia Freedom of Information Act, D.C. Code § 2-534, (a) (10). Release of this document to unauthorized individuals is strictly prohibited.

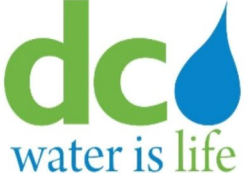
Document Distribution - Number: [] [Hard Copies]

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.

All-Hazards Initial Response Action Plan



District of Columbia Water and Sewer Authority

Review Date: September 15, 2015
Supersedes: 2014 All-Hazards Initial Response Action Plan
Original Issue Date: September 2010


Authorized By:
George S Hawkins
General Manager

Revision No. 5.0
Access Level 1 - Hard copies are uncontrolled
Controlled electronic document is located on Pipeline -> General Documents -> Emergency Management
Confidential Security Information / Not for Public Disclosure
The plan was developed and is managed by the DC Water Office of Emergency Management

Document Distribution - Number: [] of [] (Hard Copies)

CUSTOMER CARE AND OPERATIONS ENTERPRISE
OFFICE OF EMERGENCY MANAGEMENT

Emergency Management Plan



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Continuity of Operations Plan



District of Columbia Water and Sewer Authority

Revision Date: 20171125
Supersedes: 2015v3.0
Issue Date: 20120928
Version No. 4.0

Authorized By:
George S. Hawkins, General Manager

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Document Distribution: No. ___ of ___ Copies

Plans and Procedures are Located on Pipeline



Pipeline Path: General Documents -> Emergency Management folder



Critical

See Something, Say
Something

Facilitates Risk
and Resilience
Coordination



Vulnerability
and Risk
Assessments

Manages
DC Water's
Emergency Liaison
Officer Program

Infrastructure

Training & Exercising the Plan



Assess and validate plans



Clarify roles and responsibilities

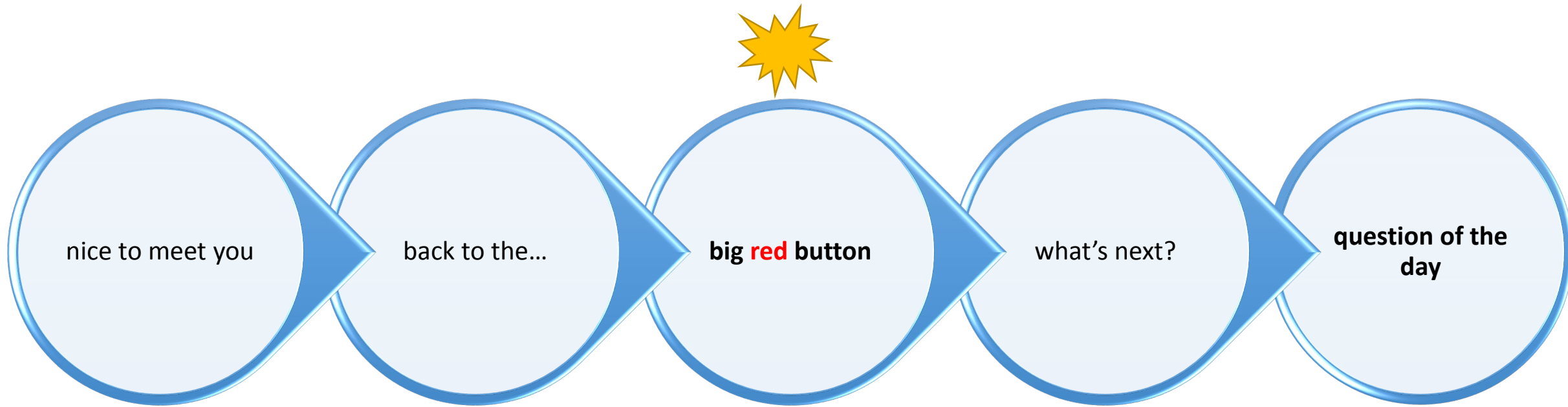


Identify opportunities for improvement



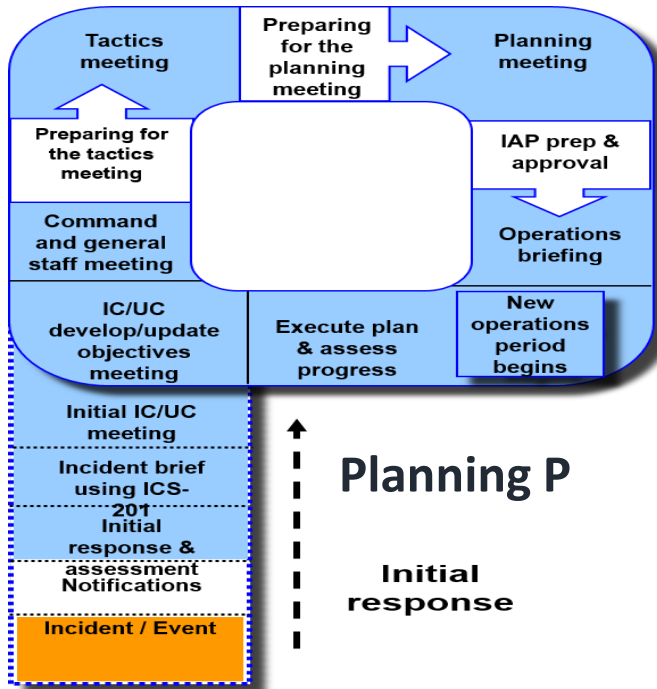


agenda

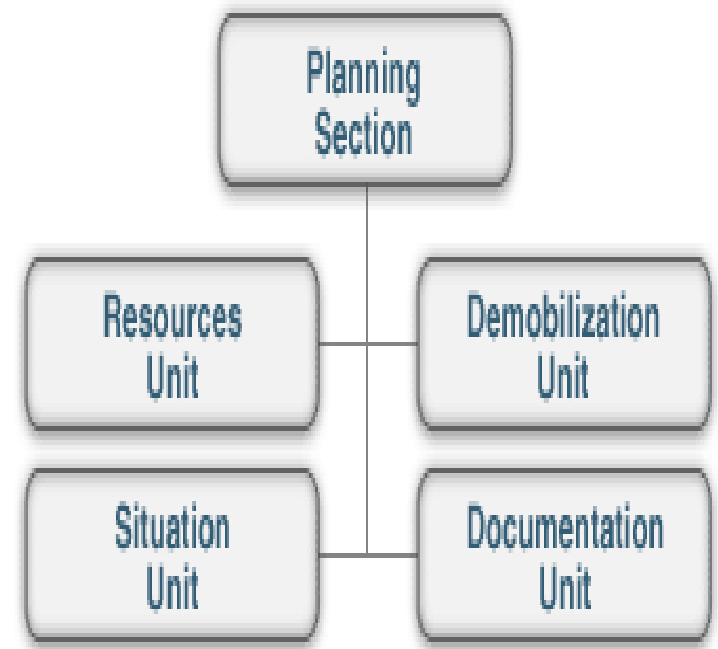








Emergency Planning



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

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OFFICE OF EMERGENCY MANAGEMENT

Emergency Management Plan

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

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



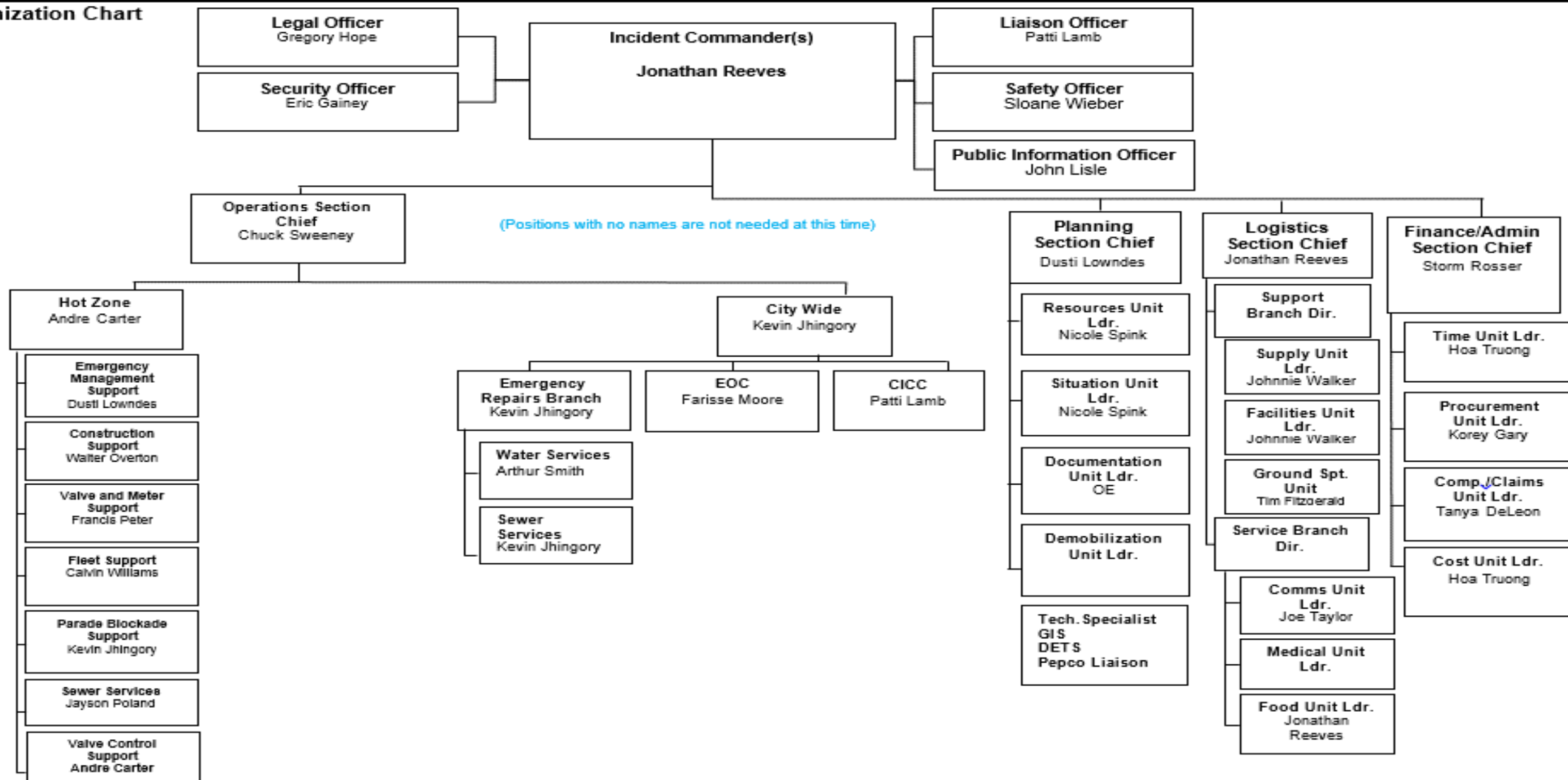
Level	Definition	Impact Types Caused by Sewer System Disruptions	Response Actions
3	Probable hazardous conditions and potential for property damage	<p>Limited Impact to Customers, Operations, System, Property, and Environment. Examples:</p> <ul style="list-style-type: none"> • Roadway damage – temporary 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	<p>Significant Impact to Customers, Operations, System, Property, and Environment. Examples:</p> <ul style="list-style-type: none"> • 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	<p>Severe Impact to Customers, Operations, System, Property, and Environment. Examples:</p> <ul style="list-style-type: none"> • Roadway damage (not applicable, Code 1 Restoration applies) • Large-diameter sewer line/valves <ul style="list-style-type: none"> – 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 <ul style="list-style-type: none"> – Unmitigated flooded building/ PEPCO/Washington Gas/NPS 	DSS response and mitigation within 0 to 24 hours of initial call

INCIDENT ORGANIZATION CHART (ICS 207)

1. Incident Name:
2017 Presidential Inauguration

2. Operational Period: Date From: 1/20/2017 Date To: 1/20/2017
Time From: Time To:

3. Organization Chart



big red button

- major activations in 2015
 - NEB Incident
 - Hurricane Joaquin
- major activations in 2016
 - Winter Storm Jonas
 - DDCS RAF Tiger Team
 - Delafied 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





ALL STAR GAME

WASHINGTON, DC 2018

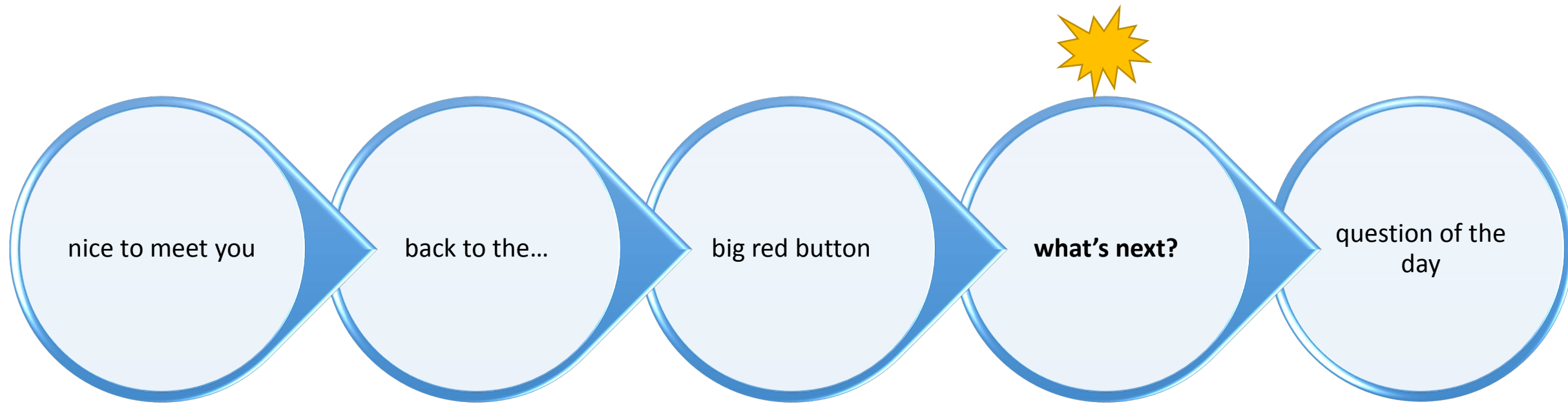


dc water is life





agenda



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

AIM AFTER ACTIONS

AIM ID: OEM000216 EVENT DATE: 11/1/2016

EVENT: WORKSHOP NAME EVENT: AIM PRESENTATION

AREA IMPROVEMENT: FINISH AIM PRESENTATION

DESCRIPTION:

CORE MISSION: RESPONSE CORE CAPABILITIES: PUBLIC INFORMATION AND WARNING (response)

CORE ELEMENT: PLANNING [VIEW DOCS](#)

'AIM' AIMS TO ASSIST DC WATER IN BEING A WORLD CLASS UTILITY WHICH TRACKS IMPROVEMENT ITEMS THAT HAVE BEEN IDENTIFIED TO BUILD RESILIENCY AND A RELIABLE WATER UTILITY THROUGH PREVENTION, PROTECTION, MITIGATION, RESPONSE AND RECOVERY CAPABILITIES. DC WATER IS ONE OF THE DISTRICT'S COMMUNITY LIFELINE INFRASTRUCTURES AND IS VITAL FOR COMMUNITY RESILIENCE. THE OFFICE OF EMERGENCY MANAGEMENT OF DC WATER IS THE LED FOR TRACKING IMPROVEMENT NEEDS THAT ARE FORMALLY IDENTIFIED IN AFTER ACTION REVIEWS THAT OCCUR FOLLOWING AN EMERGENCY OR AN EMERGENCY MANAGEMENT TRAINING EVENT. RECOMMENDATIONS FROM AFTER ACTION REVIEWS AND REPORTS ARE CONVERTED INTO MEASURABLE STEPS THAT LISTS THE ACTIONS OR TASKS TO BE ADDRESSED, WHO WILL BE RESPONSIBLE FOR THOSE TASKS, WHAT RESOURCES AND PARTNERS MAY BE HELPFUL, AND WHEN THE TASKS AND PROJECTS SHOULD BE COMPLETED. THIS IS ALSO KNOWN AS THE IMPROVEMENT PLANNING MATRIX. IMPROVEMENT PLANNING CAN BE USED TO HELP PRIORITIZE NEEDS FOR TRAINING AND EXERCISE AND FILL IN CORE CAPABILITY GAPS. THIS CONSISTENT AND STANDARD APPROACH FOR CONTINUOUS IMPROVEMENT, ACROSS APPLICABLE MISSION AREAS, FOSTERS THE IMPROVEMENT OF INTEROPERABILITY AND COLLABORATION ACROSS THE AUTHORITY'S PROGRAMS, POLICIES, AND PARTNER AGENCIES. THANK YOU FOR MEETING US IN THE CROSSHAIRS OF THE BULLSEYE FOR IMPROVEMENT.

STATUS: **ASSIGNED** **COMPLETE**

PRIORITY: 1-HIGH

START DATE: 11/1/2016 TARGET DATE: 11/30/2016

RESPONSIBLE PARTY: DUSTI F LOWNDES #65270 dflowndes@dcwater.com

ASSIGNED TO:

IMPROVEMENT ACTIONS NEEDED: TAKE SCREEN SHOTS OF AIM DATABASE

IMPROVEMENT ACTIONS TAKEN:

TYPE: WORK ORDER#:

COMMENT:

UPLOAD THE FINAL TASK PRODUCT

 OR DROP YOUR FILES HERE

SAVE **CANCEL**

Improvement Actions

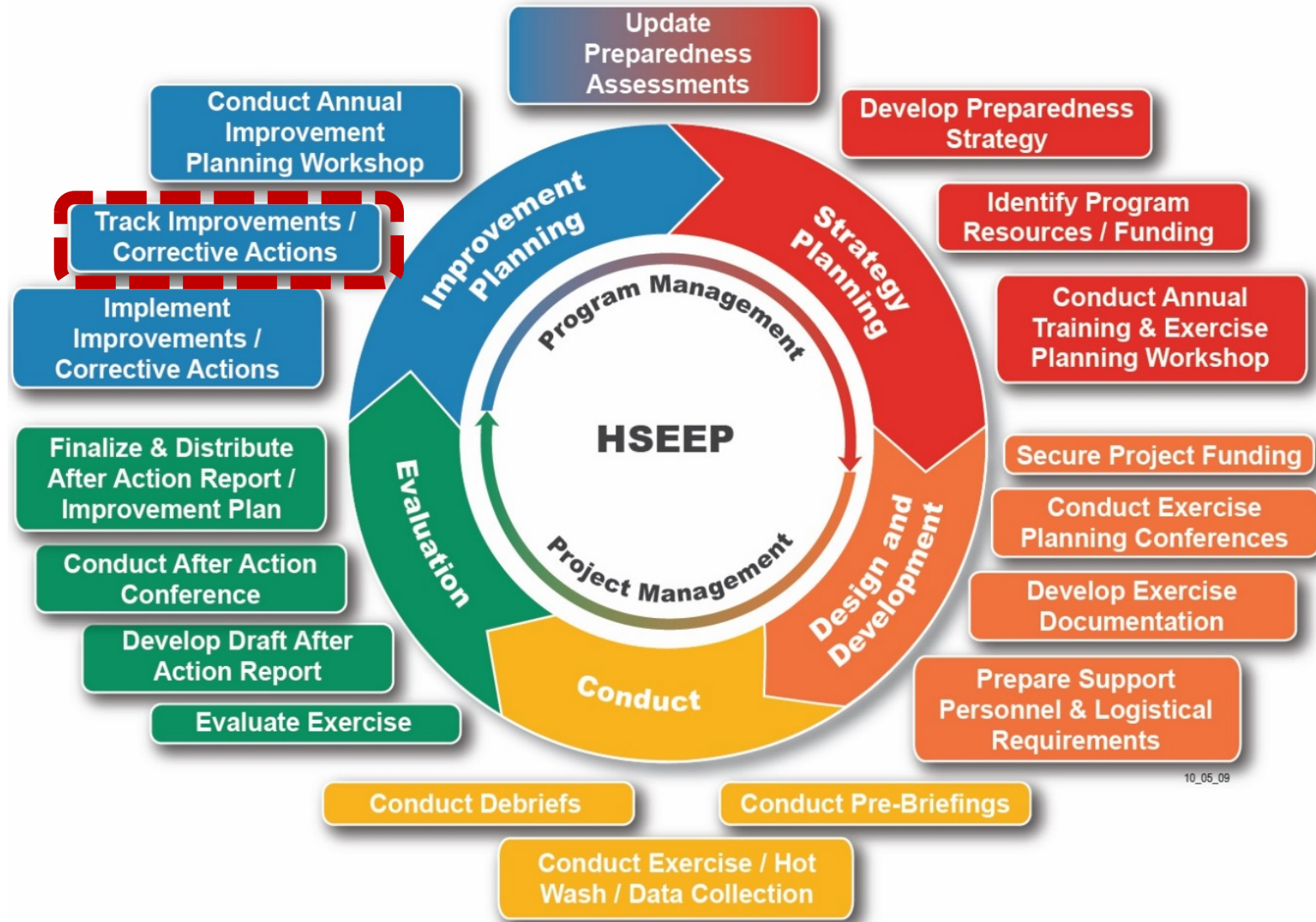
AIM Input Process (Improvement Action)

The image shows a screenshot of a web form for entering an Improvement Action (AIM). The form is light green and contains several input fields. Three blue callout boxes on the left point to specific fields: 'Status' points to the STATUS dropdown, 'Priority' points to the PRIORITY dropdown, and 'Responsible Party' points to the RESPONSIBLE PARTY dropdown. A red 'COMPLETE' button is located at the top right. A dashed blue box highlights the RESPONSIBLE PARTY and ASSIGNED TO fields. A thick dashed blue line separates the top section from the bottom section, which includes text areas for 'IMPROVEMENT ACTIONS NEEDED' and 'IMPROVEMENT ACTIONS TAKEN', a 'TYPE' dropdown, a 'COMMENT' text area, and an 'UPLOAD THE FINAL TASK PRODUCT' section with an 'UPLOAD' button.

STATUS	<input type="text" value=""/>	<input type="button" value="COMPLETE"/>
PRIORITY	<input type="text" value=""/>	
START DATE	<input type="text" value="11/4/2016"/>	TARGET DATE <input type="text" value="//"/>
RESPONSIBLE PARTY	<input type="text" value=""/>	<input type="text" value=""/>
ASSIGNED TO:	<input type="text" value=""/>	<input type="text" value=""/>
IMPROVEMENT ACTIONS NEEDED	<input type="text" value=""/>	
IMPROVEMENT ACTIONS TAKEN	<input type="text" value=""/>	
TYPE	<input type="text" value=""/>	WORK ORDER# <input type="text" value=""/>
COMMENT	<input type="text" value=""/>	
UPLOAD THE FINAL TASK PRODUCT	<input type="button" value="UPLOAD"/>	

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







CHICAGO BLACKHAWKS



CHICAGO



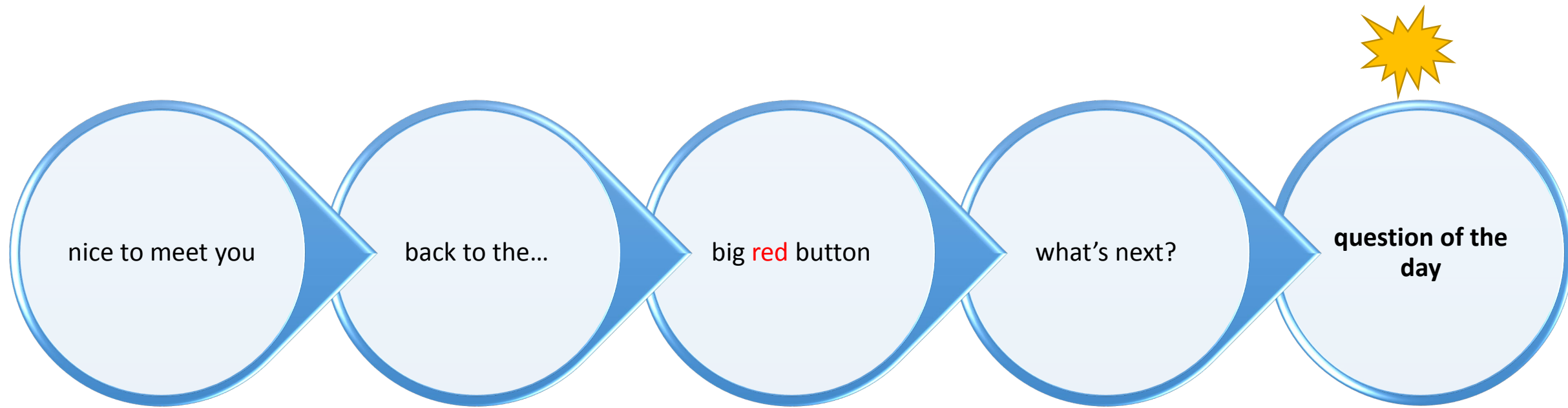
BEARS



CHICAGO
WHITE SOX



agenda



question of the day





Repair to
Normal
Operations



Emergency
Documentation



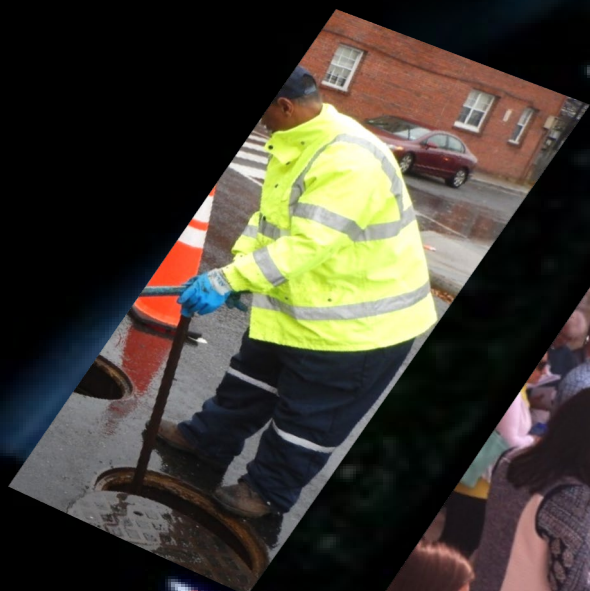
Expense
Tracking



Reimbursement



Improvement
Planning





contact

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202-612-3584

jason.hughes@dcwater.com

