

Be the Difference, Master Emergency Response

Dyana Jo Stewart

DWINSA Coordinator, Financial Management Supervisor
Florida Rural Water Assoc.

Steve Soltau

FlaWARN Coordinator
Florida Rural Water Assoc.



2970 Wellington Circle
Tallahassee, FL 32309
850.668.2746



Be the Difference, Master Emergency Response

Agenda

- Introductions
- What is FlaWARN
- Preparation, response, recovery
- Worse-Case-Scenario Break out Groups & Discussion
- WATERTracker – live how to (internet)
- Wrap up



Be the Difference, Master Emergency Response

AGENDA

- 8:00 am - 8:30 am REGISTRATION/WELCOME/ANNOUNCEMENTS**
Coffee and Doughnuts
No payments will be taken at the Workshop.
- 8:30 am - 9:00 am INTRODUCTION TO FLAWARN**
Steve Soltau
Florida Rural Water Association
- 9:00 am - 10:00 am EMERGENCY PREPARATION/RESPONSE/RECOVERY**
Steve Soltau
Florida Rural Water Association
- 10:00 am - 12:00 pm WORST CASE SCENARIOS
(REAL LIFE EXPERIENCES/LESSONS LEARNED)**
FRWA staff with Attendee Participation
- 12:00 pm - 1:00 pm LUNCH**
On Your Own
- 1:00 pm - 2:30 pm WORST CASE SCENARIOS
(REAL LIFE EXPERIENCES/LESSONS LEARNED/EMERGENCY PLAN-
NING)**
FRWA staff with Attendee Participation
- 2:30 pm - 3:30 pm WATERTRACKER & CLOSING COMMENTS**
Dyana Stewart
Florida Rural Water Association

Workshop Outcome Expectations

It is expected that today's discussions will lead to **overall improvements in emergency response**

- Planning
- Communication
- Cooperation
- Collaboration



Florida Water/Wastewater Agency Response Network

Utilities are often the first responder to the various emergencies following a disaster



"Utilities Helping Utilities"



FlaWARN is...



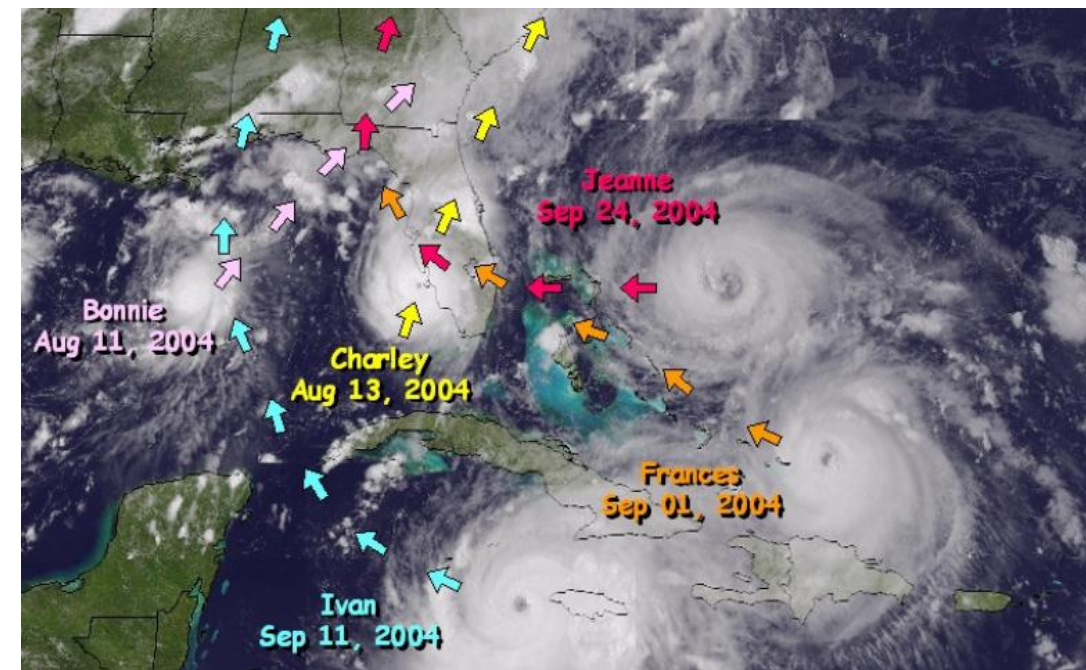
- **Formalized mutual aid response network** of utilities willing to provide critical resources to member utilities during man-made or natural disasters.
- **Open to all** water and wastewater utilities
- Designed to help **protect public health and the environment**
- **A support entity** to Florida county and state Departments of Emergency Management
- **WATERTracker** and DEP resourcing database



Julian Lugo, 7, crosses a flooded street in front of his house near Lake Maggiore after Hurricane Milton made landfall in October in St. Petersburg. (DIRK SHADD | Times, 2024)

How did FlaWARN get started?

Frances
Jeanne
Ivan
Charley



- In the fall of 2004, four hurricanes impacted the State of Florida
- Utilities found it **difficult to get the necessary assistance without a formalized agreement** for the responding utility to get reimbursed for their efforts.





How did FlaWARN get started?

- Very apparent that there was a need to **expand** response and recovery efforts **statewide**
- FlaWARN was borne shortly thereafter in **April of 2005**
- Offers member utilities a **FREE** standardized **Mutual Aid Agreement**
- Defines terms and conditions of **reimbursement** prior to requesting and receiving assistance



FlaWARN's Purpose...

Coordinate initial communication

- **Appropriate crews, tools, and equipment** necessary to do the job
 - **both assess and assist** the impacted utility
- Facilitate **free flow of information** during a crisis



FlaWARN's Purpose...

- State and Federal Agency **coordination** during the response
 - identify **additional resources** as they become available
- Collect and track **Mutual Aid Agreements**
- Assist in collecting **lessons learned** after an emergency
- A steering committee **provides leadership** for FlaWARN



FlaWARN's Purpose...

- **FlaWARN is NOT** a corporation or a government entity
- **Agencies supported** include but are not limited to



What are Mutual Aid Agreements (MAA)

- Mutually **Signed agreement**
- Establish the **terms** under which assistance is provided
- Between **two or more utilities** within the state
- Membership **Free** to utilities



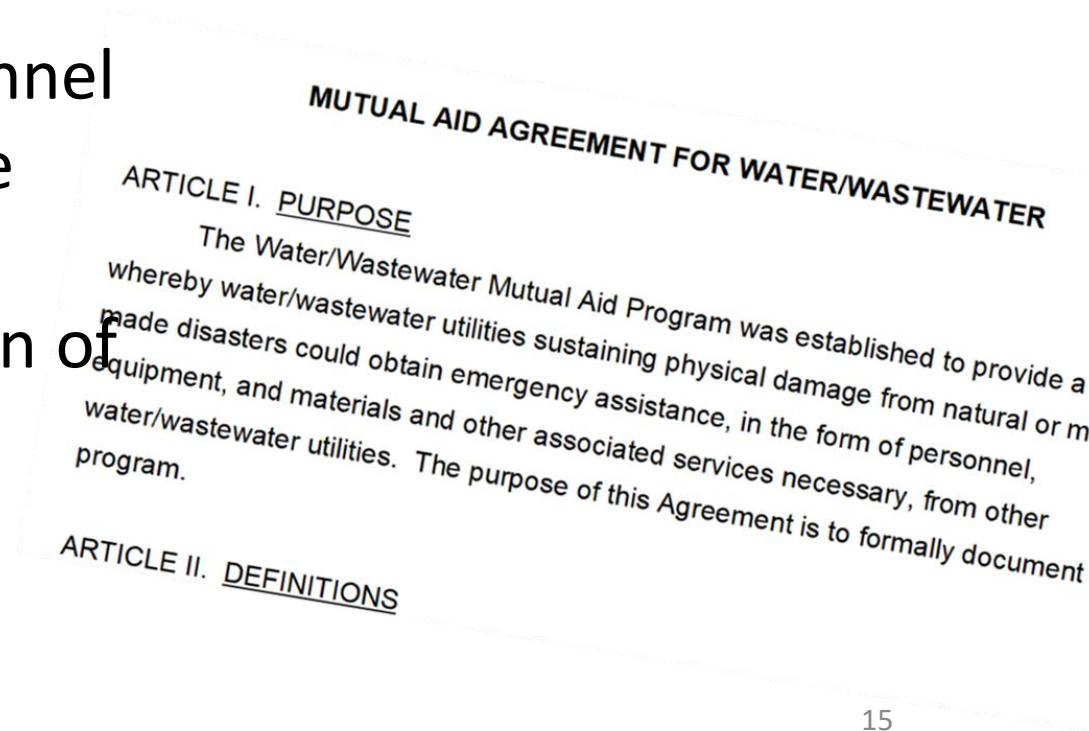
FlaWARN Mutual Aid Agreements link

Mutual Aid Agreements (MAA)

- **Carefully crafted** to promote “utilities helping utilities”
- Facilitates the **rapid emergency response** between FlaWARN member utilities
- Provides member utilities with an **advanced good-faith** indication from a responsible party
- Participating utilities **understand and agree** to concepts and provisions, *including reimbursement*
- It is designed to **settle disputes or legal issues**

Mutual Aid Agreement (MAA)

- Designates **points of contact** and representatives with **authority** to provide crisis response
- Provides **procedures** for matching personnel and equipment **to meet the needs** of the requesting utility during an emergency
- Delineates **span of control** for supervision of personnel and equipment



Mutual Aid Agreement (MAA)

- ✓ Provisions for **Reimbursement**
- ✓ FEMA standard rates or otherwise **agreed upon rates**
- ✓ Liability and **worker's compensation** provisions
- ✓ Dispute **resolution**
- ✓ Members **free**



FlaWARN – Non-Hurricane Season

- Train utilities on the **need for MAA's**
- Train on **tools available** for response and aid
- Assist in **collecting lessons learned** after a crisis
- **Coordinate** with State and Federal Agencies preparing for response
- Coordinate **resources** as they become **available**
- Collect and track **Mutual Aid Agreements**

Year-round Goals and Objectives for Utilities

- **Review** their emergency response plans
- **Plan** how to deploy resources effectively
- Assess and **test the plan** against expected impacts
- When resources are inadequate, **prepare to request assistance** utilizing FlaWARN and WATERTracker
- Attend FlaWARN **training**
- Sign a **Mutual Aid Agreement**



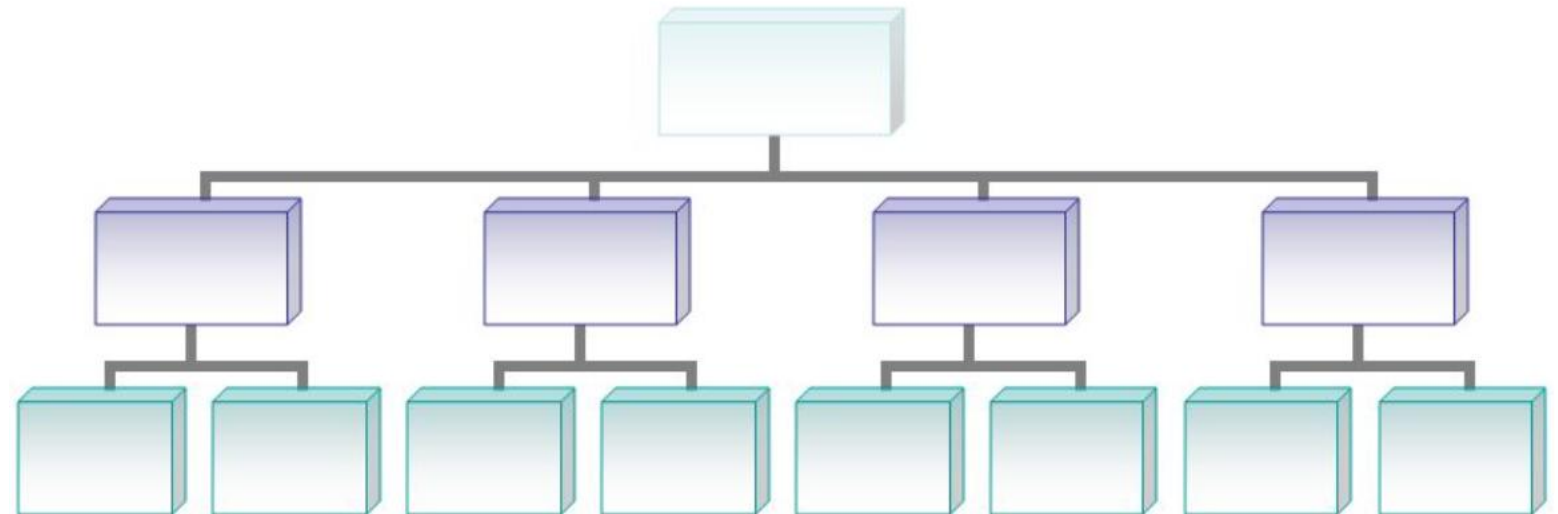
FlaWARN Website



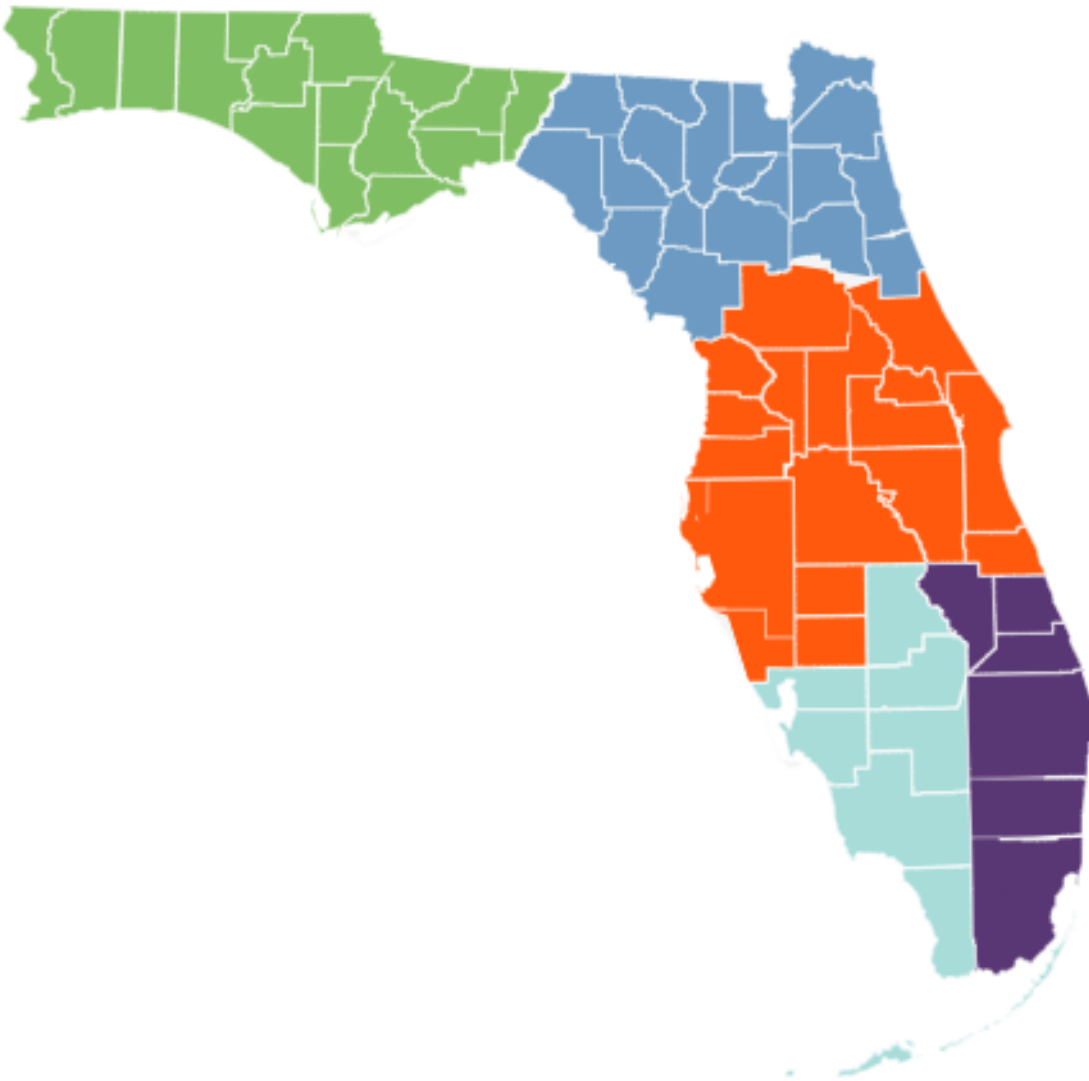
FlaWARN Infrastructure

Steering Committee and Regional Coordinators

- **Provide leadership** to FlaWARN
- Composed of representatives of Florida water/wastewater professional organizations



Regional Coordinators



Central

Todd Swingle (P)
Toho Water
407-624-1026

Rick Nipper (A)
Toho Water
407-225-3356

Northeast

Beth DiMeo
JEA
904-599-7591

Northwest

Monica Wallis
Destin Water Users
850-337-3945

Sean Lathrop
Bay County Utilities
850-630-1954

Lockwood Wernet
Destin Water Users
850-200-2028

Southeast

Kevin Carter (P)
Broward County
954-856-3879

South

Andy Koebel
Bonita Springs Utility
239-992-0711

Southwest

Chris Saliba
US Water Corporation
813-416-3992



Andy Campbell
Lauren McCain UF TREEO

Steve Soltau, FRWA
Dyana Stewart FRWA

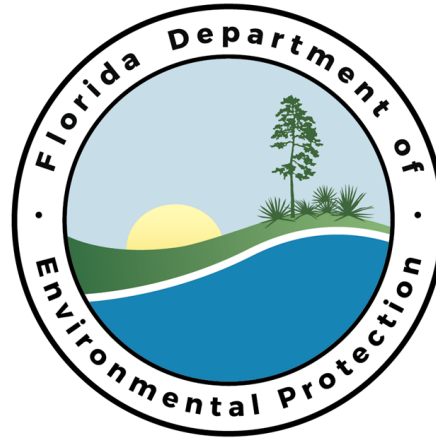
FlaWARN

Steering Committee

- **Kevin Carter**,
Chair
Broward County
- **Alicia Keeter**,
Vice-Chair
FRWA

* = Regional Coordinator

Composed of representatives of Florida
water/wastewater professional organizations



FlaWARN General Membership



Year-round Support Staff



Andy Campbell

UF Office of Professional and Workforce Development

apc@ufl.edu

352-262-0608



Lauren McCain

UF Office of Professional and Workforce Development

lmccain@treeo.ufl.edu

352-294-3876



Ronald McCulley

Florida Department of Environmental Protection

ronald.mcculley@floridadep.gov

850-245-8384

Florida's WATER Tracker

Water Assistance Tracking & Emergency Response



- Major **internet-based platform** for user utilities
- **Notify** the DEP and FlaWARN via email
 - post-storm status, resource needs, resource availability
- A **tool** for other emergency events

- Resources **available** online



Find a
Facility



Manage
Users



Update
Status



Offer
Help



**Get Help
NOW!!**

Florida's WATER Tracker

Water Assistance Tracking & Emergency Response



- Please log on occasionally to know your password be sure **your emergency contact is up-to-date**
 - <https://flwatertracker.com/>
- **Confirm** your utility has an approved **Mutual Aid Agreement**
 - facilitates receiving assistance



Florida Water/Wastewater Agency Response Network



"Utilities Helping Utilities"



Florida Water/Wastewater Agency Response Network



More questions? Visit our [FAQ page](#) for a more in-depth look of FlaWARN origins, funding, organizational structure and response history.

Thank you!



"Utilities Helping Utilities"





"Utilities Helping Utilities"

Progression of Emergency Planning in the USA

- Each type of emergency was considered an independent entity



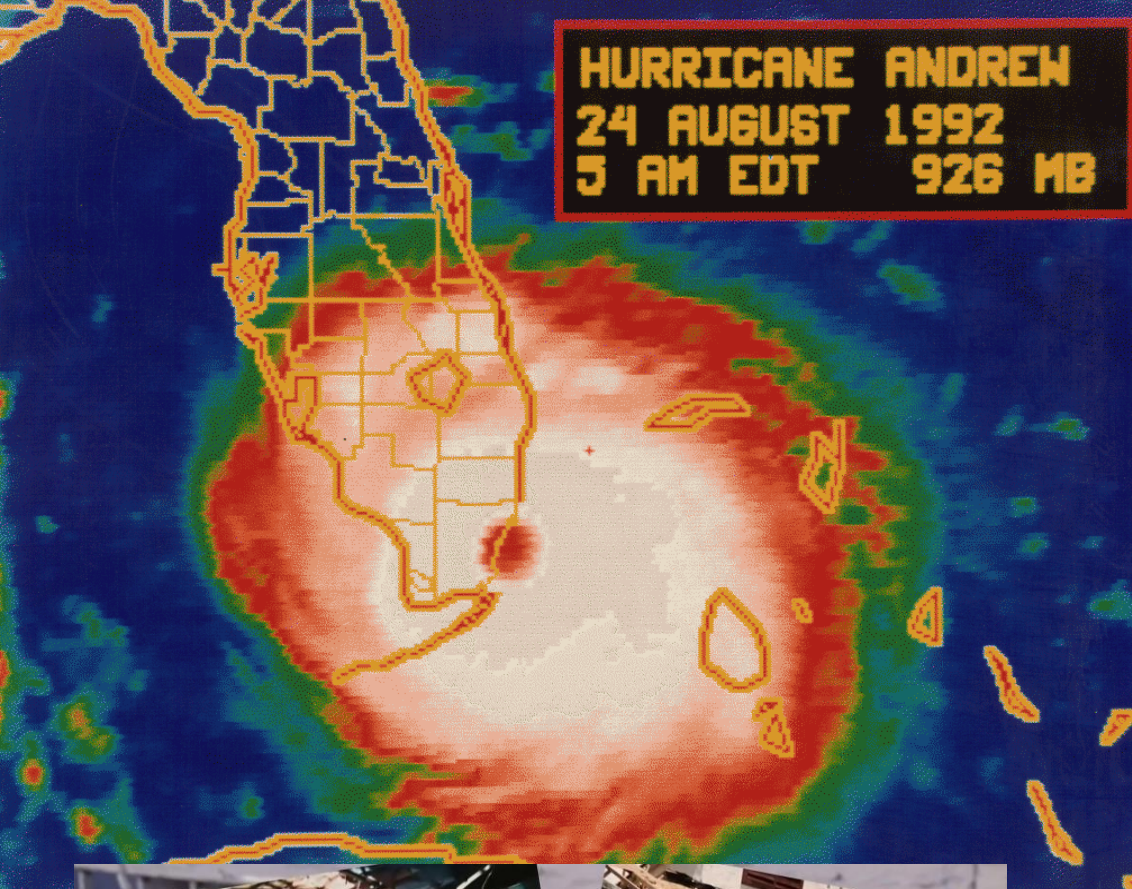
Progression of Emergency Planning in the USA

- Each type of emergency was considered an independent entity
- Planning, preparation, response, and recovery planning was done independently



1991, the fall of the Soviet Union - Went from a "Cold War" to individual threats



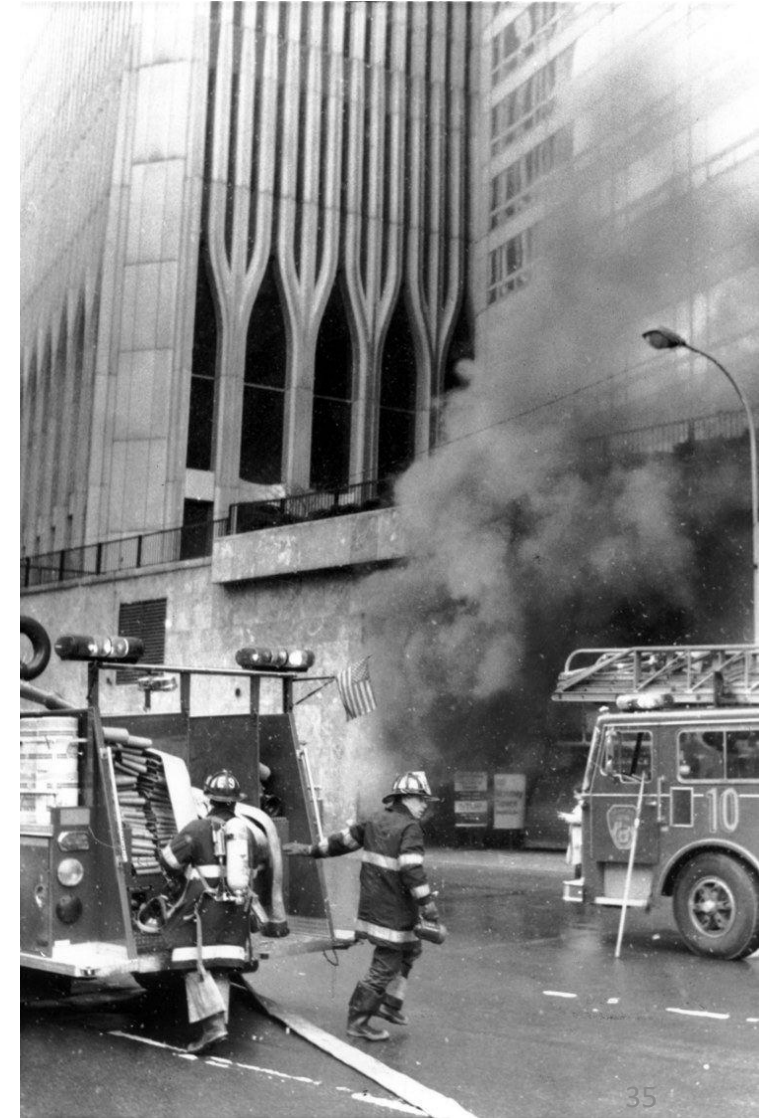


1992 Hurricane Andrew





1993 World Trade Center parking garage bombing

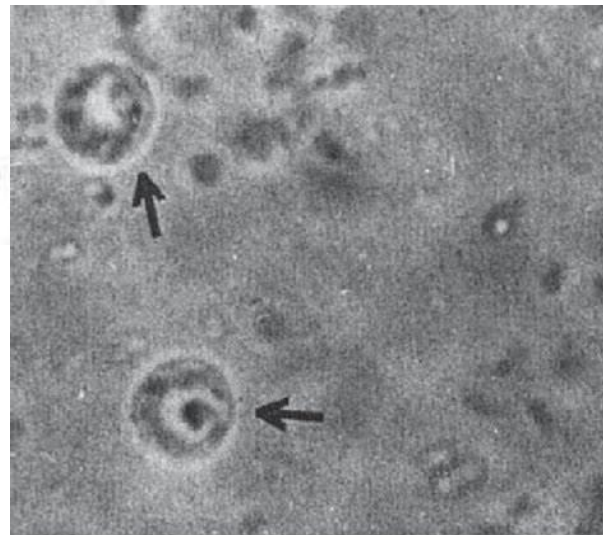




1993 Milwaukee, WI Cryptosporidium

The Milwaukee Outbreak

- massive cryptosporidiosis outbreak following spring thaw
 - >400,000 people may have been affected
 - based on clinical symptoms (acute watery diarrhea)
- treated water had high levels of turbidity
3/23-4/5/1993



1995 Oklahoma City bombing

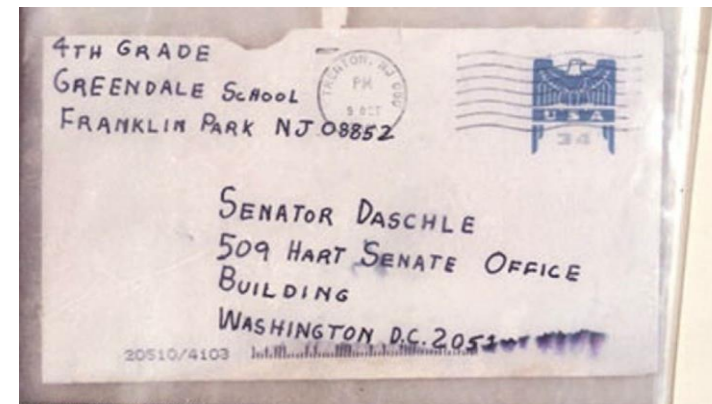


**Sept 11, 2001
Twin Towers NYC**



1996 publication by FEMA of the “Guide for All-Hazard Emergency Operations Planning”

- Response to acts of terrorism broadened the planning focus of FEMA
- Focus on the **common response** elements
- Hazard **commonalties**
- **Common threat** elements to be mitigated
- **Leverage** efficiencies
- Detect gaps



What is an Emergency Response Plan?

- A course of action to **mitigate the damage** of potential emergency events
 - Endanger an organization's ability to function
- Provide for the **safety** of personnel, property and facilities
- A complete **evaluation** of all facilities and equipment
 - whose failure would result in the organization's ability to function



What is an Emergency Response Plan?

- Emergency Response Plans identify
 - **Foreseeable** natural and human-caused **emergency events** including water shortages and outages
 - **Personnel** responsible for emergency response to an incident
- This plan describes
 - The **response plan** for each identified emergency event
 - **Notification** procedures



Planning - Emergency Response Plan (ERP)

- Overall DW and WW system **vulnerabilities**
 - **Staffing** 24hrs/day
 - Equipment **staging**
 - GIS and **paper maps**
 - Communication
 - telephones, radios, pagers, smoke signals
 - **Housing** during response and recovery
 - out of town support too
 - **Meals** for teams during response
- Plan**, train, respond, recover, adjust
Train, respond, recover, adjust
Repeat over and over and over

Planning - Emergency Response Plan (ERP)



Planning - Emergency Response Plan (ERP)



Figure 4.1: Steps in the Planning Process

Planning - Emergency Response Plan (ERP)

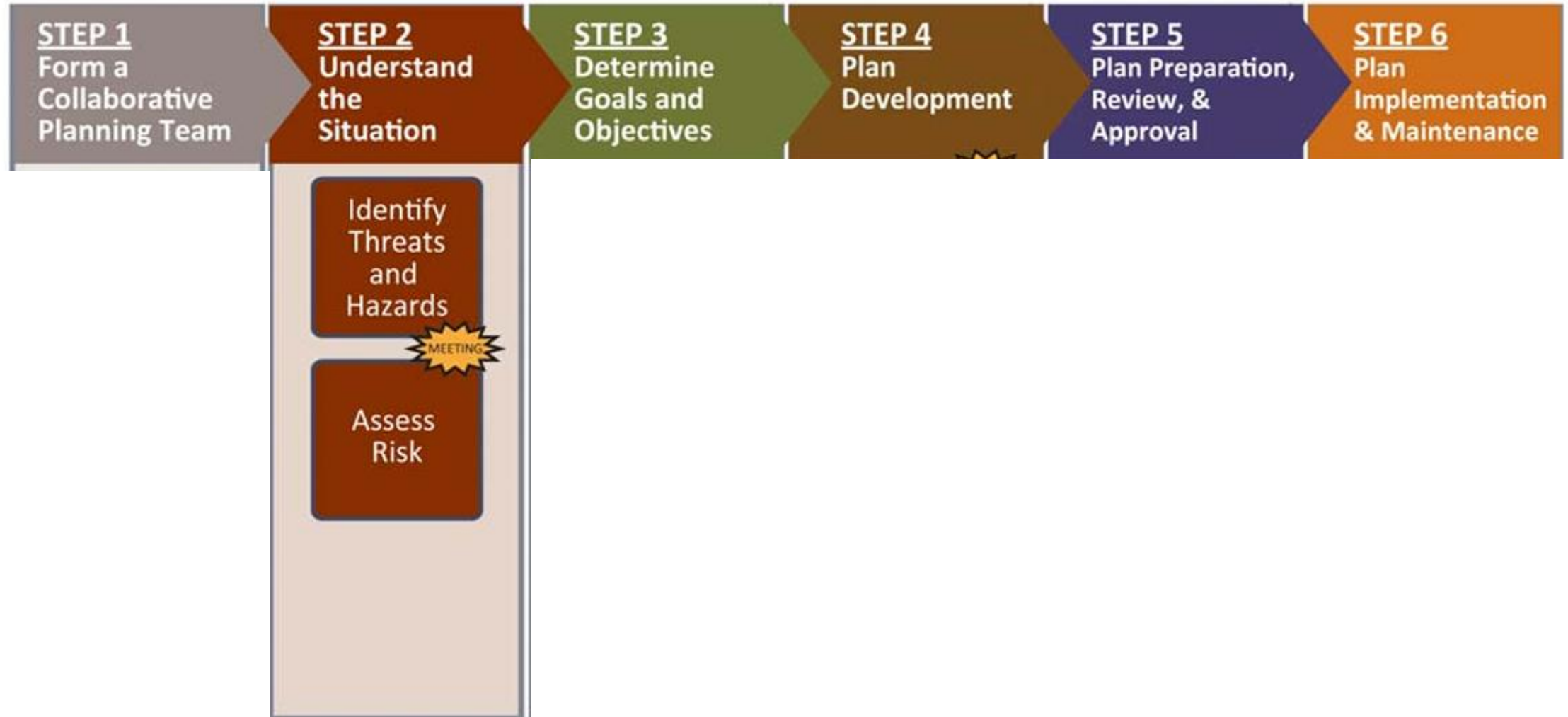


Figure 4.1: Steps in the Planning Process

Planning - Emergency Response Plan (ERP)

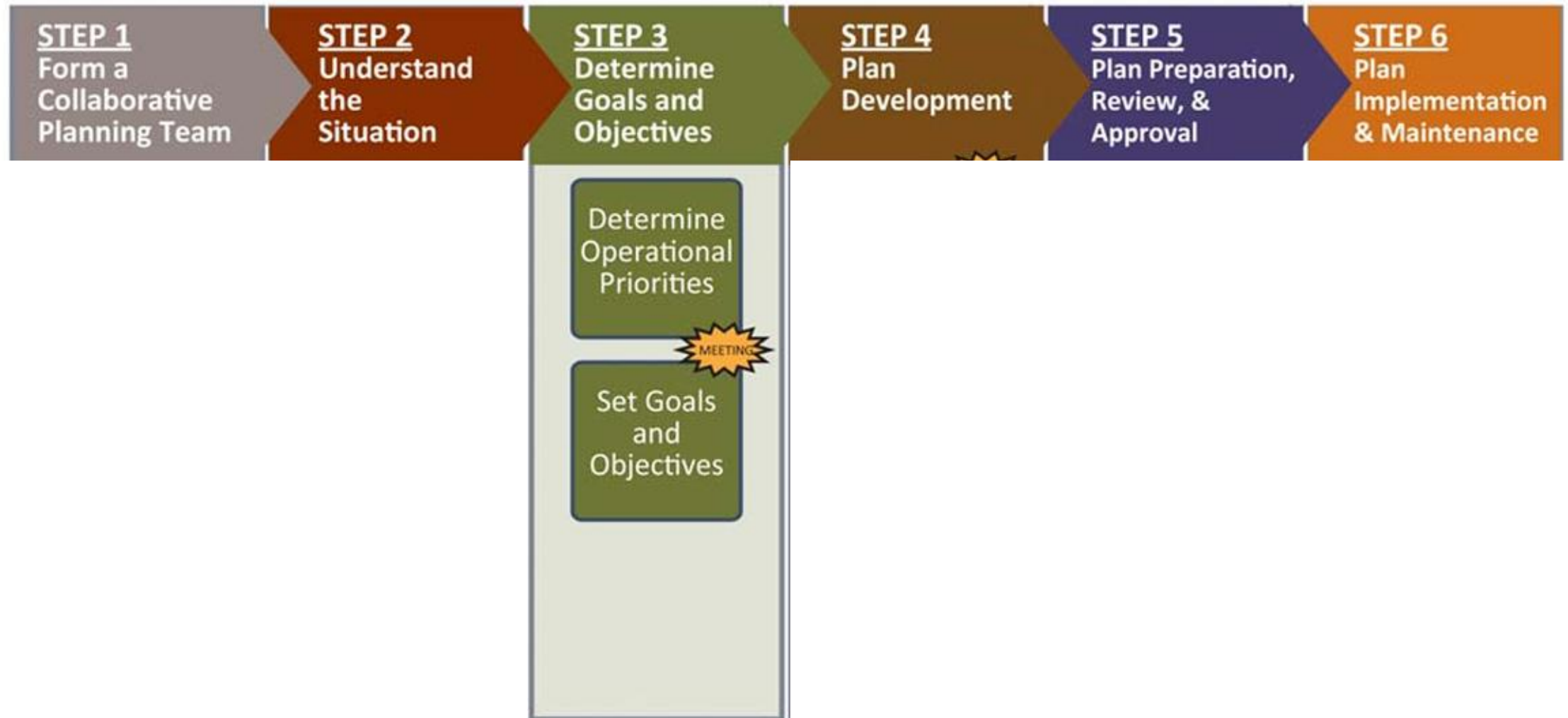


Figure 4.1: Steps in the Planning Process

Planning - Emergency Response Plan (ERP)

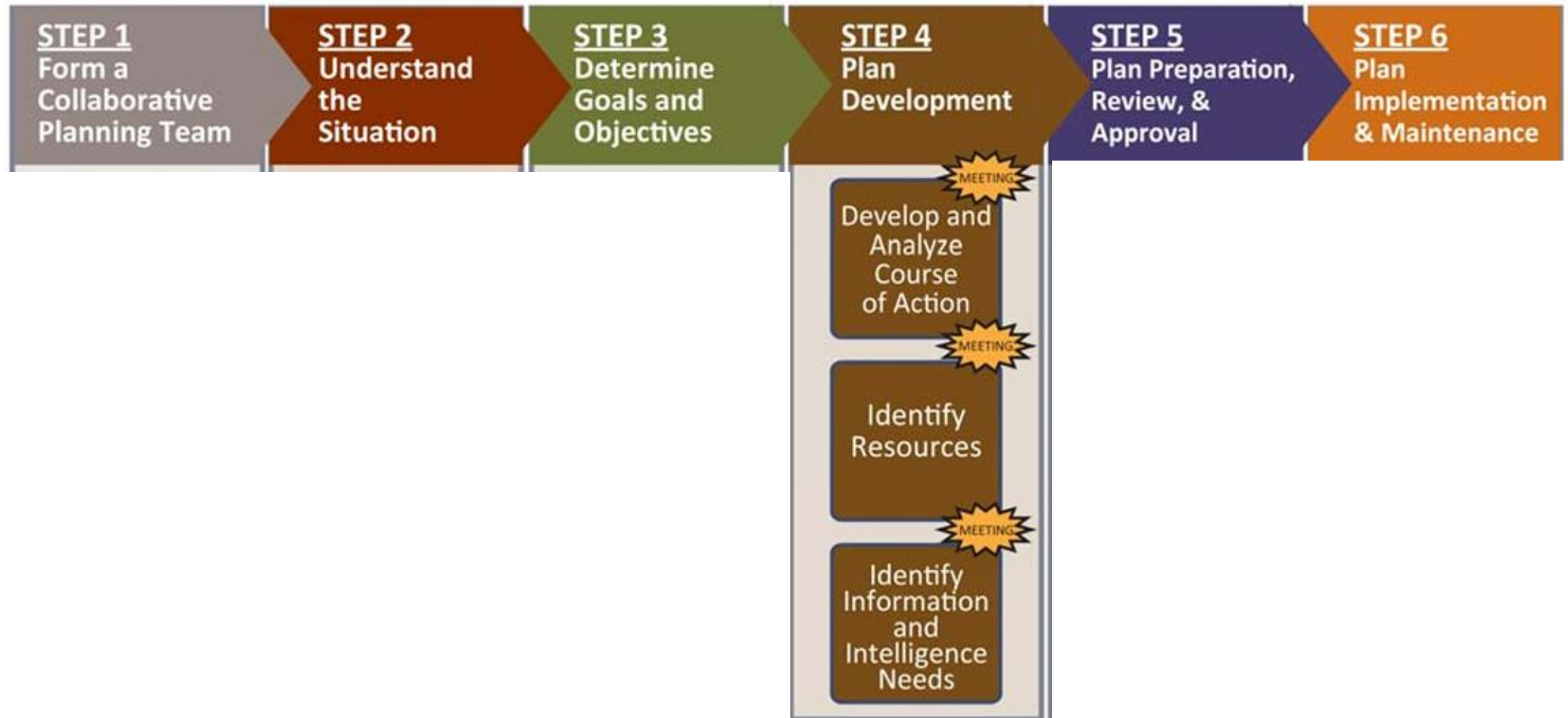


Figure 4.1: Steps in the Planning Process

Planning - Emergency Response Plan (ERP)



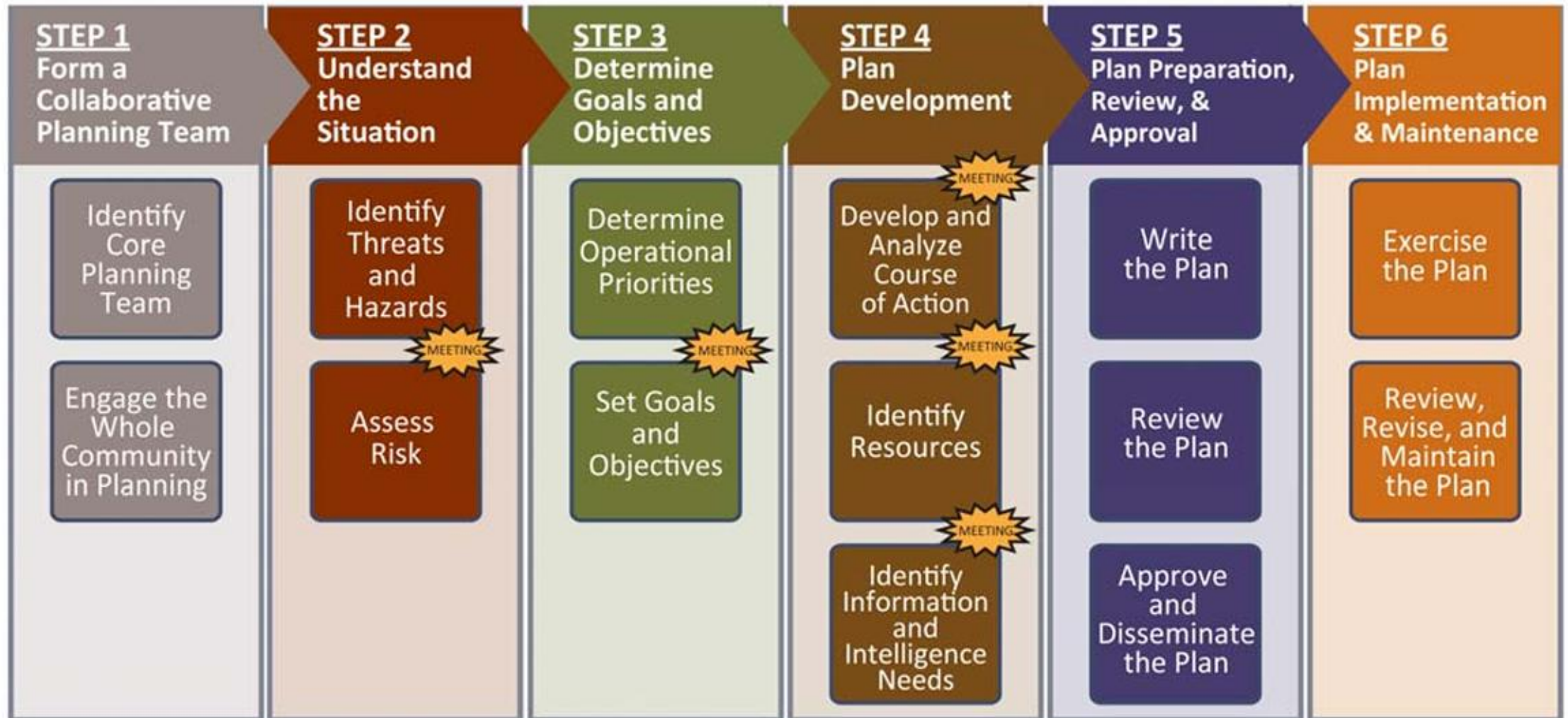
Figure 4.1: Steps in the Planning Process

Planning - Emergency Response Plan (ERP)



Figure 4.1: Steps in the Planning Process

Planning - Emergency Response Plan (ERP)



Planning

- Identify **personnel responsible** for emergency response
- Identify **foreseeable** natural and human-caused emergency events
- **Describe** the Emergency Response **Plan** for each identified scenario
- Describe **communication procedures**
- Identify and evaluate all facilities and equipment whose failure would result in the **breakdown of a DW or WW system**

Planning

The main points to remember about an Emergency Response Plan are:

Your ERP is **always a work in progress**.

- Add new phone numbers, new scenarios, and new people on an on-going basis.

At a minimum, an ERP should be **completely checked** when

- When **making a modification** to the utility system
 - Specifications
 - Notifications
- Whenever there are changes to personnel, equipment, contact information or anything that **would affect the accuracy** of information in the ERP

Planning

- The ERP should be in an **easily modifiable format**
 - such as a three-ring binder
 - updates are easy to complete
- The ERP should be **easy to use**
 - contain tabs with different types of events
 - tear-out pages that would guide anyone faced with a particular event
- Distribute the ERP to **several locations**
 - where an operator, administrative contact, or a system owner could consult it at a moment's notice



Prepare and practice Culture

- "Blue sky" exercises **year-round**
- Go through main contacts in region
 - Determine if names, emails, and #'s **are current**
 - Call those numbers
 - Place into e-mail and phone contact list
 - Create spreadsheets with contacts
- **Budget discussions** to attend state, regional and local training
- Pick up the phone; create and **develop relationships** & networking
- **"No surprises"** relationships established

Prepare and practice

- Local Emergency Operations Center
- FlaWARN Regional training
- Update WaterTracker Contact Information
- Review and practice and practice
- Collaborate
- Communicate
- Update SOP's
- Emergency scenarios
- New equipment since last year
- FlaWARN link to BMPS
 - <https://pwd.aa.ufl.edu/flawarn/wp-content/uploads/sites/12/2020/08/BMPs.pdf>

Emergency Response and Preparedness

FlaWARN **Best Management Practices** for Water and Wastewater Systems



During storm

- **Shelter in place**
- **Track storm's path** closely with local news outlets and County Emergency Operations Center (EOC)
- Look for WaterTracker event posts



Purpose of Response / Post event

- Actions taken in the **immediate aftermath** of an incident to
 - save and sustain lives
 - meet basic human needs
 - reduce the loss of property and the effect on critical infrastructure and the environment.
- Following an incident, **response operations** will
 - reduce the physical, psychological, social, and economic effects of an incident.
- Response planning
 - rapid and disciplined **incident assessment** to ensure a quickly **scalable, adaptable, and flexible** response.

Response / FlaWARN

- WATERTracker will send initial e-mails to Regional contacts to begin individual conversations
- **Response is a “Fluid” process**
 - Needs and resources available are always changing
 - Many one-on-one communications going on at the same time



Response vs. Recovery

- Response
 - Encompasses **short-term efforts**
- Recovery
 - Encompasses **long-term efforts**
- Goal is to rebuild and revitalize affected communities
- Recovery planning must provide for a near-seamless transition from **response activities to short-term recovery**
 - Restoration of interrupted utility services
 - Reestablish transportation routes
 - **Restore water and sewer services**



After event Recovery - Mitigation

- After-Action reporting and information gathering
- Talk one-on-one with other utilities
 - Discuss their +/- experiences and areas to learn from
- Include **mitigation and prevention**
 - How can you mitigate future damages
 - **Resiliency**
 - "How quickly can you bounce back?"



After event Recovery - Mitigation & Resiliency

Not just for those with deep pockets



Post storm assessment



Login ?

User Name

steve.soltau@frwa.net

Password

.....

☒ Send Reset Password Email

Login

Welcome to the Florida Department of Environmental Protection's (FDEP) Water Assistance Tracking and Emergency Response (WATER) website! This new system combines FDEP's former StormTracker website and Florida Water/Wastewater Agency Response Network (FlaWARN) event tracker. The overall solution was to create one source for all water and wastewater facilities to report event-related status and to submit needs and request resources. This new system is designed for all hazard types to include both natural hazards (tropical storms, hurricanes, floods, etc.) and malevolent acts (contamination of finished water or source water, assault, cyber-attack, etc.).

Please log in with your specific username and password.

If you need to have a profile created, please submit the following information to WATERTracker@floridadep.gov: The PWS ID and/or Wastewater Facility ID you will be updating, an email address for your username, and a phone number. A new user email will be sent with a link to create your password.

If you are experiencing difficulties with login either email: WATERTracker@floridadep.gov or call **(866) 742-0481**

Planning and practice. Practice and Planning

- "Blue sky" exercises **year-round**
 - **Plan**, train, respond, recover, adjust
 - **Train**, respond, recover, adjust
 - **Repeat** over and over and over



Hands-on response equipment from FRWA



Again, FlaWARN is a group of

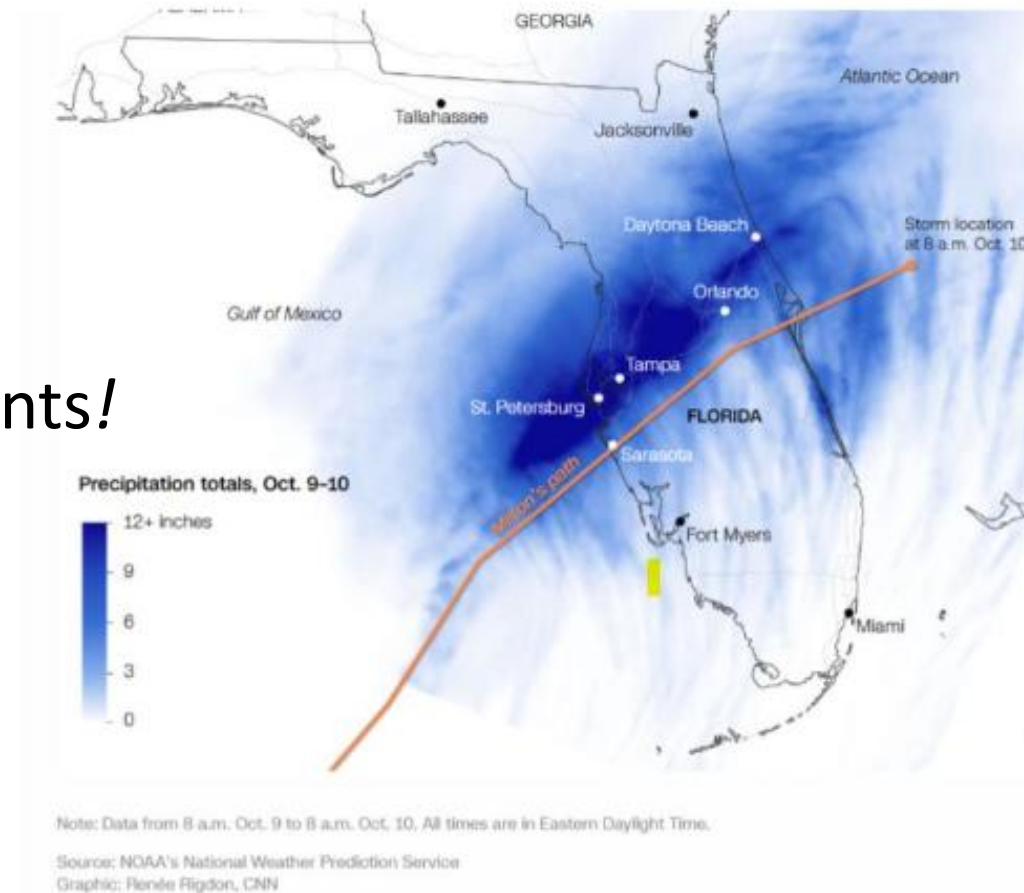
- 855 facilities
- 35 organizations
- 3 utility groups
- **But....** only 439 have Mutual Aid Agreements!

MUTUAL AID AGREEMENT FOR WATER/WASTEWATER

ARTICLE I. PURPOSE

The Water/Wastewater Mutual Aid Program was established to provide a method whereby water/wastewater utilities sustaining physical damage from natural or man made disasters could obtain emergency assistance, in the form of personnel, equipment, and materials and other associated services necessary, from other water/wastewater utilities. The purpose of this Agreement is to formally document such program.

ARTICLE II. DEFINITIONS



Be the Difference, Master Emergency Response

Break Time

QUOTE - PLANNING and EXECUTION

How do you prepare for times like these?

You have got two minutes remaining on the clock. You're ahead by two points. You need a 1st down to win the game...

"There's over 70K people there. Screaming. You can't communicate everything during times like that. Everyone has to know what to do. You practice and practice these things. You've done it before. Now you just go execute it"

Tom Brady, seven-time winning Superbowl quarterback, Fox broadcaster. Dec. 28, 2024.



Welcome Back! - Break-out Groups

- Individual groups
 - Identify up to four Worst-Case Scenario possibilities at your facility



BREAKOUT SESSION

List your Utility's worst-case water and sewer scenarios as a result of natural or man-made Emergency

Break-out Groups

Example Natural Disaster: Storm Surge

Example Man-made Emergency: Cyber Attack

Discussions

Share your scenarios

Prepare
Protect
Respond
Recover



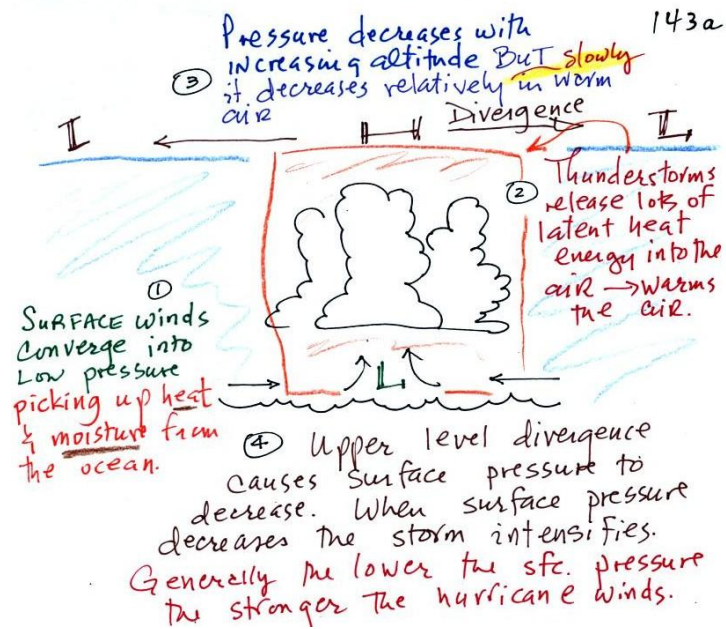
Share your scenarios

- Dyana and Steve
- Write on flip charts
- Discuss
- Together share experiences and ideas

Be the Difference, Master Emergency Response

- Discussion Wrap Up

It is expected that today's discussions will lead to overall improvements in emergency response



- Planning
- Communication
- Cooperation
- Collaboration

WATERTracker

- Dyana

Be the Difference, Master Emergency Response

Thank you



"Utilities Helping Utilities"



Be the Difference, Master Emergency Response

Dyana Jo Stewart

DWINSA Coordinator, Financial Management Supervisor
Florida Rural Water Assoc.

Thank you

Steve Soltau

FlaWARN Coordinator
Florida Rural Water Assoc.



2970 Wellington Circle
Tallahassee, FL 32309
850.668.2746



Englewood Beach



Englewood Beach

