

Colorado River Indian Tribes Water Main Break April 3rd- 5th, 2019

After-Action Report/Improvement Plan

April 24, 2019

INTRODUCTION

The Colorado River Indian Tribes (CRIT) would like to express its sincere concern for those who were affected by the water main failure on April 3rd, 2019. The Tribes would also like thank those who assisted with the response and recovery efforts to restore water service in a timely manner. Some aspects of the response and recovery effort went well while other efforts could be improved.

This survey is intended to be a “no-fault” assessment of the response and recovery operations with respect to the water main failure on April 3rd, 2019. It is intended to gather information that will help CRIT improve its emergency management program and NOT to assign blame for any actions or inactions.

Thank you for helping CRIT to better serve you.

I. Demographics (check/answer all that apply)

Did you have a role or experience the water service loss during the water main failure?

Yes/No	Your Role(s)/Experience(s) in the Water Main Failure
	Tribal member (citizen) who lost service
	Non-tribal member (citizen) who lost service
	Business/enterprise that lost service
	Employee of a business/enterprise that lost service
	Customer of tribal operations/business/enterprise affected
	Emergency services (fire, law enforcement/security, medical)
	Non-profit/volunteer agency that provided services
	Public works staff responsible for response and/or repairs
	Government sector utility provider responsible for response and/or repairs
	Private sector utility provider responsible for response and/or repairs
	Non-profit utility provider responsible for response and/or repairs
	CRIT leadership involved in the response and recovery efforts
	Other role/experience

What was your role(s) / experience(s)?

Do you have any general comments about your role(s) / experience(s)?

II. Capability Target Assessment

Based on your experience with the April 3rd-5th, 2019, water main failure, please indicate how well you believe CRIT met, or you think can meet the goals the Tribes have set for themselves. Note that these goals are aspirational based on a catastrophic disaster that CRIT intends to handle. While the water main failure may not have been catastrophic, it could provide an indication of needed areas for improvement. Simply place and “X” in the box based on your assessment. You may add comments in the next section of this survey.

Core Capability	Target	Yes	No	Unknown	Not Applicable
Planning	CRIT has an updated emergency operations plan (less than 5 years old) that was easily accessible and useful in responding to the event in coordination with the City of Parker, La Paz County, the State of Arizona, and Federal agencies.				
Public Information and Warning	Within 5-minutes notice of the loss of water service, CRIT delivered reliable and actionable information to the estimated 4,500 people on the reservation, including approximately 600 people with access and functional needs and 900 people with limited English proficiency affected.				
Operational Coordination	Within 5 minutes of the loss of water service, CRIT established and maintained a unified and coordinated organizational structure and process with relevant partners such as the City of Parker, La Paz County, the State of Arizona, the Federal government, and affected businesses, enterprises, and organizations.				
Critical Transportation	Within 12 hours of the loss of water service, CRIT evacuated (or could have evacuated) 400 people, including approximately 55 people with access and functional needs to a suitable location with services.				
Logistics and supply chain management	Within 72 hours of the loss of water service, CRIT provided (or could have provided) life-sustaining commodities (water, etc.), resources, and services to 4,000 people.				
Mass care services	Within 72 hours of the loss of water service, CRIT provided (or could have provided) emergency sheltering, food, and water for 4,000 people requiring shelter and/or 4,000 people requiring food and water, including an estimated 550 people with access and functional needs (requiring accessible shelter) and 550 people with access and functional needs.				

Core Capability	Target	Yes	No	Unknown	Not Applicable
Operational communications	Within 5 minutes of the loss of water service, CRIT established interoperable communications with City of Parker, La Paz County, the State of Arizona, the Federal government.				
Public health, healthcare, and emergency medical services	Within 30 minutes of the loss of water service, medical services provided (or could have provided) medical treatment, and transfer to an appropriate facility for up to 150 people requiring medical care.				
Situational Assessment	Within 10 minutes of an incident, and on a 1-hour cycle thereafter, CRIT provided notification to leadership City of Parker, La Paz County, the State of Arizona, the Federal government involved in incident management of the current and projected situation.				
Infrastructure Systems	Within 72 hours of the incident, CRIT restored water services to up to 4,000 customers.				

Table 1. Summary of Core Capability Performance

III. Three up, Three Down

Based on your experience during the water main failure, please provide up to three strengths and/or areas for improvement you observed/experienced in CRIT's response to the April 3rd-5th, 2019, water main failure.

Strengths

The response and recovery level can be attributed to the following strengths:

Strength 1:

Strength 2:

Strength 3:

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 1:

Area for Improvement 2:

Area for Improvement 3:

Other Observation(s)

Please provide any other relevant observations/experiences you feel should be addressed to respond to future disaster events:

Observation:

Recommendation:

Observation:

Recommendation:

Observation:

Recommendation:
