

# *Major Response Activities*

*Working with 3<sup>rd</sup> Parties  
Flint Drinking Water Response  
1/20/16 – Present*

*RRT Region 5  
April 5, 2017*



## *Basic History*

- Switch Drinking Water Sources 4/2014
- No Corrosion Control
- Water Chemistry
- High level of Cl used
- Dissolved scale – 70-80% lead
- Corroding the pipes
- 80%+ of Main-Curb are Lead
- Federal agencies hit the ground on 1/20/16



# *FEMA / State Commodity Mission*



# *Federal Response*

- Major issues related to water quality
  - Lead
  - Chlorine
  - “Rashes”
  - Filters
  - Bacteria



# Operations

**Lead Federal Official**  
Dr. Nicole Lurie, HHS

**FHCO**  
Tony Voirin, HHS

**UCG**  
EPA, CDC, FEMA,  
State of Michigan

**Water Quality  
Task Force**  
*EPA, ATSDR*

**Nutrition &  
Education  
Task Force**  
*USDA*

**Operations**

**Human  
Services  
Task Force**  
*HHS*

**Health &  
Medical  
Task Force**  
*HHS, CDC*

**Public & External Affairs  
Task Force**  
*HHS, EPA, FDA, FEMA, CDC*

## *Initial Community Outreach*

Reach out to local government

- Health Department
- Medical Society
- Key citizens
- Water treatment plant
- County Emergency Operations Center
- Mayor's office



## *Initial Community Feedback*

- No trust in Government
- Strong emotions about State Government
- Where to get information
  - 211 system
  - Points of distribution (PODs)
  - Community Centers / Churches
- Unique demographic challenges
  - Economically challenged
  - Low tech (need for door-to-door canvassing)
  - Undocumented residents

# Community Perception

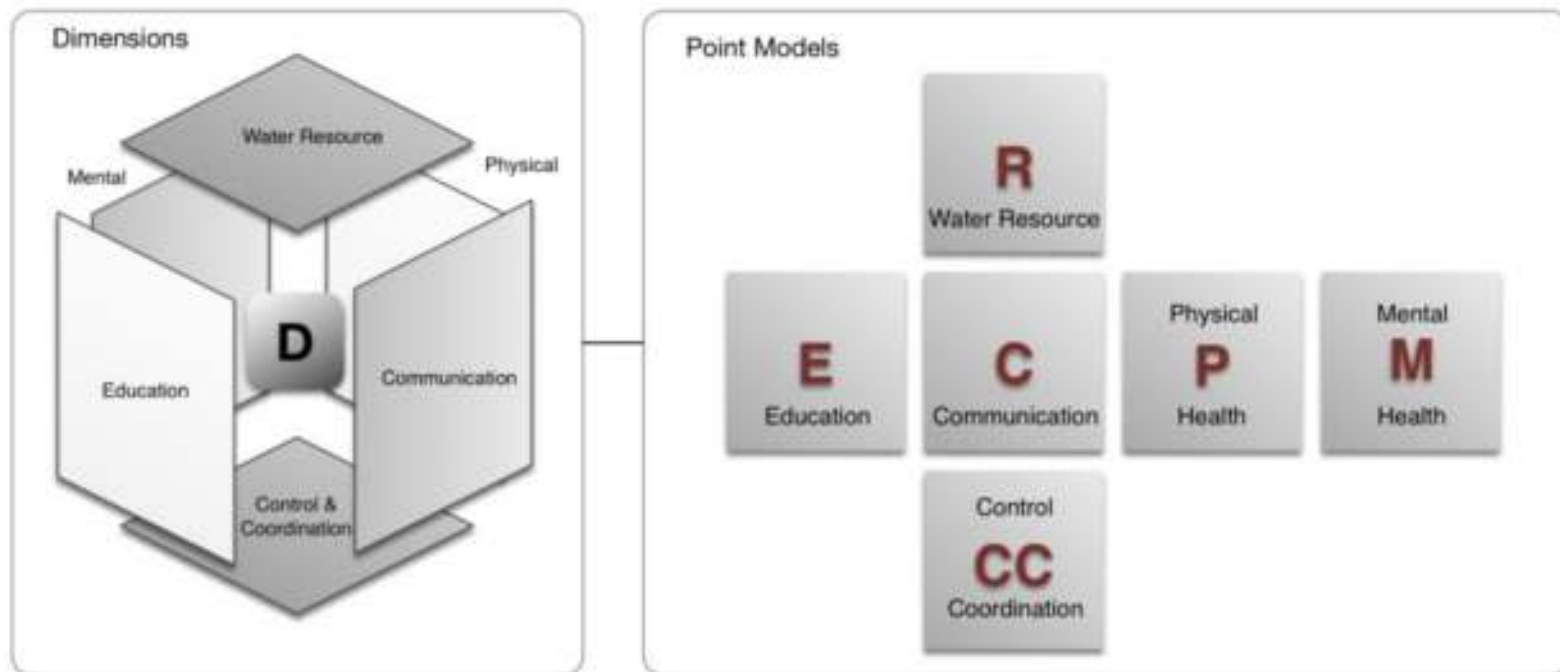


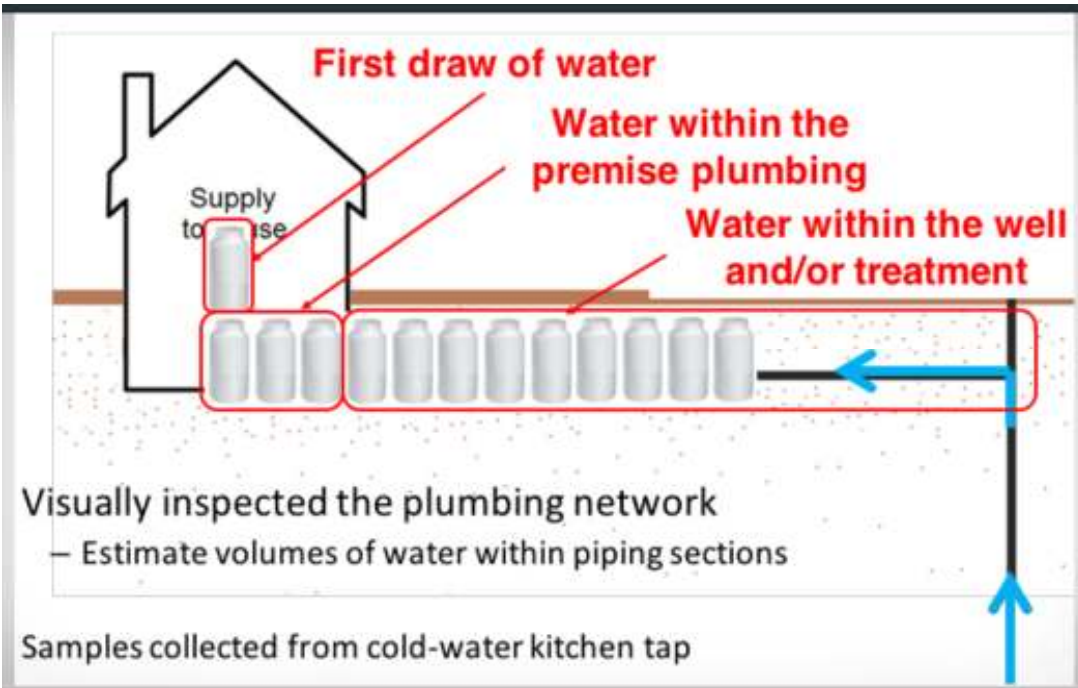


# Local Recovery Plan

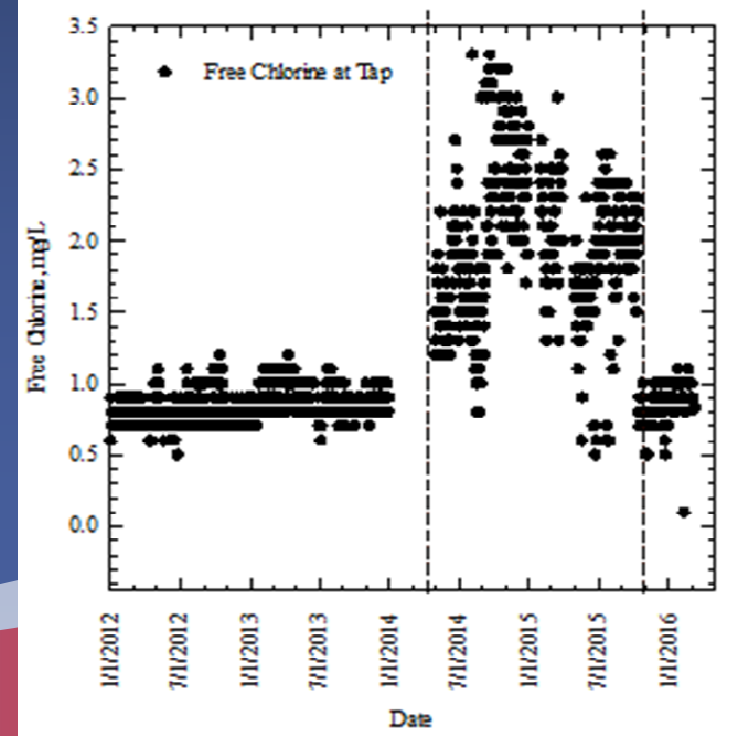
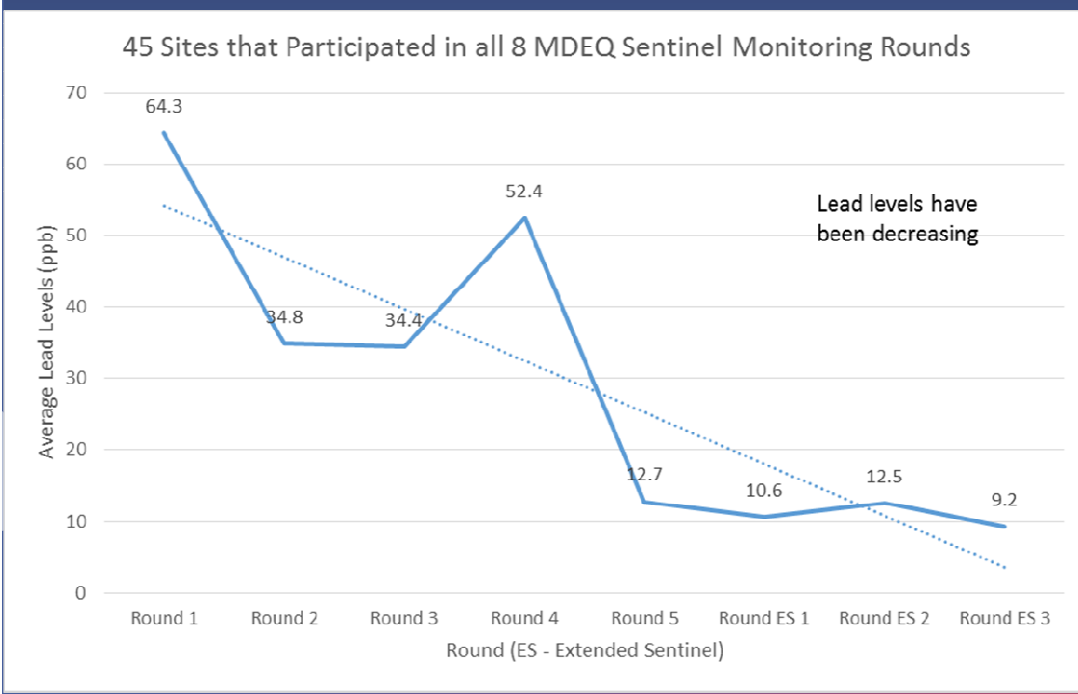
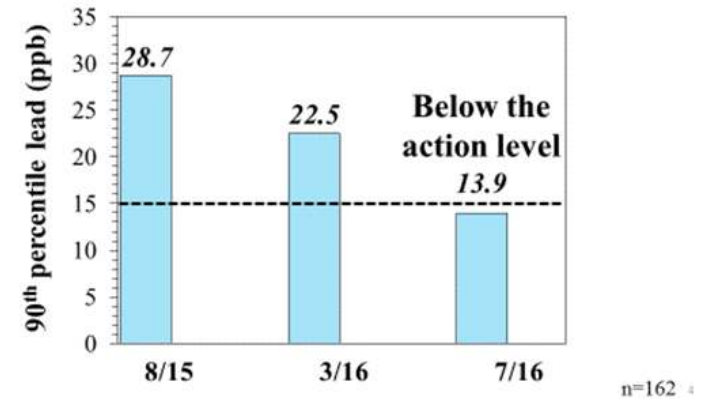
## Non-profit organization leadership

### FLINT MI: Water Crisis - Destination Recovery Points / Dimensions / Models





Virginia Tech First draw lead data



## *More Community Feedback*

- “Well never trust this water again”
- Lead service line replacement: metaphor for justice
- Water is causing skin rashes
- Inconsistency in information being provided
- Intimidating presence at residents door
- 3<sup>rd</sup> party sampling \*\*
- Help for adults (as well as children)
- Eroding trust in water filters
- Bacteria concerns



# *3<sup>rd</sup> Party Sampling*

- Who?
  - Universities
  - City contractors
  - Residents
  - NGO's
    - Water Defense
- Challenges
  - Coordination
  - Communications
  - Trust

*Use of the word  
“SAFE”*

# *Lessons Learned – Government Perspective*

- Recognize and engage all work by 3<sup>rd</sup> parties
- Establish meaningful communication strategy early in the process
- Openly describe where you are on common ground
- Clearly and openly describe where professional differences exist
  - Don't embellish
  - Don't offer opinions
  - Stick with facts and action items moving forward

## *Forward*

- Medical & Health programs to continue
- Federal WIIN provides \$100 Million (plus \$20M match)
  - Lead service line replacement
  - Water plant and distribution system improvements
  - System optimization (disinfection/corrosion control)
- City leadership with State/Federal/NGO support
- Continued system assessment work (WQ & biological)
- Fast Start projection = 3-4 Years / 20,000 homes
- EPA's Emergency Order & transition to long term source.