

DC Flood Task Force Meeting Minutes



**DC Flood Task Force
Meeting Minutes
December 9, 2022
Virtual WebEx Meeting
2:30 pm – 3:30 pm**

Meeting began at 2:34 pm with the following members, agencies, and support staff in attendance.

Attending Voting Members and Support Staff

Deputy Mayor for Operations and Infrastructure (DMOI)

1. Alan Propp

District of Columbia Water and Sewer Authority (DC Water)

1. Apera Nwora
2. Salil Kharkar
3. Barbara Mitchell
4. Wayne Griffith

District of Columbia Department of Energy and Environment (DOEE)

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| 1. Nick Bonard | 4. Meredith Upchurch | 7. Victor Ukpolo |
| 2. Lily Cheng | 5. Sarah Edwards | 8. Joshua Schnitzlein |
| 3. Jackie Zidar | 6. Andrea Limauro | |

District of Columbia Homeland Security and Emergency Management Agency (HSEMA)

1. Melissa Deas

District of Columbia Office of Planning (OP)

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| 1. Stephen Gyor (VM) | 2. Imania Price |
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District of Columbia Department of Insurance, Securities, and Banking (DISB)

1. Philip Edmonds
2. Angela King
3. Philip Barlow
4. Pratima Lele

District of Columbia Department of Buildings (DOB)

1. Christopher Bailey

District of Columbia Department of Public Works (DPW)

1. Andrew Gerst
2. Melvyn Smith

Attending Consulting Members and Support Staff

Executive Office of the Mayor (EOM)

1. Jonathan Rogers
2. Robert Preston
3. Jane Waters
4. Amber Hewitt

Metropolitan Washington Council of Governments (MWCOG)

1. Steve Bieber
2. Katie Dyer

District of Columbia Building Industry Association (DCBIA)

1. Cell Bernardino

U.S. Army Corps of Engineers (USACE)

1. Stacey Underwood

National Park Service (NPS)

1. Tammy Stidham

Washington Gas

1. Portia Hurtt

Facilitation Team - Monash Advisory Group

1. Monte Monash
2. Rachel Kendrick
3. Nick Hall

Other Attendees

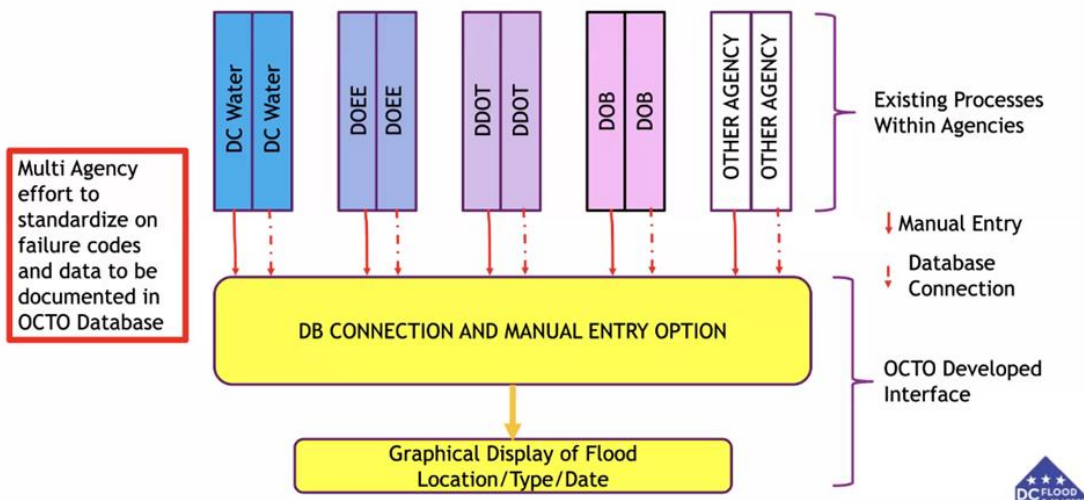
1. Glenn Hugo
2. Sandra Knight
3. Gerald Robinson

2: 35pm | Welcome and Opening Remarks

- Flood Task Final Report Due February 2023
 - o Must have an Action Plan for each of 9 categories
- Post Final Report the Flood Task Force Members will meet annually to track progress on Action Plan

2:39 pm | Centralize calls for Flood and Drainage System Update

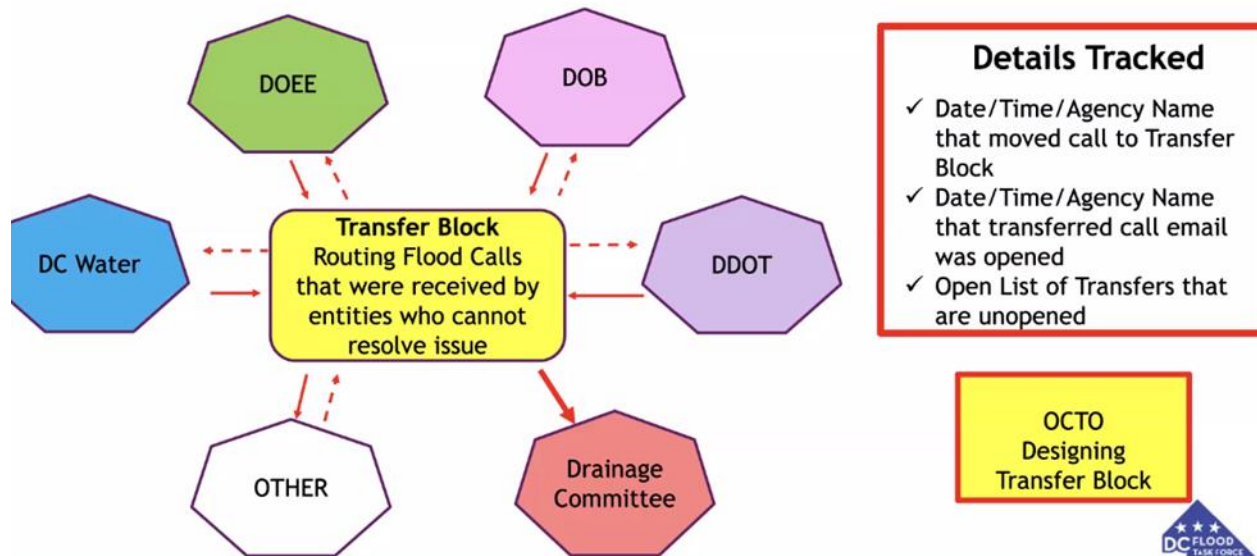
Flood Call Data Display and Call Routing



- Trying to achieve the bottom box, consolidated data collection for different types of floods
- DB connection – data consolidated in format that can be fed into an OCTO database
- Rather than try to make agencies change how they collect data, we want to create a connector for each agency, OCTO will capture the input into the database
- Current processes are not interrupted, they just move over to the same database at the end
- Minimize disruption of processes that exist
- Standardize how we assign codes to particular type of floods
- **Project A:**
 - o Goal is to have a public facing map where they can see historical flooding complaints, categorized by type
 - o What we need is (a) Agreement from agencies to use this database, (b) Agree on Flood Types (Failure Codes)
 - o Anticipate requiring multiple meetings to agree on details
 - o This is an ask for commitment from Agencies to participate in the effort
- **Chris Bailey:** We will need an MOA. DOB is undergoing changes with addresses, they will need to communicate these as the database is built
- **Salil:** How specific do we want to be? Look at areas or addresses? Most likely by area, to show where to concentrate the efforts

- **Chris:** Would you need the lots and squares of the structure? Clarify what data is needed from DOB, will work together on this
- **Melvyn:** There is a need for MOA to agree in more detail on what data is needed from each agency
- **Apera:** Will residents be able to access this database?
- **Salil/Nick:** There will be a distinction between what the public can access and what is only available to the government
- **Project B – Flood Call Routing System**
 - o Goal is to have a public who call in with Flood Complaints not have to make a second call to find the correct Agency to deal with problems
 - o What we need is (a) Agreement from agencies to use this Call Transfer Block
 - o Anticipate requiring multiple meetings to agree on details
 - o This is an ask for a commitment from Agencies to participate in the effort

Flood Call Data Display and Call Routing



- Transfer block is for agencies who receive a call that should be routed to another agency, goes into the mailbox of the agency it is directed to
- **Apera:** Will the caller receive a tracking number? And would this tracking number be used once the proper agency is identified so the customer does not have to start from scratch in explaining the situation?
- **Salil:** This is a current discussion that will be discussed in the MOA, will be useful for making sure to close the loop on calls
- **Apera:** What will the response time be?
- **Salil:** There can't be a single response time, it is a function of information that is collected. It will be discussed in the MOA

- **Chris:** Response time will need to account for agencies possibly being incorrectly assigned
- **Sandra Knight:** Would the caller talk to someone? My experience "calling" DC govt agencies is there are many options and none deliver a real person in an expedient manner or sometimes at all
- **Salil:** We are not changing any of the KPIs of individual agencies, this is a behind the scenes movement of calls. Issues like this one should be addressed internally.
- **Nick:** We are trying to resolve agencies telling you to call someone else, and having to make several calls until finding the right agency.

3:13 pm | Task Force Open Discussion lo-

- Looking back: Feedback on the Task Force process?
 - o **Melvyn:** I enjoyed the great discussions and opportunities to connect with other agencies who have similar interests
 - o **Philip Barlow:** I think the process has been helpful to focus on these because it can be hard to prioritize without meetings. Agree that the contacts have been a great part of it, who to reach out to. Going forward DISB has identified some other things that they will continue to look at outside the Flood Task Force. Has helped focus their thinking on flooding.
 - o **Melissa:** Thought the templates for individual plans was helpful, especially the history section has been useful in focusing us and making sure we don't lose the history.
 - o **Monte:** Has been wonderful to work with so many people in DC gov who care about the issues and collaborating. We will have a very comprehensive report on this. DOEE and DC water have done the heavy lift, which is appreciated.
- Going forward: What do we still need to do?
 - o **Salil:** Continued check-ins to make sure we are accountable

3:24 pm | Closing Remarks and Next Steps

- Flood Task Final Report Due February 2023
- Batch 3 Vote for final acceptance Jan 18
- Send final version of the Batch 3 Action Plans ASAP
- Prep your director for closing remarks and voting on Jan 18

Next Full Flood Task Force Meeting is **January 18, 2pm**

The meeting ENDED at 3:30 pm.

Additional Materials

A copy of the staff presentation used during the meeting, the meeting recording, and a transcript of any in meeting chat comments can be accessed at dcfloodtaskforce.org.