**Advisory Feedback Guide**

**PURPOSE**

This form is intended to be used to gather information from water system staff and other agencies about the advisory protocol and process.

**DIRECTIONS**

Use the form and sample questions below to create your own survey for participating agencies or organizations. Remove the identifying data and compile the results. Use the data to update and modify advisory protocols.

Ensure that major water users and critical facilities, such as healthcare facilities, jails, dialysis centers, etc. are included in your survey efforts.

**FOLLOW-UP**

Consider holding a meeting or conference call with other local, state, and federal partners to discuss the responses and lessons learned.

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Advisory Incident:

Name:

Agency/Division:

Telephone:

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Role in Advisory: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

##### Sample questions for various key stakeholders that can be added to any survey

###### Suggested questions for state/local drinking water authorities and state/local health departments

1. Please describe the timeline of events that led to the water advisory.
2. What evidence contributed to the decision that it was necessary to start the drinking water advisory?
3. What evidence did you need to see to decide it was appropriate to end the drinking water advisory?
4. Did you use a critical customer list for outreach?
5. Was a call center established?
6. Who prepared the water advisory?
7. Was a particular format used?
8. Was a spokesperson designated for issuing the advisory?
9. Was a press conference or interview conducted for the media?
10. How often were updates provided to the public?
11. How were updates communicated?
12. Did you conduct an after action review after the water advisory ended?
13. List any resources you didn’t have that you wish you would have had.
14. Whom in the population was prioritized to reach with the drinking water advisory? (rank your answers)
15. Which agencies or persons were involved in the decision making process on how to issue and implement the water advisory?
16. Did the target audience you were trying to reach change during the advisory?
17. What did you want the target audiences to do with the information?
18. What was the information that went out to the public?
19. What communication methods were used to convey that information?
20. What do you think were the most successful means of getting the information out?
21. Who was listed as the authority/authorities for the advisory?
22. How was the discontinuation of the advisory communicated?
23. What was the information that went out to key contacts (e.g., businesses/hospitals/grocery stores/ restaurants/pharmacies/dialysis centers)?
24. Did the information provided to the different businesses/organizations/institutions vary based on who was receiving them?
25. What communication methods were used to convey that information to these businesses/organizations/ institutions?
26. What communication methods were used to advise of the discontinuation of the advisory to businesses/ organizations/institutions?
27. From your perspective, what three things were done best during the advisory? (What went right?)
    * How do you know they worked well?
    * What goals or targets did they meet?
    * Can you identify the successful actions that can be replicated in future incidents?
28. Based on your experience, list three improvements needed with issuing drinking water advisories.
29. What might you do differently the next time?
30. Which stakeholders need to be involved in improvements in the way the next advisory is carried out?
31. Did you have plans for how to communicate a drinking water advisory before?
32. If a similar situation occurred 6 months from now, how would you conduct the drinking water advisory? Please be specific about what information you would gather before/during/after the incident, what steps you would take, and how you would prioritize the different activities.
33. Are there estimates of cost or burden of this emergency? Did the water utility reimburse customers for flushing costs?
34. Did you have any loss of pressure issues with everyone flushing around the same time?
35. Were there any issues/concerns on the extra water that arrived at the wastewater treatment plant after everyone flushed?
36. Please provide additional comments.

###### Suggested questions for businesses/institutions/organizations/hospitals/jails

1. How did you first hear about the drinking water advisory?
2. Who provided the notice of the drinking water advisory?
3. What date did you get the notice of the drinking water advisory?
4. What information was communicated to you?
5. Have there been follow-up communications? How have you received these, and what did you hear?
6. During the advisory, did you know who to contact if you had further questions?
7. Did your questions from the advisory get answered?
8. How would you prefer your business/organization/institution/facility to receive formal notification of water service problems?
9. Were business operations disrupted due to the drinking water advisory? How?
10. Did your business/organization/institution/facility close because of water problems? How long? Why?
11. Was water purchased for the business? How much? What is the estimated cost?
12. Was any equipment bought to address your water problems? What? What is the estimated cost?
13. Was anything discarded as a result of the drinking water advisory? What? What is the estimated cost?
14. Please estimate your total losses.
15. Does your business have an emergency preparedness plan for drinking water emergencies/advisories?
16. What procedures were used for handwashing during the drinking water advisory?
17. What sources of water did you use during the boil water advisory?
18. What equipment was shut off due to the drinking water advisory?
19. Were there any special challenges your business/organization/institution/facility faced during the water advisory that haven’t been asked about?
20. How were patients/school children/customers affected by the drinking water advisory?
21. If boil water situations impacted your normal operations, what agencies or partners do you communicate with to inform them of the situation?
22. What are the total estimated costs (including legal costs) to your business/organization/institution/facility from this boil water advisory?
23. Was the drinking water advisory discontinuation communicated to your business? How?
24. Were there any resources that could have better helped you deal with the water problem?