



2021 BOIL WATER NOTICE AFTER ACTION REPORT

DS-22-017

February 1, 2022

2021 Boil Water Notice Background

2

- ❑ Impacted the majority of City of Killeen from October 19th to October 29th
- ❑ Testing showed low chlorine residuals due to nitrification process
- ❑ The City coordinated efforts with TCEQ and WCID1 to resolve the incident
- ❑ Testing and BWN lifting process adhered to State standards



After Action Review Process

3

- ❑ Feedback during the Response
- ❑ Core Capabilities
- ❑ PW Workshop on November 4th
- ❑ ED Workshop on November 15th
- ❑ Data Analysis



SWOT Analysis

4

Strengths	Weakness	Opportunities	Threats
Communication with stakeholders happened quickly	Lack of clear actionable instructions to public	Create branded actionable messages	Limited PIOs for the City
PW called in TCEQ experts and followed all State processes	Not enough in house SME for a long period operation	Providing training on complex water systems and create in house SMEs	Rising cost of training and staff pay for expertise
Planning for water distribution started immediately	Tracking mechanism was antiquated and took time to share information	Utilize existing technology systems to create automated systems	Limited OHSEM staff to provide continuous coordination

Top 4 Improvement Areas





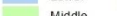

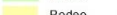

5

1. Work with WCID1 to establish a regular free chlorine conversion plan as normal maintenance
2. Complete the install of the remaining 3 chlorine booster station
3. Providing training on complex water systems and create in house SMEs
4. Pre draft graphics and actionable directions to message out for these types of known events.



Killeen Pressure Planes, Pumps and Tanks

Legend

 Airport	 Pump Station
 Lower	 Ground Storage Tank
 Middle	 Elevated Storage Tank
 Rodeo	
 Upper	

