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Aid to Critical Infrastructure and Key Resources During a Disaster

Telecommunication Challenges



CenturyLink™

2008 – Severe Weather Impacts to Communications

Parkersburg

Tornado sweeps through southern section of community
Central Office not affected (except for power)
Communications impacted in many areas of town
Emergency command center established
Impacted area of town hard to get the word out



Additional damage to facilities occurred during cleanup, including isolation of Stout.

Coordination with local power company for safety reasons.

Provided short-notice communication services for emergency officials.

Notification to those affected of status and options on current service.

Similar issues with 2011 Mapleton tornado.

2008 – Severe Weather Impacts to Communications

Iowa Flooding

Floods followed a path through many CenturyLink communities

New Hartford

Waterloo – Cedar Falls

Independence

Vinton

Cedar Rapids

Coralville – Iowa City

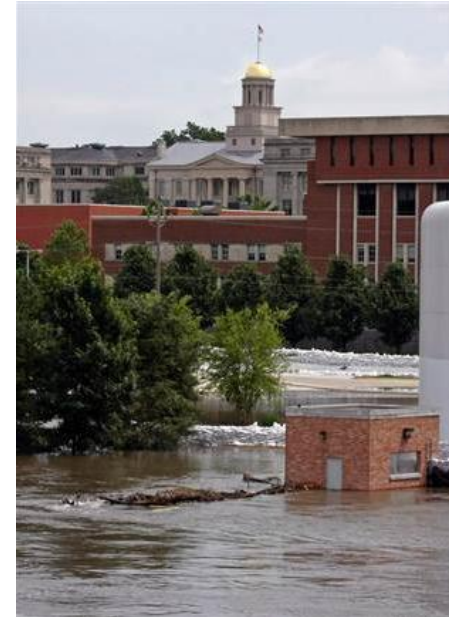
Des Moines

Van Meter

Charles City

and many more.....

Also again in 2010 – Ames, Colfax



Fortunate to have some advance warning – allowed time for sandbagging of Central Offices. Sandbagged six Central Offices in 2008 while monitoring many others.

New Hartford – Wall of water impacted town from the west. Central Office went under water, took two days to get to site.

Iowa City & Coralville – Widespread damage and submersion of facilities.

Impacted 25 of our communities.

2008 – Severe Weather Impacts to Communications

Eastern Iowa Flooding – Cedar Rapids

Flood severely impacted our Cedar Rapids Central Office.

Central Office in jeopardy
Loss of power
Water jeopardy

Customers in jeopardy
Hospital
Placement of equipment rooms



Constant influx of orders for emergency services in many communities.

Basement equipment rooms.

Notification to those affected of status and options on current service.

Rumor control.

Hazmat concerns.

Secondary damage caused by contractors performing clean up in commercial buildings.

2011 – Severe Weather Impacts to Communications

Western Iowa Flooding

Floods followed a path through several CenturyLink communities along Missouri River:

Sioux City

Onawa

Missouri Valley

Crescent

Council Bluffs

Manawa

Hamburg

Heavy impact to rural areas



Relied heavily on information provided by Corps, Homeland Security, FEMA and others. Inundation maps assisted in focusing resources to meet rising floodwater.

Widespread preparation of office and field facilities in advance of flooding.

Concern over availability of commercial power and fuel.

Both preparation & recovery required coordination with power companies

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Ability to communicate status of current service and options for maintaining/suspending.

Access issues – due to road closures and physical access to our facilities. Affected our ability to reach damaged areas and to conduct repairs

Difficulty with permits.

Sandbag disposal issues.

2007 – Severe Weather Impacts to Communications

Ice Storm

State-wide event that included severe thunderstorms, up to two inches of freezing rain, and blizzard conditions.



Availability of commercial power – 35 switching facilities lost commercial power, some multiple times.

Access to our offices and facilities.

Coordination with local power companies for safety and pole replacements.

Availability of fuel & back-up power sources.

Severe Weather Impacts to Communications

Summary of Critical Needs

Availability of commercial power & fuel.

Work with local power company to determine safe areas to begin recovery.

Quickly establish contact and relationships with local emergency officials and/or FEMA to determine their needs. If state-wide event, do the same with state emergency organizations.

Work with local officials to determine access needs – special badges, permits, National Guard escort, police permission to enter quarantined areas, etc.

Determine best method(s) for communicating current status of service and options for those lacking service to affected community, while preventing rumors. Possible daily forum with all utilities, media and local officials to determine best methods.

Communicate to affected residents, businesses and contractors the need to be wary of our facilities while conducting their clean up. Reemphasize “call before you dig,” and encourage direct contact with us if necessary.

Questions?

