

Summary of National Rural Water Association Security Survey

I. Overview

A security survey was distributed to almost 1,500 water systems across the country. Utilities were randomly selected based on an internal e-mail database that has been accumulated over the past 10 years. To date, 218 utilities have responded that serve a population between 3,300 and 50,000 people - an extensive analysis of these responses will be discussed in this report. Ten (10) utilities serving more than 50,000 people also responded, however, these responses will not be the reports focus. We also received 20 survey responses from systems not required by law to complete a vulnerability assessment or emergency response plan. In total 248 survey responses (included as Appendix A) were returned from 32 different states.

II. Survey

The survey, included as Appendix B, consisted of the following questions:

- General information - system name, name of security person, number of people served, address, phone number, fax number, and email
- Have you completed your vulnerability assessment (VA)?
- Did you use the Security and Emergency Management (SEMS) software provided by Rural Water? If yes, why? If no, what did you use?
- Have you talked to or heard from anyone from the U.S. Environmental Protection Agency (EPA)?
- Have you received any help from the State or EPA? If so, from who and was it useful?
- Have you heard of the EPA *Baseline Threat Information for Vulnerability Assessments of Community Water Systems*? If so, do you have a copy of it?
- Have you heard of the Water Information Sharing and Analysis Center (Water ISAC)?
- Who makes you aware of and communicates with you about security concerns?
- What was the most useful thing (i.e. software, training, consultant) that helped you complete your VA?
- What was the most important thing you have learned to increase the security of your water system? Who provided the information?
- What is the most useful security training event that you have attended?
- What is the most important change you have made to increase the security of your water system?
- Who has provided the most useful security information to your system - EPA, state, consultants, or Rural Water? Explain.
- Please provide any other information you think may be useful below.

III. Results

A summary of all the responses have been tabulated below. A one page summary of the results has been included as Appendix C which is further delineated by system size.

1. Have you completed your vulnerability assessment (VA)?

Yes: 174	No: 44
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2. Did you use the Security and Emergency Management (SEMS) software provided by Rural Water? If yes, why? If no, what did you use?

Yes: 196	No: 21
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3. Have you talked to or heard from anyone from the U.S. Environmental Protection Agency (EPA)?

Yes: 7	No: 154
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4. Have you received any help from the State or EPA? If so, from who and was it useful?

EPA Assistance: 5	State Assistance: 30
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5. Have you heard of the EPA *Baseline Threat Information for Vulnerability Assessments of Community Water Systems*? If so, do you have a copy of it?

Yes: 86	No: 74
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6. Have you heard of the Water Information Sharing and Analysis Center (Water ISAC)?

Yes: 85	No: 76
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7. Who makes you aware of and communicates with you about security concerns?

Rural Water	State	AWWA	Local	EPA	WaterISAC	DHS
88	42	38	21	14	9	5

8. What was the most useful thing (i.e. software, training, consultant) that helped you complete your VA?

SEMS/ Rural Water	Training	Consultant	VSAT	AWWA	EPA	RAM-W
163	21	11	6	1	1	1

9. What was the most important thing you have learned to increase the security of your water system? Who provided the information?

Top 10 Categories

Response	Number
General Awareness of vulnerability and need for security	47
Increased vigilance (observing surroundings)	23
Common sense	9
More patrols	9
Coordinate with local first responders (how to respond)	8
Control access	7
More signs	7
More lighting	6
Neighborhood watch	6
Employee awareness and training	4

10. What is the most useful security training event that you have attended?

Rural Water	State/Local	VSAT	Other	Federal	RAM-W	AWWA
92	23	6	5	3	2	1

11. What is the most important change you have made to increase the security of your water system?

Top 10 Changes

Response	Number
Employee awareness and training	38
Fence	23
Intrusion alarms	17
Lock/replace critical facilities	17
More lighting	12
More patrols (police/employee)	12
Security alarms	10
Neighborhood watch/ community awareness	10
Intrusion alarms at remote locations	10
More signs	9

12. Who has provided the most useful security information to your system - EPA, state, consultants, or Rural Water? Explain.

Rural Water	EPA	Consultant	AWWA	State
125	14	13	11	11

13. Please provide any other information you think may be useful below.