



Hazardous Substance Incident Tracking Database:  
Public Users Guide

Version 1.1

3/15/2010

This guide is intended to assist the public in utilizing the Iowa Department of Natural Resources' Hazardous Substance Incident Tracking System commonly known as the DNR's spill database. The DNR Spill Database was first created in 1995 as a means to track spills occurring in Iowa electronically to facilitate statistical analysis and reporting. This latest version is the first version available on-line and is intended to allow the public better access to information concerning spills in Iowa.

This guide is divided into three parts. The first part as a quick start guide intended for more experienced web based database users. The second part contains a Frequently Asked Questions (FAQ) section, description of each pre-designed report, and a description of how to use the user defined reporting tool. The final section is a more detailed users guide.

# Table of Contents

|      |  |    |
|------|--|----|
| I.   | Quick Start Guide .....                          | 1  |
| II.  | Reporting Tools                                  |    |
| 1.   | Pre-designed Reports.....                        | 8  |
| a.   | Hazardous Spill Summary Report.....              | 8  |
| b.   | Report of Hazardous Condition.....               | 9  |
| c.   | Report of Manure Releases.....                   | 10 |
| d.   | Field Office Report .....                        | 11 |
| e.   | Fish Kill Report.....                            | 12 |
| f.   | Six Hour Violation Report.....                   | 13 |
| g.   | Watershed Report.....                            | 14 |
| h.   | Site Location Report.....                        | 15 |
| i.   | Facility Spill History .....                     | 16 |
| 2.   | User Defined Reporting Tool (Ad-hoc Report)..... | 17 |
| III. | Application Users Guide                          |    |
| 1.   | Introduction.....                                | 19 |
| a.   | Introduction.....                                | 19 |
| b.   | General Page Layout.....                         | 20 |
| c.   | Basic Search .....                               | 21 |
| d.   | Print PDF .....                                  | 25 |
| 2.   | Iowa DNR Incident Information Sections.....      | 26 |
| a.   | General Information Screen.....                  | 27 |
| b.   | Incident Information Screen.....                 | 28 |
| c.   | Location Information .....                       | 32 |
| d.   | Material Information.....                        | 33 |
| e.   | Incident Events.....                             | 35 |
| f.   | Actions & Follow-ups.....                        | 35 |
| g.   | Documents.....                                   | 36 |
| 3.   | 30 Day Report Sections.....                      | 37 |
| a.   | Incident Information.....                        | 38 |
| b.   | Location Information .....                       | 39 |
| c.   | Material Information.....                        | 40 |
| d.   | Incident Events and Actions & Follow-ups.....    | 42 |
| 4.   | Contact Information.....                         | 43 |

## SECTION I – Quick Start Guide

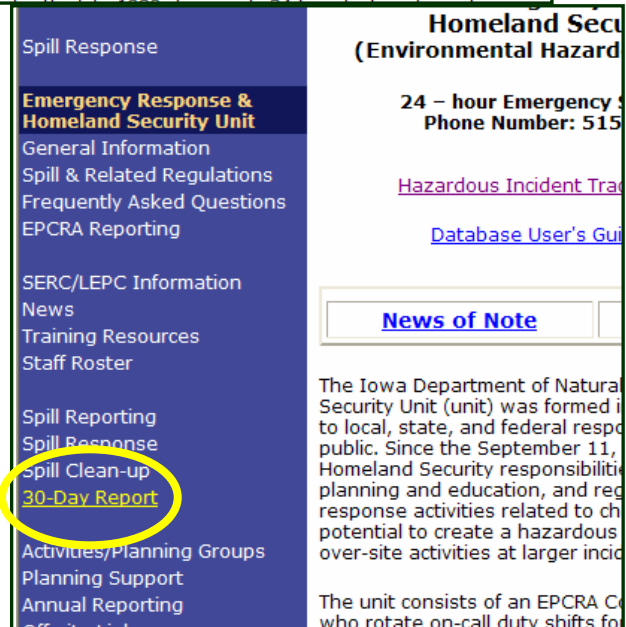
Go to the DNR's spill reporting website [www.iowadnr.gov/spills/index.html](http://www.iowadnr.gov/spills/index.html). Click on the **Hazardous Incident Tracking Database** link in the middle of the page.



On the webpage is a link to the **Database User's Guide**. Click on this link to get information about how to utilize the database.

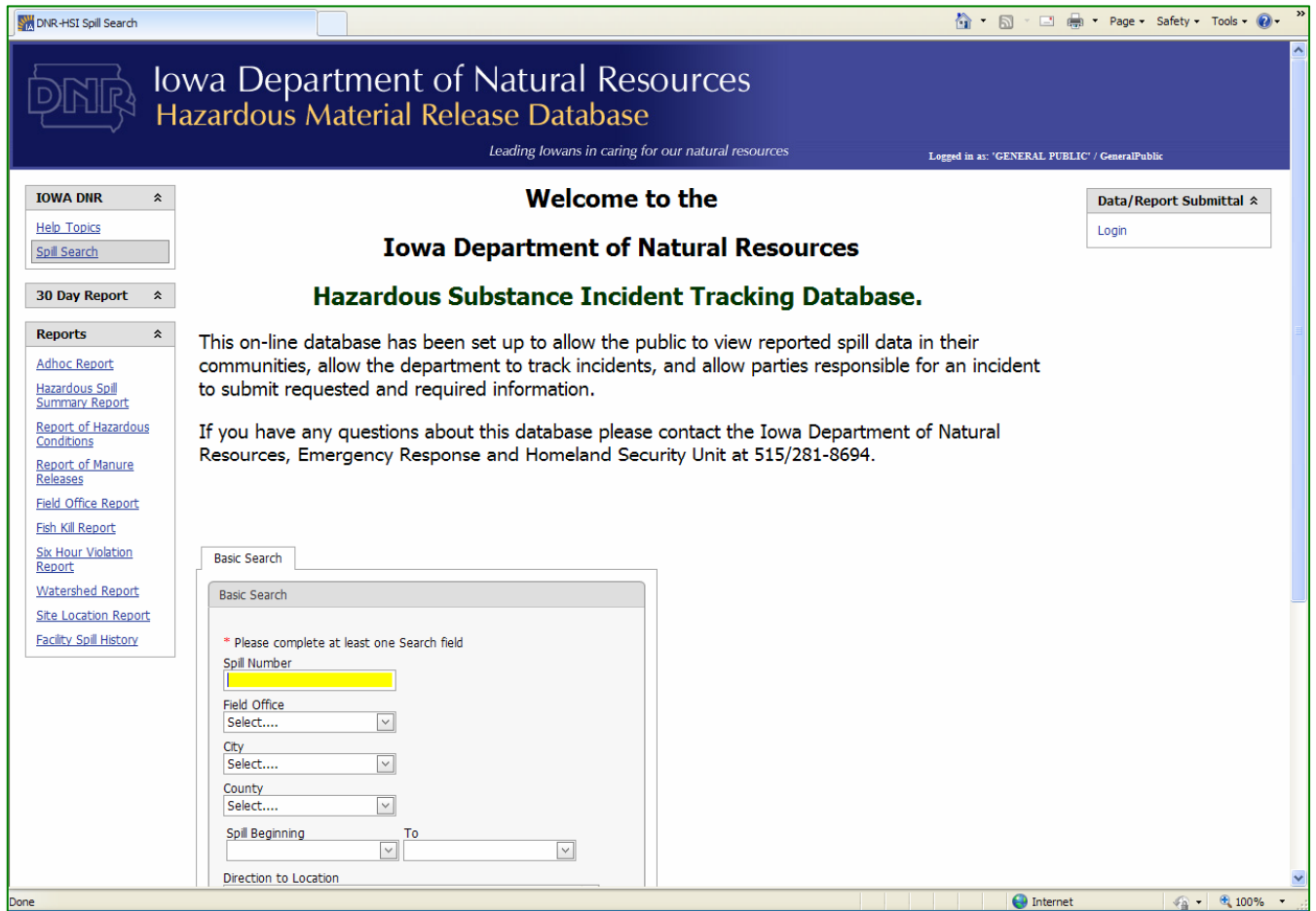
If you are submitting a 30-Day Written Report for an incident as required by Iowa Administrative Code, you can select the **30-Day Report** item from the left side menu.

This page discusses the various options for submitting the 30-Day Written report and links to the database for electronic report submission.



For instructions on how to submit the 30-Day Written Report refer to the 30-Day Written Report Electronic Submittal Guide.

Once you click on the database link you will be taken to the DNR's new Online Hazardous Substance Incident Database.



System Notices and Information will be posted below the welcome message.

**Hazardous Substance Incident Tracking Database.**

This on-line database has been set up to allow the public to view reported spill data in their communities, allow the department to track incidents, and allow parties responsible for an incident to submit requested and required information.

If you have any questions about this database please contact the Iowa Department of Natural Resources, Emergency Response and Homeland Security Unit at 515/281-8694.

**System Maintenance Planned**

**Date: Tuesday 12/15/09**

**Time: 5:00 PM to 8:00 PM**

From this page you have three options:

- search for a particular spill using the basic search feature, or
- select from a variety of reports and the reporting tool, or
- log in for data/report submission.

## Search for a Particular Spill

To use the basic search start by entering the criteria;

- Spill Number,
- Field Office,
- City,
- County,
- Date Range, or
- Directions to location.

You can enter as little or as much information as you have. The system will pull all spills meeting your criteria.

Basic Search

Basic Search

\* Please complete at least one Search field

Spill Number

Field Office  
 Select....

City  
 Select....

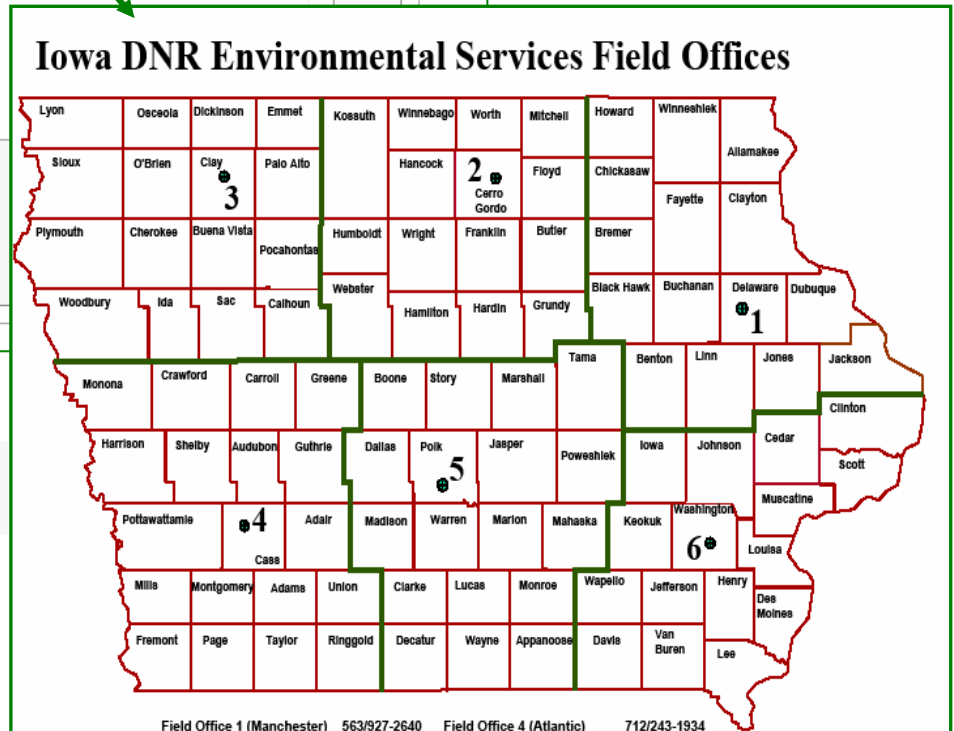
County  
 Select....

Spill Beginning To

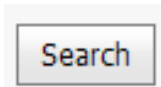
Direction to Location

Search

A map of the field office locations is shown below for your reference.



Once you've chosen your criteria click



The system will return a search results table.

The screenshot shows a search interface with a 'Search' button and a 'Reset For New Search' button. Below them is a table with the following columns: Spill Number, Reported Date, City, Incident County, Report Taken By, and Field Office. The table contains 20 rows of data, with the 'Reported Date' column sorted in descending order. A green box highlights the 'Reported Date' column header, which has a downward-pointing triangle next to it. A callout box points to this triangle with the following text:

Initial search criteria was; Spill Beginning 11/1/09 To 11/30/09.

The results table is thus sorted by the search criteria as indicated by the triangle next to the column heading.

The direction the triangle points indicates whether the table is sorted ascending or descending.

| Spill Number                    | Reported Date | City             | Incident County | Report Taken By | Field Office |
|---------------------------------|---------------|------------------|-----------------|-----------------|--------------|
| <a href="#">113009-AHB-0856</a> | 11/30/2009    | Pacific Junction | Mills           | Broughton, A    | 4            |
| <a href="#">113009-AHB-0854</a> | 11/30/2009    | Eldora           | Hardin          | Broughton, A    | 2            |
| <a href="#">112909-DLP-2210</a> | 11/29/2009    | Brookton         | Poweshiek       | Perry, D        | 5            |
| <a href="#">112909-TJJ-1000</a> | 11/29/2009    | Keswick          | Keokuk          | Jones, T        | 6            |
| <a href="#">112809-KDW-1427</a> | 11/28/2009    |                  |                 |                 |              |
| <a href="#">112709-ALS-1824</a> | 11/27/2009    | Tripoli          |                 |                 |              |
| <a href="#">112709-CEB-1051</a> | 11/27/2009    | Shell Rock       |                 |                 |              |
| <a href="#">112709-ALS-1046</a> | 11/27/2009    | Shellsburg       |                 |                 |              |
| <a href="#">112509-RLT-1029</a> | 11/25/2009    | Sioux Rapids     |                 |                 |              |
| <a href="#">112409-AHB-1551</a> | 11/24/2009    | Des Moines       |                 |                 |              |
| <a href="#">112309-BLW-1838</a> | 11/23/2009    |                  |                 |                 |              |
| <a href="#">112309-AHB-1557</a> | 11/23/2009    |                  |                 |                 |              |
| <a href="#">112309-RLT-1428</a> | 11/23/2009    | Ottumwa          |                 |                 |              |
| <a href="#">112209-AJP-1616</a> | 11/22/2009    | Wellman          |                 |                 |              |
| <a href="#">112109-TAP-0913</a> | 11/21/2009    | De Soto          |                 |                 |              |
| <a href="#">112109-AJP-0245</a> | 11/21/2009    | Ottumwa          |                 |                 |              |
| <a href="#">112009-AJP-1819</a> | 11/20/2009    | Iowa City        |                 |                 |              |
| <a href="#">112009-AHB-1441</a> | 11/20/2009    | Des Moines       |                 |                 |              |
| <a href="#">112009-AHB-1036</a> | 11/20/2009    | Traer            |                 |                 |              |
| <a href="#">112009-RLT-0945</a> | 11/20/2009    | Webster City     | Hamilton        | Tucker, R       | 2            |

Page 1 of 4 (73 items) < [1] 2 3 4 >

The search results table will contain;

- spill number,
- date spill was reported,
- city where the spill occurred,
- county where the spill occurred,
- name of the DNR staff member who took the initial information, and
- field office where the spill occurred.

### Sorting or filtering the results table.

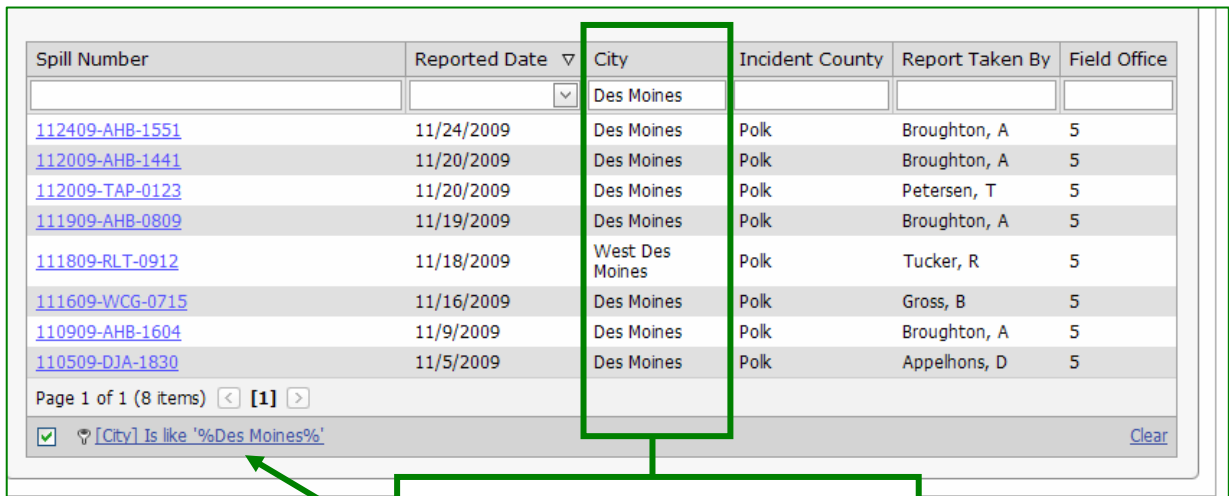
To sort the table, click on the column heading for the criteria you want to sort based on. In the example above the table is sorted by the **date reported** in descending order. To sort the table click on any column heading and the table will be sorted by that column. The default sort order is descending. To change from the sort order from descending to ascending just click the column heading a second time. Each time you click a heading the sort order will switch.

The results table can be filtered by any of the table column data. Below each column heading is a text field. The information entered into these text fields is used to filter the table.

To filter the table;

1. Click on a text field under the column heading you wish to filter by
2. Type in the criteria. IE city name, county name, etc. Note - If you entered a search criteria in the basic search field that filter will already be applied. In the example above the search criteria was any spill reported from 11/1/09 to 11/30/09.

To remove the filter, simply delete the criteria typed into the field.



| Spill Number                    | Reported Date | City            | Incident County | Report Taken By | Field Office |
|---------------------------------|---------------|-----------------|-----------------|-----------------|--------------|
|                                 |               | Des Moines      |                 |                 |              |
| <a href="#">112409-AHB-1551</a> | 11/24/2009    | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">112009-AHB-1441</a> | 11/20/2009    | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">112009-TAP-0123</a> | 11/20/2009    | Des Moines      | Polk            | Petersen, T     | 5            |
| <a href="#">111909-AHB-0809</a> | 11/19/2009    | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">111809-RLT-0912</a> | 11/18/2009    | West Des Moines | Polk            | Tucker, R       | 5            |
| <a href="#">111609-WCG-0715</a> | 11/16/2009    | Des Moines      | Polk            | Gross, B        | 5            |
| <a href="#">110909-AHB-1604</a> | 11/9/2009     | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">110509-DJA-1830</a> | 11/5/2009     | Des Moines      | Polk            | Appelhons, D    | 5            |

Page 1 of 1 (8 items) [1]

[City] Is like '%Des Moines%' [Clear](#)

Des Moines is typed in the City text field causing the table to be filtered.

Note a filter of Des Moines also yielded West Des Moines. If you entered just Des the filter would yield any city with the three letter combination of des.



## Viewing particular incident information

To view the information entered into the system for a particular spill click on the spills link.

| Spill Number                    | Reported Date | City            | Incident County | Report Taken By | Field Office |
|---------------------------------|---------------|-----------------|-----------------|-----------------|--------------|
| <a href="#">112409-AHB-1551</a> | 11/24/2009    | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">112009-AHB-1441</a> | 11/20/2009    | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">112009-TAP-0123</a> | 11/20/2009    | Des Moines      | Polk            | Petersen, T     | 5            |
| <a href="#">111909-AHB-0809</a> | 11/19/2009    | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">111809-RLT-0912</a> | 11/18/2009    | West Des Moines | Polk            | Tucker, R       | 5            |
| <a href="#">111609-WCG-0715</a> | 11/16/2009    | Des Moines      | Polk            | Gross, B        | 5            |
| <a href="#">110909-AHB-1604</a> | 11/9/2009     | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">110509-DJA-1830</a> | 11/5/2009     | Des Moines      | Polk            | Appelhons, D    | 5            |

Page 1 of 1 (8 items) [1]

[City] Is like '%Des Moines%' [Clear](#)

These sections include information entered by DNR staff.

These sections include information entered by the individual or company responsible for a spill (data is pre-populated by the DNR entered initial information).

Each section contains specific pieces of information. To view all the information for an incident in a single pdf file click

[Print PDF](#)

Located at the bottom of the each page.

**IOWA DNR**

- [Help Topics](#)
- [Spill Search](#)
- [General Information](#)
- [Incident Information](#)
- [Location Information](#)
- [Material Information](#)
- [Incident Events](#)
- [Actions & Follow-ups](#)
- [Documents](#)

**30 Day Report**

- [Incident Information](#)
- [Location Information](#)
- [Material Information](#)
- [Incident Events](#)
- [Actions & Follow-ups](#)

**Reports**

- [Adhoc Report](#)
- [Hazardous Summary Report](#)
- [Report of Hazardous Conditions](#)
- [Report of Manure Releases](#)
- [Field Office Report](#)
- [Fish Kill Report](#)
- [Six Hour Violation Report](#)
- [Watershed Report](#)
- [Site Location Report](#)
- [Facility Spill History](#)

Spill # 112409-AHB-1551, 6511 Chaffee Rd, Des Moines, Polk  
Submitted Version of Spill

**General Information**

\* Indicates Required Field

\* Taken By:

\* Reported Date:  \* Time:  AM  Military  PM

\*  Spill Discovered  Spill Occurred

\* Date:  \* Time:   AM  Military  PM

6 Hour Violation Letter Sent

Continuous Release

Report Requested:

Status:

Closed Date:

Last Modified Date: 12/29/2009      Last Modified By: adam.broughton@dnr.iowa.gov

[Print PDF](#)

Each section is discussed in greater detail in Section III – Users Guide.

## Pre-designed Reports

If you are looking for more general information about spills in your area or across the state the department has included pre-designed reports with some of our more frequently requested information.

**Welcome to the**  
**Iowa Department of Natural Resources**  
**Hazardous Substance Incident Tracking Database**

This on-line database has been set up to allow the public to view reported spills in rural and urban communities, allow the department to track incidents, and allow parties responsible to submit requested and required information.

If you have any questions about this database please contact the Iowa Department of Natural Resources, Emergency Response and Homeland Security Unit at 515/281-8600.

**IOWA DNR** ⌵  
[Help Topics](#)  
[Spill Search](#)  
[General Information](#)  
[Incident Information](#)  
[Location Information](#)  
[Material Information](#)  
[Incident Events](#)  
[Actions & Follow-ups](#)  
[Documents](#)

**30 Day Report** ⌵  
[Incident Information](#)  
[Location Information](#)  
[Material Information](#)  
[Incident Events](#)  
[Actions & Follow-ups](#)

**Reports** ⌵  
[Adhoc Report](#)  
[Hazardous Spill Summary Report](#)  
[Report of Hazardous Conditions](#)  
[Report of Manure Releases](#)  
[Field Office Report](#)  
[Fish Kill Report](#)  
[Six Hour Violation Report](#)  
[Watershed Report](#)  
[Site Location Report](#)  
[Facility Spill History](#)

Basic Search

Basic Search

\* Please complete at least one Search field

Spill Number

Field Office  
Select....

City  
Select....

County  
Select....

Spill Be

Directio

These pre-designed reports are described in greater detail in Section II: Frequently Asked Questions and Reporting Tools. To select a particular report simply click on the link.

Done

## SECTION II – Reporting Tools

### 1. Pre-designed Reports

Most reports open in a new window. For this to function properly your computer's popup blocker must be turned off for this site.

#### a. Hazardous Spill Summary Report

The Hazardous Spill Summary Report is designed to provide the user with a summary of incidents for a selected county or counties for any given time period. The report contains the most commonly requested information.

The screenshot shows a web browser window displaying the Iowa Department of Natural Resources (DNR) Hazardous Spill Summary Report. The browser's address bar shows the URL and various navigation icons. The page header includes the DNR logo and the text "Iowa Department Of Natural Resources Hazardous Spill Summary Report". Below the header is a table with the following data:

| Spill Number    | Reported Date   | County | Field Office | Responsible Party | Mode           | Type      | Land | Air | Groundw | Surface Water | Material Name                | Amount | Unit |
|-----------------|-----------------|--------|--------------|-------------------|----------------|-----------|------|-----|---------|---------------|------------------------------|--------|------|
| 120209-AHB-1130 | 12/2/2009 11:30 | Story  | 5            | Cy-Ride           | Transportation | Petroleum | x    | -   | -       | -             | Automatic Transmission Fluid | 2      | gal  |

At the bottom of the page, it says "1/13/2010 Hazardous Spill Summary Report Page 1 of 1".

To use the report, select it from the left hand menu.

Enter the beginning and ending date of your desired date range and select the county or counties you are interested in.

#### Reports

[Adhoc Report](#)

[Hazardous Spill Summary Report](#)

[Report of Hazardous Conditions](#)

[Report of Manure](#)

The screenshot shows the "Hazardous Spill Summary Report" form. At the top, it says "Please complete at least one field to run report." Below this are two date pickers: "Beginning Date" and "Ending Date". Under the "Counties" section, there is a list of counties: Adair, Adams, Allamakee, Appanoose, and Audubon. To the right of the list are four buttons: "ALL>>", ">>", "<<", and "<<ALL". At the bottom of the form is a "Run Report" button.

You can also choose to run the report for the entire state by selecting.


ALL>>

The resulting report can be sorted, filtered further, exported, or printed.

## b. Report of Hazardous Condition

The Report of Hazardous Condition is a summary report generated for use by the Environmental Protection Commission. The summary information can be generated for any month and the report will begin with January of the calendar year. The report does not include manure releases (covered in Report of Manure Release in next section).

1 of 1 100% Find | Next Select a format Export



**Iowa Department of Natural Resources**  
**Environmental Services Division**  
**Report of Hazardous Conditions**

During the period April 1, 2009, through April 30, 2009, 81 reports of hazardous conditions were forwarded to the central office. A general summary and count by field office is presented below. This does not include releases from underground storage tanks, which are reported separately.

|              |      | Substance       |            |              |           |                    |            |                 |           |           | Mode      |                |            |          |           |           |           |          |          |           |           |
|--------------|------|-----------------|------------|--------------|-----------|--------------------|------------|-----------------|-----------|-----------|-----------|----------------|------------|----------|-----------|-----------|-----------|----------|----------|-----------|-----------|
|              |      | Total Incidents |            | Agrichemical |           | Petroleum Products |            | Other Chemicals |           | Transport |           | Fixed Facility |            | Pipeline |           | Railroad  |           | Fire     |          | Other*    |           |
| Month        | Year | Cur             | Yr Ago     | Cur          | Yr Ago    | Cur                | Yr Ago     | Cur             | Yr Ago    | Cur       | Yr Ago    | Cur            | Yr Ago     | Cur      | Yr Ago    | Cur       | Yr Ago    | Cur      | Yr Ago   | Cur       | Yr Ago    |
| Jan          | 2009 | 50              | 45         | 3            | 3         | 29                 | 34         | 18              | 8         | 11        | 15        | 32             | 25         | 0        | 3         | 1         | 1         | 1        | 0        | 5         | 1         |
| Feb          | 2009 | 50              | 61         | 0            | 1         | 38                 | 45         | 12              | 15        | 13        | 17        | 29             | 32         | 2        | 3         | 2         | 2         | 0        | 1        | 4         | 6         |
| Mar          | 2009 | 68              | 74         | 8            | 8         | 47                 | 53         | 13              | 13        | 11        | 21        | 40             | 38         | 1        | 5         | 9         | 4         | 0        | 0        | 7         | 6         |
| Apr          | 2009 | 81              | 85         | 20           | 16        | 34                 | 49         | 27              | 20        | 21        | 26        | 50             | 50         | 1        | 1         | 2         | 4         | 0        | 2        | 7         | 3         |
| <b>Total</b> |      | <b>249</b>      | <b>265</b> | <b>31</b>    | <b>28</b> | <b>148</b>         | <b>181</b> | <b>70</b>       | <b>56</b> | <b>56</b> | <b>79</b> | <b>151</b>     | <b>145</b> | <b>4</b> | <b>12</b> | <b>14</b> | <b>11</b> | <b>1</b> | <b>3</b> | <b>23</b> | <b>16</b> |

\*Other includes dumping, theft, vandalism and unknown

| Total Number of Incidents per Field Office This Selected Period | Field Office 1 |          | Field Office 2 |          | Field Office 3 |          | Field Office 4 |          | Field Office 5 |          | Field Office 6 |          |
|---|----------------|----------|----------------|----------|----------------|----------|----------------|----------|----------------|----------|----------------|----------|
|   | Current        | Year Ago | Current        | Year Ago | Current        | Year Ago | Current        | Year Ago | Current        | Year Ago | Current        | Year Ago |
| <b>Total</b>  | 9              | 4        | 14             | 10       | 12             | 20       | 9              | 18       | 19             | 14       | 18             | 20       |

1/13/2010 Report of Hazardous Conditions Page 1 of 1

To begin this report, select it from the left hand menu.

Select the month and year of interest and click

Run Report

- Reports** ^
- [Adhoc Report](#)
  - [Hazardous Spill Summary Report](#)
  - [Report of Hazardous Conditions](#)
  - [Report of Manure Releases](#)

Report of Hazardous Conditions


Reported Month  Year

This report can not be filtered or sorted.

### c. Report of Manure Release

The Report of Manure Release is a summary report of manure related releases generated for use by the Environmental Protection Commission. The summary information can be generated for any month and the report will begin with January of the calendar year. The report does not include chemical releases (covered in Report of Hazardous Conditions in the previous section).

1 of 1 100% Find | Next Select a format Export



**Iowa Department of Natural Resources**  
**Environmental Services Division**  
**Report of Manure Releases**

During the period July 1, 2008, through July 31, 2008, 1 reports of manure releases were forwarded to the central office. A general summary and count by field office is presented below.

| Month        | Year | Total Incidents |           | Surface Water Impacts |          | Feedlot  |          | Confinement |           | Land Application |          | Transport |          | Hog       |           | Cattle   |          | Poultry  |          | Other    |          |
|--------------|------|-----------------|-----------|-----------------------|----------|----------|----------|-------------|-----------|------------------|----------|-----------|----------|-----------|-----------|----------|----------|----------|----------|----------|----------|
|              |      | Cur             | Yr Ago    | Cur                   | Yr Ago   | Cur      | Yr Ago   | Cur         | Yr Ago    | Cur              | Yr Ago   | Cur       | Yr Ago   | Cur       | Yr Ago    | Cur      | Yr Ago   | Cur      | Yr Ago   | Cur      | Yr Ago   |
| Jan          | 2008 | 2               | 4         | 0                     | 0        | 0        | 0        | 2           | 3         | 0                | 1        | 0         | 0        | 1         | 4         | 0        | 0        | 1        | 0        | 0        | 0        |
| Feb          | 2008 | 3               | 4         | 0                     | 1        | 0        | 0        | 2           | 2         | 0                | 0        | 1         | 2        | 2         | 3         | 1        | 1        | 0        | 0        | 0        | 0        |
| Mar          | 2008 | 3               | 6         | 2                     | 2        | 0        | 0        | 3           | 6         | 0                | 0        | 0         | 0        | 3         | 6         | 0        | 0        | 0        | 0        | 0        | 0        |
| Apr          | 2008 | 9               | 4         | 4                     | 2        | 1        | 2        | 6           | 2         | 2                | 0        | 0         | 0        | 7         | 2         | 2        | 2        | 0        | 0        | 0        | 0        |
| May          | 2008 | 7               | 4         | 3                     | 0        | 0        | 0        | 2           | 2         | 1                | 2        | 4         | 0        | 4         | 3         | 1        | 1        | 2        | 0        | 0        | 0        |
| Jun          | 2008 | 3               | 6         | 0                     | 0        | 3        | 1        | 0           | 2         | 0                | 0        | 0         | 3        | 0         | 4         | 2        | 2        | 0        | 0        | 1        | 0        |
| Jul          | 2008 | 1               | 0         | 1                     | 0        | 0        | 0        | 1           | 0         | 0                | 0        | 0         | 0        | 0         | 0         | 1        | 0        | 0        | 0        | 0        | 0        |
| <b>Total</b> |      | <b>28</b>       | <b>28</b> | <b>10</b>             | <b>5</b> | <b>4</b> | <b>3</b> | <b>16</b>   | <b>17</b> | <b>3</b>         | <b>3</b> | <b>5</b>  | <b>5</b> | <b>17</b> | <b>22</b> | <b>7</b> | <b>6</b> | <b>3</b> | <b>0</b> | <b>1</b> | <b>0</b> |

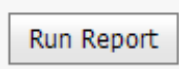
  

| Total Number of Incidents per Field Office for the Selected Period | Field Office 1 |          | Field Office 2 |          | Field Office 3 |          | Field Office 4 |          | Field Office 5 |          | Field Office 6 |          |
|--|----------------|----------|----------------|----------|----------------|----------|----------------|----------|----------------|----------|----------------|----------|
|  | Current        | Previous | Current        | Previous | Current        | Previous | Current        | Previous | Current        | Previous | Current        | Previous |
| <b>Total</b>   | 0              | 0        | 0              | 0        | 0              | 0        | 1              | 0        | 0              | 0        | 0              | 0        |

1/13/2010 Report of Manure Releases Page 1 of 1

To begin this report, select it from the left hand menu.

Select the month and year of interest and click



**Reports** ^

- [Adhoc Report](#)
- [Hazardous Spill Summary Report](#)
- [Report of Hazardous Conditions](#)
- [Report of Manure Releases](#)
- [Field Office Report](#)

Report of Manure Releases

Reported Month:  Year:

This report can not be filtered or sorted.

#### d. Field Office Report

The Field Office Report is a breakdown of reported incidents by field office location. This report is similar to the Hazardous Spill Summary Report. The field office report includes the city of the spill but not the mode, chemical type, and media the spill was released to.

| Field Office | Spill Number    | Reported Date    | City         | County        | Responsible Party          | Material               | Amount | Units |
|--------------|-----------------|------------------|--------------|---------------|----------------------------|------------------------|--------|-------|
| 2            | 100309-CEB-1427 | 10/3/2009 14:27  | Garner       | Hancock       | Hancock County Wind Energy | Mineral oil            | 100    | gal   |
| 5            | 100309-RLT-1139 | 10/3/2009 11:39  | Albia        | Monroe        | Warner Enterprises         | Diesel Fuel            | 25     | gal   |
| 1            | 100409-ALS-2205 | 10/4/2009 22:05  | Olin         | Jones         | River Valley Coop          | Anhydrous ammonia      | 850    | gal   |
| 4            | 100409-ARM-1500 | 10/4/2009 15:00  | Underwood    | Pottawattamie | Martens, Don               | Waste Oil              | 100    | gal   |
| 3            | 100509-RLT-0856 | 10/5/2009 08:56  | Auburn       | Calhoun       | Kent, Randy                | Manure                 | 300    | gal   |
| 6            | 100709-BCN-1550 | 10/7/2009 15:50  | Burlington   | Des Moines    | Burlington                 | Waste Water (domestic) | 1      | ton   |
| 4            | 100909-ARM-2155 | 10/9/2009 21:55  | Creston      | Union         | Precision Applicators      | Manure                 | 50     | gal   |
| 2            | 100909-JGK-0756 | 10/9/2009 07:56  | Mason City   | Cerro Gordo   | Cargill Kitchen Solutions  | Diesel Fuel            | 20     | gal   |
| 2            | 101009-JGK-1018 | 10/10/2009 10:18 | Sheffield    | Franklin      | KGL Enterprises            | Manure                 | 5000   | gal   |
| 5            | 101109-KMB-0507 | 10/11/2009 05:07 | Earlham      | Dallas        | CRST Trucking              | Antifreeze             | 5      | gal   |
| 1            | 101109-SJM-1439 | 10/11/2009 14:39 | Cedar Rapids | Linn          | Iowa Northern              | Diesel Fuel            | 200    | gal   |

To begin this report, select it from the left hand menu.

Enter the beginning and ending date of your desired date range and click

Run Report

- Reports
- [Adhoc Report](#)
- [Hazardous Spill Summary Report](#)
- [Report of Hazardous Conditions](#)
- [Report of Manure Releases](#)
- [Field Office Report](#)**
- [Fish Kill Report](#)

Field Office Log Report

Beginning Reported Date: 10/1/2009 Ending Date: 12/31/2009

Run Report Reset

This report can be filtered or sorted as needed and can be downloaded or printed.

### e. Fish Kill Report

The Fish Kill Report lists reported incidents that resulted in a fish kill. This is not a complete list of fish kills in the State of Iowa, but a list for which a cause and responsible party can be determined.

| Spill Number    | Report Taken By  | Responsible Party                  | Site Name          | Address                               | Town           | County        | Township | Range/Direction | Section | Mode           | Material                        | Watershed | Directions To Location   |
|-----------------|------------------|------------------------------------|--------------------|---------------------------------------|----------------|---------------|----------|-----------------|---------|----------------|---------------------------------|-----------|--|
| 080709-RPM-1850 | Martens, Rick    | Unknown                            | Morwood Campground | 1865 150th Street                     | Hazleton       | Buchanan      |          | NW              | /       | Unknown        | Unknown Fertilizer or Herbicide |           | Unnamed tributary to Otter Creek in Morwood Campground.  |
| 081109-KAL-2257 | Lee, Kathy       | Perry Yoder Farm                   | Surface Water      | 3294 540th Street                     | Riverside      | Washington    |          |                 |         | Manure         | Manure                          |           | Lackender Road over Picayune Creek   |
| 081809-KAL-0839 |                  | Rock Bottom Dairy                  | Open Field         | 1243 Elder Avenue                     | Rock Rapids    | Lyon          |          |                 |         |                | Manure                          |           | Spill flowed through a grove of trees, through culverts to a drainage ditch to an unnamed creek. |
|                 |                  | Rock Bottom Dairy ** - Pending- ** |                    |                                       |                |               |          |                 |         |                | Manure                          |           |  |
| 082109-CEK-1500 | Krieger, Curtis  | Kohhaas Ag Aviation                | Road Surface       | B63 blacktop bridge                   | Hardy          | Hancock       |          |                 |         | Transportation | Unknown                         |           | Bridge on 120th Street just past Hill Avenue   |
| 090209-JGK-1100 | Klatt, Jeremy    | North Iowa Coop                    | Surface Water      | Bailey Creek, Section 19, Grimes Twsp | Thornton       | Cerro Gordo   |          |                 |         | Dumping        | Chlorpyrifos                    |           |  |
|                 |                  |                                    |                    |                                       |                |               |          |                 |         |                | Cyhalothrin                     |           |  |
| 090709-TRL-1130 | Lambert, Trenton | Anders Knudsen                     | Anders Knudsen     | 5044 Hwy 218                          | Saint Ansgar   | Mitchell      |          |                 |         | Manure         | swine manure                    |           | Approximately 1/2 mile NE of Mona, IA  |
| 092209-KDW-1130 | Wilken, Keith    | Unknown                            | Surface Water      | Unknown                               | Council Bluffs | Pottawattamie |          |                 |         | Vandalism      | Unknown                         |           | South Omaha Street Bridge construction site  |

To use report click the report name from the left side menu

Enter a beginning and ending date of the desired date range and click

Run Report

- [Summary Report](#)
- [Report of Hazardous Conditions](#)
- [Report of Manure Releases](#)
- [Field Office Report](#)
- [Fish Kill Report](#)**
- [Six Hour Violation](#)

**Fish Kill Report**

*\* Please complete at least one field to run report.*

Spill Reported Date

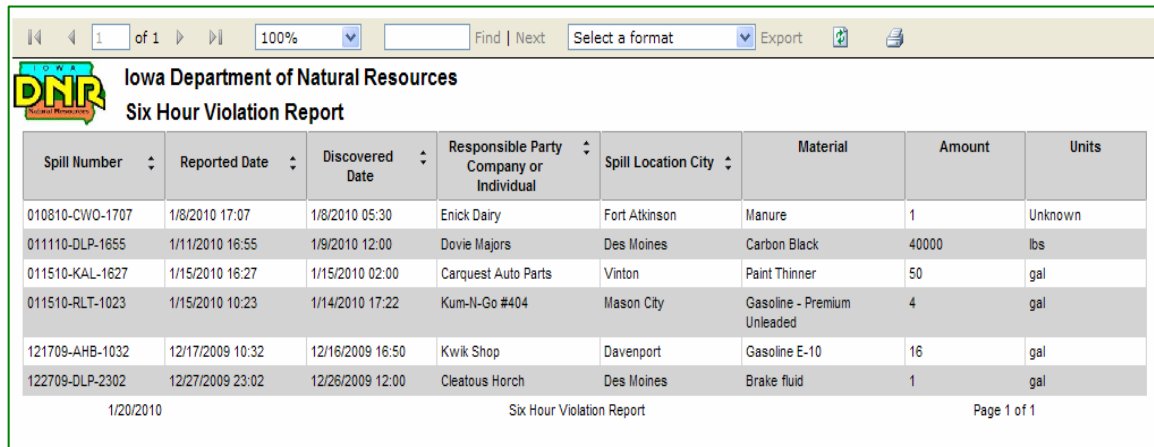
Beginning Date

Ending Date

This report can be filtered or sorted as needed and can be downloaded or printed.

## f. Six Hour Violation Report

The Six Hour Violation Report lists incidents that were reported to the department more than 6 hours after occurrence of discovery. The State of Iowa requires incidents meeting reporting requirements to be reported as soon as possible, but no later than 6 hours after the incident occurred or was discovered. This report lists those incidents that did not meet that requirement.

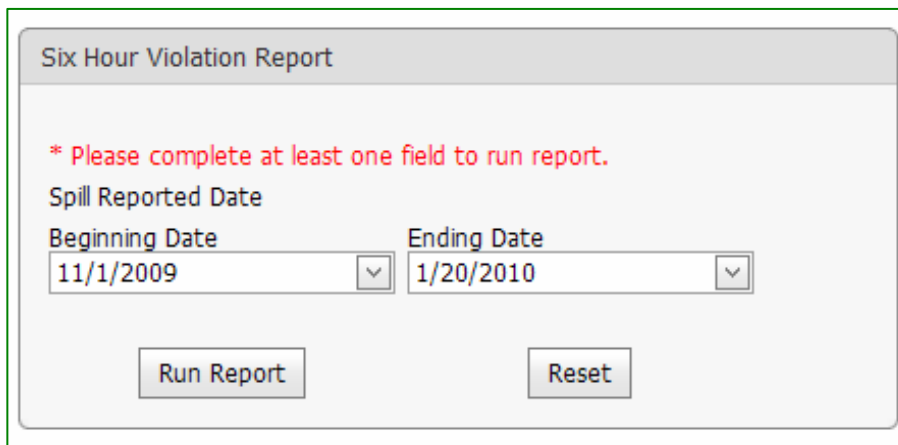


| Spill Number    | Reported Date    | Discovered Date  | Responsible Party<br>Company or<br>Individual | Spill Location City | Material                       | Amount | Units   |
|-----------------|------------------|------------------|---|---------------------|--------------------------------|--------|---------|
| 010810-CWO-1707 | 1/8/2010 17:07   | 1/8/2010 05:30   | Enick Dairy                                   | Fort Atkinson       | Manure                         | 1      | Unknown |
| 011110-DLP-1655 | 1/11/2010 16:55  | 1/9/2010 12:00   | Dovie Majors                                  | Des Moines          | Carbon Black                   | 40000  | lbs     |
| 011510-KAL-1627 | 1/15/2010 16:27  | 1/15/2010 02:00  | Carquest Auto Parts                           | Vinton              | Paint Thinner                  | 50     | gal     |
| 011510-RLT-1023 | 1/15/2010 10:23  | 1/14/2010 17:22  | Kum-N-Go #404                                 | Mason City          | Gasoline - Premium<br>Unleaded | 4      | gal     |
| 121709-AHB-1032 | 12/17/2009 10:32 | 12/16/2009 16:50 | Kwik Shop                                     | Davenport           | Gasoline E-10                  | 16     | gal     |
| 122709-DLP-2302 | 12/27/2009 23:02 | 12/26/2009 12:00 | Cleatous Horch                                | Des Moines          | Brake fluid                    | 1      | gal     |

To use report click the report name from the left side menu

Enter a beginning and ending date of the desired date range and click

Run Report



Six Hour Violation Report

\* Please complete at least one field to run report.

Spill Reported Date

Beginning Date 11/1/2009 Ending Date 1/20/2010

Run Report Reset

- [Releases](#)
- [Field Office Report](#)
- [Fish Kill Report](#)
- [Six Hour Violation Report](#)
- [Watershed Report](#)
- [Site Location Report](#)
- [Facility Spill History](#)

The report can be filtered and sorted as needed and can be downloaded or printed.



## g. Watershed Report

The Watershed Report lists incidents that have occurred within a particular watershed. The Watershed Report can be generated for any particular date range and for any watershed (named tributary to major river). *Note this report relies on connectivity with the department's facility explorer software application.*



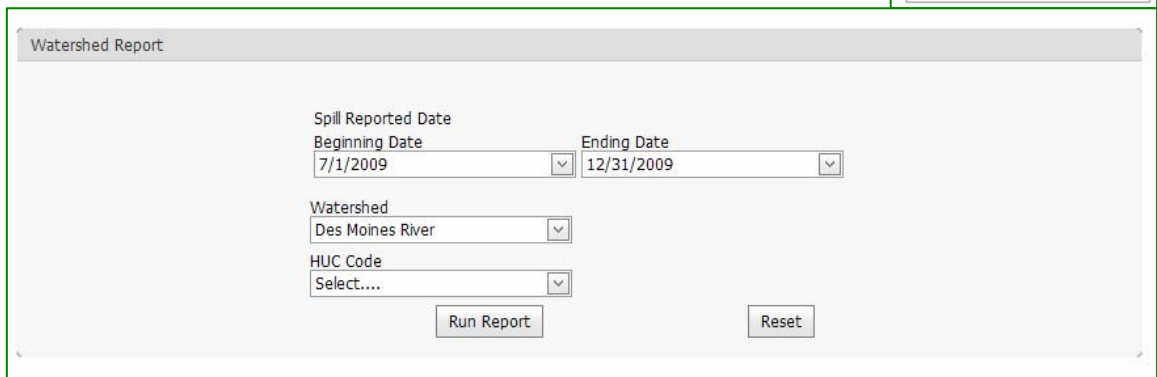
| Spill Number | Watershed | HUCCode | Responsible Party | Material | Amount | Units |
|--------------|-----------|---------|-------------------|----------|--------|-------|
| 1/20/2010    |           |         | Watershed Report  |          |        |       |

To use report click the report name from the left side menu

Enter a beginning and ending date of the desired date range and select either a watershed name or the watershed's HUC Code and click

Run Report

[Conditions](#)  
[Report of Manure Releases](#)  
[Field Office Report](#)  
[Fish Kill Report](#)  
[Six Hour Violation Report](#)  
[Watershed Report](#)  
[Site Location Report](#)  
[Facility Spill History](#)



Watershed Report

Spill Reported Date  
Beginning Date: 7/1/2009 Ending Date: 12/31/2009

Watershed: Des Moines River

HUC Code: Select...

Run Report Reset

The report can be filtered and sorted as needed and can be downloaded or printed.

## h. Site Location Report

The Site Location Report generates a list of incidents that have been reported to the department in the site location criteria. The report generated is a large format report containing incident location information and detailed responsible party information.

To use report click the report name from the left side menu

To use this report;

- Enter a beginning and ending date of the desired date range.
- Next choose and/or select any of the following search criteria;
  - Spill Number,
  - Enter Address,
  - Select City,
  - Select County,
  - Enter Zip Code, and/or
  - Select Field Office
- click

**Run Report**

Site Location Report

\* Please complete at least one field to run report.

Spill Reported Date  
 Beginning Date: 12/1/2009    Ending Date: 1/20/2010

Spill Number:

Address:

City: Select....

Zip:

County: Polk

Field Office: Select....

**Run Report**

The Site Location Report can be filtered and sorted as needed to refine your search. The report can also be downloaded and printed. Please note when printing your printer may require a special sized paper or may split the report to accommodate the extra width as noted in the view above.

### i. Facility Spill History

The Facility Spill History report is designed to assist facility officials with completion of the spill history requirement for EPA Risk Management Planning (RMP) and similar regulations. The report will list the incidents that have been reported over a selected time period at a particular facility.

| Spill Number    | Spill Date       | Site Name              | Responsible Party<br>Company or<br>Individual Reporter | Also Known As | Material            | Amount | Units |
|-----------------|------------------|------------------------|--|---------------|---------------------|--------|-------|
| 121307-TAP-0709 | 12/12/2007 09:00 | Des Moines Water Works | Des Moines Water Works                                 |               | Sodium hypochlorite | 15     | gal   |

To use report click the report name from the left side menu.

Enter a beginning and ending date of the desired date range and select a responsible party company name or responsible party individual name (if not responsible party is not part of a company). Select a city and click

**Run Report**

- [Report of Hazardous Conditions](#)
- [Report of Manure Releases](#)
- [Field Office Report](#)
- [Fish Kill Report](#)
- [Six Hour Violation Report](#)
- [Watershed Report](#)
- [Site Location Report](#)
- [Facility Spill History](#)**

Facility Spill History Report

Spill Reported Date

Beginning Date: 1/1/2004

Ending Date: 12/31/2008

Responsible Party Company: Des Moines Water Works

Responsible Party Individual: Select...

Location City: Des Moines

**Run Report** **Reset**

The report can be filtered and sorted as needed and can be downloaded or printed.

## 2. User Defined Reporting Tool (Ad-hoc Report)

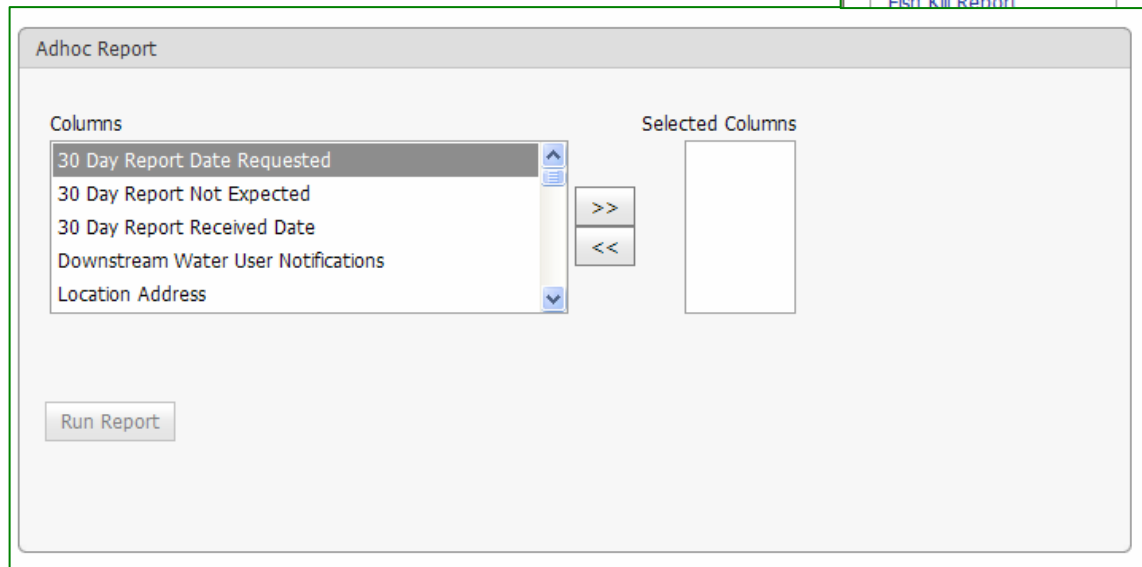
The user defined reporting tool (ad-hoc report) is designed as a report you can customize. You can generate a report that contains most of the data contained in the database and filter, sort, download or print the resulting information.

To begin using the tool select the Ad-Hoc Report from the menu at left.

The fields in the database are listed alphabetically. Select the fields you want in your report and click the add arrows.



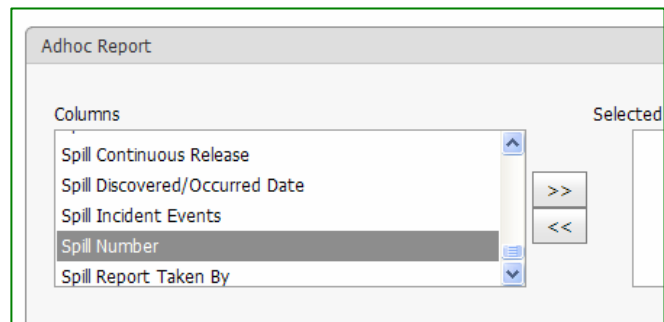
The report generated will have columns for each of the fields you select in the order in which you select them.



It is recommended that one of the fields selected be “spill number”. This will bring up all incidents that meet the other criteria. Not selecting “spill number” may reduce the number of incidents returned.

The resulting report can be filtered and sorted to refine your search results. The report can also be downloaded.

*Note - The more fields selected the longer the system will take to generate the report.*



## Example Report

The screenshot shows an 'Adhoc Report' interface. At the top, there are two columns: 'Columns' and 'Selected Columns'. The 'Columns' list includes: 30 Day Report Date Requested, 30 Day Report Not Expected, 30 Day Report Received Date, Downstream Water User Notifications, and Location Address. The 'Selected Columns' list includes: Spill Number, Location City, Material Name(s), and Material Amount And Qty. Below these lists are navigation arrows (>> and <<). A 'Run Report' button is located below the column lists. At the bottom of the interface are three export buttons: 'Export Excel', 'Export RTF', and 'Export PDF'. Below the export buttons is a table with the following columns: Spill Number, Location City, Material Name, and Material Amount And Qty. The table contains several rows of data, including entries for Cherokee, Panora, Ackley, and various locations like Clinton, Des Moines, Sioux City, Brandon, and Colfax. At the bottom of the table, there is a pagination bar showing 'Page 1 of 1410 (14094 items)' and a 'Create Filter' link.

This report has three export options only. To export the data click on one of the export buttons.

The easiest to read will be "Export PDF".

The easiest to manipulate will be "Export Excel".

| Spill Number    | Location City | Material Name | Material Amount And Qty |
|-----------------|---------------|---------------|-------------------------|
| --              | Cherokee      |               |                         |
| -1431           | Panora        |               |                         |
| -WMJ-           | Ackley        |               |                         |
| 010102-CWO-0737 | Clinton       | Muriatic acid | 772 lbs                 |
| 010102-CWO-1623 | Des Moines    | Gasoline      | 70 gal                  |
| 010105-AHB-1242 | Sioux City    | Diesel Fuel   | 35 gal                  |
| 010105-DAH-1037 | Brandon       | Diesel Fuel   | 50 gal                  |
| 010105-DLP-0742 | Des Moines    | Diesel Fuel   | 100 gal                 |
| 010105-DLP-0801 | Des Moines    | Diesel Fuel   | 20 gal                  |
| 010105-DLP-1021 | Colfax        | Diesel Fuel   | 50 gal                  |

This report lists all incidents contained in the database for the entire State of Iowa (14,094). From this point you can sort by any of the columns (default is the first column – Spill Number) or filter the data. For example if you only want to know about the spills in you city, type the city in the field located below the "**Location City**" heading and click the funnel next to it. You can filter the other columns in the same way.

## SECTION III – Users Guide

Welcome to the Iowa Department of Natural Resources' Hazardous Substance Tracking Database commonly referred to as the spill database. This section of the Public User's Guide focuses on those sections of the data entry screens viewable by the public. For information about available reports please refer to Section II – Reporting Tools.

This tool provides basic information on features available to the general public. For information related to submitting a report to the system please click on the 30 Day Report link on the spill reporting website [www.iowadnr.gov/spills/index.html](http://www.iowadnr.gov/spills/index.html).

**Iowa Department of Natural Resources**  
**Hazardous Material Release Database**

*Leading Iowans in caring for our natural resources*

Logged in as: 'GENERAL PUBLIC' / GeneralPublic

**IOWA DNR** ⌵

- [Help Topics](#)
- [Spill Search](#)

**30 Day Report** ⌵

**Reports** ⌵

- [Adhoc Report](#)
- [Hazardous Spill Summary Report](#)
- [Report of Hazardous Conditions](#)
- [Report of Manure Releases](#)
- [Field Office Report](#)
- [Fish Kill Report](#)
- [Six Hour Violation Report](#)
- [Watershed Report](#)
- [Site Location Report](#)
- [Facility Spill History](#)

**Welcome to the**

**Iowa Department of Natural Resources**

**Hazardous Substance Incident Tracking Database.**

This on-line database has been set up to allow the public to view reported spill data in their communities, allow the department to track incidents, and allow parties responsible for an incident to submit requested and required information.

If you have any questions about this database please contact the Iowa Department of Natural Resources, Emergency Response and Homeland Security Unit at 515/281-8694.

**Data/Report Submittal** ⌵

Login

Basic Search

Basic Search

\* Please complete at least one Search field

Spill Number

Field Office  
Select...

City  
Select...

County  
Select...

Spill Beginning  To

Direction to Location

## General Page Layout

Each page of the application is broken down into three functional areas.

1. The left side will always contain the menu items available for that section of the application.
2. The center portion will contain either the search feature or incident specific information.
3. The upper right contains the login function. If you are visiting the site to complete the 30-Day written report or add supplemental information and documents, you will need to log in.

**Iowa Department of Natural Resources**  
**Hazardous Material Release Database**

*Leading Iowans in caring for our natural resources*

Logged in as: 'GENERAL PUBLIC' / GeneralPublic

**WELCOME TO THE**  
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**1** IOWA DNR  
Help Topics  
Spill Search

30 Day Report

**2** Reports  
Adhoc Report  
Hazardous Spill Summary Report  
Report of Hazardous Conditions  
Report of Manure Releases  
Field Office Report  
Fish Kill Report  
Six Hour Violation Report  
Watershed Report  
Site Location Report  
Facility Spill History

**3** Data/Report Submittal  
Login

Basic Search

Basic Search

\* Please complete at least one Search field

Spill Number  
Field Office  
Select....  
City  
Select....  
County  
Select....  
Spill Beginning To  
Direction to Location

## Basic Search Page

When you first access the application you will see the basic search page.

To use the basic search start by entering the any one or more of the criteria;

- Spill Number,
- Field Office,
- City,
- County,
- Date Range, or
- Directions to location.

You can enter as little or as much information as you have. The system will pull all spills meeting your criteria.

Basic Search

Basic Search

\* Please complete at least one Search field

Spill Number  
[Yellow highlighted input field]

Field Office  
Select.... [dropdown]

City  
Select.... [dropdown]

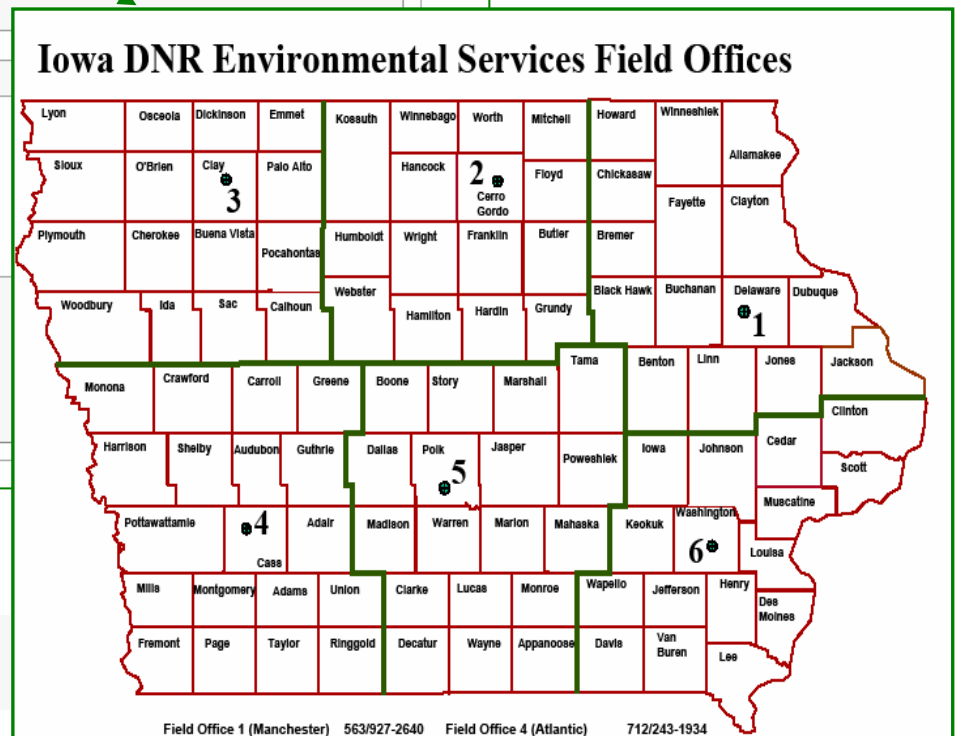
County  
Select.... [dropdown]

Spill Beginning  
[text field]

Direction to Location  
[text field]

Search

A map of the field office locations is shown below for your reference.



Once you've chosen your criteria click

Search



The system will return a search results table.

The screenshot shows a search results table with the following columns: Spill Number, Reported Date, City, Incident County, Report Taken By, and Field Office. The 'Reported Date' column is highlighted with a green box, and a green triangle points to the downward arrow next to the column header. A callout box contains the following text:

Initial search criteria was; Spill Beginning 11/1/09 To 11/30/09.

The results table is thus sorted by the search criteria as indicated by the triangle next to the column heading.

The direction the triangle points indicates whether the table is sorted ascending or descending.

| Spill Number                    | Reported Date | City             | Incident County | Report Taken By | Field Office |
|---------------------------------|---------------|------------------|-----------------|-----------------|--------------|
| <a href="#">113009-AHB-0856</a> | 11/30/2009    | Pacific Junction | Mills           | Broughton, A    | 4            |
| <a href="#">113009-AHB-0854</a> | 11/30/2009    | Eldora           | Hardin          | Broughton, A    | 2            |
| <a href="#">112909-DLP-2210</a> | 11/29/2009    | Brooklyn         | Poweshiek       | Perry, D        | 5            |
| <a href="#">112909-TJJ-1000</a> | 11/29/2009    | Keswick          | Keokuk          | Jones, T        | 6            |
| <a href="#">112809-KDW-1427</a> | 11/28/2009    |                  |                 |                 |              |
| <a href="#">112709-ALS-1824</a> | 11/27/2009    | Tripoli          |                 |                 |              |
| <a href="#">112709-CEB-1051</a> | 11/27/2009    | Shell Rock       |                 |                 |              |
| <a href="#">112709-ALS-1046</a> | 11/27/2009    | Shellsburg       |                 |                 |              |
| <a href="#">112509-RLT-1029</a> | 11/25/2009    | Sioux Rapids     |                 |                 |              |
| <a href="#">112409-AHB-1551</a> | 11/24/2009    | Des Moines       |                 |                 |              |
| <a href="#">112309-BLW-1838</a> | 11/23/2009    |                  |                 |                 |              |
| <a href="#">112309-AHB-1557</a> | 11/23/2009    |                  |                 |                 |              |
| <a href="#">112309-RLT-1428</a> | 11/23/2009    | Ottumwa          |                 |                 |              |
| <a href="#">112209-AJP-1616</a> | 11/22/2009    | Wellman          |                 |                 |              |
| <a href="#">112109-TAP-0913</a> | 11/21/2009    | De Soto          |                 |                 |              |
| <a href="#">112109-AJP-0245</a> | 11/21/2009    | Ottumwa          |                 |                 |              |
| <a href="#">112009-AJP-1819</a> | 11/20/2009    | Iowa City        |                 |                 |              |
| <a href="#">112009-AHB-1441</a> | 11/20/2009    | Des Moines       |                 |                 |              |
| <a href="#">112009-AHB-1036</a> | 11/20/2009    | Traer            |                 |                 |              |
| <a href="#">112009-RLT-0945</a> | 11/20/2009    | Webster City     | Hamilton        | Tucker, R       | 2            |

Page 1 of 4 (73 items) < [1] 2 3 4 >

The search results table will contain;

- spill number,
- date spill was reported,
- city where the spill occurred,
- county where the spill occurred,
- name of the DNR staff member who took the initial information, and
- field office where the spill occurred.

### Sorting or filtering the results table.

To sort the table, click on the column heading for the criteria you want to sort based on. In the example above the table is sorted by the **date reported** in descending order. To sort the table click on any column heading and the table will be sorted by that column. The default sort order is descending. To change from the sort order from descending to ascending just click the column heading a second time. Each time you click a heading the sort order will switch.

The results table can be filtered by any of the table column data. Below each column heading is a text field. The information entered into these text fields is used to filter the table.

To filter the table;

3. Click on a text field under the column heading you wish to filter by
4. Type in the criteria. IE city name, county name, etc. *Note - If you entered a search criteria in the basic search field that filter will already be applied. In the example above the search criteria was any spill reported from 11/1/09 to 11/30/09.*

To remove the filter, simply delete the criteria typed into the field.

| Spill Number                    | Reported Date ▾ | City            | Incident County | Report Taken By | Field Office |
|---------------------------------|-----------------|-----------------|-----------------|-----------------|--------------|
|                                 |                 | Des Moines      |                 |                 |              |
| <a href="#">112409-AHB-1551</a> | 11/24/2009      | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">112009-AHB-1441</a> | 11/20/2009      | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">112009-TAP-0123</a> | 11/20/2009      | Des Moines      | Polk            | Petersen, T     | 5            |
| <a href="#">111909-AHB-0809</a> | 11/19/2009      | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">111809-RLT-0912</a> | 11/18/2009      | West Des Moines | Polk            | Tucker, R       | 5            |
| <a href="#">111609-WCG-0715</a> | 11/16/2009      | Des Moines      | Polk            | Gross, B        | 5            |
| <a href="#">110909-AHB-1604</a> | 11/9/2009       | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">110509-DJA-1830</a> | 11/5/2009       | Des Moines      | Polk            | Appelhons, D    | 5            |

Page 1 of 1 (8 items) < [1] >

[City] Is like '%Des Moines%' [Clear](#)

Des Moines is typed in the City text field causing the table to be filtered.

*Note a filter of Des Moines also yielded West Des Moines. If you entered just Des the filter would yield any city with the three letter combination of des.*

## Viewing particular incident information

To view the information entered into the system for a particular spill click on the spills link.

| Spill Number                    | Reported Date | City            | Incident County | Report Taken By | Field Office |
|---------------------------------|---------------|-----------------|-----------------|-----------------|--------------|
| <a href="#">112409-AHB-1551</a> | 11/24/2009    | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">112009-AHB-1441</a> | 11/20/2009    | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">112009-TAP-0123</a> | 11/20/2009    | Des Moines      | Polk            | Petersen, T     | 5            |
| <a href="#">111909-AHB-0809</a> | 11/19/2009    | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">111809-RLT-0912</a> | 11/18/2009    | West Des Moines | Polk            | Tucker, R       | 5            |
| <a href="#">111609-WCG-0715</a> | 11/16/2009    | Des Moines      | Polk            | Gross, B        | 5            |
| <a href="#">110909-AHB-1604</a> | 11/9/2009     | Des Moines      | Polk            | Broughton, A    | 5            |
| <a href="#">110509-DJA-1830</a> | 11/5/2009     | Des Moines      | Polk            | Appelhons, D    | 5            |

Page 1 of 1 (8 items) [1]

[City] Is like '%Des Moines%' [Clear](#)

These sections include information entered by DNR staff.

These sections include information entered by the individual or company responsible for a spill (data is pre-populated by the DNR entered initial information).

Each section contains specific pieces of information. To view all the information for an incident in a single pdf file click

[Print PDF](#)

Located at the bottom of the each page.

**IOWA DNR**

- [Help Topics](#)
- [Spill Search](#)
- [General Information](#)
- [Incident Information](#)
- [Location Information](#)
- [Material Information](#)
- [Incident Events](#)
- [Actions & Follow-ups](#)
- [Documents](#)

**30 Day Report**

- [Incident Information](#)
- [Location Information](#)
- [Material Information](#)
- [Incident Events](#)
- [Actions & Follow-ups](#)

**Reports**

- [Adhoc Report](#)
- [Hazardous Summary Report](#)
- [Report of Hazardous Conditions](#)
- [Report of Manure Releases](#)
- [Field Office Report](#)
- [Fish Kill Report](#)
- [Six Hour Violation Report](#)
- [Watershed Report](#)
- [Site Location Report](#)
- [Facility Spill History](#)

Spill # 112409-AHB-1551, 6511 Chaffee Rd, Des Moines, Polk  
Submitted Version of Spill

General Information

\* Indicates Required Field

\* Taken By

\* Reported Date  \* Time   AM  Military  PM

\*  Spill Discovered  Spill Occurred

\* Date  \* Time   AM  Military  PM

6 Hour Violation Letter Sent

Continuous Release

Report Requested

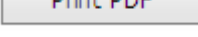
Status

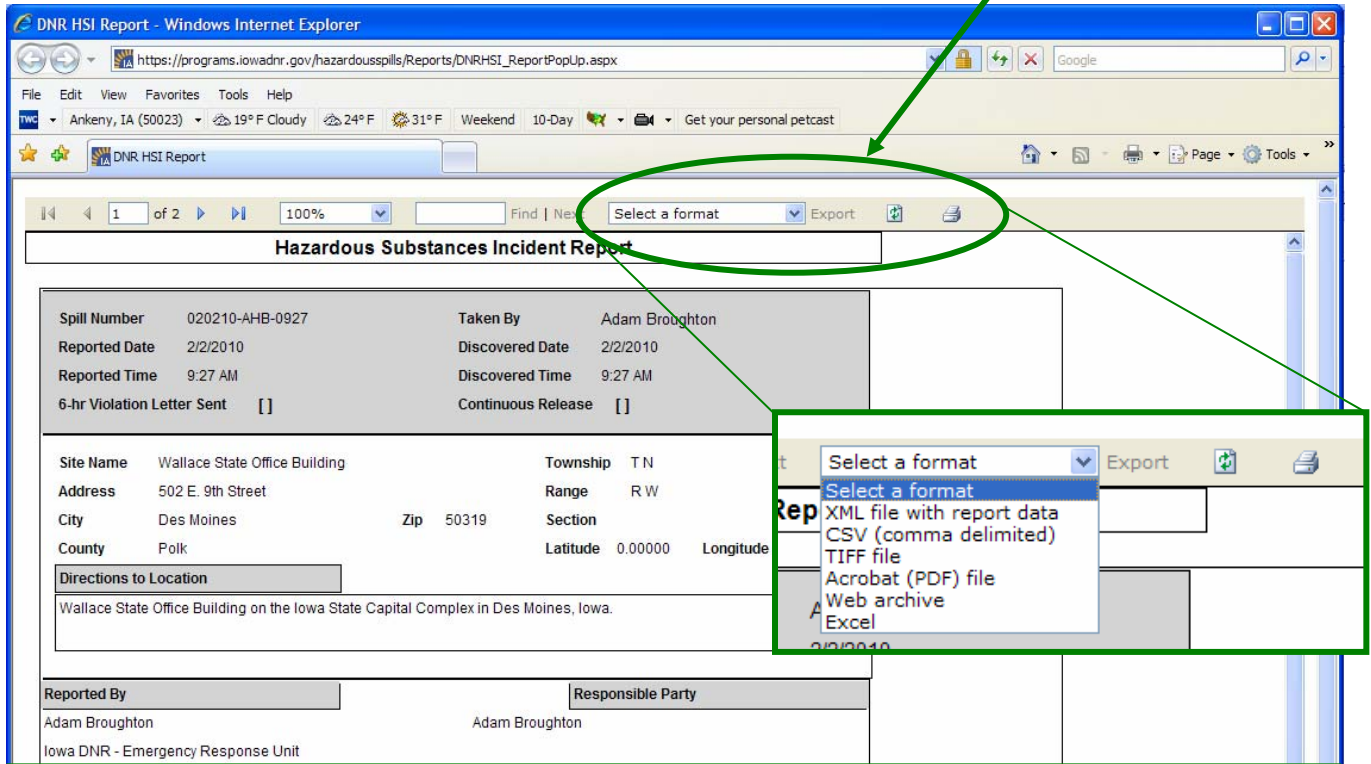
Closed Date

Last Modified Date 12/29/2009 Last Modified By adam.broughton@dnr.iowa.gov

[Print PDF](#)

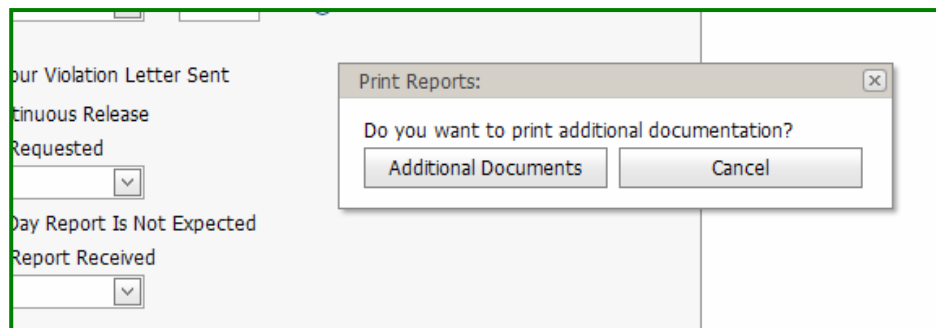
## Print PDF

At the bottom of each page in the system screen is . This will create a copy of the Incident Report in a PDF format. The report will display in a separate window with a Report Toolbar that will provide various options for printing, export and paging.



The screenshot shows a web browser window titled "DNR HSI Report - Windows Internet Explorer". The address bar shows the URL: [https://programs.iowadnr.gov/hazardousspills/Reports/DNRHSI\\_ReportPopUp.aspx](https://programs.iowadnr.gov/hazardousspills/Reports/DNRHSI_ReportPopUp.aspx). The page displays a "Hazardous Substances Incident Report" for spill number 020210-AHB-0927. The report details include: Reported Date (2/2/2010), Reported Time (9:27 AM), Taken By (Adam Broughton), Discovered Date (2/2/2010), Discovered Time (9:27 AM), Site Name (Wallace State Office Building), Address (502 E. 9th Street), City (Des Moines), County (Polk), and Township (T N). A "Print PDF" button is located at the bottom of the report. A green circle highlights this button, and a green arrow points to a callout box showing the dropdown menu options: "Select a format", "XML file with report data", "CSV (comma delimited)", "TIFF file", "Acrobat (PDF) file", "Web archive", and "Excel".

When you select Print PDF the system also give you the option to print any additional documents associated with the incident.

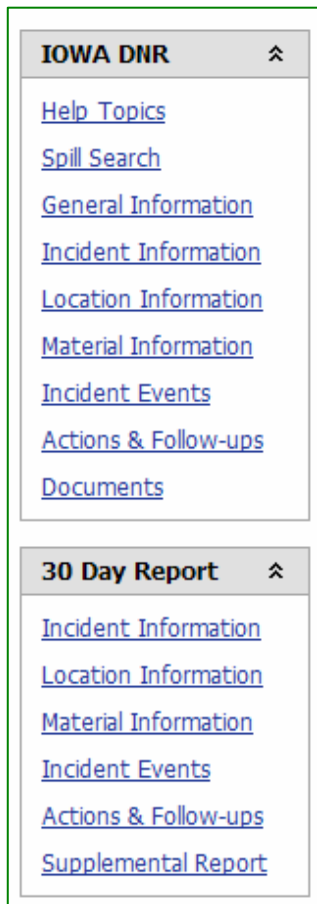


The screenshot shows a dialog box titled "Print Reports:" with a close button (X). The dialog asks: "Do you want to print additional documentation?". There are two buttons: "Additional Documents" and "Cancel".

## Iowa DNR Incident Information Sections

---

Once you've selected a spill from the search results the system will automatically open the General Information Screen for the incident. You can view this page, print an Adobe Acrobat PDF file of the report, or select another section of the incident report to view.



Each section of the incident report will be discussed in the following sections. The incident report has two sources of information. The first is the Iowa DNR. These sections are filled in by DNR staff as information is passed on to them or gathered during their investigation.

The second source is from the 30-Day Written Report submitted by the company or individual responsible for cleaning up the incident (responsible party). State law requires that they submit information to the department within 30 days of the incident.

To assist the responsible party with making this submission the electronic database pre-populates corresponding fields with information entered by DNR staff. The responsible party can change the information or accept the information already entered. \* Note - Changes made in this section will not affect the DNR staff section.

Both parties can up-load documents to the database, including; photos, site diagrams, sample results, or motor vehicle accident reports.

## General Information Screen

The General Information Screen is the first screen filled out by DNR staff when entering a spill into the system. It includes basic date/time and reporting information and the current status of the spill.

**Taken By** – The DNR staff how received the initial information from the reporting party.

**Reported Date/Time** – the Time and Date a report was made to the DNR

**Spill Discovered/Occurred Date/Time** – The date and time the spill either occurred or was discovered by the reporting party.

**6 Hour Violation Letter Sent** – Was a Notice of Violation letter sent for reporting a spill more then 6 hours after it occurred or was discovered.

**Continuous Release** – Some releases are steady and predictable and will be on-going for an extended period of time.

**Report Requested** – The date the 30-Day Written Report is requested.

**30 Day Report is Not Expected** – The DNR does not expect to receive a report from the responsible party.

**30 Day Report Received** – Date the 30-Day Written Report is received by the DNR.

**Status** – The status of the incident file.

**Closed Date** – Lists the date the status was changed to “Closed” indicating the incident file has been closed.

Spill # 012710-AHB-1258, near Intersection of 9th Avenue & 16th Street, Co  
Submitted Version of Spill

General Information

\* Indicates Required Field

\* Taken By  
Broughton, Adam

\* Reported Date      \* Time       AM       Military  
1/27/2010      1258       PM

\*  Spill Discovered       Spill Occurred

\* Date      \* Time       AM       Military  
1/27/2010      1244       PM

6 Hour Violation Letter Sent

Continuous Release

Report Requested  
1/27/2010

30 Day Report Is Not Expected

30 Day Report Received  
1/29/2010

Status  
Open

Closed Date

Last Modified Date      Last Modified By  
1/29/2010      adam.broughton@dnr.iowa.gov

Print PDF

This section also indicates when the latest updates to the electronic file were made.

There are occasions when updates are received by the DNR in a format that cannot be placed in the electronic database. These updates are contained in the hardcopy file and can be accessed through the DNR Records Center, 515-242-5818.

## Incident Information

The **Incident Information** section consists of 3 separate tabs;

- Officials on scene, Life & Resources Threatened, and Surveillance,
- Reported By, and
- Responsible Party.

### Officials on Scene, Life & Resources Threatened, and Surveillance information

This tab consists of checkboxes indicating which agencies and first responders responded to the incident, what resources were or could have potentially been impacted by the incident, and significant impacts of the incident that potentially need follow-up (surveillance).

The screenshot shows a web form titled "Incident Information" with three tabs: "Officials/Life & Resources/Surveillance" (selected), "Reported By", and "Responsible Party". The form contains several sections of checkboxes:

- \* Indicates required Field**
- \* Officials on Scene**
  - Police
  - Fire
  - Company/Contractor
  - DOT
  - Sheriff
  - Hazmat
  - Emergency Management
  - Public Works
  - Highway Patrol
  - EMS
  - Public Health/Sanitarian
  - Other
- \* Life & Resources Threatened**
  - None
  - Surface Water
  - Fish/Wildlife
  - People
  - Groundwater
  - Livestock/Food Product
  - Soil
  - Water Supply
  - Other
- Surveillance Information**
  - Injury or Potential
  - Fatalities
  - Evacuation
  - Petroleum Vapor/Free Product
  - Fish Kill

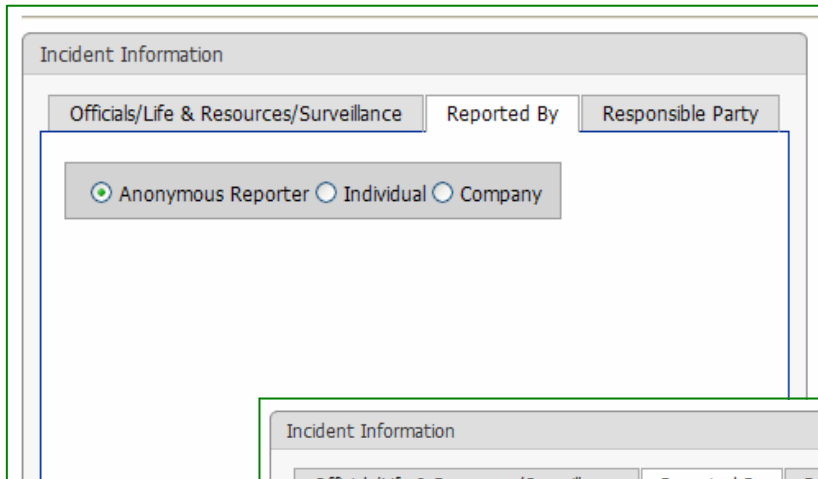
At the bottom left of the form is a "Print PDF" button.

\* Note the information entered may change as conditions at the site change. Boxes will not be unchecked unless checked in error, however problems during a response to an incident may lead to more officials on scene, additional resources being threatened, or lead to an injury, evacuation, or fish kill.

## Reported By (Reporting Party Information)

This tab consists information about the individual or company that reported the incident to the department. In Some cases the reporting party may wish to remain anonymous. If anonymous is selected no other fields will be visible on this tab. Each of the three options are shown below.

### Anonymous Reporter

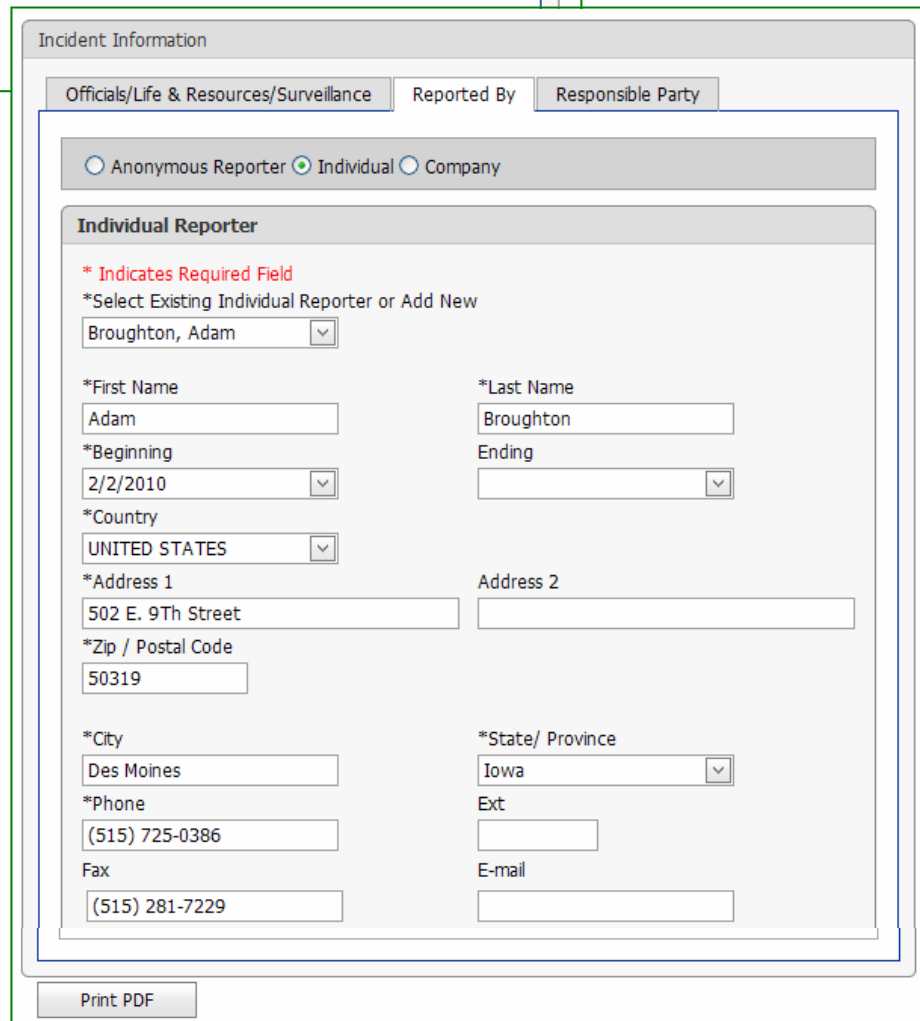


Incident Information

Officials/Life & Resources/Surveillance | Reported By | Responsible Party

Anonymous Reporter  Individual  Company

### Individual Reporter



Incident Information

Officials/Life & Resources/Surveillance | Reported By | Responsible Party

Anonymous Reporter  Individual  Company

**Individual Reporter**

\* Indicates Required Field

\*Select Existing Individual Reporter or Add New

Broughton, Adam

\*First Name: Adam | \*Last Name: Broughton

\*Beginning: 2/2/2010 | Ending:

\*Country: UNITED STATES

\*Address 1: 502 E. 9Th Street | Address 2:

\*Zip / Postal Code: 50319

\*City: Des Moines | \*State/ Province: Iowa

\*Phone: (515) 725-0386 | Ext:

Fax: (515) 281-7229 | E-mail:

Print PDF



## Company Reporter

If company reporter is selected two new tabs will appear. The first contains company information while the second contains information for the company representative for the incident.

The image displays two overlapping screenshots of a web application interface. The top screenshot, labeled 'Company Information Tab', shows a form with the following fields:

- Navigation tabs: Officials/Life & Resources/Surveillance, Reported By, Responsible Party
- Reporter type: Anonymous Reporter, Individual, Company (selected)
- Company/Contact tabs: Company, Company Contact
- Section: Company Details
- \* Indicates Required Field
- \* Select Existing Company or Add New: Iowa DNR - Emergency Re (dropdown)
- \*Beginning: 7/24/2009 (dropdown)
- Previously Known As: Select.... (dropdown)
- \*Beginning: (dropdown)
- Add Previous Company (button)
- \*Company Address: 502 E. 9th. St.,,Des Moines (dropdown)
- \*Country: UNITED STATES (dropdown)
- \*Address 1: 502 E. 9th. St.
- \*Zip / Postal Code: 50319
- \*City: Des Moines
- \*Phone: (515) 725-0384
- E-mail: (input field)

The bottom screenshot, labeled 'Company Contact Information Tab', shows a form with the following fields:

- Navigation tabs: Officials/Life & Resources/Surveillance, Reported By, Responsible Party
- Reporter type: Anonymous Reporter, Individual, Company (selected)
- Company/Contact tabs: Company, Company Contact
- Section: Contact Details
- \* Indicates Required Field
- \* Select Existing Title/Contact or Add New: Broughton, Adam (dropdown)
- \*Company Contact Title: Select.... (dropdown)
- OR -
- \*First Name: Adam
- \*Last Name: Broughton
- \*Beginning: 7/24/2009 (dropdown)
- Ending: (dropdown)
- \*Phone: (515) 725-0386
- Ext: (input field)
- E-mail: (input field)
- Fax: ( ) - - (input field)
- Cell Phone: ( ) - - (input field)
- Contact / Title address same as Company Address ?
- \*Country: UNITED STATES (dropdown)
- \*Address 1: 502 E 9th Street
- Address 2: (input field)
- \*Zip / Postal Code: 50309-4611
- \*City: Des Moines
- \*State/ Province: Iowa (dropdown)

## Responsible Party Information

This tab consists of information about the individual or company that the department considers responsible for the cleanup of an incident. Because incidents sometimes involve more than one party (traffic accidents for example) the department considers the responsible party to be the party that had control of the released material immediately prior to the incident that caused the release. This may not be the party responsible for the incident.

This tab has two differences from the “Reported By” tab discussed previously.

- Staff have the option to select “Same as Reported By” if the reporting party and the responsible party are the same.
- Anonymous in the “Reporting By” tab is replaced by “Unknown” in this tab. In Some cases the department is unable to determine the party responsible for a release. In this case the responsible party is listed in the system as unknown. If unknown is selected no other fields will be visible on this tab.

The screens associated with this tab have the same layout as the reporting party tab and only an individual responsible party be shown here for reference.

The screenshot shows a web application interface for 'Incident Information'. It features three tabs: 'Officials/Life & Resources/Surveillance', 'Reported By', and 'Responsible Party'. The 'Responsible Party' tab is active. Below the tabs, there is a checkbox labeled 'Same as Reported By'. Underneath, there are three radio buttons: 'Unknown', 'Individual' (which is selected), and 'Company'. A section titled 'Individual Reporter' contains the following fields:

- \* Indicates Required Field
- \*Select Existing Individual Reporter or Add New
- Dropdown menu: Broughton, Adam
- \*First Name: Adam
- \*Last Name: Broughton
- \*Beginning: 2/2/2010
- Ending: [Empty]
- \*Country: UNITED STATES
- \*Address 1: 502 E. 9Th Street
- Address 2: [Empty]
- \*Zip / Postal Code: 50319
- \*City: Des Moines
- \*State/ Province: Iowa
- \*Phone: (515) 725-0386
- Ext: [Empty]
- Fax: (515) 281-7229
- E-mail: [Empty]

## Location Information

The Location Information section provides information about where an incident occurred. The information can be entered by DNR staff as a 911 address, Township/Range/Section, Township Name/Section, or generated using the mapping utility. The information entered is based on the information given to the department and may not be field verified for several days after the incident.

Location Information

\* Indicates required field.

Spill Located

At a facility  Offsite

\* Site Name

Wallace State Office Building

Please enter the Facility name

---

\* Address - 911 address preferred

502 E. 9th Street

If you don't know the 911 address and use a cross street, use '&' instead of 'and'. For example '309th Street & G23'.

Zip Code  \* City

\* County  Field Office 5

---

- OR -

\* Township # (Tier)

T  N

\* Range \* Range Direction

R   West  East

\* Section Section Direction

NE  NW  SE  SW

---

Directions to Location

Wallace State Office Building on the Iowa State Capital Complex in Des Moines, Iowa.

Latitude

Longitude

[One Stop Location Map](#)  
[One Stop Location Details](#)  
[One Stop Point Details](#)

## Material Information

The Material Information section includes information on during what activity or from what source the material was released (Mode), into or onto what media the material was released (air, soil, or water) and the material and quantity released.

Material Information

Material

\* Indicates Required Field

\*Mode  
Handling And Std

\*Medium  
 Air  Land  Groundwater  Surface Water

\*Material  
Select....

\*Amount

\*Units  
lbs

| Material Name | Amount | Unit | CAS Number | EHS   |
|---------------|--------|------|------------|-------|
| Gasoline E-10 | 1      | gal  |            | False |

Page 1 of 1 (1 items) < [1] >

Print PDF

The material information may also contain additional information useful in identifying the material. The CAS Number is the Chemical Abstract Number and can be used to search for additional information on the materials properties. Extremely Hazardous Substance (EHS) is a designation given by the US Environmental Protection Agency to materials considered to have an increased risk to life and health.

## Manure Information Tab

If the material released was manure a second tab will appear. This tab is designed to gather additional information related to manure releases.

When material is manure a second tab is added. The second tab contains information particular to manure releases.

The screenshot displays the 'Material Information' form with the 'Manure' tab selected. The form contains the following fields and sections:

- \*Indicates Required Field**
- \*Mode**: Dropdown menu with 'Manure' selected.
- \*Medium**: Radio buttons for Air, Land (checked), Groundwater, and Surface Water.
- \*Material**: Dropdown menu with 'Select....'.
- \*Amount**: Text input field.
- \*Units**: Dropdown menu with 'lbs' selected.

| Material Name | Amount | Unit | CAS Number | EHS   |
|---------------|--------|------|------------|-------|
| Hog manure    | 1      | gal  |            | False |

Page 1 of 1 (1 items) < [1] >

Print PDF

---

The bottom section of the form includes:

- \*Manure Source**: Dropdown menu with 'Land Application' selected.
- \*Manure Type**: Dropdown menu with 'Hog' selected.
- Cause of Manure Release**: Dropdown menu with 'Equipment Failure' selected.
- Approved Manure Management Plan
- Approved Manure Applicators License
- Water Body Name**: Text input field.
- Water Body Size**: Text input field with a placeholder 'number goes here'.


| Water Body Name    | Water Body Size |
|--------------------|-----------------|
| No data to display |                 |

Page 1 of 0 (0 items) < >

Print PDF

## Incident Events

The incident Event section contains a description of the events that lead up to the release of the material. This is a descriptive field and will contain varying amounts of information based on the information provided to the DNR.

Incident Events ABC 

\* Please enter a description of events leading to the release.

This is a training spill entry. This incident will be deleted after training manual has been completed.

Print PDF

## Actions & Follow-ups

The Actions & Follow-up section contains a table listing the actions taken by the responsible party and/or first responders once the incident occurred or was discovered. This section may also include any directions given or requirements made by DNR staff to the responsible party and any follow-up information provided to the department.

List of Actions & Follow-ups

| Type of Entry  | Date of Entry | Submitted By                |
|--|---------------|-----------------------------|
| Initial  | 2/2/2010      | adam.broughton@dnr.iowa.gov |
| Training incident. This incident will be deleted after the manual has been completed.                                    |               |                             |
| Follow up  | 2/2/2010      | adam.broughton@dnr.iowa.gov |
| This is a supplemental entry to this training incident. This entry will be deleted once the training manual is complete. |               |                             |

Print PDF

## Documents

Documents can be attached to the incident and stored in the database by DNR staff or the Responsible Party. Not all incidents will have attached documents, but if they do they can vary in size and format. To view a document simply click **“view”** or if you would prefer to download the document click **“download”**.

| Date Submitted | File Name                                   | Document Type | Submitted By                | File Size[KB] | View                 | Download                 |
|----------------|---|---------------|-----------------------------|---------------|----------------------|--------------------------|
| 2/2/2010       | 30-Day Written Report Submission Fact Sheet | Word          | adam.broughton@dnr.iowa.gov | 285.5         | <a href="#">View</a> | <a href="#">Download</a> |

Page 1 of 1 (1 items) < [1] >

Print PDF

## 30 Day Report Section

Responsible Parties are required to submit a written report within 30 days to the department. The system allows them to submit electronically. Once the reports have been submitted to the department they can be viewed by the public.

The system is set up to pre-populate this section with information entered in corresponding section by DNR staff. This reduces the amount of work the responsible party needs to do to submit the report. The responsible party can make any changes or additions to the information pre-populated in this section without changing the information entered by DNR staff.

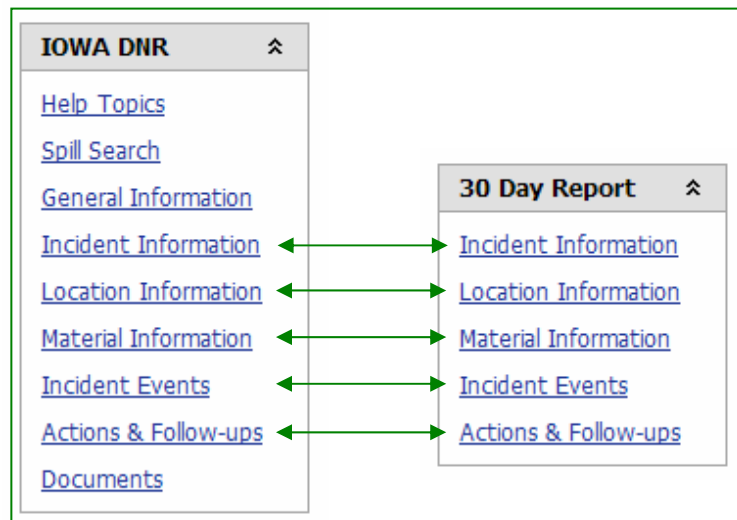
DNR Staff cannot edit the 30 Day Report but they can view the information entered by the Responsible Party and make necessary changes to the incident information in the rest of the system if deemed appropriate.

The 30-Day Report section mirrors the Iowa DNR section with some additional information requirements.

Help Topics, Spill Search, and Documents are contained in the Iowa DNR section but are available to all users.

The General Information section is not editable by the responsible party and thus not included in the 30 Day Report section.

The remaining screens, Incident Information, Location Information, Material Information, Incident Events and Actions & Follow-ups contain related information.





## 30 Day Report - Incident Information

The Incident Information screen of the 30 Day Report section is the same as the corresponding section of the Iowa DNR section with two exceptions. First you will notice the Officials on scene, Life & Resources Threatened, and Surveillance tab is not present. This tab can not be edited by the responsible party and is thus not present in the 30 Day report section. You will notice there is an additional tab on this screen, Site Contact. This tab allows the responsible party to designate a local contact who is different then either the reporting or responsible party.

The **Reported By** and **Responsible Party** tabs will be pre-populated with information from the Iowa DNR section. This is intended to save data entry time for responsible party staff.

Any changes or additions are made to this data by responsible party staff will not effect the information entered in the Iowa DNR section.

The screenshot displays the 'Incident Information' screen with the 'Site Contact' tab selected. The top of the screen shows 'Incident Began' and 'Reported Date' both set to 2/2/2010 at 9:27 AM. Below this, there are three tabs: 'Reported By', 'Responsible Party', and 'Site Contact'. The 'Site Contact' tab is active, showing a form with the following fields and options:

- Radio buttons for 'Anonymous Reporter', 'Individual', and 'Company' (selected).
- Fields for 'Company' and 'Company Contact'.
- 'Contact Details' section with a red asterisk indicating a required field: '\* Indicates Required Field'.
- A dropdown menu for '\* Select Existing Title/Contact or Add New' with 'Broughton, Adam' selected.
- A dropdown for '\*Company Contact Title' with 'Select....'.
- '- OR -' separator.
- Fields for '\*First Name' (Adam) and '\*Last Name'.
- Fields for '\*Beginning' (7/24/2009), '\*Phone' ((515) 725-0386), and 'E-mail'.
- A checkbox for 'Contact / Title add'.
- Fields for '\*Country' (UNITED STATES) and '\*Address 1' (502 E 9th Street).

An inset window shows the 'Site Contact' tab with the following options:

- Checkboxes for 'Same as Reported By' and 'Same as Responsible Party' (both unchecked).
- Radio buttons for 'Unknown', 'Individual', and 'Company'.
- A 'Print PDF' button at the bottom.

If the Site Contact information screen appears as shown at right, responsible party staff have not yet completed data entry.

## 30 Day Report – Location Information

The Location Information screen has the same layout in the 30 Day Report section as in the Iowa DNR section. The information contained on this screen may vary depending on what was entered by responsible party staff.

|                |                         |
|----------------|-------------------------|
| Incident Began | 2/2/2010 Time : 9:27 AM |
| Reported Date  | 2/2/2010 Time : 9:27 AM |

Location Information

**\* Indicates required field.**

Spill Located

At a facility       Offsite

**\* Site Name**

Wallace State Office Building

Please enter the Facility name

---

**\* Address - 911 address preferred**

502 E. 9th Street

If you don't know the 911 address and use a cross street, use '&' instead of 'and'. For example '309th Street & G23'.

Zip Code      **\* City**

50319      Des Moines

**\* County**

Polk      Field Office 5

---

- OR -

**\* Township # (Tier)**

T  N

**\* Range \* Range Direction**

R   West  East

**\* Section Section Direction**

NE  NW  SE  SW

---

Directions to Location

Wallace State Office Building on the Iowa State Capital Complex in Des Moines, Iowa.

Latitude      Longitude

0.00000      0.00000

[One Stop Location Map](#)  
[One Stop Location Details](#)  
[One Stop Point Details](#)

Print PDF

## 30 Day Report – Material Information

The Material Information screen of the 30 Day Report section contains additional information not included on the Material Information screen in the Iowa DNR section.

The 30 Day Report version includes information on the weather conditions at the time of the incident.

Note if air is selected as medium, the screen would also indicate wind direction and speed.

The form filled out by responsible party staff includes a request for the Material Safety Data Sheet (MSDS) for the materials released.

If the MSDS was sent in electronically to the department it will be attached to the incident report as a document (see the section on Documents). If the MSDS was sent in as a hardcopy document, it will be included in the incident file located at the DNR Records Center, 515-242-5818.

Incident Began 2/2/2010 Time : 9:27 AM  
 Reported Date 2/2/2010 Time : 9:27 AM

**Material Information**

Material

\* Indicates Required Field

\*Mode

\*Medium  
 Air  Land  Groundwater  Surface Water

Temperature  
 °F

Humidity

Precipitation

Please forward a Material Safety Data Sheet (MSDS) for each material spilled to the Iowa DNR. Electronic copies of MSDS forms can be uploaded to our system by clicking here --- [Upload MSDS](#).

If you do not have MSDS forms in electronic format they can be sent to the Iowa DNR via mail to :

Iowa DNR  
 Attn: ERU,  
 502 E. 9th Street  
 Des Moines, Iowa 50319

Or via fax at: 515-281-7229.

\*Material

\*Amount   
 \*Units

| Material Name | Amount | Unit | CAS Number | EHS   |
|---------------|--------|------|------------|-------|
| Gasoline E-10 | 1      | gal  |            | False |

Page 1 of 1 (1 items) < [1] >

Print PDF

## Manure Information Tab

The Material Information Manure Tab has the same layout in the 30 Day Report section as in the Iowa DNR section. The information contained on this tab may vary depending on what was entered by responsible party staff.

When material is manure  
A second tab is added.  
The second tab contains  
information particular to  
manure releases.

Incident Began 2/2/2010 Time : 3:29 PM
Reported Date 2/2/2010 Time : 3:29 PM

Material Information

Material

Manure

\* Indicates Required Field

\*Mode

\*Medium  
 Air     Land     Groundwater     Surface Water

Temperature  
 °F

Humidity

Precipitation

If there is a sheen on the water as per the sheen law, the responsible party must contact the NRC at 800-424-8802

Incident Began 2/2/2010 Time : 3:29 PM
Reported Date 2/2/2010 Time : 3:29 PM

Material Information

Material

Manure

\* Indicates Required Field

\*Manure Source

\*Manure Type

Cause of Manure Release

Approved Manure Management Plan

Approved Manure Applicators License

Fish Kill

Water Body Name

Water Body Size

| Water Body Name  | Water Body Size |
|------------------|-----------------|
| Des Moines River | large           |

Page 1 of 1 (1 items) < [1] >

When material spilled to the Iowa water system by clicking here ---

Information can be sent to the Iowa DNR via

## 30 Day Report – Incident Events and Actions & Follow-ups

The Incident Events screen and Actions & Follow-ups screen has the same layout in the 30 Day Report section as in the Iowa DNR section. The information contained on these screens may vary depending on what was entered by responsible party staff.

Incident Began 2/2/2010 Time : 9:27 AM  
 Reported Date 2/2/2010 Time : 9:27 AM

Incident Events

**Incident Began**

Date  Time (HH:MM)   AM  Military  PM

\* Please enter a description of events leading to the release.

This is a training spill entry. This incident will be deleted after training manual has been completed.

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Incident Events

Actions & Follow-ups

Incident Began 2/2/2010 Time : 9:27 AM  
 Reported Date 2/2/2010 Time : 9:27 AM

List of Actions & Follow-ups

| Type of Entry  | Date of Entry | Submitted By                |
|--|---------------|-----------------------------|
| Initial  | 2/2/2010      | adam.broughton@dnr.iowa.gov |
| Training incident. This incident will be deleted after the manual has been completed.                                    |               |                             |
| Follow up  | 2/2/2010      | adam.broughton@dnr.iowa.gov |
| This is a supplemental entry to this training incident. This entry will be deleted once the training manual is complete. |               |                             |

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## **Questions and Further Information**

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If after reviewing this guide you have additional questions about the application or about a particular incident the department can be contacted at:

Iowa Department of Natural Resources  
Emergency Response & Homeland Security Unit  
502 E. 9<sup>th</sup> Street  
Des Moines, IA 50319-0034

515-281-8694  
515-281-7229 fax

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Iowa Department of Natural Resources  
Records Center  
502 E. 9<sup>th</sup> Street  
Des Moines, IA 50319-0034

515-242-5818  
515-281-8895  
[www.iowadnr.gov/cs/records.html](http://www.iowadnr.gov/cs/records.html)

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Iowa Department of Natural Resources  
Customer Service Center  
515-281-5918