

HURRICANE HARVEY EXECUTIVE SUMMARY



This is a summary of activity related to Hurricane Harvey. A full After Action Report is being compiled and will be available in October. That report will have details regarding what worked, what didn't work, and ideas on improving our response to these types of events. It should be noted that there were many more city departments and staff involved in this event and, this report is simply a response to some of the more common questions that arise from this type of event.

On Wednesday, August 23rd 2017 City staff began discussions related to Tropical Storm Harvey. The City of San Marcos Office of Emergency Management participated in briefings and updates as the storm progressed. On Thursday August 24th, the National Hurricane Center advised that Tropical Storm Harvey was declared a Hurricane, and the tracking models showed it to be headed for the Texas Coast. City staff began meetings to discuss preparations for opening the emergency operations center and preparing for the arrival of Hurricane Harvey.

This was a joint operation with the Hays County Office of Emergency Management. Setup and testing of the equipment began Thursday August 24th.

Limited operations officially began Friday August 25th at noon.

Full operation began Friday at the 7pm shift.

The operation center was in full operation until the 7am briefing on Sunday August 27th. The operation center remained in limited operation until it was shut down on Monday August 28th.

EMERGENCY OPERATION CENTER

1. This was a joint operation with the Hays County Office of Emergency Management.
2. Setup and testing of the equipment began Thursday August 24th.
3. Limited operations officially began Friday August 25th at noon.
4. Full operation began Friday at the 7pm shift.
5. The operation center was in full operation until the 7am briefing on Sunday August 27th.
6. The operation center remained in limited operation until it was shut down on Monday August 28th.
7. The hotline number remained operational until Wednesday August 30th.
8. The major impacts from Hurricane Harvey were wind and rain.

Hays County Rainfall Totals:	Average	Max
Saturday, August 26	1.30"	6.16"
Sunday, August 27	5.05"	6.88"
Monday August 28	1.43"	3.32"

Unofficial totals were between just over 2" up to 13"-plus.

POLICE – FIRE – EMS

SMPD

- The Alpha/Bravo 12-hour shifts were activated at midnight on Friday August 25th.
- Saturday the 26th into Sunday the 27th some staff were released early.
- Alpha/Bravo was canceled Sunday the 27th and normal shifts resumed Sunday evening.

SMFD

- Increased staffing beginning on Saturday August 26th at 7am.
- Normal operations resumed on Sunday August 27th at 7am.

EMS

- Increased staffing began on Friday August 25th at 7pm.

- Normal operations resumed on Sunday August 27th at 7am. Except for one ambulance unit stationed in Caldwell County on a mutual aid request.

911 CALL CENTER

- Activated Alpha Bravo staffing at midnight Friday August 25th into Saturday August 26th.
- There was a primary call center and a secondary call center for non-emergency calls.

Number of calls:	Saturday, Aug 26	Sunday, Aug 27
TO POLICE	183	172
TO FIRE	69	35
TO EMS	43	28

- Normal operations in the call center resumed on 6pm on Sunday August 27th.
- There was an additional storm hotline number handled by staff and volunteers. The total call volume for the hotline number was 252.

COMMUNICATIONS

1. From August 23rd-25th council and staff hand delivered hundreds of flyers across several neighborhoods.
2. From August 23rd-29th staff issued 11 press releases, 5 news interviews, and 4 live video posts on social media.
3. From August 25th to August 28th staff issued 5 briefings for department directors, and 5 briefings for elected officials.

CITY HALL FACEBOOK PAGE

- From August 23rd- September 11th staff created 43 Harvey and disaster related Facebook Posts.
- From August 23rd-29th there was a total activity of 2,876 messages posted on the Facebook Page. 2,181 were incoming and 695 were staff responses.

CITY HALL TWITTER PAGE

- From August 23rd-Sep 11th staff created 36 Harvey and disaster related Twitter Posts
- From August 23rd-29th there was a total activity of 251 messages posted on the Twitter Page. 139 were incoming and 112 were staff responses.

PUBLIC WORKS

SAN MARCOS ELECTRIC UTILITY

1. From August 26th to August 29th the electric utility crews worked shifts covering 24 hours a day.
2. During that time they received over 4,000 calls for outages. Many were repeat calls.
3. They responded to several fires started by down power lines or transformers to assist the Fire Department.
4. They worked in the rain and in wind gusts just over 35 miles per hour.
5. Contractors were brought in which increased staffing up to 7 tree trimming crews and 5 line repair crews working at any given time. These crews continued to work through the remainder of the week to clear lines and easements.
6. During this time period there were between 200 and 500 homes without power at any given time. This represents less than 2% of the SMEU customer base.
7. By 10pm on Monday August 28th there only about 10 customers left that were without power. The crews again worked through the night until all power was restored.

SAN MARCOS TRANSPORTATION DEPARTMENT

1. Staff responded to approximately 12 high water calls.
2. There were 3 locations that were barricaded for some period of time.
3. There was a pavement failure on Timbercrest that resulted in the road being impassable.
4. Staff also responded and cleared numerous fallen trees throughout the city that were blocking or impeding the streets.
5. Staff also repaired or replaced numerous traffic control signs and repaired several signal lights that were damaged.

WATER AND WASTEWATER

- Water and wastewater monitored the systems during the storm event.
- There was one wastewater overflow due to storm water influx near Purgatory Creek by Victory Gardens. This was addressed and normal service was restored.

COMMUNITY SERVICES

SAND BAGS

There was an elected official led initiative to assist several neighborhoods with obtaining sand bags. Hays County provided a load of sand and the residents requested an additional load from the City. The request for sand from the City came just after 5pm on Friday and calls to several material yards, material haulers, and home improvement stores came up empty. Community Services was able to procure a dump truck load of material and delivered it to the site where the sand bags were being filled.

SHELTER

1. The City of San Marcos Activity Center was opened as a local shelter on Saturday August 26th.
2. As Part of the activation the City of San Marcos Animal Shelter staged and opened an animal intake area at the activity Center.
3. Park Rangers were brought in to provide security for the shelter.
4. There was one resident that checked into the shelter and stayed for approximately 1.5 hours and then left.
5. There were three other individuals that checked into the shelter that stated that they were from Houston. They were transported to the regional shelter in Austin on Sunday morning. During the transport it was determined that they were actually Gary Job Corp students that had missed curfew the night before and were unable to enter the campus. They saw the shelter opening on social media and decided to stay there for the night.

6. The shelter was closed on Sunday morning August 27th. The activity center remained open for any residents that, due to the power outage, might need a place to shower and charge up a cell phone. There was one local resident that used the facility on Sunday.

DEBRIS REMOVAL

1. Community Services initiated a debris removal plan that went into place on Tuesday August 29th. The hours of operation were from 8am till 7pm starting August 29th through September 3rd and from 8am till 4pm September 4th through the 8th. The normal monthly brush drop off was on September 9th.
2. There were a total number of 269 residents that utilized the brush drop off service. They made 473 and dropped off an estimated 41,159 cubic yards of brushy waste.
3. The City is also providing curb side pickup for brushy debris. The city was divided up into zones for pickup dates. The contractor, KDF Enterprises, began work on September 6th and will complete the first round of pickup throughout the city on September 15th. A second round has been advertised and will start the week of September 18th.
4. So far KDF has made 26 trips to the drop off site with an estimated total of 504 cubic yards of brushy waste.

FACILITIES

1. Some of the City Buildings sustained minor damage from the wind and rain.
2. Municipal Building—rain was blown in around the windows on the second floor.
3. Water Warehouse—rain was blown in around the windows in one of the offices.
4. Activity Center—rain was blown in around several of the windows.
5. Fire Station 5—rain entered through the roof of the bay area.