

HURRICANE HARVEY EXECUTIVE SUMMARY

Tuesday, September 19, 2017

EMERGENCY OPERATION CENTER

1. Joint operation with the Hays County Office of Emergency Management.
2. Setup and equipment testing began Aug 24.
3. Limited operations officially began Aug 25 at noon.
4. Full operation began Aug 25 at the 7pm shift.
5. Full operation until the 7am briefing on Aug 27.
6. Remained in limited operation until it was shut down on Aug 28.
7. Hotline number remained operational until August 30.
8. Major impacts from Hurricane Harvey were wind and rain.



HAYS COUNTY RAINFALL TOTALS

Date	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

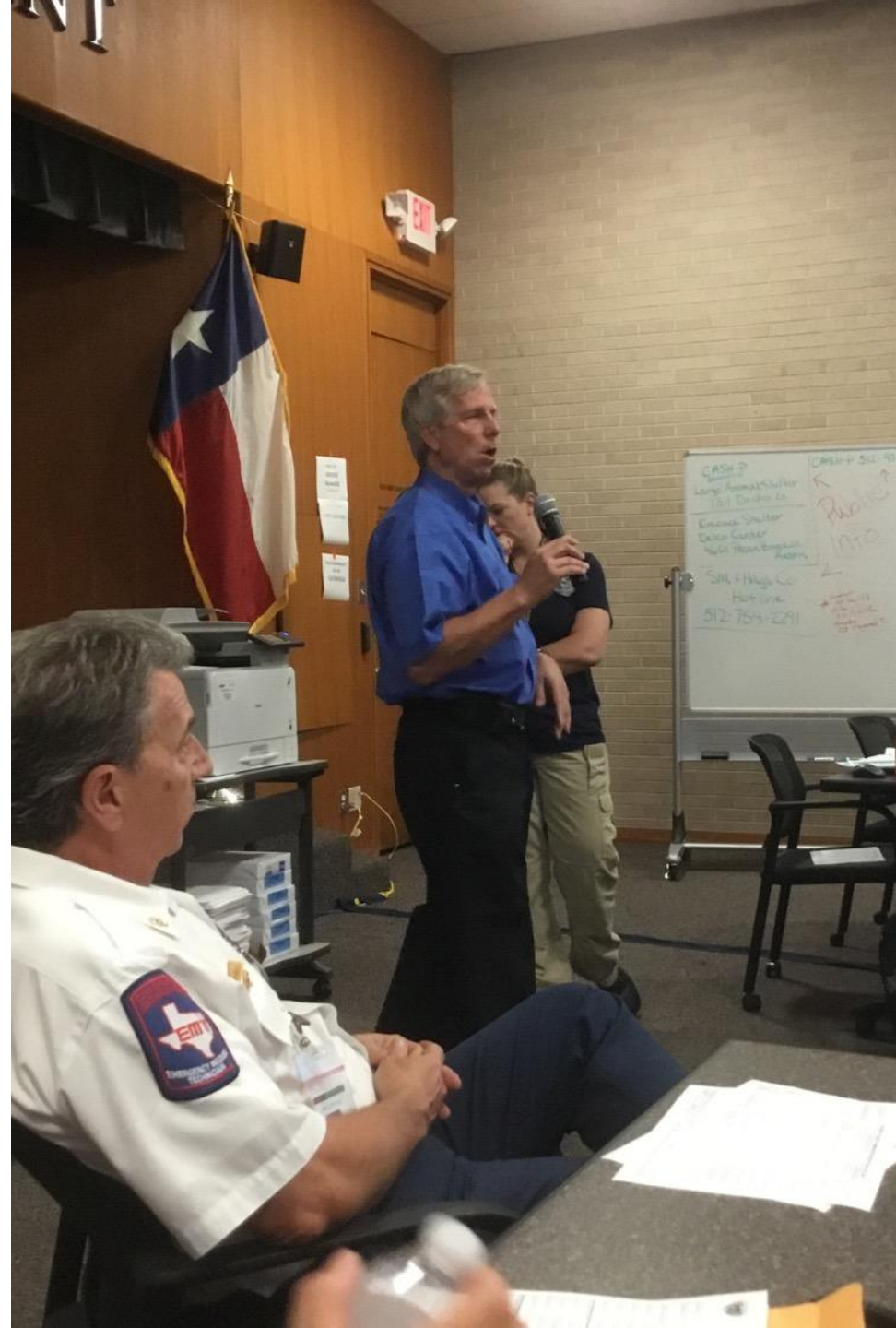
- Alpha/Bravo 12-hr shifts activated at midnight on Aug 25.
- Some staff were released early from Aug 26-27.
- Alpha/Bravo canceled Aug 27, normal shifts resumed that evening.

SMFD

- Increased staffing on Aug 26 at 7am.
- Normal operations resumed on August 27 at 7am.

EMS

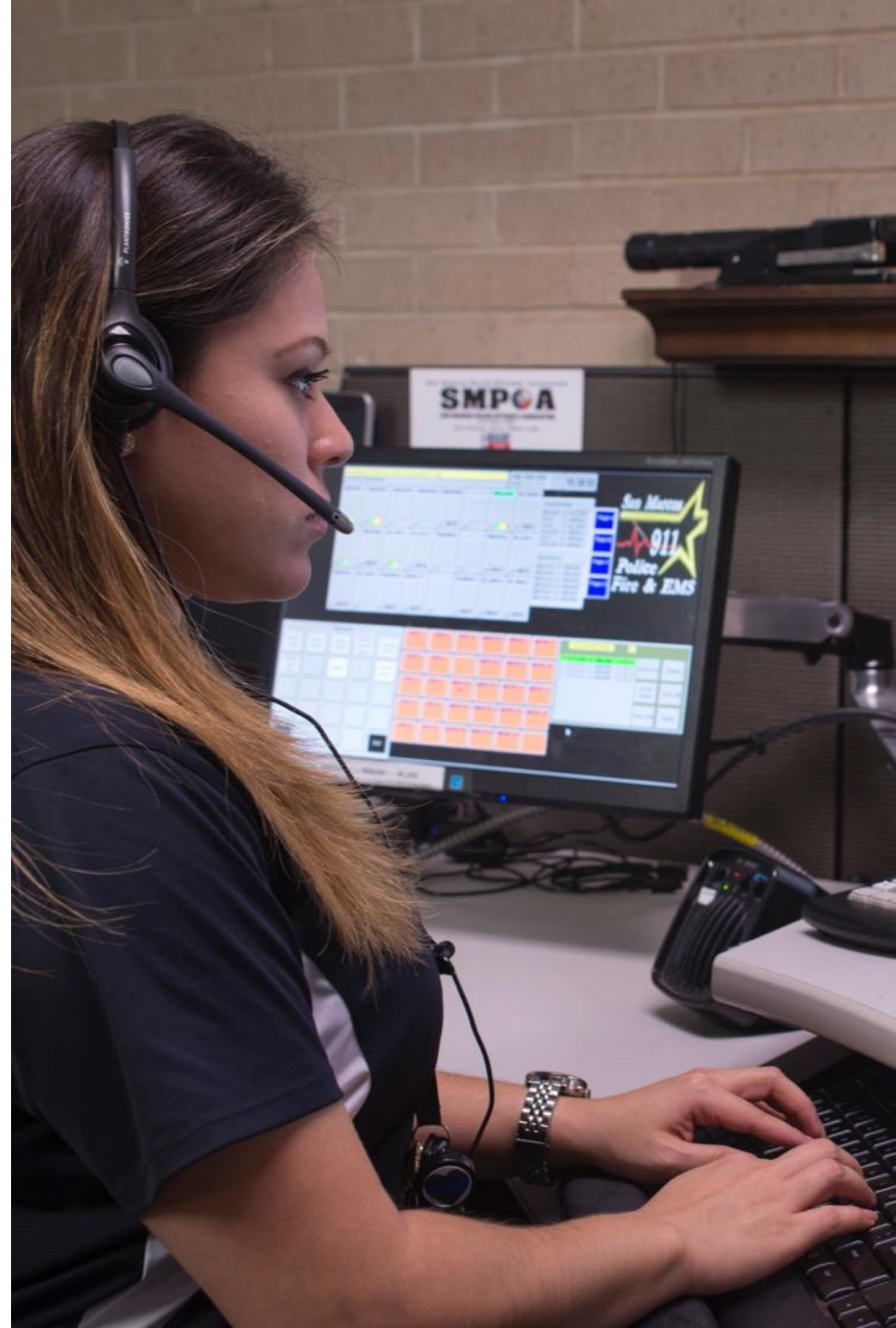
- Increased staffing on Aug 25 at 7pm.
- Normal operations resumed on Aug 27 at 7am, except for one ambulance unit stationed in Caldwell County on a mutual aid request.



POLICE-FIRE-EMS

911 CALL CENTER

- Activated Alpha/Bravo at midnight Aug 25-Aug 26.
- There was a primary call center and a secondary call center for non-emergency calls.
- Normal operations resumed on Aug 27 at 6pm.
- Staff and volunteers handled an additional storm hotline number that received an additional 252 calls.



NUMBER OF CALLS DURING HURRICANE HARVEY

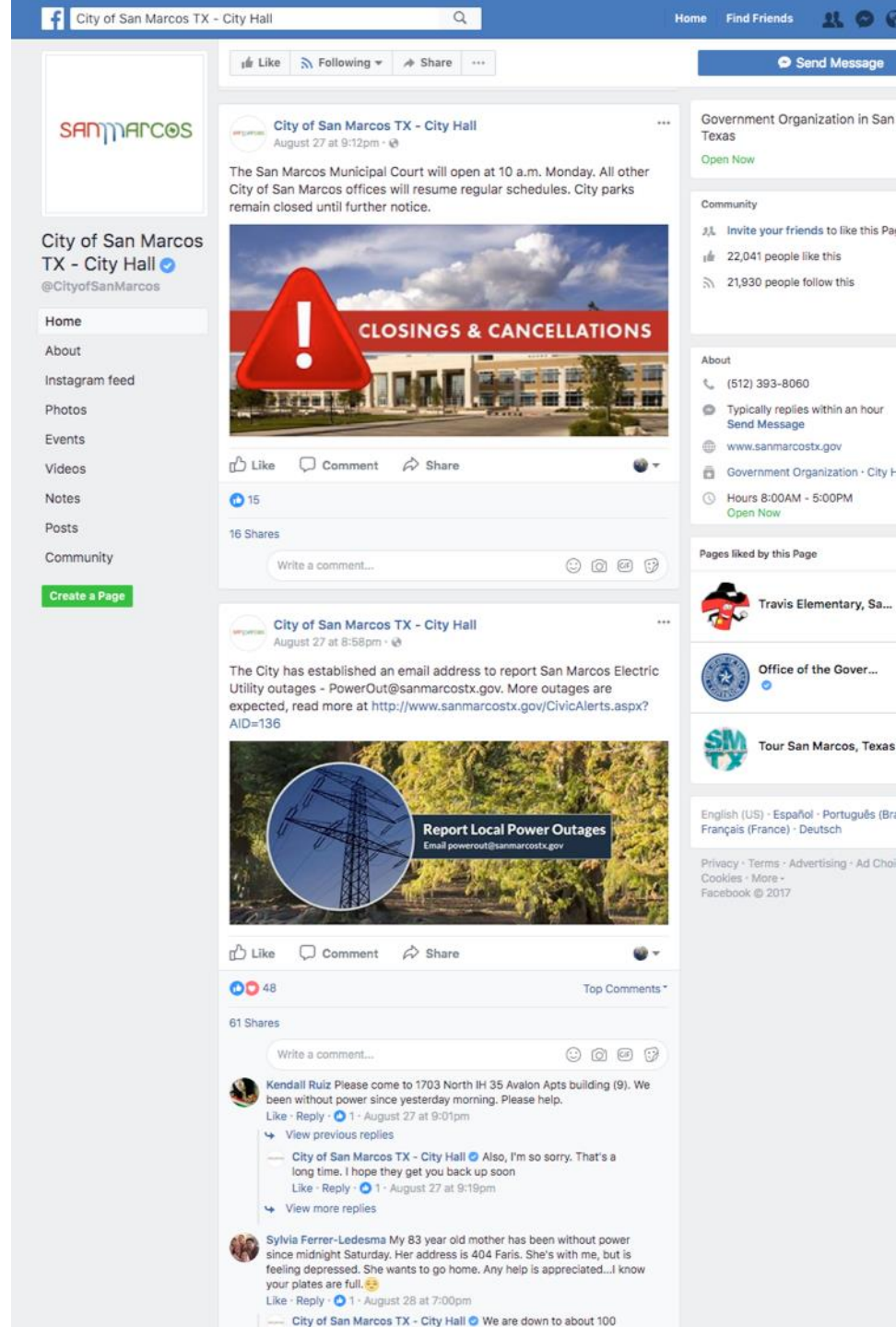
DEPARTMENT	Saturday, Aug 26	Sunday, Aug 27
TO POLICE	183	172
TO FIRE	69	35
TO EMS	43	28

COMMUNICATIONS

- Council and staff hand-delivered hundreds of flyers across several neighborhoods from Aug 23-25.
- Staff issued 11 press releases, 5 news interviews, and 4 live video posts from Aug 23-29.
- Staff issued 5 briefings for department directors, and 5 briefings for elected officials from Aug 25-28.

CITY HALL FACEBOOK PAGE

- Staff created 43 Harvey and disaster-related posts from Aug 23-Sep 11.
- Total messages posted: 2,876 from Aug 23-29. 2,181 were incoming and 695 were staff responses.



The screenshot shows the Facebook profile of the City of San Marcos TX - City Hall. The profile picture is the San Marcos logo. The cover photo features a red warning sign with an exclamation mark and the text "CLOSINGS & CANCELLATIONS" over an image of the city hall building.

City of San Marcos TX - City Hall
@CityofSanMarcos

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City of San Marcos TX - City Hall
August 27 at 9:12pm · 🌐

The San Marcos Municipal Court will open at 10 a.m. Monday. All other City of San Marcos offices will resume regular schedules. City parks remain closed until further notice.

Like Comment Share

15

16 Shares

Write a comment...

City of San Marcos TX - City Hall
August 27 at 8:58pm · 🌐

The City has established an email address to report San Marcos Electric Utility outages - PowerOut@sanmarcostx.gov. More outages are expected, read more at <http://www.sanmarcostx.gov/CivicAlerts.aspx?AID=136>

Report Local Power Outages
Email powerout@sanmarcostx.gov

Like Comment Share

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Write a comment...

Kendall Ruiz Please come to 1703 North IH 35 Avalon Apts building (9). We been without power since yesterday morning. Please help.
Like · Reply · 1 · August 27 at 9:01pm

View previous replies

City of San Marcos TX - City Hall Also, I'm so sorry. That's a long time. I hope they get you back up soon
Like · Reply · 1 · August 27 at 9:19pm

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Sylvia Ferrer-Ledesma My 83 year old mother has been without power since midnight Saturday. Her address is 404 Faris. She's with me, but is feeling depressed. She wants to go home. Any help is appreciated...I know your plates are full. 🙏
Like · Reply · 1 · August 28 at 7:00pm

City of San Marcos TX - City Hall We are down to about 100

Government Organization in San Texas
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22,041 people like this
21,930 people follow this

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Typically replies within an hour
Send Message
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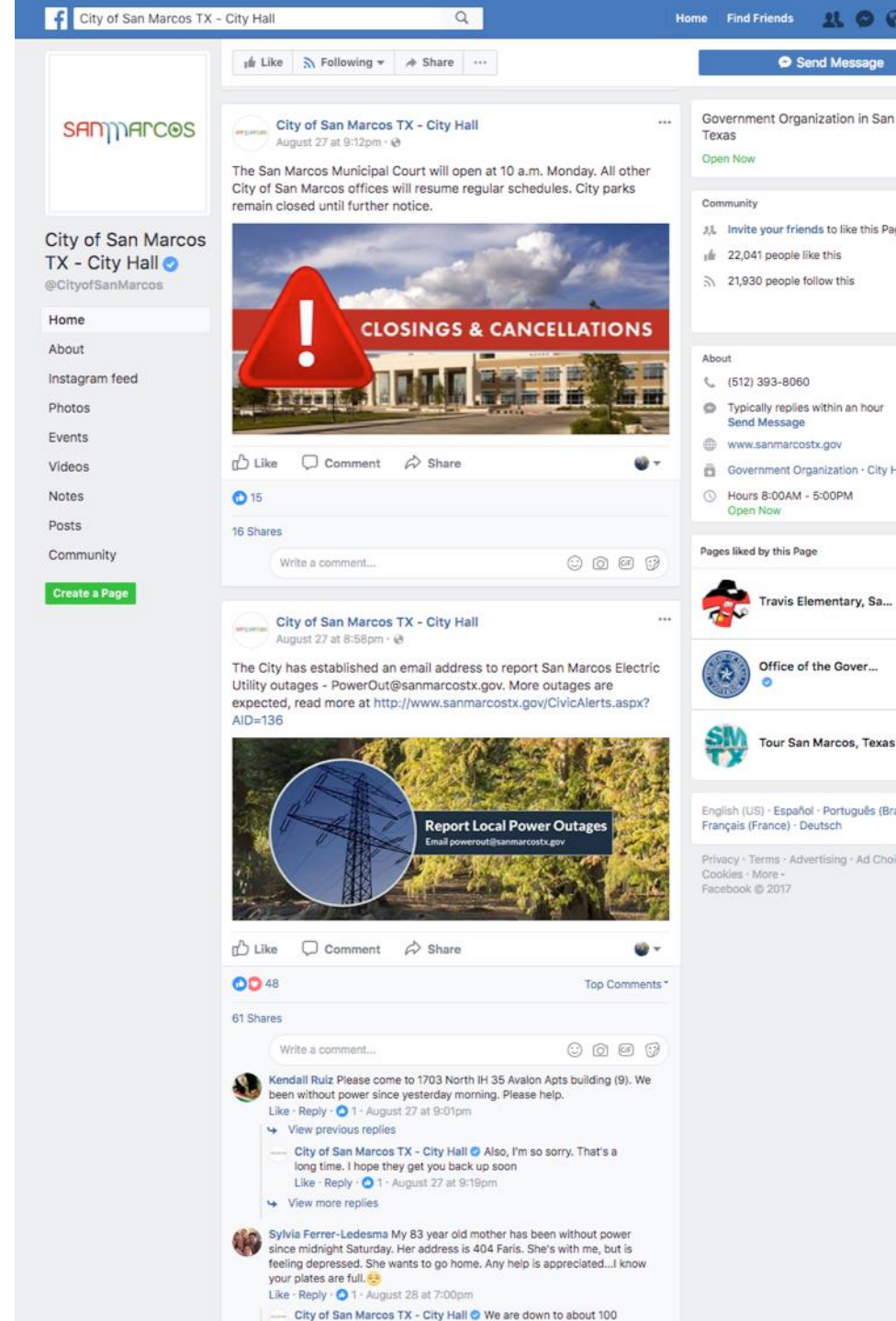
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COMMUNICATIONS

CITY HALL TWITTER PAGE

- Staff created 36 Harvey and disaster related Twitter Posts from Aug 23-Sep 11
- 251 messages posted on the Twitter Page from Aug 23-29. 139 incoming and 112 staff responses.



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PUBLIC WORKS

ELECTRIC UTILITY

1. From August 26 to August 29, 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.



PUBLIC WORKS

ELECTRIC UTILITY (CONT.)

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 28, there only about 10 customers left that were without power. The crews again worked through the night until all power was restored.



PUBLIC WORKS

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.



PUBLIC WORKS

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.



COMMUNITY SERVICES

SHELTER

1. The City of San Marcos Activity Center was opened as a local shelter on Saturday, August 26.
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.



COMMUNITY SERVICES

SHELTER (CONT.)

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 27. 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.



COMMUNITY SERVICES

DEBRIS REMOVAL

1. Community Services initiated a debris removal plan that went into place on Tuesday, August 29. The hours of operation were from 8am till 7pm starting August 29 through September 3 and from 8am till 4pm September 4 through the 8. The normal monthly brush drop off was on September 9.
2. There were a total number of 269 residents that utilized the brush drop off service. They made 473 trips and dropped off an estimated 41,159 cubic yards of brushy waste.



COMMUNITY SERVICES

DEBRIS REMOVAL (CONT.)

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 6 and completed the first round of pickup throughout the city on September 15. A second round has been advertised and started the week of September 18.
4. So far, KDF has made 26 trips to the drop off site with an estimated total of 504 cubic yards of brushy waste.



COMMUNITY SERVICES

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.





Thank you to all city departments and staff involved in the preparations for and response to Hurricane Harvey.