

**CITY OF SHAVANO PARK
WATER ADVISORY COMMITTEE MEETING
900 SADDLETREE COURT, SHAVANO PARK, TX 78231
MONDAY, APRIL 12, 2021
3:00 PM
AGENDA**

In accordance with Order of the Office of the Governor issued March 16th, 2020, the governor has suspended various provisions of the Open Meetings Act pursuant to his state disaster authority, which now authorize the participation of a meeting by live-video stream or telephone. The City of Shavano Park Water Advisory Committee will conduct the Regular Meeting on Monday, April 12, 2021 at 3:00 p.m. at 900 Saddletree Court, Shavano Park Council Chambers in part by Livestream / telephone conference in order to advance the public health goal of limiting face-to-face meetings (also called “social distancing”) and slow down the spread of the Coronavirus (COVID-19).

Livestream. The livestream of the meeting is available via the Youtube website from your computer, tablet or smartphone at: https://youtu.be/5z5b5ktz_uM

Telephone Participation. The public toll-free dial-in number to participate in the telephonic meeting is 1-888-788-0099 and requires access code 979 2306 5077. If you have issues accessing Telephone Participation or Livestream, please call Jessica Chinski (210) 492-2841

The telephone conference will be available to join at 2:30 pm (30 minutes prior to the meeting).

The public will be permitted to offer comments telephonically as provided by the agenda during Citizen’s to be Heard. Citizens who want to speak during this period, should sign up to speak prior to the beginning of the meeting by stating their intent and providing Name, Address, and Topic to be addressed. Follow the guidelines under agenda item 3. If unable to participate in the meeting, you may submit public comments by email to citysecretary@shavanopark.org.

The meeting agenda and agenda packet are posted online at www.shavanopark.org.

A recording of the telephonic meeting will be made, and will be available to the public in accordance with the Open Meetings Act upon written request.

1. CALL TO ORDER

2. ROLL CALL

3. CITIZENS TO BE HEARD

The Water Advisory Committee welcomes Citizens to be heard, we request that if you wish to speak that you follow these guidelines. Pursuant to Resolution No. R-2019-011 citizens are given three (3) minutes to speak during Citizens to be heard. Members of the public may only speak once and cannot pass the individual’s allotted time to someone else. In compliance with the Texas Open Meetings Act, the Water Advisory Committee may not deliberate on comments (Attorney General Opinion – JC0169)

4. CONSENT AGENDA

- a. Approval - Water Advisory Committee Meeting Minutes, March 8, 2021

5. REPORTS - Public Works Director Update

- a. Water system
 - i. Water System Infrastructure Updates
- b. Financial Reports
 - i. February 2021 Financial Report

6. REGULAR BUSINESS

- a. Discussion - After Action Review (AAR) and general discussion related to the events and actions from the Winter Weather Storm
- b. Discussion – Well #7 rehabilitation and estimate life expectancy
- c. Discussion – Well #1 rehabilitation update
- d. Discussion - NW Military Highway Water Line Relocation
- e. Discussion – Update from City Manager with SAWS follow up

7. FUTURE ITEMS

- a. Sanitary Sewer Easements around well sites

8. ADJOURNMENT

I, the undersigned authority, do hereby certify that the above Notice of Meeting of the governing body of the above named City of Shavano Park Water Advisory Committee is a true and correct copy of said Notice and that I posted a true and correct copy of said Notice on the bulletin boards, of the City Hall of said City Shavano Park, Texas, a place convenient and readily accessible to the general public at all times, and said Notice was posted on this the 9th day of April 2021 at 3:43 a.m. and remained so posted continuously for at least 72 hours preceding the scheduled time of said meeting.

Trish Nichols
City Secretary

**CITY OF SHAVANO PARK
WATER ADVISORY COMMITTEE MEETING
900 SADDLETREE CT, SHAVANO PARK, TX 78231
MONDAY, MARCH 8, 2021**

3:06 P.M.
MINUTES

1. CALL TO ORDER

The meeting was called to order at 3:06 p.m. by Chairman Walea. This is a Live Stream/telephone meeting with those in attendance as follows:

2. ROLL CALL

PRESENT:
Al Walea, Chairman
Tommy Peyton
Tomas Palmer
Sam Bakke

ABSENT:
Steve Fleming
Matt Trippy

3. CITIZENS TO BE HEARD

None

4. CONSENT AGENDA

a. Approval - Water Advisory Committee Meeting Minutes, February 8, 2021.

Member Palmer moved to approve above minutes, Member Peyton seconded. Motion passed.

5. REPORTS – Public Works Director Update

a. Water System-

- 136 cellular meters installed in the month of February.
- 261 meters did not read and had to be read manually in the month of February.

b. Financial Report – January 2021.

Motion to approve as reported by Member Palmer, seconded by Member Peyton. Motion passed.

a. REGULAR BUSINESS

a. Discussion – February 2021 Winter Storm-PW Director gave a detailed timeline of events that transpired with the water system and city streets during the storm. Staff worked around the clock Saturday through Friday. Committee is making recommendation to Council to acknowledge and commend BP Director and his staff for the extraordinary efforts made to keep the water system functional throughout the storm. Chairman Walea suggested making a document available to all residents with tips on how to care for their water system. Chairman Walea suggested we winterize Well #6 in preparation of future storms. Member Peyton suggested the purchase of a generator for the Wells.

- b. Discussion – NW Military Hwy Water Line Relocation – City Manager Bill Hill
- c. Discussion/Action – Revised Water Bill Adjustment Policy #9
Motion to present this policy to Council made by Member Palmer. Motion seconded by Member Peyton. Motion passed.

b. FUTURE ITEMS

- a. Sanitary Sewer Easements Around Well sites.

c. ADJOURNMENT

Member Peyton made a motion to adjourn, Member Palmer seconded. Motion to adjourn passed. Meeting adjourned at 4:15 p.m.

Jessica Chinski
PW/Water Utility
Office Manager

Al Walea, Chairman

Date: _____

WATER ADVISORY COMMITTEE STAFF SUMMARY

Meeting Date: April 12, 2021

Agenda item: 5.b.

Prepared by: Brenda Morey

Reviewed by: Bill Hill

AGENDA ITEM DESCRIPTION: Presentation of February 2021 Financial Report

X **Attachments for Reference:** 1) February 2021 Revenue & Expense Report

BACKGROUND / HISTORY:

The information provided in the attachment is for the FY 2020-21 budget period, month ending February 28, 2021. The “Current Budget” column contains the original adopted budget. This summary highlights a number of points related to the current month’s activity.

DISCUSSION:

As of February 28, 2021, the Water Fund total revenues are \$515,369 or 46.75% of the total annual budgeted amount. Water Fund (Water Department & Debt Service) expenses total \$556,196 or 50.45% of the budget.

Revenues:

- Water consumption (5015) billed in February for the month of January is \$34,328, 46.54% of annual budget recognized to date. This is \$8,766 more revenue recognized than for the same month prior year.
- The Debt Service (5018) and Water Service Fee (5019) are on target with annual budgeted amounts as these are flat fees and are not related to volume charges recognized, at 41.59% and 41.64% respectively.
- The EAA Pass Thru (5036) fees are charged to customers based on usage, \$4,702 was recorded for the month and 46.64% of the annual budgeted amount has been recognized to date.
- Transfer in from Capital Replacement Fund to offset expense in Meter Replacement (8087), up to the approved budget amount.

Expenses:

Water department (606) expenses for the day-to-day operations are above budget with a total of \$93,860 this month, 44.24% of the annual budget utilized. Expenses include \$1,096 Beacon annual maintenance in Computer software/Incode (4075), \$1,860 for well #6 pump repairs in Well Site # 6 – Muni Tract (6066), \$1,837 for generator rental and \$1,650 for Bill Rhodes assistance during Winter Storm Uri in Well Site #7 (6067), \$1,976 for replacement alternator and \$1,650 for Bill Rhodes assistance during Winter Storm Uri in Well Site #8 (6068), \$2,339 for the annual maintenance contract in SCADA System Maintenance (6070), replenish stock used, including \$1,065 for backflow enclosures in Water System Maintenance (6072), Water Meter Replacement (8087) includes the cost of 100 ¾” meters and 20 1” meters.

Debt service payments, principal of \$114,183 and interest of \$36,568, were made as scheduled this month. Interest only payments of \$35,273 are scheduled for August.

Payroll:

The City is on a bi-weekly payroll; there have been 11 pay periods out of 26 so approximately 42.31% should be expensed in the line items directly related to salaries. One serviceman was out on workers compensation from August to late November so the base salary and wages account (1010) is below expected. Workers Comp Insurance (1037) is at 22.37% which is expensed at quarter end. TMRS (1040) expenditures is at approximately 41.74%, in line with the related salaries and overtime accounts. Health insurance related line items are at approximately 42.19%, on target with budget. Note that most of the payroll effect of Winter Storm Uri (overtime paid out) will be seen in March, due to when the storm occurred related to the timing of the applicable pay period.

COURSES OF ACTION: None related to the Report.

FINANCIAL IMPACT: N/A

STAFF RECOMMENDATION: N/A

CITY OF SHAVANO PARK
REVENUE & EXPENSE REPORT (UNAUDITED)
AS OF: FEBRUARY 28TH, 2021

20 -WATER FUND
FINANCIAL SUMMARY

% OF YEAR COMPLETED: 41.67

	CURRENT BUDGET	CURRENT PERIOD	YEAR TO DATE ACTUAL	BUDGET BALANCE	% OF BUDGET
<u>REVENUE SUMMARY</u>					
NON-DEPARTMENTAL	<u>1,102,500.00</u>	<u>96,217.27</u>	<u>515,368.65</u>	<u>587,131.35</u>	<u>46.75</u>
TOTAL REVENUES	<u>1,102,500.00</u>	<u>96,217.27</u>	<u>515,368.65</u>	<u>587,131.35</u>	<u>46.75</u>
<u>EXPENDITURE SUMMARY</u>					
WATER DEPARTMENT	916,076.00	93,860.06	405,245.55	510,830.45	44.24
DEBT SERVICE	<u>186,424.00</u>	<u>150,950.05</u>	<u>150,950.05</u>	<u>35,473.95</u>	<u>80.97</u>
TOTAL EXPENDITURES	<u>1,102,500.00</u>	<u>244,810.11</u>	<u>556,195.60</u>	<u>546,304.40</u>	<u>50.45</u>
REVENUES OVER/(UNDER) EXPENDITURES	0.00	(148,592.84)	(40,826.95)	40,826.95	0.00

20 -WATER FUND
 FINANCIAL SUMMARY

% OF YEAR COMPLETED: 41.67

REVENUES	CURRENT BUDGET	CURRENT PERIOD	YEAR TO DATE ACTUAL	BUDGET BALANCE	% OF BUDGET
<u>NON-DEPARTMENTAL</u>					
<u>WATER SALES</u>					
20-599-5015 WATER CONSUMPTION	623,000.00	34,328.24	289,970.07	333,029.93	46.54
20-599-5016 LATE CHARGES	6,000.00	0.00	0.00	6,000.00	0.00
20-599-5018 DEBT SERVICE	189,900.00	15,806.00	78,984.84	110,915.16	41.59
20-599-5019 WATER SERVICE FEE	58,800.00	4,902.42	24,486.22	34,313.78	41.64
20-599-5036 EAA PASS THRU CHARGE	82,700.00	4,702.00	38,574.00	44,126.00	46.64
20-599-5040 TAPPING FEES	<u>0.00</u>	<u>0.00</u>	<u>2,800.00</u>	<u>(2,800.00)</u>	<u>0.00</u>
TOTAL WATER SALES	960,400.00	59,738.66	434,815.13	525,584.87	45.27
<u>MISC./GRANTS/INTEREST</u>					
20-599-7000 INTEREST INCOME	2,000.00	10.86	1,044.24	955.76	52.21
20-599-7011 OTHER INCOME	0.00	8.90	44.50	(44.50)	0.00
20-599-7012 LEASE OF WATER RIGHTS	15,000.00	0.00	4,500.00	10,500.00	30.00
20-599-7060 CC SERVICE FEES	5,000.00	160.10	861.48	4,138.52	17.23
20-599-7075 SITE/TOWER LEASE REVENUE	<u>38,600.00</u>	<u>3,222.74</u>	<u>16,103.30</u>	<u>22,496.70</u>	<u>41.72</u>
TOTAL MISC./GRANTS/INTEREST	60,600.00	3,402.60	22,553.52	38,046.48	37.22
<u>TRANSFERS IN</u>					
20-599-8072 TRF IN-CAPITAL REPLACEMENT	<u>81,500.00</u>	<u>33,076.01</u>	<u>58,000.00</u>	<u>23,500.00</u>	<u>71.17</u>
TOTAL TRANSFERS IN	81,500.00	33,076.01	58,000.00	23,500.00	71.17
<hr/>					
TOTAL NON-DEPARTMENTAL	1,102,500.00	96,217.27	515,368.65	587,131.35	46.75
<hr/>					
TOTAL REVENUES	<u>1,102,500.00</u>	<u>96,217.27</u>	<u>515,368.65</u>	<u>587,131.35</u>	<u>46.75</u>

20 -WATER FUND
 WATER DEPARTMENT

% OF YEAR COMPLETED: 41.67

EXPENDITURES	CURRENT BUDGET	CURRENT PERIOD	YEAR TO DATE ACTUAL	BUDGET BALANCE	% OF BUDGET
PERSONNEL					
20-606-1010 SALARIES	212,300.00	16,781.68	83,159.06	129,140.94	39.17
20-606-1015 OVERTIME	15,000.00	1,111.41	5,743.97	9,256.03	38.29
20-606-1020 MEDICARE	3,200.00	261.90	1,300.16	1,899.84	40.63
20-606-1025 TWC (SUI)	720.00	0.00	0.00	720.00	0.00
20-606-1030 HEALTH INSURANCE	29,088.00	2,575.50	12,271.50	16,816.50	42.19
20-606-1031 HSA	178.00	15.73	74.93	103.07	42.10
20-606-1033 DENTAL INSURANCE	1,365.00	130.01	613.45	751.55	44.94
20-606-1035 VISION CARE INSURANCE	365.00	35.49	170.69	194.31	46.76
20-606-1036 LIFE INSURANCE	281.00	23.89	113.61	167.39	40.43
20-606-1037 WORKERS' COMP INSURANCE	5,760.00	0.00	1,288.41	4,471.59	22.37
20-606-1040 TMRS RETIREMENT	30,680.00	2,579.74	12,806.90	17,873.10	41.74
20-606-1070 SPECIAL ALLOWANCES	<u>11,500.00</u>	<u>588.50</u>	<u>2,867.47</u>	<u>8,632.53</u>	<u>24.93</u>
TOTAL PERSONNEL	310,437.00	24,103.85	120,410.15	190,026.85	38.79
SUPPLIES					
20-606-2020 OFFICE SUPPLIES	1,700.00	0.00	416.99	1,283.01	24.53
20-606-2030 POSTAGE	3,100.00	237.96	1,337.85	1,762.15	43.16
20-606-2035 EMPLOYEE APPRECIATION	150.00	39.31	39.31	110.69	26.21
20-606-2050 PRINTING & COPYING	500.00	0.00	469.78	30.22	93.96
20-606-2060 MED EXAMS/SCREENING/TESTING	100.00	0.00	0.00	100.00	0.00
20-606-2070 JANITORIAL SUPPLIES	100.00	0.00	0.00	100.00	0.00
20-606-2075 BANK/CREDITCARD FEES	8,000.00	612.62	4,430.66	3,569.34	55.38
20-606-2080 UNIFORMS	1,795.00	0.00	956.48	838.52	53.29
20-606-2090 SMALL TOOLS	2,500.00	21.47	644.84	1,855.16	25.79
20-606-2091 SAFETY SUPPLIES/EQUIPMENT	<u>1,900.00</u>	<u>439.08</u>	<u>439.08</u>	<u>1,460.92</u>	<u>23.11</u>
TOTAL SUPPLIES	19,845.00	1,350.44	8,734.99	11,110.01	44.02
SERVICES					
20-606-3012 ENGINEERING SERVICES	10,000.00	0.00	4,126.00	5,874.00	41.26
20-606-3013 PROFESSIONAL SERVICES	2,000.00	0.00	0.00	2,000.00	0.00
20-606-3020 ASSOCIATION DUES & PUBS	2,215.00	51.38	651.38	1,563.62	29.41
20-606-3030 TRAINING/EDUCATION	3,750.00	750.00	2,300.00	1,450.00	61.33
20-606-3040 TRAVEL/MILEAGE/LODGING/PERD	1,000.00	0.00	0.00	1,000.00	0.00
20-606-3050 INSURANCE - LIABILITY	3,900.00	0.00	4,198.28 (298.28)	107.65
20-606-3060 UNIFORM SERVICES	3,000.00	408.97	1,397.77	1,602.23	46.59
20-606-3070 INSURANCE - PROPERTY	1,900.00	0.00	2,045.32 (145.32)	107.65
20-606-3075 CONSERV. ED./REBATES	100.00	0.00	0.00	100.00	0.00
20-606-3080 SPECIAL SERVICES	750.00	19.95	174.80	575.20	23.31
20-606-3082 WATER ANALYSIS FEES	<u>7,000.00</u>	<u>0.00</u>	<u>2,575.70</u>	<u>4,424.30</u>	<u>36.80</u>
TOTAL SERVICES	35,615.00	1,230.30	17,469.25	18,145.75	49.05
CONTRACTUAL					
20-606-4075 COMPUTER SOFTWARE/INCODE	8,870.00	1,290.00	5,238.58	3,631.42	59.06
20-606-4085 EAA -WATER MANAGEMENT FEES	<u>84,084.00</u>	<u>6,306.52</u>	<u>32,372.60</u>	<u>51,711.40</u>	<u>38.50</u>
TOTAL CONTRACTUAL	92,954.00	7,596.52	37,611.18	55,342.82	40.46

20 -WATER FUND
 WATER DEPARTMENT

% OF YEAR COMPLETED: 41.67

EXPENDITURES	CURRENT BUDGET	CURRENT PERIOD	YEAR TO DATE ACTUAL	BUDGET BALANCE	% OF BUDGET
MAINTENANCE					
20-606-5005 EQUIPMENT LEASES	1,500.00	524.01	4,563.33 (3,063.33)	304.22
20-606-5010 EQUIPMENT MAINT & REPAIR	5,000.00	0.00	1,825.58	3,174.42	36.51
20-606-5015 ELECTRONIC EQPT MAINTENANCE	500.00	0.00	0.00	500.00	0.00
20-606-5020 VEHICLE MAINTENANCE	3,000.00	44.54	2,116.48	883.52	70.55
20-606-5030 BUILDING MAINTENANCE	2,500.00	0.00	1,913.05	586.95	76.52
20-606-5060 VEHICLE & EQPT FUELS	<u>4,000.00</u>	<u>429.89</u>	<u>1,191.13</u>	<u>2,808.87</u>	<u>29.78</u>
TOTAL MAINTENANCE	16,500.00	998.44	11,609.57	4,890.43	70.36
DEPT MATERIALS-SERVICES					
20-606-6011 CHEMICALS	10,000.00	0.00	1,647.81	8,352.19	16.48
20-606-6050 WATER METERS & BOXES	4,500.00	0.00	2,383.00	2,117.00	52.96
20-606-6055 FIRE HYDRANTS & VALVES	10,000.00	0.00	0.00	10,000.00	0.00
20-606-6060 HUEBNER STORAGE TANK	5,000.00	0.00	1,478.94	3,521.06	29.58
20-606-6061 WELL SITE #1	8,750.00	0.00	1,478.04	7,271.96	16.89
20-606-6062 WELL SITE #2-EAA MONITORED	1,300.00	0.00	0.00	1,300.00	0.00
20-606-6063 WELL SITE #3-NOT OPERATION	1,800.00	0.00	0.00	1,800.00	0.00
20-606-6064 WELL SITE #4-NOT OPERATION	1,300.00	0.00	0.00	1,300.00	0.00
20-606-6065 WELL SITE #5-EDWARDS BLENDI	1,000.00	875.00	2,353.28 (1,353.28)	235.33
20-606-6066 WELL SITE #6-MUNI TRACT	4,000.00	1,860.18	3,338.21	661.79	83.46
20-606-6067 WELL SITE #7	4,000.00	3,487.00	5,510.03 (1,510.03)	137.75
20-606-6068 WELL SITE #8	4,000.00	3,626.10	5,104.13 (1,104.13)	127.60
20-606-6069 WELL SITE #9-TRINITY	1,000.00	0.00	325.00	675.00	32.50
20-606-6070 SCADA SYSTEM MAINTENANCE	3,000.00	2,339.25	2,339.25	660.75	77.98
20-606-6071 SHAVANO DRIVE PUMP STATION	15,000.00	0.00	810.00	14,190.00	5.40
20-606-6072 WATER SYSTEM MAINTENANCE	30,000.00	6,418.59	11,585.18	18,414.82	38.62
20-606-6080 STREET MAINT SUPPLIES	<u>4,000.00</u>	<u>0.00</u>	<u>1,489.68</u>	<u>2,510.32</u>	<u>37.24</u>
TOTAL DEPT MATERIALS-SERVICES	108,650.00	18,606.12	39,842.55	68,807.45	36.67
UTILITIES					
20-606-7040 UTILITIES - ELECTRIC	72,000.00	4,495.23	29,863.85	42,136.15	41.48
20-606-7042 UTILITIES - PHONE/CELL	1,350.00	0.00	0.00	1,350.00	0.00
20-606-7044 UTILITIES - WATER	<u>400.00</u>	<u>46.07</u>	<u>203.89</u>	<u>196.11</u>	<u>50.97</u>
TOTAL UTILITIES	73,750.00	4,541.30	30,067.74	43,682.26	40.77
CAPITAL OUTLAY					
20-606-8020 NON-CAPITAL MAINTENANCE EQU	4,820.00	0.00	4,717.94	102.06	97.88
20-606-8080 WATER SYSTEM IMPROVEMENTS	28,700.00	0.00	0.00	28,700.00	0.00
20-606-8087 WATER METER REPLACEMENT	58,000.00	35,433.09	60,357.08 (2,357.08)	104.06
20-606-8091 CAPITAL - WELL #1	23,500.00	0.00	0.00	23,500.00	0.00
20-606-8098 CAPITAL - WELL #8	<u>0.00</u>	<u>0.00</u>	<u>74,425.10</u> (<u>74,425.10)</u>	<u>0.00</u>
TOTAL CAPITAL OUTLAY	115,020.00	35,433.09	139,500.12 (24,480.12)	121.28
INTERFUND TRANSFERS					
20-606-9010 TRF TO GENERAL FUND	22,050.00	0.00	0.00	22,050.00	0.00
20-606-9020 TRF TO CAPITAL REP. FUND 72	<u>121,255.00</u>	<u>0.00</u>	<u>0.00</u>	<u>121,255.00</u>	<u>0.00</u>
TOTAL INTERFUND TRANSFERS	143,305.00	0.00	0.00	143,305.00	0.00
TOTAL WATER DEPARTMENT					
TOTAL WATER DEPARTMENT	916,076.00	93,860.06	405,245.55	510,830.45	44.24

CITY OF SHAVANO PARK
 REVENUE & EXPENSE REPORT (UNAUDITED)
 AS OF: FEBRUARY 28TH, 2021

20 -WATER FUND
 DEBT SERVICE

% OF YEAR COMPLETED: 41.67

EXPENDITURES	CURRENT BUDGET	CURRENT PERIOD	YEAR TO DATE ACTUAL	BUDGET BALANCE	% OF BUDGET
<u>CAPITAL OUTLAY</u>					
20-607-8016 2017 GO REFUNDING (2009) PR	70,000.00	70,000.00	70,000.00	0.00	100.00
20-607-8017 2017 GO REFUNDING (2009) IN	65,000.00	32,850.00	32,850.00	32,150.00	50.54
20-607-8030 BOND AGENT FEES	400.00	200.00	200.00	200.00	50.00
20-607-8056 2018 GO REFUNDING (2009) PR	44,183.00	44,182.50	44,182.50	0.50	100.00
20-607-8057 2018 GO REFUNDING (2009) IN	<u>6,841.00</u>	<u>3,717.55</u>	<u>3,717.55</u>	<u>3,123.45</u>	<u>54.34</u>
TOTAL CAPITAL OUTLAY	186,424.00	150,950.05	150,950.05	35,473.95	80.97
TOTAL DEBT SERVICE	186,424.00	150,950.05	150,950.05	35,473.95	80.97
TOTAL EXPENDITURES	1,102,500.00	244,810.11	556,195.60	546,304.40	50.45
	=====	=====	=====	=====	=====
REVENUES OVER/(UNDER) EXPENDITURES	0.00	(148,592.84)	(40,826.95)	40,826.95	0.00
	=====	=====	=====	=====	=====

WATER ADVISORY COMMITTEE STAFF SUMMARY

Meeting Date: April 12, 2021

Agenda item: 6a

Prepared by: Bill Hill

Reviewed by: Bill Hill

AGENDA ITEM DESCRIPTION: Discussion / action - After Action Review (AAR) and general discussion related to the events and actions from the Winter Weather Storm – Public Works Director

X

Attachments for Reference:

1) After Action Review of Winter Storm

BACKGROUND / HISTORY: The Winter Storm named “URI” by the weather channel began impacting Shavano Park staff as early as Saturday, February 13th. A brief summary follows.

Saturday, February 13th

- Public Works (PW) staff reported at 8 p.m. and worked through the night spreading sand by hand on roads across the city in hazardous areas – they completed sanding at approximately 4 a.m. (Cliffside, N/S Warbler, Shavano access to NW Military, Cliffside (hill), Bent Oak/Windmill/Chimney Rock Low Water Crossings, and Lockhill Selma)

Sunday, February 14th

- PW staff returned to work Sunday evening to spread more sand along the major corridors – including NW Military and DeZavala. After completion PW did not return home but stayed in the PW Building overnight.

Monday, February 15th

- Sunday Night / Monday Morning at 1 a.m. – Power was lost in Shavano Creek, part of the “Estates” subdivision, as well as the Huebner Ground Water Storage Tank, and Wells #7 and Well #8 (the City Utility’s main water sources). Power was then off most of the time until Wednesday at 8:30 pm. Both Wells #7 & #8 became inoperative due to no electricity. Well #6 froze overnight also became inoperative, which only left Well #5 as the only operational Well (the City currently operates four water Wells).
- The City has two backup diesel drive shafts in place at Well #8 and the Huebner Ground Storage Tank that are maintained and tested monthly to allow emergency backup pumping of water. PW initiated actions to operate the manual diesel pumps and successfully placed Well #8 into operation but found the diesel drive shaft to push water from the Huebner ground storage was frozen over and not operational.
- Emergency notices were issued to residents asking them to conserve and restrict water usage.
- During the Monday night storm / Tuesday morning, the water system dropped to its lowest, with little water in the elevated tank for a few hours, but still maintained

adequate pressure across the city in the system – with Well #5 still in operation, ground storage tanks and low customer water usage.

- Monday – Tuesday PW crews worked nine (9) leaks/main breaks just at the Well sites alone. Wells #3 and #4 (both placed out of commission years ago were still tied into the water system) both had pipes freeze and break lines resulting in the loss of thousands of gallons. PW's quick response and repair prevented water system failure.
- Monday afternoon at 5 p.m., the diesel drive shaft at the Huebner ground storage tank was thawed out and brought into operation, which allowed complete refilling of the elevated storage tank.

Tuesday, February 16th

- Tuesday, at 4 a.m. the diesel drive shaft to the backup Well #8 diesel engine broke. PW coordinated a mechanic to replace parts repaired and service was restored by 7 pm Tuesday. This was a critical time for water system, but the operational Well #5, Water Storage Tanks and low customer usage kept system fully operational.
- The City coordinated to rent a generator on Tuesday, but it worked for only 30 minutes.

Wednesday, February 17th

- On Wednesday, temperatures rose above freezing and water lines began to thaw out, resulting in numerous residential water line breaks. PW and Fire assisted almost 40 calls to turn off water.
- At approximately, 8:30 p.m., electrical Power was restored to the City and to the water Wells.

Thursday, February 18th

- On Thursday, a 120KW generator was secured and brought on line as backups to the Huebner GST (This generator was adequate to run the required pump). A second generator (450KW), was secured for Well #7. The 450 KW generator supporting Well #7 was connected to the Well system, but was damaged when put into operation and later determined we needed a 650 KW generator to start / run the Well.
- Thursday morning, PW crews again sanded some roadways to counter the new snow.

Friday, February 19th

- On Friday, PW crews continued to make repairs to the system on Friday. Well #6 remained out of service.
- On Friday at 4:00 p.m., Public Works staff were released to home after spending Sunday through Friday working continuously and sleeping in the Public Works building (116 hours of continuous duty).

General

- Police operated all shift changes at normal levels and those with projected leave volunteered to return to duty. On-duty staff responded to numerous calls for service; ranging from assisting other Agencies to stranded motorists; many of which were not documented in order to maintain field activity and coverage.

- Fire received over 40 calls for service – including 8 for EMS and over 30+ for assisting the public (mostly water leaks). They maintained full staffing with two shift changes. Fire responded to a Leon Springs fire Sunday night / Monday morning. Also responded Friday to significant fire at Bexar Bulverde - it was a challenge because there was no water supply and water was being sourced from tanker trucks.
- Admin staff's ability to work remotely was hampered by the lack of electricity and internet (Wi-Fi); however, work arounds were found to enable staff to continue to post i-INFO and updates on our social media. Finance was even able to process payroll on time.

Thank you for your support. The Shavano Park Staff is proud to serve the City.

DISCUSSION: There are numerous topics to discuss, assess, and consider regarding the City's preparedness and possible future initiatives as well as areas that our residents may need in terms of assistance. This After Action Review (AAR), captures observations, discusses them, and then provides recommendations. Each observation is categorized under Planning, Preparation, or Execution. The objective is to review of what happened, why it happened, and how to get better. Observations are intended to focus on what the City can control or those external factors that the City must account for in order to aid in the future planning and preparation for a similar disaster.

Each observation will be addressed as appropriate. Some solutions are easily accomplished and others may need to be addressed during the budget cycles over the next year or two.

As the City considers each challenge and potential solution, the City must balance the cost of potential solutions with the probability of the requirements. The City cannot likely afford to resource every solution for events that may occur once every 100 years. Having said that, South Texas / San Antonio has experienced significant freezes in 1899, 1927; 1951, 1960, 1983, and 2021.

COURSES OF ACTION: None at this time

FINANCIAL IMPACT: Not determined at this time

MOTION REQUESTED: None specifically requested at this time.

MEMORANDUM FOR: City of Shavano Park City Council, Boards & Commissions and Staff

SUBJECT: Winter Storm 'Uri' – February 13 - 18

A. PURPOSE/SCOPE. To conduct an internal staff review of what happened, why it happened, and how to get better. Observations are intended to focus on what the City can control or those external factors that the City must account for in order to aid in the future planning and preparation for a similar disaster. Future planning and preparation requirements must balance the likelihood of each potential crisis event with the cost and the resources that could mitigate the event.

B. BACKGROUND. The February 13–18, 2021 winter storm, also unofficially referred to as Winter Storm Uri, was a major winter and ice storm that had widespread impacts across Texas & the United States Midwest. More than 4.3 million homes and businesses in Texas were left without power, some for several days. Water service was disrupted for more than 12 million people in Texas due to pipes freezing and bursting. Many roads, bridges and overpasses in Bexar County were closed or became dangerous due to icy conditions. The inclement weather caused many fire hydrants to be unusable in emergency situations. Finally some grocery stores were forced to close due to lack of power and, of the ones that remained open, completely ran out of many basic items like bread, milk, and eggs.

Shavano Park residents from Shavano Creek and much of the “Estates” lost power for three days and SAWS customers were required to boil water. Shavano Park Public Works, Police, and Fire provided essential services throughout the week to include maintaining the water system and no reported traffic accidents. NOTE: Most of our Public Works, Fire, and Police responders selflessly worked the challenges at Shavano Park while at the same time their families were without power, water, and with water pipe leaks.

C. KEY EVENTS (SATURDAY, FEBRUARY 13TH - FRIDAY, FEBRUARY 19TH)

Saturday, February 13th

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D. OBSERVATIONS / DISCUSSION / RECOMMENDATIONS BY PHASE (PLANNING / PREPARATION / EXECUTION)

PLANNING

1. Observation: The City has an Emergency Management Plan (EMP) first created in 2007 and updated in 2015 and 2018. Additionally, the City has a 2017 Hazard Mitigation Plan as part of the Bexar County Plan, but better familiarization and execution of the plans are needed.

Discussion: In the past seven years, elements of the EMP have been used to include activating the Emergency Operations Center (EOC) twice for short periods, last activation was Hurricane Harvey in August 2017.

The City of Shavano Park (CoSP) EMP is based upon a template written by the Texas Division of Emergency Management (TDEM). The EMP conforms to the National Incident Management System (NIMS) and is useful in providing broad resource and guidance information and plans. The EMP includes a basic plan and Annexes A through V; it is well over 100 pages. Although last updated in 2015/2018, it remains relevant, but needs periodic updating.

The EMP is located on the City's shared drive (S:), but in times of emergency a hard copy would facilitate the usefulness and awareness.

The Hazard Mitigation Plan is due to be updated in conjunction with Bexar County in 2021-2022. Some elements of the plan address hazards that result in emergency operations and focus on future required actions to mitigate events, but are not necessary useful for the detailed execution of the emergency response.

Recommendation:

- 1a. Update the CoSP EMP within the next year.
- 1b. Provide for updated hard copies of the EMP to: Fire; Police; PW; and Admin.

1c. Fire Chief should conduct periodic EOC training and familiarization at the EOC location at the Fire Station.

1d. Continue City of Shavano Park participation in the Bexar County Hazard Mitigation Plan and update the plan based upon lessons learned from the Winter Storm event. Emergency Action Plan. Begin process for City to join the Bexar County Emergency Action Plan.

1e. Employee Job Descriptions should be updated to: 1) account for Emergency Operations Center (EOC) duty for all who could be required to man the EOC; 2) designation of “essential personnel”

2. Observation: The City does not have a policy to address emergency situations or large incidents.

Discussion: The EMP is a couple hundred pages long and difficult to extract the key information. A policy that outlines the transition to an emergency situation and the key areas of implementation of the EMP would have been helpful in creating a common situational awareness. Policy could establish mission essential personnel and address expectations for working physically at City Hall and remotely. A policy should assist in ensuring manpower needs are met during an emergency event. This may include cancelling scheduled leave and well as standard staffing and manning requirements and shifts.

Policy should address the chain-of-command structure and authorities in an emergency and as well as establish a general list of conditions for when the Shavano Park EOC will be initiated.

Recommendation: Draft for City Council consideration an Emergency Management Policy. If approved, include this policy in the Employee Handbook.

3. Observation: The City has identified the requirement for backup electrical generators for City Hall and the Fire / PW buildings, but has not implemented.

Discussion: While the City has been planning to resource backup generators for City Hall and the Fire / PW buildings, backup generators were not in place during the Winter Storm event. Fortunately, power to City Hall or the Fire / PW building was never lost. Had power been lost, Police, Fire, and Public Works would have been significantly challenged to meet basic mission requirements and highlights the critical need for backup power. With no power / backup power for the City servers and phones, the entire network will crash in about 10 – 15 minutes after power outage (once battery backups run out). This means the Departments only operational communications would have been battery-powered cell phones, Wi-Fi hotspots and radios. As a special note, the SCADA monitoring and control system for the water system will be lost as well with no power (only if both sides of street loose power).

It is noted that providing backup generators comes at a fairly significant cost and is not a simple “plug in” fix. Moreover once generators are installed, a monthly maintenance program must be implemented.

Fortunately, City Council has provided for funds and staff will make recommendations for an emergency generator to power City Hall if all power is lost during the March 2021 City Council Meeting.

City Council has also initiated funding in the Capital Replacement Fund for an emergency generator to power the Fire and PW building should power be lost. Staff estimates

the cost of this generator to be \$75,000 and as of the FY 2021 budget, the City will have allocated \$53,750 towards that cost.

Recommendation: City Council should consider fully funding the Fire / PW buildings backup generator in the FY 2022 Budget.

4. Observation: Backup generators for use other than City Hall, Fire, and PW building have not been considered.

Discussion: Generally, backup generators during this winter storm event were not required, they would have been useful and had power gone out across the City, backup generators would have been critical. Backup generators requirements specifically for the different components of the water system have not been identified. Resourcing backup generators can be accomplished by either purchasing them or renting them – each option has its advantages and disadvantages. It may be possible to enter into an advance lease agreement.

Recommendation: Over the next year, backup generation requirements and prioritization should be assessed and presented to City Council.

5. Observation: Preparations for remote work and meetings to meet the challenges of COVID Pandemic significantly facilitated admin staff's ability to work remotely and support the emergency requirements.

Discussion: Admin purchased with CARES Act funding 6 laptops and configured them for remote access. Many of these were used by staff in the crisis to access email, files, and to distribute emergency management information to residents as well as coordinate with other agencies.

Recommendation: Assess additional remote access needs and plan, resource as required.

6. Observation: Specific to this emergency event, each Department adequately planned internally for the event.

Discussion: Fire, Police, PW, and Admin internally anticipated the winter storm event and adequately planned arrangement for continuity of operations. It is acknowledged that the severity of the winter storm was not anticipated early as the forecasts for the weather conditions changed for the worse daily. Standing up the EOC would have likely increased overall planning. It is also acknowledged that EOC meetings could have been through remote access (e.g. Zoom).

Recommendation:

7. Observation: If power was lost to City Hall during extended power outages the key fobs used to access the building would have likely not worked.

Discussion: City Hall exterior doors are all secured with key fobs. Police discovered not all staff supervisors had key access to the building in the event of power loss taking down electronic key fob access. This was immediately corrected by issuing keys to all supervisors that open the three secure side entrances into the Police Department.

There is still a question on how City admin staff would access to offices during an extended power outage. Police have keys to access Police exterior doors (secure lot side – vestibule entrance to PD). These keys do not work to access Administrative wing.

Additionally, access to the Police vehicle gate was opened up at the onset of the weather event and the electronic beam was blocked to ensure the entrance gate did not close and lock out patrol vehicles in the event of a power loss.

Recommendation:

- 7a. Test keys for Administrative wing, ensure emergency access keys are issued to key staff. Add emergency access key access responsibility to job description of those employees.
- 7b. Recommend city’s generator project approval to move forward with installation.
- 7c. Review Police parking vehicle gate/exit options to include consideration to allow access onto DeZavala Road if primary Police entrance becomes unusable.

PREPARATION

1. Observation: The City has several emergency drive shaft engines, water interconnects, and backup generators (small) that require scheduled maintenance and exercise.

Discussion:

The PW has two diesel drive shafts that are designed to replace electrical power at Well 8 and the Huebner Ground Storage Tank (GST) in support of the water system. Both of these have 100 gal. fuel tanks. Because these are required so infrequently, both must be maintained and exercised on a monthly basis. This ensures recent operational usage and assists in maintaining the batteries, engine seals, and fuel quality. Fortunately, Public Works does a good job in monthly maintenance and exercising, which ensure successful use during the winter freeze event.

The City has an emergency water connection with SAWS to enable usage of SAWS water to augment Shavano Park water in case of a catastrophic loss of water system capability. In approximately 2015, the City successfully exercised this with the City of San Antonio and SAWS, but hasn’t since. During the winter storm event, PW discovered the emergency interconnect was not functional.

The City has a hard fixed 5 KW generator at Well Site #1 to run the radio repeaters for Fire and Police communications system. Staff has now realized that we have not developed an effective maintenance and exercise schedule and it is unclear which department is responsible for maintaining it.

Fire and PW have several suitcase generators that have a capability to power small equipment and tools requirements. These are used on a regular basis and are generally well maintained.

Police has two small portable generators that may be used to power small areas. One of these were operational and the other was not. A regular maintenance and exercise schedule was not being followed.

Recommendation:

1a. Drive Shafts. Continue monthly maintenance and exercising to include training of all personnel and placing the drive shaft into operation for several hours at a time.

1b. Coordinate with SAWS for repair and exercise of the emergency interconnect. Develop a plan to exercise the interconnect once a year.

1c. Develop a plan to maintain and exercise all generators currently owned as well as those purchased in the future (e.g. City Hall Backup Generator)

2. Observation: The Fire (5x mobile vehicle mounted) and PW (8x handheld) have some backup VHF Radios for use as backup communications should cell cover be degraded or lost.

Discussion: The Fire has five (5) mobile vehicle mounted and PW has eight (8) handheld VHF radios, which are re-missioned (over 10 years old) police and fire radios. These radios communicate with a local antenna located on the Elevated Water Tower. This allows PW to communicate directly outside of cell phones during tasks such as traffic control and crack sealing. These radios can also be used in emergencies or have some backup VHF Radios for use as backup communications should cell cover be degraded or lost. Police do not have any of these VHF radios.

During the storm event, at times cell phone coverage was degraded and PW used VHF to communicate. Neither Police nor Fire used VHF during the winter storm. Police and Fire use newer radio systems to communicate with each other and Bexar County Dispatch. Bexar County has redundant transmission capabilities and police and fire backup VHF are not anticipated for emergency operations. However, if that system was down, Fire and Police could use VHF as a backup capability.

Recommendation: Continuously assess and maintain backup VHF communications capabilities for PW and consider additional capability to allow PW to communicate with Police and Fire in emergencies.

3. Observation: Some Police and Fire cell phones are prioritized on ATT FirstNet to facilitate communications during times of degraded communications.

Discussion:

ATT has a program called FirstNet that allows Law Enforcement, Fire, EMS and other first responder's priority cell phone coverage during degraded or overwhelming operations. This is a great advantage during an emergency.

The Police Department has five City provided cell phones (Chief, CAPT, Detective, Patrol SGT, and Code Compliance) as well as three mobile hotspots (Wi-Fi) which are supported by FirstNet that enables priority internet and phone coverage.

Fire has several personally owned cell phones that are supported by FirstNet (to include Chief and the Admin CAPT). Fire also has seven (7) mobile hotspots to power vehicle computers for dispatch. Each have batteries which are charged by vehicle but can be charged by USB connection to electricity.

PW has one tablet and three mobile hotspots which they use to monitor and run the water system laptops that are supported by FirstNet. PW does not have cellphone FirstNet prioritization or Mobile hotspots to facilitate their continuity of operations. The City could issue 1 cellphone that is rotated to the on-duty water personnel (much like the Duty Sergeant phone in PD). That should be justifiable with AT&T for FirstNet service. Cost: \$40/month

Recommendation: Assess and increase more mobile hotspots or FirstNet capability as needed with focus on PW.

4. Observation: Internal preparation communications within Departments was not all received or acknowledged.

Discussion: In two departments staff was related information by text or email that may or may not have been effectively received or acknowledged.

Recommendation: Multiple means of communications need to be identified and worked into Department policies and procedures.

5. Observation: Some Departments lacked basic sustainment emergency supplies prior to the winter event.

Discussion: Food normally available for employees was not available for several days during the winter event. Some residents and Council members volunteered efforts and resources to provide food and supplies. The Fire Department also provided Meal's Ready to Eat (MRE's) as an emergency backup to the Police and Public Works. Fire has approximately 30 cases of MRE's that were donated to the Department during Hurricane Harvey. All of the meals expire in October 2021.

Other supplies were also needed to include bottled water, cots to sleep on, and other supplies. We were fortunate that staff did not lose potable water, but if we would have we would have run short quickly.

Personnel must also have an emergency supply of personal items and medications.

Recommendation:

5a. Each Department should develop a list of supplies to be maintained for use during emergency operations to be able to sustain itself for up to seven days. These supplies must be stored appropriately and rotated periodically.

5b. Fire should maintain a pallet of bottled water at all times. These must be stored appropriately and rotated periodically.

5c. Purchase additional MRE's with a 2-3 year (or longer) shelf life to use in case of an emergency.

5.d. An Emergency policy should address individual staff responsibilities for maintaining up to 7 days' supply of personal items and medications.

6. Observation: Public Works required water and road supplies to be purchased during the event.

Discussion: The storage of common parts and supplies to be used during emergencies would greatly improve the responsiveness and efficiency of work.

Recommendation: Public Works should develop a list of common materials and replacement parts to be maintained for use during emergency operations. These materials and parts must be stored appropriately and rotated periodically.

7. Observation: Not all required NIMS training has been accomplished or maintained.

Discussion: National Incident Management System (NIMS) is adopted by the City in the emergency management plan, and is used on every emergency response by the Fire Department regardless of size of incident. By FEMA mandate personnel manning the Emergency Operations Center (EOC) are to have NIMS certifications and training as designated by their roles and established by FEMA. This includes Command functions such as the Department Directors, City Manager, and the Mayor, as well as those working on the logistical side of things such as IT, Finance, and other support functions. Some training has been accomplished, but not all required training is completed. NOTE: Required training vs. mission requirements must be balanced due to the potentially extensive training required compared to the value gained.

Additionally, local, state, tribal and territorial jurisdictions are required to adopt National Incident Management System (NIMS) and be in compliance with training standards in order to receive federal Preparedness Grants. Emergency Management Performance Grants could be key resource for funding recommendations found in this document. Without NIMS compliance the City is not eligible for these grants opportunities.

Recommendation:

7a. Assess the required FEMA mandated NIMS certifications and training as designated by their roles and develop a recommended training plan for all required.

7b. Determine if there are any potential Emergency Management Performance Grants.

EXECUTION

1. Observation: Despite the challenges, leadership across the City Staff maintained effective communications.

Discussion: Directors were in constant communication with each other and the City Manager. All worked well to anticipate and plan what were immediate needs, and future needs.

Although the EOC was not stood up, physical meetings would have been challenging and not common as leaders were in the field getting things done.

Once it was known PW Director was becoming overwhelmed with tasks, the Police and Fire Chiefs increased levels of communication to alleviate the PW Director so he may focus on addressing his critical department needs. AT&T FirstNet proved vital when cell phone coverage slowed or became sparse. At times, information was delayed to the public due to City staff working remotely and losing electricity and internet. Currently, the City is limited to a two employees who can publish on i-INFO and only one can publish via social media and message board.

The Police Department command staff have all been issued hotspot modems, which ensures laptops can maintain communications if needed without home based Wi-Fi.

Recommendation:

- 1a. Consider ways to allow additional Directors to post through i-INFO, social media, or electronic message boarding.
- 1b. Consider additional city issued hotspots modems to aid in having Wi-Fi access remotely when power is affected and traditional internet access is disabled.

2. Observation: Adverse Road Conditions made staff travel difficult as well as created hazardous conditions throughout the City.

Discussion: With icy roadways, it was difficult to maneuver different areas of the city. PW deployed sand to numerous intersections and hazardous locations by shoveling the sand by hand from the back of the truck. Later, PW was able to make a quick spray bar for the back of the small dump truck. It was determined that if PW purchased a tank of liquid brine, then it could be a second apparatus to apply a de-icing agent to the bridges, culverts. A small sand spreader to attach to the big dump truck would facilitate the task of spreading sand. The Police Department's secure parking lot and entrance quickly become iced over. PW sanded the entrance to the lot, but not the inside.

Now that locations have been identified as having the potential for extreme icing and necessary closures, ensure locations are identified on a checklist for future needs to stage barricades in the event of necessary actions.

Recommendation:

- 2a. The Fire Department should consider purchase of tire chains for the engine and at least one ambulances. The PW should purchase snow chains for the dump truck and one utility truck.
- 2b. The PW should consider a purchase of a sand spreader and a tank of liquid brine.
- 2c. Police and Fire consider purchase of 3-4 50lb bags of iodized salt or salt tablets to spread out as necessary in the case of icing. This will free up Public Works assets.
- 2d. Ensure barricades are staged at locations for police access to close roads in the event of icing and eliminate PW from having to do it.

3. Observation: During the winter storm event, fuel became in short supply.

Discussion: With many of the local gas stations not having power, running out of fuel and roadway conditions preventing refilling of the stations, fuel became an issue. PW yard has a 500 gallon diesel tank, but began the winter event at approximate 250 gals. During the course the event PW / Fire used approximately 200 gals and PW did not run out of diesel. PW was able to get the 500 gal diesel tank refilled on Tuesday (refuel was possible in the emergency due to the prioritization of use for emergency responders).

Each backup water drive shaft engine holds 100 gallons of fuel and these were topped off prior to the event, however, they ran for approximately three days. Fire (Engines and Brush Truck) and Public Works vehicles as well as equipment also run off diesel. Three PW vehicles run off of regular gasoline, but PW does not have a gasoline storage tank.

During the event, Police and PW were not able to use the current gas cards at the Exxon station, which was one of the only stations with available fuel. The City's backup fuel supply agreement became unavailable when the fuel location lost electricity at the beginning of the event and remained unavailable throughout the entire event. Police Officers were forced to obtain fuel further and further away from CoSP once demand began to overwhelm supply. Police command staff personnel were checking locations daily to find fuel availability.

Recommendation:

- 3a. Emergency events that can be anticipated, should result in an immediate top off of the 500 gal diesel fuel tank
- 3b. PW should consider a medium gasoline fuel tank at the PW yard and make a recommendation for approval.
- 3c. The fuel card issue needs resolution.
- 3d. Multiple fuel agreements may need to be considered

4. Observation: Numerous water facilities were not adequately winterized.

Discussion: Numerous leaks and equipment failure occurred due to extreme freezing temperatures for an extended amount of time. On Saturday / Sunday evening Well #6 froze and became inoperable, which was critical since electricity was lost at Huebner and Wells #7 & 8.

On Monday, numerous leaks in the water system occurred to include the mothballed Wells #3 & 4. Structures need to be built better to incorporate all equipment inside a well ventilated building. Exposed pipes should be wrapped no matter if they were in a building or outside. All electrical heat cords must be checked for operational purposes. This will reduce the failures with pressure transducers.

Recommendation:

- 4a. Winterize Well #6 with structure and other requirements, which at the same time account for the hot temperatures in the summer months.
- 4b. All inactive Wells must be assessed and maintained / winterized to prevent future freezing events.
- 4c. A complete assessment must be made of all water infrastructure with recommendations prioritized (Winter Event / Summer Heat Event / Other e.g. loss of power for extended periods).

5. Observation: With the loss of Wells #7 & 8, the City has only Wells #5 & 6 available to supply water and this is not normally adequate during emergency or normal operations.

Discussion: Wells # 5 & 6 each pump a little over 200 gals per minute. While Well #5 remained in operation and essentially maintain adequate water pressure in the system, this most certainly would not have been adequate in higher use periods. The City has taken initial steps to evaluate whether Well #1 could be placed back in operation. If it were operational, it may in the future provide critical backup in case of future failures.

Recommendation: Evaluate the capability and the cost of placing Well #1 back into operation and provide recommendations and analysis to WAC and City Council.

6. Observation: Debit Card availability was limited during the emergency snow event.

Discussion: The City currently had only one debit card (was pending completion of the new City Secretary transition at Frost). With only one debit card, held in the Administrative Office, it limited access during the emergency. The Finance Director did provide the PW Director with the card during the recent emergency as his department was the most directly affected by the storms.

Recommendation: Consider additional City debit cards, either for the PW Director or for the Fire Chief.

7. Observation: Police holding cell water lines became frozen.

Discussion: A water leak was discovered during the weather event in holding cell #3 as a result of a frozen water line break. On site command staff and employees did not have access to shut off the water to the affected area.

Recommendation: Ensure in an established checklist, the water to all holding cells is turned off prior to an emergency event occurring. Ensure a box key is accessible to on-duty staff in order access and shut off the water as necessary.

8. Observation: Payroll continuity with limited electrical or internet access

Discussion: Payroll was processed with direct deposit using base hours where necessary. If City Hall had lost electricity or internet capabilities, manual checks would have been used as there would have been no way to the calculate amounts or transmit the payroll file to the bank. Paper payroll registers are maintained and would be used for payroll preparations during an emergency, if needed.

Recommendation: Ensure there is a sufficient stock of paper payroll checks on hand. Consider adding the Finance Director as an emergency check signer.

9. Observation: Maintaining i-INFO and Social Media communications was challenging working remote and in some cases with no electricity or Wi-Fi / Internet

Discussion: During the Winter Storm, it was critical for all information systems to be used to pass information to the Shavano Park residents. The City Manager, City Secretary, and Assistance to the City Manager (all who traditionally are tasked with information distribution) all were forced to work remotely and all experienced some challenges. Both the City Secretary and Assistant to the City Manager were at times confined to their homes with no electricity or Wi-Fi / internet service.

Fortunately, all were able to find ways to communicate by working remotely and moving to locations where Wi-Fi was available, but certain periods existed when pushing information was not possible.

Recommendation: Alternate administrators of information systems need to be assigned and trained (i-INFO, Twitter, Facebook, Nextdoor).

10. Observation: No preexisting Public Information messages existed

Discussion: If the City had pre-scripted public information messages that addressed a number of emergency situations, in times of emergency, these would be of great assistance. Examples could be related to preventing pipes from freezing; what to do when power goes out; and what to do upon loss of water.

Recommendation: Develop pre-scripted public information messages that address a number of emergency situations.