



CITY OF COPPELL  
DEEP FREEZE 2021 UPDATE  
FEBRUARY 23, 2021

REPORT COVERAGE DATES:  
SUNDAY, FEBRUARY 14, 2021 – MONDAY, FEBRUARY 22, 2021, 9 AM

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# COMMUNICATIONS

## COMMUNICATIONS OBJECTIVES

- Monitor community sentiment, concerns, and questions
- Coordinate with Emergency Operations Center to gather up to date, verified information
- Distribute information throughout the community via all available official communications channels
- Coordinate with City departmental social media managers to distribute consistent message
- Work with community partners to share official information across un-official information channels

## COMMUNICATION TOOLS USED

WEBSITE: [WWW.COPPELLTX.GOV](http://WWW.COPPELLTX.GOV)

- News articles with text/email communications alerting 14 subscribers to notable modifications/updates made to news articles posted to website via new NotifyMe and subscription features (publication/modification time stamp listed with article title)
  - Severe Winter Weather Expected 2/12/2021 9:40
  - Weather Impacts to Covid-19 Testing & Vaccination Sites 2/12/2021 10:47
  - City of Coppell Facility Closures 2/12/2021 16:55
  - Severe Winter Weather Expected 2/12/2021 17:06
  - City of Coppell Facility Closures 2/12/2021 17:11
  - Severe Winter Weather Expected 2/13/2021 10:58
  - City of Coppell Facility Closures 2/13/21 19:23
  - City of Coppell Facility Closures 2/14/21 19:12
  - City of Coppell Closures 2/14/21 19:19
  - Severe winter weather 2/14/21 19:20
  - Severe Winter Weather 2/14/21 21:21
  - City of Coppell Closures 2/14/21 21:29
  - City of Coppell Closures 2/15/21 9:04
  - NOTICE: Inconsistent Power at Water Pump Station 2/15/21 15:17
  - NOTICE: Inconsistent Power at Water Pump Station 2/15/21 15:18
  - City of Coppell Closures 2/15/21 15:39
  - Power Outages: Estimated Restoration Time Unknow 2/15/21 16:00
  - City of Coppell Closures 2/15/21 16:02
  - Severe Winter Weather 2/15/21 16:03
  - Severe Winter Weather 2/15/21 16:15
  - Warming Center at The CORE 2/15/21 18:20
  - Warming Center at The CORE 2/15/21 18:36
  - City of Coppell Closures 2/16/21 8:54
  - Severe Winter Weather FAQs – February 2021 2/16/21 17:08
  - Severe Winter Weather FAQs – February 2021 2/16/21 17:09
  - Severe Winter Weather FAQs – February 2021 2/16/21 17:58
  - City of Coppell Closures 2/16/21 21:36
  - Severe Winter Weather FAQs – February 2021 2/17/21 8:51
  - Coppell Updates - Extreme Winter Weather Event 2/17/21 11:58
  - Severe Winter Weather 2/17/21 12:24
  - Coppell Updates - Extreme Winter Weather Event 2/17/21 12:30
  - City of Coppell Closures 2/17/21 12:56
  - Coppell Updates - Extreme Winter Weather Event 2/17/21 14:10

- Coppell Updates - Extreme Winter Weather Event 2/17/21 14:55
- Severe Winter Weather FAQs – February 2021 2/17/21 15:07
- Coppell Updates - Extreme Winter Weather Event 2/17/21 16:01
- Coppell Updates - Extreme Winter Weather Event 2/17/21 16:26
- Severe Winter Weather FAQs – February 2021 2/17/21 20:24
- Coppell Updates - Extreme Winter Weather Event 2/17/21 20:29
- Coppell Updates - Extreme Winter Weather Event 2/17/21 20:30
- Coppell Updates - Extreme Winter Weather Event 2/18/21 8:26
- Severe Winter Weather FAQs – February 2021 2/18/21 8:26
- Warming Center at The CORE 2/18/21 8:26
- City of Coppell Closures 2/18/21 8:26
- Coppell Updates - Extreme Winter Weather Event 2/18/21 8:27
- Coppell Updates - Extreme Winter Weather Event 2/18/21 10:27
- Severe Winter Weather FAQs – February 2021 2/18/21 10:41
- Severe Winter Weather FAQs – February 2021 2/18/21 12:20
- Warming Center at The CORE 2/18/21 12:22
- Warming Center at The CORE 2/18/21 12:23
- Coppell Updates - Extreme Winter Weather Event 2/18/21 12:27
- City of Coppell Closures 2/18/21 13:08
- Coppell Updates - Extreme Winter Weather Event 2/18/21 14:36
- Severe Winter Weather FAQs – February 2021 2/18/21 16:39
- City of Coppell Closures 2/18/21 16:45
- Coppell Updates - Extreme Winter Weather Event 2/18/21 16:51
- Coppell Updates - Extreme Winter Weather Event 2/18/21 16:57
- Coppell Updates - Extreme Winter Weather Event 2/19/21 8:01
- Coppell Updates - Extreme Winter Weather Event 2/19/21 8:31
- Warming Center at The CORE 2/19/21 12:01
- Severe Winter Weather FAQs – February 2021 2/19/21 12:06
- Coppell Updates - Extreme Winter Weather Event 2/19/21 12:10
- Warming Center at The CORE 2/19/21 12:12
- Bottled Water Available at The CORE 2/19/21 12:18
- Bottled Water Available at The CORE 2/19/21 12:19
- Bottled Water Available at The CORE 2/19/21 13:26
- Severe Winter Weather FAQs – February 2021 2/19/21 13:28
- Warming Center at The CORE 2/19/21 13:33
- Coppell Updates - Extreme Winter Weather Event 2/19/21 13:34
- Trash and Recycling Service to Resume Monday 2/19/21 15:41
- Trash and Recycling Service to Resume Monday 2/19/21 15:42
- Atmos Energy Urges Customers to Conserve Energy 2/19/21 15:42
- City of Coppell Closures 2/19/21 15:42
- Severe Winter Weather FAQs – February 2021 2/19/21 15:51
- Coppell Updates - Extreme Winter Weather Event 2/19/21 15:58
- Power Restoration Update from Oncor 2/20/21 8:27
- Coppell Updates - Extreme Winter Weather Event 2/20/21 9:09
- Severe Winter Weather FAQs – February 2021 2/20/21 9:11
- Warming Center at The CORE 2/20/21 9:13
- Power Restoration Update from Oncor 2/20/21 9:52
- Power Restoration Update from Oncor 2/20/21 9:54
- Severe Winter Weather FAQs – February 2021 2/20/21 10:49
- Power Restoration Update from Oncor 2/20/21 10:50
- Coppell Updates - Extreme Winter Weather Event 2/20/21 10:54
- City of Coppell Closures 2/20/21 11:26
- Coppell Updates - Extreme Winter Weather Event 2/20/21 11:27

- City of Coppell Closures 2/20/21 11:27
- Severe Winter Weather FAQs – February 2021 2/20/21 11:28
- Bottled Water Available at The CORE 2/20/21 11:30
- Coppell Updates - Extreme Winter Weather Event 2/20/21 11:30
- Bottled Water Available at The CORE 2/20/21 11:30
- Warming Center at The CORE 2/20/21 11:31
- Severe Winter Weather FAQs – February 2021 2/20/21 11:31
- Coppell Updates - Extreme Winter Weather Event 2/20/21 11:55
- City of Coppell Closures 2/20/21 12:19
- Bottled Water Available at The CORE 2/20/21 12:42
- Coppell Updates - Extreme Winter Weather Event 2/20/21 12:43
- Warming Center at The CORE 2/20/21 12:45
- Severe Winter Weather FAQs – February 2021 2/20/21 12:47
- Coppell Updates - Extreme Winter Weather Event 2/20/21 12:47
- Trash and Recycling Service to Resume Monday 2/20/21 13:48
- City of Coppell Closures 2/20/21 13:50
- Severe Winter Weather FAQs – February 2021 2/20/21 13:51
- Coppell Updates - Extreme Winter Weather Event 2/20/21 14:03
- Coppell Updates - Extreme Winter Weather Event 2/20/21 14:28
- Severe Winter Weather FAQs – February 2021 2/20/21 14:29
- City of Coppell Closures 2/20/21 14:29
- Severe Winter Weather 2/20/21 14:30
- Severe Winter Weather FAQs – February 2021 2/20/21 16:26
- Bottled Water & Showers Available at The CORE 2/20/21 16:31
- City of Coppell Closures 2/20/21 16:36
- Bottled Water & Showers Available at The CORE 2/20/21 16:39
- Coppell Updates - Extreme Winter Weather Event 2/20/21 16:46
- Coppell Updates - Extreme Winter Weather Event 2/20/21 16:52
- Bottled Water & Showers Available at The CORE 2/21/21 15:01
- Coppell Updates - Extreme Winter Weather Event 2/21/21 15:03
- Severe Winter Weather FAQs – February 2021 2/21/21 15:07
- Home Vacant? Request a Directed Patrol 2/22/21
- Home page banner images linked to more information
  - Severe Winter Weather
  - Warming Center at The CORE
  - Water Bottles & Showers Available at The CORE
  - Learn how to shut off your water
  - Need Plumbing Repaired? We require permits to protect YOU!
  - Home of business vacant due to the storms? Check out PD's directed patrols
- Emergency Alerts/Notices linked to more information at top of every webpage within City of Coppell domain
  - Severe winter weather 2/14/21 19:21
  - Severe Winter Weather 2/15/21 16:02
  - Severe Winter Weather 2/15/21 16:02
  - City Facility Closures 2/15/21 16:02
  - Severe Winter Weather 2/15/21 15:16
  - City Facility Closures 2/12/21 17:44
  - Severe Winter Weather 2/15/21 16:02
  - City Facility Closures 2/15/21 16:03
  - Warming Center at The CORE 2/15/21 18:56
  - Severe Winter Weather 2/17/21 12:18
  - Severe Winter Weather 2/17/21 12:20

- Severe Winter Weather 2/19/21 9:49
- Warming Center at The CORE 2/19/21 9:49
- Severe Winter Weather Updates 2/20/21 11:55

## GRAPHICS & VIDEO CREATION

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- Instructional video explaining how to turn off water at meter created and shared to social media
  - Coordinated with public works for information and photos, Community Information Office turned video around in <24 hours
- Social media graphics created to draw attention to important information

## EMAILS TO COPPELL E-NEWS SUBSCRIBERS

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- 18 Severe Winter Weather Update emails sent to subscribers of Coppell E-news
- All emails forwarded to City Council and City staff to ensure consistent information distribution
  - February 15
    - 19:35, Warming Center Open at The CORE, 37.6% open rate
  - February 17
    - 12:00, Severe Winter Weather Update, 45.8% open rate
    - 14:00, Severe Winter Weather Update, 44.5%
    - 16:00, Severe Winter Weather Update, 44.1%
    - 20:30, Severe Winter Weather Update, 47.1%
  - February 18
    - 10:30, Severe Winter Weather Update, 38.6% open rate
    - 12:30, Severe Winter Weather Update, 36.7%
    - 14:30, Severe Winter Weather Update, 36.6%
    - 17:00, Severe Winter Weather Update, 39.0%
  - February 19
    - 8:00, Severe Winter Weather Update, 44.6% open rate
    - 12:00, Severe Winter Weather Update, 39.9%
    - 13:30, Severe Winter Weather Update, 40.7%
    - 16:00, Severe Winter Weather Update, 39.7%
  - February 20
    - 9:00, Bottled Water & Showers at The CORE, 31.4%
    - 11:00, Severe Winter Weather Update, 37.3%
    - 14:00, Severe Winter Weather Update, 36.9%
    - 17:00, Severe Winter Weather Update, 39.1%
  - February 21
    - 15:00, Severe Winter Weather Update, 39.5%

## SOCIAL MEDIA

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- Facebook
  - Approximately 60 weather-related posts to City of Coppell Facebook page from February 11 – February 22, 2021
    - General rule of thumb: strive to post three times per day, resulting in 33 posts
    - Boosted/promoted post with link to FAQs to expand community reach
  - Coordinate with community partners and departmental social media managers to share information across both official and unofficial Facebook pages
- Twitter
  - Approximately 70 weather-related posts to City of Coppell Twitter page from February 11 – February 22, 2021
    - General rule of thumb: strive to post at least three times per day

- Coordinate with departmental social media managers to share information across official Twitter pages
- Instagram
  - Approximately 14 weather-related posts to City of Coppell Instagram page from February 11 – February 22, 2021
    - Instagram strategy currently under review and revision
- Nextdoor
  - Approximately 22 weather-related posts to City of Coppell Nextdoor page from February 11 – February 22, 2021

## EVERBRIDGE – EMERGENCY NOTIFICATION SYSTEM

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- 23 automatic weather alerts sent to subscribers
- Emergency alert asking resident to conserve water due to pump station power outage sent to approximately 15,000 contacts on 02/15/21 08:34
  - Update sent 02/15/21 15:12
- Announcement of warming Center open at CORE sent to approximately 15,000 contacts on 02/15/21 20:52

## METRICS & INSIGHTS

WEBSITE: [WWW.COPPELLTX.GOV](http://WWW.COPPELLTX.GOV)

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Total pageviews, February 11 – February 22, 2021	
Homepage	11,870
Coppell Updates - Extreme Winter Weather Event News Story	4,786
Government	4,565
Departments	4,334
Severe Winter Weather News Story	3,758
Warming Center at The CORE News Story	2,847
Severe Winter Weather FAQs News Story	1,869
Utility Billing	1,801
Online Services	1,770
24-hour Emergency Utility Info	1,328

## VIDEO CREATION

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- YouTube: [https://youtu.be/ TjFE-aDyuU](https://youtu.be/TjFE-aDyuU)
  - Views: 1,822
  - Watch time: 39.8 hours (38.8 more than typical video performance)
  - 16 subscribers to YouTube channel added after video posted
- Facebook (video views from February 11 – February 22, 2021)
  - 2,300 minutes viewed

## COPPELL E-NEWS DISTRIBUTION LIST

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- 8,191 subscribers
- Typical open rate for Coppell E-news: approximately 25%
- Average open rate during severe weather event: 39.95%

## SOCIAL MEDIA

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- Facebook: February 11 – February 22, 2021
  - People Reached: 27,000, 268% increase from previous 12 days
  - Net new followers: 313, 10,533% increase from previous 12 days
  - Total followers: 7,700, 4.11% increase from previous 7 days
  - Engagement: 16,731
  - Link Clicks: 1,512
  - Comments: 423
  - Shares: 462
  - Reactions: 2,190
- Twitter: 28-day summary
  - Tweet impressions: 177,000, 558% increase
  - Profile visits: 12,700, 1,134% increase
  - Mentions: 124, 287.5% increase
  - Followers: 5,728, increase of 239

# COMMUNITY DEVELOPMENT

## IMPACT OF WEATHER EVENT

- Energov and CSS were not operational; therefore, staff reverted to paper applications on the website that individuals could email in. Permits could not be issued while those programs were down so staff has been working to catch up since Thursday when the programs were accessible again.
- Staff completed one emergency inspection last week for River Oaks Assisted Living Center as they were trying to switch power to a truck-mounted generator.
- Trash was not collected due to the storm. Minimal calls were received from residents, and those that did call were very kind and understanding.
- Staff remained in contact with all grocery stores, restaurants, and daycares ahead of and during the storm to show them proper measures to take with food in the event they lost power.
- Staff has been fielding numerous calls from tenants at apartment complexes around Coppell. Staff is calling all apartment complexes to encourage them to communicate with their residents.

## NEXT SEVERAL WEEKS

- Staff created an expedited process for plumbing permits related to plumbing repairs. A phone line has been dedicated to plumbing inspections so that inspectors can do a remote inspection on the spot at the time the plumber calls in.
- Applications are still encouraged to be submitted through CSS, but an application has been placed on the website in the event CSS is down.
- While operations remain by appointment only due to Covid-19, staff will still provide walk-up assistance to anyone that comes to 265 Parkway to apply for a permit.
- All permit fees for plumbing repairs are proposed to be waived which requires Council direction.
- As of 9:00 a.m. Monday morning, we have only received 9 plumbing repair permits. We completed 2 remote inspections for plumbing repairs on Friday. Information about the need for a permit has been posted on the website and sent out to HOAs. It has also been circulated through the normal communication channels. We expect the number of permit applications will increase each day.
- A list of currently registered plumbers is posted on the website. It will be updated at the end of each day to include any plumbers that registered throughout the day.



- Staff is in contact with all restaurants, grocery stores, school, and daycares now that they have regained power. They will be out visiting these businesses this week.
- Staff is driving the city to assess the amount of construction debris in the alleyways. They remain in contact with Republic about their time schedule to clear the entire city. For residents that do not follow the required rules for bulk trash collection (i.e. emptying all remaining water in water heaters left to be picked up), staff is prepared to field those phone calls and help explain the situation or schedule a pick-up by Republic. Republic did send additional resources to Coppell today to clear the entire city this week.

## ENTERPRISE SOLUTIONS

Beginning Sunday night through Thursday stable power was the biggest impact to our systems/operations. Several key locations had no power which segmented the network for buildings that were on power. Had generators operated as intended we would not have lost connectivity. We fared well early in the week until the super cold froze the generator at Town Center. Our battery back-up was drained and the generator came back up at a below normal operating capacity needed to maintain server infrastructure and recharge battery backup. Thursday, we regained stable power and began restoring all systems and services.

### KEY FOCUS DURING THE EVENT

- Provide internet connectivity and WIFI for Public Safety (Warming Shelter)
- VPN/APN connectivity for Public Safety
- VOIP Phone connectivity for Public Safety and Citizen calls

### CELLULAR SERVICES IMPACTS

- While our network was down without internet services EOC and Warming Shelter relied on ATT Firstnet Hotspots.
- Several Verizon Wireless towers in Coppell were offline due to the power outages.

### STAFFING

- All available ES staff responded with onsite and remote support rotating 24/7
- Red River 24/7 support (contracted service provider for network support)
- Cisco TAC support as needed (Smartnet contracted support)

### LESSONS

- Microsoft 365 and Zoom were critical in maintaining communications.
- Availability of multiple cellular providers
- Critical locations in the topography of the network
- Locations of Domain Controllers and availability to DNS

# FINANCE

## EOC SUPPORT

From the reimbursement call on Sunday, it was learned that FEMA had approved full category B expenditures, which means that all overtime associated with the incident is eligible and select straight time. Also, costs associated with materials and supplies, emergency repairs to prevent further damage, fueling of generators and other items are eligible. The costs associated with this event are currently being accumulated to determine if the City will file for reimbursement. This will require the City to stand up an accounting team, all departments involved will need to complete the required paperwork, all required documentation will need to be accumulated and then submitted for reimbursement.

Currently expenses entered in the Financial System are \$4,257.00.

Employees that did work on the event have been advised to keep track of their time and this is being incorporated into the Payroll system.

## PROCUREMENT UNIT

- Provided EOC support remotely when activated.
  - On-site at EOC on 2/19
- Procurement contacted different gas stations in the area, in coordination with Fleet and Community Services, and set up interim payment processes to keep FD diesel and Facilities gasoline/diesel needs met as much as possible during emergency
- Implementing fuel card program to better address emergency fuel needs

## TIME UNIT

There is approximately 1,960 hours of Emergency Time Worked that has been entered into the Payroll system. This number is inclusive of hourly employees and some exempt employees that were working the event. This does not include OT caused by the event for sworn public safety. This number may be low since there are some exempt employees that were involved in working the event who did not enter the Exempt Emergency code on their time sheets. The exempt employees time would not be considered reimbursable.

## CLAIMS UNIT

The City is activated a new program that TML put together to help expedite assessment and repair of facilities during these types of events. By activating this service, they will handle all the damages we have without having to complete individual claims and wait on adjusters for damage assessment and repairs. We are continuing to mitigate damages such as standing water to limit further damage to the property. By electing to use this program the City will only be charged a single deductible for all property damage.

## OPERATIONS

### ACCOUNTS PAYABLE

We did our bi-weekly check run one day early in anticipation of the weather impacting operations. The storm hit during our non-check run week, so the impact to AP was minimal. This week and next will be catch up as physical mail is delivered and we start to see expenses that need to be paid associated with the event.

## BUDGET

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We were both significantly impacted by the storm and unable to get much done on the Five-Year Forecast; additionally, with the VPN/servers down, departments were not able to meet an internal budget deadline last week. Both processes are roughly one week behind. The focus over this week and next will be on catching up on FYF deliverables. We do not anticipate the pushed budget deadline to have any negative effects on the process.

## ACCOUNTING

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The Accounting area remained productive most of the week. Banking was performed daily, and bank related journals were caught up as of Friday. CAFRs were printed and distributed.

## PROCUREMENT

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The Procurement Technician was without power and connectivity at home for 3 ½ days through Thursday. Once power was restored able to address Procurement activities from earlier in the week. The Procurement Officer conducted daily Procurement activities remotely.

## UTILITY BILLING

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- February 15 bills did not go out timely due to the system being down. Billing was finished up Thursday the 18<sup>th</sup> and sent to the vendor to print and mail. Vendor mailed on 2/19. Due date will remain the same, but the penalty date will move out.
- Advance water meter system had 260 meters not transmitting at one point in time. Currently, 49 are not transmitting. The meters will be manually read. The reason is unknown but could be too much snow on top of meter lid, a car parked over the meter lid, or the wire disconnected when lid was removed and reconnected when water turned back on.
- 208 customers signed up for the customer portal during this weather event.
- Utility Billing will not perform cutoffs this week
- The penalty on the bills due on February 20 will not be assessed. Customer are encouraged to pay the bill due on February 20 by February 24.
- Staff began accessing the advanced water meter system to run continuous usage reports.
- Staff is reviewing various options for leak adjustments. The ordinance outlines adjustments for leaks and a resolution approved by Council would be needed to provide a different adjustment for the emergency situation. Legal has advised whatever is used, it needs to be applied uniformly

# FIRE

## EMERGENCY MANAGEMENT

- Communicate READY SET GO count down for city departments ahead of and in preparation for Winter Weather Event, ANNEX W of the EM Plan
- Activate the City's Emergency Operations Center EOC beginning Sunday 2/13.
- Transition EOC as needed to expand with event, status remains Level 1 Activation, 24-hour EOC coverage
- Coordinate on a 24-hour basis the City's Emergency Management Plan EMP and Continuity of Operations Plan COOP as needed.
- Develop the daily Incident Action Plan IAP
- Facilitate and implement the IAP for the specified Operational Period
- Conduct EOC Daily Brief for the Incident Management Team and the assigned Sections, Units, Groups, and Branches within the Incident Commander, Operations, Planning, Logistics, and Finance, sections.

## OPERATIONS

- Implementation of the CFD protocol and SOGs for the Severe Winter Weather Plan, ANNEX W.
- Preparations of Apparatus, Tools, Equipment
- Assign all CFD Command Staff to support the fulfill leadership positions for the EOC.
- Developed an Operations Staffing Plan to increase the CFD response capability to include 2 additional Quick Response Vehicles 24-hour coverage.
- Increased Staffing Plan with one additional peak time, quick response support vehicle (prevention division).
- Approximate emergency call volume experienced by the CFD:

Day	Approximate Total Calls	Water-related Calls
Sunday	70	51
Monday	145	103
Tuesday	146	135
Wednesday	170	104
Thursday	48	24
Friday	31	5
<b>TOTAL</b>	<b>610</b>	<b>422</b>

## MOVING FORWARD

- The CFD is currently at normal staffing and functioning under normal operations.
- The EOC will continue at Level 2, coordinating and managing the Recovery Phase of the Incident. Meaning EM personnel will staff the Planning Section 8-5pm each day.

## LIBRARY

- Monitored road and weather conditions with other City staff.
- As facility closures extended through the week, staff reached out directly to customers to reschedule appointments for curbside pickup, computer access, study tables, and browsing. Staff also utilized Library's social media platforms to keep customers updated on service interruptions and program cancellations/postponements, and to pass along City-level updates.
- Some Library staff assisted on Thursday and Friday with the call center set up at the EOC. Others reported to the Library over the weekend to prepare for Monday reopening; returns at the drive-through book drop picked up as the weather improved.
- Monday 2/22 saw highest daily traffic during the COVID-19 pandemic, with lobby visits and material returns at more than double the standing daily average, and most appointment-based services full for the day.

# POLICE

- 539 total dispatched calls for service
- 131 alarm calls
- 15 car accidents
- Officers repeatedly checked some residents
- Officers assisted public works in turning off water to residents who requested water be turned off.
- Provided security at the warming station
- Animal Services had a pipe burst in the kennel area. No major damage and no injured or effected animals.
- Animal Services was at minimum staffing to care for sheltered animals
- PD generators stayed active throughout the event.
- Several Officers slept at the PD during the event
- Remained above full staffing throughout the event during daytime hours. Nights were fully staffed

# PUBLIC WORKS

Public Works began preparing for the event the week prior by pre-treating roadways, fueling, and treating generators, and assessing condition of facilities.

- Our preparations for the event included expected winter weather, very cold temperatures, and limited/controlled rolling blackouts; the prolonged blackouts complicated our response, particularly in the areas of generator operation, fuel supplies, and facility sprinkler failure
- Public Works response was multi-pronged: external service to customers including water shut-offs, sanding/treating roadways, sewer concerns, maintaining signal/signs at intersections, etc.; internal service including maintain fuel supplies, maintaining generators in prolonged operations, fielding and dispatching calls, and maintaining/repairing facilities

## ADMIN TEAM

- Dispatched Public Works calls throughout event
- Took over 24-hour call taking and dispatch from NTECC/FD from Wednesday to Saturday due to call load
- Managed logistics for department throughout

## ENGINEERING TEAM

- Assisted with residential water shut offs
- Assisted with isolating water main break on Sandy Lake
- GIS assisted with locating valves and other infrastructure as systems were available

## STREETS AND TRAFFIC

- Treated streets with ice melt and sand daily and as needed on request by PD, Fire, and residents
- Put up temporary stop signs at intersections that lost power through Tuesday
- Wednesday morning put all signals in red flash
- Friday morning restored normal signal operations

## FACILITIES

- Facilities staff worked with fleet shuttling fuel from both the Service Center and Quick Trip to keep generator tanks full of fuel.
- Reset heating systems at sites as power came on and off.
- Coordinated with vendors for emergency repair of generators and transfer switches.
- Monitored sites for leaks, both domestic and fire system. Implemented temporary/emergency repairs to restore use of facilities (Fire Station 2 is an example)
- Assisted delivering supplies to various sites.
- Fire Station 2 Example:
  - Tuesday, 2-16-21 facilities staff was called about water coming through the day room ceiling at station 2. Upon arrival, the occupants had already shut off the fire sprinkler system stopping the water flow but the ceiling to the day room had collapsed. Staff put plastic on the ceiling covering the hole to try to keep the heat in, but the decision was made to move the station crew to station 4 for the night. The following morning, we had our vendor strip the wet and damaged sheetrock from the room and clean the flooring. Once done they draped the entire room in plastic and left fans blowing behind the plastic sheeting to ensure that it dried properly. At this point the station was usable again. As soon as we can get a vendor in to repair the fire sprinkler system, we will then be able to re-insulate the ceiling and walls and replace the sheetrock. Last Friday the 19<sup>th</sup> our vendor surveyed all sites with damaged fire sprinkler systems. As soon as we can get a repair crew scheduled the fire stations will be priority as they house staff on shift.

## FLEET

- Maintained fuel in all fleet vehicles and equipment
- Maintained fuel stores on-site and coordinated with off-site vendors along with other City staff (purchasing, community development)
- Assisted in maintaining fuel in generators
- Assisted in repairing/troubleshooting and restoring operation of generators at multiple facilities

## CUSTOMER SERVICE/INFRASTRUCTURE MAINTENANCE

- Staff was on rotation to provide 24-hour coverage and service to residents
- Treated streets with ice melt and sand as planned and as needed throughout the event
- Responded to water main break on Thursday east of Denton Tap on Sandy Lake; isolated leak and coordinated repair by Saturday morning
- Received 570 calls for service from beginning of event through Monday morning (2/22/21)
- Busiest day was Wednesday with over 200 calls
- Partnered with FD and PD in turning off water to residential properties (FD handled most of the commercial alarms)
- Calls for service included requests for water service turn off, water service turn on, sewer backup, sewer issues, etc.

## WATER QUALITY

- Maintained water and sewer pumping operations throughout event
- Monitored 24-hours during most critical periods
- Coordinated with DWU to request additional water supply as DWU struggled
- Worked to restore generator operations as power was lost at plant
- Monitored water storage and communicated to leadership team as conditions changed
- Maintained pressure in system during event

## KEY GENERATORS THAT CREATED ISSUES

- LSP – Temperature was an issue all day Sunday as the server room got to 80 degrees
- Village Parkway Pumping Station issues with generator.
- 265 - Generator down
- Town Center - Generator froze up, filter filled with ice

# PARKS AND RECREATION

## ARTS CENTER

- Arts Center staff worked warming center and emergency call center shifts
- Building hours were adjusted to accommodate shifting rehearsal and gallery hang schedules for our local arts groups
- This Saturday's Dave Washburn New Orleans Jazz concert has been changed to now being free for the community to celebrate our first responders and trade professionals
- Arts Center marketing team assisted in distributing emergency communication updates

## COMMUNITY PROGRAMS

- A very cold farmers market was held on 2/13 just in time to provide grocery stock ups for many appreciative families. The next winter market date is 2/27.
- The BEC closed along with the other City facilities during the storm and will resume programs for the public immediately since it was not damaged by the storm.
- Keep Coppell Beautiful canceled their monthly litter cleanup due to snow. The next one will be in March.
- The gardens continue to grow food for the Metrocrest Food Pantry which will be valuable since it's reasonable to expect a spike in the need for fresh groceries this season.

## CEMETERY

- The new Office & Shop Building at Rolling Oaks lost power on Tuesday 2/16, causing the fire sprinkler pipes to freeze and burst. This was discovered on Wednesday 2/17 at 7:30 am. The ceilings collapsed in the shop and the manager's office. The entire building was flooded with 4" to 6" of water, causing extensive damage. The Facilities Division has flood restoration contractors working on the clean-up of the building and getting estimates for repairs. Staff has moved out of the building to temporary offices. The ice last week caused a back-up of planned services, which are now being expected this week.

## PARK OPERATIONS

- Maintenance staff was in February 14 through February 21, deploying ice melt to facility entrances and dealt with a variety of winter weather event needs for assistance
- Staff assisted PW with water meter shut offs primarily in the evenings, February 17 through February 21
- Sustained water/flood damage from frozen pipes at AB Central in the restroom and concession building, will be affected for at least 1 to 2 weeks. Looking into getting port-a-pots until repairs are made. Girls' Softball is currently using that facility for practices
- 2 commodes at MacArthur Park restroom building froze and broke
- Leak at Wagon Wheel Field 6 concession and restroom building. Leak is isolated in the concession area and restrooms are operational
- Old Town restroom, Men's sink sustained a small leak

## THE CORE

- February 15th at 6:30pm, The CORE opened as a warming center to anyone who needed a place to warm up and charge electronics. The warming center was open 24/7 until Friday, February 19th at 8:00pm. February 20 and 21, the warming center was open 6am-8pm.
- Chairs and yoga mats were made available for resting
- Coffee, water bottles, and access to a microwave were provided
- 335 people came through the doors throughout the week for the warming center.
  - Once we saw that there was an increased need for access to water, a reservation system was implemented for showers due to limited numbers. The facility also became a place for residents to fill up water jugs to drink or use to flush toilets.
- Since implementing the reservation system, 124 people made a shower reservation
- 47 people utilized the ability to fill up water jugs
  - Water bottle distribution was available Friday-Sunday.
- Staff distributed 293 cases of water
  - 26 employees from multiple departments helped cover shifts at the warming center

## CONTINUATION OF SERVICES:

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- The CORE resumed normal operations on Monday, February 22nd.
- Showers and water refill stations are still available for anyone who needs to utilize those services
- Additional cases of water are in the facility and available for those who still do not have access to drinking water

## TENNIS CENTER

- Modified hours based on weather
- Two leaks were discovered and repaired quickly before reopening on Sunday

## SENIOR CENTER

- Staff made remote wellness check contact with seniors

## CALL CENTER

- Call Center stood up on Thursday, 2/18 - 101 calls through the weekend.