



# Progress Report on Recommendations from Committee on Emergency Preparedness

Municipal Utilities Committee  
November 29, 2022

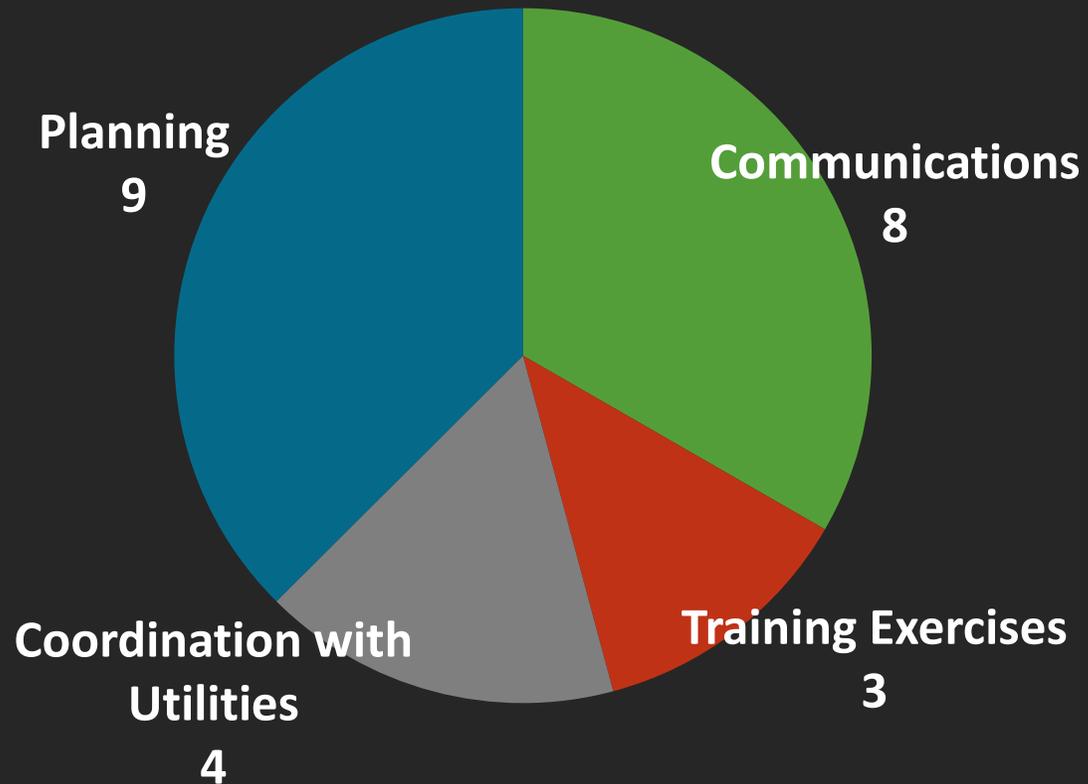
# Overview

## 24 Recommendations

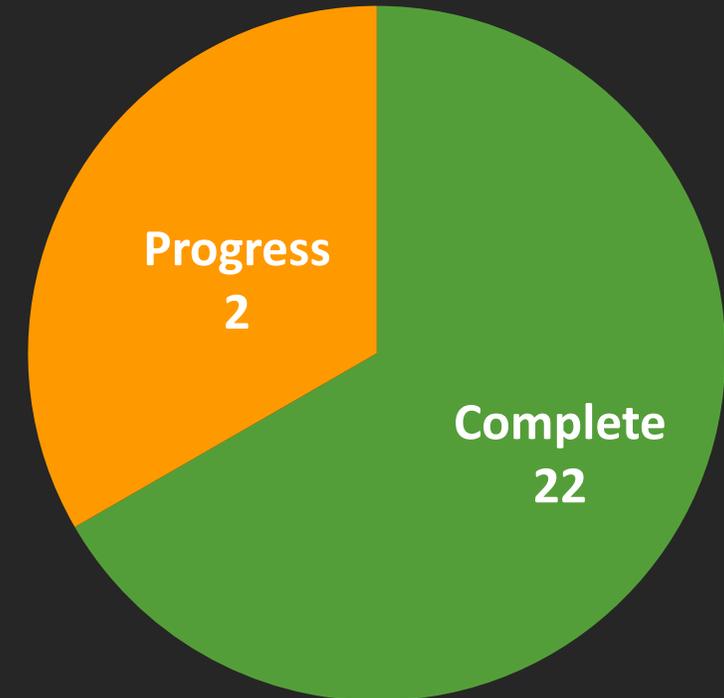
### 92% Complete



### Category



### Status



# Planning Recommendations

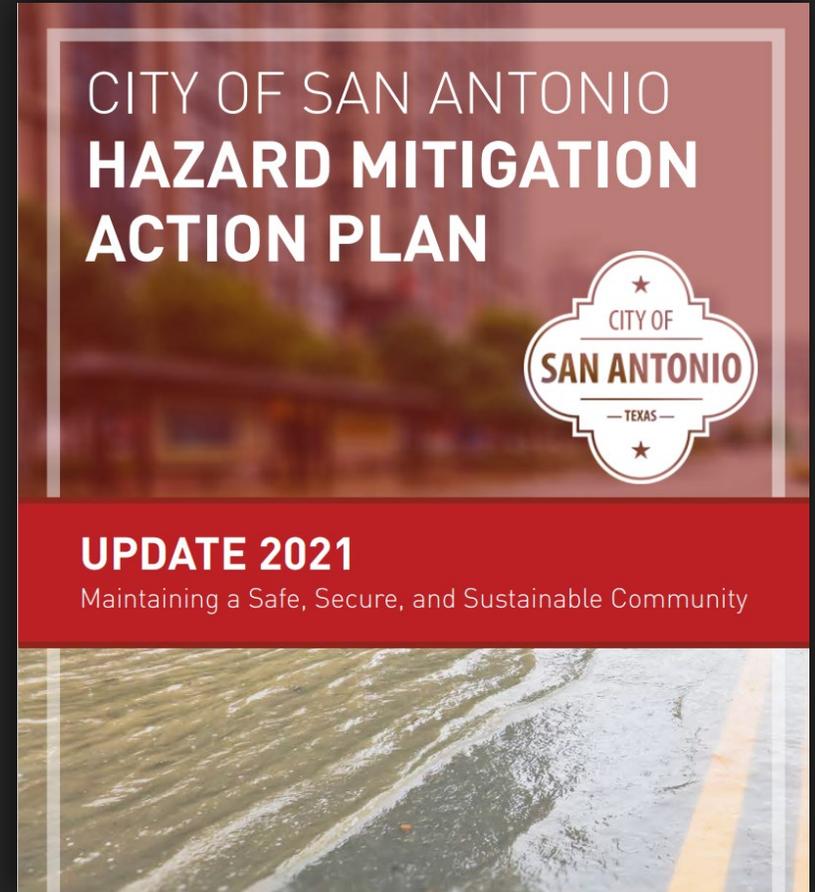
**COSA #1**

Update the Hazard Mitigation Plan to include planning for a prolonged winter storm event, prolonged power outages, prolonged water outages, and a combination of the previous three events

**Status**

**Complete**

City Council approved Plan Amendments November 2022.



# Planning Recommendations

## COSA #2

Identify backup devices to cellphones and other mobile devices. 4G towers are more reliable than 5G towers, which will fail during major power outages. Be familiar with the plan with COSA telephone and data service providers for the transition to emergency services in the event of provider outages.

## Status

*Complete*

## Existing Capabilities

- Enhanced Digital Access Communication System
- Alamo Area Regional Radio System
- Satellite Phones

## Under Review

- City Fiber connectivity for internet services
- Two-way Radio Push To Talk

## Estimated Cost

No Additional Cost



# Planning Recommendations

**COSA #3**

- Prioritize Purchase of Generators for key city facilities

**Status**

*In Progress*

**Generators:** Performed assessment to prioritize all city owned facilities  
Assessment was completed and identified two priorities.

- Priority 1 – Public Safety Facilities and Animal Care Services Facilities
- Priority 2 – Libraries and Community Centers (Facilities that could be used as warming/cooling centers)

First phase will address 14 Public Safety Facilities – City Council approved purchase in June 2022  
2022 Bond Program included funding for additional public safety facilities

Funding for Libraries and Community Centers will be considered as part of future budget process.

Estimated Cost

Phase 1: \$3.3 Million

Completion Date

December 2022

# Planning Recommendations

**COSA # 4**

- Evaluate the need to procure tires/chains/accessories for first responder vehicles

**Status**

*Complete*

**Tires/chains/accessories:** Evaluation and procurement for Fire, Police, Public Works, and Animal Care Services select vehicles has been completed.

Evaluation completed. Items being procured.

Estimated Cost

Phase: \$300,000

# Planning Recommendations

**COSA #5,6,7,8**

- Appropriate Inventory of food and water for key City facilities
- Plan for emergency housing and lodging for essential employees
- Contingency plans for catastrophic incidents where a significant number of employees are not able to work remotely due to power outages
- Establish a hotline for families of essential employees who are working on site needing assistance during an emergency

**Status**

*In Progress (5,6,8 complete, 7 in progress)*

City Department Continuity of Operations Plans are being updated to incorporate these four recommendations

Estimated Cost

Will be determined when plans are updated

Estimated Completion Date

December 31, 2022

# Planning Recommendations

**COSA #9**

*Review utilization of Wireless Emergency Alerts (WEA) to determine if more frequent use is warranted during an emergency. Consider alternative communication for when outages render wireless communication ineffective*

**Status**

**Complete**

WEA Alerts are utilized only to cover critical emergency situations. Situations that involve imminent threats to safety or life.

Alternative communication for when outages render wireless communication ineffective:

Existing Capabilities

- NOAA Weather Radio
- Emergency Notification System (ENS) - Landlines
- Emergency Alert System (EAS)
- TxDOT Dynamic Message Signs
- Social Media and Print Media,

Estimated Cost

No Additional Cost

# Training Exercises and Tabletops

**COSA #10**

Develop specific planning, training, and exercises focusing on long term power and water loss due to unforeseen events or scenarios.

**Status**

***Complete***

In September 2021, the City, CPS, and SAWS conducted a table-top exercise with key leadership from each of the three entities. Bexar County, JBSA, and STRAC were also present

Tabletop Exercise focus on three events:

- Winter Event similar to URI
- Extreme Heat Exercise
- Cyber Attack

Estimated Cost

\$26,000

# Training Exercises and Tabletops

<b>COSA #11 &amp; 12</b>	<ul style="list-style-type: none"><li>• Enhance city-wide cross-department and cross-discipline emergency response training.</li><li>• Annual tabletop exercise that includes elected officials, executive leadership for the City, County and Utilities</li></ul>
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<b>Status</b>	<b>Complete</b>
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- The San Antonio Office of Emergency Management (SAOEM) conducts monthly Emergency Management Coordination Information Sharing (EMCIS) meetings with its critical partners spanning local, state, federal, private, and nongovernmental organizations. This monthly meeting serves as a single source of critical information sharing before, during, and after an emergency as well as an opportunity to share upcoming cross-discipline training opportunities.
- **Training.** SAOEM coordinates and conducts various training sessions throughout the year that are designed to be cross-discipline cross-departmental in nature. During this fiscal year there have been nine training sessions held on various topics.
- **Exercises.** SAOEM developed a 2022 exercise plan that includes exercises for COSA departments, Executive Leadership, Elected Officials, and other critical partners and agencies.
  - March 4<sup>th</sup>, Emergency Operations Center (EOC) Orientation for Mayor/Council/ ELT
  - April 27<sup>th</sup>, Severe Heat table-top exercise for key departments and staff
  - April 29<sup>th</sup>, Cyber Security table-top exercise for key departments and staff
  - June 2<sup>nd</sup>, Severe weather and cascading events (Utilities and SAOEM)
  - September 28, Severe flood response exercise for key departments and partners

<b>Estimated Cost</b>	\$100K to \$200K
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# Coordination with Utilities

**COSA #13, 14, 15**

- Adjust relationship with CPS and SAWS that provides, during certain contingencies, authority to exercise effective command and control
- CPS Energy's load-shedding decisions should be made in concert with City
- SAWS water shortage mitigation decisions should be made in concert with City and have a staff person at EOC during water-related emergencies

**Status**

***Complete***

- During declared emergencies both SAWS and CPS will operate under the unified command system with the City.
- City and CPS met to understand the improvements CPS has made when load-shedding decisions are made.
- SAWS' Chief Operating Officer will be the Incident Commander and work with the COSA Incident Commander to coordinate an effective response while at the same time allowing SAWS to manage water system operations.

**Estimated Cost**

**\$0**

# Communication

**COSA #17, 18,19**  
Communication  
to Public

- Ensure all city departments are communicating to the public through the Joint Information Center (JIC) to ensure consistency in messaging.
- Ensure CPS and SAWS communications are coordinated through the JIC to improve situational awareness for all entities involved.
- Coordinate daily media briefings by and between COSA, County officials, CPS and SAWS

**Status**      **Complete**

- The City's Government and Public Affairs coordinated a meeting with SAWS and CPS Communications and Public Information Leadership and developed a protocol.
- Joint information System (JIS) - a system that merges incident information and public affairs into a united central hub to provide consistent, coordinated and timely information during a crisis or incident.
  - The JIS will work with Incident Commander to gather information, develop talking points, news releases, and any other necessary media materials.
  - All communications will flow through JIS structure.
  - The JIS will coordinate regular media briefings and/or inquiries and interviews, as needed.
- Protocol continues until the crisis has ended and recovery efforts, if necessary, are complete.

Estimated Cost      \$0

# Communication

## COSA #20

Communication  
to Public

- City 311 and CPS/SAWS Customer Service Call Centers should develop protocols to enhance the customer experience for the community including extended hours

**Status**

**Complete**

- The City of San Antonio 311 Customer Call Center and Utilities customer service leadership have met monthly since September of 2021 to share information, collaborate on new programs and ideas, and to address any concerns between the entities.
- The 311 Customer Call Center continues the practice of extending hours on an as needed basis, at the requested of City Leadership or the San Antonio Office of Emergency Management, during emergency situations.
- 311 continues to provide options to transfer callers to CPS and SAWS customer service lines, 24 hours a day, 7 days a week.
- Coordination meetings ensure that 311 remains informed of any SAWS/CPS customer service initiatives.

Estimated Cost

\$0

# Communication

**COSA #21 & #22**  
Communication  
to Mayor & City  
Council

- In addition to the daily emails from the City Manager to City Councilmembers, the Executive Leadership Team should maintain daily communication with their assigned council members to keep them informed of emergency status.
- Daily e-mails and messaging from the City Manager to the City Council should contain a high-level summary with takeaways in addition to the detail report

**Status**      *Complete*

- The City Manager's Office has established a protocol by which the EOC daily situational report is summarized by the City Manager's Office and a summary email with critical information is provided to the Mayor and City Council
- Additionally, each Assistant City Manager contacts their assigned City Council Members to ensure they are aware of summary email and answer any questions

Estimated Cost      \$0

# Communication

**COSA #23**

The impact of CPS rotating outages should be clearly communicated and coordinated with COSA and SAWS to determine operational/service impacts more comprehensively.

**Status**

**Complete**

- City and CPS met to understand the improvements CPS has made when load-shedding decisions are made

**Estimated Cost**

**\$0**



# Communication

**COSA #24**

Identify a situational awareness platform that can display evolving information remotely from operational teams to leadership.

**Status**

**Complete**

- The City currently uses several situational awareness platforms to assist emergency planning, response and recovery efforts.
- WebEOC is a web-based crisis management system managed by the Southwest Texas Regional Advisory Council (STRAC) and developed to improve coordination and communication among organizations, agencies, and assets while planning for, responding to, or recovering from human-made and natural disasters.
- Many custom common operational platforms have been created to mitigate, respond to, and recover from threats and hazards.
- Common Operational Mapping features include:
  - Real-time monitoring of active calls for service (Police, Fire and EMS), storm related 311 calls for service
  - Real-time monitoring of high-water rescues, USGS river gauges, flooded roads and predictive flood modeling
  - Integration of real-time weather (NEXRAD, watches and warnings, lightning strikes, fire activity)
  - Traffic conditions
  - Integration of COSA Camera Network
  - Special event planning and GPS tracking of public safety personnel and vehicles
  - Chemical, Biological, Radiological, Nuclear, and Explosives modeling capabilities
  - Power Outage locations