



# Winter Storm Emergency Response Update

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Director – Emergency Management  
February 23, 2021

# Winter Storm Overview

- Emergency Operations Center activated February 12<sup>th</sup> – currently.
  - Staged assets during the week before & provided 24/7 activation to handle issues and situational awareness reports
- Required assistance from multiple city departments
- Issues with rolling blackouts, icy roadways, loss of water and heat, essential functions & communications support for the city
- Coordinated blankets, cots, water, food, heaters, and generator requests, city department requests, sanding, shelter/warming centers operations, transportation, fuel, evacuations
- Submitted 9 State of Texas Assistant Requests (STARS)
- Partners came to the table ready to help
  - Trinity Metro, Tarrant Area Food Bank, Meals on Wheels, TRWD, NASJRB, TCU, Oncor, THR, area churches, so many more
- Setup Water PODs - Multiple water & gallon jar donations received



# Winter Storm Overview

## Key Dates

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On February 12, 2021, Texas Governor Greg Abbott issued a disaster declaration in all 254 counties in response to the severe winter weather that has been impacting Texas.

On Feb. 19, 2021 Mayor Price declares state of disaster due to winter storm

12 Feb. 2021

14 Feb. 2021

19 Feb. 2021

On February 14, 2021, President Biden approved Governor Abbott's request for a Federal Emergency Declaration in response to the severe winter weather affecting the entire state.

# Winter Storm Overview

## Municipal Court Impacts

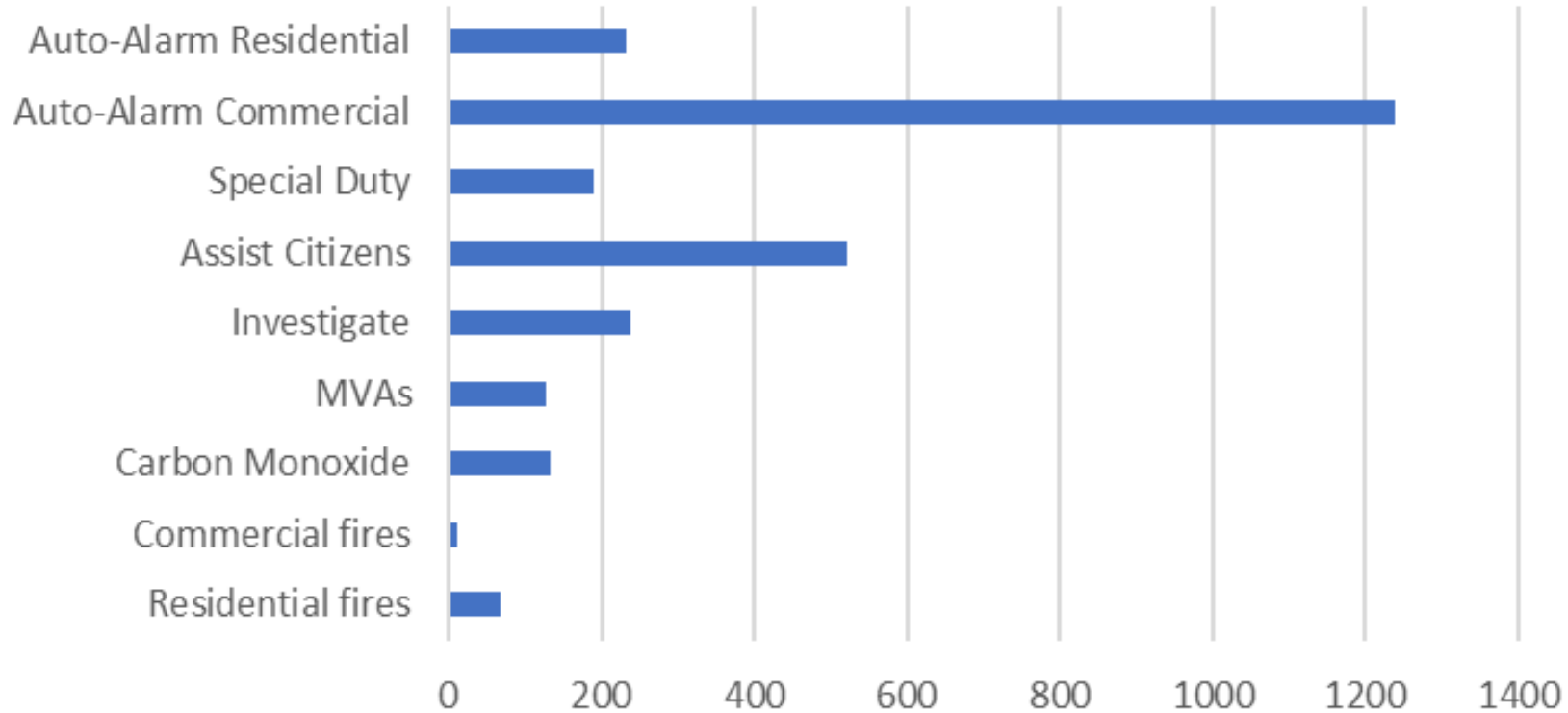
- Closed Municipal Court to the public February 15<sup>th</sup> through February 19<sup>th</sup>
- Court staff were available to answer questions from the public
- All dockets will be reset
- Jail arraignments remained in continuous operation
- Marshal's staffed City Hall security





# Fire Department Calls for Service

Total Number of Calls between midnight 2/14 to  
3pm 2/19 = **5298**



## KEY POINTS

- ✓ FWFD responds on average to 300-350 calls each day.
  - Monthly average is about 10,000 calls for service.
- ✓ During the storm response, **FWFD responded to 15 days worth of calls for service.**

# Property Management Facilities Service Calls

Type of Service Call	# of Calls Feb. 13-22
Water leaks	68
No heat	27
No water, water line or drain stopped	17
Loss of electricity or gas	14
Generator issue	12
Overhead door or gate inoperative	13
Roof leak	3
Other misc storm response	46
<b>TOTAL</b>	<b>200</b>



# Public Events Facilities

## Public Events Department Overall

- No power loss
- No significant loss of any services; FWCC boilers went off-line and had to be manually reset
- Handled all ice removal, sanding/salting of the entrances to all building and at WRMC all horse walk ways.
- Operated WRMC complex with no more than 5-7 people per shift and FWCC with no more than 2-5 people per shift. Staff levels did not increase until Friday.

## Fort Worth Convention Center – Finished hosting Metroplex Challenge and scheduled to host CGA National Championships (cancelled)

- 3 water supply lines to air handler units burst
- 4 meeting rooms flooded along with hallway and various closets
- 9 other miscellaneous lines broke/burst in the power plant
- Was able to handle all of the ice removal, sanding/salting of the entrances to all buildings and horse walk ways.

## Will Rogers Memorial Center - Hosted National Reined Cow Horse – 1100 horses, 200+ head of cattle and 150 RVs

- 4 water supply lines to air handler units froze/burst
- 13 fire suppression lines froze/burst even after being drained
- 3 barn hydrants froze/burst
- 6 RV pedestals froze/burst
- 7 other miscellaneous lines froze/burst
- Assisted FWFD on a trailer fire, WRMC was able to provide a water wagon to help complete the fire suppression and mop up.



# TPW: Ice/Snow Treatment on City Streets

~130 TPW employees responded  
8 days of 24-hour operations

- 2290 sand and plowing **events** on bridges and overpasses completed
- 1,612 cubic yards of **sand/salt** mixture applied
- 229 **bridges** sanded/plowed
- 67 critical **hills** sanded/plowed
- 244 intersections, arterials, collectors and residential **locations** sanded/plowed

*“Plowing” performed with grader to accelerate ice mitigation  
Some infrastructure treatments performed multiple times*





# TPW: Special Requests - Assisting in Community Efforts

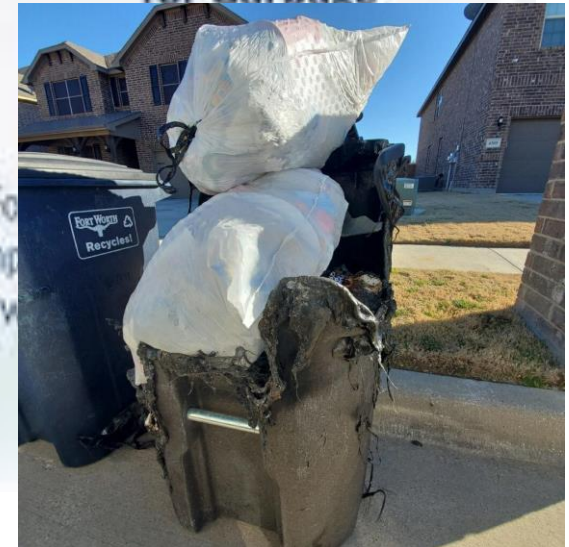
30 locations cleared:

- 5 hospitals
- 7 water distributions centers
- 4 warming stations
- 4 drop off stations
- 5 fire stations
- 4 community centers
- 1 environmental collection



# Code Compliance Solid Waste Services

- Code's Solid Waste team communicated with residents all services suspended for the week of Feb. 15 – 19 utilizing:
  - City's Website and Closure Page
  - Social media: City and Keep Fort Worth Beautiful Facebook and Twitter pages,
  - Service Alerts on the ReCollect App,
  - Nextdoor and Call Center messages
- Focus was on safety of Contractor drivers and the ability for trucks to conduct routes as well as City staff verifying completion
- Expect to see an increase in call volumes and complaints as:
  - WM & KWS catches up on residential pickups and
  - All solid waste haulers working on commercial properties
- Code and Illegal Dump teams are assisting on an as needed basis for Bulk Waste, reported damage piles and other pick up issues
- All four City Drop Off Stations opened Friday, Feb. 19 to assist with extra volumes
- Expect service levels to be back to normal within two or three weeks



# Library, Neighborhood Services and Park & Recreation Warming Centers

- Started opening on Monday 2/15, 7 a.m. to 7 p.m., no cots
- Phone and laptop charging
- Transportation to Convention Center (overnight)
- Most all shut down Friday 2/19 @ 7 p.m.
- Total served at CFW warming centers - 198
  - Worth Heights
  - Handley Meadowbrook
  - Diamond Hill
  - Southwest
  - North Tri-Ethnic (open through 2/18)
  - Summer Glen (open through 2/18)



# CFW and Community Based Warming Centers Public Outreach

**Fort Worth Public Library** @FtWorthLibrary · Feb 16  
For the next few days, we will open the Summerglen branch as a warming station. Please note COVID protocols remain.

**Summerglen Library Warming Station**



7 am - 7 pm  
4205 Basswood Blvd.  
Fort Worth, TX 76137

Required:  
Facial coverings  
Social distancing

Time limits may apply based on community demand

FORT WORTH PUBLIC LIBRARY

2 21 23

**Stories in the Cloud - Dial-A-Story for Libraries**  
@stories\_cloud

Replying to @FtWorthLibrary and @LibraryWatauga

Thank you!

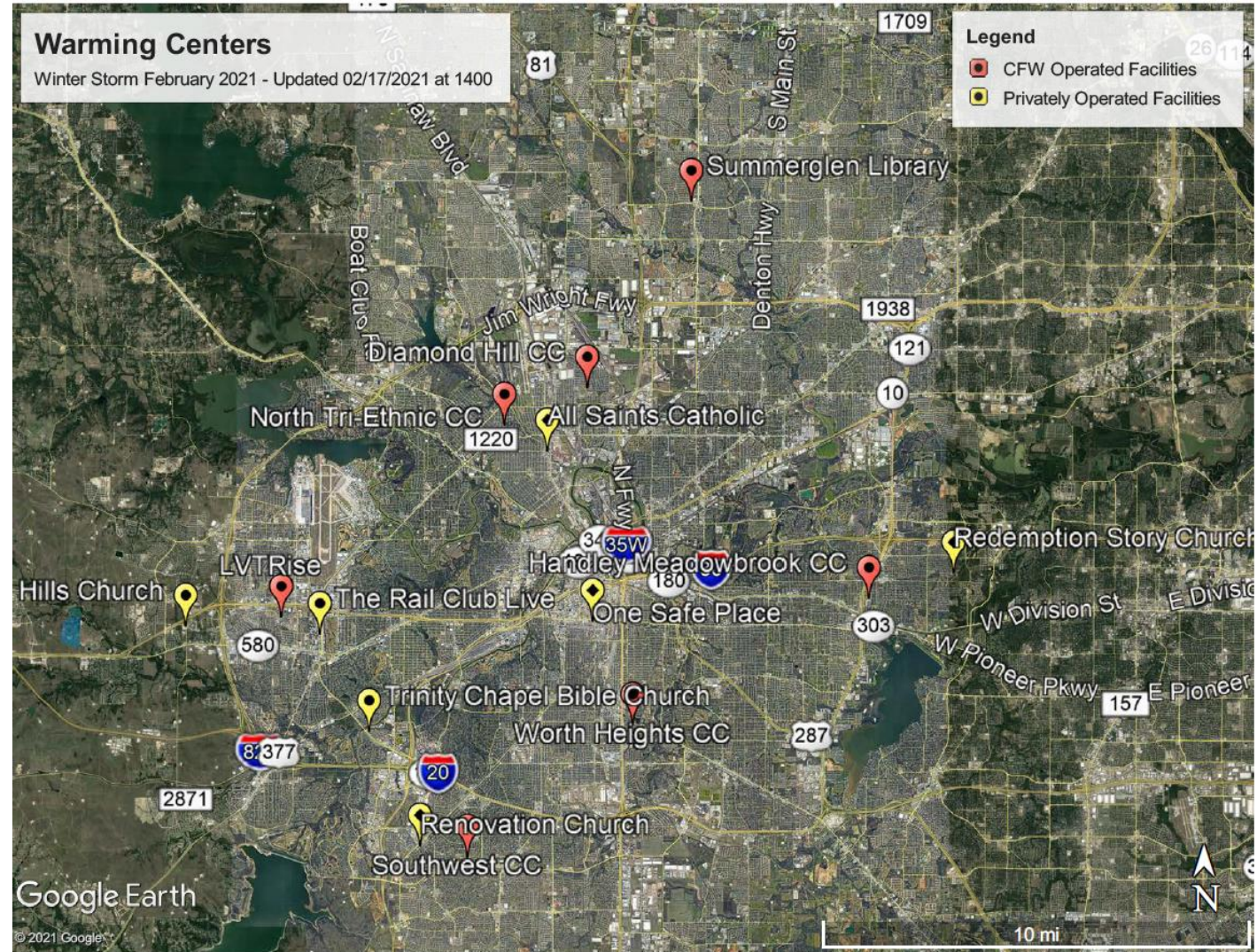


## Handley-Meadowbrook Community Center

February 16 at 9:24 PM · 🌐

UPDATE: The Convention Center is open 24/7 until Thursday at noon.  
More warming stations have also opened and pets can now be included.

<https://www.fortworthtexas.gov/.../CFW-Opens-Overnight...>





# Convention Center Shelter

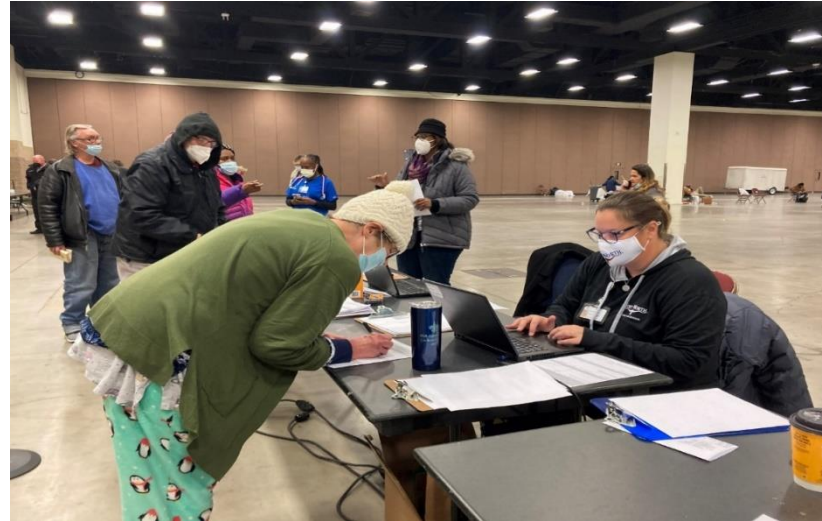
## Code, PARD and NSD

- Operated Monday - Thursday nights; guests checked out Friday 10am
- Operations shifted to 24 hours on Tuesday
- Tuesday - Thursday 480 bed nights; 256 registered individuals; 12 pets
- Services provided - meals, onsite medical, referrals & transportation
- Shelter management staffing - Code Compliance, Neighborhood Services, Park & Recreation and Public Events
- Security, medical, transportation and support services - FWPD, MedStar, Trinity Metro and Office of Emergency Management
- Volunteer support and donated supplies - Two RN's from Cooks & Texas Health Resources hospitals and Under the Bridge Ministries





# Convention Center Shelter Code, PARD and NSD



# Water Utility Response by the Numbers

## (as of 6am 2/23)

Max Day pumping	406 million gallons
Retail customers impacted by boil notice	312,000
Bottles of water distributed	625,000
Wholesale customers impacted	12
Main breaks	655
Emergency and temporary water shut offs	997
Total calls	22,371

Thank you

