

Winter Storm Uri After Action Report Updates



Communications Specific

Challenges

- Due to accessibility challenges and new technology, internal communications was difficult to establish.
- Coordinating with utility providers in our service area.
- Not all residents had equitable access to communications.
- Emergency communications to the public could be improved.

Resolution Status

- Updates to the communications emergency plan are underway including EOC action worksheets, outline of roles, and media list to include print, TV, and radio.
- Alternative forms of emergency communications are being developed.
- New videos completed: boil water notice, water shutoff, and People Pets and Pipes.



Facilities Specific

Challenges

- A need for a key system for internal operations and having a redundancy of keyholders.
- Main power and utilities went down at the EOC, causing inaccessibility to restrooms and water.

Resolution Status

- Master keys made available to staff.
- Public Works is including details in the Public Works Emergency Action Plan for obtaining additional portable restrooms from vendors during emergency events.
- Building automation systems for facilities have been evaluated and budget request will be made with the FY22 budget.
- Facility generators continue to be tested on a weekly basis.



Fleet Specific

Challenges

- Weather and road conditions made it difficult for personnel to report to duty.
- Fuel procurement and storage for city vehicles and generators could be improved.

Resolution Status

- Starting and refueling all vehicles prior to an emergency event will be a standard practice in operations and included in the Public Works Emergency Action Plan.
- Pricing secured for funding request to purchase bumper plows and tailgate sanders in FY22.
- City Staff are evaluating installation of City fuel tanks and expect to begin site planning for fuel facilities in FY 22 and incorporate budget request in FY23 for installation of fuel tanks.
- Formal agreements with fuel suppliers for are underway.



IT Specific

Challenges

- The server that supports City's phone system (not including PD) failed. Due to the age of the system, this required a lengthy manual process to restore.
- Wifi system remained operational but identified the need for wifi redundancy at PD in case City Hall equipment is ever damaged.
- Alternative means of communications if cell towers are impacted.

Resolution Status

- VOIP server has been moved to the VMware Host.
- Equipment has been ordered for wifi redundancy at PD.
- Evaluation of alternative communication, including radios and satellite phones.



Pflugerville Police Department Specific

Challenges

- Have a member of other agencies in the EOC
- List of retail store contacts for purchasing of emergency items.
- Contact info for local organizations and capabilities to assist during emergency events.
- Food and Water needed for staff.

Resolution Status

- Inviting Fire/EMS liaison.
- Major store contact numbers is on file in dispatch. Continuously update the information for local organizations.
- SOP is underway, set to be complete end of May, for the acquisition, storing and stock rotation of food and water in the EOC.



Utilities Specific

Challenges

- Power loss prevented production of water at the water treatment plant.
- Lack of potable water and power impacted operations in the wastewater system, but the plant remained in compliance.
- Power was not prioritized for City water systems although our water and wastewater treatment facilities were on Oncor's Critical Facilities list.

Resolution Status

- Design began on Emergency Generators in September 2020 and are currently being expedited for installation at the Water Treatment Plant and Lake Pump Station.
- Construction of a 2.5 MG North Elevated Storage Tank will begin construction in summer 2021. The 2.0 MG WTP Elevated Storage Tank is anticipated to begin constructed in early 2022.
- The proposed 5-year CIP (FY22-FY26) includes the removal of 10 lift stations throughout the City.
- Installation of electrical connections to essential systems to be able to connect generators was completed prior to storm event at all lift stations.
- Currently working to implement full procedures in the Public Works Emergency Action Plan for both water and wastewater systems that will integrate in steps to be taken to prepare and respond to various emergency situations.



Utilities Specific

Challenges

- Lack of power caused Supervisory Control and Data Acquisition (SCADA) alarm system to not callout, requiring adaptation to manual operations.
- Coordinating with utility providers in our service area.

Resolution Status

- Updated SCADA call alarm system with our Integrator to failover to the land lines if the VOIP line fails.
- Completed document with administrative contacts for each of the districts that we operate, wholesale purchasers of water from the City, and electric providers (both Oncor and CoA).
- Utility district emergency communications plan will be located in the Public Works Emergency Action Plan and will be working in tandem with the emergency preparedness plan.
- Boil Water Notice Standard Operating Procedure has been created will be included in the Public Works Emergency Action Plan once finalized.





100 E MAIN ST

100 E MAIN ST



How to use this map - PLEASE READ

1) Enter your address in the search box above. It is recommended that you type the address number first and then pause to see a list of suggested addresses. Click on the appropriate address in the dropdown suggestion list. If the desired address does not display as a suggestion, continue to type the street name and pause again after new characters are typed. Addresses outside Pflugerville jurisdiction will not appear.

2) Map will zoom to address and display utility providers name.

Utility Customer Service Contacts

For City of Pflugerville Customers: 512-990-6100
For Manville Water Supply Corporation: 512-856-2488
For Windermere Water Supply Corporation: 866-654-7992

Note: Some layers are not visible until the map is zoomed in. To show additional layers on the map zoom

100 E MAIN ST

WATER BILLING & MAINTENANCE: PFLUGERVILLE

WASTEWATER BILLING & MAINTENANCE: PFLUGERVILLE

WATER SUPPLY SOURCE: PFLUGERVILLE

[For Pflugerville Customers to Report a Problem](#)

[Zoom to](#)

Legend

- Addresses
- Subdivision
- Building Footprint
- Lot Lines
- Pflugerville City Limits
- Extra-Territorial Jurisdiction
- Public Water System District

20ft
-97.620 30.441 Degrees



CMO Action Items

- Annual National Incident Management System (NIMS) training and scenario training developed for staff and council.
- Staff has been assigned to the Volunteer Coordination Position in the EOC.
- Seek hiring a consultant or FTE to update COOPs for various emergency situations (flooding, tornado, winter freezes, electrical outages, fire, etc.) developed in conjunction with our local neighbors (ESD, PfISD, Manville Water District, Travis County, Cities of Round Rock, Austin, Manor, Hutto) in FY22.

