



City Post-Storm Recovery Protocol & Priority List

Purpose

This protocol outlines the City's structured approach to recovery following a winter storm or severe weather event. The goal is to restore essential services safely, support affected residents, and return the community to normal operations as efficiently as possible.

RECOVERY PHASE 1: LIFE SAFETY & IMMEDIATE HAZARDS

Top Priority – No Exceptions

1. Life Safety Calls
 - Medical emergencies
 - Welfare checks
 - Individuals trapped in homes or vehicles
 - Carbon monoxide or gas-related hazards
 2. Fire & Law Enforcement Response
 - Structure fires
 - Traffic control where signals are out
 - Securing unsafe areas and damaged structures
 3. Downed Power Lines & Gas Hazards
 - Coordinate with electric and gas providers
 - Secure areas until utilities arrive
 - Do not clear debris involving energized lines
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RECOVERY PHASE 2: CRITICAL INFRASTRUCTURE RESTORATION

1. Utilities
 - Natural Gas system integrity (pressure, leaks, moisture removal)
 - Water and sewer system functionality
 - Generator support at critical facilities
 - Coordination with TCEPA and other utility partners
2. Critical Facilities
 - Emergency services buildings
 - Water plants, lift stations, and gas infrastructure
 - Warming shelters and temporary support locations

RECOVERY PHASE 3: ROADWAY CLEARANCE & ACCESS

1. Primary Routes
 - Emergency response routes
 - Access to hospitals, shelters, utilities, and fuel
 - State highways coordinated with MDOT
2. Secondary Routes
 - Residential collector roads
 - Access for utility crews and supply delivery
3. Neighborhood Streets
 - Cleared as resources allow
 - Focus on trapped residents or access issues

Note: Debris removal is prioritized by access and safety, not order of reporting.

RECOVERY PHASE 4: COMMUNITY SUPPORT & SERVICES

1. Warming Shelters
 - Activate or scale down as power is restored
 - Ensure food, water, heat, and basic supplies
 - Special consideration for elderly and medically dependent residents
 2. Public Information
 - Regular updates via social media and official channels
 - Clear messaging on what the City can and cannot do
 - Contact numbers for assistance and reporting issues
 3. Donations & Volunteer Coordination
 - Identify needs (food, water, supplies)
 - Direct donations to centralized locations
 - Avoid self-deployment for safety reasons
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RECOVERY PHASE 5: CITY OPERATIONS NORMALIZATION

1. Employee Welfare
 - Check on city employees' home situations
 - Adjust schedules to prevent burnout
 - Provide flexibility where possible
2. Facilities & Equipment
 - Inspect city buildings for damage
 - Service vehicles and equipment
 - Refill fuel, salt, and emergency supplies
3. Administrative Functions
 - Resume normal office hours when safe
 - Document expenses, overtime, and damages
 - Begin reimbursement or grant documentation if applicable

RECOVERY PHASE 6: AFTER-ACTION & IMPROVEMENT

1. After-Action Review
 - What worked well
 - What challenges occurred
 - Resource gaps identified
2. Documentation
 - Incident logs
 - Cost tracking
 - Equipment usage
 - Mutual aid support provided or received
3. Plan Updates
 - Update Emergency Winter Operations SOP
 - Adjust preparedness checklists
 - Incorporate lessons learned

GUIDING PRINCIPLES FOR RECOVERY

- Life safety always comes first
- Employee safety is non-negotiable
- Utilities take precedence over convenience
- Clear communication builds trust
- Patience and grace go a long way during recovery