



## **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.

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## **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

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## 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.

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## 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

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## 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

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## 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