

EMERGENCY Preparedness Plan



Provided by
Texas Municipal League-IRP
Loss Prevention Department
800-537-6655
www.tmlirp.org

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EMERGENCY PREPAREDNESS PLAN FOR TMLIRP MEMBERS

By knowing your vulnerability and what actions you should take, the effects of a disaster may be reduced within your city/entity. During an average year, hurricanes, floods, tornadoes and other disasters cause major damage, loss of life, and injuries to Texas cities and entities. The Texas Municipal League Intergovernmental Risk Pool Loss Prevention Department has identified useful information to assist members should an emergency situation arise within your community.



I. Pre-planning for Emergencies

Pre-planning is necessary for weather related storms and other disasters. Identifying potential hazards ahead of time and advance planning can reduce the dangers of serious injury, loss of life, and property damage from an emergency event. To prepare for emergencies, cities and other local government entities should consider the following measures:

- Contingency plans or Annexes (found at this website: <http://www.txdps.state.tx.us/dem/downloadableforms.htm>) should be filed with the proper authorities to ensure agencies are prepared to respond in case of disasters. The revised annexes are compliant with the National Incident Management System (NIMS).
- Annual training exercises should take place with local emergency management officials to ensure entities are prepared for potential emergencies.
- Have a written mutual aid agreement in place to address legal, technical and procedural issues. Having a mutual aid agreement will reduce delay in restoring services and operations critical to the community.

LOSS CONTROL CHECKLIST – PRE-EVENT

- All essential personnel that will assist with preparations before, during, and after the emergency should be identified.

- Create a list of backup personnel to replace key people. Backup participants should be trained and participate in drills as other essential personnel.

LOSS CONTROL CHECKLIST – PRE-EMERGENCY

- TMLIRP members should have accurate records of fixed assets in case property is damaged or destroyed. This will help during the claims process.
- Protect computers and electrical equipment from damage with tarpaulins or waterproof covers, and place them off the ground.
- Secure important records at an off-site storage location.
- Install straps or additional clips to securely fasten roofs to the frame structure. This will reduce roof damage due to high winds.
- Be sure trees and shrubs around facilities are well trimmed.
- Clear loose and clogged rain gutters and downspouts around facilities.
- Determine how and where to move vehicles and other mobile equipment to prevent or minimize damage from rising water or storm surge and allow for quick response time once the emergency has passed.
- Fuel all vehicles ahead of time. Fueling systems or gas stations may be closed during emergencies and unable to pump gas during power outages.
- Cities/entities should consider reviewing contracts with outside vendors to include a quick response time for necessities such as debris removal, gasoline, and other critical commodities to ensure they can remain operational throughout the recovery process.
- Action plans should take into account personnel needed to start a generator; which in some instances may require an electrician or equally qualified person.
- Generators should be acquired and tested to



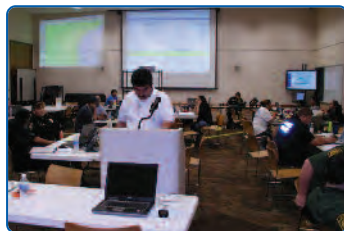
ensure facilities remain operational and to avoid interruptions in water and wastewater service (water supply and treatment, wastewater treatment, and offsite wastewater lift stations).

- Consider the availability of fuel when selecting gasoline, diesel, propane or natural gas generators. Identify where the fuel will come from and determine if the fuel contract includes delivery.
- Have available a list of TMLIRP personnel to contact in case questions arise (refer to “List of TMLIRP Helpful Numbers and Contacts”).

II. Employee Safety During Post-Emergency Phase

Keeping employees safe during cleanup and recovery operations is of utmost importance. Employees may be assigned tasks that are different from duties performed during “normal” workdays. These unfamiliar tasks can potentially expose employees to hazards that are not apparent to those with limited or no experience. As an example, numerous employees may be using chainsaws or chippers when that equipment is not part of their normal workday. You may protect your employees by:

- Providing instructions on the use of the equipment.
- Providing training on potential hazards.
- Arranging experienced, safe employees to work with inexperienced employees.
- Observing work practices and offering suggestions for improvement.
- Providing regular safety meetings to maintain awareness of exposures.
- Making sure necessary personal protective equipment is provided and worn by employees.
- Providing adequate rest for essential duty personnel through frequent rest breaks and scheduling reasonable work hours between shifts to allow sufficient sleep and recuperation.



III. Seeking Assistance Post-Emergency Phase

TMLIRP Assistance

After the emergency has passed and the area is deemed safe, an initial assessment of city or entity owned property should take place. This process is very important for the protection of assets and resources. Once the assessment has been completed, report the findings to TMLIRP so that a claim can be processed. TMLIRP claims staff



will assign contracted adjusters to begin the claim process for members. See pages 8-9 for TMLIRP staff assistance and contact information. ***As a reminder, members should take all steps to minimize damage to property until repairs can be made.***

Federal Assistance

Most federal assistance becomes available when the President of the United States declares a "Major Disaster" for the affected area at the request of a state governor. FEMA (www.fema.gov) will provide information through the media and community outreach about federal assistance. Additional information can be obtained through the Texas Department of Public Safety Governor's Division of Emergency Management. Beginning on page 10 of this booklet, you will find lists of helpful numbers and websites for county, state, and national agencies.

Direct Assistance

Cities should include organizations such as the American Red Cross, Salvation Army, or other local organizations as part of their contingency planning efforts. These organizations will be available to provide assistance to the community such as food, water, shelter, supplies, and help with cleanup efforts.

Windstorm Assistance

If you obtain windstorm coverage through the Texas Windstorm Insurance Association; repairs, alterations, or re-roofing typically require an inspection and updated form WPI-8. You should contact the Texas Department of Insurance Windstorm Inspection Division to determine if form WPI-8 will be needed – (800) 248-6032.

Windstorm insurance inspections must be made by either a Texas Department of Insurance (TDI) inspector or an engineer who has been appointed by the Commissioner of Insurance. There is no fee for any inspection conducted by TDI.

We recommend that you notify the Texas Department of Insurance before repairing, altering, or re-roofing to arrange for an inspection. If you wait until construction is completed, you may need to hire a licensed professional engineer to inspect the property. You may also make



provision for any needed windstorm insurance inspections as part of construction contracts awarded.

Additional information about windstorm insurance inspections and form WPI-8 are available at the TDI website at: www.tdi.texas.gov/wind.

POST-EMERGENCY LOSS CONTROL CHECKLIST

Below is a sample Loss Control Checklist to consider for mitigating damage:

- Make temporary repairs to facilities to isolate the damage wherever possible.
- Remove wet carpet and dry out floors to prevent mold.
- Buy or rent equipment to remove water from facilities.
- Remove debris on city/entity property that creates a hazard.



- Temporarily support collapsed or impaired structures if possible.
- Restore fire protection to facilities.
- Restore power to critical facilities within the City.
- Contact outside vendors to ensure essential supplies are available.
- Keep track of all expenses including overtime for personnel as a result of the emergency (necessary for reimbursement purposes).
- Take photographs of damages to property prior to removal of any debris.
- Inventory all damaged equipment and separate it from undamaged equipment.

EMERGENCY SUPPLIES

The following emergency supplies should be considered for each person on the city/entity's emergency team comprised of essential personnel who have been identified during the pre-planning phase.

- Water – one gallon per person, per day (3-5 day supply)¹ 
- Food – non-perishable, easy-to-prepare items (3-5 day supply)² 
- Flashlight 
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible) 
- Extra batteries 
- First aid kit 
- Insect repellent, sunscreen 
- Personal medications and medical items 
- Multi-purpose tool 
- Sanitation and personal hygiene items (toiletries, sanitizer, towels)
- Copies of personal documents (medication list and pertinent medical information, proof of address, etc)
- PDAs and cell phones with chargers 
- Family and emergency contact information
- Extra cash (issued as cash advance)
- Blanket, sleeping bag, or bed roll 
- Map(s) of the area 
- Clothes, rain gear, rubber boots 

¹ Double for persons with diabetes or other medical condition that requires them to drink above average amounts of water

² Some foods may require water to prepare

The following phone numbers and useful websites have been provided to better assist our members in case of emergency situations. Please keep this information with your emergency preparedness/response plan.



TMLIRP HELPFUL NAMES AND PHONE NUMBERS

Liability/Property Claims Department

(Mike Rains, Manager)

Weekend Liability/Property Claims phone number

Weekday Property Claims

Fax number

Email

800-537-6655

512-491-2342

512-491-2342*

800-537-6655

512-491-2366

mrains@tmlirp.org

* Important note: The after-hours and weekend emergency phone numbers are to be used for hurricane damage reports only.

Loss Prevention Department

(Irvin Janak, Manager)

Mobile phone

Fax number

Email

800-537-6655

512-491-2519

512-415-2934

512-491-2388

ljanak@tmlirp.org

Workers' Compensation Department

(Mike Bratcher, Manager)

Fax number

Email

800-537-6655

512-491-2343

512-491-2481

mbratcher@tmlirp.org

TML Risk Pool – Austin (Main Office)

800-537-6655

PO Box 149194

1821 Rutherford Lane Suite #100

Austin, Texas 78714-9194

TML Risk Pool – Corpus Christi (Field Office)

361-814-1722 or

6262 Weber Suite #329

800-327-2780

Corpus Christi, Texas 78413

Fax number

512-491-3313

TML Risk Pool – Harlingen (Field Office)

956-412-1919 or

222 East Van Buren Suite #403

800-327-2857

Harlingen, Texas 78550

Fax number

512-491-3314

TML Risk Pool – Houston (Field Office)

281-893-7110 or

14340 Torrey Chase Blvd., Suite #220

800-762-1818

Houston, Texas 77014

Fax number

512-491-3315

COASTAL COUNTY EMERGENCY INFORMATION

Aransas County

www.aransascounty.org/emergencymgmt

Emergency Management – 361-729-2222 or 361-790-0108

Sheriff's Department – 361-729-2222

Brazoria County

www.brazoria-county.com/em/index.asp

Emergency Management – 979-864-1801

Sheriff's Department (South) – 979-265-9310

Sheriff's Department (Central) – 979-849-2441

Sheriff's Department (North) – 281-331-9000

Calhoun County

www.calhouncotx.org/emgmt.html

Emergency Management – 361-553-4400

Sheriff's Department – 361-553-4646

Cameron County

www.co.cameron.tx.us/administration/emergency_management/index.php

Emergency Management – 956-547-7000

Sheriff's Department – 956-554-6700

Chambers County

www.co.chambers.tx.us/

Emergency Management – 409-267-2445

Sheriff's Department – 409-267-2508

Galveston County

www.gcoem.org

Emergency Management – 1-888-384-2000

Sheriff's – 409-766-2322 or 281-534-3515

Harris County

www.hcoem.org

Emergency Management – 713-881-3100

Sheriff's Department – 713-221-6000

Jackson County

www.co.jackson.tx.us/default.aspx?Jackson_County/Emergency
Emergency Management – 361-782-3398
Sheriff's Department – 361-782-3371

Jefferson County

www.co.jefferson.tx.us/
Emergency Management – 409-835-8757
Sheriff's Department – 409-835-8411

Kenedy County

www.co.kenedy.tx.us/
Emergency Management – 361-294-5205
Sheriff's Department – 361-294-5205

Kleberg County

www.co.kleberg.tx.us/default.aspx?Kleberg_County/Emergency
Emergency Management – 361-595-8552 or 361-595-8527
Sheriff's Department – 361-595-8500

Matagorda County

www.co.matagorda.tx.us/default.aspx?Matagorda_County/welcome
Emergency Management – 979-323-0707
Sheriff's Department – 979-245-5526

Nueces County

www.co.nueces.tx.us/
Emergency Management – 361-888-0513
Sheriff's Department – 361-826-2900

Orange County

www.co.orange.tx.us/

Emergency Management – 409-882-7895

Sheriff's Department – 409-883-2612

Refugio

www.co.refugio.tx.us/default.aspx?Refugio_County/Emergency

Emergency Management – 361-526-2820

Sheriff's Department – 361-526-2351

San Patricio County

http://www.co.san-patricio.tx.us/default.aspx?San-Patricio_County/Emergency

Emergency Management – 361-364-9650

Sheriff's Department – 361-364-2251

Willacy County

www.co.willacy.tx.us/default.aspx?Willacy_County/Emergency

Emergency Management – 956-689-5456

Sheriff's Department – 956-689-5576

STATE EMERGENCY INFORMATION

For emergencies, call 911 in all areas. For non-emergency information and referrals, call 211.

For evacuations and special health care needs, call 211 to register in advance for a ride.

TexasOnline.com Emergency Portal

<http://emergency.portal.texas.gov>

Texas Department of Public Safety

www.txdps.state.tx.us

512-424-2000

Texas Division of Emergency Management

www.txdps.state.tx.us/dem/index.htm

512-424-2208

Texas Department of Transportation

www.txdot.gov

1-800-558-9368

512-305-9500

Texas State Road Conditions

1-800-452-9292

National Weather Service (Houston/Galveston)

www.srh.noaa.gov/hgx

281-337-5074

National Weather Service (Brownsville)

www.srh.noaa.gov/bro

956-504-1432

National Weather Service (Corpus Christi)

www.srh.noaa.gov/crp

361-289-0959



Office of Tourism Information & Referral

www.traveltex.com

1-800-888-8TEX (8839)

Texas Department of Agriculture

www.texasagriculture.gov

1-800-TELL-TDA (835-5832)

Texas Highway Patrol

www.txdps.state.tx.us/tle

512-424-2000

Texas Department of Public Safety Roadside Assistance Hotline

1-800-525-5555

Texas Rangers

www.txdps.state.tx.us/TexasRangers/

512-424-2000 (Headquarters)



Governor's Office

<http://gov.texas.gov/>

1-800-843-5789 or 512-463-2000

Texas Animal Health Commission

www.tahc.state.tx.us

1-800-550-8242

Texas Attorney General

<https://www.texasattorneygeneral.gov/>
1-800-252-8011 or 512-463-2100

Consumer Protection Hotline – Texas Attorney General

1-800-621-0508

Texas Commission on Environmental Quality

www.tceq.state.tx.us
512-239-1000

Texas Department of Insurance

www.tdi.texas.gov
1-800-252-3439 or 512-463-6169

Texas Department of State Health Services

www.dshs.state.tx.us
512-458-7111 or 1-888-963-7111

TXWARN – Texas Water/Wastewater Agency Response Network

www.txwarn.org
866-989-9276
email: info@txwarn.org



DISASTER DISTRICT CONTACTS (DDC)

* In Accordance with the State Emergency Management Plan, when an emergency occurs or threatens to occur and is beyond the capability of local government to respond, state assistance will be requested by the local government chief elected official to the appropriate DDC as prescribed in the state emergency management plan. The DDC is chaired by the Highway Patrol commanding officer and is the first step in management of state resources during emergencies.

District	City	DDC Phone Number	Regional Liason Officer Phone Number
1A	Garland	214-861-2155	214-861-2380
Sub 1A	Hurst	817-299-1311	817-299-1474
1B	Tyler	903-939-6031	903-939-6072
2A	Houston	281-517-1217	281-517-1353
2B	Beaumont	409-924-5422	409-924-5427
Sub 2B	Lufkin	936-634-5553	936-634-4638
2C	Conroe	936-539-2221	936-442-2868
Sub 2C	Pierce	979-543-6878	979-337-1015
3A	Corpus Christi	361-698-5613	361-698-5650
3B	San Antonio	210-531-2206	210-531-4325
4A	Midland	432-498-2141	432-498-2175
Sub 4A	El Paso	915-849-4002	915-849-4005
4B	Abilene	325-795-4020	325-223-6555
Sub 4B	San Angelo	325-942-8203	325-223-6555
5A	Lubbock	806-472-2710	806-472-2820
Sub 5A	Wichita Falls	940-851-5521	940-851-5588
5B	Amarillo	806-468-1310	806-468-1414
6A	Waco	254-759-7160	254-759-7165
6B	Austin	512-997-4101	512-997-4117
6C	Bryan	979-776-3101	254-776-3187
8A	McAllen	956-984-5608	956-984-5656
Sub 8A	Laredo	956-728-2292	956-728-2200

*Disaster Recovery Manual – TDEM – 62

NATIONAL EMERGENCY INFORMATION

American Red Cross

www.redcross.org

1-800-733-2767

Environmental Protection Agency

www.epa.gov

Federal Emergency Management Agency (FEMA)

www.fema.gov

1-800-621-FEMA (3362)

National Oceanic and Atmospheric Administration (NOAA)

www.noaa.gov

NOAA National Coastal Data Development Center

www.ncddc.noaa.gov

NOAA National Climatic Data Center

www.ncdc.noaa.gov

NOAA National Data Buoy Center

www.ndbc.noaa.gov

NOAA National Hurricane Center

www.nhc.noaa.gov

NOAA National Oceanographic Data Center

www.nodc.noaa.gov

NOAA National Weather Service

www.weather.gov/

NOAA Coastal Services Center

<http://coast.noaa.gov/>

NOAA National Environmental Satellite, Data, and Information Service (NESDIS)

www.nesdis.noaa.gov

NOAA Watch – NOAA's All-Hazard Monitor

<http://www.weather.gov/briefing>

US Department of Homeland Security

www.dhs.gov

U.S. Department of Commerce

www.commerce.gov

National Aeronautics and Space Administration (NASA)

www.nasa.gov

EPA Gulf of Mexico Program

www.epa.gov/gmpo

US Coast Guard (8th District)

713-671-5100

www.uscg.mil

Houston-Galveston Command Center

713-671-5133



POWER/ELECTRIC COMPANIES

Brownsville Public Utilities Board

www.brownsville-pub.com

Emergencies: 956-983-6300

CenterPoint Energy Houston Electric

www.centerpointenergy.com

Customer Service & Power Outage: 1-800-332-7143

CenterPoint Energy East/South Texas

www.centerpointenergy.com

Gas Leak: 1-888-876-5786

Beaumont: 1-800-376-9663

East Texas: 1-800-259-5544

South Texas: 1-800-427-7142

Entergy

www.entergy-texas.com

Customer Service & Emergencies: 1-800-ENTERGY (368-3749)

Power Outage: 1-800-9OUTAGE (968-8243)

Houston County Electric Cooperative

<http://houstoncountyelec.com>

Customer Service: 1-800-657-2445

Power Outage: 1-800-970-HCEC (4232)

Nueces Electric Cooperative

www.nueceselectric.org

1-800-NEC-WATT (632-9288)



San Patricio Electric Cooperative

www.sanpatricioelectric.org

361-364-2220 or 1-888-740-2220

AEP – American Electric Power

www.aeptexas.com

Safety Hazards & Customer Service:

1-877-373-4858

Outages: 1-866-223-8508

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