

Ninth Annual

SAN ANTONIO

**CITIZEN**  
**PREPAREDNESS**  
**WORKSHOP**  
**2 0 1 8**

*20 YEARS OF FLOODING IN SAN ANTONIO: REFLECTING ON  
THE FLOOD OF 1998*

**SATURDAY, AUGUST 25<sup>TH</sup>, 2018**

Presented by: The San Antonio Office of Emergency Management

# 2018 CITIZEN PREPAREDNESS WORKSHOP

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**Certificate of Participation**  
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## Emergency Management Coordinator's Message

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***August 25th, 2018***

**Welcome to the Ninth Annual Citizen Preparedness Workshop, hosted by the San Antonio Office of Emergency Management (SAOEM). This is my inaugural year of hosting the Workshop as your City's Emergency Management Coordinator, and I look forward to more Workshops with you all.**

**As October approaches, so does the 20th anniversary of the historical flooding that San Antonio received in 1998. The Flood of 1998's 15.66 inches of rainfall over six days caused hundreds of millions of dollars in damages throughout San Antonio and surrounding communities. It was an unprecedented weather event that took the lives of eleven individuals within San Antonio city limits, and the lives of twenty others throughout the South Central Texas and Texas Hill Country areas.**

**San Antonio is no stranger to floods, having experienced several historical floods in the last two decades. If you're here today, you understand the importance of personal preparedness, and I encourage each one of you joining us today to continue to take flood safety and preparedness seriously. I challenge each of you to not only be prepared at home, but to be prepared at work, and in your community. I hope you can take what you learn today and apply it to your personal preparedness plans, as well as bring your new knowledge and understanding to your neighbors, your friends, colleagues, and loved ones.**

**Thank you for your dedication to your community. We are all stronger and better prepared together.**

**Patrick Zepeda, Division Fire Chief  
Emergency Management Coordinator  
City of San Antonio Office of Emergency Management**

# Agenda

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**08:30am - 09:00am**      **Check-In, Breakfast, and Partner Agency Table Exhibits**

**09:00**      **Welcome and Opening Remarks**

Chief Patrick Zepeda, San Antonio Office of Emergency Management

**09:05**      **Emergency Management Overview**

James Mendoza, San Antonio Office of Emergency Management

**09:25**      **“20 Years of Flooding in San Antonio: Reflecting on the Flood of 1998” Panel Discussion**

Moderator: James Mendoza, San Antonio Office of Emergency Management

Panelists: Chief Patrick Zepeda, San Antonio Office of Emergency Management

Nefi Garza, Transportation and Capital Improvements

Doug Melnick, Office of Sustainability

Chief Mike Miller, Texas Division of Emergency Management

Paul Yura, National Weather Service

**10:25am - 10:45am Break**

**10:45**      **San Antonio Flood Mitigation Projects**

Nefi Garza, Transportation and Capital Improvements

**11:05**      **San Antonio Fire Department Response to Flooding**

Chief Will Pritchett, San Antonio Fire Department

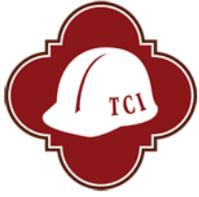
**11:30**      **Meteorology Behind the Historic October 1998 Flood**

Paul Yura, National Weather Service

**12:00pm Closing**

# Speaker Biographies

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## **Nefi Garza, Assistant Director, Transportation and Capital Improvements (TCI)**

Nefi Garza oversees TCI's Storm Water Division. He holds a Bachelor's Degree in Civil Engineering from the University of Texas at San Antonio and is a licensed Professional Engineer.



## **Douglas Melnick, Chief Sustainability Officer, Office of Sustainability**

Douglas Melnick, AICP, CNU-A, was named the City of San Antonio's first Chief Sustainability Officer in March 2014. He leads the Office of Sustainability, as well as the City's sustainability efforts and policies in the areas of sustainable transportation, municipal sustainability, and energy management. He oversaw the development of the SA Tomorrow Sustainability Plan, which covers the community, as well as municipal operations, and serves as a data-driven and measurable plan structured around social, environmental, and economic sustainability, with a special focus on resilience.

Mr. Melnick also coordinates the City of San Antonio's air quality and climate efforts. He has over twelve years of local government experience and previously served as Director of Planning & Sustainability for the City of Albany, NY, the capitol of New York State. Mr. Melnick serves as a core member of the Urban Sustainability Director's Network (USDN), a Board Member of the International Society of Sustainability Professionals (ISSP), and is Chairman of the Board for Build San Antonio Green.



## **James Mendoza, Assistant Emergency Management Coordinator, San Antonio Office of Emergency Management**

James Mendoza is a graduate of the University of Texas at San Antonio, with a degree in Criminal Justice. James began his City career with the San Antonio Police Department. After the 9/11 attacks James was placed on special assignment with the Office of Emergency Management. Shortly thereafter he was hired as the City's first Emergency Management Specialist and now serves as the Asst. Emergency Management for the City. James is in charge of the operations function within the Emergency Operations Center, Planning, Training, and Citizen Preparedness. From February 2003- April 2004, CPT James Mendoza, began a tour of duty in support of Operation Iraqi Freedom. He received numerous awards including the Global War on Terrorism Expeditionary Medal and the prestigious Bronze Star Medal for heroism in combat. He later received an honorable discharge from the US Army Reserves. James is a native to San Antonio and has three children.

# Speaker Biographies

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## **Chief Mike Miller, Assistant Division Director, Texas Division of Emergency Management**

Mike Miller is the Texas Division of Emergency Managements Assistant Division Director for Field Response. He first joined TDEM in April of 2011 as the State Coordinator for Region VI. Mike is an accomplished and proven incident commander and emergency manager at major disaster events. He is a Certified Emergency Manager® whose professional history includes 44 years of experience as a first responder, administrator, and instructor in both the public and private sectors. He was the Assistant Fire Chief and Emergency Management Coordinator for the San Antonio Fire Department, an instructor for Texas Engineering Extension Service, and founding member and Task Force Leader for Texas Task Force 1 one of 27 Federal Urban Search and Rescue Teams.

As the Assistant Division Director, Mike is responsible for directing field response program areas and activities. He is charged with planning, assigning, and supervising the work of regional state coordinators, and TDEM EMS medical program. Recent disaster Reponses include Hurricane Harvey, Wimberley floods, Possum Kingdom wildfire, Bastrop wildfires, West fertilizer plant explosion, Dallas Ebola response, and many other weather related events.



## **Chief William Pritchett, Special Operations Battalion Chief, San Antonio Fire Department**

Will Pritchett is a Special Operations Battalion Chief who served as a Captain on the Technical Rescue Team for five years. He is also a Paramedic. He is a seventeen year veteran of the San Antonio Fire Department. He has a Bachelor's Degree in Business Management from the University of Texas at San Antonio.

# Speaker Biographies

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## **Paul Yura, Warning Coordination Meteorologist, National Weather Service**

Paul Yura was born and raised in Austin, and attended the University of Texas before transferring and graduating from the University of Oklahoma with a Bachelor of Science degree in meteorology. While going to school, he worked summers at the Austin Weather Service Office and the Norman Oklahoma NWS office. After graduation, Paul began his full time career with the National Weather Service in Brownsville, TX as a forecaster. Paul transferred to the NWS office in Charleston, SC in 2002, where he was a Lead forecaster and Warning Coordination Meteorologist (WCM). In 2008 Paul accepted the Warning Coordination Meteorologist position at the Austin-San Antonio weather office. As WCM, his primary job is to be the liaison between the National Weather Service and local media, citizens, county, state, and federal agencies as well as conduct storm damage surveys and community outreach.



## **Chief Patrick Zepeda, Emergency Management Coordinator, San Antonio Office of Emergency Management**

Chief Patrick Zepeda is in his 35<sup>th</sup> year of professional firefighting. His career of over three decades has included serving as:

- Incident Commander of Alamo All Hazard Incident Management Team Since 2010.
- Deputy Chief Operations during Hurricane Matthew 2016.
- Incident Commander of Special Events Team for COSA, planning all the Emergency Preparations for City Events (2007-2017).
- Incident Command of Hurricane Teams (2010-2017).
- Special Operations Chief in charge of 2 Hazardous Materials Teams & 2 Rescue Teams.

He was also deployed to Stanton Island during Hurricane Sandy to support recovery efforts. Chief Zepeda assumed his current role as Emergency Manager for the City of San Antonio in 2017. He is married to Adrian Zepeda, and has 3 daughters.

# Partner Agency Exhibit Information

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## **311 – City Call Center**

*311 connects citizens with specially-trained customer service representatives ready to assist with City service requests - potholes, stray animals, downed street signs, trash collection or other City requests.*

**Website:** [www.sanantonio.gov/311](http://www.sanantonio.gov/311)



## **Alamo Area Regional Law Enforcement Academy**

*The Alamo Area Regional Law Enforcement Academy offers basic peace officer and basic correction officer programs and basic telecommunications certification for individuals seeking licensure through the Texas Commission on Law Enforcement.*

**Website:** [www.aacog.com/131/Alamo-Area-Regional-Law-Enforcement-Acad](http://www.aacog.com/131/Alamo-Area-Regional-Law-Enforcement-Acad)



## **American Red Cross**

### **American Red Cross Central and South Texas Region**

*The American Red Cross of Central & South Texas Region, headquartered in Austin, serves over 6.3 million people. For more than 100 years, volunteers in every corner of the region have provided hope and comfort to their neighbors in crisis. The American Red Cross convenes the community to prepare for, respond to and recover from emergencies large and small. Services include disaster relief and preparedness; lifesaving CPR and first aid training; international family tracing; and support for military, veterans and their families.*

**Website:** [www.redcross.org/local/texas/central-and-south-texas.html](http://www.redcross.org/local/texas/central-and-south-texas.html)



### **Citizen Emergency Response Team – Bexar County**

*The Community Emergency Response Team (CERT) program educates people about disaster preparedness for hazards that may impact their community. Program participants are trained in basic disaster response skills such as fire safety, light search and rescue, team organization, and disaster medical operations.*

**Website:** [www.gov.bexar.org/oem](http://www.gov.bexar.org/oem)



### **CPS Energy Mobile Support Center**

*The MSC provides purposeful public safety education and is used as an outdoor classroom for customers, first responders, and contractor education-with a focus on safety education and practices.*

**Website:** [www.cpsenergy.com](http://www.cpsenergy.com)

# Partner Agency Exhibit Information

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## **Development Services Department – City of San Antonio**

*The City of San Antonio Code Enforcement function resides within the City's Development Services Department and works closely with the development process. Code Enforcement is charged with regulating the following: property use, buildings and premises maintenance, dangerous structures (including emergency demolitions), inoperable vehicles, and other quality of life-related codes.*

**Website:** [www.sanantonio.gov/CES](http://www.sanantonio.gov/CES)



## **Disability Access Office – City of San Antonio**

*The Disability Access Office, as part of Transportation and Capital Improvements, coordinates with other City Departments to review and amend city codes, policies, and procedures to assure they are universally usable to all. The DAO oversees an interdepartmental Sidewalk Compliance Team, participates in other jurisdiction's access and planning initiatives and trains and provides technical assistance to City Departments and the private sector in meeting the requirements of the ADA. Documents illustrating these efforts are available on request.*

**Website:** [www.sanantonio.gov/DAO](http://www.sanantonio.gov/DAO)



## **Metropolitan Health District – City of San Antonio**

*Metropolitan Health District's mission is to prevent illness, promote healthy behaviors, and protect against health hazards throughout our community through education, collaboration and key services. Services include health code enforcement; food inspections; immunizations; clinical services and more.*

**Website:** [www.sanantonio.gov/Health](http://www.sanantonio.gov/Health)



## **National Weather Service**

*The National Weather Service (NWS) provides weather, hydrologic, and climate forecasts and warnings for the United States, its territories, adjacent waters and ocean areas, for the protection of life and property and the enhancement of the national economy. NWS data and products form a national information database and infrastructure which can be used by other governmental agencies, the private sector, the public, and the global community.*

**Website:** [www.srh.noaa.gov/ewx/](http://www.srh.noaa.gov/ewx/)

# Partner Agency Exhibit Information

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## San Antonio Water System (SAWS)

*SAWS is a public utility owned by the City of San Antonio that serves more than 1.8 million people. It was created in May 1992 through the consolidation of its three predecessor agencies. SAWS has a mission of sustainable, affordable water services, and a vision to be leaders in delivering responsible water services for life.*

**Website:** [www.saws.org](http://www.saws.org)



## San Antonio Fear Free Environment (SAFFE)

*The San Antonio Fear Free Environment (SAFFE) Unit is the central core of the San Antonio Police Department's Community Policing activities. Officers are assigned specific areas or neighborhoods within the city to work closely with residents, businesses, schools, youth programs and other City agencies to resolve community crime problems.*

### Phone:

Central SAFFE: 210-207-7413

East SAFFE: 210-207-7566

North SAFFE: 210-207-8350

Prue Rd (NW) SAFFE: 210-207-7169

West SAFFE: 210-207-0810

South SAFFE: 210-207-8964

**Website:** [www.sanantonio.gov/sapd/saffe](http://www.sanantonio.gov/sapd/saffe)



## Texas Crisis Resiliency Team

*The Texas Crisis Resiliency Team (TCRT) encourages emotional and spiritual resiliency among survivors of disasters and other traumatic events. Chaplains and spiritual care providers trained in trauma care are available to go to disaster sites at the request of local community leaders.*

**Website:** [www. http://texascrisisresiliencyteam.org/](http://texascrisisresiliencyteam.org/)



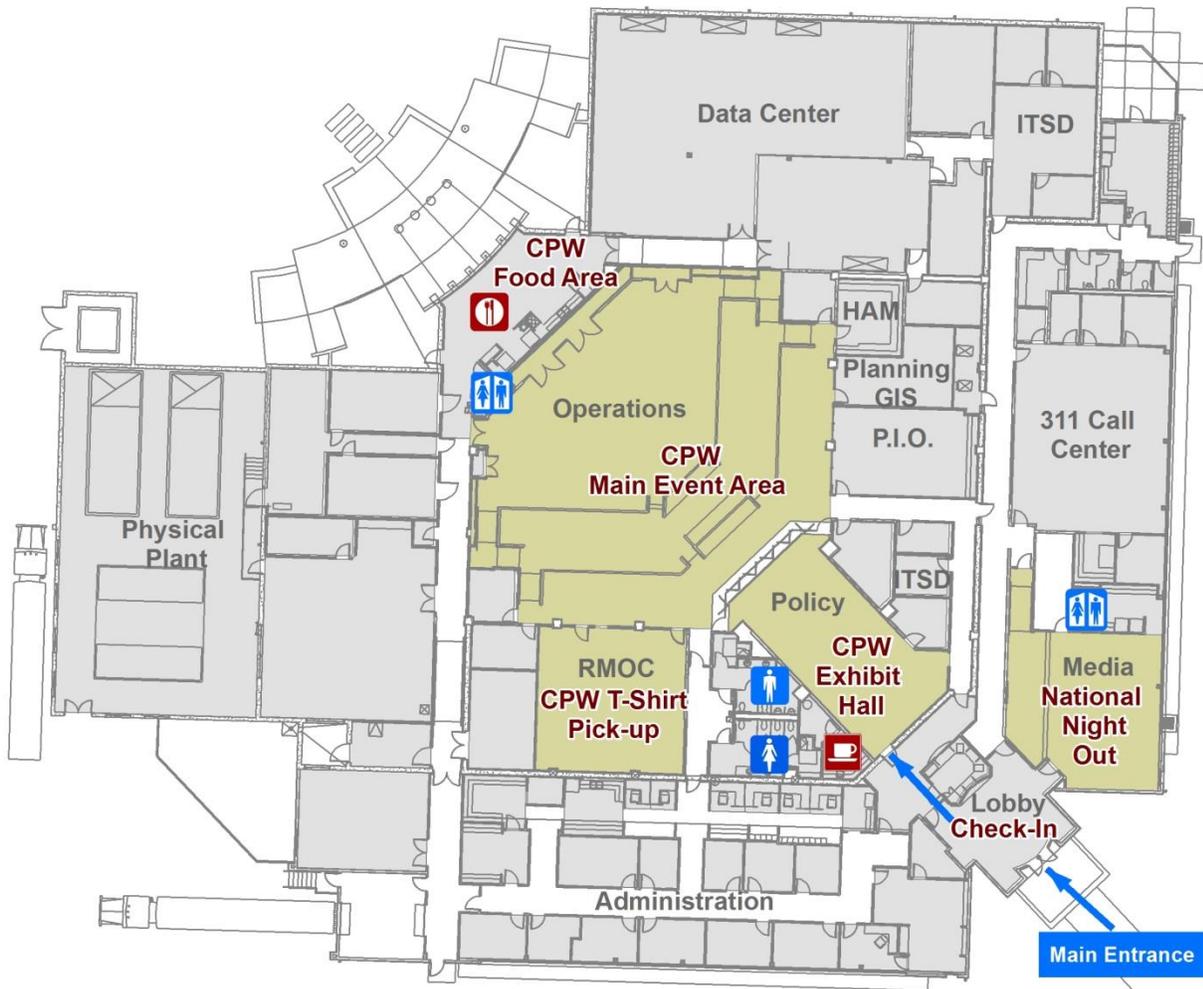
## United Way of San Antonio and Bexar County

*The mission of the United Way is to increase the organized capacity of people to care for one another. The United Way 2-1-1 Help Line is a critical link for over half a million callers a year seeking assistance and referrals to health and human services.*

**Website:** [www.unitedwaysatx.org](http://www.unitedwaysatx.org)

# Map of the Emergency Operations Center

The City of San Antonio and Bexar County  
Emergency Operations Center



This Map was produced: 8/7/2018 9:39:36 AM  
by the San Antonio Office of Emergency Management's  
Planning and Analysis Section.

For further information please contact:  
Emergency.OperationsCenter@sanantonio.gov  
PO Box 23339, San Antonio, TX 78223-0339  
Voice: 210.206.8564  
Fax: 210.206.8570  
www.sanantonio.gov/emergency/



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# SAOEM Outreach & Educational Programs

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## Ready South Texas

Preparedness is one of the most important aspects of emergency management. By planning and preparing for hazards, you and your family will respond better to disasters, as well as contribute to the overall readiness of our region. Ready South Texas is a one-stop emergency preparedness site designed to help families, businesses, neighborhoods, and communities prepare for or respond to any type of emergency.

[www.readysouthtexas.gov](http://www.readysouthtexas.gov)



## Ready to Respond – Video Series

SAOEM has developed a new web video series as part of the Ready South Texas program. The videos give viewers a better understanding of how to prepare, prevent, and recover from a variety of emergencies such as natural disasters and active threats. The videos can be seen on [ReadySouthTexas.gov](http://ReadySouthTexas.gov), or scan the QR code to view them on SAOEM's YouTube Channel. Each video has an American Sign Language version to ensure accessibility. Be on the lookout for brand new videos coming soon!



## AlertSA

The City of San Antonio has developed the AlertSA Program as an enhancement to the emergency notification system. This system will notify those homes and businesses at potential risk with information on the event and/or actions (such as evacuation) that the City and local Public Safety Officials are asking them to take. Messages will be sent to all standard voice and text communication devices that you have registered.

You can sign up for AlertSA Program through one of the following:

Online Registration: [www.alertsa.com](http://www.alertsa.com)



## San Antonio Flood Emergency System

The San Antonio Flood Emergency (SAFE) System is a flooding preparedness program that helps the community by providing flood education for the public on actions necessary to protect life and property. SAFE alternate routes have been established in key Low Water Crossing locations throughout San Antonio so that citizens can easily find alternate routes away from flooded roads. If you come across a road that has been flooded, **Turn Around, Don't Drown**. Do not attempt to cross. Seek a SAFE Alternate Route and follow the SAFE route signs away from dangerous low water crossings.

[www.safloodsafe.com](http://www.safloodsafe.com)



## EMERGENCY PREPAREDNESS AT YOUR FINGERTIPS

The City of San Antonio has launched a brand new mobile preparedness app called Ready South Texas. The app is an all-hazards overview of disaster information to help residents of San Antonio prepare, plan, and respond to disasters in the South Texas Area.

- Using the Ready South Texas app, you will be able to:
- Share your status with your selected contacts with the push of a button.
  - Receive critical emergency alerts via push notifications
  - Locate active emergency shelters
  - View up-to-date evacuation route maps
  - Get the latest news and weather reports
  - Create a personalized Emergency Preparedness Plan

Once an emergency plan is generated, it is stored on your smartphone and can easily be shared with family members and friends.

The plan comprises:

- An Emergency Supply Kit Checklist tailored to your needs
- A Customized Emergency Food Supply Shopping List
- An Emergency Communications Plan to notify your loved ones of your status
- Critical information to prepare your home for impending disaster

As a Ready South Texas app subscriber, you will also have access to a number of E-Guides covering important topics such as:

- Public Health Emergencies
- Terrorism
- Disaster Recovery
- Active Shooter Response
- Floods



The app is free and is available on App Store or Google Play today!









# CITIZEN PREPAREDNESS WORKSHOP 2018

San Antonio Office of Emergency Management  
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For questions concerning the Citizen Preparedness Workshop,  
please contact Samantha Haynes at [Samantha.haynes@sanantonio.gov](mailto:Samantha.haynes@sanantonio.gov)  
or by calling 210.206.8551.