



FERP

FLOOD EMERGENCY RESPONSE PLAN

Leon Valley, Texas

This Plan should be activated for an affected region of the City of Leon Valley when a wet weather (rainfall) event results in the occurrence of a flood (creek spilling out of its banks and starting to cause damage) of any small to intermediate sized creek in the City or when an action stage is detected, either in the City or upstream in San Antonio for either Huebner Creek or Zarzamora Creek

PURPOSE

Advanced warning of flood levels and associated impacted areas that are possible from an approaching storm greatly enhances the ability of individuals and communities to respond and protect themselves. The purpose of this FERP is to reduce the risk of human life loss, injury, and damage to property during a flood event in the City of Leon Valley.

SCOPE

The scope of the FERP is limited to the actions that the FERP Coordinators will need to make decisions and to accurately inform others of the likely extent of flooding. Although several tools and guidance are provided to assist in determining the likely extent and depth of flooding in each neighborhood, impassible roads, flood-safe routes, and type of actions needed for response and evacuations, the response and evacuation standard operating procedures (SOPs) for emergency managers and first responders (EMA, E911, Fire, Police, and Red Cross) are not included in the FERP.

SUMMARY OF FERP PROCESS

There are four steps that must be followed anytime a flood event is detected in the City of Leon Valley.

- Step 1: Event Detection and Level Determination
- Step 2: Notification and Communication
- Step 3: Expected Actions
- Step 4: Termination and Follow-up

A flood event is defined in Section 1.2.1 of this Flood Emergency Response Plan (FERP). Specific actions required for each step will depend on the severity of the situation as defined during Step 1. The actions required for each step are described in the corresponding FERP Section provided below.

Step 1 - Event Detection and Level Determination

During the initial step, a flood event is detected and classified by the FERP Coordinators into one of the following flood event levels:

- Alert Stage Flood Event
- Minor Stage Flood Event
- Moderate Stage Flood Event
- Major Stage Flood Event

Information to help the FERP Coordinators determine which of the above event levels is applicable is provided within this FERP. As part of this step, the FERP Coordinators will also determine the approximate expected extent and severity of the flood event so that it can be conveyed as part of the notification messages.

Step 2 - Expected Actions

After the initial notifications are made, the FERP Coordinators should execute appropriate flood response. During this step of the FERP, there is a continuous process of taking actions, assessing the status of the situations, and keeping others informed through communication channels established during the initial notifications. The suggested actions to be taken for each Flood Event Level are provided in the attached

Action Sheets. The FERP may go through multiple event levels as the situation either improves or worsens.

Step 3 - Notification and Communication

After the event level has been determined, notifications are made in accordance with the appropriate notification provided this FERP.

Step 4 - Termination and Follow-up

Once the event has ended or been resolved, recovery, termination, and follow-up procedures should be followed as outlined in Section 4. FERP operations can only be terminated after completing operations under an Action Stage or Flood Stage (Minor Flood) Event.

ANNUAL REVIEW AND PERIODIC TEST

This FERP document will require an annual review and update to stay current. A periodic test of the FERP procedures is also required (test interval, typically 3 years) to ensure continued effectiveness.

PRIVACY STATEMENT

This FERP is intended to identify general responsibilities and procedures of the City of Leon Valley during a flood event. It is designed as a source of reference for the FERP Coordinators, City leaders, and decision-makers and no reliance should be placed on it by others.

PRE-REQUISITE TASKS

To ensure the full functionality of the FERP, the following tasks will need to be completed once the FERP has been adopted.

- A. Post the Flood Safe Route map on the City website and at all city buildings (fire station, police station, public works, library, and city hall). Conduct a test run to balance the time needed for each route to clean inlets and install “high water” sign and street closure barricades.
- B. Confirm that the Floodplain Administrator is provided with a City smart phone for after-hours notifications and communications.

REVISIONS

For revision procedures, reference Appendix D.

Revision No.	Date
1	10/23/2015

SECTION 1**EVENT DETECTION AND LEVEL DETERMINATION**

This section of the Flood Emergency Response Plan (FERP) describes the roles and responsibilities of various parties involved, provides a list of preparedness actions prior to a flood event, and provide details for the first step that must be followed whenever a flood event is detected in the City of Leon Valley. This section also describes how an event is detected and provides information to assist the FERP Coordinators in determining the appropriate level for the event as it currently exists as well as the expected extent and severity of flooding.

1.1 Roles, Responsibilities, and Authorities

The following defines the roles, responsibilities, and authorities of key individuals for the FERP. FERP Coordinators: The FERP Coordinators have the authority to take the necessary actions described in this FERP. The FERP Coordinators are responsible for providing initial, timely, and accurate notifications after the flood event level has been determined. The FERP Coordinators are also responsible for providing subsequent updates of the situation to assist in making timely and accurate decisions regarding warning and evacuation of the affected public.

In the City of Leon Valley there are 2 FERP Coordinators. Each Coordinator has specific roles and primary responsibilities as part of a flood fight and follow-up

FERP Coordinator (Fire Chief) – primarily responsible for leading the rescue and evacuation efforts during a flood fight and making notifications listed in Section 2. Assumes the role of, or assigns someone to be, the Incident Commander of the flood fight effort.

FERP Coordinator (EMC/Assistant Fire Chief) – primarily responsible for monitoring National Weather Service (NWS) and flood sensor gauge data during wet weather (prior to FERP being activated) and during a flood fight event once the FERP has been activated.

Incident Commander: The Incident Commander is responsible for all aspects of an emergency response. The Incident Commander sets priorities and defines the organization of the incident response teams and the overall incident action plan. The Incident Commander may, at their own discretion, assign individuals who may be from the same agency or from assisting agencies, to subordinate or specific positions for the duration of the emergency.

Emergency Operations Center (E911) Director: The Emergency Operations Center Director is responsible for providing a communication link between the FERP Coordinators, Incident Commander, City Street/County Highway crews and first responders. Using the mass notification software, E911 will be responsible for disseminating pre-scripted messages to the affected public.

Public Safety Public Information Officer: The Public Safety Public Information Officer (PIO) is responsible for disseminating information to the media and affected public in the City of Leon Valley.

Shelter and Food: The American Red Cross is the city of Leon Valley's emergency source for shelter and food. The agreement is provided in the city's emergency plan. John Marshall High School and Pat Neff Middle School are the primary shelters, the Church of Latter Day Saints and St. John's Baptist Church are the accessory and short-term shelters.

Transportation: VIA Metropolitan Transportation is the city's source for emergency transportation. The agreement is provided in the city's emergency plan.

Planning Department Floodplain Administrator: The Planning Department Floodplain Administrator is responsible for providing GIS data (flood depths and flood-safe routes) as needed, as part of the decision-making process and leading the post-flood damage assessment.

Once the flood event is terminated, the FERP Coordinators are responsible to develop (within 7 days), an accurate summary document of the field observation and activities of the event. The Fire Chief (acting as FERP Coordinator), in partnership with the Floodplain Administrator, are responsible for updating, conducting, and maintaining a record of the FERP annual review, periodic test, and revisions of this FERP. The Red Cross will be leading the damage assessment team (DAT) and supported by the Fire and Public Works Departments.

1.2 Flood Preparedness and Readiness

Flooding is a common occurrence. Preparedness and readiness of the City's resources (staff, structures, and equipment) is essential to reduce flood losses and recovery efforts. During a flood event and at least two times per year, the FERP Coordinators will:

- A. Confirm adequate number of "High Water" signs and barricades are pre-deployed.
- B. Confirm Flood Safe Route map is posted
- C. Review NWS flood forecast and notification products to ensure the most recent resources are being used
- D. Confirm the contact information is current on the Flood Event Notification List.
- E. Conduct a test of radios, phones, and notification software.
- F. Confirm all emergency flood fight equipment and gear is readied.

1.3 Event Detection

Depending on the availability and operation of the City's own flood sensors, a flood event may be detected by either visual/witness account or report or the city's flood sensors in the creeks.

1.4 Event Level Determination

1.4.1 Flood Event

A flood event is defined as water levels adjacent to creeks, ditches, and other major waterways or in other low-lying areas that begin to impact life and/or property. Flood event levels are defined in Section 1.4.2.

1.4.2 Event Level Determination

The FERP Coordinators shall be responsible for categorizing flood events as one of the following event levels: Alert Stage Flood Event, Minor Flood Stage Event, Moderate Stage Flood Event, and Major Stage Flood Event. Flood event levels are based on Leon Valley water level creek gauges, the triggering events in the guide stages found in this document, and flood forecast information provided by the NWS, and pairing of Flash Flood Guidance and Precipitation Forecast in the area.

SECTION 2 EXPECTED ACTIONS

2.1 Action Data Sheets

After the FERP Coordinators have determined the event level and have made the appropriate notifications, the FERP Coordinators shall take action, using the corresponding response guide for Alert Stage Flood Event, Minor Flood Stage Event, Moderate Stage Flood Event, and Major Stage Flood Event. If resources described in the Action Data Sheets are not available, the FERP Coordinators should adapt with the available resources.

SECTION 3

NOTIFICATION AND COMMUNICATION

This section of the FERP describes the appropriate notifications that should be made and pre-scripted messages that should be conveyed after the FERP Coordinators have determined the flood event level. This section also outlines the communication systems that are available for making notifications as well as a sample media releases and a list of media contacts.

3.1 Communication Systems

All flood fight communications are conducted via cell phones, mass notification system (via E911), and public safety radio system or among members of the Flood Fight Team assembled in the EOC. The affected public will be notified using E911's mass notification software, by social media (Facebook, Twitter, Nextdoor Neighbor, and City Website). Pre-scripted messages are provided in this plan.

3.2 Pre-scripted Messages

The pre-scripted messages may be used as a guide to communicate the status of an event. It is expected that this message will be abbreviated to 140 characters in order to be broadcasted using social media (Facebook, Twitter, and Nextdoor Neighbor), automated E911 text (if available), email, and voice message format. Due to our size, it is most efficient to notify all available residents in and around the City of Leon Valley. Residents that live in or nearest the floodplain may subscribe to automatic text notification through the city's flood sensors.

The siren will be sounded by Police Dispatch or by the Fire Department in Dispatch when the creeks are expected to spill onto Poss Road, El Verde Road, Evers Road, and Bandera Road. Again, the Flood Warning siren is expected to sound when the water level from the creeks reach; the fence line on Poss Road, across El Verde Road, and in the parking lot of Chacha's Mexican restaurant on Bandera Road.

The Police and Fire Department will notify by vehicle's Public Address system, driving along the low lying areas, to include; Poss, Canterfield, Trotter, Balky, Sulky, Pacer, Hoofs, El Verde, Sunlight Drive, Horse Tail, Aids Drive, and Seneca. A route is provided in each patrol vehicle and in Dispatch.

The Police Dispatch has the approval and is authorized to use the enhanced telephone notification system. The local cable television system programming is overridden with scripted messages in coordination with the Bexar County and San Antonio EOC. All Group homes, and schools are required to have on-hand a NOAA Weather Radio Receiver.

The following are the guides for response to the four different stages of flooding mentioned above:

Alert Stage Flood Event

Triggering Event

- Observation that Alert Stage Flood level is forecasted
- Report of upstream creeks flowing
- Judgment of FERP Coordinators based on a variety of sources
- NWS watch notifications

Expected Actions - Alert Stage Flood Event

1. FERP Coordinator (Fire or Police Department) confirms flood-safe routes are clear.
2. Confirm Crews have installed “high water” signs and street barricades where needed
3. Confidence test performed on FWS Text System
4. Monitor NWS radar and forecast information
5. Open and unlock El Verde Rd gate.
6. Check occupancy of the Community and Conference Centers
7. Add “Family Ready Checklist” post to social media
8. Check SWR equipment including boat and PPE
9. Report status with 1st alarm companies
10. Prepare an event log
11. Send out pre-scripted message using social media, email, E911 (if possible).

Announcement for Action Stage Flood Event

YOU ARE RECEIVING THIS NOTICE IN ACCORDANCE WITH THE CITY OF LEON VALLEY'S FLOOD EMERGENCY RESPONSE PLAN. MINOR FLOODING CONDITIONS MAY DEVELOP ALONG HUEBNER AND ZARZAMORA CREEKS, LOW LYING AREAS, AND ADJACENT STRUCTURES. THE AREAS OF CONCERN INCLUDE POSS, EVERS, AND EL VERDE ROADS. ADDITIONAL INFORMATION WILL BE RELEASED AS PROMPTLY AS POSSIBLE. PLEASE MONITOR WEATHER CLOSELY AND PREPARE AS NEEDED, **CONDITIONS MAY CHANGE QUICKLY.**

1. **TERMINATE EVENT** - Go to Termination and Follow up
2. **STAY ON EVENT** - Continue recommended actions above
3. **EVENT ESCALATES** - Go to Minor Stage Flood Event below

Minor Stage Flood Event

Triggering Event

- Automatic Water Alert notification from 1 or more flood sensors
- Drainage ditches are flowing full
- Water is at YELLOW reflective Flood level indicator at any location
- Report of minor flooding in low-lying areas
- Water at roadway to small pavilion on Poss road
- Judgment of FERP Coordinators based on a variety of sources

Expected Actions - Minor Stage Flood Event

1. Ensure Silver Actions are complete
2. Place all off-duty staff on standby
3. Close roads; Poss rd., Evers rd., El Verde Rd.
4. Check water rescue equipment and PPE
5. Send out pre-scripted message using social media, email, E911 (if possible).

Announcement for Minor Stage Flood Event

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1. **TERMINATE EVENT** - Go to Termination and Follow up
2. **EVENT REMAINS CURRENT** - Continue recommended actions
3. **EVENT ESCALATES** - Go to Moderate Stage Flood Event Guide
4. **DOWNGRADE** – Go to Alert Status Flood Response Guide

Moderate Stage Flood Event

Triggering Event

- Water is at GREEN reflective Flood level indicator at any location
- Witnessed voluntary self evacuation of homes.
- Water level on roadways
- Judgment of FERP Coordinators based on a variety of sources

Expected Actions -Moderate Stage Flood Event

1. Ensure Yellow Actions are complete
2. Sound Flood **Watch** siren
3. Place EOC staff on standby
4. Place shelters on standby (NISD, and churches)
5. Place Via Transportation on standby
6. Notify Via and the National Weather Service of road closures
7. Notify Dispatch of actions
8. Send out pre-scripted message using social media, email, E911 (if possible). Also include driving street route announcing over PA system pre-scripted message.

Announcement for Moderate Stage Flood Event

YOU ARE RECEIVING THIS NOTICE IN ACCORDANCE WITH THE CITY OF LEON VALLEY'S FLOOD EMERGENCY RESPONSE PLAN. **MODERATE FLOODING CONDITIONS ARE OCCURRING** ALONG HUEBNER AND ZARZAMORA CREEKS, LOW LYING AREAS, AND ADJACENT STRUCTURES. THE AREAS OF CONCERN INCLUDE POSS, EVERS, AND EL VERDE ROADS. PLEASE MONITOR WEATHER CLOSELY. **RESIDENTS ALONG THESE AREAS SHOULD PREPARE AND PACK TO EVACUATE WITH NECESSARY SUPPLIES FOR PEOPLE AND PETS.**

PEOPLE SHOULD AVOID DRIVING OR WALKING ON ROADS OR BRIDGES THAT ARE COVERED BY WATER. AS LITTLE AS SIX INCHES OF WATER CAN MOVE A CAR. ADDITIONAL INFORMATION WILL BE RELEASED AS PROMPTLY AS POSSIBLE.

1. **TERMINATE EVENT** - Go to Termination and Follow up
2. **EVENT REMAINS CURRENT** - Continue recommended actions
3. **EVENT ESCALATES** - Go to Major Stage Flood Guide
4. **DOWNGRADE** – Go to Minor Status Flood Response Guide

Major Stage Flood Event

Triggering Event

- Water is at RED reflective Flood level indicator at any location
- Report of major flooding in low-lying areas
- Homes actively flooding
- Judgment of FERP Coordinators based on a variety of sources

Expected Actions - Major Stage Flood Event

1. Ensure Green Actions are complete
2. Sound Flood **Warning** siren (Dispatch or FD).
3. Activate shelter plan based on need (NISD, and churches)
4. Request Via Transportation to stage at DPS office and NISD business office on Evers.
5. Drive through and announce pre-scripted evacuation message in areas affected.
6. Send out pre-scripted message using social media, email, E911 (if possible). Also include driving street route announcing over PA system pre-scripted message.

Announcement for Major Stage Flood Event

YOU ARE RECEIVING THIS NOTICE IN ACCORDANCE WITH THE CITY OF LEON VALLEY'S FLOOD EMERGENCY RESPONSE PLAN. **MAJOR FLOODING CONDITIONS ARE OCCURRING** ALONG HUEBNER AND ZARZAMORA CREEKS, LOW LYING AREAS, AND ADJACENT STRUCTURES. **BE AWARE THAT EVERS AND POSS ROADS, AND RAYMOND RIMKUS PARK ARE CLOSED DUE TO HIGH WATER.** PLEASE MONITOR WEATHER CLOSELY. **RESIDENTS ALONG THESE AREAS SHOULD EVACUATE NOW WITH NECESSARY SUPPLIES FOR PEOPLE AND PETS. LOCAL EMERGENCY SHELTERS ARE OPENING.**

PEOPLE SHOULD AVOID DRIVING OR WALKING ON ROADS OR BRIDGES THAT ARE COVERED BY WATER. AS LITTLE AS SIX INCHES OF WATER CAN MOVE A CAR. ADDITIONAL INFORMATION WILL BE RELEASED AS PROMPTLY AS POSSIBLE.

1. **TERMINATE EVENT** - Go to Termination and Follow up
2. **EVENT REMAINS CURRENT** - Continue recommended actions
3. **EVENT ESCALATES** - Go to Notification Flow Chart
4. **DOWNGRADE** – Go to Moderate Status Flood Response Guide

Terminate Flood Event

Triggering Event

- Water has receded
- Weather radar/forecast is clear
- Judgment of FERP Coordinators based on a variety of sources

Expected Actions - Terminate Flood Event

1. FERP Coordinators terminate the flood fight effort.
2. Make notifications and ensures the Public Safety PIO has notified the general and affected public that the flood event has been terminated and that possible flooding of structures and roads along creeks and in low-lying areas may have occurred and information about re-entry to evacuated areas (if applicable).
3. FERP Coordinators confirms flood-safe routes are clear.
4. Collect “high water” signs and street barricades.
5. If areas were evacuated, FERP Coordinators (Fire Chief and EMA Director) determine if re-entry is possible and if so: confirms the Public Safety PIO has notified the affected public; confirms with Red Cross that shelters are closed, and all resources are stood down.
6. FERP Coordinator initiates damage assessment and request assistance from the Red Cross:
7. Public Works Department evaluates affected bridges and culverts for visible damage and blockage and documents/photographs conditions as necessary.
8. If structures were flooded, the Red Cross should be requested to perform and evaluate damage to flooded structures using the Post-Flood Damage Assessment Protocol.
9. Confirms the EOC is closed as appropriate.
10. Directs the restocking and repairing damaged “high water” signs and barricades.
11. Confirms all information, observations, and actions on the ICS Forms have been properly documented.
12. The Red Cross will be leading the damage assessment team (DAT).
13. The Police Department will provide security and credential verification for residents.

Announcement for Termination of Flood Event

YOU ARE RECEIVING THIS NOTICE IN ACCORDANCE WITH THE CITY OF LEON VALLEY’S FLOOD EMERGENCY RESPONSE PLAN. WATER IS RECEDING AND THE FLOOD EVENT HAS BEEN TERMINATED.

SECTION 4

TERMINATION AND FOLLOW-UP

Once FERP operations have begun, the FERP operations must eventually be terminated and follow-up procedures completed. The FERP Coordinators are responsible for terminating the flooding event; notifying and initiating the recovery and debris removal process. The following actions for follow-up may vary depending on the flood event detected.

- A. FERP Coordinators terminate the flood fight effort.
- B. Makes notifications and ensures the Public Safety PIO has notified the general and affected public that the flood event has been terminated and that possible flooding of structures and roads along creeks and in low-lying areas may have occurred and information about re-entry to evacuated areas (if applicable).
- C. FERP Coordinators confirms flood-safe routes have been run by the Police or Fire Departments and routes are free of standing water. As standing water subsides, ensure Crews have collected "high water" signs and street barricades from impassable roads and that storm inlets and travel lanes on these roads are now clear for use.
- D. If areas were evacuated, FERP Coordinators (Fire Chief and EMA Director) determine if re-entry is possible and if so: confirms the Public Safety PIO has notified the affected public; confirms with Red Cross that shelters are closed, and all resources are stood down.
- E. FERP Coordinator initiates damage assessment and request assistance from the Red Cross:
 - Public Works Department evaluates affected bridges and culverts for visible damage and blockage and documents/photographs conditions as necessary.
 - If structures were flooded, the Red Cross should be requested to perform and evaluate damage to flooded structures using the Post-Flood Damage Assessment Protocol.
- F. Confirms Public Works Crews collect and dispose of flood-related debris.
- G. Confirms the EOC is closed as appropriate.
- H. Directs the restocking and repairing damaged "high water" signs and barricades.
- I. Confirms all information, observations, and actions on the ICS Forms have been properly documented.
- J. The Red Cross will be leading the damage assessment team (DAT) and supported by the Fire Department and Public Works Departments.
- K. The Police Department will provide security and credential verification for residents.

4.1 Public Affairs Plan

In the event of a flood event, the Public Safety Officer, PIO, will be alerted and briefed on the situation and will deliver one of the following pre-scripted messages for public release based on the existing conditions and information from the FERP Coordinators, or other sources. Targeted messages to the affected public will be sent (via E911) using mass communication software.

Announcement for Action Stage Flood Event

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Announcement for Minor Stage Flood Event

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Announcement for Moderate Stage Flood Event

YOU ARE RECEIVING THIS NOTICE IN ACCORDANCE WITH THE CITY OF LEON VALLEY'S FLOOD EMERGENCY RESPONSE PLAN. **MODERATE FLOODING CONDITIONS ARE OCCURRING** ALONG HUEBNER AND ZARZAMORA CREEKS, LOW LYING AREAS, AND ADJACENT STRUCTURES. THE AREAS OF CONCERN INCLUDE POSS, EVERS, AND EL VERDE ROADS. PLEASE MONITOR WEATHER CLOSELY. **RESIDENTS ALONG THESE AREAS SHOULD PREPARE AND PACK TO EVACUATE WITH NECESSARY SUPPLIES FOR PEOPLE AND PETS.**

PEOPLE SHOULD AVOID DRIVING OR WALKING ON ROADS OR BRIDGES THAT ARE COVERED BY WATER. AS LITTLE AS SIX INCHES OF WATER CAN MOVE A CAR. ADDITIONAL INFORMATION WILL BE RELEASED AS PROMPTLY AS POSSIBLE.

Announcement for Major Stage Flood Event

YOU ARE RECEIVING THIS NOTICE IN ACCORDANCE WITH THE CITY OF LEON VALLEY'S FLOOD EMERGENCY RESPONSE PLAN. **MAJOR FLOODING CONDITIONS ARE OCCURRING** ALONG HUEBNER AND ZARZAMORA CREEKS, LOW LYING AREAS, AND ADJACENT STRUCTURES. **BE AWARE THAT EVERS AND POSS ROADS, AND RAYMOND RIMKUS PARK ARE CLOSED DUE TO HIGH WATER.** PLEASE MONITOR WEATHER CLOSELY. **RESIDENTS ALONG THESE AREAS SHOULD EVACUATE NOW WITH NECESSARY SUPPLIES FOR PEOPLE AND PETS. LOCAL EMERGENCY SHELTERS ARE OPENING.**

PEOPLE SHOULD AVOID DRIVING OR WALKING ON ROADS OR BRIDGES THAT ARE COVERED BY WATER. AS LITTLE AS SIX INCHES OF WATER CAN MOVE A CAR. ADDITIONAL INFORMATION WILL BE RELEASED AS PROMPTLY AS POSSIBLE.

Announcement for Termination of Flood Event

YOU ARE RECEIVING THIS NOTICE IN ACCORDANCE WITH THE CITY OF LEON VALLEY'S FLOOD EMERGENCY RESPONSE PLAN. WATER IS RECEDING AND THE FLOOD EVENT HAS BEEN TERMINATED.