



Hurricane Wilma AAR



Mission



Preparation and recovery of the Thurman building for inclement weather, IAW SC Reg, 0526 and USAG-Miami hurricane plan, monitor events and account for USAG-M personnel.



Actions Taken

- At Hurricane Watch; USAG-Miami initiated preparations for Hurricane Wilma
- Contractors were notified to install at the K&E quarters
- Shutter installation cancelled per Southcom CoS
- Sandbags were placed at the North and South entrance and emergency doors of the Headquarters bldg.
- Rations and water were issued to personnel remaining in the building (DA Police and JOIC personnel)
- SERO notified of USAG-Miami hurricane preparation
- Released personnel to prepare for Hurricane Wilma



Recovery/Reconstitution

- An assessment of the headquarters building was conducted, the building did not sustain any damage
- Landscape damage around the perimeter, cleaned up within 24 hours
- No damage to GSA vehicles
- Sandbags were removed within 48 hours
- Accountability was difficult because of phone lines were down
- Electrical power was not restored until 72 hrs after the hurricane
- Generators were requested through SERO and delivered within 48 hrs
- 200 bags of ice were purchased for USAG and Southcom personnel



Command and Control



- Higher headquarters staff was willing to assist, but this became difficult due to communication problems
- Difficulty maintaining communications with the leadership, Nextel phones were out of service most of the time
- Unable to communicate through land lines since most phone services were out of service
- No NIPRNET access restricted communications with SERO
- Personnel not mission critical showed up, and made emergency personnel jobs more difficult than it had to be
- No access to resources at the USAG-M building



Recommendations



- Acquire satellite phones for emergency operations.
- Establish agreements with hotels for safe haven.
- Mission-Critical personnel recall roster
- Have IMPAC cards funded to facilitate procurement of additional emergency supplies, if needed
- Contracting Agency representative present to facilitate procurements, particularly equipment and fuel
- Install an unclassified terminal in the USAG office in the Thurman building



MWR



- Inability to communicate with childcare centers throughout Broward and Miami-Dade Counties to find out status due to widespread power outage
- Inability to provide childcare services for Southern Command personnel, which affected mission requirements
- Once communication was established, childcare centers that were open were unable to provide full time services for customers
- Lack of service member family care plan (specifically for single service member with children)
- Limited or no action of Family Readiness Groups



Recommendations



- Develop and implement family care plans for inclement weather
- Contract emergency child care when a child care facility is not available
- Look at options of building on site child care facility
- Explore possibility of expanding partnership with current contracted centers or other agencies with space that can be converted to child care spaces for emergency child care
- The Southcom Community Information group functions as an informal family readiness/family support group
- Train Southcom Community Information Groups to function as family readiness groups



DOL



- **Emergency recall rosters were updated, but could not communicate due to power and telephone lines failure.**
- **Cell phones worked sporadically at best.**
- **Ice and fuel became a critical necessity, since fuel stations were not able to pump gas, and Ice-Vending facilities were not able to produce ice, due to lack of power.**
- **GSA Fleet was fueled up and available for use, although refueling became a problem.**
- **Did not have additional power generation equipment to power the warehouse, or K&E quarters.**
- **Emergency equipment on hand (Flashlights, Chain Saws, sand bags, etc.) became quickly exhausted. Not enough on hand to meet requirements**
- **Getting personnel status updates proved difficult if not impossible, due to failure of telephone system**



Recommendations

- Purchase enough emergency supplies and materials ahead of time to avoid going through last –minute procurement problems.
- Procure enough emergency power generation equipment to ensure continuity of operations during power failures.
- Establish Blanket Purchase Agreements (BPAs) with out-of-state companies, in order to have delivered fork lifts, and other emergency equipment
- Have IMPAC Cards funded to facilitate procurement of additional emergency supplies
- Have 8 additional 10-15Kw generators stored at the warehouse to power K&E Quarters, if needed.
- Rent 4x4 or comparable vehicles prior to the storm to provide support where needed.



DES



- Big top shelter at area # 7a east parking lot was torn apart
- Double gates at area #7a east parking lot was out of its track
- Communication satellites (at least four) were damaged.
- Traffic signs (15) down.
- Scanner room area #7 aluminum roof and lights (North side of building) in east parking lot torn apart
- Batting cage Back stop cage torn apart, picked-up and blown over the perimeter fence (causing damage to approximately 15 fence spikes)
- Warehouse canopy over the main entrance to the building was torn apart
- The perimeter fence has several bent spikes or missing spikes
- Vehicle inspection gate needs to be repaired



Safety



- Generator placed by the entrance sending carbon monoxide fumes into the building through the main door
- Electrical junction box used to route power cords was exposed to wet conditions
- Service member fell from a ladder while installing shutters



Recommendations

- Brief personnel on installing shutters
- Brief personnel on ladder safety procedures
- Insure the generator is placed 50 feet away from entrances and ventilation ducts
- Extension cords need to be protected from pedestrian traffic
- Protect electrical junction box from inclement weather



DPW

