



Office of the City Manager
Diana L Lopez

200 West Live Oak * P.O. Box 592 * Coleman, Texas 76834

Committed to our Residents, **O**rganizational Pride, **L**eading by Example, **E**xcellent Customer Service,
Making a Difference, **A**ccountable for our actions, **N**ever settle for less – We are **COLEMAN**

February 22, 2021

Citizens of Coleman, Texas
Honorable Mayor Tommy Sloan
Honorable Mayor Pro Tem Sharlene Hetzel Taylor
Honorable Councilmember Monty Sides
Honorable Councilmember Bobby McGee
Honorable Councilmember Tracy Rankin

Mayor, Council, and Citizens of Coleman, Texas:

Words cannot begin to express the emotions staff and myself have experienced over the last 7 days. The State of Texas experienced an unprecedented week with the winter weather storm. The City of Coleman is always prepared to face any challenge at the local level. As Mayor stated in his address to Citizens in the Community on Thursday, February 18, 2021:

“The health and well-being of our community, our constituents, and employees is always our top priority. The City of Coleman has always stood unified with Coleman County Officials in emergency situations. We want to reassure our residents that during this time, the City operated under the comprehensive plans and processes in place to help ensure the safety of our Residents and to ensure that City operations could continue, and services could be delivered.”

The purpose of this communication is to provide transparency on the events and challenges our community faced during this winter weather event. I will preface this communication by emphasizing that the ability for the City of Coleman to remain operational was a true team effort comprised of stakeholders from City Staff, Sheriff’s Department, Texas Department of Emergency Management, Texas Forestry Service, Texas Department of Public Safety, Game Wardens, local AEP staff and others that helped meet the needs of our citizens. They performed very admirably in their duties. To follow is a timeline of daily events beginning on Monday, February 8, 2021 and continuing as this communication is being written on Sunday evening, February 21, 2021.

As with any weather situation, City staff began monitoring weather forecasts beginning on Monday, February 8, 2021. Staff participated in regional weather calls from the National Weather Service in San Angelo, Texas. The Weather forecast was anticipated to be:

Thursday 02/11/21 High 32 Low 28 60% Sleet/ Freezing Rain	Saturday 02/13/21 High 29 Low 10 30% Sleet/Snow	Monday 02/15/21 High 12 Low 6 50% Snow
Friday 02/12/21 High 34 Low 28 20% Precipitation	Sunday 02/14/21 High 16 Low 10 50% Chance of Sleet/Snow	Tuesday 02/16/21 High 16 Low 10
		Wednesday 02/17/21 High 26 Low 20

Thursday, February 11, 2021 Beginning at Midnight on Wednesday temperatures never got above 32 degrees

Recorded Temperatures: High 28.4F @ 4:35 PM; Low 24.8F @ 9:55 AM

- ❖ City Manager, Assistant City Manager, Fire Chief, Police Chief, and Electrical Superintendent identify 4 locations in the City Limits with locations in different electrical circuits of town to provide for warming shelters in the event of extended power outages
- ❖ Staff Meeting with Essential City Emergency Personnel was held to review processes for winter weather

Friday, February 12, 2021

Recorded Temperatures: High 26.6F @ 3:55 PM; Low 23 @ 5:55 AM

Primary Objectives are established for this event:

- Protection and Safety of People;
- Preservation of Property;
- Maintain Critical Infrastructure:
 - Electric
 - Water
 - Wastewater
- ❖ Critical Infrastructure – Electric, Water Plant, Wastewater Plant, Pump Stations, and Lift Stations were inspected and winterized
- ❖ All city vehicles were fueled
- ❖ Non Essential Personnel were notified to remain vigilant of calls for assistance from Supervisors should their assistance be needed to fill positions in Emergency Operations such as: Answering phones, operating warming shelters, assisting other departments.
- ❖ A review of every staff member's personnel file was completed by the City Manager late in the evening, and personnel with skill sets were identified to assist other departments.
- ❖ Field Maintenance Workers were identified to be placed into rotation to assist personnel at critical facilities

- ❖ List of CDL drivers with endorsements were tagged to ensure in the event of moving fuel, or chemicals into the city we had personnel to transport such.
- ❖ Personnel who had experience with dispatch operations were notified to be on standby in the event the 911 system became overwhelmed.
- ❖ Calls were placed to County for use of cots and blankets for use in the warming centers
- ❖ All City facilities were winterized to the extent that services could continue.

Saturday, February 13, 2021

Recorded Temperatures: High 26.6F @ 5:15 PM; Low 19.4 @ 7:15 AM

Primary Objectives are established for this event:

- Protection and Safety of People;
 - Preservation of Property;
 - Maintain Critical Infrastructure:
 - Electric
 - Water
 - Wastewater
- ❖ With Temperature's not above 32 degrees Water Plant and Waste Water Plant began to experience issues with lines and pumps freezing over; heaters were brought in to help alleviate the issues.
- ❖ Water Plant, Wastewater, and Public Works Personnel are placed on 24 hour shifts.
- ❖ Water storage tanks were filled to maximum capacity in the event the plants reached a point where pump stations from water sources: Lake Coleman, Hordes Creek, or Lake Scarborough froze over. Staff monitored conditions at the plant and pump stations. With power still on, these tasks were challenging, however, to the greatest extent possible was manageable.

Sunday, February 14, 2021

Recorded Temperatures: High 26.6F @12:55 AM; Low 6.8 @ 11:55 PM – Snowfall

Primary Objectives are established for this event:

- Protection and Safety of People;
 - Preservation of Property;
 - Maintain Critical Infrastructure:
 - Electric
 - Water
 - Wastewater
- ❖ Power still operational, there are no issues or reports of system wide outages.
- ❖ Water and Wastewater are monitoring conditions of facilities and challenged with frozen lines, frozen pumps, etc.
- ❖ Lift Stations are being monitored and staff works diligently to remain online.

Monday, February 15, 2021

Recorded Temperatures: High 15.8 @ 4:55 PM; Low 1.4 @ 11:55 PM; Wind chills below zero; Wind gusts between 15-25 MPH

Primary Objectives are established for this event:

- Protection and Safety of People;

- Preservation of Property;
- Maintain Critical Infrastructure:
 - Electric
 - Water
 - Wastewater

❖ 1:30 AM – Communication received from ERCOT – Energy Emergency Alert (EEA) 3 – Rotating outages in progress – Conservation Critical - Electric demand is very high in the state, supplies cannot keep up. Energy Reserves have dropped below 1000 MW and are not expected to recover in 30 minutes. ERCOT order transmission companies to reduce demand on the system. Rotating outages to begin. NOTE: Transmission company for the City of Coleman is AEP Texas

❖ Coleman County Law Enforcement Center (LEC) has been on generator power since 2-14 @ 1:00 pm

2:00 AM – Phone calls begin to come into City regarding power outages; The entire city is offline. – Mayor Tommy Sloan reaches out to City Manager Diana Lopez to discuss power going out across town. *(Throughout the events of the next several days, CM Lopez and Mayor Sloan are in nearly constant contact. These individual contacts are too numerous to list.)*

❖ 2:08 a.m. – CM Diana Lopez contacted Electrical Superintendent David Harrison. Harrison contacted his team to investigate. Staff immediately begins the process of accessing the situation with the loss of power and determined it was not a problem with the city’s electrical infrastructure.

❖ 2:20 a.m. – Harrison reports back to CM Lopez that the issue is at the AEP Substation. Harrison places first call to the AEP Dispatch Center and is told that this is part of the rolling blackouts. It was determined that electricity was not being allowed to flow from AEP’s substation into the city. City officials are also on the line with AEP and were told by AEP that the city was on a rolling blackout schedule and officials accepted that explanation as fair.

❖ 2:30 a.m. – Assistant City Manager James King (after hours contact for utility outages) begins receiving calls from customers about power outages.

❖ 3:30 Local Emergency Response begins assisting stranded motorists, including one tractor/trailer disabled at key intersection.

❖ 3:40 Sheriff Les Cogdill comes on shift to incident, he is designated as the IC for county operations.

❖ 3:15 a.m. CM Lopez reaches out to Constellation Energy to brief them of the situation and see if they can offer assistance with communications with AEP. City looking for timeline and direction of how and when outages will occur so that plans can be made for warming centers.

❖ 2:30 – 4:00 a.m. – CM Lopez and ACM James King field calls from customers related to power outages and release information related to the outages.

❖ Approximately 4:00 AM – Sections of Coleman are brought online. One section of the town (north side) still offline. Partial electrical service is restored to the city. Most of the town is restored but one circuit does not come online. We begin internal verification that the missing circuit is not an internal issue.

❖ Calls are placed again to AEP Agency Switchboard and calls are placed to AEP Community Relations Point of Contact in Brownwood, Texas.

- ❖ AEP indicates that City is on a rolling black out and that eventually the circuit that is down will come online.
- ❖ Staff begins to verify that the circuit that is down is not internal to the City of Coleman. If rolling blackout were being implemented, as indicated by AEP, that neighborhood should not be isolated.
- ❖ Concern from city staff is that another rolling outage would be coming soon, and that section of town was going on 3 hours of no power in temperatures hovering at 1 degree.
- ❖ 4:30 a.m. – City water crews determine that additional heating may be necessary to keep pumps operational. Staff begins search for additional resources.
 - Water Plant and Waste Water Plant are beginning to reach critical stages with pumps and lines freezing over.
 - City Staff begins making calls searching for additional torpedo heaters and generators – Search from San Angelo, Brownwood, Abilene, Weatherford, Sweetwater
- ❖ 5:00 a.m. – Crews determine that issue is not internal. Supervisor speaks to AEP and was told that as they were bringing things back online they were told to halt, so that circuit was never brought online.
- ❖ 5:30 a.m. – Existing power is turned off again; entire city is offline.
- ❖ Conversations are ongoing with AEP and Constellation.
- ❖ Emergency Staff begins to work on opening warming centers.
- ❖ *Early Monday morning Coleman City Manager requested help from Dr. Glenn Rogers, our State Representative. Representative Rogers worked with city officials all day Monday contacting AEP, ERCOT and other state agencies looking for resolution.*
- ❖ Conversations with AEP continue with assurance we are on a rolling blackout. Six (6) hours without power in parts of the city.
- ❖ 7:00 Two (2) deputies come on shift to county incident. They begin to perform welfare checks across the county.
- ❖ 7:57 a.m. Constellation reaches out to their regulatory representative and contact ERCOT to send out an alarm that the City of Coleman has not been brought online.
- ❖ 8:15 a.m. Staff heads to Senior Center to bring gas heaters online and begin warming the facility. Crews begin opening Senior Center as one of three designated Warming Centers and getting heaters activated. Other warming centers are not available without a minimum amount of power.
- ❖ Conversations continue with Constellation and AEP.
- ❖ Receive communication from Constellation stating “Has AEP indicated to you that they failed to bring you back up?” – Question becomes is substation broken?
- ❖ City of Coleman having difficulty getting through to AEP. Placed on hold for over 45 minutes. Constellation is receiving communications that several substations have failed.
- ❖ PUC confirms to Constellation that Coleman is not the only entity dealing with an outage of that length of time.
- ❖ PUC begins to reach out to AEP.
- ❖ Communication received from Constellation indicates that AEP is choosing to keep Coleman turned off. They have not rotated away from the City of Coleman.
- ❖ Administration reaches out to AEP and stresses the situations with facilities and concerns with populations.

- ❖ Constellation reaches out to AEP Community Relations Representative – no response from AEP.
- ❖ With no indication as to when power will come on, the City begins to focus on opening a warming center.
- ❖ The Coop is rotating outages. The Coop receives power from the same substation that Coleman does, so it is confirmed that there is not an issue with the substation being online.
- ❖ Fire Chief works with staff to put agreement in place with Coleman County Youth Activity Center (CCYAC) – Bill Franklin Center, larger facility than the Senior Center and with power out, and only having the ability to heat the warming center through gas, a longer more reliable alternative is required. In addition, the City begins to utilize the Bill Franklin Center (BFC) as their Emergency Operations Center (EOC).
- ❖ Public Safety begins fielding 911 calls for welfare checks.
- ❖ Streets begins to clear intersections in the City that had iced over.
- ❖ Water Plant and Wastewater facility are working to fight the ice and bring pumps and line online.
- ❖ Water leaks and calls from Residents to disconnect their water meters begin to field into the City. City cell phone numbers are released so that to the best of our ability we are able to field calls. City staff is sent to Law Enforcement Center to assist with non-emergency calls (not 911), most calls are questions regarding power, and seeking resources for staying warm.
- ❖ *Throughout the day and with the city failing to receive power in the same way as surrounding communities, the City Manager worked with Constellation to contact AEP, ERCOT and the Public Utility Commission for resolution. Throughout those discussions, AEP and ERCOT each indicated that the decision to deny power to Coleman was made by the other organization. The City Manager requested from AEP that they at least place the city on a rolling blackout schedule so our citizens could warm their homes periodically and was denied.*
- ❖ Monday night – Bill Franklin Center is operational and open; residents begin to come in seeking a warm place.
- ❖ Staff is continuing to face issues with water plant, pump stations, lift stations, and wastewater plant. With pumps frozen and lines frozen, the water in the tower and tanks are what is keeping the city from receiving water. Not knowing when power will be back to the City, staff sends out water conservation notice, and mindset becomes plan for the next 24- 36 hours to be without power.
- ❖ Fire is called to a structure fire, and manages to control situation

Tuesday, February 16, 2021

Recorded Temperatures: High 23F @6:15 PM; Low -4.0@3:35 AM – Dangerous temperatures; Dangerous wind chills.

Primary Objectives are established for this event:

- Protection and Safety of People;
- Preservation of Property;
- Maintain Critical Infrastructure:
 - Electric
 - Water
 - Wastewater

- ❖ Throughout the early morning hours City Staff operates out of the BFC (ICS was in place with CM Lopez designated as IC. ICP is at the Bill Franklin Center. beginning at 8:00 pm Wednesday).
- ❖ Water Plant and Waste Water Plant continue fighting the elements. Water Leaks and calls for broken pipes begin to increase throughout the city. Leaks are causing water from our tanks to place increased demand on the system.
- ❖ Around 5:30 am communications – Cell Towers and land lines begin to experience sporadic loss of coverage.
- ❖ 7:00 am communications with AEP Community Relations Rep continue. He was under the impression that the City had been brought back online. Explanation that that is not the case. City Manager asks for one circuit to be brought online to assist with the situation. Representative Glenn Rogers begins making calls to state officials.
- ❖ Just before 7:00 am, 911 communication goes down. Sheriff Codgill calls for City Administration to make their way to the Law Enforcement Center for County Wide Meeting.
- ❖ As City and County Officials met, the decision to begin to operate a unified Emergency Operation Center is made (County Judge and Mayor begin the process of implementing an Emergency Disaster Declaration for both County and City).
- ❖ It is determined that with power down and temperatures as cold as they had been in the early morning hours –0.4 degrees at 2:15 am, generators are freezing over and are running low on fuel. In addition, with the water plant having difficulty keeping pump stations operational, the City cannot supply water to Coleman County Special Utility District.
- ❖ At 9:30 am a meeting of County, City, CCSUD, CCEC, and surrounding Law Enforcement Agencies take place to access resource needs and set objectives.
- ❖ Calls are placed to TDEM requesting a communications trailer to assist with phone issues, in addition, CCEC agrees to the greatest extent possible to NOT turn off the circuit that provides power to key facilities in the equation – Holiday Hill, BFC, and Law Enforcement Center.
- ❖ Law Enforcement with assistance from surrounding agencies to include TPW, DPS, and Volunteer Fire Departments begins to go door to door in the City of Coleman for Welfare Checks.
- ❖ Transportation is arranged with CARR to bus Citizens to the BFC. CCISD Superintendent agrees to the use of School Buses to assist with transportation of Residents to the BFC.
- ❖ Sherriff begins communications with bringing 911 back up.
- ❖ Communications are still ongoing with AEP and Constellation.
- ❖ Tuesday afternoon, AEP agreed to turn on one circuit at 5:00 pm to allow the City of Coleman to power up one section of the town. The City identified the most advantageous circuit. This section would provide power to the water treatment plant, the pump stations, the communication towers, the wastewater facility, gas, and convenience stores. This would give the city the ability to provide the maximum services to all the citizens and send water to the Coleman County Special Utility District to service their customers in the rural area. Also, this section was next to the hospital so an emergency power line could be built to service the hospital.
- ❖ Electrical Staff meets with AEP lineman at the substation to begin the process of turning on the breakers at the substation.
- ❖ It is assessed that because the breakers have been down for so long, and with the very cold temperatures, the breakers have frozen over.

- ❖ AEP lineman work very hard on taking parts from one breaker and replacing the parts of the breaker that needed to be turned on.
- ❖ After local AEP crews made the necessary repairs to turn on the circuit, AEP then notified the City that the circuit would not be turned on.
- ❖ AEP claimed ERCOT instructed them not to turn the power on.
- ❖ The time is now 7:00 pm, the City has been without power for 41 hours.
- ❖ After being denied electricity from AEP, City and County leaders regrouped and called upon our political representatives that serve our community, Texas House Representative Glenn Rogers, Texas State Senator Charles Perry, and Congressman August Pfluger.
- ❖ These representatives were very interested in our situation and recognized that our city was not receiving necessary electricity on a schedule that would protect our elderly and disadvantaged population.
- ❖ The City explained to these representatives that our citizens deserve the same treatment as our neighbors who were receiving electricity on a rolling blackout schedule or receiving power uninterrupted. (NOTE: CCEC is rotating outages to its customers in the County, the same AEP substation is used by both CCEC and the City of Coleman)
- ❖ Every one of these representatives recognized that something was not right when the City of Coleman was not placed on a rolling blackout schedule like other communities.
- ❖ After several conversations with Representative Rogers and Senator Perry, Representative Rogers informed the City Manager at 9:18 p.m. that he had just spoken with the Governor's Chief of Staff and the Chief of the Texas Division of Emergency Management.
- ❖ Within minutes, the City received a call from AEP that the City would receive power. AEP turned the power on around 10:00 pm Tuesday evening and the City's Electrical Department completed the final connections necessary for full restoration by 12:45 am Wednesday.

Wednesday, February 17, 2021

Recorded Temperatures: High 26.6F @2:15 PM; Low 19.4F @ 4:15 AM

Primary Objectives are established for the day:

- Protection and Safety of People;
- Preservation of Property;
- Maintain Critical Infrastructure:
 - Electric
 - Water -Water Boil Notice in effect
 - Wastewater
- ❖ Power is up to the City Limits.
- ❖ City Staff is still working on issues with the Water Plant, Pump Stations, Lift Stations, Waste Water Plant.
- ❖ As water leaks begin to happen across town in homes and businesses, in addition to power being restored there is a large demand on the water system that causes the lines to lose pressure and a Water Boil Notice is put in effect for the City of Coleman.
- ❖ HIGH emphasis placed on bringing the SUD online.
- ❖ Sheriff is notified that 911 communications are down again. This time, the issues is due to power outages at a regional substation (a switch in San Angelo). The redundancies in place for when 911 goes down is for Coleman County calls to roll over to another jurisdiction. In this

event, because the issue is at a regional 911 substation, the surrounding 19 counties are also down. Residents are provided land line numbers for 911 and non-emergency issues, in addition, social media becomes beneficial in communicating with 911 dispatchers.

- ❖ As the communication issues are compounding, Law Enforcement is still conducting door to door welfare checks,
- ❖ BFC is housing residents to stay warm
- ❖ City is placing emphasis on infrastructure. With Electrical online focus is now Water Plant with emphasis on supplying water to CCSUD. Generators had been ordered through TDEM in addition to fuel, antigel, strike teams for Incident Management through TFS; Strike Teams for Emergency Services (ambulance); strike teams for utility crews (roads, water, wastewater) Slowly through the day, resources begin to arrive in Coleman and are disbursed to the areas in need.

Thursday, February 18, 2021 - Thursday marks the day that operations are now entering a recovery period.

Recorded Temperatures: High 28.4F @4:35 PM; Low 19.4F @ 11:55 PM

Primary Objectives are established for the day:

- Protection and Safety of People;
 - Preservation of Property;
 - Maintain Critical Infrastructure:
 - Electric
 - Water - Water Boil Notice still in effect
 - Wastewater
 - Emphasis on Distribution of Bottle Water to Residents;
 - Providing enough water pressure to CCSUD to bring pump station online
- ❖ For the City of Coleman, Electrical Infrastructure was 100% online, with no reports of outages. Wastewater facility is 100% online.
- ❖ Water Plant has progressed with bringing the plant 85% operational as of Wednesday night and are working on treating water and pushing water into the distribution system to build pressure. Water Leaks are being repaired and staff is split into teams to focus on reconnecting meters that have been disconnected; prioritizing large leaks in the system.
- ❖ Sanitation services will commence with Commercial Customers being provided service beginning on Friday and Residential Customers being provided services beginning Monday.
- ❖ Shortly after 10:00 am a call for service is dispatched for EMS Personnel, the subject is an unknown medical emergency. As the details of the call are unfolding, County Judge, Mayor, and City Manager are informed of a deceased resident on the 800 block of 1st street. It is later confirmed that the circumstances attributing to this death are related to the winter weather.

Friday, February 19, 2021 - Sunday, February 21, 2021 – Recovery Period

Recorded Temperatures: Temperatures reach seasonal levels

Primary Objectives are established for the days to follow:

- Maintain Critical Infrastructure:
 - Electric
 - Water – Water Boil Notice still in effect (leak repairs continue)

- Wastewater
- Distribution of Bottle Water to Residents;
- Assisting where needed – CCSUD
- A determination is made that unified operations between County and City will disband with each entity focusing their operations on the challenges faced individually.

❖ Shortly after 10:00 am Friday, 02/19, a call for service is dispatched for EMS Personnel, the subject is an unknown medical emergency. As the details of the call are unfolding, County Judge, Mayor, and City Manager are informed of a 75 year old male deceased resident on the 800 block of 1st street. It is later confirmed that the circumstances attributing to this death are related to the winter weather.

❖ Friday evening, as city crews were repairing water leaks, a home was noted to have water coming out the front door. After crews knocked to notify the homeowner, there was no answer. City crews phoned into the Coleman Police Department, and they made entry into the home where they found a 72-year-old male deceased.

❖ The City will not be releasing the names of the victims until final notifications to the families.

❖ As recovery continues as of Sunday afternoon, Water Plant is 100% online, is treating water, maintaining distribution and pressure to the system.

❖ All large leaks have been repaired, with small leaks still in certain parts of town. With large leaks repaired and pressure and chlorine residuals holding, samples have been sent for testing. Once results are received, we will follow the TCEQ process for lifting the water boil notice to residents in the City of Coleman.

❖ CCSUD is still experiencing issues in the county with challenges with the Brooksmith line, Residents in Santa Anna are still without water, and CFD has assisted in providing bottled water to the nearby community.

The historically unprecedented state-wide freeze last week calling for the deployment of Emergency Operations to help stabilize the Texas energy grid is over, yet while the physical events of the storm are behind us, many questions need to be answered by legislative officials from the State of Texas. At the time of this communication, The City of Coleman, Texas, by and through its Mayor Tommy Sloan and City Manager Diana Lopez, and on behalf of the City Council of Coleman and its citizens, is respectfully requesting the opportunity to provide testimony before the Committee on Business & Commerce regarding this winter storm and the events related to the loss of power.

The City seeks answers from ERCOT, the Public Utility Commission, and AEP as to:

- Why AEP placed the City of Coleman on a controlled blackout for 46 hours instead of being placed on a rolling blackout?
- What can be done to prevent this from happening again?

While the City was able to maneuver through these challenges, it is unfortunate to report that due to sustained power outages, and temperatures reaching lows below zero, two residents of Coleman lost their lives and the deaths were directly attributed to exposure to the harsh weather conditions; exposure that could have, and should have, been mitigated at least to the same degree as it was in the surrounding communities placed on rolling blackouts.

We will continue to provide transparency to Mayor, Council, and our Citizens as we advocate for Coleman at a State level to review Transmission Company utility outage practices, as well as the overall ERCOT system reliance. We will continue to advocate for Coleman utilizing every resources available to us to let the voices of this Community be heard.

As news media in the State of Texas is heightening the public's awareness of extreme electricity market prices, we want to remind our residents that the City is under an energy supply contract that insulates our customers from these extreme price spikes. All of the City's wholesale energy rates are fixed until the end of December 2023. Due to these fixed rates, residents will not be charged more per kilowatt hour as wholesale energy rates increase during these emergencies. Any increase in total electrical bills will only be due to actual increased usage, such as heating homes with electrical heat sources during extreme cold weather. No customers are charged for electrical service during a time when that service is not delivered, such as during a blackout.

In municipal service, behind the scenes, departments operate providing services necessary to keep all areas of life functioning normally. After all, the water has to provided, lights have to be kept on, streets have to be repaired, meters have to be read, sanitation must operate, and Public Safety will always answer the call for service. Our City Staff is the front line to these operations. It is to be noted that ALL City Staff worked continuously and diligently to provide service to our community during this time. This was not a single effort of any department or person, but a team effort of city staff, county staff, surrounding agencies, and the community mobilizing all their resources to ensure that Coleman would get through the event.

As a City and Citizens we all knew what to do...and that is what we in Coleman ALWAYS do...we prevailed.

We saw the community offer support, opening their homes and business to those who needed it. Neighbors opened their doors for adults, children, complete strangers, and even pets and offered warmth, food, and support. We checked to make sure that the people around us were okay and if we had something they needed, it was there as well.

On a personal note to City Staff, County Staff, Sheriff's Office, DPS, TPW - ACM King and myself would like to send our personal thank you for placing service above self. We want you to know through this event: We see you; We hear you; We understand you; We recognize you; and We appreciate you!

As we begin the recovery of our community, we are asking residents to be compassionate towards one another during this time. We are encouraging you to support your local businesses and offer encouragement to public service workers (city, county, school, hospital, and the business and retail industry) who will show up every day and interact with the public as part of our commitment to our Community. Coleman is about being a community of strong, unified, resilient West Texans. Coleman is simply Coleman, and to myself and staff, there is no other place we would rather call home. Assistant Fire Chief, Duston Crawford has a saying that he constantly emphasizes: "Love your City, Love your County, Love your People" Never have those three simple phrases resonated so strongly than during the events of the past week.

We will preserve, for WE are Coleman, Texas.
Respectfully, Diana Lopez, City Manager