

# Natural Disaster Recovery



## TDIndustries Helps Houston Get Back to Work After Harvey

When a natural disaster strikes, people panic. Without solid, prepared plans and a company culture willing to follow those rules, the disaster can quickly spin into a crisis.

Hurricane Harvey hit Houston in late August 2017, and everyone struggled to rebuild. Many of Houston's landmarks bounced back with the help of TDIndustries' Integrated Facility Management teams serving as a single point of contact for any necessary mechanical work.

TD's Facilities division maintains several sites, including those managed by Houston First. TD performs 24-hour facility maintenance on three locations, among others, including:

- The George R. Brown Convention Center: This 1.8 million sf complex provides meeting space for thousands of attendees at any given time.
- The Wortham Theater: A cultural arts center, home to the Houston Ballet and the Houston Grand Opera.
- Theater District Parking Garage: This 18-block facility provides underground parking for 5,000 vehicles. It includes several safety systems, including a fire suppression relay.

When Hurricane Harvey hit Houston, most areas suffered damage. Harvey flooded the Wortham Theater and a massive 5,000-parking space, underground parking garage. In both cases, TDPartners were there to verify everyone was out before locking down the premises as securely as possible.

The Wortham Theater took a major hit from the hurricane. Under 12 ft of water for several days,

### Why choose TDIndustries?

- Access to specialty knowledge that would be too expensive to maintain internally
- Vast array of trades allow quick response to any issue
- Quality management of all operations and subcontractor installations
- Partners who take ownership of building's health and company's wellness

# Guidance, Facility Support During, After Disaster



it suffered extensive damage. No major structural damage occurred, but the theater faced an extensive clean-up process – it did not reopen until September 2018. While TD did not self-perform the renovation, Partners maintained the flow of material and orders, assisted in logistics, and provided manpower on site.

The garage, which checks in at 18 city blocks wide, provides underground space for downtown businesses, as well as visitors to the theater, convention center, and other Houston attractions. Since 10,000 people could use it on a busy day, it is complete with security systems, including fire suppression.

During the flood, it was understandably one of the first inundated. Millions of gallons of water had to be pumped out before TD could check for damage. In both the theater and garage, the fire suppression systems were destroyed, forcing manual monitoring until they could be replaced.

“We were onsite until the flood came. We were the ones shutting it down and walking away,” said TJ Shiflet, group operations manager.

The George R. Brown Convention Center wasn't directly affected, but it quickly became a shelter for 5,000 evacuees. That number swelled to almost 10,000 within hours – twice the number the Red Cross anticipated. With the Red Cross running the direct response, TDPartners put aside their work duties and their personal lives to assist for five straight days. After the flood subsided, TD returned to the work of getting the facility up and running – 16-hour days for nearly a month.

Additionally, TD's Service division, which provides on-demand service requests, remediated the city hall and annex within weeks of the flooding. The City of Houston needed its administrative center up and running, and wanted to provide a symbol of recovery to the city. After the stormwater subsided, the buildings had a long to-do list: replace air handlers, clean sheet metal, swap out rotting pump skids, change out motors and re-establish control systems.

TD dispatched Service technicians with a day's notice to begin the process.

“I remember sitting on a curb at 3 a.m. with officials from the City of Houston, talking through our plans for remediation,” shares Luke Palumbo, director of Houston Service Operations. “Several months later during a city business meeting, we didn't have to explain the value of our committed culture. They knew first hand.

“We have the resources that helped them get the company back online when they needed it. Some smaller companies just don't have the capacity to match TD.”

In each case, TD provided a one-stop point of reference to coordinate maintenance, service, and replacements.

“We're the technical expertise onsite. All repairs happen onsite through us,” said Shiflet. “That allows the business to focus on what it does best, while it still has the facility operating at 100 percent with no downtime.”

If a hurricane hits again, TD will be there to help customers restore, resume, and grow.