



## **MANAGER'S MEMORANDUM**

Prepared for: **Naperville City Council**

By: City Manager's office

9/14/2023

### **A. MANAGER'S MEMORANDUM**

**Source:**

1. Dan Nelson,  
Emergency Management  
Coordinator  
Marcie Schatz,  
Assistant to the City Manager

**Subject:**

Follow Up Report  
June 20, 2021, Tornado

**Action:**

FYI

**CITY OF NAPERVILLE  
MEMORANDUM**

**DATE:** September 14, 2023

**TO:** Doug Krieger, City Manager

**FROM:** Dan Nelson, Emergency Management Coordinator  
Marcie Schatz, Assistant to the City Manager

**SUBJECT:** Follow Up Report June 20, 2021, Tornado

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**Purpose:**

The purpose of this memorandum is to summarize gaps from the June 20, 2021, tornado and communicate the follow up action plan.

**Background:**

On June 20, 2021, an EF-3 tornado touched down in Naperville and Woodridge. City of Naperville teams immediately responded to the area, completing search and rescue operations, treating and transporting injured residents, clearing streets for emergency vehicles, assisting affected residents, securing the area and assessing damage to structures.

In the days and weeks following the tornado, fire and police remained in the area as a resource and to secure the perimeter. City crews removed debris from the immediately affected and surrounding areas, restored power and replaced downed power lines, removed downed parkway trees, held special debris and brush pickups, and completed damage assessments of immediately affected and surrounding areas. City teams communicated information about the disaster, response, and availability of municipal services and resources. On June 26, the City participated with other government agencies and non-profits in the Multi-Agency Resource Center (MARC). Throughout the response, the City leveraged mutual aid resources from other governmental agencies.

In the months following the tornado, the City response continued by facilitating the permitting and inspection of damaged homes and replacing parkway trees. In addition, residents, volunteers and City staff held an open house in December 2021 to better understand the outstanding needs in the community. With the information from the needs assessment, a resident group was formed that partnered with a non-profit and secured state and City funding to complete yard replacement for affected residents.

**Discussion:**

As an organization dedicated to continuous improvement, City staff has identified gaps and developed action items to improve emergency response for future events. Many items are already completed, including installing two new solar powered tornado sirens, increased drone capability, access to school buildings for relocating residents to a safe location, and technology to increase internal information sharing.

The remaining challenges and associated action items are in progress and presented in the table below. The first section of the table identifies challenges and action items that internal to City operations. The second section identifies gaps and opportunities for improved collaboration and response with residents, community organizations, and non-profits.

As recently reported in the aftermath of Hurricane Idalia and the Maui wildfires, “Amid the complexities of disaster recovery, the importance of community planning and collaboration cannot be overstated.” Staff sees the opportunity to increase collaboration with community partners and non-profits to assist in the response to future local disasters. While the City focuses efforts on public safety, damage assessments, utility and infrastructure response, we can better leverage community partners with established plans. Initial goals include keeping financial donations local, effectively leveraging and organizing volunteers and defining the role and responsibilities of non-profits like the Red Cross. We can improve our response by providing immediate information about community and non-profit resources to affected residents. Recommended actions are based on our experience as well as resident feedback from the June 2021 tornado.

**Conclusion:**

Staff will move forward with the action items, continue to engage the organization and community partners, and will keep the City Council informed of progress.

	Challenge	Corrective Action	Primary Responsible Organization	Completion Date
City	Improve response by pre-disaster Incident Action Plans (IAPs) created with resources preidentified with contact information	Create IAPs based off the top 10 hazards identified in Naperville’s Threat Assessment	EMA	Q4 2023
	Multiple internal communication channels	Formalize internal citywide emergency communication protocols - Update Emergency Action Plans (EAP) and Emergency Operations (EOP) Plans	EMA	Q1 2024
	Unclear Emergency Operations Center (EOC) roles, procedures, technology	Define EOC opening and closing criteria, create checklists for EOC activation, notification, staffing and shutdown	EMA	Q2 2024
	Short- and medium-term emergency response roles and responsibilities	Update EOP, emergency management training and exercises specific to EOC staffing	EMA	Q4 2024
	Emergency Information Sharing/ Emergency Coordination/ EOC Operations	Evaluate crisis management software and implement new software if needed	EMA/IT	Q4 2026
	Cumbersome tracking of building and permitting recovery efforts	Tracking will be resolved through new permitting and inspection system	TED	2025

	Challenge	Corrective Action	Primary Responsible Organization	Completion Date
	Scavengers and solicitors in affected area	Review solicitor codes and enforcement practices	EMA/CSD	Q2 2024
	Difficult to establish perimeter and limit “disaster tourism”	Develop and exercise perimeter strategies	EMA/PD/DPW	Q2 2024
<b>City and Community</b>	Unclear where to donate financially and keep funds local	Develop MOU with Loaves and Fishes for local financial donation management and distribution	CMO/Legal	Q1 2024
	Unclear roles and responsibilities with the Red Cross	Formalize roles and responsibilities with the Red Cross	EMA	Q1 2024
	Residents unprepared for disaster response (insurance, resources, contracts, etc)	Develop citizen resource guide for immediate response	EMA	Q2 2024
		Partner with Department of Insurance on informational community meeting	CMO	Q3 2024
	No Disaster Recovery Plan to implement	Draft and test Disaster Recovery Plan	EMA	Draft- Q3 2024 Test- Q2 2025
	Multiple agencies conducting multiple damage assessments	Develop policies and practices for required damage assessments - Update EOP Damage Assessment, conduct exercise to test update	EMA/TED	Q3 2024
	No volunteer management plan	Develop plans and policies for volunteer management – EOP Volunteer Management Annex	EMA	Q3 2024
	No plan to receive physical donations	Develop plans and policies for physical donations – EOP Donations Management Annex	EMA	Q3 2024
	Increase community preparedness	Incorporate community partners into tabletop exercises	EMA	Ongoing