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**Drying and emergency mitigation services, stabilization provided after devastating floods  
-Paul Davis readies Bass Pro Shops for rebuild contractor in Nashville-**

As a result of the devastating floods in Nashville, Tennessee, Paul Davis National, the large loss specialists for Paul Davis Restoration, provided emergency mitigation services, building restoration, drying and stabilization procedures for Bass Pro Shops at Opry Mills shopping center. In May 2010, the 140,000 square foot sporting goods store remained closed and the neighboring mall and its surrounding service roads were not open to the public after two feet of flood waters poured into the area. Affected areas of the store had to be accessed by boat before the waters receded in order to determine the extent of damage and next steps in the scope of work. According to Howland "Howdy" Russell, Paul Davis National co-owner, the company worked closely with the retailer's insurance adjusters, store managers and staff to provide restoration and emergency mitigation services for about two weeks.

According to Russell, his company received the initial emergency call from Bass Pro Shops on Sunday, May 1. The restoration firm responded immediately to assess the damage. On May 3, more than 95 restoration, emergency services, and structural clean-up workers and technicians arrived at the job site with five tractor trailers and hundreds of pieces of equipment to mitigate the flood damage. Desiccant dehumidifiers, air movers, generators and highly-specialized drying and contents processing equipment also arrived and were stored in the trucks on site. "We were the first restoration company in the vicinity to be on site immediately and ready with full access to our own power, heavy equipment and skilled labor," said Russell.

As soon as the water began to recede, Bass Pro Shops' managers took Paul Davis staff on a boat ride to the store to evaluate the damage. The loss was evaluated almost 24 hours before the flood waters had receded enough for the team to access the store by land. "We placed orders for items such as fuel, propane, food, and portable toilets before the water had receded. This gave us time to concentrate on the job and when we could access the building without worrying about logistics and procurement," said Russell. "As soon as we could begin work, our staff arrived and began site stabilization. We began drying the interior of the building and made special arrangements for contents processing of some very unique fixtures such as faux trees, taxidermy and elaborate displays along with high-end pieces of merchandise and soft goods," he said.

When the waters finally subsided, Russell and his team focused on drying the building. Staff was on-site around the clock and utilized available power from diesel generators due to continuing problems with the area's power outages and surges. "It was a challenging project. The building was severely damaged, plus we had to contain and control the microbial growth right away. We worked hard to establish a healthy and safe environment for the building's ongoing use as a public area," he said.

During this time, the restoration company worked closely with the general contractor who was responsible for rebuilding the store once the restoration was completed. The general contractor remained on the job from the beginning of the project to evaluate materials used by the restoration company. Materials were catalogued upon removal for replacement purposes. Paul Davis worked with the construction contractor to establish the limits of demolition and the reconstruction needs, so that Bass Pro Shops would be least inconvenienced. Specifically, the contractors had to address the highly specialized displays, fixtures, wall installations and unique features of the store for restoration and replacement.

“We were fortunate to have an existing relationship with Bass Pro Shops. We’ve worked with company for several years on projects nationwide. Dan Hoy, the retailer’s project manager, knew if the Nashville store flooded, then he would need our mitigation services immediately,” said J. Murphy, Paul Davis National co-owner. “Dan called and gave us authorization to mobilize prior to the flood crest date which added to the successful outcome,” he said. According to Murphy, Paul Davis gathered structural information and anticipated a “Category 3” water loss with black water that was grossly contaminated and contained pathogenic disease causing agents and sewage. With the information in hand, the company planned for dehumidification equipment, power generation equipment, power distribution, tools and chemicals to be mobilized in the Nashville area. “We made an agreement with a local Shoney’s restaurant to utilize their parking lot for staging in order to be as close to Bass Pro Shops as possible,” said Murphy.

Murphy and his team met with onsite security and established a protocol for employees to enter the property as soon as conditions were safe. “We had an excellent crew of experienced mitigation professionals along with an onsite office, and management staff who assembled job records for review at anytime by anyone with an interest,” said Murphy. Additionally, extensive coordination was organized between the restoration company and Bass Pro Shops’ personnel with daily sign-off of work completed along with thorough record keeping and clear direction from the customer.

#### In Summary:

According to Russell, the situation was brought under control quickly and effectively through emergency response support. “Unfortunately, this particular loss location was not predictable, and therefore, a response strategy had to be carefully managed. There were many times when the situation became critical, and immediate action was required. This is where our experience in handling large losses gave us a tremendous advantage,” Russell said. He further stated that documentation is a crucial deliverable that Paul Davis provides to ensure accuracy and cost effectiveness in managing the project. The company’s primary objective was to operate all loss sites efficiently by establishing, in writing, its proposed tactics and techniques in advance of implementation.

Prior to implementing the proposed plan of action to stabilize and restore the Bass Pro Shops retail location, all parties involved in the business and the insurance company were aware of the proposed actions and pricing methodology. In this case, time was critical and the team had to establish an agreed upon course of action for work necessary to alleviate the problems. Having a relationship with the retailer’s insurance company allowed all parties to make more effective and efficient decisions and to make sure the resources were in place to meet the demands of the situation.

According to Jon Hallmark, Paul Davis National’s senior project manager, the restoration company had Bass Pro Shops in a position to start reconstruction faster than any other portion of the Opry Mills shopping center. “Not only is Bass Pro Shops one of the largest anchor stores at the center, it is also one of the most visible stores, with the most complex cleaning issues including interior trees and rough lumber,” said Hallmark. “We had the rebuild contractors ready to reconstruct in about 12 days, and approximately five of those days included waiting for the salvage company to auction off and move contents,” he said. “No matter how fast we worked and completed the job, the store could not open until all common areas of the shopping center were ready to open for business. But, we were proud of our performance and results, and our customer was pleased with the work,” he said.

Paul Davis National continued to work in the Nashville market for a couple of months while providing services for a wide variety of commercial property owners. For more information, contact Howdy Russell at 904.233.5245 or email [hrussell@pdnational.com](mailto:hrussell@pdnational.com). Visit the website at [www.pdnational.com](http://www.pdnational.com).

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