



Tulsa Casino and Resort Trusts CRC's Restoration Expertise to Overcome Extensive Flood Damage and Resume Operations



TULSA, OK



HOSPITALITY



FLOOD DAMAGE



\$10M

What Happened

During an exceptionally rainy spring, the Tulsa area faced an unprecedented flood crisis. A combination of heavy snowmelt from the Colorado Rockies and continuous rainfall in Oklahoma caused the Arkansas River to overflow, resulting in widespread flooding. The situation worsened when the U.S. Army Corps of Engineers released water from upstream dams, exacerbating the flooding downstream. This led to emergency flood warnings and evacuation orders in communities along the river, including Tulsa.

One of the hardest-hit establishments was a prominent casino and resort, where floodwaters submerged the ground floor and parking areas. This forced an immediate closure of the property to ensure the safety of guests and staff. Popular amenities such as the pool, tiki bar, and spa—located on the ground floor—were among the facilities affected by the flooding.

Additionally, the basement, the heartbeat of the casino's operations, suffered significant damage. This space was crucial as it contained staff lockers, housekeeping services, and was where daily money transactions took place. The destruction of these essential areas added to the urgency of the restoration efforts.

Challenges and Objectives

In the aftermath of the catastrophic flooding, the casino faced immediate challenges in ensuring the safety of its patrons and staff while mitigating the extensive damage caused by the floodwaters. The ground floor, extensively affected by the flooding, required urgent restoration to resume operations swiftly. Moreover, as one of the largest employers in the area, the closure of the property posed a threat to the continuity of the resort's payroll for its employees.

RECONSTRUCTION SERVICES

- Water extraction
- Drying & dehumidification
- Full cleaning & sanitation
- Odor removal
- Demolition
- Drywall installation
- Painting
- Flooring
- White boxing

With an upcoming MMA event scheduled in the casino's auditorium, the urgency to reopen in two weeks' time for the high-profile occasion became a pressing objective. Meeting this deadline was critical not only for the casino's operational continuity but also for maintaining its reputation as a premier entertainment venue in the region.

How CRC Responded

In response to the client's needs, CRC orchestrated a massive operation, deploying over 400 restoration specialists in round-the-clock shifts. Collaborating closely with the casino's management, CRC devised a strategic plan tailored to the unique challenges posed by the flooding. This comprehensive approach prioritized water extraction, debris removal, and intensive cleaning to mitigate the impact of the contaminated floodwaters.

Due to the hazardous nature of the floodwaters, CRC meticulously followed established IICRC guidelines to ensure safe and effective cleanup of the category 3 water damage. Upon the waters receding, CRC's team encountered a daunting scene: the ground floor buried under layers of mud, debris, muck, and remnants of river life, including fish and snakes.

Recognizing the urgency of the situation, CRC devised various solutions to expedite the restoration process. This included prioritizing the reopening of the auditorium for the scheduled MMA event, despite ongoing construction activities. To minimize disruptions, CRC raised tarps to block out construction areas, ensuring a seamless experience for both guests and performers. New staging areas were also created to accommodate MMA fighters, facilitating their preparation for the event amidst the ongoing restoration work.

Despite the formidable nature of the cleanup process, CRC remained committed to meeting the casino's tight deadline for reopening. The team's dedication and innovative solutions were instrumental in overcoming the challenges posed by the flooding and ensuring the timely restoration of the casino's operations.



Results

CRC's diligent efforts and proactive approach yielded remarkable results. Notably, the auditorium was successfully reopened within two weeks, meeting the crucial deadline for the scheduled MMA event and demonstrating CRC's unwavering commitment to meeting client expectations.

Over 55 days, CRC executed a comprehensive restoration process, encompassing extensive cleaning, demolition, drywall installation, painting, and flooring. Despite the extensive damage caused by the flooding, CRC's expert team transformed the once-flood-ravaged space into a functional environment, ready for the casino to resume operations.

CRC completed the core restoration work with precision and efficiency, delivering the facility in a "white box" state for the casino to add finishing touches. Additionally, stringent safety protocols enforced by CRC ensured smooth project operation, with no major safety incidents reported.

Despite the challenges posed by the flooding, CRC's expertise and dedication enabled the casino to swiftly recover and resume normal operations. This successful restoration underscored CRC's proficiency in handling complex disaster recovery scenarios and reaffirmed its position as a trusted partner on large-scale property damage restoration projects.

About CRC

Commercial Restoration Company (CRC) is a leading national provider of restoration and reconstruction services. CRC helps companies of every size and industry prepare for and recover from major property damage. From fires to floods to hail to hurricanes, we've seen and responded to it all. When you work with CRC, you know you're getting quality work that's done right. For more information, visit commercialrestoration.com.