



# Austin Fire Department

- Between 8:30pm and 8:45am
  - More than 800 incidents
  - Five incident command areas
  - 370 people rescued by boat, helo, or contact rescue
  - 400 people evacuated by boat, vehicle or wading
  - 250 instructed to self-evacuate
  - 50 animals rescued





# Austin Fire Department

- Pflugerville Incident Command (11:30pm)
  - Worked Well
    - Unified command/multi-agency coordination
    - Dividing management structure geographically
  - Challenges
    - Just outside COA, but with COA resources – Transfer of command
    - Awareness of other incidents in the region

# Austin Fire Department

## Individual Water Rescue Calls

- Midnight to 2:00am
  - Scattered water rescues throughout the area
- 2:30am
  - Water rescue/flood calls in East Austin and Eastern Travis County
- 3:30am
  - Water rescue/flood calls in South Austin area
- 4:00am
  - Increase of water rescue/flood calls in South Austin area



# Austin Fire Department

- Bluff Springs Incident Command (4:25am)
  - Worked Well
    - Unified Command with ATCEMS and ESD 11
    - Separate radio channels for each division
    - Cell phone communication with department operations center (DOC)
  - Challenges
    - Dramatic change in flood waters without notice
    - Better Command post location
    - Need for evacuation type boats rather than rescue boats

# Austin Fire Department

- Pinehurst Incident Command (5:50am)
  - Worked Well
    - Single incident command within a geographic area
    - Cell phone communication with the DOC
  - Challenges
    - Low resources – already on other incidents
    - Conflicting information on expected water levels
    - Radio communication – other commands operating on the same channels

# Austin Fire Department

- South Pleasant Valley Incident Command (6:00am)
  - Worked Well
    - Single incident command for a geographic area
    - Dividing the incident geographically
    - Animal Control
    - Establish a victim process group
    - A robust staging area to manage crowds
  - Challenges
    - Conflicting information on expected water levels
    - Need for additional radio channels – use of cell phones



# Austin Fire Department

- Pearce / 130 Incident Command (8:45am)
  - Worked Well
    - Unified command with Law Enforcement
  - Challenges
    - AFD boat operators/Swift Water Rescue technicians
    - Fast changing conditions trapped first responders
    - Need for additional resources due to equipment damage/failure

# Austin Fire Department



## Areas of Improvement

1. Implement a proactive staffing plan for water-related events, including **correct** number of boats and location.
2. Implement a community outreach plan to educate the community on AFD action plans at water-related events.
3. Vet information from the Emergency Operations Center and the Department Operations Center prior to dissemination to the field.
4. Implement an area command at large-scale incidents followed by formal notification through the chain of command.

# Austin Fire Department

## Status of Corrective Actions

1. The appropriate benchmark for proactively staffing and deploying water rescue resources – **Complete**
2. The appropriate number and type (swift water versus evacuation) of boats re-deployed throughout the city – **Boats are re-deployed, additional boats are in the budget forecast**
3. Boat resource availability amongst agencies within the region – **Complete**
4. Agencies within the region continue to collaborate on multiple planning initiatives – **Ongoing**
5. Community Outreach plan for “Ready Set Go for Flood Preparations”- **June 2014**