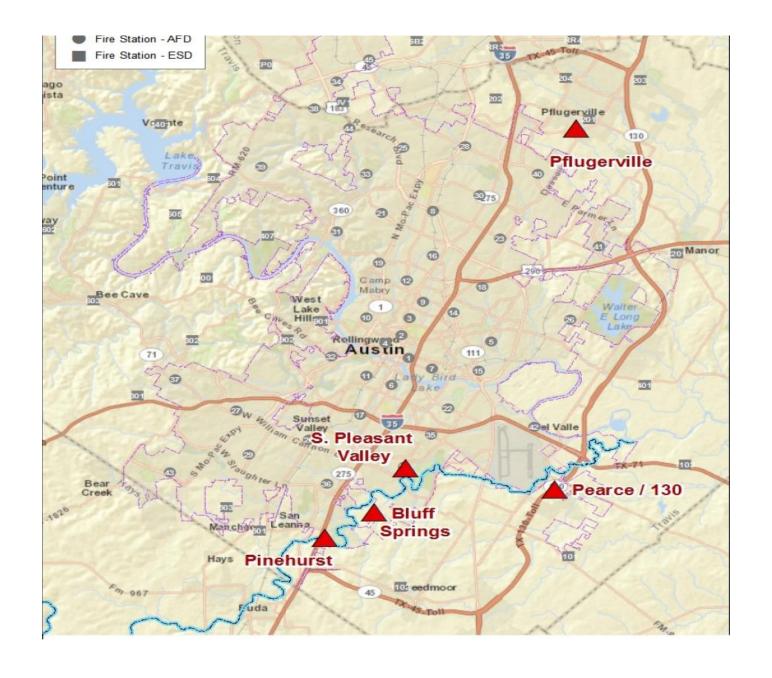


- Between 8:30pm and 8:45am
 - More than 800 incidents
 - Five incident command areas
 - 370 people rescued by boat, helo, or contact rescue
 - 400 people evacuated by boat, vehicle or wading
 - 250 instructed to selfevacuate
 - 50 animals rescued





- 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

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



- 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

- 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

- 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

- 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



Areas of Improvement

- 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.
- Vet information from the Emergency Operations Center and the Department Operations Center prior to dissemination to the field.
- Implement an area command at large-scale incidents followed by formal notification through the chain of command.

Status of Corrective Actions

- The appropriate benchmark for proactively staffing and deploying water rescue resources – Complete
- 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
- Boat resource availability amongst agencies within the region –
 Complete
- Agencies within the region continue to collaborate on multiple planning initiatives – Ongoing
- Community Outreach plan for "Ready Set Go for Flood Preparations"- June 2014