

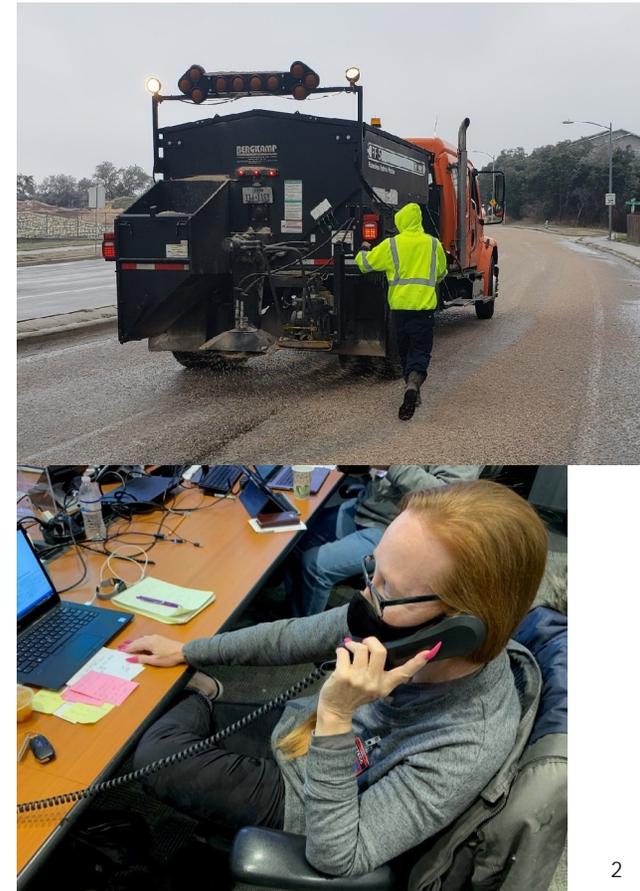
Mobility Outcome Winter Weather Response

Gina Fiandaca, Assistant City Manager | Mobility Committee | March 11, 2021

Advanced Preparation



- Verified inventory and status of equipment and materials such as 1500 tons of dolomite, 87 vehicles/equipment, etc.
- Installed tire chains and prepared reserve vehicles
- Ordered priority delivery of materials and supplies
- Spread dolomite on elevated roadways and bridges in coordination w/ TxDOT
- Mobilized staff for Emergency Operations Center and field operations (including calling in staff and housing them through the storm, and staging equipment throughout Austin)
- AUS established twice daily calls w/ in-airport stakeholders including 9 airlines, 5 cargo carriers, concessions representatives, TSA, FAA, CPB and more
- PIO teams supported EOC and distributed warning messages such as how to travel through dark signals and where to access warming shelters



ATX Transportation @austinmobility · Feb 15
We are receiving reports of numerous dark traffic signals. Please remember that if you have to leave the house, treat these dark signals as four-way stops. No need to call these in to 3-1-1, as crews are aware of the issue.



During the Storm

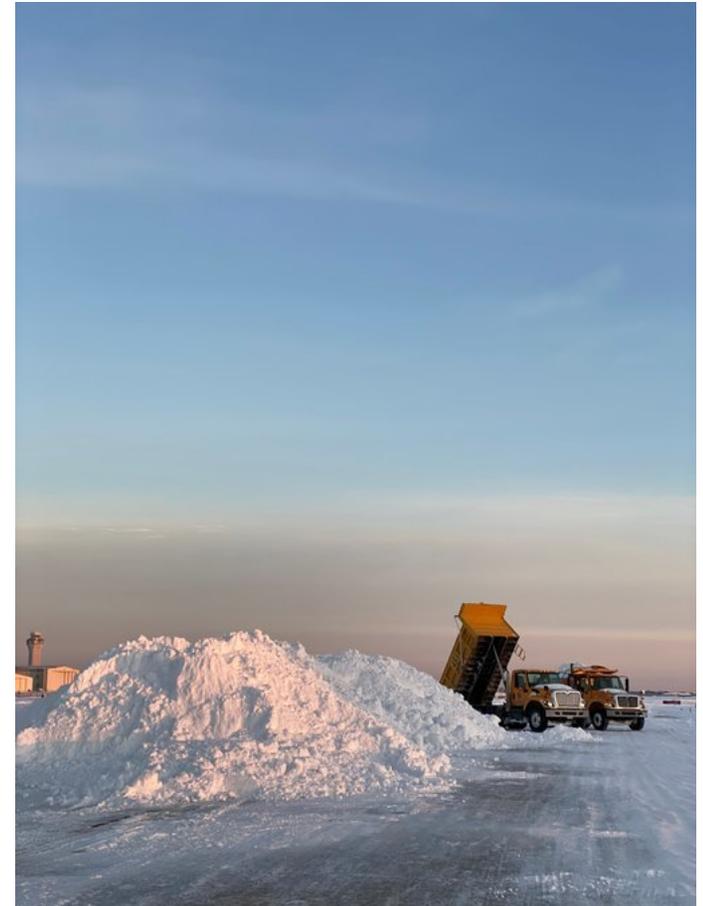


Fleet Mobility

- Worked 1450 hours (around the clock)
- Provided fuel to crews working in right of way
- Provided continuous fuel and/or emergency generators for critical city facilities, facilities housing vulnerable populations and hospitals
- Provided 24-hour towing for all active departments
 - 42 crashes involving COA vehicles/equipment
- Repaired mechanical issues on machinery and equipment of both COA Fleet and critical facilities
 - More than 200 units of emergency repairs

Public Works

- Worked 1100 hours (around the clock)
- Treated or cleared 190 miles of priority roadways
- Treated 28 bridges multiple times
- Supported emergency response and emergency transport by escorting or clearing areas around emergency services
- Transported supplies and personnel to critical facilities, such as water treatment plants and hospitals



During the Storm

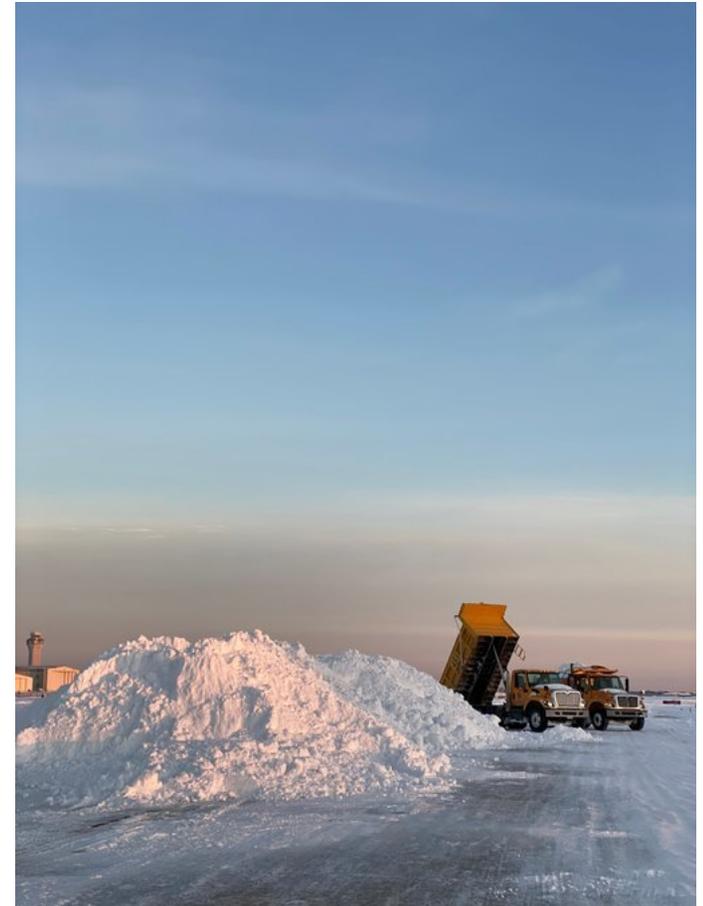


Aviation

- Suspended airport operations for 2 business days
- Worked w/ PWD to clear the runways within two days
- Responded to >30 broken pipes in the facility
- Cared/provided for >30 stranded passengers

Austin Transportation

- Most of 1000 citywide traffic signals in Austin lost power; emergency 8-hour power supplies also drained
 - 80% restored by Friday; 100% restored by Saturday
- Hand-shoveled ADA ramps and crosswalk markings at critical intersections
- Communications teams focused on “stay home” messaging and info. about traffic signals
- Maintained support for partner depts and emergency services through the Mobility Management Center staff





Lasting Impacts



- **Roadway Repairs:**
 - Increased pothole service requests
 - Supporting Austin Water w/ permanent utility cut repairs
 - Continuing to clear debris and complete street sweeping as needed
- **Facilities:**
 - AUS and Fleet repairing broken plumbing
- **Supporting our community:**
 - Establishing supply chain and distributing water, food and supplies
 - Received 146 semi-trailers full of water issuing 4.2M bottles to established PODS.
 - Approx. 21K meals to shelters
 - Directing traffic around distribution centers
 - Providing information to the community about resources and support



Critical Communications



Roadway Safety and Mobility Actions Messaging

- ATD PWD posted 55 tweets and 75 Facebook posts
 - Total Impressions: 1,061,447
 - Total Engagements: 56,133
- Distributed 5 media releases w/ key activities and safety messaging
- Provided information to media partners and EOC for daily media updates

AUS Operations Messaging

- 4 media releases, conducted 5 live TV interviews, posted almost 30 English and Spanish language tweets, and managed social media queries
 - February Social Overview: 1.84M impressions, 268k profile visits, 1,103 mentions and 2,985 new followers

A photograph of a residential street covered in snow. The road is marked with multiple sets of tire tracks, indicating recent vehicle traffic. The snow is piled up in the center of the road and along the edges. In the background, there are utility poles with power lines, bare trees, and houses. The sky is clear and bright. The word "Questions?" is overlaid in the center of the image in a white, sans-serif font.

Questions?

Winter Weather Response

Dottie Watkins – Chief Customer Officer/Chief Operating Officer. Capital Metro

Winter Weather & Our Community



- Communicating Service Levels via social media & nearly 350,000 MetroAlerts
- Emergency Operations Center support
 - Shelter transportation support
 - Dell Medical staff and patient transport
 - General population dialysis transport
- Meals on Wheels & Central Texas Food Bank meal deliveries – 569 households served
- MetroAccess focus on life-sustaining trips
 - Daily calls with dialysis customers and dialysis centers. Centers closed and slowly opened over two-weeks
 - Provided 1,080 dialysis trips over two-week period



Continued Community Support



- Supported water distribution sites with shuttles
- Provided mobile water distribution sites using buses loaded with water
- Delivered a case of water to nearly 1,300 individual MetroAccess eligible households
- Offered free fares Feb. 18 through Feb. 28



Winter Weather & CapMetro Family



- Provided meals, bottled water & incentive pay
- CapMetro buildings as warming centers and/or shower facilities for staff and households
- Response to urgent needs by the CapMetro Family Cares team and employee-funded Disaster Relief Fund





METRO

THANK YOU!