

## UPDATE

**TO:** The Joint Subcommittee of the City of Austin, AISD, and Travis County

**FROM:** Laura Patiño, City of Austin, Chief Resilience Officer  
Juan Ortiz, City of Austin, Director of HSEM  
Pilar Sanchez, Travis County Executive for Health and Human Services  
Charles Brotherton, Travis County Executive for Emergency Services  
Matias Segura, AISD Interim Superintendent

**DATE:** Friday, February 17, 2023

**SUBJECT: Austin Resilience Hub Network Update**

Resilience Hubs convene trusted resources and information for the communities and provide a way to directly and meaningfully serve the community before, during and after events. **After several months of extensive outreach and collaboration with the community, the City has begun piloting specific sites to serve as resilience hubs, but in practice, nearly any publicly facing public facilities can fulfill some level of a resilience hub function.**

We must acknowledge how recent winter storms have allowed us to run the pilot program. For example, in the most recent winter storm, three resilience hub pilot sites served as Cold Weather Shelters, providing overnight accommodations for our unhoused community. Additionally, one other pilot site along with several other City recreation centers and libraries served as daily warming centers for individuals needing daytime relief from the weather conditions. The City was also able to convert a facility to serve as a mass-care and sheltering operation for individuals and families in need. Lastly, two pilot resilience hubs served as Multi Agency Resource Centers (MARC) for recovery, while all remaining pilot sites, along with County community centers and City Neighborhood Centers provided recovery information and promoted the larger events. Beyond the city-owned facilities, partner organizations also served as Resilience Hubs in some capacity. For example, Austin Community College offered their Riverside location to serve as a MARC on short notice. That is **the intent behind the City's resilience hub model – to have resources capable of flexing and adapting to evolving situations. While the City's long-term resilience hub model remains in development, opportunity to effectively and expeditiously implement many of the City's resilience hub principles.**

The Joint Subcommittee last received a written update from staff on September 12, 2022. Below is an updated status report on the Austin Resilience Hub Networks. Additionally, this report contains a new section that presents the implementation and sustainable growth strategy for the Network. This report summarizes major accomplishments, highlights our refocused implementation strategy, identifies next steps, provides immediate winter weather resources, and presents findings from peer-city resilience hub programs.

For additional questions, please contact [Laura.Patino@austintexas.gov](mailto:Laura.Patino@austintexas.gov)

# Austin Resilience Hubs Network Program Milestone Dashboard Q1 2023

Dark Blue - Completed; Light Blue - Ongoing; Grey - On Hold

Ongoing	Pilot Focus 2021 – 2022	Phased Implementation 2023 – 2024	Sustaining & Expanding 2023-beyond
Stakeholder Engagement (Leadership team, CAC, Task Force, Work Groups)	Stakeholder Identification & Engagement (Leadership team, CAC, Task Force, Work Groups)	Equipping Resilience Info Hubs (example Winter Storm Mara)	Resilience programs services expansion, including created resources
Website maintenance	Hazards & Vulnerability Assessment	Formalizing emergency functions and their tie-in to CoA emergency plans	Ongoing emergency programs coordination & trainings at hub sites
Development of spending plan for pilot program	Agency Facility Assessment	Development of Resilience Hub Network Toolkit	Increase participation of facilities city-wide
Joint Subcommittee Presentations	Agency Facility Selection of 6 Pilot Sites	Community-owned facilities identification, selection, & partnerships (including database development)	Network management and oversight (informed by governance development)
Expanding Staff Capacity	Identify City Facility Improvements	Evaluate contractual and legal requirements for partnerships	Funding playbook (informed by spending plan)
Development of Resilience Hub Network governance with partners	Identify City Facility Activation Protocols	Infrastructure improvements for pilot hubs	Future infrastructure improvements
	Identify Agency Facility Resilience Programming	Equipping Resilience Hubs with other external resources	

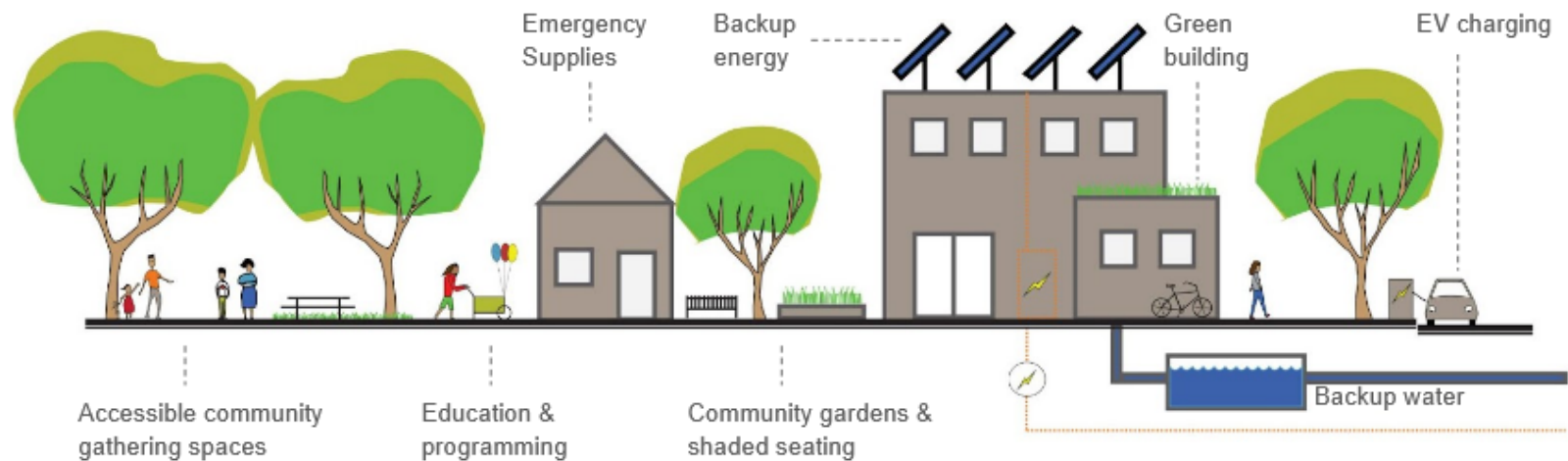
# What are Resilience Hubs

## What they are:

- Networks of Existing Physical Facilities
- Community Focused
- Safe spaces before and after events

## What they are not:

- Replacement for traditional disaster response
- Pre-identified shelters or replacement for sheltering plan



For more information, visit [www.austintexas.gov/resiliencehubs](http://www.austintexas.gov/resiliencehubs)

# Austin Resilience Hub Network Q1 2023 Detailed Progress Report

## Major Accomplishments to Date

- ★ 6 focus areas were identified by March 2022 through a collaborative process with the Community Advisory Committee that included data collected by University of Texas at Austin researchers.
- ★ 36 City and AISD facilities were assessed for their ability to serve as an Info Center, Warming and Cooling Center, Food and Water Distribution Center or were "Shelter-Capable".
- ★ First phase of community engagement completed.
- ★ Resilience Hub Network Website has been launched [www.austintexas.gov/resiliencehubs](http://www.austintexas.gov/resiliencehubs)
- ★ Launch of survey for community-owned facilities and resources is live. [Access the survey here!](#)
- ★ Finalized review of peer cities. [Access our summary here!](#)
- ★ Selection of 6 sites:
  - North Austin YMCA
  - Turner Roberts Recreation Center
  - Virginia Brown Recreation Center
  - Montopolis Recreation Center
  - Dove Springs Recreation Center
  - Gus Garcia Recreation Center
- ★ Continued stakeholder engagement with the Community Advisory Committee (monthly), combined working groups for facility improvement, hub activation, and community involvement (biweekly), Community Task Force composed of residents within the 6 focus areas (on pause), and Leadership Committee (monthly).
- ★ Activation during Winter Storm Mara - Jan 2023

For information on community engagement results. Access the [presentation here!](#)

For previous reports provided to the Joint Subcommittee, visit Austin Resilience Hub Network [Website](#)

## Highlight: A Refocused Implementation Strategy

Over the course of the past year, extensive planning activities have taken place to identify areas of focus, evaluate existing sites and facilities, engage with key community partners, select 6 locations, and understand the different programmatic and structural components needed for a Resilience Hub.

The following guiding principles were established through community engagement:

## Equity Guiding Principles



### Acknowledging systems and history of inequity

Are we considering the impacts of systemic racism in our work?



### Centering community voices and community narratives

Are we prioritizing low-income, communities of color, previously incarcerated people, LGBTQIA+, women and children, and those living with disabilities, in our resilience work?



### Cultivating trust

Are we fostering democratic participation. And equity through community-driven decision-making? Are staff building relationships with the most disenfranchised?



### People Power

Are we centering the leadership and expertise of those most impacted by shocks and stressors? Are leadership opportunities being nurtured with low-income, communities of color, those living with disabilities, LGBTQIA+, and women and children?



### Accountability and transparency

Are staff bridging the divide between community and governance? is our work open to critique?

Through ongoing community engagement and feedback from cities around the world, the following assumptions are shaping the program:

1. Resilience Hubs are trusted, accessible, and safe community spaces that provide services before, during, and after disasters and support community resilience. Access one-pager in [English](#) or Spanish here!
2. More important than the building itself, Resilience Hubs' success is defined by the community and social networks they support. If resilience hubs are effective in the day-to-day programming, it reduces the reliance of external facilities and emergency services during disasters and supports building resilience for individuals.
3. Austinites would rather stay at home or go to a family or friend's home during a disaster but they need the resources to prepare before and recover after an emergency event. Austinites would go to a shelter/warming center/hub or other facility during disasters only as a last resort.
4. Many Austinites do not know that public buildings can be accessible for resources or services.
5. Resilience Hubs tie into the City of Austin and partners' existing emergency plans and operations, and do not replace them. They are a complement to enhance community preparedness, climate readiness, and overall resilience. Resilience Hubs are not mass-care shelters, but supplement emergency management in case of need.
6. Not every Resilience Hub site in Austin, whether public or private, has the capacity to serve all potential functions (information, food and water distribution, warming and cooling centers, and informal places of refuge and formal shelters). Turning them into "end all, be all" sites can be costly and time-consuming, limiting our ability to provide services today. This Network must leverage existing resources, collocate services at existing facilities, and look for opportunities for growth.

7. Resilience Hubs will be constantly evolving and growing in a process of continuous improvement based on community needs. A phased implementation approach will allow us to start deploying resources now, while continuing to expand the capacity of each hub and beyond.

## Partnerships

The Resilience Hub Network Leadership Team, comprised of City of Austin, Travis County, and Austin Independent School District, are working to develop a governance framework that identifies:

- Roles and responsibilities
- Integration of sites within each other
- Budget considerations
- Branding considerations
- Contractual and legal considerations

### Other partner-specific updates, relevant to Resilience Hubs:

**AISD:** The AISD Board of Trustees unanimously voted (9-0) to approve a \$2.44 Billion Bond which will be placed on the November 2022 Ballot. This Bond includes the full or partial modernization of 26 campuses in addition to critical deficiency related projects at all other campuses. The identification of the modernized sites was determined through a comprehensive planning process modeled using equity by design. The planning and development of these projects will consider resilience design components and community features. Where applicable and when aligned, the projects for full modernizations will be designed to function as resilience hubs or integrated within the Resilience Hub Network. AISD staff will continue to work with COA staff to determine these opportunities.

Austin ISD's \$2.44 billion bond package is made up of three separate propositions.

- Proposition A: \$2.3 billion in general purpose funds
- Proposition B: \$75.5 million for technology
- Proposition C: \$47.4 million for stadiums

Austin voters overwhelmingly approved all the props. Now, Austin ISD will be able to borrow money to renovate schools, repair roofs and HVAC systems, make security upgrades, invest in new technological devices, and improve athletic facilities shared by multiple campuses. The district can also buy new school buses and musical instruments for students.

### Travis County:

Travis County supported the Office of Resilience with staffing Multi-Agency Centers (MARCs) last week and will continue to support the City of Austin with MARCs going forward before and after emergency events.

Travis County requested that the Central Texas Food Bank hold mass food distribution the weekend after this last freezing event and offered to fund it. Two events were held on Saturday, February 4th. The City of Austin and Travis County committed to fund and assist with a third event on Monday, February 6th. All three events were very successful, each

serving between 500-600 vehicles and over 1,200 families. A total of over 3,600 families were served at these mass food distributions.

## Next Steps

### Draft Timeline

Short-Term Now-2 Months	Medium-Term 3-12 Months	Long-Term 1+ years
<p><b>Phase 1 - Communication</b></p> <ul style="list-style-type: none"> <li>• Connect w/ facility managers at 6 sites</li> <li>• Coordinate communication materials - and inform staff of materials (Preparedness Guide, MARC Materials &amp; Planning)</li> <li>• Identify adjacent sites</li> </ul>	<p><b>Phase 2 - Community Involvement</b></p> <ul style="list-style-type: none"> <li>• Put out RFP for physical improvements</li> <li>• Resilience Hub Toolkit &amp; Mini grants</li> <li>• Identify other sites for futures hubs</li> <li>• Map hubs and website expansion</li> <li>• Resilience services expansion</li> </ul>	<p><b>Phase 3 - Expand Program</b></p> <ul style="list-style-type: none"> <li>• Building Upgrades</li> <li>• Build up staff/volunteers at sites</li> <li>• Formalize partnerships with external groups</li> <li>• Expand Funding Strategies</li> </ul>

### Resilience Hubs Throughout the Winter Season 2022-2023

- 6 pilots will continue with their ongoing programming.
- 6 pilots will serve as information hubs during normal operating hours.
- 6 pilots are considered passive warming facilities during normal operating hours. Monitor warming locations at City of Austin Active Emergency Information Hub: <https://www.austintexas.gov/alerts> or call 3-1-1.
- Some of the 6 pilots have served as cold weather shelters to serve our unhoused community. Monitor shelter locations at City of Austin Active Emergency Information Hub: <https://www.austintexas.gov/alerts> or call 3-1-1.
- 6 pilots are not equipped with food and water, however, individually they have the capacity to serve as distribution centers, if activated, and are linked to the Emergency Operations Plan: Food & Water Appendix.
- 6 pilots will have a database (currently in development) of organizations, including their resources and services.
- 6 pilots will offer an opportunity to co-locate programs, workshops, community engagement and more.

If you are interested in discussing services, programming, or have questions to be co-located at 6 pilots, please contact us at [resilience@austintexas.gov](mailto:resilience@austintexas.gov)

Cc: Spencer Cronk, City Manager  
 Rey Arellano, Assistant City Manager  
 Jason Alexander, Chief of Staff