

Winter Storm Mara

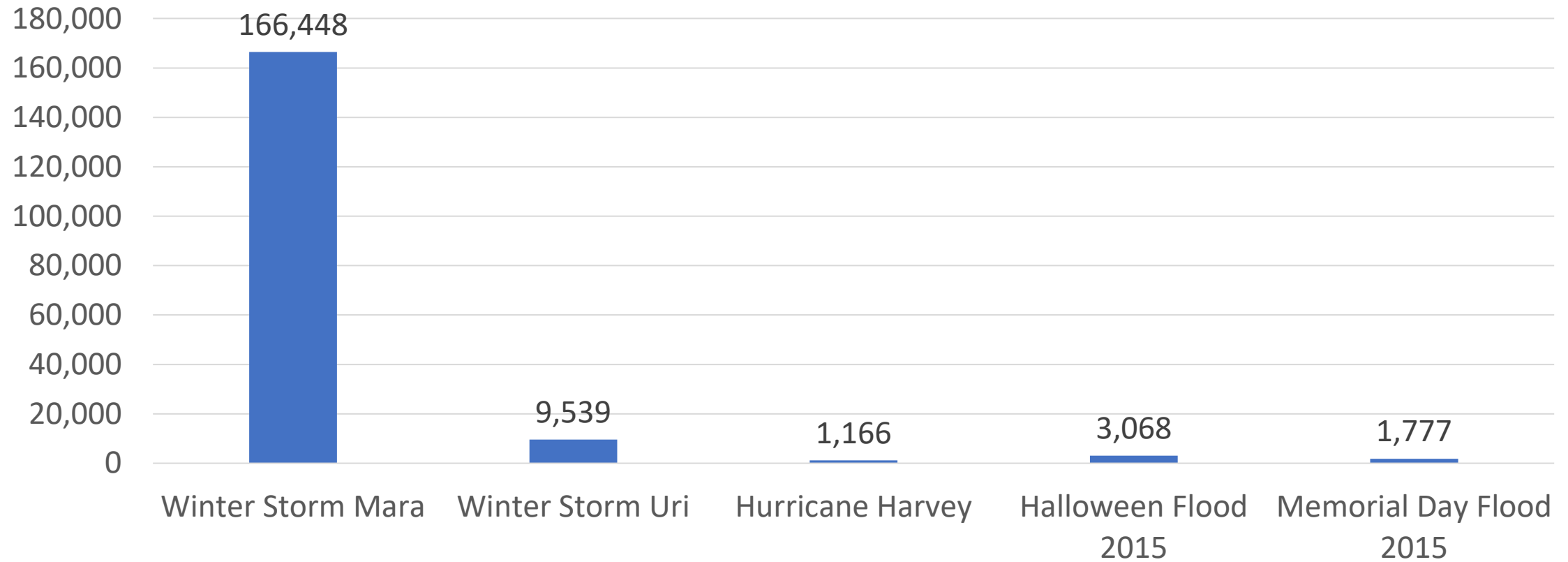
Austin Resource Recovery Response



Timeline of Event

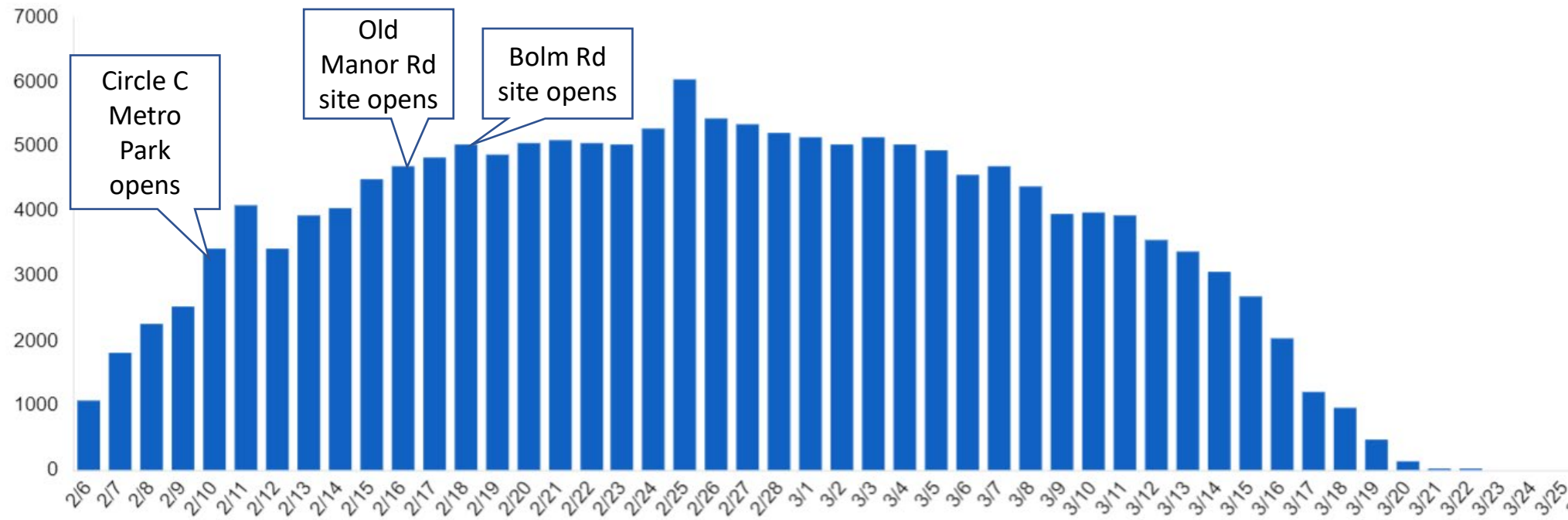
- After Winter Storm Uri, ARR procured a more robust emergency debris collection contract with three vendors
- 31 January
 - National Weather Service forecast shifts to include greater amounts of freezing rain covering the entire Austin metro area
 - Operational crews end routes early in anticipation of icy roadways
- 1 February
 - Emergency debris contractors put on stand-by status
 - No operational collections
- 2 February
 - Emergency debris contractors activated
 - Operational collections resume late morning
- 6 February
 - Contractors begin collections

Curbside Collections in Tons

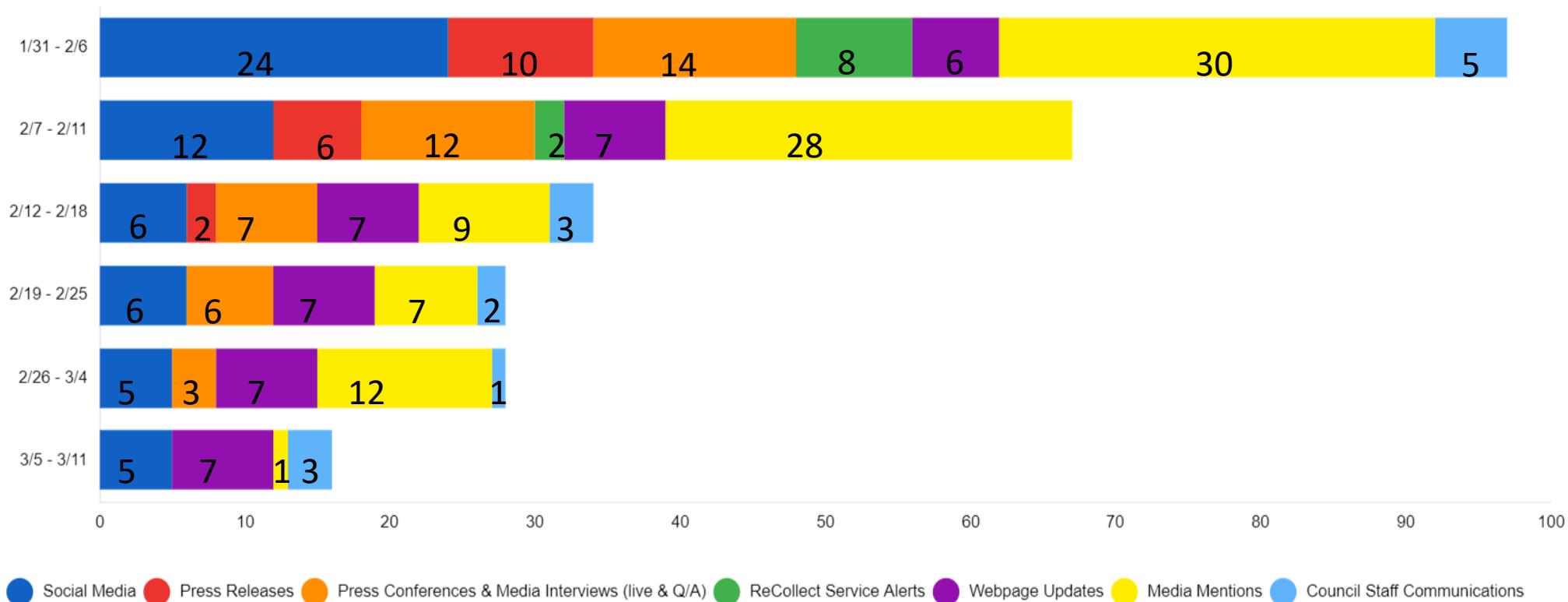


Comparison of Storms

Daily Curbside Collections (Tons)



Customer Communications



Collection Map

- Updated daily
 - Data provided by contractors
- Customer experience – being “skipped”
 - Improper set-out
 - Too close to vehicle, mailbox, fire hydrant, etc.
 - Setouts too far from curb or under low-hanging tree limbs
 - Vegetation debris mixed with bulk items such as fencing
 - Timing of set-out
 - Each street will receive three collections – not each customer
 - Trucks leaving the route and starting at a different place
- Areas for improvement
 - Cul-de-sacs
 - Gated communities
 - Tagging improper set-outs

3-1-1 Experience

- 3-1-1 messaging updated on 17 & 23 February
- Duplicate 3-1-1 calls were closed
- Addresses were confirmed collected before closure
- Areas for improvement
 - Real time closing of SRs
 - Pictorial evidence



Prioritization of Collections

- Previously scheduled brush routes stayed on schedule
- 3-1-1 calls were used initially to assess volume of collection needs
- All districts had collections begin in the first week
- Public safety and health concerns
 - Large debris piles created blind spots for drivers
 - Denser debris piles can harbor pests
 - Fire danger





Questions

