



Emergency Management Plans and Responses Update

April 11, 2023

Increasing Frequency of Emergency Situations



Growth of
Austin



Extreme weather
conditions

The City Manager has identified three approaches to Improve Emergency Response

1. New procedures for initiating the Emergency Operations Center
2. Emergency Communications
3. Operations and Planning

After Action Reporting (AAR) | Process



Phase 1 – Departmental Preliminary Analysis

- What went well, challenges, and improvement ideas
- *Ongoing*

Phase 2 – COA Preliminary AAR

- Address critical questions, identify root causes of major findings, analyze Uri vs Mara events
- *Mid-April*

Phase 3 - Joint After-Action Review with Travis County

- *May*

Phase 4 – Improve

- Identify solutions, create Implementation Plan
- *Mid-June*

Phase 5 - AAR Complete

- *Late June*

Three Departmental Preliminary Analysis highlights on the following slides

Example | Transportation Public Works (TPW) Coordination

Working with multiple teams, divisions, partner departments, and contractors

What went Well

1. Quick arrangement of ad hoc chainsaw training
2. Adaptability to new ideas and procedures (CSR to grid method)
3. Good use of technology, including Maximo and Teams
4. Smooth transition from reactive to proactive response
5. Support from partners (AFD, TX Forest Service, PARD, WPD)
6. EOC shifts established and shared ahead of time

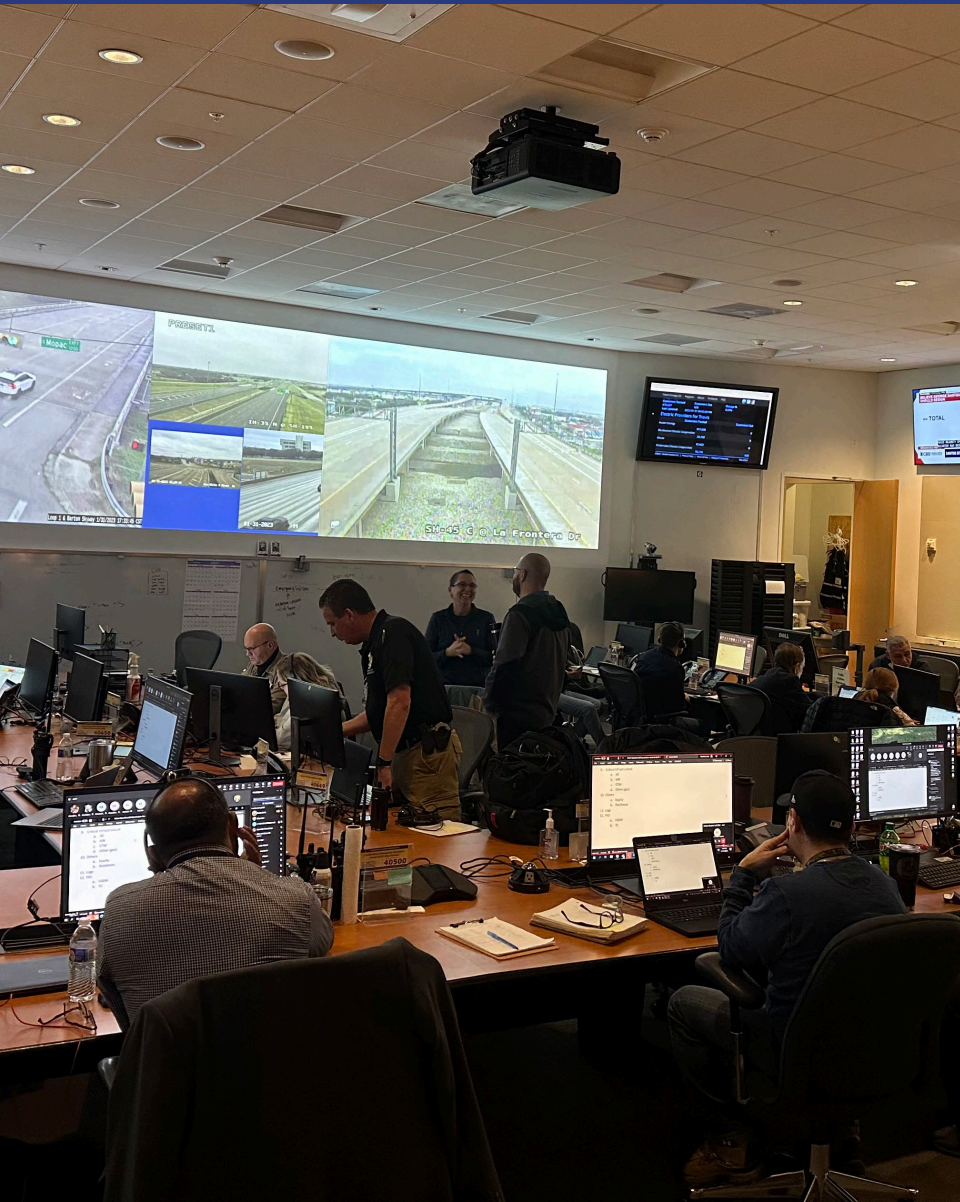
Challenges

1. Silos and overlapping objectives between workgroups
2. Lack of uniformity and understanding of different departmental processes
3. Identification of City priorities across departments and functions
4. Too many directives coming from multiple systems and conflicting instructions
5. Lack of accurate, timely data to identify work that has been completed and work that needs to be addressed

Improvement Ideas

1. Practice regular inter-dept coordination exercises
2. Create one real-time interactive GIS map for all departments
3. Establish deadlines and assignments for contributing to daily press conferences and releases
4. Define procedures, roles, responsibilities, and reporting relationships with clear communication channels
5. Station staff near work locations ahead of time when storms are predicted (hotel contracts)

Homeland Security and Emergency Management (HSEM)



Communication

- Strategy for digital and traditional communication
- Frequency of communication best practices
- Communication protocols for elected officials

Shelters

- Strategy for messaging protocols
- Back up power

Training

- Community preparedness and resiliency
- Clarify role of elected officials via emergency management training

Practice

- Frequency
- Diverse Exercises

HSEM Role

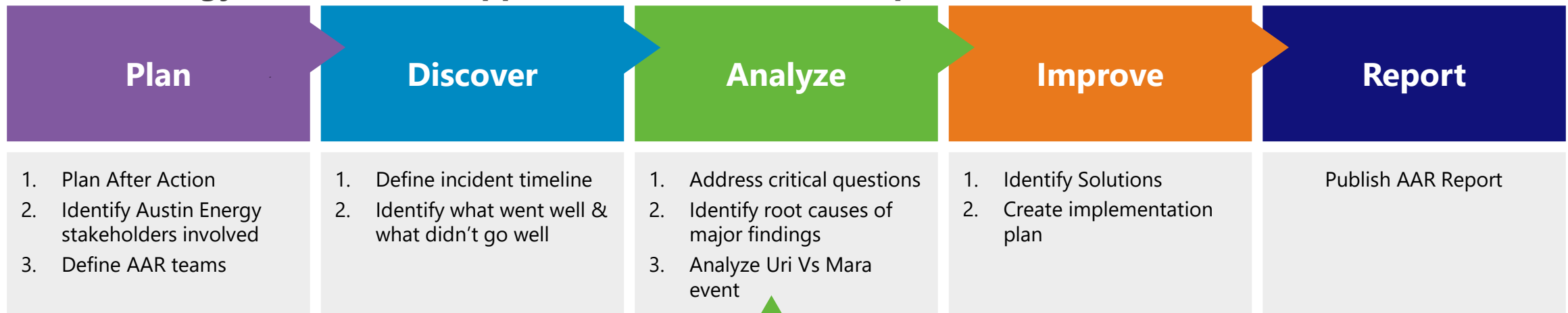
- Clarification for support of HSEM-related activities during activation

Austin Energy (AE) After Action Review (AAR) | Overview

Focused on Austin Energy's Emergency Response to Winter Storm Mara

- to better understand Austin Energy's actions related to the winter storm
- to identify factors that contributed to any process breakdowns
- to identify effective strategies for responding to future emergencies

Austin Energy's After Action approach consists of five steps:

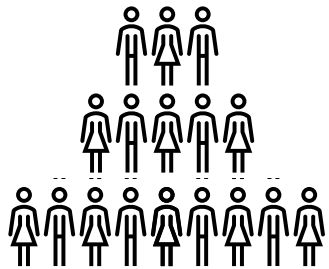


We're Here

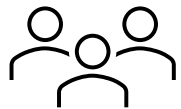
Austin Energy | After Action Review Status

DISCOVER PHASE

INTERNAL DISCUSSIONS



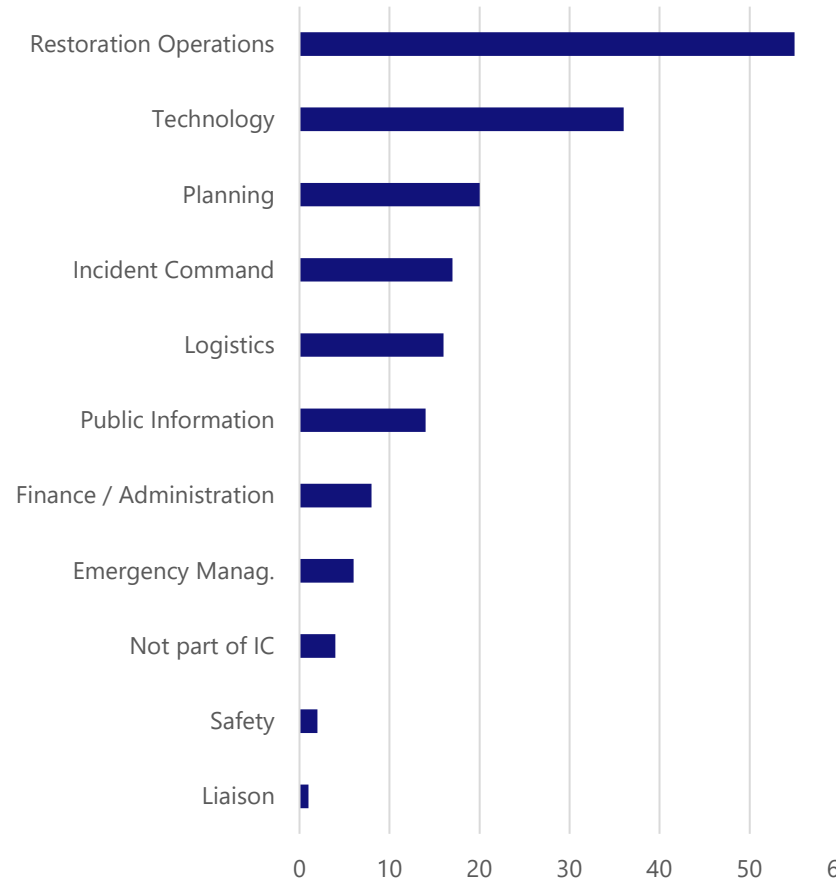
200+ Incident Command participants



20+

Cross-functional team discussions

OVERALL PRELIMINARY FINDINGS BY INCIDENT COMMAND SECTION



**Raw and unedited data*

ANALYZE PHASE

Large Dataset

Austin Energy captured feedback, with a large amount of data to review and synthesize.

Austin Energy continues to conduct cross-functional review meetings to look at top priority findings and identify missing components.

Austin Energy | After Action Review

MAJOR ISSUES

Outage Map

- Automated text alerts confused customers and sent them into an outage reporting loop
- Customers could not always identify if the map reflected their outage

Restoration Coordination

- Existing restoration coordination practices were not adequate for an outage event of this severity and complexity

Communications

- Insufficient communications with the public and other departments
- Incorrect system wide estimated time of restoration

Vegetation & Infrastructure

- Extreme weight of ice on trees caused broken poles, cross-arms, and downed wires

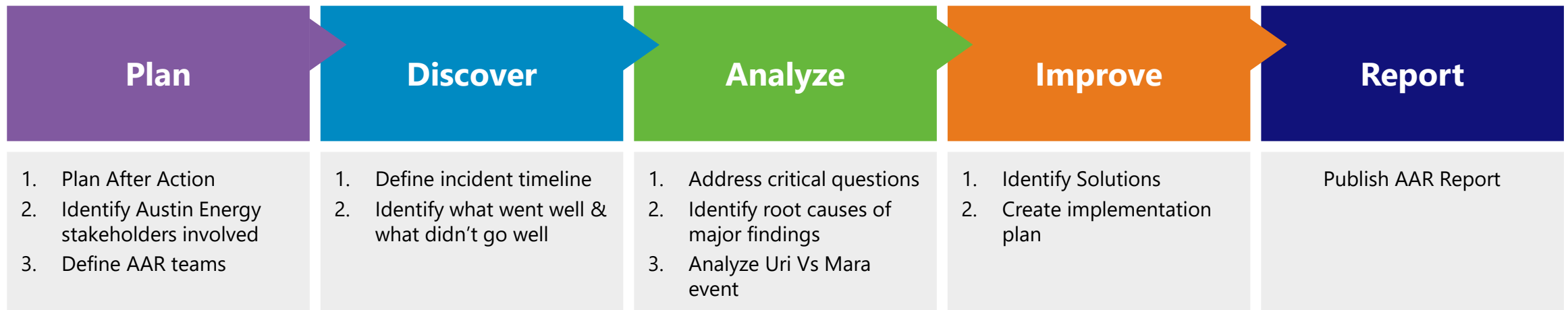


Austin Energy | After Action Review

NEXT STEPS

- A. Identify effective strategies
- B. Execute 3rd party review
- C. Integrate into the overall City of Austin AAR
- D. Finalize Austin Energy After Action Report

Austin Energy's After Action Approach





Thank you!