



Disaster Preparedness Audit Recommendations Update

Audit & Finance Committee – Regular Meeting
April 26, 2023



Background

March 25, 2021

Council Passed Resolution No. 20210325-067

The resolution directed the Office of the City Auditor to conduct an audit of the City's response to Winter Storm Uri.

November 2021

Office of the City Auditor Releases Audit Report

10 Recommendations were provided to Staff.

January 19, 2022

Memorandum

Staff presented an update on the 10 recommendations from the audit report.

June 15, 2022

Audit and Finance Committee Meeting

Memo provided an update on actions taken to prepare the City for complex, cascading disasters and the strategy for addressing Winter Storm Uri-related after action tasks.

Audit Report Recommendations

(10) Recommendations

1. Prepare for significant/catastrophic events.
2. The City Manager should prioritize a comprehensive COOP planning system.
3. The City Manager should prioritize and implement initiatives to increase disaster preparedness and community resilience.
4. Implement past corrective actions, mitigation actions, and recommendations related to disaster preparedness and response.
5. Evaluate current HSEM staffing and add additional staff needed to ensure HSEM is able to achieve its goals.
6. Update policy or process for ensuring adequate staff are trained and available to respond to disasters.
7. Ensure the City has adequate emergency supplies and equipment for future disasters.
8. Create and implement a Language Access Plan for emergencies to ensure affected communities receive adequate information.
9. Ensure the City's disaster response efforts are equitable and meet the needs of vulnerable populations in the community.
10. Develop a plan to involve community in disaster preparedness and planning.

Recommendations Focus Areas

Preparedness

- Continued planning and exercising
- Plan for “uncommon” events

Analysis and Implementation

- CRISP - Community Resiliency Improvement Status Portal
- Reevaluate the past

Staffing

- Hiring HSEM staff
- Training more City staff for emergency support

Outreach

- Targeted community education
- General preparedness



CRISP



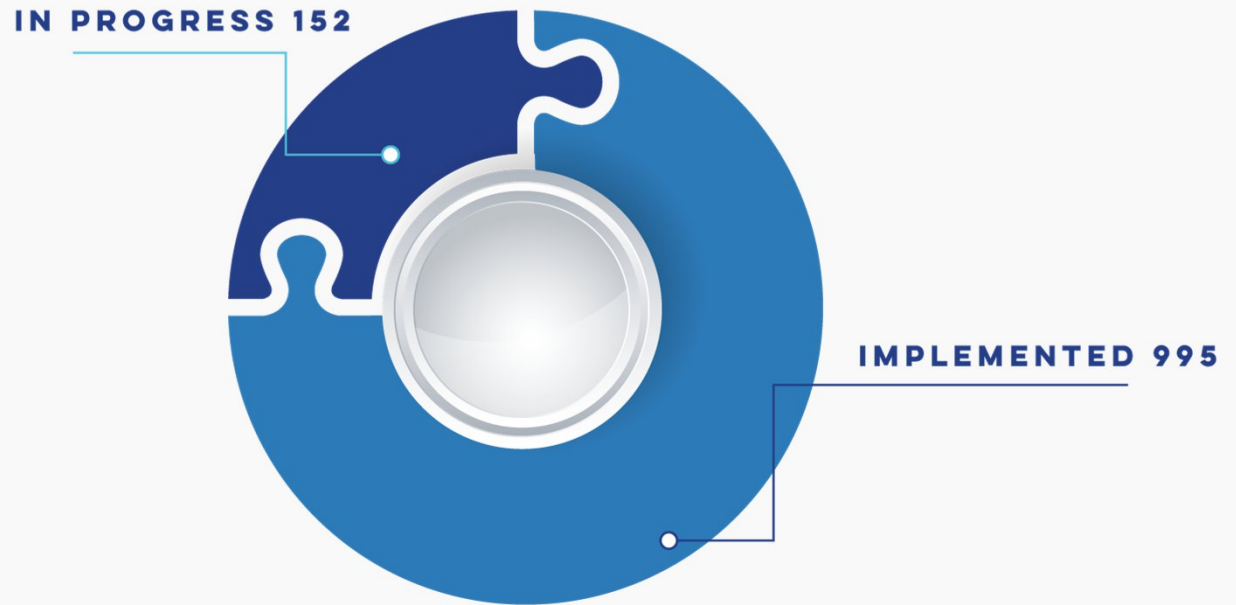
austintexas.gov/crisp

Community Resiliency Improvement Status Portal launched August 2022 for Major Disasters

- Automated & Comprehensive approach to AAR reporting – strategic advantage
- FEMA Standard (Best Practice)
- Identifies areas of improvement and actions implemented
- Provides a dynamic and transparent system for updates
- Provides analysis for lessons learned
- Allows for future data aggregation to show trends for planning, training, exercise development

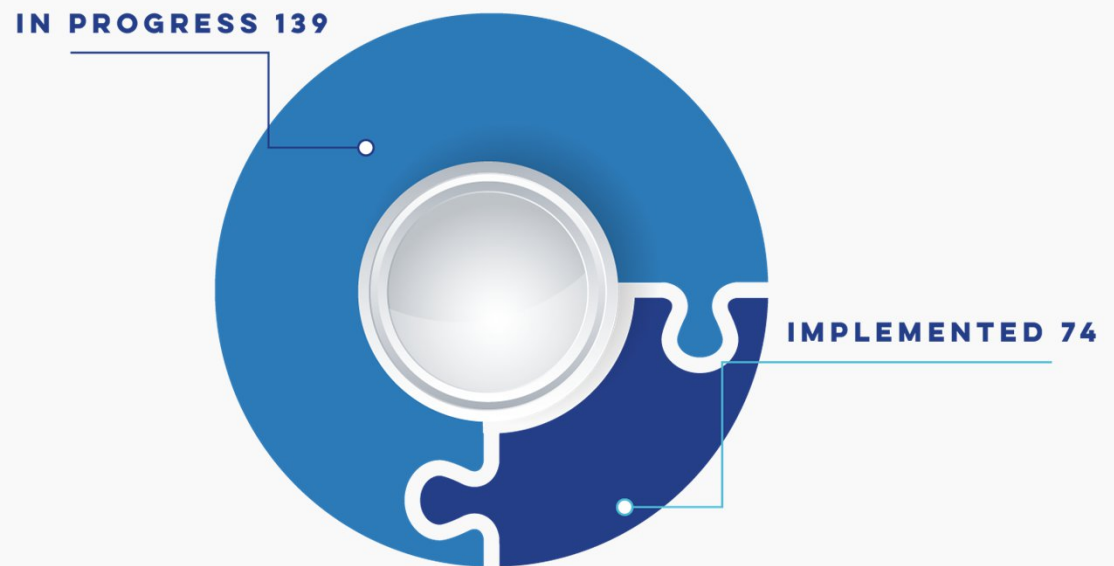
CRISP Snapshot: Major Disasters

- CRISP captures AAR recommendations from major disasters dating back to 2013
- 1147 AAR recommendations have been made since 2013
- 995 recommendations have been implemented



CRISP Snapshot: Winter Storm Uri

- 213 AAR recommendations were made for Winter Storm Uri
- 74 recommendations have been implemented
- City staff and regional partners are working through items in progress



Staffing



HSEM

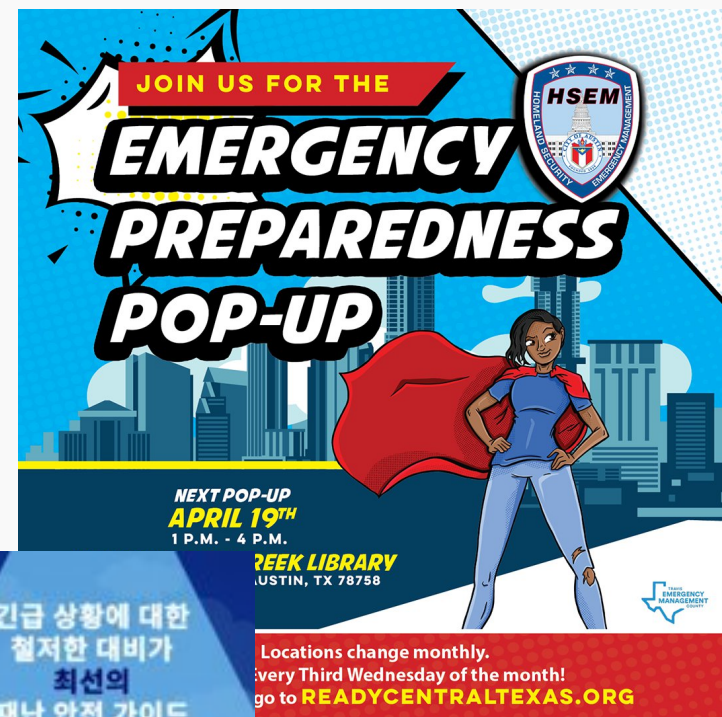
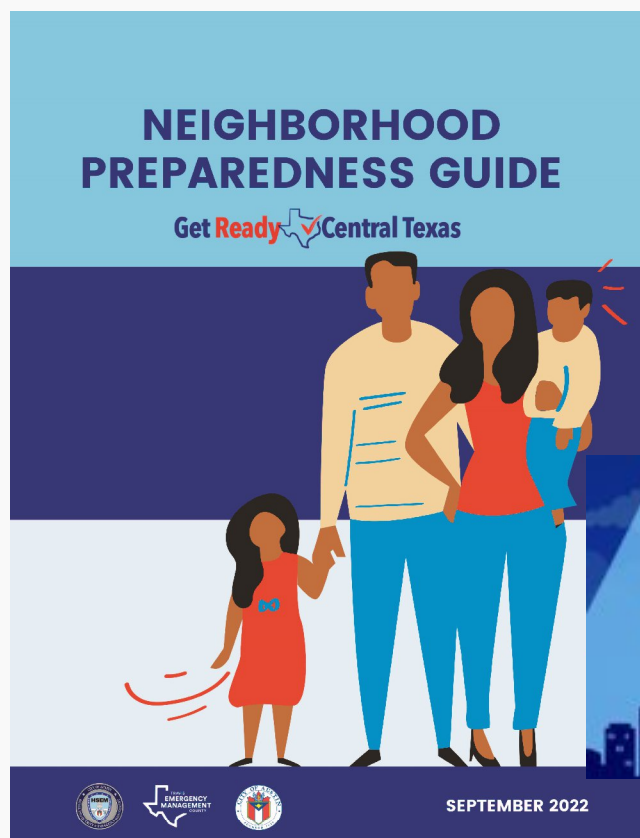
- Major staffing issues developed during COVID-19 pandemic due to attrition
- 6 positions hired, 3 additional positions in progress
- Temporary staff hired as stopgap measure

City

- In 2021, conducted Emergency Operations Center Training for 70 staff in 2 classes
- In 2022, an additional 78 staff trained in 10 classes

Marketing and Outreach Strategy

- NEW Citywide All Hazards Marketing & Outreach Strategy Implemented
- Leading Seasonal Weather Based Preparedness Campaigns
- Language Access Plan Development & Outreach Efforts Continue
- Focus: Youth & Vulnerable Population Outreach
- Restarting Community Emergency Response Team (CERT) Training



Ready Central Texas Campaign Metrics

Take Care of Your Pets in an Emergency

Texas has pet-friendly emergency evacuation shelters so you can bring your pet with you if you have to evacuate your home and stay in a shelter.

Emergency Pet Kit
Your pet kit should be a lightweight, smaller version of what your family has. Consider having both a home emergency pet kit, as well as a smaller grab-and-go kit.

Your Pet's Carrier
Write the name of your pet, its description and your phone number on their carrier.

What goes in your pet emergency kit?

- ☐ Carrier, leash and ID tag(s) includes your phone number
- ☐ Copy of immunization and health records
- ☐ Pet muzzle (to prevent bites or scratch personnel)
- ☐ Pictures and ID
- ☐ Pet ID supply
- ☐ Pet food supply
- ☐ Treats

Stages of Frostbite

Normal Frostnip Superficial Frostbite Deep Frostbite

For More Information Please Visit ReadyCentralTexas.org

Get Ready Central Texas

¡Ahora es el momento de prepararse para el invierno!

HAGA LA PREPARACIÓN
PARA EMERGENCIAS SU SUPERPODER.

Elabore un plan Arme un kit Conozca a sus vecinos Manténgase informado

Para más información: readycentraltexas.org

Launched Phase I Ready Central Texas Campaign

- Phase I reached nearly 300,000

Launched Phase II Ready Central Texas Campaign

- Focused on Winter Weather Preparedness
- Now promoting Severe Weather Preparedness

Phase II Ready Central Texas Campaign Metrics

- Phase II reached 2,055,304

Recommendations Status Update

(10) Recommendations	Status
1. Prepare for significant/catastrophic events.	Continuous
2. The City Manager should prioritize a comprehensive COOP planning system.	In Progress
3. The City Manager should prioritize and implement initiatives to increase disaster preparedness and community resilience.	Continuous
4. Implement past corrective actions, mitigation actions, and recommendations related to disaster preparedness and response.	Continuous
5. Evaluate current HSEM staffing and add additional staff needed to ensure HSEM is able to achieve its goals.	In Progress
6. Update policy or process for ensuring adequate staff are trained and available to respond to disasters.	Continuous
7. Ensure the City has adequate emergency supplies and equipment for future disasters.	Continuous
8. Create and implement a Language Access Plan for emergencies to ensure affected communities receive adequate information.	Continuous
9. Ensure the City's disaster response efforts are equitable and meet the needs of vulnerable populations in the community.	Continuous
10. Develop a plan to involve community in disaster preparedness and planning.	In Progress

An aerial photograph of a city skyline, likely Austin, Texas, featuring a river, a baseball field, and a multi-lane highway with cars. The text "Thank You" is overlaid on a blue semi-transparent banner across the center of the image.

Thank You

