

City of Austin, Code Compliance Department

Emergency Tenant Response Plan (ETRP)

updated April 28, 2014

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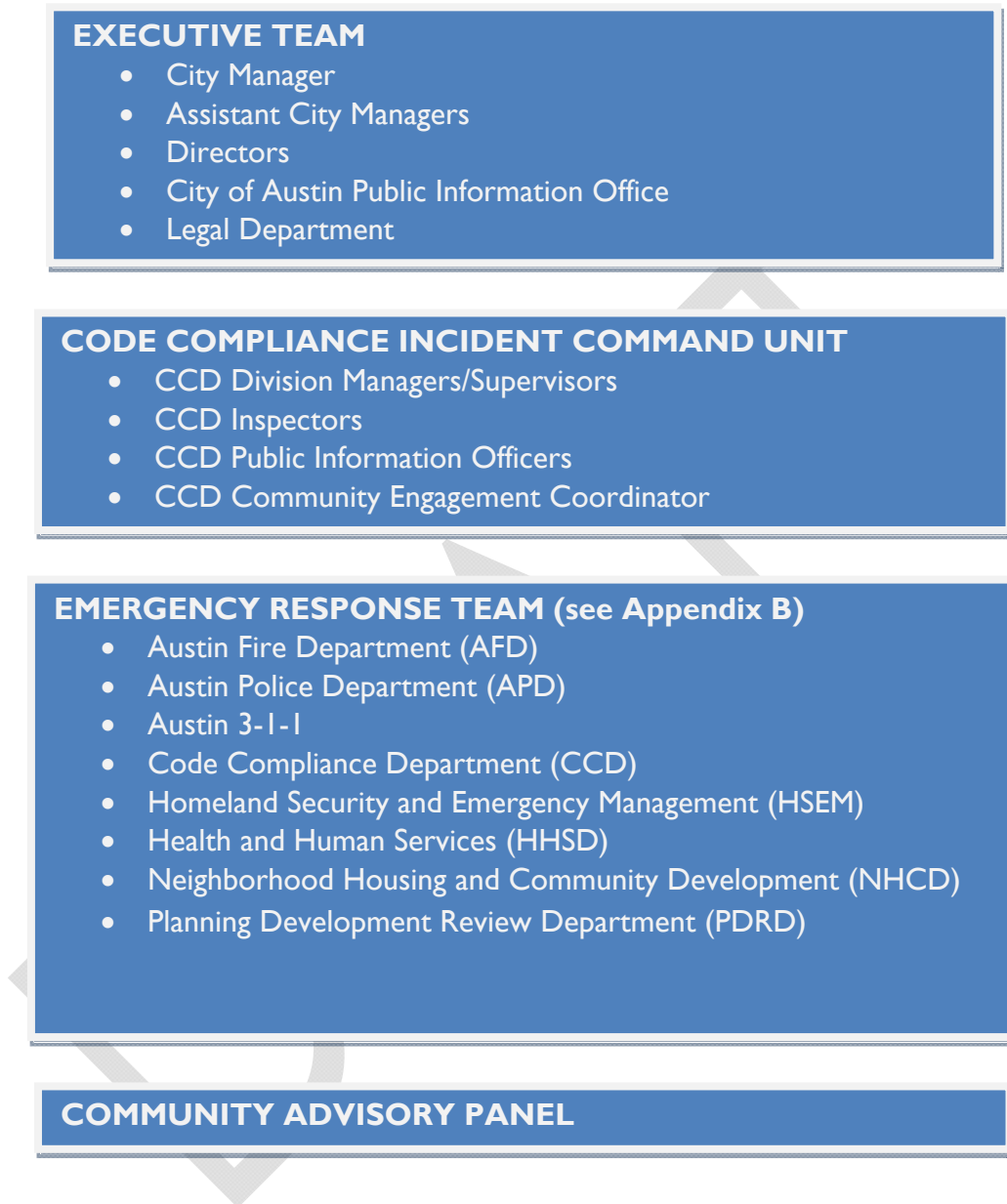
1.0 Introduction

The Emergency Tenant Response Plan (ETRP) is designed to organize procedures to be followed in the event of an emergency involving an order to vacate and relocate issued by the City of Austin Code Compliance Department. The elements of this plan are designed to establish the structure, processes and protocols for the City of Austin's response to emergencies involving tenant displacement where the owner or manager of the property is unable or unwilling to provide shelter and resources to tenants that are affected by the notice to vacate and relocate.

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Chain of Command

The Code Compliance Department (CCD) has established the following chain of command in the event of an emergency notice to vacate:



1.1 Executive Team

- Notified by CCD of the incident and on call to respond when necessary.

1.2 Code Compliance Incident Command Unit

- The Code Compliance Incident Commander assumes the role as central point of contact for the Executive Team, CCD Public Information Officers, Community Engagement Coordinator, and property owner or manager. All decisions regarding communication with the general public and the media are coordinated through the CCD Public Information Officers in collaboration with the CPIO.
- Coordinates with property owner or manager to provide oversight and direction.
- The Code Compliance Incident Commander dispatches the CCD Public Information Officers.
- The CCD Public Information Officers notify the CCD Community Engagement Coordinator.
- The CCD Community Engagement Coordinator mobilizes the Emergency Response Team.
- Communication with tenants is coordinated by the CCD Community Engagement Coordinator if the property owner or manager is unable or unwilling to provide resources to tenants.

1.3 Emergency Response Team

- The Emergency Response Team will be notified on the day of an incident involving a notice to vacate and relocate. Each department will be prepared to respond to an incident that necessitates tenant relocation.
- The Emergency Response Team will review the Emergency Tenant Response Plan annually and recommend necessary revisions to the Executive Team.

(See Appendix B for department roles and assignments)

- A Community Advisory Panel will review the Emergency Tenant Response Plan and make recommendations to the Emergency Response Team.

2.0 Basic Action Plan

The Basic Action Plan will be used to:

- Determine the scope and impact of the incident
- Coordinate initial operations
- Contact Emergency Response Team
- Communicate information and instructions
- Offer tenants assistance
- Organize community services
- Monitor and re-evaluate conditions

2.1 Determine Scope and Impact of the Incident

The Code Compliance Incident Command Unit will determine the degree of imminent danger, the number of buildings required to vacate and relocate, the impact of natural elements including weather and time of day, and the willingness of the property owner or manager to immediately assist tenants with basic necessities (safety, shelter and food) and communicate an initial plan of action.

If the property owner or manager is unable or unwilling to commit to assisting tenants with basic necessities and an initial plan of action within two hours of being issued a notice to vacate and relocate, the Code Compliance Incident Commander will activate the ETRP and follow the guidelines established in the Code Compliance Department's Emergency Response Manual.

2.2 Coordinate Initial Operations

Initiate Communication with Property Owner or Manager

The Code Compliance Incident Command Unit will assist the property owner or manager in providing immediate communication and basic necessities to tenants. A best practices packet prepared in cooperation with the Austin Apartment Association and Austin Tenants Council will be distributed to the property owner or manager.

Collect Basic Information from Property Owner or Manager

The property owner or manager will be asked to supply the Code Compliance Incident Commander with the following information: owner or owner's agents names and contact information, map of the property, number of units in each building, tenant list (aka: rent roll) for verification, list of schools in the area and any special circumstances (shut-off location for utilities, etc.).

Establish Central Point of Contact

The Code Compliance Incident Commander will serve as the onsite point of contact for communication between the Executive Team, property owner or manager, and the CCD Community Engagement Coordinator.

The CCD Community Engagement Coordinator assumes responsibility for relaying all information to tenants and the Emergency Response Team.

Establish a Command Post

An outfitted emergency command post may be mobilized and set up on site. A table and tent will be used in the event that a mobile command post is not available.

Collect Basic Tenant Information

Tenants will be asked to visit the incident command post and complete a Tenant Registration Form (see Appendix A.1). This form includes basic contact information, as well as information about the number of persons or family members living in the unit, their primary language, means of transportation, and if any of the residents have special needs.

Tenants will receive a wristband to wear after their basic information has been collected. They will then be directed to a waiting area where they will receive a Community Resource Guide, basic needs items, and/or relocation instructions.

2.3 Contact Emergency Response Team

When possible, the Emergency Response Team will be consulted prior to issuing the notice to vacate and relocate. In the event that a notice to vacate and relocate is issued without warning, and the property owner or manager is unwilling or unable to assist tenants, the Emergency Response Team will be notified by way of the Austin Warning and Communication System (AWACS) pagers. A conference call or meeting between the Code Compliance Incident Command Unit and the Emergency Response Team will be set to determine next steps.

The Austin 3-1-1 Tenant Displacement Incident Form (Appendix A.2) will be sent to the Emergency Response Team, and community partners including Austin Independent School District (AISD).

2.4 Communicate Information and Instructions

The Code Compliance Incident Command Unit will use both one-way and two-way communication systems to disseminate initial information and updates to all involved parties.

Initial contact with the Emergency Response Team and other City of Austin Departments will use the Austin Warning and Communication System (AWACS) pagers.

Contact with the property owner or manager is the responsibility of the CCD Incident Commander, who will then relay the information to the CCD Community Engagement Coordinator.

The CCD Community Engagement Coordinator will act as the initial central point of contact for the tenants and the Emergency Response Team. Means of communication to the tenants will include an onsite presence during the initial response as well as the use of phone calls, email, and text messages for on-going communication. Austin 3-1-1 will remain a central point of contact for tenants, providing case management contact information as well as status updates on the property.

It is important to have materials translated into common non-English area languages and to use other formats such as braille, large print, audio, etc.

2.5 Offer Tenants Assistance

Immediate Needs

The Code Compliance Incident Command Unit will work with the Austin Fire Department to help tenants retrieve basic needs items from the vacated units.

Relocation Assistance

If accommodations are needed and not arranged by the property owner or manager, the CCD Community Engagement Coordinator will identify safe, secure shelter based on availability and need. The selection of appropriate accommodations will depend on the number of displaced tenants, anticipated length of evacuation, proximity to schools and availability of hotel/motels in the immediate vicinity.

Types of Accommodations that the CCD Community Outreach Manager will consider include:

- Sheltering-in-place in vacant units on the property where the incident occurred.
- Sister properties owned by the property owner or management that may have available units.
- Hotel/motels in the immediate vicinity.
- In the event that there are no available apartment or hotel/motel accommodations, the Code Compliance Incident Command Unit will coordinate with HSEM to open a temporary shelter.

Transportation

HSEM will coordinate bus services through Capital Metropolitan Transportation Authority (Capital Metro) for displaced tenants that do not have personal transportation.

Considerations for Special Needs Persons

The physically or mentally disabled, elderly, children, groups with language barriers, and past crime victims may require additional assistance or resources.

2.6 Monitor and re-evaluate conditions

Property Maintenance

The Code Compliance Incident Command Unit will work with the property owner or manager to coordinate expedited permitting for immediate repairs with the Planning and Development Review Department. The Code Compliance Incident Command Unit will continue to be the central point of contact for the property owner or manager until the minimum repairs required to release the notice to vacate and relocate are complete.

Onsite Assistance Center

The incident command post will remain onsite up to 48 hours to help assist tenants with their immediate needs and to transition case management from CCD to NHCD and HHSD. After the initial 48 hours, the command post will serve as an onsite assistance center run by NHCD, CCD and HHSD.

Case Management

HHSD will provide comprehensive case management services to bring housing stability to tenants. NHCD will provide staffing to support case management activities and to temporarily house tenants. The staff intake process will compile tenant information to identify specific needs of each household and determine eligibility for housing services including hotel placement. Case management will

also include counseling services as well as connecting households to community resources.

Housing Accommodations

NHCD will coordinate hotel placement and funding for temporary housing to support HHSD case managers who are linking households with services.

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Appendix

Appendix A.I Tenant Registration Form

TENANT INFORMATION:

Name (First, Last): _____ Age: _____

Building #: _____ Apartment #: _____

Contact Phone #: _____ Primary Language: _____

How should we contact you? Phone SMS/Text Message Email (include email below)

Email: _____

Method of Transportation: I have my own transportation I use public transportation

FAMILY SUMMARY:

Living in Apartment: _____ # Children: _____

Name (First, Last)	Age	School*	Special Needs

1. Do you have another place to go temporarily (family, friend, etc.)? yes no
2. Do you have any special needs that we should know about? yes no
3. Do you have basic needs items that need to be removed from your apartment? yes no
4. Are you required by law to register with any state or local government agencies? yes no
5. *Would you like us to contact the schools above? yes no
6. *Does your child need transportation to/from school? yes no
7. Does your employer need to be contacted? ** yes no

**Who is your employer? _____ What is the phone #: _____

DISCLAIMER

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Appendix A.2 Austin 3-1-1 Tenant Displacement Incident Form

Austin 3-1-1 Tenant Displacement Incident Form Service Request, Report, and Information Documents	
What is the name of property?	
What is the location of the property?	
What is the number of impacted buildings?	
Were all of the buildings on the property vacated?	
If no, provide specific building numbers that were vacated.	
Were all of the units on the property vacated?	
If no, provide specific unit numbers that were vacated.	
What is the estimated number of impacted tenants?	
What specific resources are available for the incident (Not listed on SR)?	
Does the Service Request need to capture new data?	
Which entities are assisting with the relocation effort? Ex: NHCD, AISD, Red Cross, ect	
Is there a dedicated media referral line?	
Who is the CPIO point of contact?	
When were the tenants notified of the property vacate and relocate notice?	
How were the tenants notified of the property vacate and relocate notice? Ex: Text, flyers	
How long will the mandatory vacate notice be in effect?	
Why was the mandatory property vacate issued?	
How can tenants gain access to their units to retrieve personal property?	
Is the property manager a point of contact?	
Who is the case manager contact information for the incident?	
What are the short and long term relocation plans for the tenants?	
Who is the point of contact for questions and escalated issues? After hour point of contact?	
What are the stakeholders email addresses that should receive the custom report?	
Does the custom report need to be modified for this incident?	

Appendix B: Roles and Responsibilities

Code Compliance Department (CCD)

- Onsite point of contact for initial response.
- Secure site, identify and placard all dangerous conditions.
- Distribute information to management and displaced tenants.
- Facilitate immediate housing needs.
- Complete Incident Form (see Appendix A.2).

Austin Fire Department (AFD)

- Respond to incident.
- Assist residents with removal of basic necessities from units.
- Secure site.

Austin Police Department (APD)

- Onsite response to assist in crowd control and security needs.

Homeland Security and Emergency Management (HSEM)

- Assist in preparing an emergency shelter, if needed.
- Communicate with Capital Metropolitan Transportation Authority (Capital Metro) to organize transportation to and from temporary shelter locations.
- Notify schools.

Health & Human Services (HHSD)

- Provide comprehensive case management services to bring housing stability to displaced tenants.
- Help facilitate utility transfers, if needed.

Neighborhood Housing & Community Development (NHCD)

- Provide staffing to support case management activities (hotel procurement, counseling, intake staffing) to temporarily house tenants.

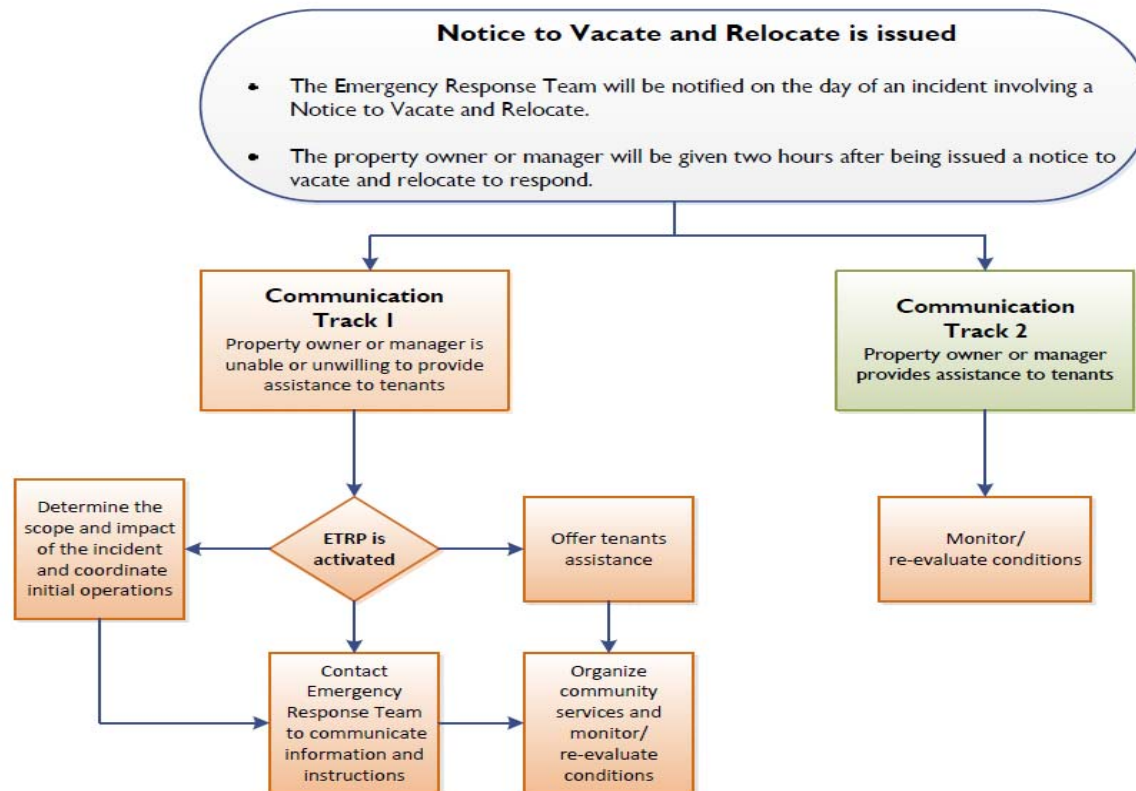
Austin 3-1-1

- Act as a point of contact for tenants.
- Provide case manager point of contact information and resource information to tenants.
- Provide updated status information to all callers.
- Configure, update, and maintain Tenant Displacement (Multifamily Incident) Service Request in Customer Service Records database.

Appendix B.1: City of Austin Emergency Response Team Contact List (for internal purposes only)

Department	Primary Contact/Email Address	Primary Phone Number for Emergency	Secondary Contact/Email Address	Secondary Phone Number for Emergency
Austin Fire Department (AFD)	Battalion Chief David Brietzke david.brietzke@austintexas.gov	512-974-0104 C: 512-736-1560		
Austin Police Department (APD)	Will Vary by District			
Austin 3-1-1	Cameka Mills Cameka.mills@austintexas.gov	512-972-9871 C: 512-758-2201	Brian Hooper Brian.hooper@austintexas.gov	512-972-9802 C: 512-417-7724
Code Compliance Department (CCD)	Candice Cooper candice.cooper@austintexas.gov	512-974-3621 C: 512-657-1158	Alanna Reed Alanna.reed@austintexas.gov	512-974-1978 C: 512-619-6799
Combined Transportation Emergency and Communications Centers (CTECC)	Scott Hawkins Scott.hawkins@austintexas.gov	512-974-0467 C: 512-914-5829	Bill Wilson Bill.Wilson@austintexas.gov	512-974-0465 C: 512-569-4397
Health & Human Services (HHSD)	Stephanie Hayden Stephanie.hayden@austintexas.gov	512-972-5017 (o) C: 512-554-3189	Robert Kingham Robert.Kingham@austintexas.gov	512-972-5026 C: 737-932-1685
Neighborhood Housing & Community Development (NHCD)	Rebecca Giello Rebecca.Giello@austintexas.gov	512-974-0345 C: 512-921-4615		
Planning Development Review Department (PDRD)	Sylvia Arzola Sylvia.Arzola@austintexas.gov	C: 512-626-1978	Carla Johnson Carla.johnson@austintexas.gov	C: 512-630-3509

Appendix C: Communication Tracks



Appendix D: HHSD/NHCD Rapid Rehousing Plan

