

Disaster Preparedness Update

Audit and Finance Committee

June 15, 2022



Background

- November 2021, City Auditor issued Audit Report on Disaster Preparedness.
- 10 recommendations.
- Last staff update provided January 2022.
- Abbreviations used in this presentation:

CMO	City Manager's Office
CPIO	Communications & Public Information Office
Equity	Equity Office
HSEM	Homeland Security & Emergency Management
HRD	Human Resources Department
Resiliency	Resiliency Office
Sustainability	Sustainability Office



1. Prepare for significant/catastrophic events

Lead Department(s)	Status
HSEM	Ongoing

Brief description

Implementation: December 2022

In order to ensure the City is prepared for significant or catastrophic events, including severe winter storms, the Director of HSEM should work with staff to plan, train, and conduct exercises for these events.

- Citywide EOC Training.
- Additional trainings scheduled.
- Senior Officials Workshop for All-Hazards Preparedness.
- Conducted Disaster Exercises:
 - Winter Wx Tabletop;
 - SXSU;
 - Austin FC;
 - National Radiological Exercise;
 - Wildland Fire Tabletop.

Current Planning & Activities: Building Capacity

- Completed 6 EOC Training Sessions since Fall 2021.
- Upcoming 2022 EOC Training Opportunities:
 - June 29, 2022, 9:00 AM - 12:00 PM
 - June 29, 2022, 9:00 AM - 12:00 PM
 - July 27, 2022, 9:00 AM - 12:00 PM
 - August 31, 2022, 9:00 AM - 12:00 PM
 - September 28, 2022, 9:00 AM - 12:00 PM
 - October 26, 2022, 9:00 AM - 12:00 PM
 - November 30, 2022, 9:00 AM - 12:00 PM
 - December 28, 2022, 9:00 AM - 12:00 PM



2. The City Manager should prioritize COOP planning

Lead Department(s)	Status
CMO/HSEM	Delayed

Brief description

Implementation: March 31, 2022

Keep COOP plans up to date and conduct regular training and exercising on COOP plans.

Monitor and track efforts at the Citywide level to ensure COOP planning is up to date and that department COOP plans align to Citywide disaster planning.

- Citywide Program Initiated.
- Council approved spending authority to automate COOP planning to enable transparency, efficiency, and resiliency.
- Challenges:
 - Department budget planning & allocation;
 - Staffing challenges.
- Updated implementation date to be provided to Auditor's Office.

Program Accomplishments

- CTECC Communications, CTM, Fleet Mobility Services, and ATD have COOP plans in the system.
- Tabletop exercises conducted.
- Functional exercises regularly conducted for CTECC.
- IT Disaster Recovery Plans being created for 5 critical applications:
 - Website, Office 365, EDIMS, Geospatial Services and IBM Integration Bus (connects multiple data sources to applications),
- Currently working to onboard three additional city departments in system.



3. The City Manager should prioritize and implement initiatives to increase disaster preparedness and community resilience

Lead Department(s)	Status
HSEM/Sustainability/ Resilience	On-Track

Brief description

Implementation: September 2022

Activities to include:

- Establishing resilience hubs
- Ensuring resilience hubs are supplied appropriately for disasters
- Improving disaster preparedness education
- Developing/implementing strategies

- Launched Ready Central Texas campaign.
- Resilience Hubs Updates:
 - Phase 1: Resilience Hub Pilot Program;
 - Next Steps.

Current Planning & Activities: New Campaigns

Get Ready Central Texas live @ ReadyCentralTexas.org

- Digital ads placed on local media web platforms:
 - El Mundo, The Statesman, Austin Chronicle, The Villager, Soulcity.
- Paid audio spots on broadcast radio:
 - KUT, KOOP, KAZI, KLBJ, Univision Radio, Waterloo Media-102.7 Latino and 107.1 La Zeta, and Entercom Stations.
- Paid video ads:
 - KXAN, KVUE, KEYE, KTBC, Telemundo, Univision, Spectrum, mainstream and niche streaming.
- Digital/streaming ads:
 - Arabic, Burmese, Chinese, Korean, Urdu and Vietnamese.
- Paid outreach to be supplemented with earned coverage via coordinated media availabilities, press releases about key developments in partnership with the CPIO media team.

Get Ready Central Texas

Make emergency preparedness your superpower.

The best time to plan for an emergency is right now. Follow these steps to keep yourself and loved ones safe.

- Make a Plan
- Build a Kit
- Know Your Neighbors
- Stay Informed

Walmart

Scan the code to download an emergency supply kit list

Learn more at [readycentraltexas.org](https://www.readycentraltexas.org)

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HEB
Helping Here

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Current Planning & Activities: New Campaigns

Get Ready Central Texas live @ ReadyCentralTexas.org

Get Ready Central Texas

The best time to plan for an emergency is right now.
Follow these four simple steps to keep yourself and loved ones safe.

Make a Plan

Making a plan for what you and your family are going to do in a disaster is the first step to being prepared. Take that step today and learn how to design your family emergency plan.

Know Your Neighbors

Knowing who in your neighborhood may need help during a disaster is key to helping communities survive and recover. Learn how you can help yourself and your neighbors until help arrives.

Build a Kit

Having an easy access basic supply kit can make all the difference in the first days of an emergency. Learn how to build a kit and customize it to meet your needs.

Stay Informed

Knowing what is happening and what to do is critical to being safe during emergencies. Find out how to get critical alerts and information at your fingertips.

For more information: readycentraltexas.org

Make a Basic Emergency Supply Kit

- ☐ Basic first aid kit, seven-day supply of medications/medical items
- ☐ Map(s) of the area
- ☐ Extra cash (suggested: \$200 in small bills)
- ☐ Spare change of clothes
- ☐ Spare car/home key
- ☐ Family and emergency contact info (phone and email)
- ☐ Pet supplies (collar, leash, tags, food, bowl)
- ☐ Copies of personal documents in water-tight bag
- ☐ 1 gallon of water per person, per day (7-day supply)
- ☐ 7-day supply of non-perishable food, can opener
- ☐ Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- ☐ Cell phone, charger(s), flashlight, extra batteries
- ☐ Sanitation, personal hygiene items, blankets
- ☐ Wrench or pleyer
- ☐ Other tools or equipment you may need

English

Get Ready Central Texas

readycentraltexas.org

Make a Plan

Build a Kit

Know Your Neighbors

Stay Informed

Make a Basic Emergency Supply Kit

English

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Get Ready Central Texas

For more information: readycentraltexas.org



Social Media Message Analytics

280,700 people reached with Get Ready Central Texas campaign to date.

KEY CREATIVE ELEMENTS

		CTR (Avg. 0.21%)
160.8K	Stay Informed	0.21%
57.2K	Know your neighbors	0.32%
44.8K	Make a plan	0.11%
18K	Build a safety kit	0.08%



Current Planning & Activities: Resilience Hubs

"Trusted community serving facilities that **support** residents and **coordinate** resource distribution and services **before, during, and after** a disaster." - USDN.

On April 8, 2021, Austin City Council passed [Resolution 20210408-028](#), which directs the City Manager to

- 1) create a plan, budget recommendations, funding strategies, and a timeline for designing and equipping an initial six pilot hubs for disasters, including the necessary power and water redundancies, and*
- 2) budget recommendations, funding strategies, and a timeline for creating a community-wide resilience hub network plan sufficient to serve all Austinites during emergencies.*

Approach

- Phase I: Pilot Program (ongoing).
- Phase II: Scaling Resilience Hub Network for Emergencies (plan in development).
- Phase III: Scaling Resilience Hub Network for Resilience Programs (plan in development).



Phase I: Resilience Hubs Pilot Program

Updates

- 6 Focus areas in Eastern Crescent have been mapped & prioritized.
- 4 types of activities at Hubs have been identified for emergencies: Information Hub, Warming/Cooling Center, Food/Water Distribution Center, and Shelter.
- Community engagement consultant has been procured.
- Recurring meetings with Project Leadership Structure continue to be held.
- City of Austin Sustainability Team prepared Resilience Hub Network [Brochure](#).
- Collaborated with Community Organizations to expand on communications material.

Next Steps

- Finalize community engagement process to select 6 specific sites in each of the areas identified.
- Launch Communications Campaign to include communication material.
- Develop with community organizations and existing emergency communications.
- Develop phase II and Phase III plan for scaling of Resilience Hub Network, through learnings of Pilot program.

[More Info.](#)



4. Implement past corrective actions, mitigation actions, and recommendations related to disaster preparedness and response.

Lead Department(s)	Status
HSEM	On-Track

Brief description

Implementation: December 2022

Include actions from Colorado River Flooding, Hazard Mitigation Action Plan, Climate Resilience Action Plan, etc.

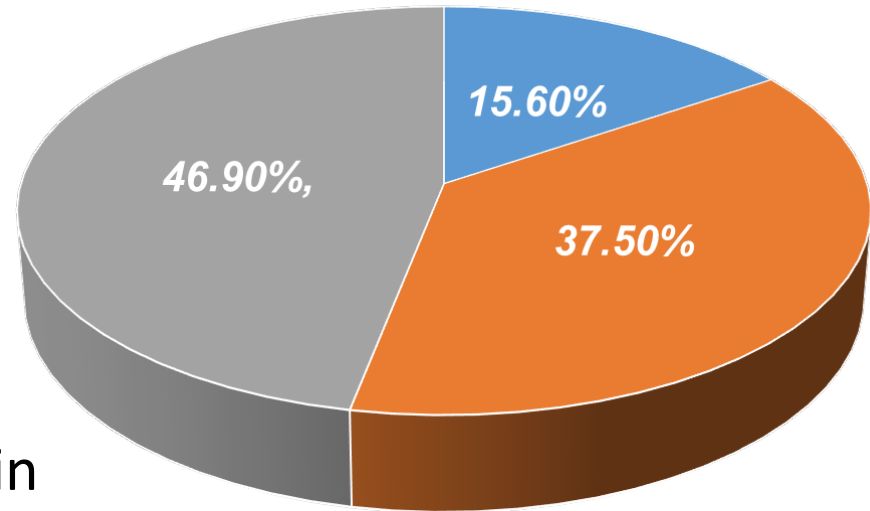
Prioritize recommendations based on those that will have the greatest impact on the City's ability to respond effectively.

- Mitigation Actions:
 - EOC training, additional exercises;
 - Senior Officials workshop;
 - Hazard mitigation grant program.
- Storm Uri After Action Updates.
- Launched NEW Community Resiliency Improvement Status Portal (CRISP).

Winter Storm Uri After Action Report Updates

January 2022 Status

- Completed: 5 (15.6%)
 - 2 Communications
 - 1 Planning & Preparedness
 - 1 Transportation
 - 1 Logistics & Supply Chain Management
- In Progress: 12 (37.5%)
- Awaiting Updates: 15 (46.9%)

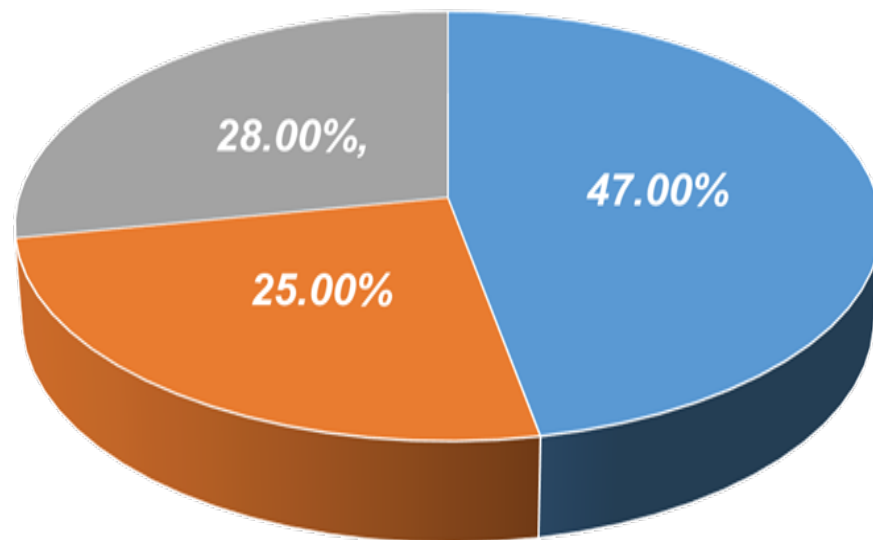


■ Completed ■ In progress ■ Awaiting an update

Winter Storm Uri After Action Report Updates

June 2022 Status

- Completed: 15 (47%)
 - 7 Communications
EXAMPLE: Extended language access into Ready Central Texas Campaign
 - 4 Planning & Preparedness
EXAMPLE: Solidified role of Equity Office in EOC Operations.
 - 4 Logistics & Supply Chain Management.
EXAMPLE: Utilize equity lens with distribution services
- In Progress: 8 (25%)
- Awaiting Updates: 9 (28%)



■ Completed ■ In progress ■ Awaiting an update

The “CRISP”

NEW Community Resiliency Improvement Status Portal (CRISP)

- Developed by Austin-Travis County Emergency Management Offices
- Portal features After Action Reports from significant community emergencies
- Outlines key recommendations from disaster responses
- Tracks progress towards recommendation completion
- Publicly available July 2022 @ data.austintexas.gov



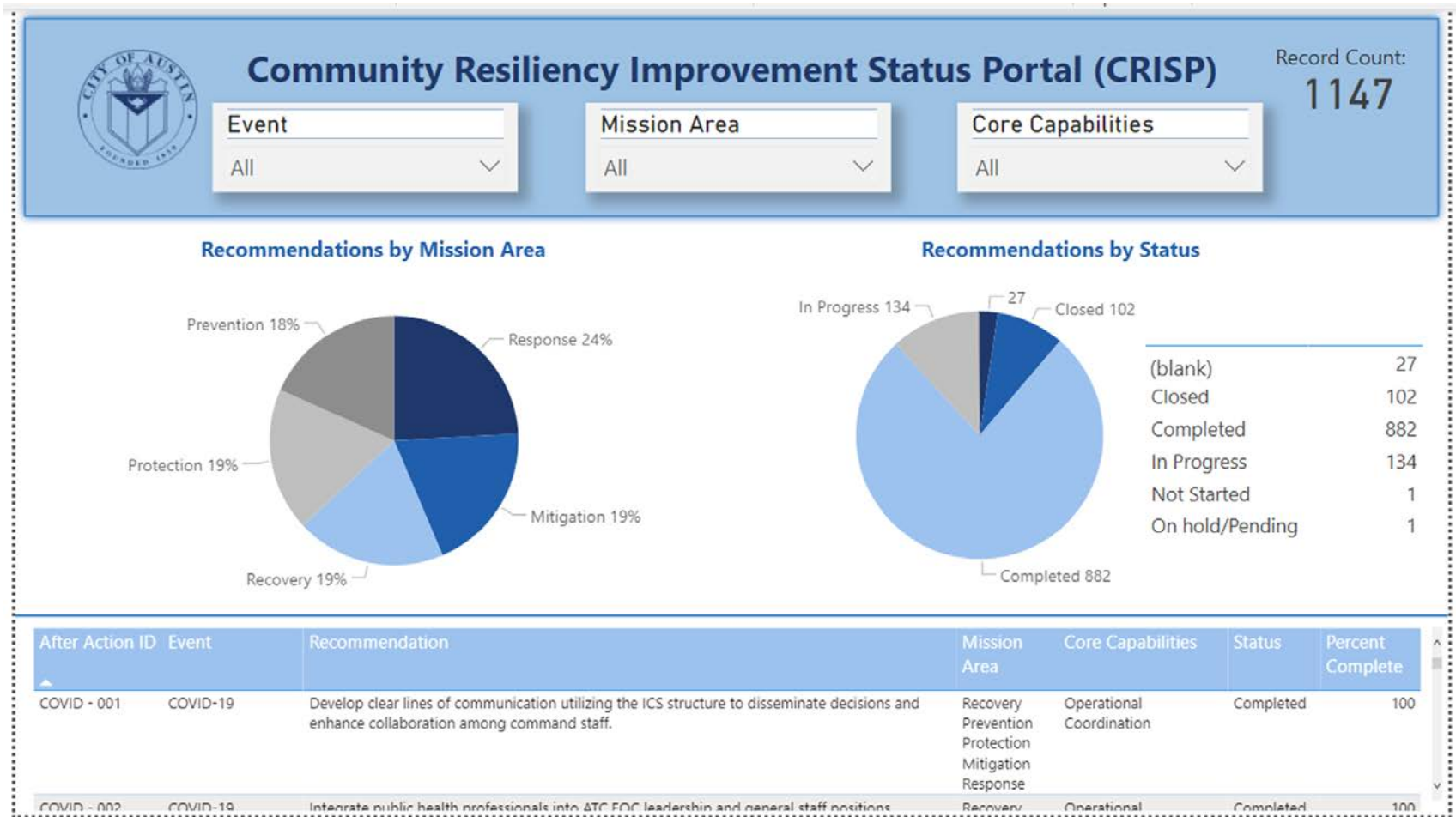
Data Hosted on CRISP

10 events dating back to 2013 have been loaded into the portal:

- 2013 Halloween Flood
- 2015 Memorial Day Flood
- 2015 Halloween Flood
- 2018 Hurricane Harvey
- 2019 Colorado River Flood
- 2020 Hurricane Laura
- 2020 COVID-19 Pandemic Mid-Incident Review
- 2021 Winter Storm Uri
- 2021 Preparedness Audit Report
- 2021 Task Force Report



CRISP Dashboard: A Snapshot



5. Evaluate current HSEM staffing and add additional staff needed to ensure HSEM is able to achieve its goals.

Lead Department(s)	Status
CMO/HSEM	Complete

Brief description

Implementation: June 1, 2022

Ensure HSEM staffing is adequate to both prepare for and respond to disasters. Consider possibility of increased staff burnout and turnover; prioritize retention.

- Four existing vacant positions were identified and have been reclassified to fill immediate need for staffing support within HSEM:
 - Two of these positions will be dedicated to and directly support the ongoing development of resilience program;
 - Two positions for HSEM will be a Mass Care Coordinator and Technology Strategy Officer.
- Priority is to fill vacancies. HSEM has critical staffing gaps, with only 11 positions currently staffed due to attrition during the COVID emergency.
- Additional staffing requests submitted through FY23 Budget Process.

6. Update policy or process for ensuring adequate staff are trained and available to respond to disasters.

Lead Department(s)	Status
HSEM/HRD	Initiated

Brief description

Implementation: June 1, 2022

Include a process for training staff; tracking training; activating/ assigning staff when a disaster occurs; ensuring staff needs such as food and lodging are met during an activation.

- Monthly Single Point of Contact meetings.
- More options need to be explored to ensure adequate staff availability.
- Utilizing Temporary Positions to work with HRD to identify staff available for disaster response.
- Formalizing the Disaster Reservist Program.

7. Ensure the City has adequate emergency supplies and equipment for future disasters.

Lead Department(s)	Status
HSEM	Ongoing

Brief description

Implementation: June 1, 2022

Take into consideration cost-benefit analysis, procuring supplies in a wide-spread disaster when nearby vendors might not be available, the ability to track supplies for use during disasters, alternative/cost-efficient equipment options.

- Secured critical supplies including water + ready to eat meals, cots, blankets, pillows, wheelchairs, dog crates, rapid COVID test kits, etc.
- Disaster Food & Drinking Water Appendix to Annex C Mass Care Plan in development.
- Long-term logistics supply chain management strategy program to be developed in future fiscal years.
- Challenge:
 - Need warehouse, staging area, and staffing during emergencies.

8. Create and implement a Language Access Plan for emergencies to ensure affected communities receive adequate information.

Lead Department(s)	Status
HSEM/CPIO	Ongoing

Brief description

Implementation: September 2022

Provide information about all stages of emergency management. Provide adequate language access during significant or catastrophic events and include strategies for ensuring translations are timely communicated.

- Established plan for reliable power and internet connection during emergencies for CPIO staff.
- Vendors outside of State of Texas to provide timely translation and interpretation services.
- Established contract with DeafLinks for ASL interpretations.

Campaigns: Language Access Extended

Improvements to language access outreach:

- Spanish
- Arabic
- Burmese
- Chinese
- French
- Hindi
- Korean
- Pashto
- Swahili
- Urdu
- Vietnamese

အခြေခံ အရင်းပေါ်ထောက်ပံ့စနစ်
ကိရိယာသ တွေတာကို ပြုပြင်ပုံ

အချက်အလက်များ ရိုင်းသိုရ်လို့ပါက readycentraltexas.org
Burmese

<ul style="list-style-type: none"> ဆေးဝါးများ/ဆေးပစ္စည်းများပါဝင်သည့် အခြေခံ ရှေးဦးစွာပြုပြင်ကိရိယာသတွေတာ နယ်မြေ၏ မြေပုံ(များ) အပိုဆောင်တာရန်ငွေသား (အကုန်ပျောက်- အိတ်ငယ် များတွင် ဒေါ်လာ 200 စီထည့်ထားရန်) လုံလုံလုံလုံဆင်ရန် အဝတ်အစားအပို ကား/အိမ်အတွက် သဘောအပို မိသားစုနှင့် အရင်းပေါ်ထောက်ပံ့သည့်ရမည့် အဆက်အသွယ်များ၏ အချက်အလက် (ရန်နှင့် အိမ် မလေလိပ်စာ) အိမ်မှအောက်ရန်ဆောင်ရွက်မှုများအတွက် အထောက်အကူ ပစ္စည်းများ (ကတ်လား၊ လည်ပတ်ကိရိယာ၊ ချိတ်များ၊ အစာအစား၊ ခွက်) ရေလုံအိတ်နှင့်ထည့်ထားသည့် ကိုယ်ရေအောက်ယိုတာ စာရွက်စာတမ်းများ၏ မိတ္တူကူးများ 	<ul style="list-style-type: none"> လူတစ်ဦးလျှင် တစ်နံနက်အတွက် ရေ 1 ဂါလံ (ထောက်ပံ့ ပစ္စည်းတစ်ခုအတွက် 7 ရက်စာ) ပုလဲသုံးနိုင်စေပြီးဖျက်သည့် အစားအစာ 7 ရက်စာ၊ သံစွပ်နှင့် သည့် ဖောက်တံ ဘက်ထရီအားဖျက်ထားသည့် သို့မဟုတ် လက်လှည့်အား သွင်းနိုင်သည့် ရေဒီယို (ဖျက်နိုင်လျှင် NOAA မိုးလေဝသ ရေဒီယို) ဆဲလ်ဖုန်း၊ အားသွင်းစက်(များ)၊ ဓာတ်မီး၊ ဘက်ထရီအပို များ အပူအသိမ်းပစ္စည်း၊ တစ်ကိုယ်ရေ သန့်ရှင်းရေးဆေး ပစ္စည်းများ၊ ဓာတ်မီး ဝက်အလှည့်သို့ သို့မဟုတ် ပလယား သင်လိုအပ်နိုင်သည့် အခြေကိရိယာများ သို့မဟုတ် အသုံးအဆောင်ပစ္စည်း
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Esté Preparado

Zona central de Texas

Get Ready Central Texas

비상사태에 대비, 계획하기 가장 좋은 때가 바로 지금입니다. 다음 4가지 간단한 단계를 따라 여러분 자신과 사랑하는 이들의 안전을 기하십시오.

계획 수립

재난 중에 여러분과 가족이 취할 조치에 대한 계획 수립이 첫 단계 준비입니다. 오늘 그 단계를 따라 가족 비상계획의 설계방법을 알아들입니다.

이웃 파악

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키트 준비

기본적인 용품 키트는 손이 쉽게 닿는 장소에 비치하는 것이 비상사태 초기의 매우 중요한 요인이 될 수 있습니다. 키트를 준비하고 여러분의 필요에 맞추는 법을 알아들입니다.

최신 정보 유지

기본적인 용품 키트는 손이 쉽게 닿는 장소에 비치하는 것이 비상사태 초기의 매우 중요한 요인이 될 수 있습니다. 키트를 준비하고 여러분의 필요에 맞추는 법을 알아들입니다.

자세한 정보는 다음에서 참고합니다: readycentraltexas.org.

기본 꾸러기
Emergency Supply Kit
(비상용품 키트)

- 예비용품 차량/주택 옆
- 가족 및 비상연락처 정보(전화 및 이메일)
- 애완동물 용품(목걸이, 줄, 태그, 사료, 그릇)
- 개인 서류의 사본 보관용 방수 백
- 1인당 물 1갤런/일(7일분 비축량)
- 7일분 비축량의 장기보존식품, 광물 락스
- 배터리 구동식 또는 수동 크랭크식 라디오 (가능하다면, NOAA(미국립해양대기청) 기상 방송 청취용 라디오)
- 휴대폰, 충전기, 손전등, 여분의 배터리를
- 위생 설비, 개인 위생용품, 담요
- 렌치 또는 플라이어
- 기타 필요할 가능성이 있는 도구나 장비

Korean



9. Ensure the City's disaster response efforts are equitable and meet the needs of vulnerable populations in the community.

Lead Department(s)	Status
HSEM/Equity	On Track

Brief description

Implementation: December 2022

Formally involve the Equity Office in disaster planning/response.

Emphasize needs of vulnerable populations, diverse racial/ethnic populations. Develop means to monitor effectiveness.

- Equity Office role established in EOC operations.
- Modified plan development process to ensure planners are including Equity Office input into plans.
- Equity Office successfully determined distribution points for boil water event and added additional services needed:
 - i.e. water delivery / pick up collaboration for homebound residents with Cap Metro, 3-1-1 & ADNR.
- Equity Office working with HSEM on supply orders to ensure cultural inclusion and equity of supplies (Shelter Mission Ready Packages).

10. Develop a plan to involve community in disaster preparedness and planning.

Lead Department(s)	Status
HSEM	Ongoing

Brief description

Implementation: April 2023

Plan should include clarification of City's responsibilities and the responsibilities of outside entities when responding to disasters; identification of and collaboration with partners who serve diverse and vulnerable populations; and an approach for maintaining contact information for community partners to be available during a disaster.

- Collaboration with community partners underway:
 - Identifying formal partners to establish & maintain contacts with Mass Care Coordinator;
 - Form community organization who can activate during disaster.
- Current Outreach Underway:
 - Heat / Wildfire / Hurricane Season;
 - Winter Storm Preparation.
- Fostering relationships and leveraging community resources through community resilience planning:
 - [Baby food formula shortage](#) coordination with Community Resilience Trust;
 - Upcoming Neighborhood Resilience Hub outreach and campaign;
 - Communication Materials - [Preparedness Guide](#) and [Disaster Flyer](#) with GAVA.

Thank You!



@AustinHSEM



@AustinHSEM

Get Ready  **Central Texas**

 **Warn** CentralTexas.org

