

Winter Weather Preparedness

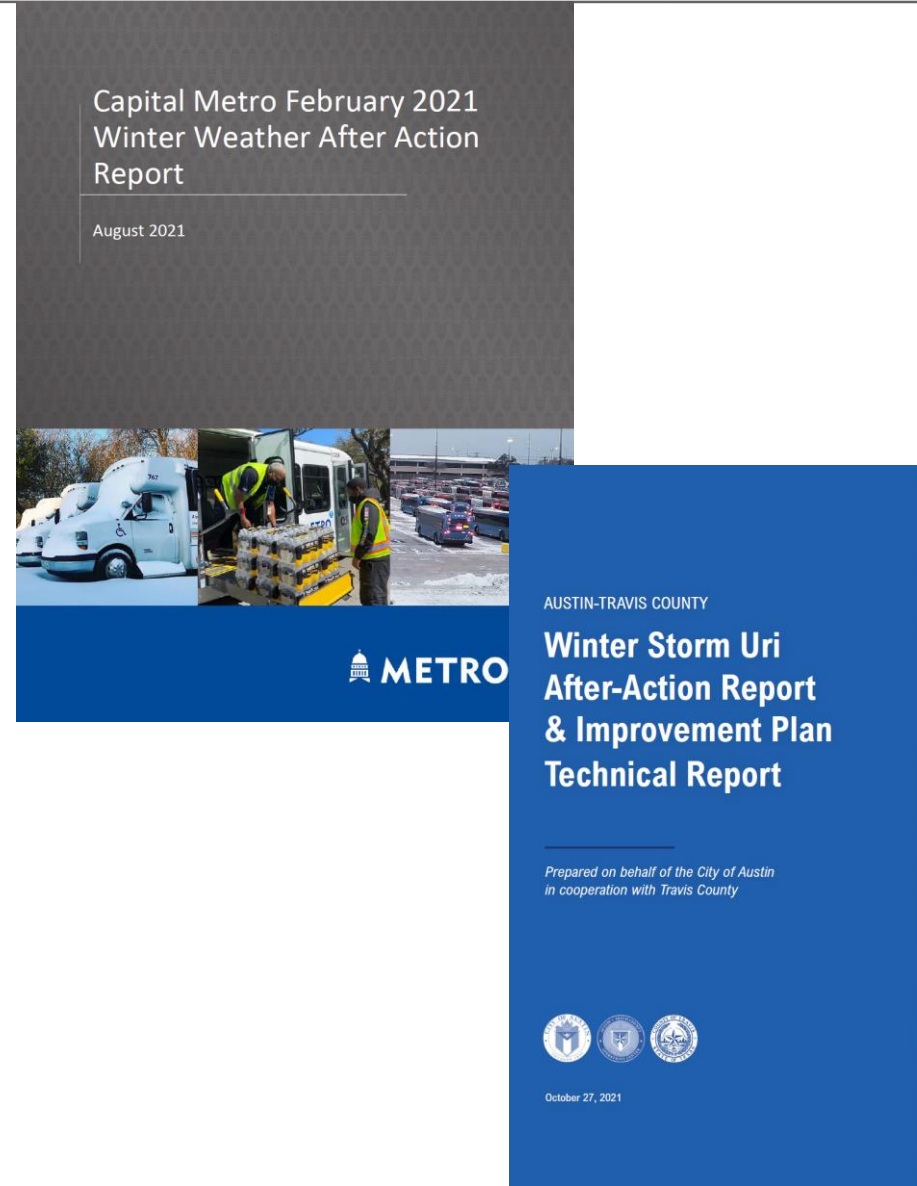
Board of Directors Meeting

November 22, 2021



Winter Weather After-Action Reports

- CapMetro After-Action Report
 - Conducted by external consultant IEM via interviews, document review, survey responses.
 - Found strengths and weaknesses at CapMetro
 - 86 recommendations across 9 key areas
- City of Austin report
 - Conducted by external consultant Hagerty Consulting via interviews, survey responses, document reviews, and listening sessions.
 - Focused on city/county response, touched on CapMetro response



Findings-CapMetro Report

- CapMetro's report highlighted strengths in:
 - Community Support
 - Staff Adaptability
 - Operational Coordination
- CapMetro's report highlighted areas for improvement in:
 - Formalized plans, policies, and procedures
 - Bus service suspension
 - Service provider preparedness
 - Logistical support for employees

Findings-City of Austin Report

- The City of Austin's report highlighted CapMetro's strengths in:
 - Strong, well defined command structures
 - Innovative solutions to system failures and cascading impacts
 - Immediate action to resource distribution opportunities
 - Early recognition of potential impacts and taking actions to mitigate
 - Responding to the needs of those living in multi-family housing units
- The City of Austin's report highlighted areas for improvement that involve CapMetro:
 - Resource request processes for CapMetro resources
 - Integration with dialysis and medical providers to leverage transportation resources

Next Steps

- Development of Agency Emergency Response Plan and annexes
- Formalization of Service Suspension Plan
- Formalization of CapMetro Emergency Operations Center (CMEOC)
- Synchronization between CapMetro and service providers
- Development of agency winter weather plan
- Identification of winter ready resources
- Development of sheltering plan for staff
- Implementation of a ready responder program for all CapMetro staff
- Intensify training and exercise program



METRO

THANK YOU!