

City of Austin
Office of Homeland Security and Emergency Management



2019

Annual Report

ABOUT HSEM

HSEM co-manages the Austin-Travis County Emergency Operations Center (A/TCEOC). In addition, HSEM adopts 24/7 readiness posture in response to all hazards, special events, dignitary visits and severe weather events.



Message from the Director

The City of Austin Office of Homeland Security and Emergency Management (HSEM) is proud to present its annual report for 2019.

As Austin continues to be one of the fastest-growing cities in the country, our goals and strategies must continue to shift as well. In 2018, HSEM updated its vision and mission statements to ensure it accurately reflected the needs of our growing community.

In 2019, we continued that redevelopment process by aligning our strategic goals with the City of Austin Strategic Direction 2023 plan. Under the strategic goals HSEM has made a commitment to further strengthen its efforts to provide equitable access of all disaster preparedness, response, and recovery information.

We continue with our technological upgrades of the Austin-Travis County Emergency Operations Center (A/TCEOC), that have allowed not only our office, but our local and regional partners to better monitor events and respond to disasters and hazards that affect the Austin region.

We continue to redevelop our emergency plans to ensure that our team maintains both its focus and readiness posture to mitigate, respond to and recover from all-hazards emergencies that affect our community.

Juan M. Ortiz, USCGR Ret.
Director

Vision

A disaster-prepared and resilient community.

Mission

To serve as the coordinating focal point for preparedness, response, recovery, and education in any emergency or disaster that disrupts the community.

2023 Strategic Direction Goal

Promote a community and organization-wide commitment to disaster preparedness, response and recovery.

HSEM STAFF

Juan Ortiz | **Director**

Scott Swearengin | **Assistant Director**

Stephanie Peden | **Executive Assistant**

Emergency Management Programs

Louis Gonzales | **Chief Emergency Plans Officer**

Bill Wilson | **Chief Emergency Plans Officer**

Donny Cummings | **Senior Emergency Plans Officer**

Jason Haun | **Senior Emergency Plans Officer**

Robin Wiatrek | **Senior Emergency Plans Officer**

Community Preparedness Programs

Bryce Bencivengo | **Public Information & Marketing Program Manager**

Matt Lara | **Public Information Specialist**

Nelson Andrade | **Community Engagement Specialist**

Business Programs

Aoife Longmore | **Risk and Recovery Program Manager**

Cindy Hood | **Contract Management Specialist**



Combined Transportation, Emergency,
and Communications Center (CTECC)

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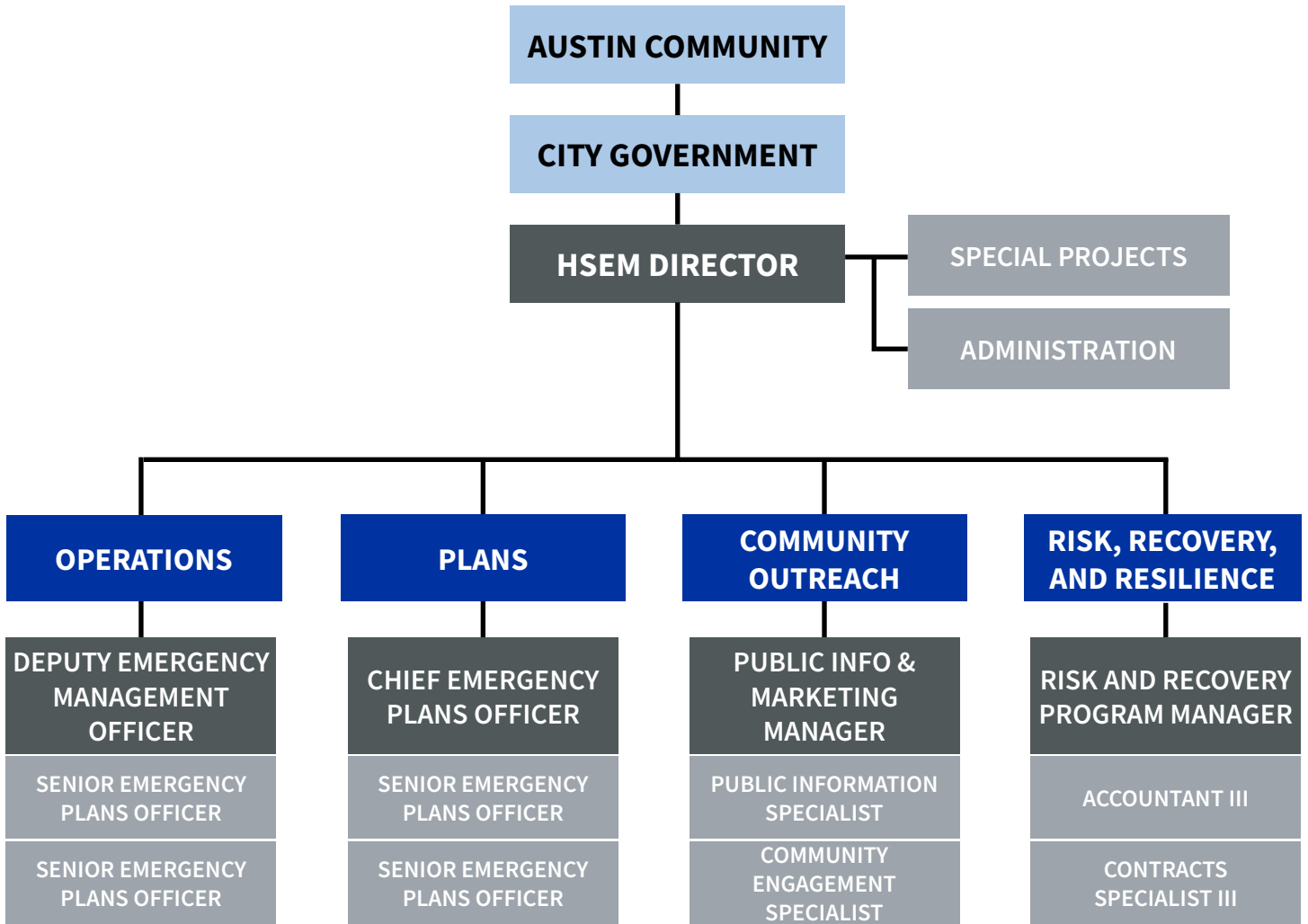
ORGANIZATIONAL CHART

The reporting structure for the Office of Homeland Security and Emergency Management.



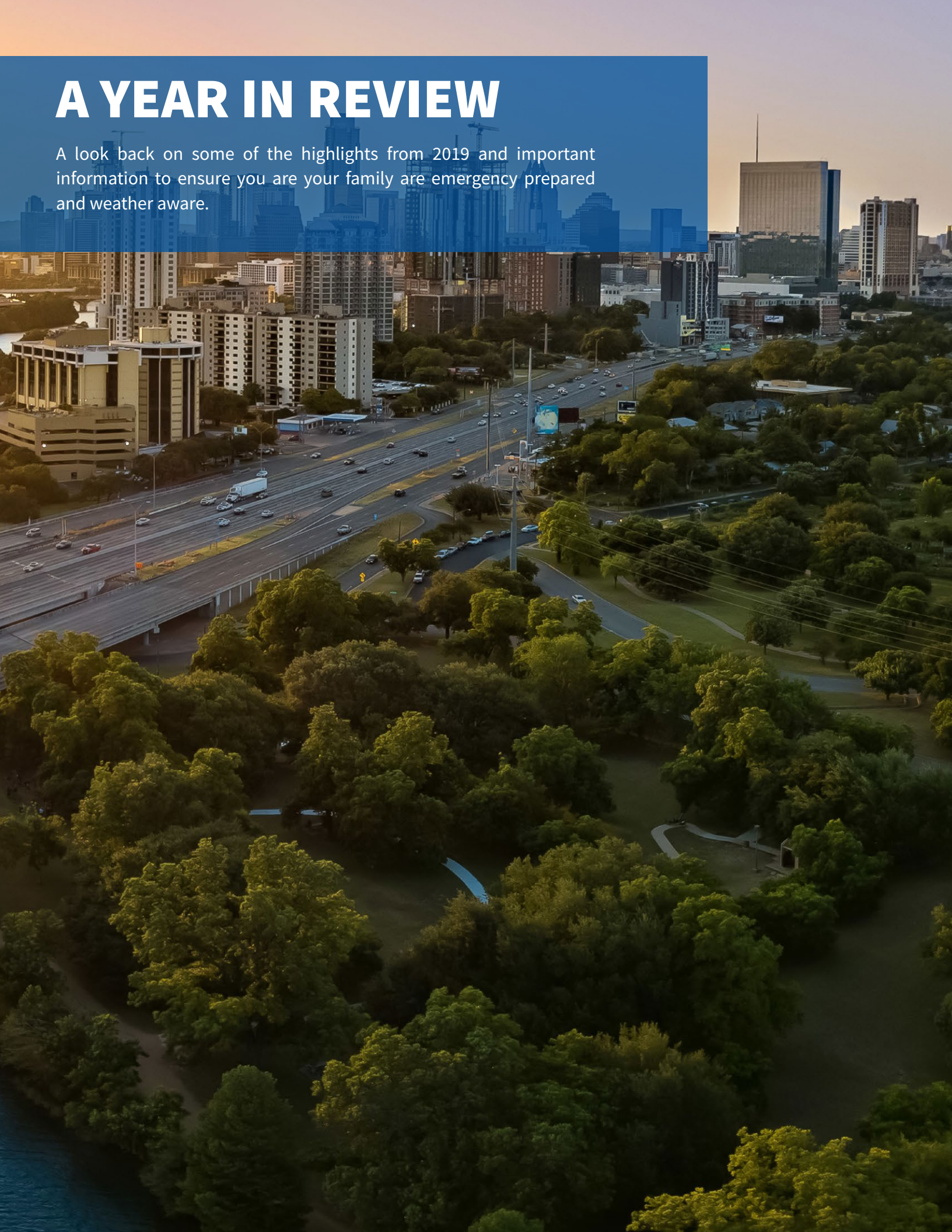


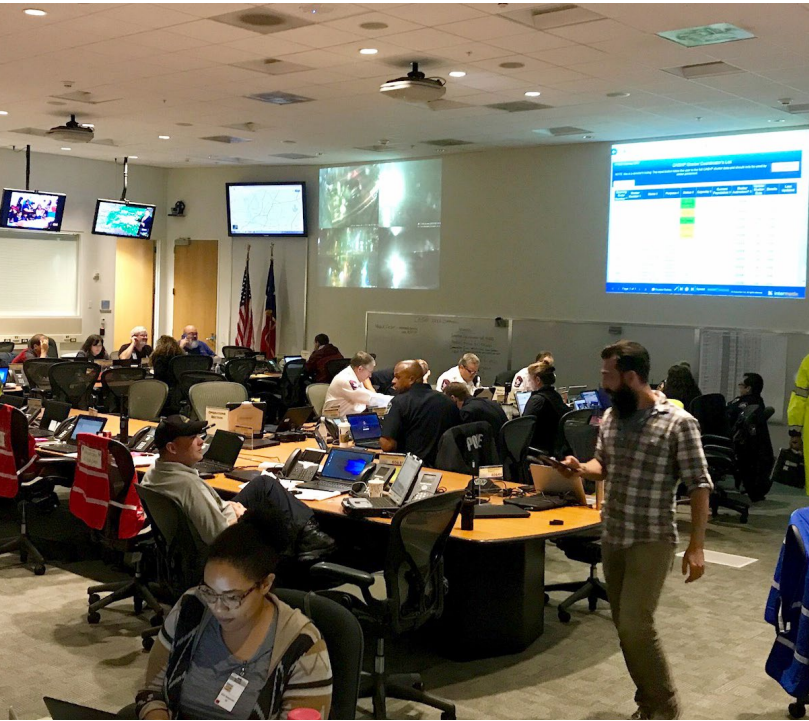
CITY OF AUSTIN
**OFFICE OF HOMELAND SECURITY
AND EMERGENCY MANAGEMENT**



A YEAR IN REVIEW

A look back on some of the highlights from 2019 and important information to ensure you and your family are emergency prepared and weather aware.





Boil Water After Action

Following the historic city-wide boil water notice that was issued in 2018, Austin Water and HSEM completed the after action report. From the report emerged seven focus areas ranging from operations, water distribution, communications, and resiliency. Additionally, it highlighted 161 corrective actions - some of which have already been completed. The report also produced a comprehensive water analysis and engineering report to ensure that future problems that caused the event are unlikely to happen again.

To read the full after action report visit:
www.austinhsem.com

2019 Community Survey

Between June - September 2019, 2,049 surveys were completed in response to overall satisfaction with the delivery of major City services. For 2019, 67% of respondents felt they were prepared to help themselves, family or neighbors in a disaster, and 65% said they had access to the proper information and education regarding disasters or major emergencies.

Emergency preparedness and safety awareness always remain the top priorities for HSEM community engagement. If you would like more information on how you can be emergency prepared visit www.austinhsem.com.



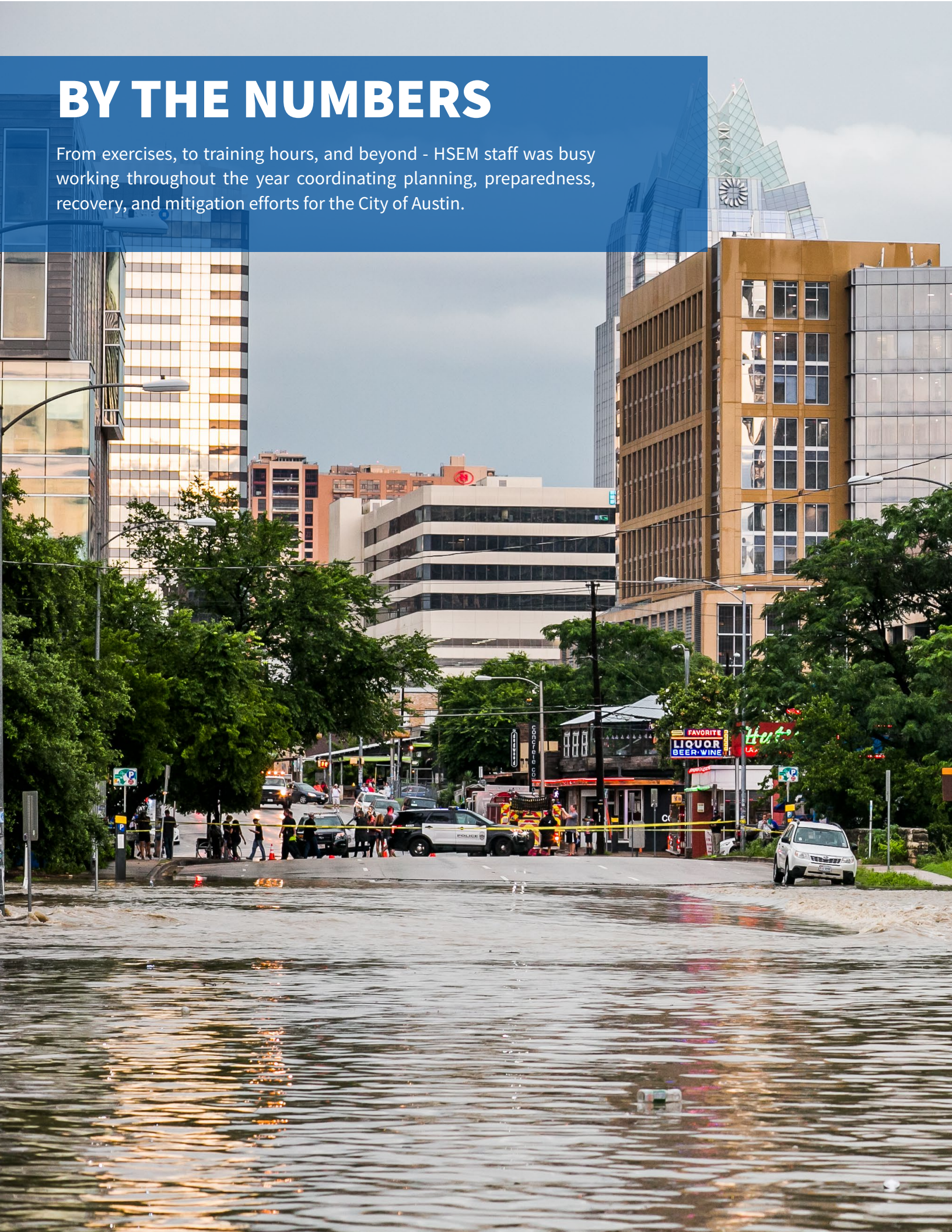
Warn Central Texas

Developed by the Capital Area Council of Governments (CAPCOG), Warn Central Texas is a regional notification system with a partnership across 10 counties. The emergency notification system allows local officials to contact specific areas of their communities. Critical alerts regarding natural disasters, severe weather, evacuation notices, bio-terrorism alerts, boil water notices, and more are able to be received by text, phone or email when registered with the system.

For more information or to register visit:
www.warncentraltexas.org

BY THE NUMBERS

From exercises, to training hours, and beyond - HSEM staff was busy working throughout the year coordinating planning, preparedness, recovery, and mitigation efforts for the City of Austin.



SD23 Metric S.C.2

Community Outreach Hours

76

Hours in 2019

SD23 Metric S.C.2

Specific Hazard Neighborhood Meetings

02

Meetings in 2019

SD23 Metric S.C.3

Training Hours Conducted by Staff

65

Hours in 2019

SD23 Metric S.C.4

Training Hours Completed by Staff

901

Hours in 2019

SD23 Metric S.A.3

EOC Activity Days (Planned and Unplanned)

17

Hours in 2019

DISASTER MITIGATION AND RECOVERY

City Disaster Costs Reimbursed

\$3.8m

Active Projects Related to Disaster Mitigation

35

Warn Central Texas Registrations

2784



Events/Exercises Conducted

Total Participants

EOC Exercise	79
Spring Festival Season Tabletop	76
Recovery Housing Seminar	07
Army North Tabletop	59
Integrated Warning Team Tabletop	61
Cybersecurity Seminar	11
City Hall Active Shooter Drill	167

The evaluation and practice of operations is a key component to ensuring HSEM's readiness posture. In 2019, our office completed seven exercises (including tabletops and drills), as well as led emergency management coordination for special events - such as Formula One United States Grand Prix and Spring Festival Season including South by Southwest, Presidential and Vice Presidential visits, 12 cold weather shelters, and one winter weather event.



City of Austin Office Homeland Security and Emergency Management

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