September 2026

Final Update

2025 MAY MICROBURST STORM

FOLLOW-UP ACTION COMPLETION REPORT

Austin Energy

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Observation	Follow-Up Action Item Number	Corrective Action	Completion Statement
Emergency Preparedness Strategy	**1.1**	Expand the Incident Management Team (IMT) roster and bench depth to include all Austin Energy employees, ensuring broader organizational readiness and role coverage during emergency events.	To expand the IMT roster to include all Austin Energy employees, the Emergency Management (EM) workgroup has updated the Emergency Operation Plan to clarify all employees are required to complete the basic Incident Command System (ICS) training, which will be recorded and monitored within the City of Austin Workday system. All Austin Energy employees may be utilized during an emergency incident as deemed necessary for the organization.
Emergency Preparedness Strategy	**1.2**	Establish a standing, rotating on-call list to ensure staff are immediately available for activation in the event of an incident.	To ensure staff are readily available for an activation, Austin Energy has established a Situational Awareness dashboard in Veoci with on-call personnel listed. Specific Point of Contact positions within the organization are identified and asked to provide staff for rotational coverage. Austin Energy's Emergency Management workgroup also has a rotating Duty Officer position that is staffed 24 / 7 / 365 to ensure organization preparedness.
Emergency Preparedness Strategy	**1.3**	Review current Incident Command System (ICS) positions to identify gaps and determine needs for expansion or further development.	The Austin Energy EM work group has met with IMT sections to discuss appropriate roster positions and staffing. Positions have been updated to reflect the needs of the organization and personnel have been assigned. To prepare IMT members, ICS training has been assigned with options for position-specific classes through the Texas Department of Emergency Management. The Austin Energy EM work group is also hosting quarterly section-specific workshops to review and train on incident-related tasks. Review and revision of the roster is an ongoing process, impacted by staffing changes, process changes and needs of the organization. It is the responsibility of the EM Division to regularly review the roster and recruit members.
Emergency Preparedness Strategy	**1.4**	Assign a minimum of three identified and trained staff members to each ICS position to ensure adequate coverage across operational periods.	Austin Energy has reviewed ICS and IMT positions, and they are currently staffed to meet minimum requirements. Review and revision of the roster is an ongoing process, impacted by staffing changes, process changes and needs of the organization. This item is the responsibility of the Emergency Management workgroup, and they regularly review the roster and recruit members.
Emergency Preparedness Strategy	**1.5**	Update and develop standardized position checklists for each ICS role to support consistent execution of responsibilities.	Specific position checklists are available in shared locations for the IMT. All IMT members are granted access and are advised of the checklists during position-specific workshops, IMT quarterly meetings, during exercises and during ICS training. Along with the checklists, IMT members are issued an All-Hazards Incident Management Team Response and Planning Guide for their individual use. Guides are provided throughout the year and are available by contacting any member of the EM work group.

2025 MAY MICROBURST STORM
FOLLOW-UP ACTION COMPLETION REPORT

Final Update

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Emergency Preparedness Strategy	**1.6**	Develop a formal mobilization plan for onboarding and offboarding mutual aid and external crews. The plan should include defined roles and responsibilities, staging procedures and processes for personnel and equipment tracking.	A formal mobilization plan for onboarding and offboarding mutual aid and external crews has been established which includes defined roles and responsibilities, staging procedures and processes for personnel and equipment tracking. This document is available in Veoci and will ensure better accountability, organization and coordination of mutual aid crews and equipment.
Emergency Preparedness Strategy	**1.7**	Integrate EM-trained personnel into field operations to support on-site documentation, coordination with the Department Operations Center and logistical functions such as Emergency ProCard use and the setup of appropriate workspaces.	Austin Energy has designated an experienced emergency management member to the Deputy Logistics Section Chief position within the IMT. This position is responsible for integration with staging and mutual assistance camp activities. During activations, the Deputy Logistics Section Chief will report to the staging area to assist with logistical and incident command integration support.
Software, Systems and Training	**2.1**	Establish required annual, role-specific training on all software systems used during IMT events.	Training for software systems used during the IMT activations has been established to support staff during incidents. A computer-based training for WebDMD/Field Client instruction is offered through Mosaic. Recorded vendor Advanced Distribution Management System (ADMS) sessions and quick reference guides are also available training options. Last, Customer Care has established annual e-learning training for WebCC.
Software, Systems and Training	**2.2**	Develop and distribute quick-reference guides (cheat sheets) to assist users with software systems during activations.	To assist users with software systems during activation, training guides for ADMS have been developed as quick references throughout their shifts. These guides will be made available in Veoci and Workday, and distributed as needed to ensure staff can efficiently navigate key processes, troubleshoot common issues and maintain continuity of operations.
Software, Systems and Training	**2.3**	Conduct iterative training on the Veoci response management system to ensure staff gain fluency and confidence during emergency activations.	Austin Energy conducts a weekly, standing, Veoci training workshop that is linked on the application landing page for all licensed users, and conducts ad hoc New User training as necessary. Veoci training will continue in perpetuity for as long as the system is in use. Veoci is also utilized for all in-house exercises and for all activations.

2025 MAY MICROBURST STORM
FOLLOW-UP ACTION COMPLETION REPORT

Final Update

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Software, Systems and Training	**2.4**	Provide ongoing training on Incident Command System (ICS) forms to improve staff familiarity and ensure consistent documentation during Incident Management Team (IMT) events.	To improve staff familiarity of the ICS system and specific forms used during activations, Austin Energy's Emergency Management workgroup conducts formal Incident Command System training for ICS 300 and ICS 400 classes. Informal position-specific workshops for IMT members and IMT quarterly meetings are also held throughout the year. These are opportunities where Austin Energy provides training on ICS forms. In calendar year 2025, the Emergency Management (EM) division conducted five ICS classes, multiple workshops, and quarterly meetings. These activities are scheduled for calendar year 2026 and will continue in perpetuity.
Software, Systems and Training	**2.5**	Utilize Veoci as the standard platform forall IMT notifications.	Veoci is the established response software platform for incident activations. It has now been used in real-world responses and multiple training environments within Austin Energy. Training for new users is ongoing and conducted weekly, with a standing link for this training on the Veoci landing page. Veoci is the primary notification platform for emergency management.
Software, Systems and Training	**2.6**	Validate Veoci notifications by using the system for routine IMT activities, such as quarterly meetings, exercises and position-specific workshops.	Veoci notifications have been validated by Austin Energy, including all EM Duty Officers. The notification process has now been used for pre-incident coordination and exercise advisement. Veoci is the primary notification platform for emergency management.
Training and Coordination	**3.1**	Operations will collaborate with Occupational Health & Safety (OH&S) to enhance the onboarding process for mutual aid crews. This initiative will include the review and revision of the existing Mutual Aid Playbook that outlines Austin Energy's policies, safety protocols and operational procedures. The revised playbook will be provided to each responding company to ensure alignment with Austin Energy's expectations during emergency events.	Operations collaborated with OH&S to update the Mutual Aid Playbook. These revisions include required onboarding information for incoming mutual aid crews and will be shared across internal teams as well as responding companies.

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Training and Coordination	**3.2**	Develop and deliver targeted training for Customer Care Representatives on the phased restoration approach. This training will focus on strengthening confidence and clarity in communicating with customers about the restoration process, including the purpose and progression of each phase during emergency events.	To increase staff understanding of the Restoration 123 process, Customer Care developed a new eLearning module to ensure consistent, accurate messaging. Training focused on the Restoration 123 workflow, operational objectives, and the responsibilities of each workgroup during incidents.
Training and Coordination	**3.3**	Develop and deliver training on the phased restoration approach for all relevant Incident Management Team (IMT) members and operational units with defined roles in the IMT structure to ensure staff understand the sequencing, responsibilities and operational objectives associated with each phase.	To increase staff understanding of the Restoration 123 process, the IMT received training during the Spring IMT quarterly meeting. This session covered the Restoration 123 workflow, operational objectives, and the responsibilities of each workgroup during incidents. In addition, Customer Care developed a new eLearning module on Restoration 123 to support ongoing refresher training and ensure consistent, accurate messaging.
Restoration Coordination	**4.1**	Improve recurring tactical meetings with the Operations Section Chief and Branch Directors to include updates on the overall restoration plan and restoration goals for each operational period.	Austin Energy has developed an Operations Tactical Meeting Template to provide clear guidance on successfully executing tactics meetings during large-scale events. This template outlines who should attend while ensuring consistency and alignment across all branches during restoration efforts. The template will be made available in Austin Energy's ICS Annex and within Veoci for ease of access.
Restoration Coordination	**4.2**	Reaffirm and follow the designated work shift for internal Field Operations (Day 0600–2000 / Night 1800–0800). External and mutual aid crews will follow a designated Day shift (0600–2200).	Field Operations Management has reaffirmed the designated Day and Night work shifts that will be implemented during Incident Command Activation. These shifts are structured to ensure operational continuity by providing shift overlap and enhanced crew safety during emergency response events. The assigned work shift for each team will be clearly communicated at the time of initial activation. This information will also be published in the Mutual Aid Playbook to ensure alignment across internal, external and mutual aid crews. All personnel are expected to adhere to the communicated shift schedule and remain flexible as operational needs evolve.

2025 MAY MICROBURST STORM
FOLLOW-UP ACTION COMPLETION REPORT

Final Update

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Restoration Coordination	**4.3**	Standardize mutual aid requests to clearly specify the number, type and qualifications of crews required to support restoration efforts.	To ensure consistency in the mutual aid process, Austin Energy utilizes the Mutual Aid Request Template outlined in the American Public Power Association Mutual Aid Playbook. During incident activations, the Operations Section of the Incident Management Team will share this information in Veoci with the Planning Section to support clear and consistent communication.
Restoration Coordination	**4.4**	Establish improved tracking methods to ensure the correct sequencing of Field Operations crews for complex outages that require multiple crew assignments.	To enhance tracking methods and ensure accurate sequencing of Field Operations crews for complex outages, Austin Energy is conducting refresher training focused on reinforcing the use of the ADMS as the primary tool of task distribution. Austin Energy currently leverages ADMS to streamline restoration efforts during unplanned events by facilitating ownership transfer of restoration activities. Field Operations crews are trained to manage their system assignments within ADMS, which allows for task visibility, assignment sequencing and prioritization of tasks, as well as coordination between troubleshooters, vegetation management and restoration crews.
Restoration Coordination	**4.5**	Evaluate the establishment of an Area Command structure at mutual aid staging sites to include logistics, work management, vegetation management, contract inspections, safety and documentation functions.	To enhance coordination and field operations, mutual aid staging sites will be supported by established ICS teams led by a Mutual Aid branch director to effectively manage activations requiring external assistance. Additionally, contracts with three (3) vendors are in place to provide support such as lodging, meals and materials when operational needs exceed internal resources.
Restoration Coordination	**4.6**	Transition Operation's personnel tracking and shift assignments to Veoci to improve transparency and centralize communication across operational periods.	Austin Energy has reviewed Veoci's personnel tracking capabilities and determined that transitioning Operations personnel from the current dynamic tracking tools to Veoci will not provide improvements to reporting dashboards or communications. Instead of pursuing this option, Operations will provide a link to the existing reporting systems to enhance transparency and further enable the Planning section with onboarding, offboarding and situational awareness across operational periods.
Restoration Coordination	**4.7**	Conduct a review of current radio distribution protocols to assess whether additional field teams beyond those currently assigned — such as damage assessors or other support roles — should be granted access to radios during emergency events, particularly in areas where cellular service may be unreliable.	A review of radio distribution protocols determined granting radios to field personnel would not be a feasible solution based on the needs of the work group. Cellular phones proved to be a reliable source for communication between field crews, damage assessors and the Energy Control Center. Satellite hot spots are available for situations when cell service is unavailable. As the cost for implementing a handheld radio distribution program would exceed $220k, this solution does not improve the outcomes of field work significantly to justify the expense.

2025 MAY MICROBURST STORM
FOLLOW-UP ACTION COMPLETION REPORT

Final Update

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Damage Assessment	**5.1**	Reassign Patrollers, the Damage Assessment Team and Single Outage Teams to the Energy Control Center (ECC) Branch to improve coordination and streamline field operations during emergency events.	The Patrollers, Damage Assessment Team, and Single Outage Teams have been reassigned to the ECC Branch. Dedicated workstations will be provided to each of the groups within the primary control center to enable better coordination with the Controllers.
Damage Assessment	**5.2**	Establish a formal process for the ECC, in coordination with the ADMS Intelligence Team and Damage Assessment Leads, to issue damage assessment locations and deliver findings to Work Management for timely and accurate work packet creation.	Austin Energy established a formal process for identifying outages needing assessment, issuing damage assessment locations to Field Damage Assessors and delivering findings to Work Management for timely and accurate work packet creation. The process is available for reference in Veoci during major event activations.
Damage Assessment	**5.3**	Implement annual training for Damage Assessment and Single Outage Teams to improve assessment accuracy, ensure consistent data entry into ADMS, strengthen communication among field teams and reinforce role clarity.	Austin Energy has given Field Client training to the Damage Assessors and Single Ticket Outage teams. Ongoing personnel assignments will be occurring to ensure these positions are delegated to skilled employees.
Public Communication and Outreach	**6.1**	Collaborate with Operations to identify and integrate system-wide and real-time updates such as outage status, crew deployment and restoration timelines into clear, actionable messages for customers across all communication channels.	Austin Energy has collaborated with workgroups to further enhance customer messaging across all communication channels. As Austin Energy's damage assessment process matures, and we have a clearer picture of the specific event and its impacts, the Public Information Officer will continue to work with the applicable IMT members and subject matter experts to provide the most useful and accurate information for the community.
Public Communication and Outreach	**6.2**	Lead a review of reconnection door hangers to determine how they can better support customers during restoration, including opportunities to add helpful information or resources.	Austin Energy has redesigned and reworked the reconnection doorhanger to meet new City of Austin brand standards. The messaging has been updated to provided customer information on the reconnection process that is easier to understand and better supports customers.

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FOLLOW-UP ACTION COMPLETION REPORT

Final Update

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Public Communication and Outreach	**6.3**	Expand existing contacts and build a broader network of trained field staff to activate during emergency events. These contributors will capture and share timely, high-quality photos and videos that support real-time customer updates and illustrate restoration progress.	Austin Energy completed training sessions to ensure more members of the Communications team are: • Prepared on how to best capture photo/video in the field with different camera and audio equipment. • Equipped to understand what types of visuals are best for social media and to share with external media partners. • Prepared with interviewing skills for clear storytelling and video production skills. Additionally, Austin Energy updated its processes to have the Public Information Officer reach out to team leads in distribution/transmission, vegetation management and safety when severe weather is in the forecast to remind field crews and team members to share photos and videos of power restoration work with Communications for external use. Visuals from the field help illustrate to the public the scenes and level of damage our crews and employees face as they work to bring power back to the community, as well as display the behind-the-scenes work that happens 24/7.
Public Communication and Outreach	**6.4**	Create and maintain a comprehensive checklist to guide the planning, coordination and execution of outreach events. The checklist will include key contacts, supply needs, staffing protocols, facility coordination expectations and post-event debrief procedures.	Austin Energy has developed a Standard Operations Procedure outreach implementation plan document which encapsulates all the necessary goals, strategies and activities ensuring outreach efforts are aligned with the corrective action objective. It includes how to plan, coordinate and execute a cross functional outreach event in a blue-sky situation or during an emergency activation.
Public Communication and Outreach	**6.5**	Identify and pursue partnerships with other City of Austin departments to broaden the range of services offered at outreach events, including access to disaster recovery resources including battery-powered device chargers and hand-crank radios, public health support and community assistance programs.	Austin Energy targeted the following departments to identify alignment and coordination with event needs: Office of Homeland Security and Emergency Management, Austin Public Health, Austin Resource Recovery, Neighborhood Housing and Community Development and Parks and Recreation. The offerings were identified and each department agreed to support at different triggering levels of involvement. We identified the opportunities and sponsoring departments to provide disaster recovery resources (battery powered chargers, hand crank radios, emergency preparedness kits), mobile public health services (vaccination clinics, health screenings, wellness education) and community assistance programs (utility support, financial aid guidance, housing resources). We continue to meet with each department on a regular basis to finalize all standard operating procedures and responsibilities as activations occur. The result is a comprehensive door-to-door or community center plan showcasing each departments agreements of support.

Austin Energy

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