

Q4, 2025 Update

2025

MAY MICROBURST STORM

FOLLOW-UP ACTION COMPLETION REPORT





| Observation | Follow-Up Action Item Number | Corrective Action | Completion Statement |
|----------------------------------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 (EM) workgroup also has a rotating Duty Officer position that is staffed 24 / 7 / 365 to ensure organization preparedness. |
| Emergency Preparedness Strategy | 1.4 | Assign a minimum of three identified and trained staff members to each Incident Command System (ICS) position to ensure adequate coverage across operational periods. | Austin Energy has reviewed ICS and Incident Management Team (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 EM workgroup, and they regularly review the roster and recruit members. |
| 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. |
| Software, Systems and Training | 2.4 | Provide ongoing training on ICS forms to improve staff familiarity and ensure consistent documentation during IMT events. | To improve staff familiarity of the ICS system and specific forms used during activations, Austin Energy's EM 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 EM workgroup 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 for all 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. |



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| 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. |
| 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. |
| 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 Advanced Distribution Management System (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. |
| 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. |



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| 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. |



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