



# Houston METRO Response to Hurricane Harvey



# METRO Response & Recovery – Hurricane Harvey - Overview



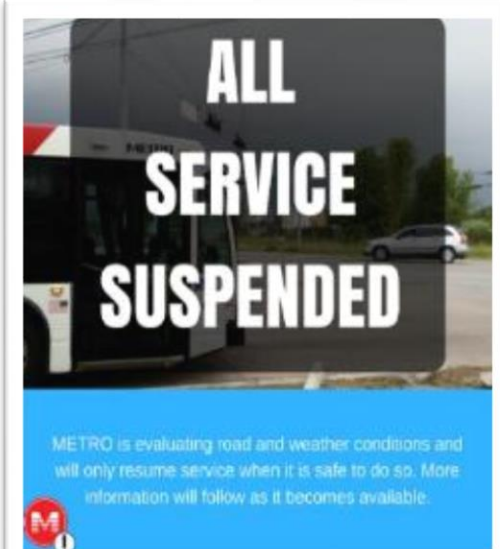
# Emergency Operations – METRO EOC Planning & Managing



# Mitigation Measures – Major \$6M+ Mitigation Effort

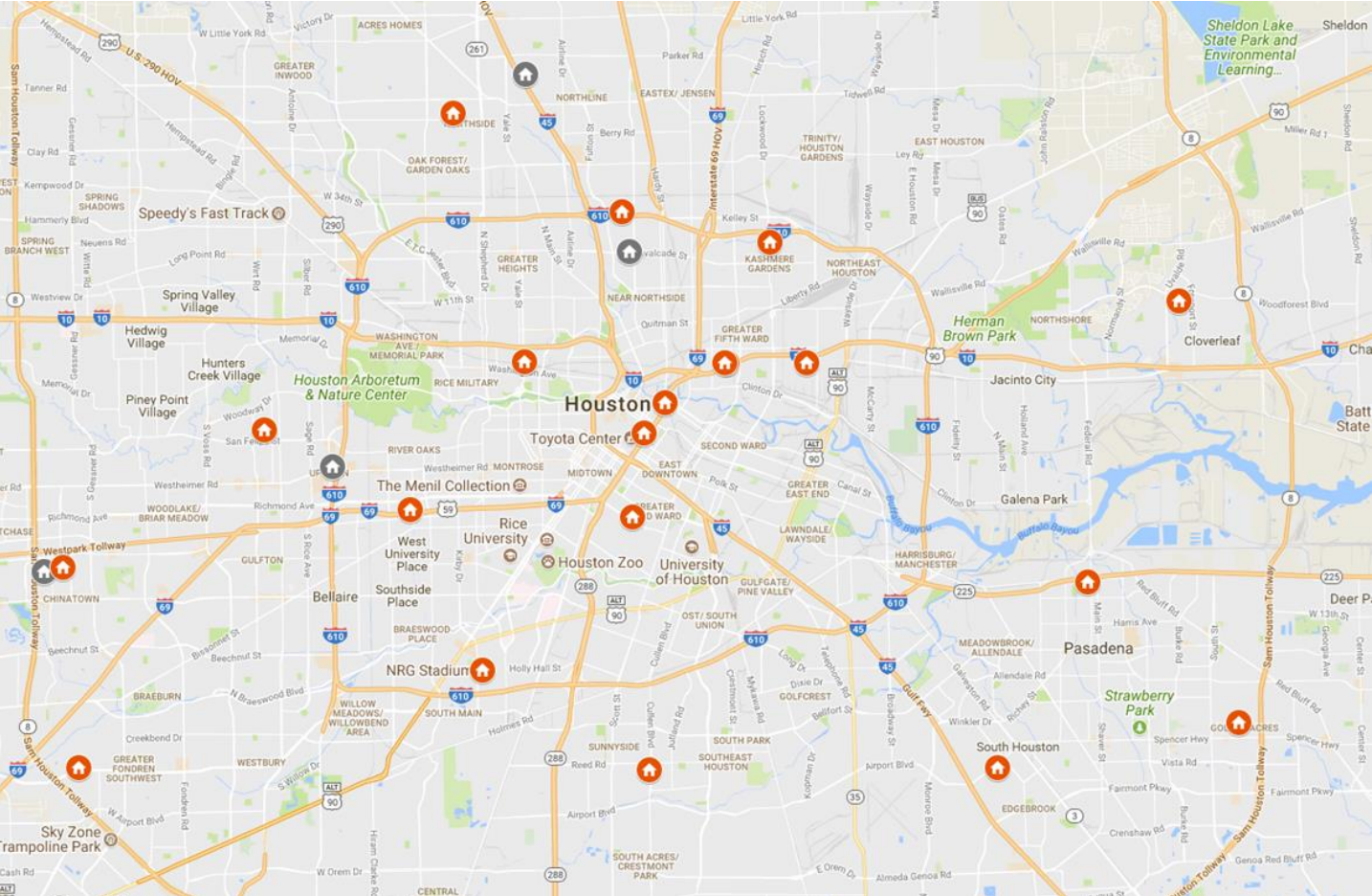


# METRO Bus Services Converted to Emergency Evacuation



# Public Life Safety

## Major Sheltering Facilities - Harvey



# High Water Vehicle



# Damage Assessments for Recovery of Capital Assets

- Buses
- Non-Revenue Vehicles
- Bus Operating Facilities
- Park & Ride Facilities
- Bus Transit Centers / Shelters
- HOV / HOT Lanes
- Rail Infrastructure
- Rail Transit Centers
- Rail Station Platforms





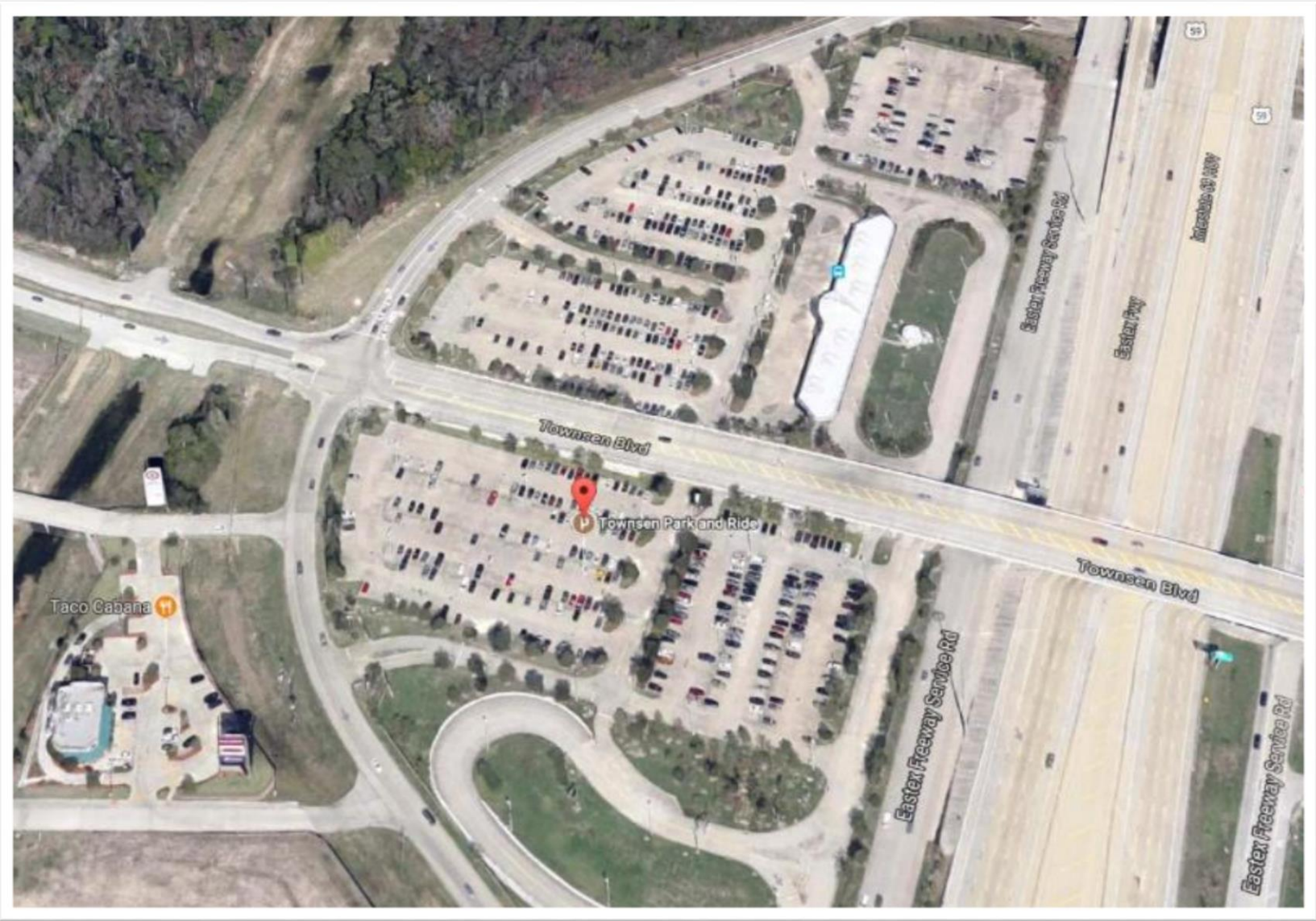
# Bus Total Loss - \$700,000 Nova



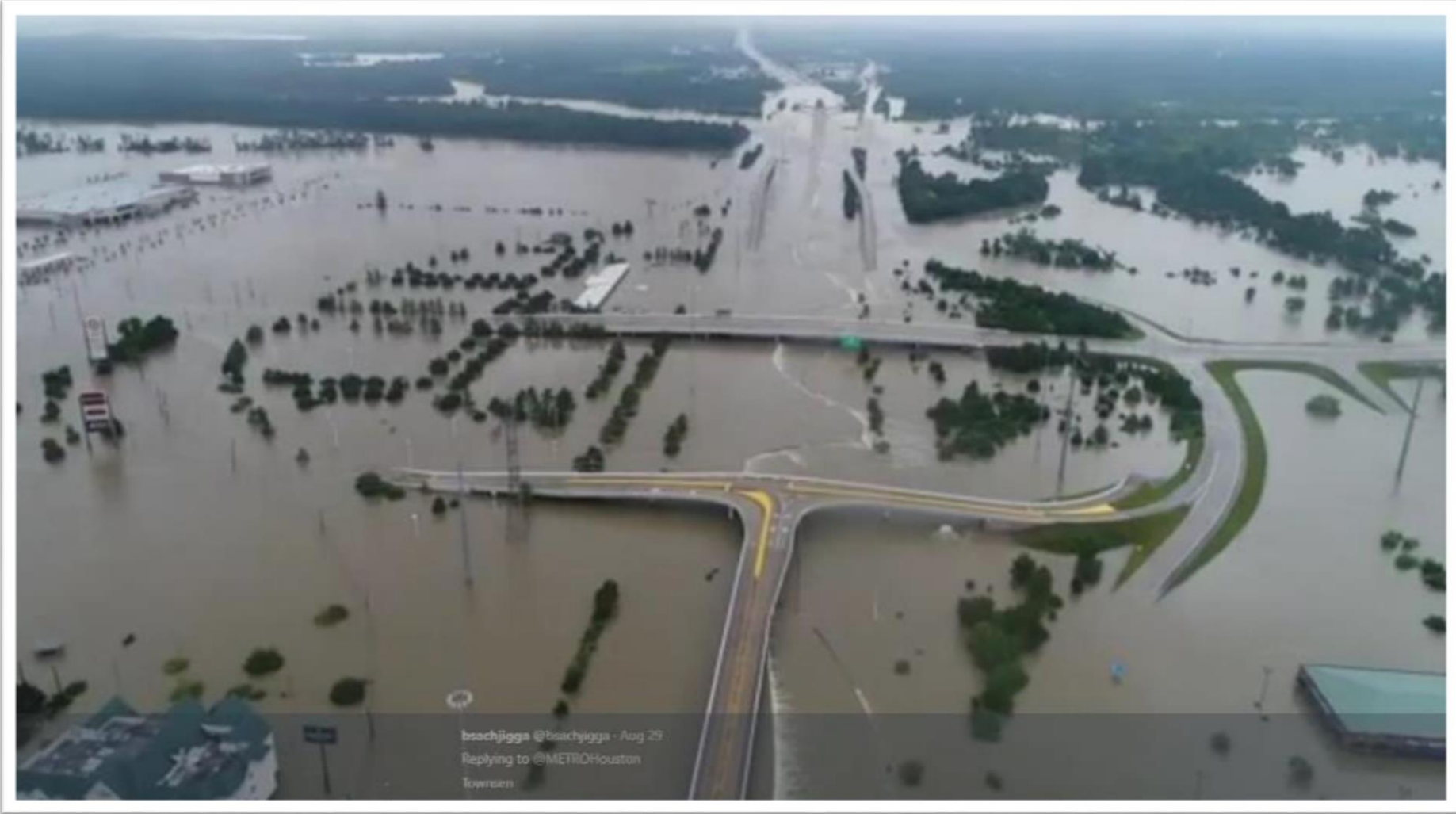
# Bus Total Loss - \$700,000 Nova



# Townsen P&R



# Townsen Park & Ride on August 29, 2017



# Agency After Action Review

## STRENGTHS

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- Communication
  - Employees
  - Customers
  - Regional Partners
  - Multilingual
- Asset Relocation (buses)
- High Water Vehicles
- Service Recovery Contracts in Place
- HISD Buses

## AREAS OF IMPROVEMENT

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- Service Suspension Criteria
- Tier 1 Employee Pre-storm Scheduling
- METRO EOC Equipment
- Staff at the Houston Emergency Center (HEC)
- Food Vendors for Tier 1 Employees
- Web EOC
- Resource Management System (Evacuation)
- High Water Vehicle Equipment

# Federal Recovery Assistance



**FEMA**



**Federal Transit  
Administration**

Thank you!