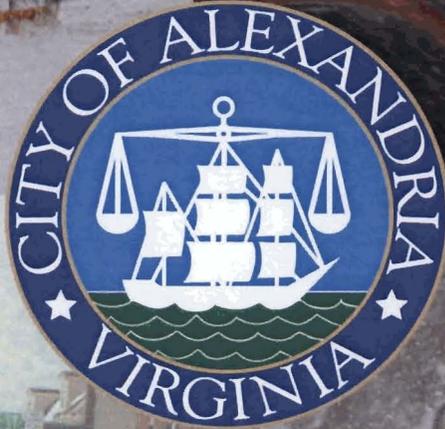
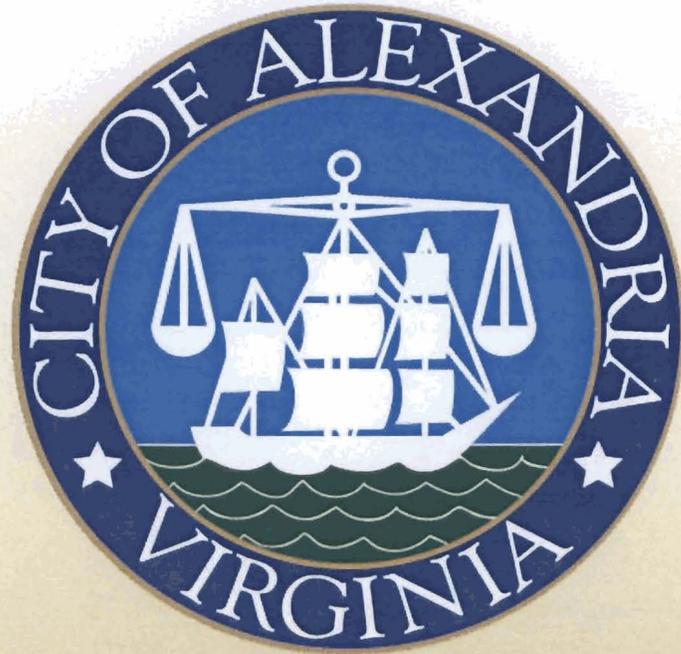


EXHIBIT NO. 1





**City Response to
December 2009 Snow Storm**



The Snow Storm of December 2009



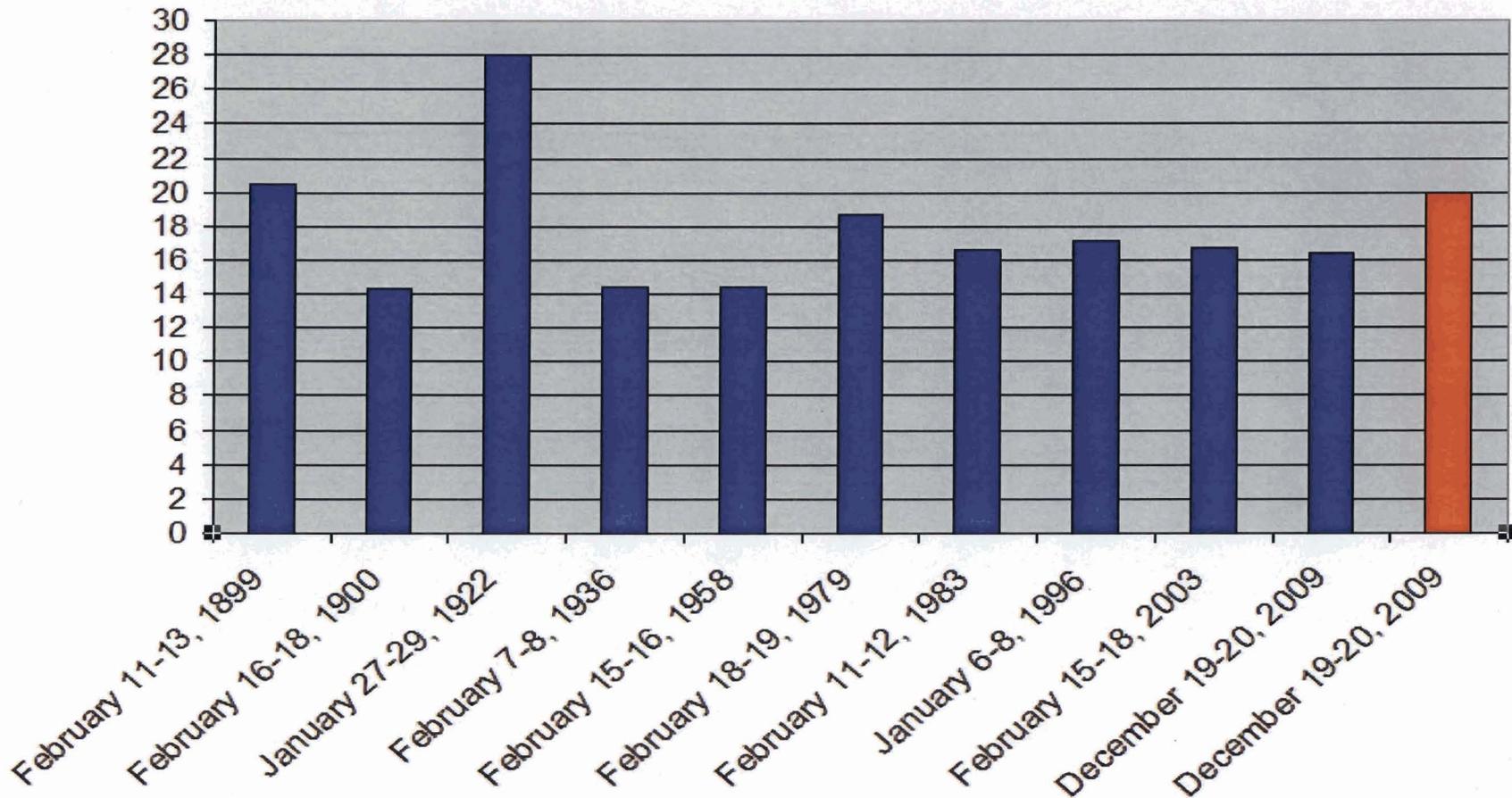
➤ Official National Weather Service measurements for Alexandria:

- 20” of snow accumulation in 24 hours
- 2 inches per hour at the peak of the storm
- Wind gusts 20-30 mph

➤ Immediately subsequent rain event threatened potential flooding



Historic Snowfall Totals in Inches



- As reported in the *Alexandria Times*, 12.23.09
- Official National Weather Service measurement

Impacts



➤ Severe mobility challenges

- Metro rail and bus service suspended
- DASH bus service suspended
- Old Town Trolley service suspended

➤ Schools closed

➤ Solid waste service delayed

➤ City services limited

➤ Significant increase in emergency service calls

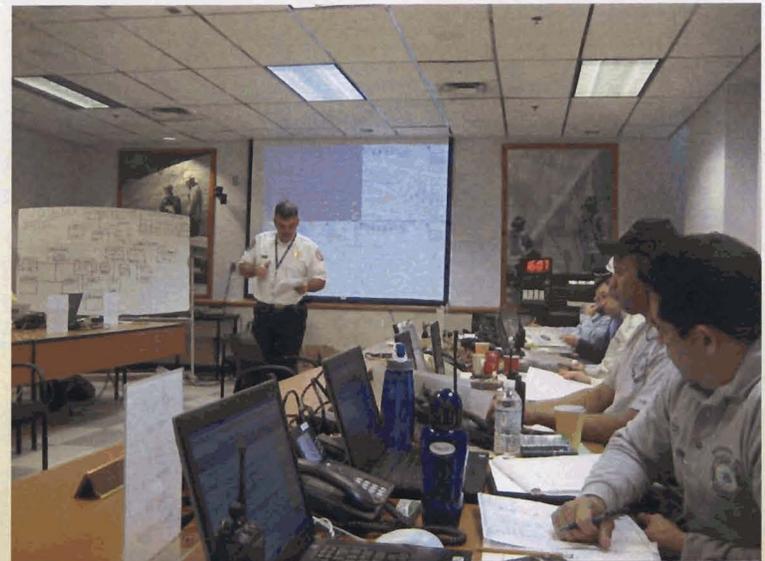
- Calls to the Fire Department for emergency service were approximately 50% above normal



Coordinated City Response



- **Activated the Emergency Operations Center (EOC)**
- **Declared Local Emergency**
- **Utilized the National Incident Management System Incident Command System (NIMS-ICS)**



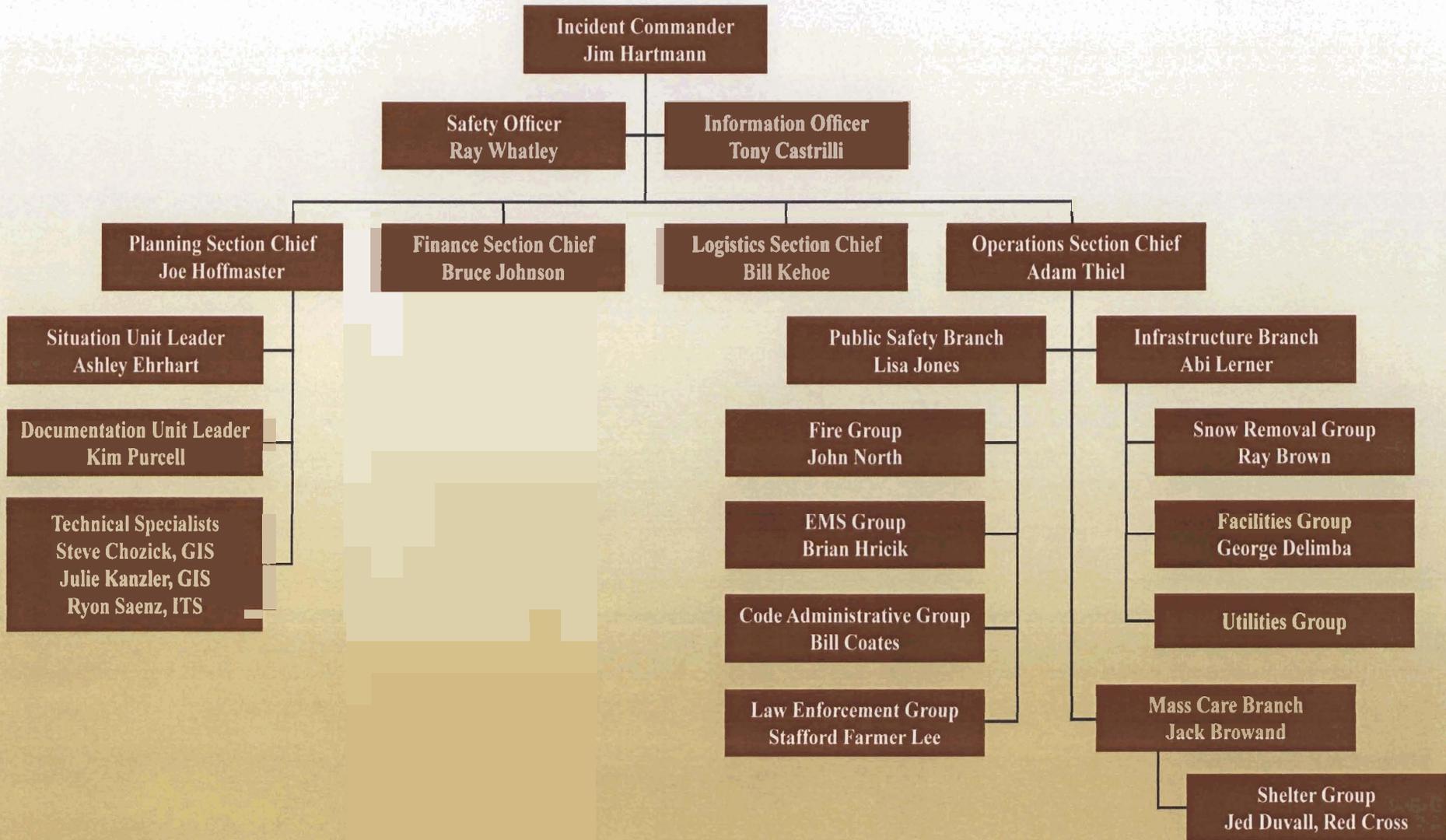
Coordinated City Response



➤ From Friday, December 18, through Wednesday, December 23:

- City departments directly involved: 14
- City staff hours devoted: 3,650+
- Individual City employees directly involved: 300+
- Contracted snow removal workers: 71
- Pieces of snow removal equipment (light & heavy) deployed: 91
- Many community partners engaged

EOC Incident Organization





General Control Objectives



- **Provide for the general safety of residents, visitors, businesses, and employees.**
- **Support the medical needs of the residents and visitors.**
- **Continue to provide essential services to the community, and when possible, support mutual aid requests.**
- **Keep all personnel well informed with adequate communications.**

General Control Objectives



- **Identify all essential personnel throughout the operational period, and ensure that they are advised of their respective roles, responsibilities and work periods.**
- **All personnel should be prepared for an extended work period including medicines, clothing, family, and special dietary needs.**
- **Track all overhead related to “December 09 Snow Storm.”**
- **Coordinate all activities with the EOC.**

Priorities Accomplished



- **Providing for safety of residents, visitors, businesses and employees**
- **Restoring mobility:**
 - 521 lane miles of streets were plowed and treated
- **Ensuring fire suppression capability:**
 - All fire hydrants were inspected and cleared of snow and ice as necessary
- **Preventing flooding:**
 - 800 storm water catch basins were inspected and cleared of snow and ice as necessary

Priorities Accomplished



➤ **Providing timely, accurate public information**

- **96,112 alexandriava.gov page views**
- **68 Web page updates**
- **53 Tweets — 38 ReTweets — 31 Alexandria references**
- **51 Facebook posts — 160 Facebook questions/comments**
- **15 Citywide news releases/media advisories issued**
- **12 Local media inquiries**
- **8 Updates sent to City Council**

Lessons Learned



- Utilizing NIMS-ICS organizational structure
- Communicating well-defined priorities and objectives
- Adjusting priorities and objectives
- Obtaining and maintaining situational awareness
- Synchronizing plans and resources

Action Items / Next Steps



- **A change in priority for Cameron Station Boulevard**
- **A change in City ordinance regarding declaration of snow emergency routes**
- **Revision to policy on prioritization of streets for snow clearing activities**

Action Items / Next Steps



- **Exploring a more systematic use of contractors for snow removal and clearing**
- **A review of sidewalk clearing priorities, focusing on high density areas and access to mass transit**
- **A review of the City's sidewalk clearing ordinance**

