From CityLink, Abilene
Bobby Sharpe, General Manager

Even though CityLink closed normal operations from Monday February 15th until Saturday morning February 20th at 10:00, CityLink staff were on standby to respond if emergency mass transportation is needed.

Monday 2/15 – CityLink on standby.

Tuesday 2/16 – At Emergency Management (EM) department request, CityLink provided transportation for a wheelchair bound person from Frontier Inn to Beltway North Church. Rodney Potts, Safety/Training Manager, provided this transportation. Staff began checking the CityLink building for water leaks due to some City buildings experiencing frozen water pipes bursting causing damage. The City Manager required all buildings to be monitored every 4 hours 24/7 for the remainder of the week. Employees who volunteered to monitor for water leaks were: Kurt Hurick, Maintenance Director; Kasey Lee, Lead Mechanic; Aaron Miller, Street Supervisor; Tim Seymour, Street Supervisor; Rodney Potts, Safety/Training Manager.

Wednesday 2/17 – Continued standby status.

Thursday 2/18 – EM requested two cutaways to transport people from Beltway Church North and South branches. These churches were used as warming centers after City buildings lost power and water. Service began around 12:00 and ended at 18:30. Rodney Potts and Keith Benfer, Fixed Route Supervisor, provided transportation this day. We also had Al McGinley, Mechanic, report for duty to assist in readying the vehicles for transport. EM requested CityLink to transport again Friday to clear out shelters. I told EM that CityLink will, but will send staff to be onsite to organize the rides.

Friday 2/19 – CityLink provided rides from Beltway Church North and South. Service started at 9am and ended at approximately 14:30. Much better with staff organizing and was completed ahead of schedule. Anticipated shelter closure was 18:00. Employees who provided this service were: Melvin Dudley, Operator; Dan Johnson, Operator; Melissa Smith, Coordinator; Jerry Solis, Coordinator.
We also have some honorable mentions from the week of the freeze.

**Lauren Stevens**, Asst. General Manager was instrumental in coordinating and securing employees to provide the emergency assistance. Ms. Stevens also remotely monitored the CityLink facility alarm system, facility access and the battery backup system since CityLink and the south central portion of the city was without power for most of the week. Ms. Stevens was able to address all needs in the most efficient and effective manner in spite of her dealing with her own personal loss of power and water.

The week of the freeze was a payroll week at CityLink. Without power in the office and the inability to complete payroll remotely, **Michelle Hurick**, Office Manager, met the City IT staff at City Hall to login and perform the necessary functions to ensure all employees were paid on time without incident.

**Kurt Hurick**, Maintenance Director, played a key role last week by helping monitor the weather forecast and conditions, road conditions and began monitoring the CityLink building before the City Manager required it. Kurt also reported to CityLink to assist in readying the vehicles for transport everyday that it was required.

City staff that I coordinated with including Beltway Church staff were very willing to help us help everyone else.

**Great example of citywide teamwork under pressure!**