

Auckland Region CDEM Group members visit to the United States 4- 15 July 2006

Comment and Observations

New York

FEMA Meeting - 5th July 2006

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Presentation:

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Projects\USA Visit\Auckland.ppt

Notes:

2200 Employees Nationwide + reservists

NIMS – National Incident Management System (like CIMS)

15 support functions with key people responsible for function areas

- ESF 1: Transportation
- ESF 2: Communications
- ESF 3: Public Works & Engineering
- ESF 4: Firefighting
- ESF 5: Emergency Management
- ESF 6: Mass Care, Housing & Human Services
- ESF 7: Resource Support
- ESF 8: Public Health and Medical Services
- ESF 9: Urban Search & Rescue
- ESF 10: Oil & Hazardous Materials
- ESF 11: Agriculture & Natural Resources
- ESF 12: Energy
- ESF 13: Public Safety & Security
- ESF 14: Long-term Community Recovery and Mitigation
- ESF 15: External Communications

Joint Co-ordination Group – made up of appropriate people depending on the emergency

Resource **distribution** is a big issue & has to be pre-planned. Looking at contracting the private sector to undertake stockpiling on a contractual basis. Get agencies to do this on behalf of FEMA. Pre-event logistical planning is especially important. Contracts to ensure that resources are distributed.

Need **STRONG** political leadership

- Immediate command and control
- Keep an eye on issues arising at local levels
- Maintain continuity of government
- Mayor – ownership and awareness of issues pre-event (Gulliani)

Media Relationships – Public Information Management. Have to deal with expectations. Always have something to give the media.

Welfare and Housing Needs

Long-Term recovery planning – require housing strategies. Wrap around services essential for people to effectively recovery (e.g. daycare, medical, shopping, essential services to support communities)

Act quickly – barriers arise as time passes. If you want to set up recovery and welfare sites do it as quickly as possible. There is a narrow window of opportunity to get things done before people put barriers in place such as litigation and develop a NIMBY attitude.

Communications and interoperability very important.

Essential Services – including businesses – need to be involved in planning.

Lifeline Utilities – DHS works with utilities to develop strategies together. Power restoration etc. Utilities often have mutual aid agreements.

EM Assistance Compact – Mutual Aid. States support state for security and safety (community agreements) - Police, Fire etc. Emergency Management Agencies have MOUs with neighbouring states.

Public Education - Preparedness messages need to come from senior and respected people. A mayor to front preparedness campaign. - Personal signature on preparedness documents or fronting media campaigns.

National Disaster Medical Teams (including vets) established to provide mobile assistance.

9/11 – GPS tracking of debris removal for billing (and to stop organised crime hijacking and stealing metal)

GIS used heavily with heat sensing equipment to distribute information to all parties concerned.

Heavy reliance on volunteers in response.

There are no standards for internal air pollution in the US. Do we have any? This is an issue in New York where contaminated dust is entering houses following 9/11. Issues with people dying post-9/11 of lung diseases due to breathing in the contaminated dust. More people are expected to die in coming years.

Fine balance between keeping auditors happy and keeping people happy. Need to keep this in mind when authorising expenditure. There will be difficult calls that need to be made.

ESSENTIAL – maintain continuity of government. This was a major problem during Hurricane Katrina. Need strong political leadership and direction to achieve this.

National database of staff

- Competencies (trained, competent, expert)
- Record of deployment
- Special skills – languages etc

Employee Assistance Programme – Counselling and stress management during event.

In order to receive subsidies insurance in flood plain owners must comply with strict standards - >1% AEP flood level with some freeboard (often 1-2ft)

FEMA contribute to local mitigation programmes and work with utilities to reduce risk.

Mitigation – carrot and stick approach is most effective. Encourage people to mitigate risk. Offer money for mitigation works. If they don't accept then they are not eligible for low-cost FEMA flood insurance (only way to get cover as insurance companies won't cover many areas for flood risk). Raising housing above flood level compulsory if damage to house is greater than 50%. Federal assistance for post-disaster risk reduction (during recovery) is withdrawn if they do not actively mitigate. If mitigation is not being enforced then FEMA can withdraw insurance from these areas.

HURRICANE KATRINA

- Dis-joint between plans and implementation at the local level. Emergency Managers did not know how to implement plans.
- Media acknowledged responsibility for recovery and provided dedicated channels and put out positive messages. Many refused to entertain those who were being negative.
- It is important to know what resources are available in your community or neighbouring communities. Register of resources and MOUs or contracts established pre-event with key providers.
- Debris disposal was a big issue – hazardous substances, mixed materials etc.
- Issues surrounding international donations – eg. Mad-cow possible in German meat.
- Logistics – managing donations and international aid. Think about how this will be managed in advance.

THOUGHTS

- Do we need to stockpile goods at a regional level?
- Are there common resource needs?
- Do we need a dedicated logistics arm in the GEOC?
- Talk to MCDEM about supporting local mitigation efforts (implementation). Reward implementation through carrot and stick type policies/funding
- Improve relationship with Media.
- Need strong and informed leadership – actively involved in exercising. How do we do this with a joint committee – lack of accountability
- Think about environmental and health issues in post-disaster cleanup.

Resources Available:

CDs:

- Urban Hazards Forum III – maritime safety issues (harbourmaster)
- Urban Hazards Forum – post 9/11 video and audio of conference
- Developing and Promoting Mitigation Best Practices and Case Studies – communication strategy toolkit
- FEMA – mitigation resources for success
- Understanding Your Risks – identifying hazards and estimating losses
- Bachelor's Degree Level Courses – higher education project
- Associate's Degree Level Courses – higher education project

Documents:

- US Fire Administration 2005-2006 Training Catalog
- Are you Ready? An In-depth Guide to Citizen Preparedness
- National Incident Management System
- National Response Plan

NYC Office of Emergency Management Meeting - 5th July 2006

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20-25 people employed directly by OEM. Many more paid for by the police and fire departments. These agencies have speciality expertise and field experience, and are on loan to OEM.

OEM commissioner reports directly to the Mayor. OEM is only 10 years old and used to be under the jurisdiction of the Police.

Supplement funding with grants from DHS. NYC has a \$5M budget, supported by DHS grants. Special funding apportioned for multi-agency exercises.

Mapping is done by the Army corps of engineering and a lot of the subsequent risk and consequences planning is done in-house.

Mapping Unit – mobile data centre can be taken to locations. Can generate new maps in the field. Used in organised events (e.g. like the world cup) and emergencies. Can update wind conditions etc.

1-2 call outs a day need to be attended by someone at OEM – often small scale events that require overall coordination. Used for non-declared events. Have an overview perspective on event and emergency management. Priority to keep the city flowing normally.

Full scale exercising (drills) where police recruits play victims. Run in a section of the city.

Technology in the new OEM has been donated by Microsoft.

CERT – citizen response teams – trained by Police and Fire. 38 teams of 30-40 people each. Bilingual teams in certain areas. Basic PPE provided through grants.

PALMS – web registry of services and equipment available. Sign MOU in advance, but all services are provided for free. Rely on public good benefits.

CorpNet – use blackberry 24/7 email – information for business (warning information)
Push businesses to have alternate locations as part of business continuity planning.

24/7 monitoring in EOC – ex-police dispatch staff used for this purpose – monitor TV, warnings, flight paths, subway traffic, etc.

Dispatch Rules – will automatically call liaison day-night if the EOC send someone to respond. Liaison decide if the Mayor needs to know. Information is always available.

OEM – coordination and logistics role. AIM – get city back to normal as soon as possible.

In Advance (part of National Plan) – identify the lead agency for all possible events. OEM co-ordinate but are not the lead agency for most events. OEM is only the lead agency for natural disasters.

CALMS – city wide asset and logistics management system. People and other resources are listed.

Public Information – communications and pres office. All agencies work together and coordinate information. All communications managers from key agencies work out of the same office for the purpose of communications.

Public Education – 9 languages, audio and braile. 40 Public Education hurricane events planned for the summer. Focus on seniors and pets. Will go and speak to any event where more than 50 people are present.

\$38M for new EOC

Ambulance style vehicle – can switch all EM services to communicate on the same system.

- Weather radar or real time satellite
- www.hisz.rsoc.hu - word events website
- Monitor TV channels
- Monitor EMS callouts
- Laptops in cars – GIS mapping and photo events. Wireless access
- E-Team – emergency management software. Police, fire etc use this as well as OEM. Shows all active jobs.

THOUGHTS:

- CDEM branding – badges and gifts.
- Lots of interagency representatives needed within the EOC
- Conference Rooms needed

New Orleans

New Orleans FEMA Trip - 10th July 2006

<http://www.nola.com/images/hp/breachedlevees120805.pdf>

WELFARE

FEMA provide trailers – need to re-certify (regularly) to keep it. Must show a plan to re-build to keep trailer (a recovery plan)

EVACUATION

Batton Rouge – normally takes 1 hr to get there, takes 5-6hrs during a CONTRAFLOW evacuation.

ECONOMIC

Mom and Pop stores shut down. Lack of jobs. Many people will wait out this hurricane season before returning to New Orleans.

Rebuilding Communities – communities develop their own plan for rebuilding. Hard to reduce risk and abandon sites. People own and decide what to do with their own property. Unless abandoned, FEMA cannot prevent rebuilding. New Orleans is densely populated and therefore creating new communities is hard. Relocated communities would have to be in remote areas on the outskirts – so not many locations suitable for new communities. Surrounded by wetlands – not much viable land anyway.

There are lots of renters. Rebuilt apartments had rent increases so they are unaffordable. Therefore people had to leave their jobs and go somewhere else (even if they have jobs).

Lake levees did not breach – only levees on canals and waterways.

Drove for 2hrs and only viewed outskirts of centrally damaged areas. HUGE area affected.

Evacuation route flooded.

Mould health problems for cleanup. Students volunteered in summer break.

Water breached one side of New Orleans and not the other.

Superdome was flooded – people moved to the higher levels.

Had prisoners on the interstate at gunpoint and at the bus station.

Residents used to evacuate vertically to hotels in New Orleans. Won't allow that anymore – power was down for extended periods, windows blown out. Hotel-evacuation no longer allowed.

DRC – Disaster recovery center – where people can come with questions on FEMA applications etc. set up in Library.

Staffing levels 1/3 less than before

100,000 cars and boats needed removing.

From TV

Housing centre being set up in Baton Rouge

6 Billion funding already allocated. Another 4.2 Billion now allocated
9 billion of this is for homeowners; 2.x billion for infrastructure, government buildings and schools; 350,000 for an economic development plan

Special precautions in place to prevent fraud (important when dealing with these sums of money)

50% or more damage to houses – need to raise house above flood levels
Less than 50% damage – don't have to raise houses
Money for mitigation – need to raise houses or install shutters
August – start to hand out money
Army corps of engineers do all flood protection and levee work.

AC of ENGINEERS – submitted to Congress a Preliminary Technical Report on Louisiana Coastal Protection and Restoration. Criticism from Governor that the report did not recommend specific mitigation measures that should be undertaken as a priority. News reports said that it lists possible mitigation projects and set out consequences of some of the structural solutions but left decisions to local authorities (? or FEMA??)

Welfare is for short-term recovery.
Built and Economic recovery needed for long term

San Francisco

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Doug Sandy – Emergency Manager
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Website dedicated to 'lessons learned' – must be part of a recognised US government organisation to get access. www.LLIS.gov part of the FEMA website.

REGISTERED:
username – janeo
password – Scomber74!

Currently writing an Earthquake Response plan. Most planning is all-hazards planning. This is one of the specific contingency plans being developed.

Moving towards regional planning (more than 1 State).

Doug Sandy – Planner

Plan writer – EOC operations manual, Base EOC plans, tsunami response, earthquake response plans.

Population 800,000 in 47 square miles. Regional population of over 7 million. 500,000 commute in during the day. Most densely populated US city after New York.

45ft maximum surge/tsunami is planned for.

FEMA recently included 'Prevention' to 'Mitigation' – this mainly applies to terrorism activities.

Hard to rebuild if your tax base has been destroyed – hard to restart government.

Updating community safety element of the Plan – e.g. seismic upgrades, and increased understanding of risk.

Cost-issues with mitigation activities – essential services need to be upgraded to meet seismic standards. Deadlines being pushed out to the end of the building life (pushed out 30 years) so that seismic standards only need to be met when a new building is built.

Developed a consolidated mitigation plan for the region (more than 1 state). This needs to be completed for FEMA mitigation purposes and to get funding and insurance etc. (? Check this fact).

EM Operations Plan – 2 parts

- structure of the organisation
- operations guide – how response is conducted

EOC makes up 10% of the building currently.

OEM train partners in emergency management process. Fire, Police etc. Teach them how the fit into the emergency management process. Community education (www.72hrs.org), mitigation, readiness.

Response Plan – due for completion next year. Collective issues (coordinate resource prioritisation), set out process for transition to recovery.

Warning - siren and audio system. Operates in clusters that can be targeted to smaller areas. Used for tsunami, hazardous materials spills, public disturbance, fires etc.

ROAM secure – digital messaging has just been purchased. Allows messages to be issues to cell phones, pagers, email distribution etc. in 1 go.

San Francisco has a 3-tier water system – because earthquake fire is high risk. Can use sea water – plenty of auxiliary systems built in. Cisterns below ground that can be tapped into if pipes break.

Evacuation sites database – shelter and supply site database. Web based. Floor plans of how each will be set up – can be updated as the situation develops. Collect welfare information from each site. All sites have wireless internet access. Each site assessed for disability access. Use schools, safe facilities, convention and conference centres, community centres, churches, large hotels)

Starting to set up Community Response Plans. Enthusiasm tends to wane over time. 60-70% of San Francisco residents have done the basics (b-ready kit).

US government only funds temporary housing (18 months maximum). Often temporary housing costs ½ as much as a permanent structure and can only be used for 18 months. Problems here.

Exercises run as table-top every month – just a basic 1.5hr table top. These are often focused (e.g. tracking finances; odometer readings and log books etc)

Decentralised response – department EOCs run tactical response.

Metro Medical Response (Fire and police trained and have medicines stockpiled)

Disaster worker ID cards – coded in 3 levels denoting access.

Skill database available showing training.

Response

- Duty Officer 24/7 – trip software for paging and notifying people to respond

Public Information – run out of a JIC – Joint Information Center

Can be set up offsite. Local, state, FEMA, police, utilities public information people work together to issue joint statements and deliver consistent messages.

SEMS – Standardised EM System (NIMS and out CIMS were developed based on Sand Francisco's SEMS model)

Mitigation – joint responsibility with City Planning, community safety, mitigation (retrofitting), department of works etc.

www.abag.ca.gov - projects; earthquakes – check out best earthquake programmes – joint responsibility for mitigation – integration.

EOC Building

- fire, police, medical dispatch all in the same building.
- EM Staff
- EOC

\$25M to build in 1998

Communications

- high capacity communications line
- trunked radio – 5 repeaters
- Avoids public dial telephone network – special mayors emergency telephone system (works even if the public network is down)

HazCollect

- no easy way to issue warnings
- NOAA developed HazCollect
- Log onto website and goes issue a warning that goes to Radio, TV, Weather Channels, Emergency Services – specify who is to receive warning.
- Check-box system to make issuing warnings easy.

State satellite system – all phones can tap into this network for emergency comms.

Can get to internet via satellite dish even if landlines are down.

RIMS – Response Information Management System

Supported by Amateur Radio Corps.

Built to withstand most emergency events. Uninterruptible power supply.

Dual power generators etc.

Remodelling

- nowhere for management team at present
- no dedicated media area
- noisy
- moving towards and integrated branch and unit focus (not separated into different agencies; sit with people working towards a common outcome)
- Limited technology (1 projector) – integrated audio-video capability to be added – stream video etc.
- Dual space-use is a compromise between day to day and operations configuration. (use for training and management only)
- Install video conferencing

In a big earthquake will still operate out of a conference centre – not enough room in even the new EOC to deal with a big emergency (1000+ people).

Staffing – day-to-day, 21 staff, mostly funded by DHS grants. Under local funding there will only be about ½ this number.

Representatives from major 1st responders staff the EOC response teams.
EOC staffing is OEM staff supported by police, fire etc.

Draft evacuation plan – each contingency plan has a small scale, localised response section specific to that hazard.

Roam Secure – broad base technology (digital) text message. – voice based system that leaves a message.