

# First Quarter Check-In

## New Orleans Office of Homeland Security and Emergency Preparedness (NOHSEP)

City of New Orleans

August 15, 2018



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# I. NOLA Ready

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# I. NOLA Ready

## Status Quo

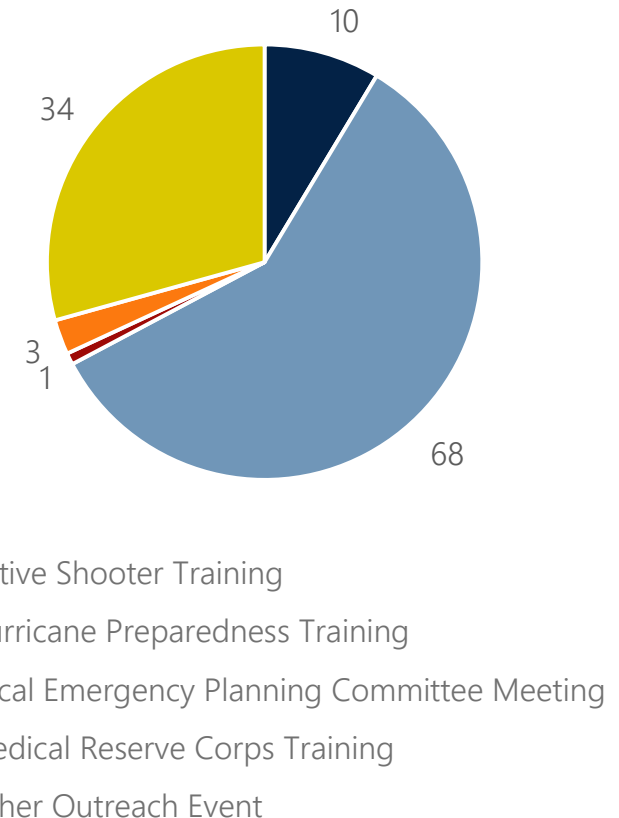
- NOLA Ready serves as the city's brand for emergency preparedness and response.
- Previously, community outreach and digital engagement were less coordinated and less frequently promoted across city agencies.
- Additionally, there was less information available about flood risk from rain.



# I. NOLA Ready Scope

- Increased engagement:
  - Increased community outreach activities since May 7:
    - 116 outreach events (51 total in 2017)
    - 40,000 hurricane guides distributed
  - Increased digital engagement
    - New platforms: **Nextdoor** & **Instagram**
    - 712,000 impressions on Twitter
    - 767 new alert subscribers
- Cross-departmental collaboration & coordination
  - NOHSEP, EMS, Health, DPW, SWB, Safety & Permits, and Resilience & Sustainability leveraging outreach opportunities
- Launch of *Ready for Rain* campaign
  - Educating residents on flood risk, insurance and mitigation efforts

Outreach Events



# I. NOLA Ready Improvement/Why It Matters

- Increased engagement with residents about emergency preparedness during “blue skies” helps the whole community be better prepared when a disaster strikes.
- Cross-departmental coordination for emergency preparedness and response messaging is at an all-time high. That means an overall wider reach for all departments without duplicating efforts and resources.
- Communicating flood risk from heavy rain events will help residents better understand the risks we face as a region. We also hope the *Ready for Rain* campaign will motivate residents to insure their properties against flood damage and employ flood mitigation measures.



## **II. Enhanced Incident Management Training and Exercise Schedule for the New Administration**

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## II. Training and Exercise Schedule

### Status Quo

- The previous administration received training over eight years earlier. Yearly updates were performed.
- Inauguration date presented tight timelines and challenges to adequately train and exercise staff prior to June 1<sup>st</sup>, the first day of the Atlantic Hurricane Season.





# II. Training and Exercise Schedule

## Scope

- Working with a trusted training and exercise consultant, NOHSEP developed an ambitious and rigorous training and exercise schedule to be completed within the month of May and prior to June 1<sup>st</sup>.
- This schedule included several incident management training sessions, meetings with valued stakeholders at the state and federal level, and three distinct exercise opportunities focusing on hurricanes and evacuation.



## II. Training and Exercise Schedule Improvement/Why It Matters

- This schedule accomplished the goal of preparing the new administration for the immediate response and recovery to hurricanes.
- The new administration was able to renew and energize established stakeholder relationships as well as build new relationships for the future.
- Many of the principles learned were put to immediate use in the preparation and response to Subtropical Storm Alberto, which occurred near the conclusion of this training and exercise schedule.



# **III. City-Assisted Evacuation (CAE) Plan Revamp**

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# III. City-Assisted Evacuation (CAE) Plan

## Status Quo

- The existing CAE Plan closely resembles the plan used during Hurricane Gustav evacuation (2008), but no longer includes a rail-based component.
- There has been significant population growth since the 2008 season and expected increase in utilization had outpaced existing CAE resources and facilities.
- Without action, the city is at risk of being unable to evacuate all citizens requiring assistance out of New Orleans within the time available.



# III. City-Assisted Evacuation (CAE) Plan Scope

- Exhaustive review of existing CAE plan with relevant public safety and health stakeholders.
- Address known areas for improvement from last real-world implementation (Gustav) and 2017 CAE exercise series.
- Identify and assess ways to improve CAE processes and increase throughput of evacuees.
- Convene City, State, and Federal stakeholders to begin implementing changes.



# III. City-Assisted Evacuation (CAE) Plan Improvement/Why It Matters

- Discussion of identified potential ways to improve the CAE.
- Moving forward on additional evacuee processing center as well as re-integration of Amtrak trains into evacuation plan.
- These changes increase likelihood that all citizens who wish to do so will be able to safely and efficiently evacuate the city.
- Potentially avoids necessity of providing last-resort refuge (or post-storm search and rescue) to large numbers of un-evacuated individuals.



# **IV. Public Safety Radio Global Positioning System (GPS) Upgrade**

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# IV. Public Safety Radio GPS Upgrade

## Status Quo

- Prior to this upgrade, portable (hand-held) radios assigned to police officers, firefighters and emergency medical personnel had no GPS functionality.





# IV. Public Safety Radio GPS Upgrade

## Scope

- Portable radio equipment and CAD hardware were upgraded during the last administration.
- All metro New Orleans radio tower hardware upgrades were completed this month.
- Gradual rollout of GPS updates to first responder radios has begun.



# IV. Public Safety Radio GPS Upgrade Improvement/Why It Matters

- Live GPS functionality in the portable radios of police officers, firefighters and emergency medical personnel will:
  - Increase safety,
  - Increase accountability,
  - Increase efficiency,
  - Provide better operational picture and situational awareness.



# **V. Private Sector Real Time Crime Center (RTCC) Integrations**

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# V. Private Sector RTCC Integrations

## Status Quo

- The Real Time Crime Center, since its opening, monitored only city-owned cameras.
- The footprint of city-owned cameras is finite.
- Installing city-owned cameras and connecting them to the network is costly.



# V. Private Sector RTCC Integrations

## Scope

- Leveraging existing private sector cameras and connectivity into the Real Time Crime Center.
- Integrating cameras at all levels:
  - Enterprise
  - Individual business
  - Residential



# V. Private Sector RTCC Integrations

## Improvement/Why It Matters

- The “canopy” of cameras integrated into the Real Time Crime Center is virtually unlimited as we utilize private sector cameras to supplement the city-owned cameras.
- Additional camera coverage will allow for:
  - Greater police efficiency
    - Requests for footage routed directly to digital evidence platform, saving a trip to evidence room.
    - Access to footage 24/7/365.
  - Increased responder safety/better coordination
    - RTCC staff can provide more “real time” intelligence to first responders quickly.



## **VI. ALERT Flood Warning System**

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# VI. ALERT Flood Warning System

## Status Quo

- New Orleans has 12 underpass locations that can flood quickly during a heavy rainstorm, creating a hazard for motorists. Currently, NOHSEP works with DPW and NOPD to manually barricade the streets at these sites to prevent vehicles from driving into high water.





# VI. ALERT Flood Warning System

## Scope

- The city is installing an ALERT Flood Warning System that will install automatic triggering sensors at the 12 frequently flooded underpasses along with warning signs with flashing beacons to warn motorists of a road closure due to high water conditions.
- The system will also relay rainfall and water accumulation information back to the Emergency Operations Center to alert city officials, in real time, of the conditions at these sites.
- The city plans to integrate this information into a publicly available interface to alert residents of hazardous road conditions.
- The city will develop a Cooperative Endeavor Agreement with the National Weather Service to receive this real time rainfall data.



# VI. ALERT Flood Warning System Improvement/Why It Matters

- The ALERT Flood Warning System will provide public safety officials, motorists and residents with real time data and warning notifications regarding rapidly changing conditions at the underpasses during a heavy rainstorm.
- This information will allow motorists and residents to avoid these routes when flooding has occurred.
- The system will provide local emergency managers and city officials with situational awareness of these frequently flooded locations without the need of deploying personnel during hazardous conditions.
- Providing this data to the National Weather Service will improve the forecasting capabilities of local meteorologists.

