

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

Six Month Check-In

City of New Orleans

November 7, 2018



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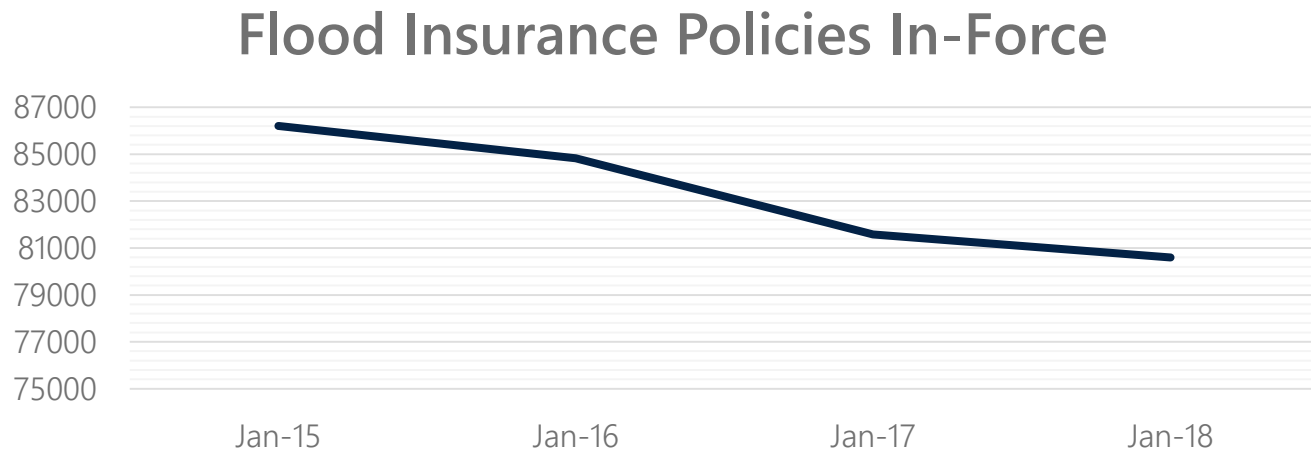


I. *Ready for Rain* Campaign

I. *Ready for Rain* Campaign

Status Quo

- New flood maps adopted in 2016 removed many properties from special flood hazard areas.
- As a result, Orleans Parish has seen a net loss of over 5,600 flood insurance policies.
- Moreover, public information around topics relating to flooding existed, but was disjointed.



I. Ready for Rain Campaign

Scope

2504 S DORGENOIS ST



Your Flood Risk is **HIGH**

This property is in an "A Zone" according to the Federal Emergency Management Agency's flood insurance rate map. It is located in a low-lying area in a rainy climate and is protected by a levee. Properties in this area are more likely to have flood damage than fire damage.

Your risk is lowered if your building is elevated 4.84ft above the ground.

This number represents one foot above Base Flood Elevation (BFE) or three feet above the highest adjacent curb, whichever is higher. [Read more about the City of New Orleans minimum elevation requirements.](#)

- Launched ready.nola.gov/rain.
- Property search tool provides simple explanation of risk and visually displays elevation requirements.
- Focus on low-cost options to mitigate flood risk, including adopting a catch basin and installing green infrastructure.
- Links to flood-related City agencies and partner information, including the Department of Public Works, the Department of Safety and Permits, the Sewerage and Water Board, the Office of Resilience and Sustainability, and the New Orleans Redevelopment Authority.



I. *Ready for Rain* Campaign Improvement/Why It Matters

- Communicating flood risk from heavy rain will help residents better understand the risks we face as a region.
- The *Ready for Rain* campaign will motivate residents to insure their properties against flood damage and employ flood mitigation measures.
- Multiple agencies, who contributed to the development of the campaign, will use it to ensure accurate and consistent messaging to New Orleans residents related to flooding.



II. NOLA Ready Community Outreach

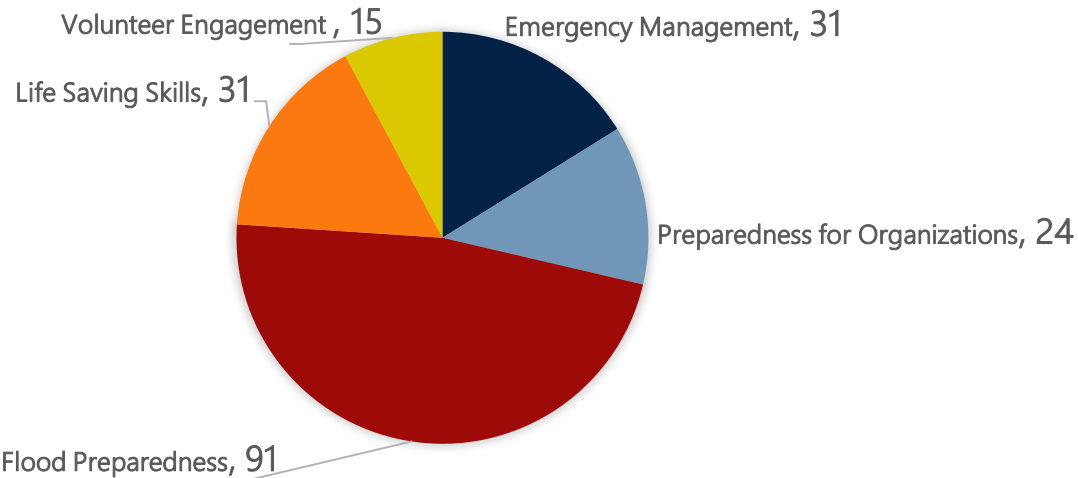
Status Quo

- NOLA Ready serves as the City's brand for emergency preparedness and response.
- Previously, community outreach was less coordinated and less frequently promoted across City agencies.



II. NOLA Community Outreach Scope

- Continue to increase community outreach activities, with participation in a total of **192** outreach events since May 7, 2018.
- Leveraging outreach coordination with Emergency Medical Services, the New Orleans Health Department, and the Office of Resilience and Sustainability.



II. NOLA Ready Community Outreach 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-department coordination for emergency preparedness and response community outreach is at an all-time high. That means an overall wider reach for all departments without duplicating efforts and resources.



III. Training and Exercise Program

III. Training and Exercise Program

Status Quo

- Changes in personnel resulted in a number of “new faces” in the City’s public safety community.
- Without sufficient training on the City’s emergency response plans, key players may not have been adequately prepared to exercise their roles in a real emergency situation.
- The New Orleans Office of Homeland Security and Emergency Preparedness recognized a need to quickly bring new personnel up to speed and ensure familiarity with emergency plans and procedures.



III. Training and Exercise Schedule

Scope

- Conduct expedited hurricane preparedness training and exercise program for incoming executive leadership prior to start of hurricane season.
- Continue to maintain robust schedule of exercise programming, expanding beyond hurricane preparedness and into additional areas of emergency response.
- Begin planning for future public safety exercises to prepare for upcoming major events. Currently developing plans for a full-scale public safety exercise in advance of next year's Mardi Gras season.



III. Training and Exercise Schedule Improvement / Why It Matters

- Incoming staff were prepared for hurricane season, as evidenced by successful responses to Subtropical Storm Alberto and Tropical Storm Gordon.
- Since May 7, 2018, City agencies have participated in 20+ public safety exercises on a variety of topics, including 13 tabletops, 4 drills, and 3 functional or full-scale exercises.
- Frequent exercises allow emergency personnel to practice response, ensure plans work as intended, and identify areas for improvement. This makes public safety agencies better prepared for real events and improves the City's ability to serve New Orleans residents.



IV. Tropical Storm Gordon Emergency Operations Center (EOC) Activation

IV. Tropical Storm Gordon EOC Activation

Status Quo

- Tropical Storm Gordon was forecast to potentially impact New Orleans in early September.
- Other than Subtropical Storm Alberto (ultimately a non-event), Gordon presented the first real tropical weather threat faced by this administration.
- Chance to validate and put into practice lessons learned from pre-hurricane season training and exercise series.
- With a new team in place, an effective City response to this event would be important in maintaining public confidence and trust.



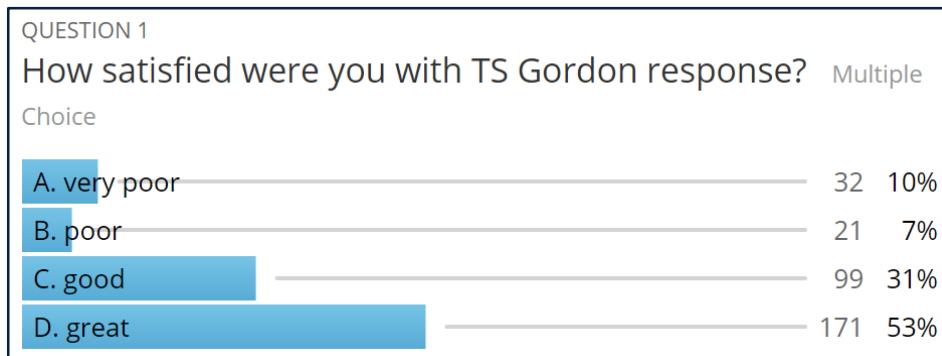
IV. Tropical Storm Gordon EOC Activation Scope

- Emergency Operations Center activated to Level II (Partial Activation) to support storm preparation and potential response operations.
- Joint Information Center (JIC) was established to provide unified public information and hurricane preparedness messaging surrounding the storm.
- City agencies worked through pre-storm checklists to ensure preparedness for TS Gordon.
- Unified Command and executive leadership were kept informed of latest updates and made decisions using best information available at the time.



IV. Tropical Storm Gordon EOC Activation Improvement / Why It Matters

- Although impacts were not as severe as initially forecast, Gordon served as an effective “dry run” for future events. It presented an opportunity for personnel to execute the pre-storm preparedness timeline and work through decision-making processes.
- Public messaging surrounding Gordon was largely successful.
- According to a City poll, residents were generally satisfied with the City’s actions, with 84% of respondents rating our response to TS Gordon as ‘Good’ or ‘Great’.



V. Improvements to New Orleans' City-Assisted Evacuation (CAE) Plan

V. City-Assisted Evacuation (CAE) Plan Improvements

Status Quo

- Existing evacuation plan closely resembled the process used successfully during Hurricane Gustav evacuation in 2008.
- Significant population growth since 2008 hurricane season, and expected increase in utilization had outpaced existing resources and facilities.
- New Orleans has changed a lot in the last 10 years, and the CAE plan is being reviewed to ensure those changes are captured and reflected in the updated plan.



V. City-Assisted Evacuation (CAE) Plan Improvements

Scope

- Conduct an exhaustive review of the existing CAE plan with participation from relevant public safety and public health stakeholders.
- Address known areas for improvement from last real-world implementation (Gustav) and the 2017 CAE exercise series.
- Identify and assess innovative ways to improve CAE process and increase throughput of evacuees.
- Convene City, State, and Federal stakeholders to begin implementing changes.
- Finalize improved plan for beginning of 2019 hurricane season.



V. City-Assisted Evacuation (CAE) Plan Improvements

Improvement / Why It Matters

- Currently developing plans to relocate key CAE transportation center to a larger, more suitable facility able to accommodate greater numbers of evacuees.
- Changes will further ensure that all residents who wish to do so will be able to safely and efficiently evacuate the city.
- Revised and improved CAE plan remains on track for implementation during 2019 hurricane season, should it prove necessary.



VI. Real-Time Data Collection: Damage Assessment / Search and Rescue Mobile App

VI. Damage Assessment / Search and Rescue Mobile App

Status Quo

- Following major disasters, emergency response personnel often must assess the extent of damage to the community and conduct search and rescue operations.
- Leadership needs this information to make informed decisions.
- Previous data collection methods used radio reports and hand-written notes. This data would then be manually entered into GIS software at a later time to create maps and other products.
- Existing process was burdensome, time-consuming, and it delayed access to important emergency response information.



VI. Damage Assessment / Search and Rescue Mobile App

Scope

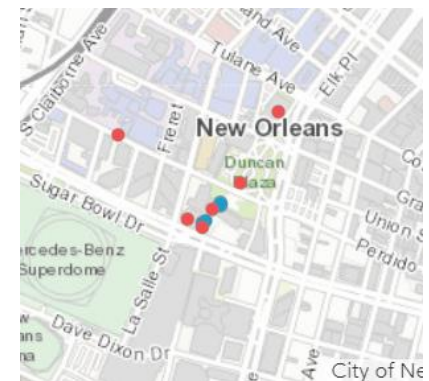
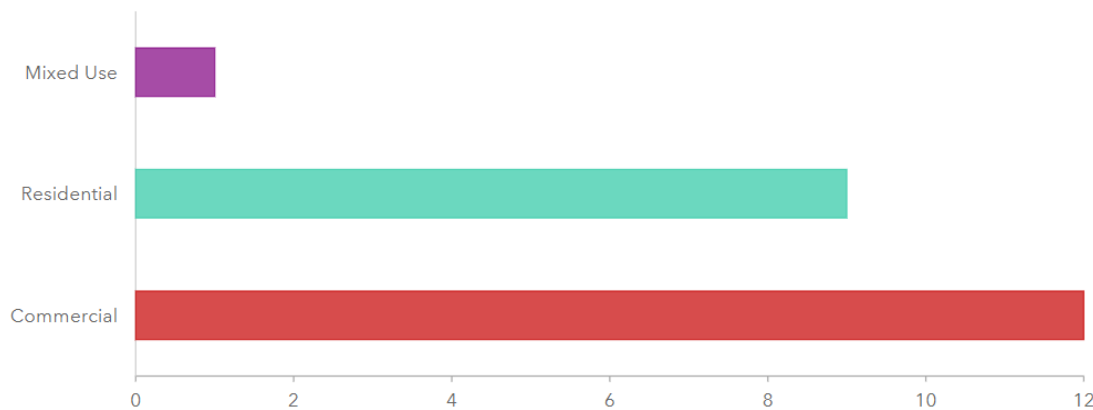
- Developed a mobile app using GIS in collaboration with multiple City departments, including the New Orleans Office of Homeland Security and Emergency Preparedness, the New Orleans Fire Department, the Office of Information Technology and Innovation, and the Department of Safety and Permits.
- Designed to share data with State agencies, such as the Governor's Office of Homeland Security and Emergency Preparedness and the State Fire Marshal's Office, to coordinate search and rescue efforts.
- Trained personnel on use of the app: conducted multiple in-person trainings and created a training video for 24/7 accessibility.
- All Safety and Permits inspectors trained in damage assessment data collection; New Orleans Fire Department personnel trained on use for both damage assessment and search and rescue operations.



VI. Damage Assessment / Search and Rescue Mobile App

Improvement / Why It Matters

- Data collected is mapped in real time, giving the Emergency Operations Center and command staff up-to-date visibility on the extent of damage and status of search and rescue efforts.
- Allows leadership to make more informed decisions when establishing response priorities and on an earlier timeline.
- Improves efficiency of the process while delivering more complete and reliable data.



VII. Installation of Illegal Dumping Public Safety Cameras

VII. Installation of Illegal Dumping Cameras

Status Quo

- Locations that experience chronic illegal dumping did not previously have public safety cameras.



VII. Installation of Illegal Dumping Cameras

Scope

- In coordination with the **#CleanUpNOLA** initiative and the Department of Sanitation, staff at the Real-Time Crime Center designed a camera box to be installed in areas where chronic illegal dumping is occurring.
- The camera boxes are being assembled and installed by “in-house” technology staff at the Real-Time Crime Center.
- Camera installation is underway.
 - First two locations are complete.



VII. Installation of Illegal Dumping Cameras

Improvement/Why It Matters

- Having public safety cameras in areas where illegal dumping takes place will hopefully deter the illegal dumping and greatly enhance enforcement efforts when it does occur.



VIII. Private Sector Real-Time Crime Center Integrations

VIII. Private Sector Real-Time Crime Center Integrations

Status Quo

- Since its opening, the Real-Time Crime Center 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.



VIII. Private Sector Real-Time Crime Center Integrations

Scope

- Leveraging existing private sector cameras and connectivity into the Real-Time Crime Center.
- Integrating cameras at all levels:
 - Enterprise: To date, **47** cameras have been integrated at the enterprise level.
 - Individual business: To date, **12** cameras have been integrated at the individual business level.
 - Residential: To date, **6** cameras have been integrated at the residential level.
- SafeCam Platinum, supported by the New Orleans Police and Justice Foundation, will soon launch publicly, and will allow residents and businesses to integrate public-facing cameras into the Real-Time Crime Center.



VIII. Private Sector Real-Time Crime Center 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 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 and better coordination
 - Real-Time Crime Center staff can provide more “real time” intelligence to first responders quickly.



IX. Flood Response Preparations

IX. Flood Response Preparations

Status Quo

- The City currently has a robust emergency preparedness campaign, *NOLA Ready*.
- Following a major disaster, there is additional information that must be developed and disseminated to the public.
- Creating this material either during or post disaster is not ideal for rapid and holistic distribution.



IX. Flood Response Preparations

Scope

- The City has secured a \$37k Hazard Mitigation Grant Program grant to develop a *Flood Response Preparation* package.
- The work includes developing materials and messaging needed by the public before, during and after a major flood event.
- This effort will build additional capacity into the already successful *NOLA Ready* effort.



IX. Flood Response Preparations Improvement/Why It Matters

- Having materials at the ready will allow for rapid dissemination of key messages at the critical moment immediately following a flood event.
- This grant will continue to grow the outreach capacity of multiple City departments, including the New Orleans Office of Homeland Security and Emergency Preparedness; the Mosquito, Termite, and Rodent Control Board; the New Orleans Health Department; and the Department of Safety and Permits.
- In coordination with the City's Floodplain Management Office, this project will yield up to 50 points towards our Community Rating System for the National Flood Insurance Program.



X. Wind Retrofit of Critical Facilities

X. Wind Retrofit of Critical Facilities

Status Quo

- The City has several critical facilities that provide key functional support to public safety agencies during an emergency. While most of the structures have strong building envelopes to protect against the high winds of a tropical event, several facilities were in need of upgrades to withstand such hazard.



X. Wind Retrofit of Critical Facilities

Scope

- The City has secured \$1.7 million in funding through FEMA's Hazard Mitigation Grant Program to retrofit four critical facilities to protect against wind and wind-driven rain during strong tropical events. The undertaking includes upgrades to the roofs, windows and doors, as well as strapping for mechanical and communications equipment.
- Facilities include:
 - Real-Time Crime Center
 - Mosquito, Termite & Rodent Control Board Administration Building
 - Mosquito, Termite & Rodent Control Board Biolab
 - New Orleans Fire Department Headquarters



X. Wind Retrofit of Critical Facilities

Improvement/Why It Matters

- Retrofitting these facilities to protect against damage during a tropical event will ensure continuity of operations for the services provided by these agencies during response and recovery.
- The protection provided by this project will also reduce future damages to the structures, thereby reducing recovery costs from future disasters.
- The City also plans to prioritize sustainability in the scope of the retrofit measures in order to improve efficiency of the buildings to lower energy consumption, which will both reduce operating costs and support the our climate action goals.

