MOPD Disaster Resilience & Information Network

Quarterly Meeting: March 15th 2018
100 Gold St 2nd Floor, NY 09:30AM to 11:30PM
1-800-832-0736
Conference Room Code: 6137908
http://oemnyc.adobeconnect.com/disasterresilience/

www.nyc.gov/mopd

NYC Accessible Webinars

- **Technical Assistance & Questions:**

  - Send a private chat to the host "MOPD Host"

  - Email MOPD_DSF@cityhall.nyc.gov and Wsabry@doitt@nyc.gov

  - For Screen Reader & Short cuts: https://helpx.adobe.com/adobe-connect/using/accessibility-features.html

Today's Network Agenda

1. **Welcome: Commissioner Victor Calise**

2. **Partner Updates: (FEMA, DOHMH, NYCEM)**

3. **Effective Communication & Emergencies**

4. **NYC Advance Warning System (AWS) & Notify**

5. **NYCEM Accessible Emergency Communications Protocol**

6. **Open Discussion**

MOPD Updates

- **Continuing to update the MOPD Website:**

- **Looking for comments to California Office of Emergency Services: Active Shooter Awareness Guidance**
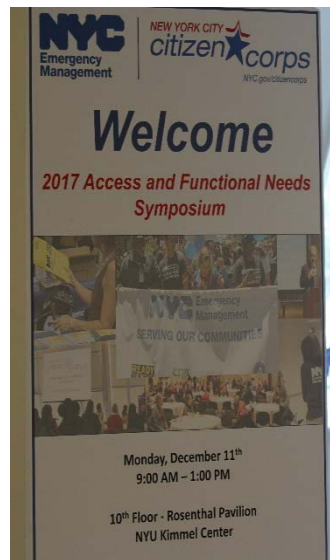
Partner Updates

James Flemming: Regional Disability Integration Specialist

Kathleen Madigan: Disability Integration Advisor y

Partner Updates

NYC Emergency Management Community Preparedness

Welcome

2017 Access and Functional Needs Symposium

Monday, December 11th
9:00 AM – 1:00 PM

10th Floor - Rosenthal Pavilion
NYU Kimmel Center

EMERGENCY PLANNING FOR PEOPLE WITH DISABILITIES, ACCESS, AND FUNCTIONAL NEEDS 2017

www.nyc.gov/emergencymanagement

Photos from the 2017 DAFN Symposium

Photo of the 2017 DAFN Symposium Report

http://www1.nyc.gov/site/em/community_business/community-planning-disabilities-access-functional-needs.page

Community Emergency Planning Toolkit

Toolkit Training:

  Northern Manhattan/Bronx

  June-July
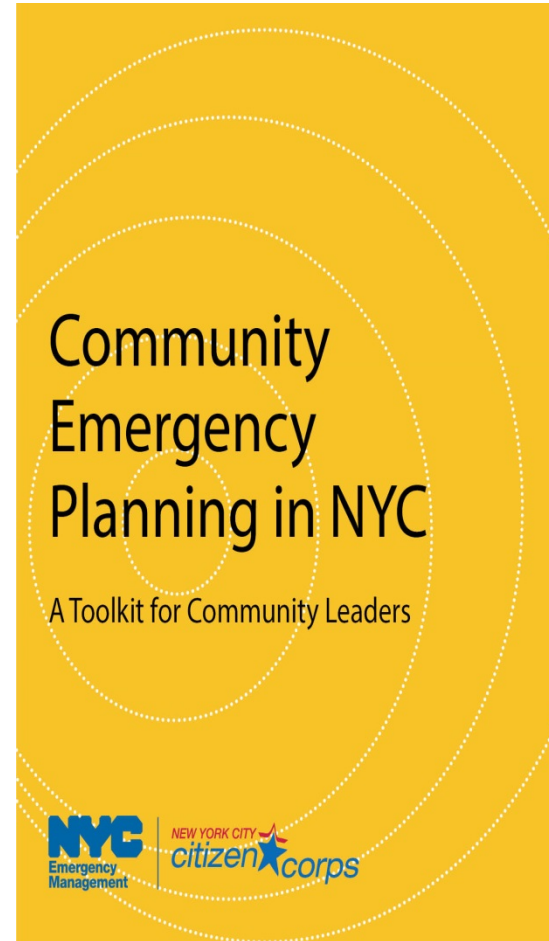
  Once per week for 6 weeks

communityprep@oem.nyc.gov

Photo of Community Emergency Planning toolkit

http://www1.nyc.gov/site/em/community_business/plan.page

Ready New York for DAFN

- Information about evacuation and accessible emergency shelters

- Disability-specific preparedness tips

- How to make a plan, include caregivers in your plan, include pets and service animals, and plan with your healthcare provider

- How to gather supplies including Medical Equipment, batteries and instructions, extra medication, and medical information

- How to get informed through Notify NYC and AWS

NYC
Emergency
Management

Community
Preparedness

To request a presentation contact:

Mathew Puvogel

mpuvogel@oem.nyc.gov

718-422-8593

Effective Communications

I.   Rehabilitation Act

II. Americans with Disabilities Act (ADA)

III. NYC Human Rights Law

Effective Communications

I. What is Effective Communication?
- Title II regulations: take appropriate steps to ensure that communications for people with disabilities is *as **effective** as communications with others*. 28 C.F.R. § 35.160(a)(1)

II. How Do We Achieve Effective Communication?
- Title II regulations: must "**furnish appropriate auxiliary aids and services** where necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity conducted by a public entity." 28 C.F.R. § 35.160(b)(1).

III. What Are Auxiliary Aids and Services?
- ADA: Qualified interpreters, qualified readers, recordings or other effective methods, acquisition or modification of equipment or devices
- **Title II regulations provides a more specific list of Auxiliary Aids and Services** 28 C.F.R. § 35.104

IV. Numbers in the US and NYC: Over 7 million people have reported as having blind/low vision and 423,000 New Yorkers, 11 million people have reported deaf/hard of hearing and 208,000 New Yorkers

Text to 9-1-1

I. **Technology and Infrastructure**
- Technology and Telecommunications (DoITT) provides for current and future 911 system
- New York City Police Department (NYPD) and New York City Fire Department (FDNY) handle call-taking and emergency services across the City

II. **Next Generation 911 (NG911)**
- Is the complete overhaul of the technological system supporting 911
- IP-based, digital system based on national standards and will support not just text but also photos, videos and social media

Text to 9-1-1

I. **Text to 9-1-1**
- Is the solution that DoITT, NYPD, and FDNY are working towards to allow New Yorkers to contact emergency services via text while the City works towards building the necessary components of NG911.
- This solution will allow those who are unable to make a voice call but are able to text 911 to more readily access emergency services (individuals who are Deaf or Hard of Hearing, those with speech disabilities, and crime victims unable to make a voice call).
- New York City plans to have the interim Text to 9-1-1 solution live by the Second Quarter of 2018.

Text to 9-1-1

I.   Projected Timeline for NG911

- June 2017 – DoITT related an RFP to select a vendor for the infrastructure of the NG911
- September 2017 - Responses to RFP were received and final decisions
- First half of 2018 - final decision about vendor will be made
- First quarter of 2019 - build begins
- Last quarter of 2022 - launch of NG911

ASL-Direct

The Mayor's Office for People with Disabilities is now offering services directly in American Sign Language (ASL). We are available to assist you in the following areas:

- Employment
- Housing
- Emergency Management
- Accessibility

A Resource Specialist is standing by to take your call.
Call Today

How to Call

1. Must have a Webcam
2. Connect to Wi-Fi
3. Use the URL(1) or APP(2)

1. **Click a URL available on MOPD's website.www.nyc.gov/asl**

2. **Download the Personal Universal Communicator (PUC) app.**
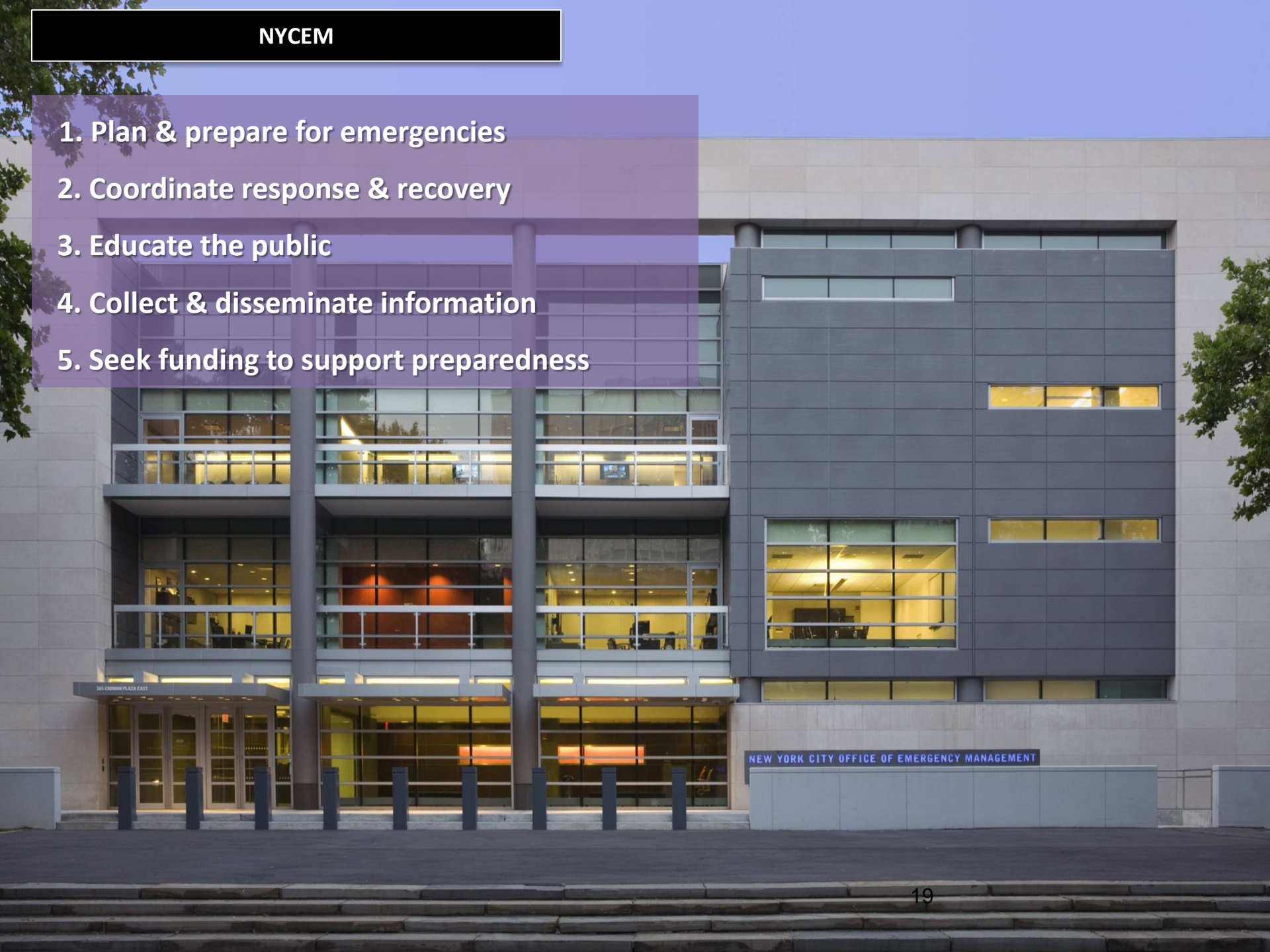
 # 212-788-DEAF (3323)

NOTIFY NYC
Emergency Public Messaging in NYC

Rebecca Baudendistel
Deputy Program Manager – Notify NYC

- NYCEM Overview
- Watch Command Overview
- Notify NYC Overview
  - Current Stats
  - Public Notification Process
  - DAFN Considerations
  - Next Steps

NYC Emergency Management

1. Plan & prepare for emergencies

2. Coordinate response & recovery

3. Educate the public

4. Collect & disseminate information

5. Seek funding to support preparedness

- *Watch Commander*
  - **Analyze incoming information**
  - **Focused on City agencies and partners**
- *Public Warning Specialist*
  - **Consider impacts to the public**
  - **Focus on the communities**
- *Watch Command Supervisor*
  - **Best/Worst position in the room**
  - **Provides final approval (Watch Command reports & NNYC messages)**
  - **Agency Representative after hours**

"Official source for information about emergency events and important city services."

Free, voluntary, opt-in service

Customizable: Various interest area categories, vacation/do not disturb settings, location specific

Multiple Modalities: Subscribers can be reached via E-mail, RSS Feed, SMS (text), Telephone, Fax, CAP Feed, mobile app, and Twitter

Integrated with the Wireless Emergency Alert (WEA) and Emergency Alert System (EAS) for large-scale events

EAS
Emergency Alert System

WIRELESS EMERGENCY ALERTS CAPABLE ™

NYC Emergency Management

- Total NNYC Customers: **701,322**
  - Registrants: 202,226
  - Twitter Followers: 438,590
  - App Downloads: 60,506
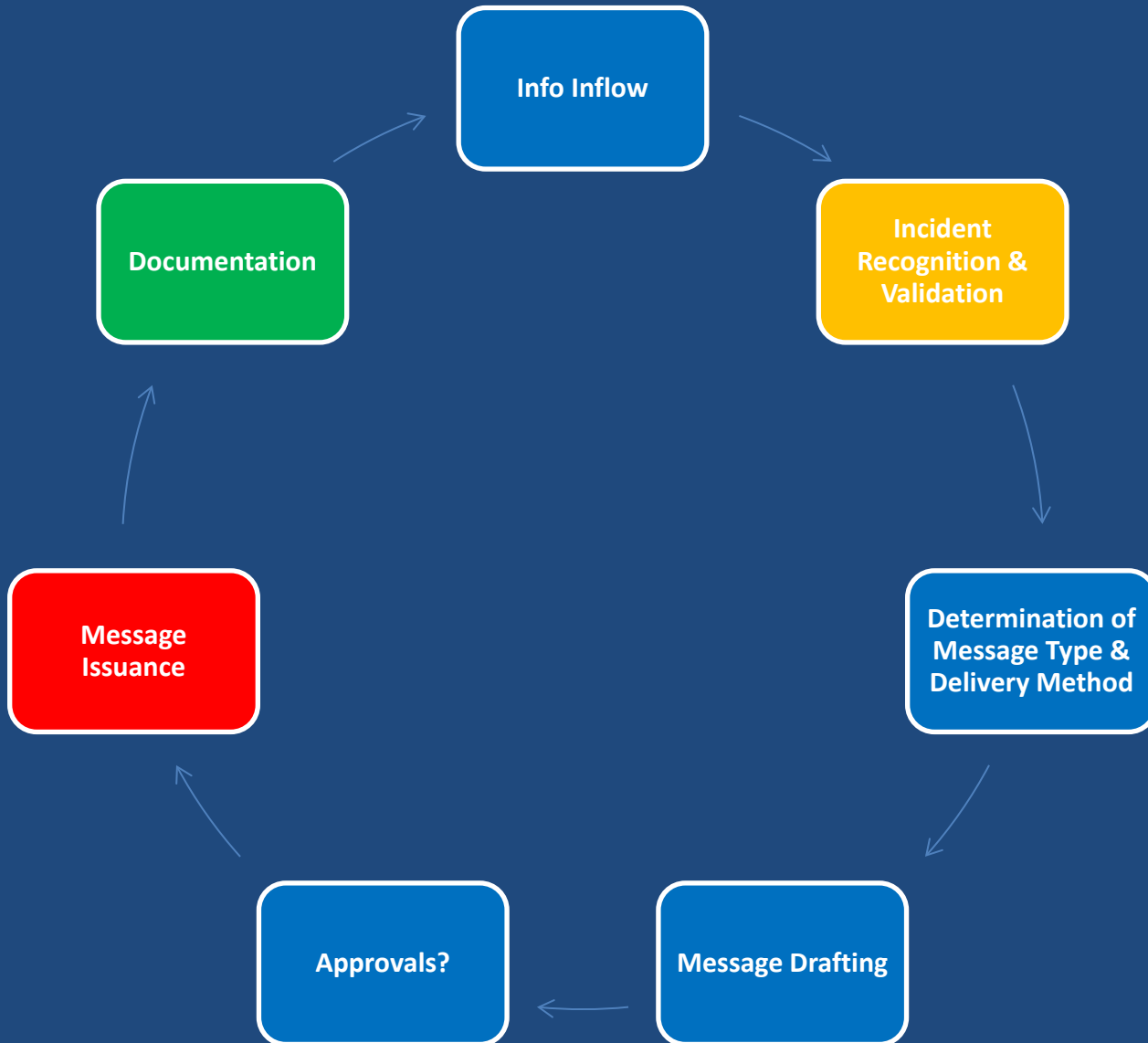- Total Messages Issued Since 2007: 10,252

Message Categories (10)

CSO Advisory
Emergency Alert
Public Health
Mass Transportation
Parking
School Notification
Significant Events
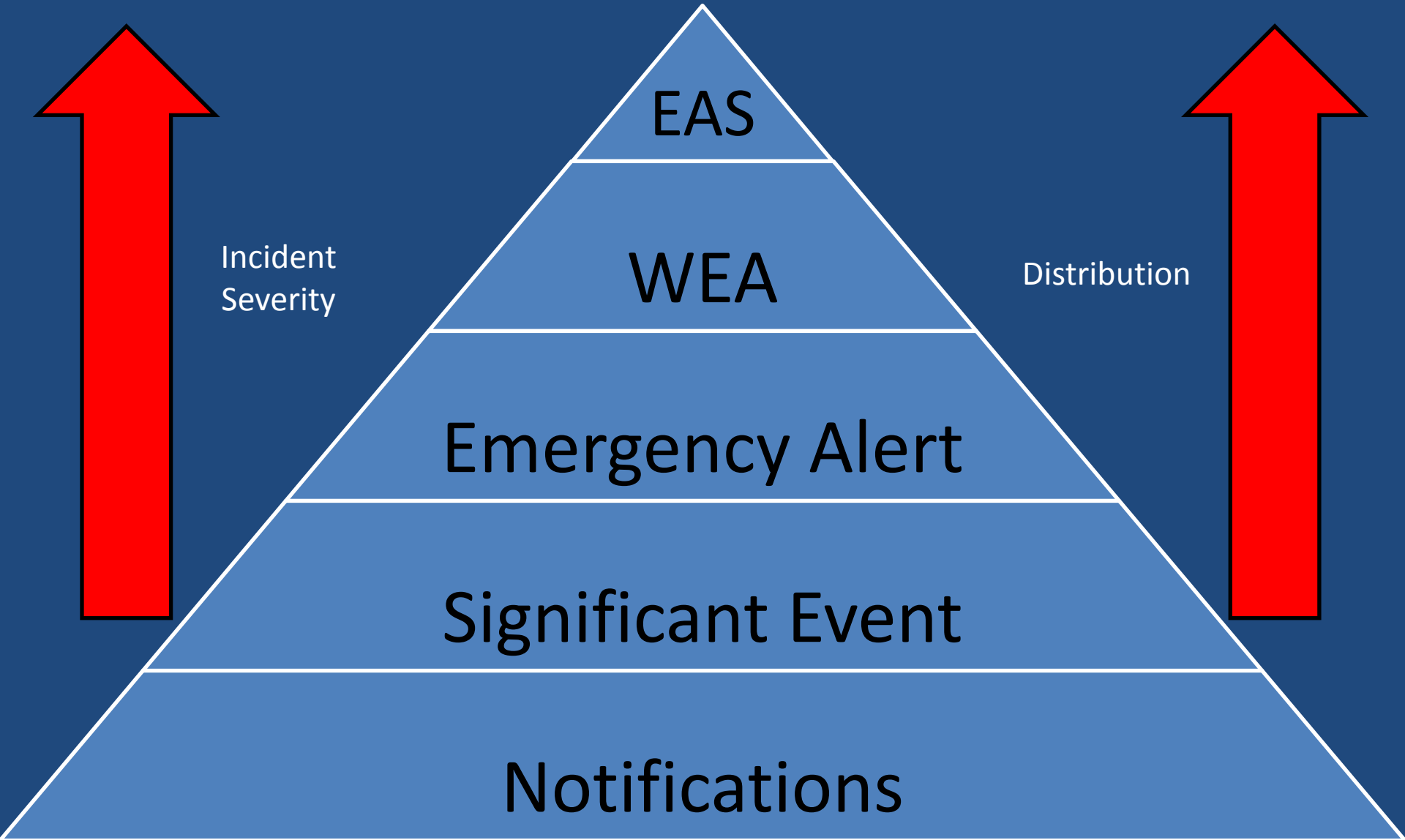Traffic
Weather
Beach Advisories

Message Types

- Aerial/Flyover
- Drills/Exercises
- Environmental
- Fire
- Infrastructure
- Mass Transit Disruption
- Media Production
- Missing Adult
- Utility
- Weather

- Missing Child/College Student
- Parking
- Public Awareness
- Public Health
- Road Closure – Unplanned / Planned
- School Relocation
- Structural

NOTIFY NYC
Messaging Process

Info Inflow

Incident Recognition & Validation

Determination of Message Type & Delivery Method

Message Drafting

Approvals?

Message Issuance

Documentation

NYC Emergency Management

25

NOTIFY NYC
Messaging Continuum

Incident Severity

Distribution

EAS

WEA

Emergency Alert

Significant Event

Notifications

NYC Emergency Management

26

- Program went "live" on 11/17/14

- Currently there are *approx. 130* which offer an ASL and multi-lingual component

- "To view this message in American Sign Language (ASL), visit XXXXXX"

Notify NYC: Fireworks

Share
Print

AMERICAN SIGN LANGUAGE

Notify NYC American Sign Language Message: Fireworks

NYC.gov/NotifyNYC or call 3-1-1
(212-639-9675 for Video Relay Service,

ENGLISH
A fireworks display is scheduled to take place in the area indicated on the corresponding e-mail, text message, or tweet. For specific location and timing information, please visit NYC.gov/notifynyc or call 3-1-1 (212-639-9675 for Video Relay Service, or TTY 212-504-4115).

ARABIC
من المقرر إطلاق الألعاب النارية في المنطقة المشار إليها في البريد الإلكتروني، أو الرسالة النصية، أو التغريدة المقابلة. للحصول على معلومات عن الموقع والتوقيت، يرجى زيارة NYC.gov/notifynyc أو الاتصال بالرقم 1-1-3 (212-639-9675) لخدمة التواصل بالفيديو، أو الهاتف النصي 212-504-4115.

BENGALI
সংশ্লিষ্ট ইমেইল, টেক্সট মেসেজ বা টুইটে উল্লিখিত এলাকায় আতশবাজির প্রদর্শনের সময়সূচি নির্ধারণ করা হয়েছে। নির্দিষ্ট অবস্থান এবং সময় সম্পর্কিত তথ্যের জন্য, দয়া করে NYC.gov/notifynyc দেখুন অথবা 3-1-1 (ভিডিও রিলে সার্ভিসের জন্য 212-639-9675 বা TTY 212-504-4115) নম্বরে কল করুন।

CHINESE
一場煙花施放活動已排定在電郵、簡訊或推特公告的地區進行。欲知具體地點和時間，請上網瀏覽

NYC Emergency Management

- Launched in September of 2017

- Uses geo-location technology to send messages based on user's current location and/or their saved addresses

- Color schemes, font sizes, compatibility with screen readers
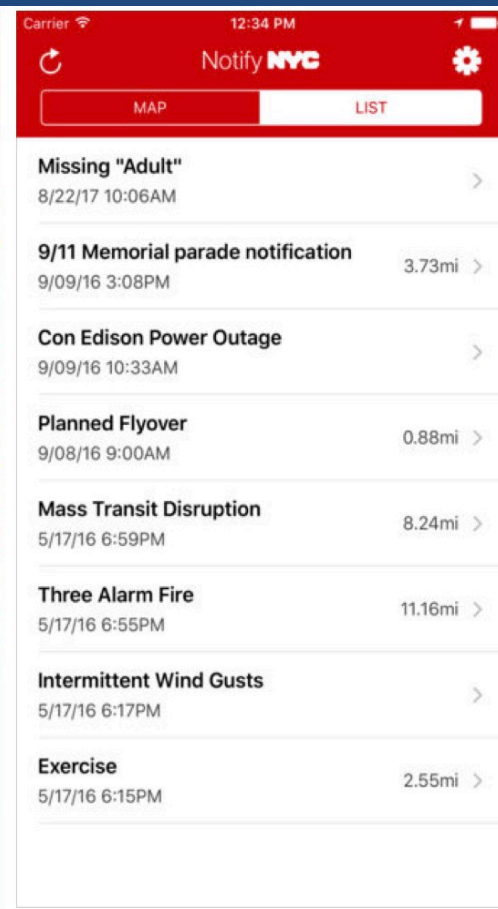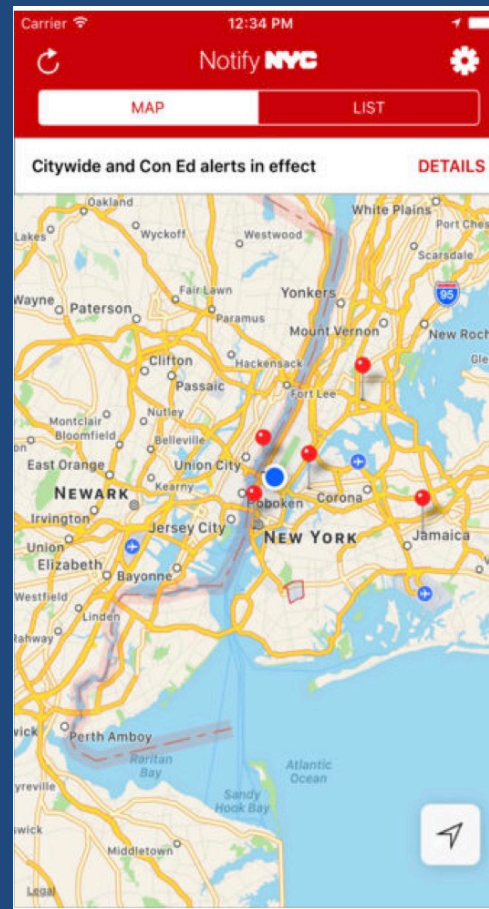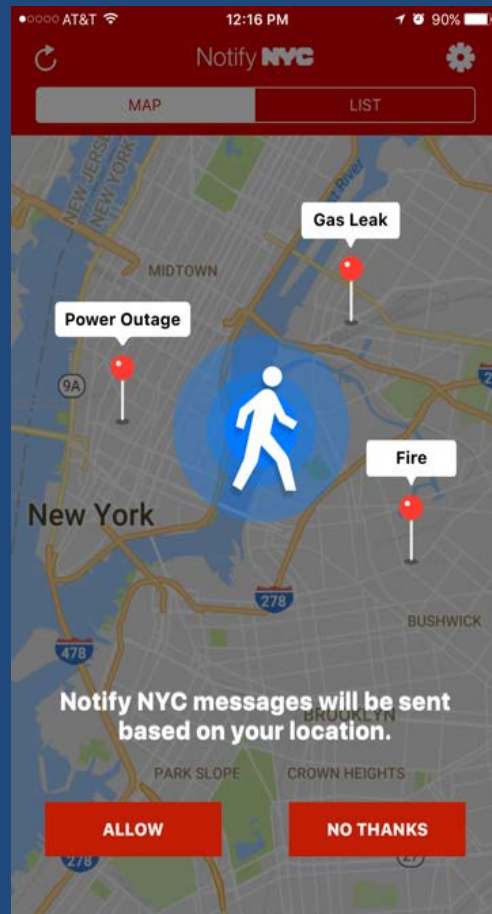
- Mobile app upgrades
  - Support new operating systems/devices
  - More integration with SME's to incorporate all DAFN best practices
  - Integration of symbols
- Multilingual Messaging
- Social media
- Customization
- Expansion of ASL (new messages types in development)

Communication Strategies

- NYC Emergency Management pursues two broad strategies for communicating emergency messaging
  - Strategy 1: Communication to Individuals
    - Notify NYC – text and e-mail alerts
    - Wireless Emergency Alerts
    - Press Releases / Press Conferences

  - Strategy 2: Communication to Organizations
    - Advance Warning Systems (AWS) – communication to organizations that serve people with disabilities and other access and functional needs

NYC Emergency Management

NYC ADVANCE WARNING SYSTEM WEBSITE REDESIGN

MARCH 15, 2018

NYC Emergency Management

OEM

CHANCE OF SNOWFALL SATURDAY EVENING, FEBRUARY 17

NYC
Advance Warning System

The Advance Warning System (AWS) disseminates information to people with disabilities and others with access and functional needs through their service providers. Please share the important information below with your clients and other agencies or individuals to empower them to make informed decisions.

The National Weather Service (NWS) is forecasting the potential for snow Saturday evening through early Sunday morning. New York City Emergency Management will monitor the forecast and send updated information from NWS as needed. New Yorkers are encouraged to take the following precautions in the event of snowfall:

- Drive slowly. Vehicles take longer to stop on snow and ice than on dry pavement.

- Four-wheel drive vehicles may make it easier to drive on snow-covered roads, but they do not stop quicker than other vehicles.

- Use major streets or highways for travel whenever possible.

- Know your vehicle's braking system. Vehicles with anti-lock brakes require a different braking technique than vehicles without anti-lock brakes in snowy conditions.

- Exercise caution and avoid slippery surfaces. Wear sturdy boots that provide traction to reduce slipping. Use handrails when using stairs.

- Seniors should take extra care outdoors to avoid slips and falls.

Advance Warning System Improvements

- **Design Improvements:**
  - Alerts more accessible to anyone that visits
  - Social media tools
  - Streamlined process for new users to sign up for alerts

- **Message Deployment Improvements:**
  - A more intuitive message deployment process
  - The ability to send a text with every AWS alert
  - Better message tracking

- **Database Improvements: (More subscribers in a better organized database):**
  - New database management tools
  - Connection to Mayor's Office of Contract Services quadrupled the subscriber base, nearly doubled subscribed organizations
    - 1,872 Organizations
    - 7,874 Individuals
  - Recommendation feature - 119 Invites sent since launch - 32 Invites converted into new users

- Coming Soon: Mobile Application, Automated Voice Calling capacity

NYC Emergency Management

Agenda

- What is public health hazard risk?

- How can we measure it?

- The 2018 NYC Public Health Risk Assessment

- How you can participate!

This presentation is heavy on theories that may be foreign to you – feel free to ask questions!

NYC
Health

Why a risk assessment?

Public Health Risk Assessment. Characterizes the probable public health risks to NYC.

→ **What** we should worry about.

Conducted every 5 years.

The NYC Public Health Risk Assessment shapes how DOHMH thinks about public health disasters.

It is used to help policy makers make decisions about the allocation of resources before and during public health emergencies.

NYC Health

What does risk mean in a public health disaster and why does it matter?

| Hazard | → Probability → | Hazard Event | → Severity → | Health Damage | → Manageability → | Public Health Disaster |

A **public health disaster** is any event, typically occurring suddenly, that causes the loss of life, deterioration of health and health services, and which exceeds the adjustment capacity of the affected community on a scale sufficient to *require outside assistance*.

$$Public\ Health\ Disaster\ Risk = \frac{Probability \times Severity}{Manageability}$$

NYC
Health

2018 NYC Public Health Risk Assessment

- **Define** Public Health Disaster Risk

$$Public\ Health\ Disaster\ Risk\ =\ \frac{Probability \times Severity}{Manageability}$$

  - Develop **measureable definitions** for Probability, Severity and Manageability.

- **Rank** public health hazards by disaster risk

NYC
Health

2018 NYC Public Health Risk Assessment

- **Citywide.** Focused on public health risk at all levels
  - Public Health
  - Health Care System
  - Government
  - Community

- **Inclusive.** Community partners will *participate* in defining disaster risk and ranking hazards.

- **Transparent.** All findings and methods will be made publicly available for comment and review.

NYC
Health

Defining Public Health Disaster Risk

- There is no perfect definition of severity, probability, or manageability.

- A good definition has to combine objective information with subjective opinion.

- What severity, probability, and manageability mean should be influenced by
  - Experience
  - Context
  - How the risk is distributed (equity)
  - Individual's control of risk
  - Social, ethical, cultural values
  - Voluntary assumption of risk

Other Points of View

Public Health

How does this hazard affect the public's health?

Healthcare System

How does this hazard affect the healthcare system?

Community Groups

How does this hazard affect my community's health?

City Agencies

How does this hazard affect City operations?

NYC Health

DEFINING PUBLIC HEALTH DISASTER RISK

RANKING HAZARDS

February / March 2018

Collect **universe of contributors** to disaster risk

Collect **universe of possible hazards**

March / April 2018

Choose top contributors to **Severity**

Choose top contributors to **Probability**

Choose top contributors to **Manageability**

Narrow list to 10 public health hazards

July 2018

Assign weights to each contributor to **Severity**

Assign weights to each contributor to **Probability**

Assign weights to each contributor to **Manageability**

August 2018

Rank 10 public health hazards based on contributors

STAKEHOLDERS

Severity Workgroup
City Agencies
Healthcare Coalitions
Subject Matter Experts (SMEs)
Community Groups

Probability Workgroup
Subject Matter Experts (SMEs)

Manageability Workgroup
City Agencies
Healthcare Coalitions
Community Groups

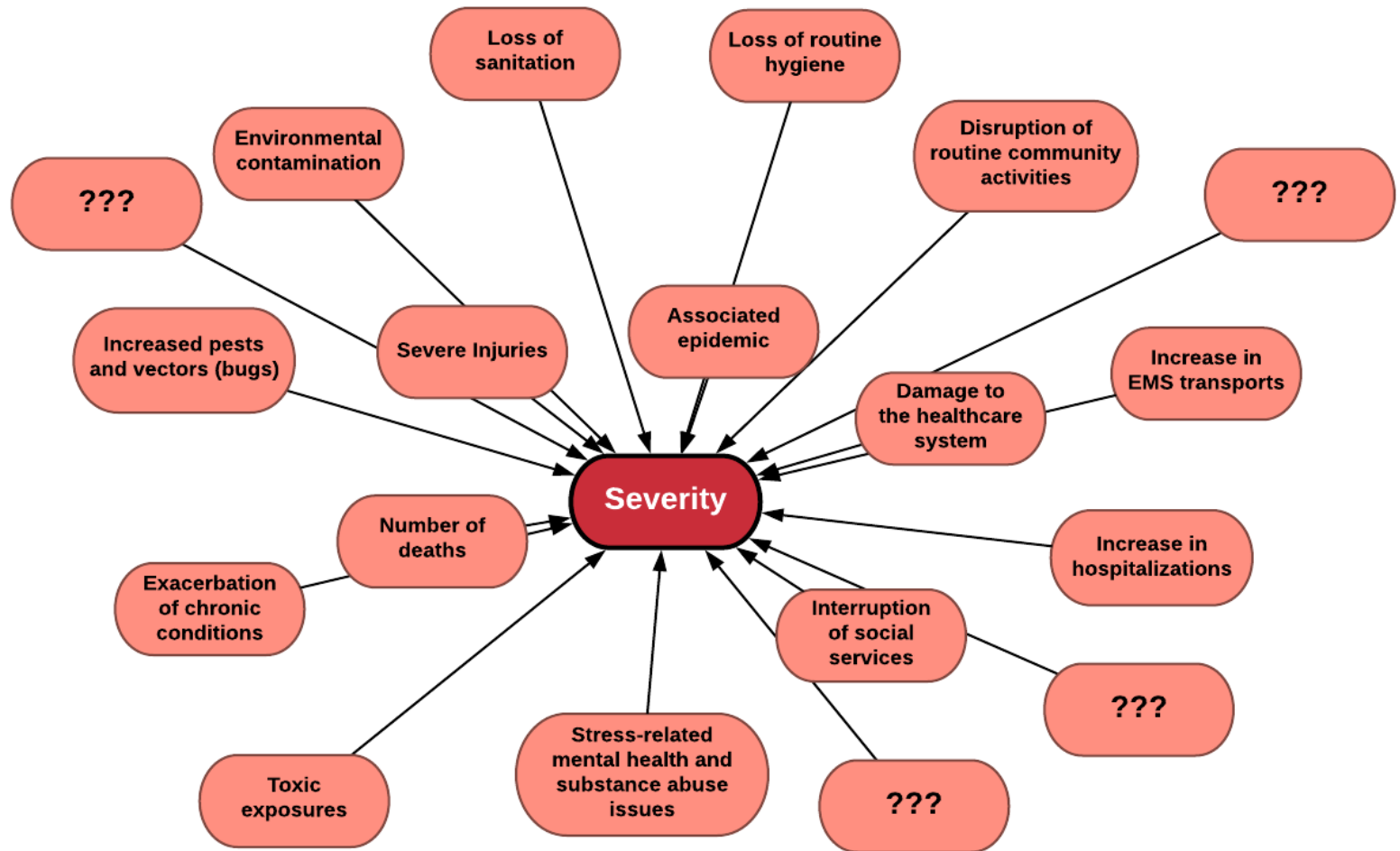**Steering Committee**
DOHMH
NYC Emergency Management

Ranking Workgroup
DOHMH
NYC Emergency Management
Healthcare Coalitions
Community Groups

NYC Health

What <u>contributes</u> to the **severity** of a public health disaster?

What <u>contributes</u> to the **severity** of a public health disaster?

Determining the **most important** contributors

- Seek contributors from all stakeholders

- Forced ranking survey to determine the 5-10 contributors that are *most important* to defining the severity of a public health hazard.
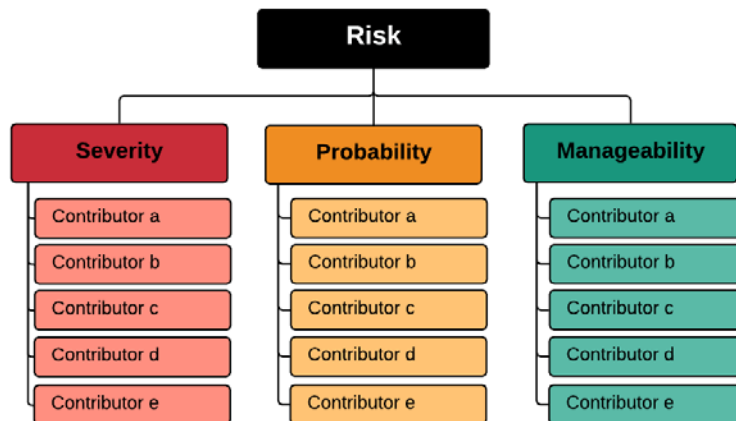
19. Rank each contributor to **severity** by importance

⁞	1	↕	Mortality
⁞	2	↕	Stress-related mental health and substance abuse problems
⁞	3	↕	Severe injuries
⁞	4	↕	Increase in pests and vectors
⁞	5	↕	Food scarcity
⁞	6	↕	Damage to healthcare facilities
⁞	7	↕	Environmental contamination
⁞	8	↕	Job loss/economic damage
⁞	9	↕	Decrease in healthcare staff available for primary care
⁞	10	↕	Longer wait times in emergency rooms
⁞	11	↕	Toxic exposures
⁞	12	↕	Loss of clean water
⁞	13	↕	Loss of shelter
⁞	14	↕	Potential for increase in hospitalizations
⁞	15	↕	Disruption of routine community activities
⁞	16	↕	Loss of personal and household goods

NYC Health

Do all contributors have equal importance?

Ranking the importance of contributors to risk

Example of a pairwise comparison for 3 sample contributors to the **severity** of a public health disaster.

	More Important								Equal								More Important		
Mortality	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	Serious Injury

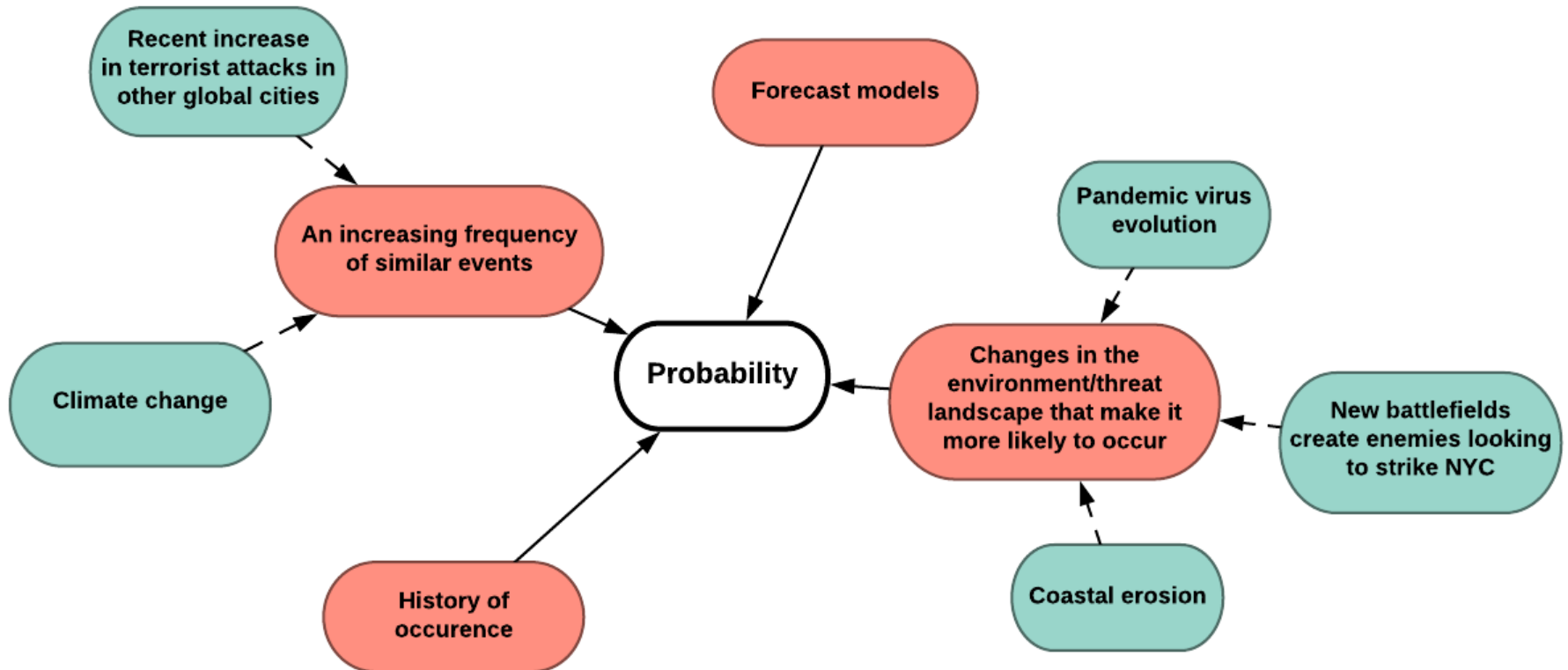|	More Important								Equal								More Important		
Mortality	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	Damage to Healthcare Facilities

	More Important								Equal								More Important		
Serious Injury	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	Damage to Healthcare Facilities

Risk

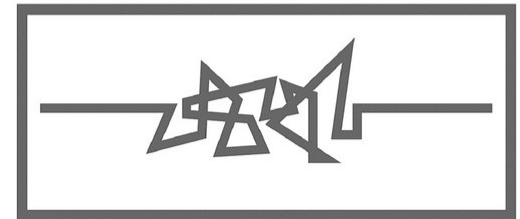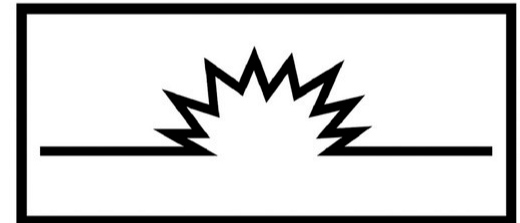| Severity	Probability	Manageability
Contributor a *0.67*	Contributor a *0.35*	Contributor a *0.32*
Contributor b *0.11*	Contributor b *0.12*	Contributor b *0.20*
Contributor c *0.05*	Contributor c *0.41*	Contributor c *0.32*
Contributor d *0.16*	Contributor d *0.10*	Contributor d *0.09*
Contributor e *0.01*	Contributor e *0.02*	Contributor e *0.07*

NYC Health
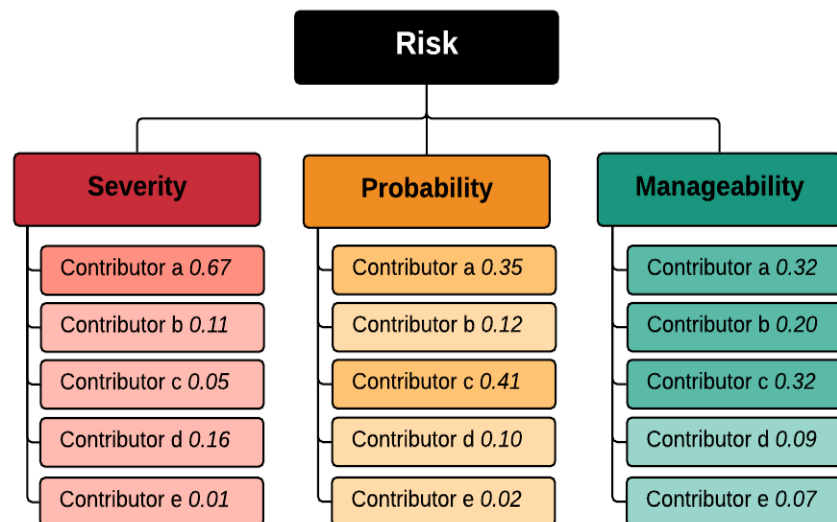
Making the implicit visible.

How do we think about manageability?

- **Mitigation.** Measures taken to reduce the severity of a hazard event by attempting to limit impacts on human health and health services.

  - Mitigation activities include but are not limited to medical countermeasures, quarantine, and social distancing.

- **Coping Capacity.** The ability of people, organizations and systems, using available skills and resources, to manage adverse conditions, risk or disasters. The capacity to cope requires continuing awareness, resources and good management, both in normal times as well as during disasters or adverse conditions. Coping capacities contribute to the reduction of disaster risks.

NYC
Health

How do we define manageability?

Ranking Hazards

Risk

Severity	Probability	Coping Capacity
Mortality	Number of similar events in the past 10 years	Incident protocols developed and SMEs identified
Serious injury	Estimated likelihood of occuring in NYC in the next year	Activated or exercised in the last 5 years
Damage to healthcare facilities	An increasing frequency of similar events	Community partners identified

Hazards

- Pandemic Influenza
- Coastal Storm
- Complex Coordinated Terror Attack

Ranking Hazards Example | Comparing a contributor across 3 different hazards
Severity: **Damage to healthcare facilities**

	More Severe								Equal								More Severe		
Pandemic Influenza	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9		Coastal Storm

	More Severe								Equal								More Severe		
Pandemic Influenza	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9		Complex Coordinated Terror Attack

Coastal Storm	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9		Complex Coordinated Terror Attack

NYC Health

DEFINING PUBLIC HEALTH DISASTER RISK

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Steering Committee
DOHMH
NYC Emergency Management

Ranking Workgroup
DOHMH
NYC Emergency Management
Healthcare Coalitions
Community Groups

NYC Health

Participating in the Risk Assessment

- An invitation will go out in the next couple of months. All type of community groups are welcome.

- You can also email risk@health.nyc.gov to request to participate.

- What we need to know
  - Name of organization or group
  - Point of Contact Name/Phone/Email
  - **What is your constituency?**
  - What parts of the process are you interested in joining?
    - Defining Severity
    - Defining Manageability
    - Ranking Hazards

NYC
Health

2013 Results

- NYC's last public health risk assessment was completed in 2013.

- This prioritized list informs DOHMH preparedness activities.

- Inputs are severity, probability, and "impact of planning" (similar to manageability.)

- How did they decide?

- What are they concerned about?

PUBLIC HEALTH DISASTER SCENARIO NYC HMP Section	SEVERITY	PROBABILITY	IMPACT OF PLANNING	PRIORITY RANK
Coastal Storm* Coastal Storms	2	6	2	1
Pandemic Influenza* Disease Outbreaks	5	9	1	2
Extreme Heat* Extreme Temperatures	8	1	6	2
Flooding Flooding	6	4	7	4
Aerosolized Anthrax Chem, Bio, Rad, Nuke (CBRN)	4	10	3	5
Radiological Dispersal Device* Chem, Bio, Rad, Nuke (CBRN)	3	11	3	5
Improvised Explosive Device* Not included in HMP†	7	7	5	7
Improvised Nuclear Device Chem, Bio, Rad, Nuke (CBRN)	1	12	8	8
Winter Weather Winter Storms	9	3	10	9
Chlorine Release Chem, Bio, Rad, Nuke (CBRN)	10	5	9	10
Food Contamination Disease Outbreaks	12	2	11	11
Tornado Severe Weather	11	8	12	12

NYC Health

Questions?

Madhury Ray
mray1@health.nyc.gov

"Let's face it—the city's in our blood."

Disability Pride Parade 2018

Contacts & Questions

Mayor's Office for People With Disabilities
Eli Fresquez
212-788-2505
jfresquez@cityhall.nyc.gov

New York City Emergency Management
Chris Pagnotta
718-422-8922
cpagnotta@oem.nyc.gov

Mayor's Office for People With Disabilities
Christian Valle
212-341-3961
cvalle@cityhall.nyc.gov

www.nyc.gov/mopd