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
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

www.nyc.gov/mopd
Continuing to update the MOPD Website:

Looking for comments to California Office of Emergency Services: Active Shooter Awareness Guidance

www.nyc.gov/mopd
Partner Updates

James Flemming: Regional Disability Integration Specialist
Kathleen Madigan: Disability Integration Advisor
Partner Updates

NYC Emergency Management Community Preparedness
Photos from the 2017 DAFN Symposium

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

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
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
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

www.nyc.gov/mopd
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

www.nyc.gov/mopd
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.
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
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)

www.nyc.gov/mopd
• NYCEM Overview
• Watch Command Overview
• Notify NYC Overview
  - Current Stats
  - Public Notification Process
  - DAFN Considerations
  - Next Steps
1. Plan & prepare for emergencies
2. Coordinate response & recovery
3. Educate the public
4. Collect & disseminate information
5. Seek funding to support preparedness
Watch Command Overview
WATCH COMMAND OVERVIEW
Positions

• **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
• 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
DAFN Considerations
American Sign Language (ASL)

• 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”
DAFN Considerations
Mobile App

- 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 ADVANCE WARNING SYSTEM WEBSITE REDESIGN

MARCH 15, 2018
Welcome to the New York City 
ADVANCE WARNING SYSTEM

Emergency Alerts for Organizations that Serve People with Disabilities and Others with Access and Functional Needs

SIGN UP FOR ALERTS

WINTER PREPARATION TIPS AND INFORMATION ON HEATING ASSISTANCE
Posted Wednesday, January 31, 2018 04:55 PM

Winter is here, and with it, the possibility of winter weather emergencies. New York City Emergency Management would like to remind our Advance Warning System partners to prepare staff and clients for the season ahead. During periods of very cold and inclement weather, people with disabilities and others with access...

READ MORE

Stay Connected

Follow us on Twitter
Like us on Facebook
Subscribe for preparedness videos and campaigns
CHANCE OF SNOWFALL SATURDAY EVENING, FEBRUARY 17

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

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** = \[ \frac{\text{Probability} \times \text{Severity}}{\text{Manageability}} \]
2018 NYC Public Health Risk Assessment

• Define Public Health Disaster Risk

\[
\text{Public Health Disaster Risk} = \frac{\text{Probability} \times \text{Severity}}{\text{Manageability}}
\]

• Develop measureable definitions for Probability, Severity and Manageability.

• Rank public health hazards by disaster risk
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.
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?
DEFINING PUBLIC HEALTH DISASTER RISK

February / March 2018
Collect universe of contributors to disaster risk

March / April 2018
Choose top contributors to Severity
Choose top contributors to Probability
Choose top contributors to Manageability

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

RANKING HAZARDS

Collect universe of possible hazards

Narrow list to 10 public health hazards

Rank 10 public health hazards based on contributors

STAKEHOLDERS

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

Probability Workgroup
City Agencies
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
What **contributes** to the **severity** of a public health disaster?
What **contributes** 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.
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.

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<th>Equal</th>
<th>More Important</th>
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<td>2 1 2 3 4 5 6 7 8 9</td>
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<td>Serious Injury</td>
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<td>Damage to Healthcare Facilities</td>
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**Risk**

- **Severity**
  - Contributor a 0.67
  - Contributor b 0.11
  - Contributor c 0.05
  - Contributor d 0.16
  - Contributor e 0.01

- **Probability**
  - Contributor a 0.35
  - Contributor b 0.12
  - Contributor c 0.41
  - Contributor d 0.10
  - Contributor e 0.02

- **Manageability**
  - Contributor a 0.32
  - Contributor b 0.20
  - Contributor c 0.32
  - Contributor d 0.09
  - Contributor e 0.07
Making the implicit visible.

- Recent increase in terrorist attacks in other global cities
- An increasing frequency of similar events
- Climate change
- History of occurrence
- Forecast models
- Changes in the environment/threat landscape that make it more likely to occur
- Pandemic virus evolution
- Coastal erosion
- New battlefields create enemies looking to strike NYC
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.
How do we define manageability?
Ranking Hazards

Severity: Damage to healthcare facilities

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<tr>
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<th>Equal</th>
<th>More Severe</th>
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<tr>
<td>Pandemic Influenza</td>
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<td>Pandemic Influenza</td>
<td>Complex Coordinated Terror Attack</td>
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<tr>
<td>Coastal Storm</td>
<td>Complex Coordinated Terror Attack</td>
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</table>
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
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?

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<tr>
<th>PUBLIC HEALTH DISASTER SCENARIO</th>
<th>SEVERITY</th>
<th>PROBABILITY</th>
<th>IMPACT OF PLANNING</th>
<th>PRIORITY RANK</th>
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<td>6</td>
<td>2</td>
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<td>Pandemic Influenza*</td>
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<td>2</td>
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<td>Extreme Heat*</td>
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<tr>
<td>Flooding</td>
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<td>Aerosolized Anthrax</td>
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<td>10</td>
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<td>5</td>
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<td>Radiological Dispersal Device*</td>
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<td>5</td>
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<td>Improvised Explosive Device*</td>
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<td>7</td>
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<td>Improvised Nuclear Device</td>
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<tr>
<td>Tornado</td>
<td>11</td>
<td>8</td>
<td>12</td>
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*Includes CBRN
†Not included in HMP
Questions?

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Disability Pride Parade 2018

www.nyc.gov/mopd
Contacts & Questions

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