New Orleans Office of Homeland Security and Emergency Preparedness

City of New Orleans

Ready for Rain Campaign

- 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
- NOHSEP launched ready.nola.gov/rain in August 2018
  - 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.
- **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

City of New Orleans

NOLA Ready Community Outreach

- Continue to increase community outreach activities, with participation in a total of **318** outreach events since May 7, 2018
    - Outreach events focus on hurricane and flood preparedness (93), life-saving skills (73), preparedness for organizations (65), emergency management (53), and volunteer engagement (33).
    - Leveraging outreach coordination with Emergency Medical Services, New Orleans Health Department, Office of Resilience and Sustainability, and Evacuteer.

- Continue to increase NOLA Ready digital engagement
    - 18 percent increase in followers across social media channels
    - Nearly 9,000 new subscribers to NOLA Ready Emergency Alert System

- Continue to distribute outreach materials
    - 40,000 hurricane brochures
    - 20,000 wall calendars
    - New outreach materials include an updated Special Needs Registry brochure and marketing materials (umbrellas, flash drives, and ponchos).

- **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.

Volunteer Coordination

- Created a new volunteer coordinator staff position
  - Responsibilities include creating volunteer opportunities to support public safety and coordinating the influx of volunteers and donations after a disaster.

- Accomplishments in 2019 include:
  - Recruited 400 volunteers for Complex Coordinated Attack exercise
  - Coordinating opportunities across Evacuteer, Medical Reserve Corps, and the newly re-launched CERT program
  - Hosting hurricane tabletop with local nonprofit disaster response and recovery partners

- **Improvement/Why It Matters**
  - Engaging volunteers in more opportunities to support public safety will help NOHSEP and its partners better accomplish mission and will keep volunteers engaged throughout the year.
  - Planning ahead for post-disaster volunteer and donation management will ensure the City is better prepared if and when disaster strikes.

Routewise

- From parades and second lines to festivals and races, New Orleans hosts thousands of special events each year.
  - Major special events might impact normal parking, traffic, transportation, or other operations.
- To better inform residents of special events and their impacts, NOLA Ready created a website listing upcoming special events.
  - Special event impacts are listed weekly at ready.nola.gov/events and are also shared on NOLA Ready's social media platforms.
  - Additionally, routes for *moving* special events (i.e. parades, races, and second lines) are listed weekly at routewise.nola.gov.
  - The lead and tail of parades and major races display in real time in Routewise to help residents know when streets are closed and when they re-open.
- **Improvement/Why It Matters**
  - Informing residents ahead of time about impacts from special events will help them better plan and avoid unnecessary frustration.
  - Displaying the progress of parades and races in real time lets residents and visitors know both how to enjoy the event and when streets are reopen.

Training and Exercise Program

- Conducted expedited hurricane preparedness training and exercise program for incoming executive leadership prior to start of 2018 hurricane season.

- Continue to maintain robust schedule of exercise programming, expanding beyond hurricane preparedness and into additional areas of emergency response.

- Prior to 2019 Mardi Gras season, successfully conducted a large full-scale exercise simulating Complex Coordinated Terrorist Attack on a parade route.

- Partnered with Louisiana GOHSEP to organize an expanded, two-day hurricane response workshop for city leadership before 2019 season.

- NOHSEP exceeded all annual training metrics for 2018 and is on track to do so again this year.

- **Improvement/Why It Matters**
  - Incoming staff were prepared for hurricane season, as evidenced by successful responses to Subtropical Storm Alberto and Tropical Storm Gordon.
  - Multiple first responders stated that experience from the CCTA exercise improved their response to the auto accident Mass Casualty Incident (MCI) on Esplanade Ave. during Mardi Gras 2019.
  - In the past year, City agencies participated in over 30 public safety exercises on a variety of topics, including 23 tabletops, 5 drills, and 6 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 our ability to serve New Orleans' citizens.

EOC Activations

- City EOC was activated to support public safety on 40+ occasions during the past year.

- Major successful events included Tropical Storm Gordon (September 2018) and Mardi Gras season (February-March 2019).

- Total includes various other festivals, sporting events, and severe weather outbreaks occurring throughout the year.

- **Improvement/Why It Matters**
  - The EOC provides a key resource for response agencies, allowing representatives to convene and coordinate actions.
  - Several activations now utilize the Real-Time Crime Center facility. This valuable resource provides EOC staff with greater situational awareness and enables them to better monitor conditions in the field.
  - Planned activations for special events improve coordination, serve as valuable training opportunities, and allow for quicker mobilization in the event that any emergencies do occur.

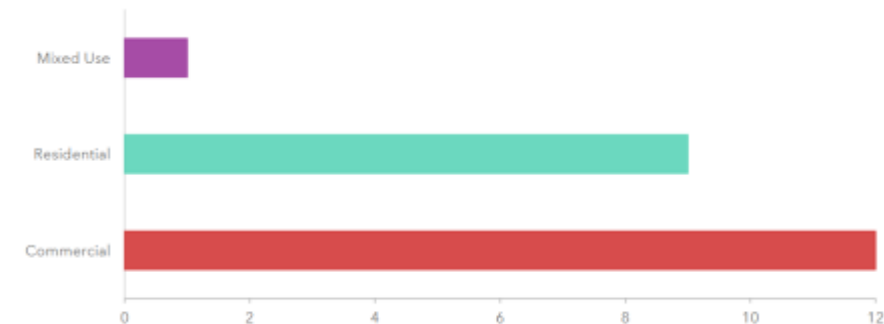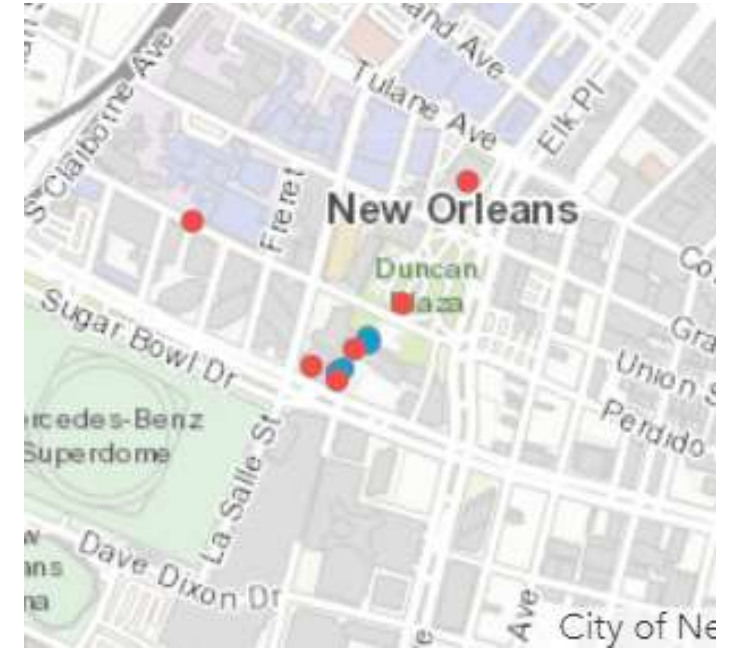# City Assisted Evacuation (CAE) Plan Improvements

- Conducted 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

- **Improvement/Why It Matters**
  - Finalize improved plan for beginning of 2019 hurricane season.
  - Currently finalizing 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 is undergoing final stakeholder review, and will be completed prior to the start of 2019 hurricane season on June 1.

Damage Assessment / Search and Rescue Mobile App

- 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.

- **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.

City of New Orleans

Installation of Illegal Dumping Cameras

- In coordination with the **#CleanUpNOLA** campaign 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 complete.

- **Improvement/Why It Matters**
  - Assembling and installing the camera boxes by "in-house" staff resulted in a significant cost savings for the City.
  - Areas where cameras have been installed have seen a reduction in illegal dumping.
  - Cases of illegal dumping have been referred to the appropriate agency for follow up and enforcement action:
    - NOPD
    - Sanitation
    - Sewerage and Water Board

Private Sector Real-Time Crime Center Integrations

- 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, **78** cameras have been integrated at the individual business level.
  - Residential: To date, **21** 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.

- **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.

Lafitte Greenway Security Enhancements

- In coordination NORDC, locations for Public Safety Cameras and emergency callboxes were established.

- Public Safety cameras were placed across the entire length of the Lafitte Greenway.
  - Special focus was placed on roadways that intersect with the Greenway

- 53 cameras installed along the Lafitte Greenway.

- 18 emergency call boxes pending installation in the coming weeks.

- *Improvement/Why It Matters*
  - Public safety cameras along the Lafitte Greenway have already been utilized in police investigations.
  - Emergency callboxes will increase public safety visibility.

City of New Orleans

Hazard Mitigation Planning

- In March 2019, the City kicked off planning efforts in support of the 2020 Hazard Mitigation Plan Update.

- Eligible public and non-profit agencies throughout Orleans Parish are invited as signatories as the City moves to a multi-jurisdictional plan.

- The 2020 Hazard Mitigation Plan will be developed as an interactive web-based effort with near real time updates.

- **Improvement/Why It Matters**

  - Development of a multi-jurisdictional hazard mitigation plan will bring valued knowledge and experience from multitude of agencies providing services to residents in the City.

  - The collaborative planning process will help each individual agency increase access to joint mitigation efforts and grant opportunities.

  - Participating agencies will benefit from the reduced administrative burden of fully managing a local hazard mitigation plan.

  - A web-based platform will create a user-friendly format for agencies and the public at large to engage in risk education and project development exercises.

Automated Flood Warning System

- The City is installing an ALERT Flood Warning System that will provide automatic triggering sensors at the 12 frequently flooded underpasses along with warning signs with flashing beacons to warn motorist of road closure due to high water conditions.

- Design of the system is complete and permitting of the project is imminent.

- The system will also relay rainfall and water accumulation information back to the EOC 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.

- **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.

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Flood Mitigation Assistance Grants

- The City submitted four applications under FEMA's 2018 Flood Mitigation Assistance grant program, requesting nearly $10M in federal hazard mitigation assistance funding.

- The grants, if awarded, will provide funding to elevate dozens of repetitively flooded properties across the city as well as technical support for future grant applications.

- All four applications are currently under consideration by FEMA for eligibility and competitiveness.

- **Improvement/Why It Matters**
  - The City has prioritized supporting efforts to reduce flood risk to vulnerable properties, including maximizing federal grant programs that support mitigation efforts.
  - These projects not only reduce flood risk and insurance premiums for owners of Severe Repetitive Loss properties, but also contribute to the City's goals for bringing residential properties into compliance with current building codes.