

Office of Emergency Management

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**Positions: GF- 2 Local 3144
Range 11, Steps 4 & 5**

Special fund Budget: \$64,792

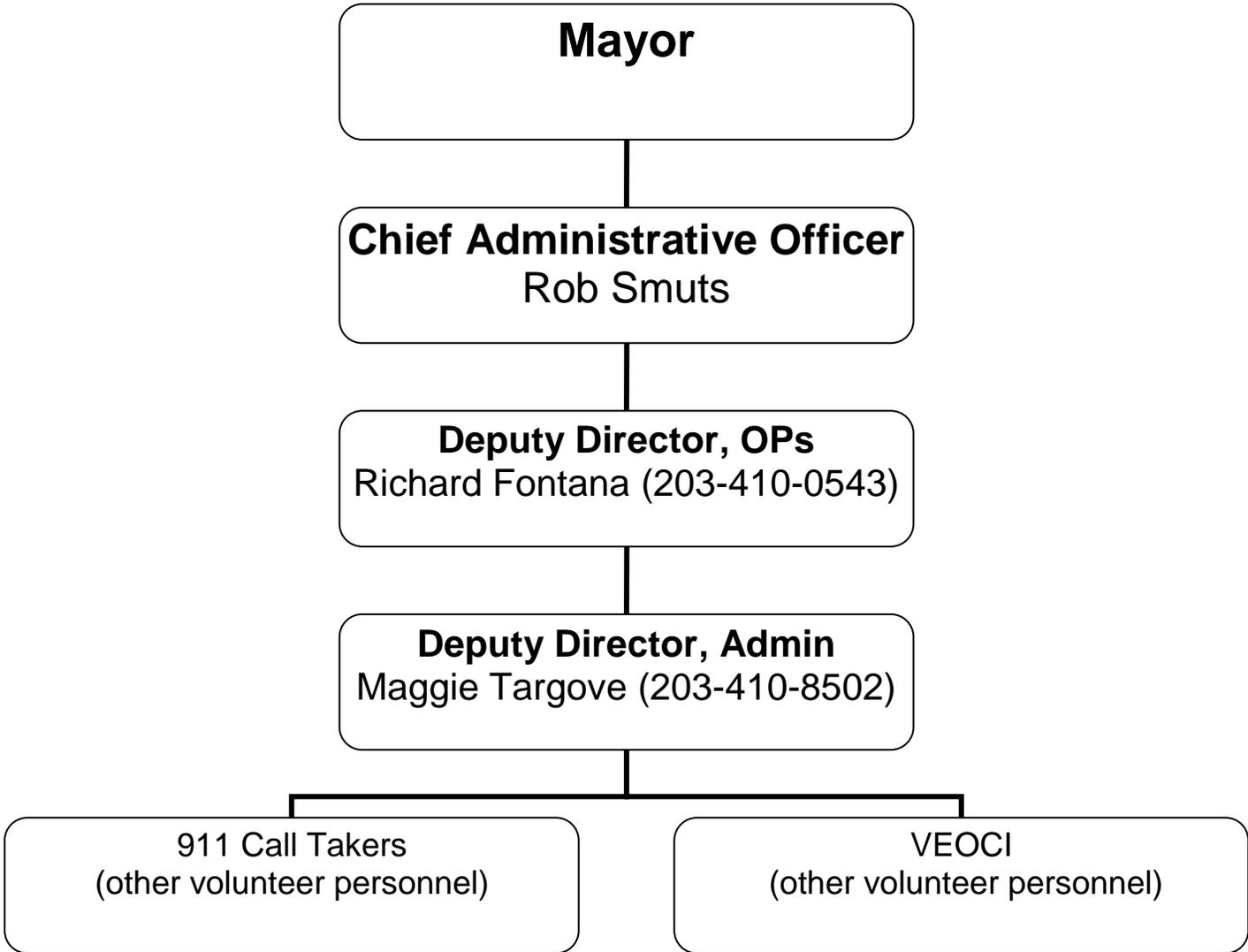
Legal Authority:

Federal authority is granted through the Robert T Stafford Disaster Relief and Emergency Assistance (Public Law (PL) 93-288 and as amended. This Act constitutes the statutory authority for municipal Federal disaster response activities especially as they pertain to FEMA and FEMA programs. *State authority* is granted in Connecticut General Statutes, Title 28 Civil Preparedness & Emergency Services, Chapter 517-518 and *local authority* is granted in the City of New Haven, General Ordinances, Volume II, Chapter II and special acts as applicable.

Mission/Overview:

In the event of a disaster the mission of the government of the City of New Haven is to maximize the survival of people, minimize injuries and preserve property and resources and to return the City to normal conditions as quickly as possible utilizing all personnel, equipment and any other available resources.

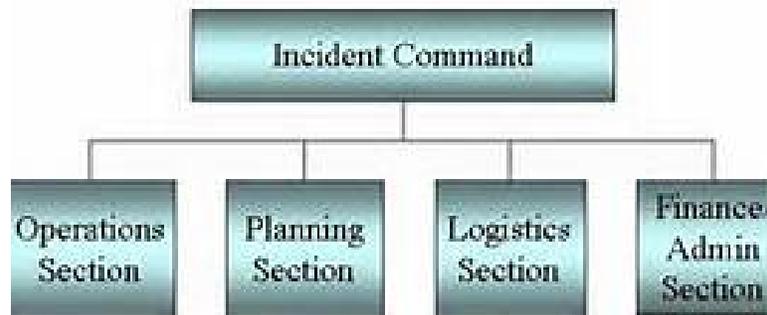
As Chief Executive of the City of New Haven the Mayor or designee exercises authority over all emergency operations. **He/She is required to issue an emergency declaration authorizing the City of New Haven to request regional, state or federal aid, as needed.**



The Emergency Operations Center (EOC):

The EOC serves as a multi coordination center to manage large scale emergencies/disasters that will require multi disciplines. Emergency Management will support the coordination, communication and planning before, during and after any emergency/incident. These activities may include, but are not limited to the following:

- Proper emergency notification of City, Regional & State officials.
- Activation of Emergency Operations Center (EOC)
- Identification of functional needs population & determination of health, medical, shelter or other related needs, as applicable.
- Management & coordination of resources, including but not limited to, personnel, equipment and supplies.
- Information coordination (public & internal) & reporting
- Debris Management in coordination with Public Works & Parks Departments.
- Recovery Operations
- National Incident Management System (NIMS): The EOC operates under this national standard and the five major designations are listed below:



Major Functions/Projects:

Emergency Management:

- Planning– all activities that determine what actions will be taken to protect the City of New Haven and what response will be taken. Ongoing planning is necessary ranging from formal emergency management activities to individual department, employee and residential preparations. (see EOP attached disc)
- Operations – EOC remains fully operational & functional at all times.
- Administration –all grants, project management & reporting
- Training, Exercises & Drills – Regional, citywide & commercial entities
- After Action Reports (AAR) – written review of lessons learned from an incident or exercise
- Community Emergency Response Team (CERT) – Two volunteer teams of 20 members each that support emergency operations.
- Continuity of Operations Planning (COOP): interdepartmental and commercial entities planning & training.
- FEMA – administer reimbursements and reporting for disaster relief for Federal and State.
- Virtual Emergency Operations Center (VEOCI) software that manages emergencies through a centralized data base.
- Everbridge - Reverse 911 notification system

Certified Ambulance Group (CAG):

- Work with CAG to recover funds from insurance carriers as a result of motor vehicle accidents, hazardous material incidents, structure fires and equipment damages occurring within the City of New Haven. This project was initiated & administered by Emergency Management (EM) within the past three years. A substantial amount of additional revenue approximately \$130,000 in over 2 years, has been realized from this very important initiative.
- Work with CAG to recover funds for fire hydrant repair or replacement due to motor vehicle accidents. The fee payable to CAG currently for collections is 8%.

American Medical Response (AMR):

- AMR recovers funds from insurance companies when AMR is the transporting ambulance utilizing New Haven Fire Department paramedics to provide advanced level care. This initiative originated in EM, about three years ago, and is administered weekly through this office. The approximate amount of revenue realized in 36 months was \$380,000. The fee payable to AMR is currently 5% for collection.

Regional Emergency Planning Team (REPT):

- Emergency Management participates, on behalf of the City of New Haven, with the State DEMHS Region 2 emergency planning team. This team meets monthly. State Homeland Security funding is allocated to the

five DEMHS regions within the State. This REPT committee in which New Haven plays a major role, is responsible for regional planning, equipment purchases and resource distribution. This planning team is responsible for allocating the funds to support regional cooperation. Since 2007, when the State went to regional distribution of homeland security funds, New Haven has been allocated almost \$1 million in resources.

- *Wintergreen Ave Facility:*

This former Army owned property was turned over to the City at no cost in March of this year. **Federal stipulation is - it must be utilized in some way for New Haven Police Dept Training.** The building can also be used for storage of police property room items. The plan is to move training from 710 Sherman Pkwy in the near future in order to be compliant.

a.) Communications Tower

There are multiple projects currently being developed for this site. EM currently has a \$520,000 grant which we are using to construct a 160' public safety communications tower. This tower is a necessary & vital component for communication infrastructure and essential for a possible regional 911/PSAP, now under consideration for possible future use of this site. This is currently in RFP stage and will advertise for installation proposals in October, 2013

b.) IT Backup Site

Another use for this facility is to establish an off site backup computer/server storage for Police, as well as the rest of the City. EM is working with IT in developing an RFP for consultation on this project. Funds, \$100,000, are budgeted in the IT capital budget.

c.) Indoor Firing Range

A third project is to develop plans for an indoor firing range for use by NHPD and other agencies in the region. We currently have a \$225,000 COPS planning grant to hire a consultant to develop such plans. This is currently in the RFP development stage and will advertise for mechanical engineering proposals in October 2013. The planning work will clarify costs for the range but initial estimates are \$3 to \$5 million. The City has pursued federal funding and a more detailed plan will assist these efforts.

d.) Youth Activities

A section of the building is being proposed for youth activities until the above can be completed. Parks Dept is seeking to collaborate with NH Housing Authority & SCSU to serve children living in public housing in West Rock community.

- *Grants:*

Emergency Management is responsible for applications, administrative reporting (programmatic & financial) and project management of public safety grants that include Port Security, Fire, Hazard Mitigation, EM and at times a collaborative partnership with Police grants. Since 2009 EM has successfully

brought in about \$6 million in grant funding. Port Security, AFG and EMPG are grants that are applied for annually.

- *Public Safety Wireless Network:*

In 2008 EM, through federal grant money, began establishing an infrastructure to build a secure network of voice/data /cameras throughout the City of New Haven. It is wireless (non fiber optic) and is a redundant backup to fiber in the City. This wireless infrastructure network has and will continue to expand; from what began with just the police department is now in EM,DPW, Parks, Port, 911PSAP, Downtown district, Fire and others. The initial project through COPS was \$1 million. It included the first 30 cameras purchased for the City. This network is now maintained & budgeted by IT.

- *Milestone Camera Project:*

Through subsequent grant awards, EM has continued with the purchase of cameras. We now have 110 cameras on the Milestone Platform and through another grant award are consolidating another 50 cameras into the Milestone Platform. We have made Milestone a citywide accepted standard for required camera purchases through out the City. EM is solely responsible for inventory, administration and project management of this very important initiative. It is important to note that these cameras were all purchased and installed through grant funding. As departments/agencies look to add cameras (at their own expense), the infrastructure will already be in place. In new school construction, the BOE has been incorporating the infrastructure for cameras and access control (see below) for some time.

- *Access Control/Alarms:*

Emergency Management is the lead in integrating a new access control system at PD and 911PSAP. Board of Ed currently uses this system and we have also made this system a citywide accepted standard like the Milestone camera system. These two systems will be integrated to work hand in hand in enhancing facility security. This grant, \$280,000 will lay the ground work for future purchases in these areas.

- *Downtown District Camera Project:* EM is working with Special Services District to install 4 cameras at various locations downtown that will be incorporated into the Milestone system; for use by the Police and the district. Budget is about \$22,000 paid for by Downtown Special Services District.

- *LCI/Dwight St Camera Project:* Installation of infrastructure & cameras that will be incorporated into the Milestone system. Police will have viewing access. Budget is \$80,000 funded by LCI. It is important to note that the community is looking to put up cameras, at their own cost, in order for police to be able to view. With the infrastructure in place, it is just the cost of the camera and integration.

- *Regional Incident Management Team (IMT)*: EM participates in a regional emergency response team. The team is responsible for multi coordination and support of large scale incidents and is activated by the 911PSAP as requested by the incident commander.

Budget Summary

General Fund Salaries:

Deputy Director Administration \$76,750

Deputy Director Operations.....\$72,987

Special Funds

- *Emergency Management Performance Grant (EMPG):* annual grant from DHS/DEMHS to be used only for support of Emergency Management. The amount varies from year to year but is usually \$55,000 to \$65,000. The current FFY budget, \$64,973, follows:

55520 Office Supplies	\$5,000	
56623 Repairs & Maintenance	\$2,500	
56655 Dues/Registrations	\$2,500	
54411 Equipment	\$2,500	
56694 Other Contractual	\$50,000	
56699 Miscellaneous		\$2,473

- *Port Security Grant 2011: a) Dock Project, \$140, 000.* Purchase & installation of improvements to the Amistad Dock on Long Wharf Drive. This dock is home to the new marine vessel purchased with the 2008 Port Security Grant funds.

54411 Equipment	\$102,000
56694 Other Contractual	\$26,300
56699 Miscellaneous	\$13,500

- *Port Security Grant 2011: b) Security Management Control, \$280,000.* Purchase of software for camera consolidation, access control and alarms at New Haven Police Dept and 911PSAP.

56694 Contractual \$280,000

- *Port Security Grant 2012: Tower Project, \$520,000.* Installation of public safety communications tower at 200 Wintergreen Ave for New Haven regional 911PSAP.

56694 Contractual \$520,000

- *Port Security Grant 2013: Camera Maintenance, \$100,000.* Contract (2 yrs.) for support, maintenance and sustainment of City's camera system.

56694 Contractual \$100,000

- *COPS 2010: Indoor Firing Range Plan, \$225,000.* This is a planning grant for an indoor firing range to be located at 200 Wintergreen Ave. This grant is co- managed between EM & PD and funds may only be used for planning.

56694 Contractual

\$225,000

Deficiencies/Attention Required

Board of Aldermen (BOA) Grant Process:

In 1994, an amendment by order of the Board of Aldermen, says that we shall get approval to apply & accept all grants for the City of New Haven and that the BOA has 30 days to act on this request. Due to the complexity and time constraints of federal grants, it is not always possible to gain approval from the BOA prior to submitting the actual grant application and it is not always possible for the Board to respond within the 30 day time frame. It should be noted that, we do not accept an award, until the BOA has approved it.

IT:

There is not a designated IT contact in the EOC during an incident/emergency, in an emergency the EOC requires support 24/7.

The majority of EM projects, attained through grant funds, are reliant on IT support. IT does not have the capacity to adequately support and maintain all the current systems in the City and as technology hopefully continues to be expanded & enhanced; the City is in jeopardy without a strong IT network of technical personnel.

As a grant ends, maintenance for these technology projects becomes an issue. IT needs to maintain the systems/projects that were all acquired through grant funds BUT IT's budget for maintenance needs to be increased in order to do so.

Departments need to budget for repairs & replacement of equipment that was purchased through grants. It should not be up to IT to replace damaged equipment done by the departments.

State Reimbursements Process:

FEMA (storm related) reimbursements take approximately 4-5 months to come back to the City of New Haven from the State. We have to expend the money first and then file for reimbursement with the State. This is routine for any type of reimbursement from the State.

This process is complicated by the fact that EM is reliant on many City departments gathering their information and submitting it to EM in a timely manner, where we in turn can do the final City of New Haven submission.

Flooding Threats: Recent storms have highlighted certain areas of New Haven facing continual inundation during these heightened periods. These areas will need to be addressed in the future. Morris Cove – a seawall that will protect the immediate 10 homes on Townsend Ave. and approximately 399 homes and infrastructure set back in the lower lying area. Other low lying areas throughout the City; WPCA in the Port, UI substation in Fair Haven etc

Evacuation Process:

The East Shore community will not evacuate when the Mayor orders them to do so during in an emergency situation. It has become a challenge that will require attention. Other areas subject to evacuation also have consistent issues but not to the extent of East Shore. We are in the application process

of proposing funding for a generator for Nathan Hale School in Morris Cove. The initial estimates given for installation are approximately \$900,000.

Department Responsibilities:

All departments need to READ what their function/duty is during an emergency event when the EOC is activated. Expedited cooperation among departments with Emergency Management is key to gathering citywide information for reimbursements, grant applications and grant management. The EOP clearly states what each City Department is responsible for during an emergency.

Key Systems/Processes

Regional Distribution of Homeland Security Funds: Resources (equipment, training, planning, and exercises) to benefit all 30 towns in the Region are voted on and implemented by a regional steering committee. Emergency Management personnel are key players. There is an MOA between New Haven and the managing fiscal authority for the region each year.

FEMA Reimbursement Process: All city departments expending money during an emergency (i.e Hurricane Sandy) are coordinated between Emergency Management and Budget. There are different reimbursable categories- OT labor & fringe, protective measures, roads and facilities. Departments submit their various forms to EM for consolidation. In the case of a larger project (over \$63,000) it becomes reimbursable as that project is being completed. Bid documents, invoices and copies of checks are given to EM for submittal and tracking. We will realize \$4.2 million (city receives 75%) when Hurricane Sandy is finalized.

RFP/RFA process in coordination with Purchasing

Milestone: our citywide camera system in coordination with our vendor and IT

VEOCI: our emergency operation software that has eliminated (almost) paper in the transfer of information when EOC is activated.

Everbridge: Our reverse notification calling system for the City for emergencies and other uses (plowing, street sweeping).

Board of Aldermen (BOA): All grants must be approved by the BOA. This is sometimes a very lengthy process and not always able to be accomplished within the time frame of the application for funding.

Grants: There is always a demand to apply for grants BUT what has to be factored in is the huge amount of work once the grant is awarded. Since overall staffing has been decreased in the City over the years, the position of project manager for grant projects has been eliminated. It now falls on the grant writer to do it all, apply, administer, report, field work, write the RFP/RFA, purchase the equipment and do the federal closeout.

Summary of Ongoing/Open Items

Milestone Camera Project – consolidation and ongoing community inclusion:

- LCI/Dwight Neighborhood – camera installation-FiberOptic doing infrastructure. PO to originate with Utility Communications.
- Downtown Special Services District- camera installation & PD substation move to 900 Chapel area. Install 900 Chapel St Rooftop camera work with PMC for permissions. IT to provide network connectivity by 10/30/13.
- Farmington Canal – cameras installation in coordination with City Plan
- Integration of cameras into VEOCI mapping software
- Integration of Traffic cameras (approx. 50) into Milestone
- Once Traffic integrated install (3) cameras on Crown St.
- Proprietary IT information of the City's network is not in our hands. Retrieve this information from Omni.

Access Control – PD & 911PSAP; this is a pilot and will set the standard for entire City; Board of Ed is already using this new access control system. Schematics are laid out and equipment ordered. Will begin install in the PD in October, 2013.

200 Wintergreen Ave:

- NH Training Academy – needs to be expedited in order to be in compliance with federal regulations on this property.
- Firing Range – scope of work being developed for an RFP on developing plans for an indoor firing range.
- IT server bank – back up site for City's network
- Public safety Communications Tower – currently going through approval process with various agencies. To be grant funded.
- Youth services – until PD utilizes the space fully Parks will conduct some youth activities.

Alarms – PD & 911PSAP & schools.

Long Wharf (Amistad) Dock: ongoing maintenance coordinated through EM

Marine 1 Vessel – docked at Long Wharf; oversight, training & management and maintenance is handled by EM.

Certified Ambulance Group (CAG) Billing: Handled by EM monthly

American Medical Response (AMR) Billing: Handled by EM weekly

American Red Cross: Coordination & Collaboration for emergency responses and regional planning. Responds to all 2nd & 3rd alarm fires for coordination of shelter management with ARC.

Yale University Emergency Operations Team: Planning & Coordination of operations for Yale special events.

Incident Management Team: Regional response team.

Citizen Corp Teams (CERT) – Recruitment, training & activation of community response teams for shelter management or other services as directed by EM

Everbridge – EM as system administrator; includes all mapping for snow routes/street sweeping for neighborhood notifications.

VEOCI – EM as system administrator

Grants Management – current grants and grants that are closed are managed by EM. As projects remain open after the grant ends, there is still considerable project management involved (i.e street lighting & cameras in the Port, various equipment, including communications equipment purchased through grants.) All quarterly grant reporting (Federal & State) both programmatic and financial.

Regional Emergency Management Team – DEMHS Region 2 Planning team. This is an ongoing responsibility to the region on behalf of the City of New Haven.