

New York City Emergency Management

Hurricane Ida Staffing Support

DISASTER MANAGEMENT

New York City Emergency Management Department, New York

PROJECT DETAILS

DIFFICULTY: Medium

COST: \$200,000-\$300,000

TIMEFRAME: 3 years

DELIVERABLES: Qualified onsite staff to perform activities related to planning, logistics, and organization.

RESULTS: Guidebooks, after action reports, etc.

CORE COMPETENCIES

- Public Outreach & Education
- Stakeholder Engagement
- Inter-Agency Cooperation
- Planning Logistics
- Operations
- Social Media Support

PROJECT TEAM

Vision Planning & Consulting
Hagerty Consulting (Prime)

CLIENT CONTACT

Garrett Ingoglia, Vice President
Hagerty Consulting
222 Broadway, 19th Floor
New York City, NY 10039
202.487.4484

garrett.ingoglia@hagertyconsulting.com

PROJECT OVERVIEW

VPC supports Hagerty Consulting and the New York City Emergency Management Department (NYCEM) and provides emergency management, planning, data analytics, management consulting, and other professionals as requested to support the Client in disasters and emergency situations. VPC supported the City on the preparedness, response, and recovery aspects for Hurricane Ida. VPC staff have been working onsite, offsite, or in a hybrid capacity.

PROJECT SUMMARY

VPC supported the Planning Section by participating in the review, modification, and adoption of Daily Mayoral Update Bullets guidance and the Situation Report (SitRep) SOPs. VPC coordinated with NYCEM Planning supervisors for the collection and release of data and ad hoc or other necessary status reports; to assist with any needs relating to transition from Response to Recovery; and training and briefing new Planning Section staff on daily SitRep procedures.

VPC also assisted with developing sign in sheets for daily EOC check-in; coordinating information/data needs for daily SitRep; and aggregating and publishing food program and hotel-ing program data daily.

VPC supported the Logistics Section by: monitoring three separate NYCEM email inboxes for potential resource requests; monitoring the NYCEM ticketing system for new incoming requests; creating Bills of Lading (BOLs) for all resource requests; adding requests and assets to the ticketing software; and updating tickets and assets as items are sourced, staged, and shipped out to the DRCs.

Additionally, VPC created a new resource request workflow document and job aid for new staff based on best practices, observations, and past experience.

VPC supported Human Services efforts by: assisting disaster victims with accessing services within the DRCs; collecting data and conducting exit interviews with disaster victims; arranging telephone language translation assistance for disaster victims; collecting and releasing daily service numbers at the end of day; and briefing NYCEM staff members on new changes within the DRC. VPC briefed DRC representatives on the data intaking process and the core components of the required data; conducted DRC inventory; and created a list of necessary supplies to send to Logistics for fulfillment.

Finally, VPC Supported Recovery efforts by: conducting City Clean-up Corps (CCC) Master Tracker Updates; maintaining team and volunteer Contacts sheets and information; participating in, and contributing to, the daily SitRep preparation, submission, and distribution.