# Agenda for Delaware Continuity Coordinator Council

# **November 18, 2020**

## Minutes

Attendees:, Charlene Adams, Sandra Alexander, Mindy Anthony Marian Bhate, Nikko Brady, Mike Bilder, Vanessa Briddell, Dan Cahall, Timothy Collins, Cherie Dodge-Biron Bob Dreibelbis, Mark Dworkin, Ebony Edwards, Johna Esposito, Alfred C Finch Jr., Christine Gannon, Lori Gorman, Kimberly Gould, Christopher Hall, Jay Harter, Sandra Hitchens, Mark Hogan, Dawn Hollinger, Alyssa Huenke, Carrie Hyla, Samara Kaminski, John Kelley, Christopher M Klein, Andy Kloepfer, Peter Korolyk, Tony Lee, Tim Li, Theora Lowe-Staton, John Mancus, Anthony Manson, Brenda Mayrack, Brian Manubay, Sharon Maurer, Chris McGonigle, Eric Mease, Sharon Miller, Ramona Monsen, Faith Mwaura, Kim Newell, Gregory Nolt, Jerome Passon, Louis Pettigrew, Coleen Ponden, Leslie Poland, Lori Reeder, Janet Roberson, Antoinette Russum-Hane, Jennifer Simpson, Elizabeth Sloven, Syd Swann, Alexis Teitelbaum, Doyle Tiller, Terri Timmons, Victor Ting, Mickie, Troubetaris, Heather Volkomer, Lorri Wall, Jen Walls, Ryan Ward, Paul Weagraff, Arielle Winston, Dana Wise, Jessica Wurzel, Denise Zielinski, Matt Zolper,

# > Welcome/Introductions

- > DECCC Updates
  - New Plan Builders & Kudos
  - Upcoming Opportunities
  - COOP News
    - DECCC Steering Committee elections
    - 2021 Goals and meeting topics
    - Crisis Communication Changes
    - Recap of Secure Delaware
    - BCIC Dictionary Clean up

### ➤ Winter Weather preparedness in the age of COVID-19

Tony Lee, Delaware Emergency Management

With 2021 still two months away, who knows what this year will throw at us next. With the hurricane season ending and winter right around the corner, hear from Tony about the new thoughts concerning handling COOP responses to Weather events during the age of COVID-19.

## Statewide COVID AAR Lessons Learned Discussion

**Round Table Discussion** 

A review of some of the key lessons learned that were identified on agency AAR submissions. Open discussion among organizations on changes that they are making as a result of this incident.

## **DECCC Steering Committee members:**

Tony Lee – Co-Chair Lori Gorman – Co-Chair **Vacant- Vice-Chair**Dawn Hollinger- Education & Training
Dan Cahall- IT Systems Officer
Tim Li- Vital Records Officer

# **DECCC Steering Committee members:**

Tony Lee – Co-Chair Lori Gorman – Co-Chair **Vacant- Vice-Chair**Dawn Hollinger- Education & Training John Mancus – Disaster Preparedness Officer
Dan Cahall- IT Systems Officer Tim Li- Vital Records Officer



Delaware Continuity Coordinator Council (DECCC)

4th Quarter Meeting

November 18, 2020

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# Agenda

- Welcome/Introductions
- DECC Updates
- · New plan builders
- Upcoming Opportunities
- COOP News
- Winter Weather Preparedness in Age of COVID-19
  - FEMA special guest:
  - · Tony Lee, DEMA
- Statewide COVID AAR Lessons Learned
- · Common Lessons Learned
- · Unique observations
- · Round Table Discussion

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# **DECCC Updates**

Roll Call - New Plan Builders

Stacey Hofmann- Agriculture Cynthia Fairwell- DOL Vocational Rehabilitation Ramona Monsen- Court of Chancery Sarah Denison- Government Information Center Shawn Foster- Public Health Lorri Wall- Public Health

Shawn Heyward- DHSS, Social Services

**Upcoming Opportunities** 

Pre100- Active Shooter Exercise Development <a href="https://teex.org/class/PRE100/">https://teex.org/class/PRE100/</a>

**DEMA Training:** 

https://dema.delaware.gov/training/dema/index.shtml?dc=demaTrainingCalendar

FEMA Training (online)

https://training.fema.gov/

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# **COOP News**

▶ DECCC Steering Committee Elections

Co-Chair: Tony Lee
Co-Chair: Lori Gorman
IT Systems Officer: Dan Cahall
Education & Training: Dawn Hollinger
Disaster Preparedness Officer: John Mancus
Vital Records Officer: Tim Li

Call for Volunteers/ Elections

Cherie Dodge-Byron Leslie Poland Vanessa Briddell **COOP News** 

- > 2020 Goals and Meeting Topics
  - Re-draft Charter and By-laws
  - By-laws were reviewed and revised, these have been submitted to DEMA's DAG for review
  - Increase quarterly meeting attendance
  - Success; each meeting has increased by at least 5 people
  - Provide one role specific presentation each quarter
  - Success
  - Support Statewide COOP Exercise
  - Success: August 11, 2020

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## **COOP News**

- > 2021 Goals and Meeting Topics
  - Charter and By-laws
  - Increase quarterly meeting attendance by 5 people per meeting
  - Provide one role specific presentation each quarter
  - Support Statewide COOP Exercise

# **COOP News**

Crisis Communication Changes

MIR3 has been undergoing an upgrade to their systems that will result in a change to their web address. This is an ongoing process and will be thoroughly tested before coming live. Once this has occurred, we will be sending out a notice to request you all update any web favorites, references, etc. for the new updated link.

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# **COOP News**

Secure Delaware

On October 27th we held our annual Cyber Security Conference. This was the first year we held the conference virtually. Over 300 people attended the conference with over 400 registered. All of the presentations were recorded and can be viewed at

https://digiknow.dti.delaware.gov/pages/cyberworkshop/2020/

# **COOP News**

- > 2021 Meeting Ideas
- Present updated Charter to membership
- Connecting DR to COOP- bring your IT/ CES people with you to the meeting- discuss COOP IT issues
- Human Resources feedback
- Invite other state representative to speak- either play webinar or get live speaker
- COOP changes as a result of COVID

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# **COOP News**

Office365

For those organizations that have moved over to O365, the **SOFTWARE** needs in your COOP plan have changed. Where previously Word, Excel, etc. have been listed as software requirements, these are now covered under the **APPLICATION** O365. The O365 application should be linked to the actual processes that depend on it.

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### **COOP News**

BCIC Dictionary Clean-up

Over the next Month, DTI will be conducting updates to clean-up the following dictionaries in BCIC. Please take a minute to ensure that you have removed any un-necessary links in your existing plans

- Processes
- Customer/Partners
- Teams
- Software
- Assets
- Supplies

• Winter Weather Preparedness in the Age of COVID-19

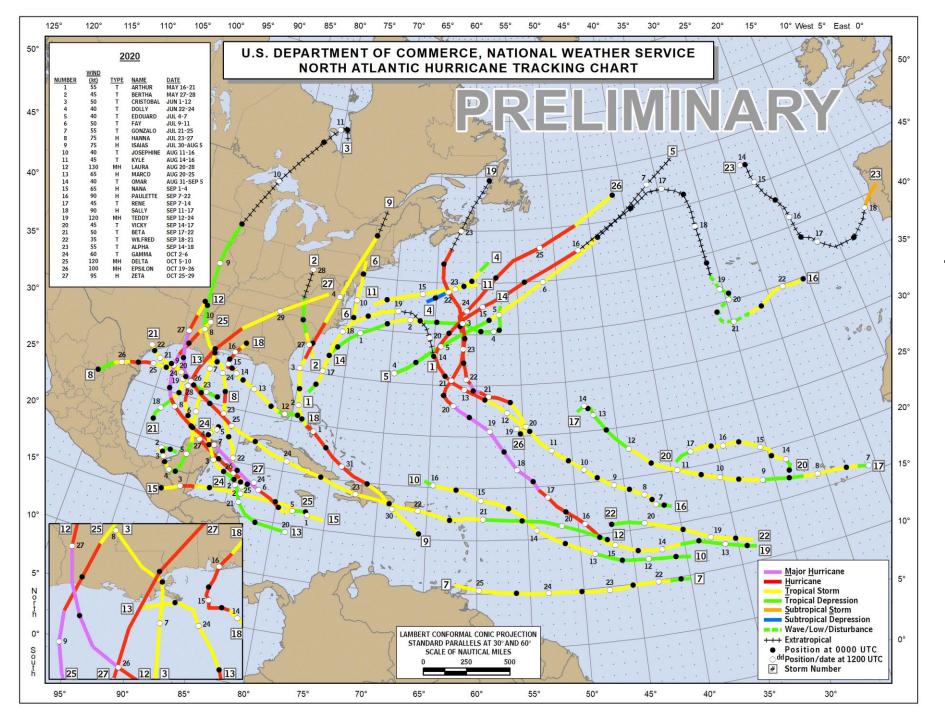
▶ <u>Statewide COVID Lessons Learned Discussion</u>

Thank you and see you next year!



Mike Bilder Hurricane Program Manager / HLT Lead Region 3





Note: this graphic does not yet include Eta, Theta, and Iota.



# 2020 Atlantic Tropical Cyclone Names\*

Tropical Storm	
Tropical Storm	
Tropical Storm	
Tropical Storm	
Tropical Storm	
Tropical Storm	
Tropical Storm	

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May 16
May 27
June 23
July 5
July 9
July 22
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Hurricane	Hanna	July 22
Hurricane	Isaias	July 29
Tropical Storm	osephine	Aug 13
Tropical Storm	<b>Kyle</b>	Aug 14
Hurricane	Laura	Aug 21
Hurricane	Marco	Aug 21
Hurricane	Nana	Sept 1

Tropical Storm	<del>Omar</del>	Sept 1
Hurricane	<b>Paulette</b>	Sept 7
Tropical Storm	Rene	Sept 7
Hurricane	Sally	Sept 12
Hurricane	<b>Teddy</b>	Sept 14
Tropical Storm	<b>Vicky</b>	Sept 14
Tropical Storm	Wilfred	Sept 18

\*Names provided by the World Meteorological Organization



# 2020 Greek Alphabet Tropical Cyclone Names

(As of Nov 16)

Subtropical Storm	Alpha	Sept 18
Tropical Storm	Dota	Sept 18
Tropical Storm	Gamma	Oct 2
Hurricane	Delta	Oct 5
Hurricane	<b>Epsilon</b>	Oct 19
Hurricane	Żeta	Oct 25
Hurricane	Eta	Oct 31
Tropical Storm	<b>Theta</b>	Nov 10

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Hurricane
                    Nov 13
          Kappa
         Lambda
           Mu
         Omicron
```

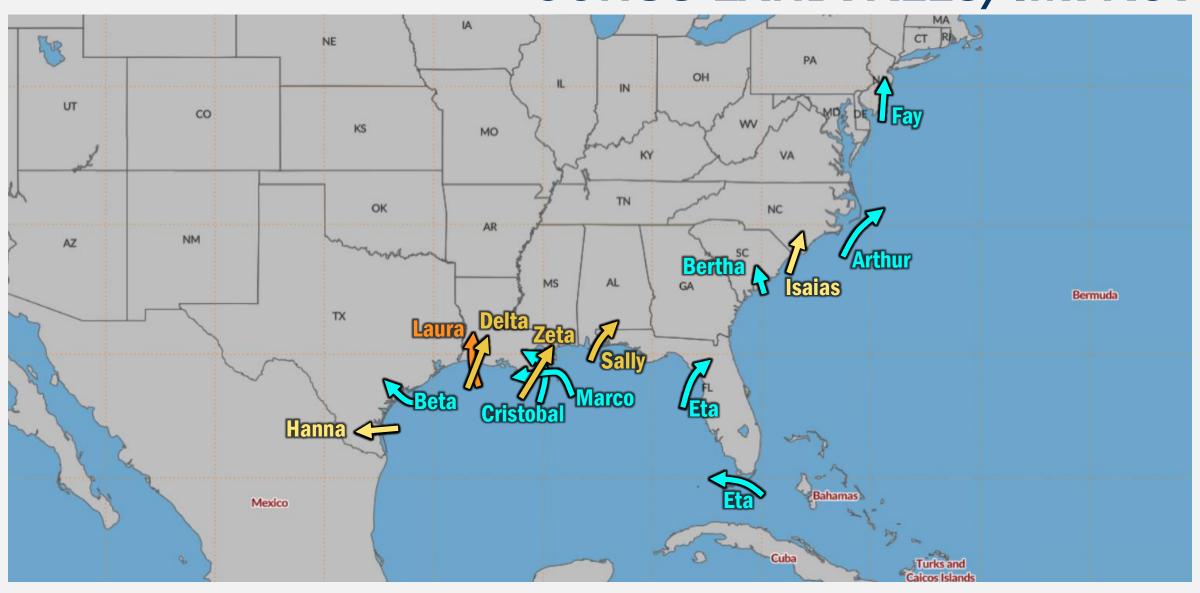
Rho Sigma **Upsilon** Phi Chi Psi **Omega** 

+ 1 Tropical Depression (TD 10)

# NOAA Hurricane Season Outlook ATLANTIC OUTLOOK

ATLANTIC SOME	AVERAGE	MAY OUTLOOK	AUG OUTLOOK	ACTUAL*
	AVEITAGE	WATOOILOOK	AUG UUILUUK	ACTUAL
NAMED STORMS	12	13-19	19-25	30
HURRICANES	6	6-10	7-11	13
MAJOR HURRICANES	3	3-6	3-6	6

# 2020 Atlantic Hurricane Season conus Landfalls/Impacts

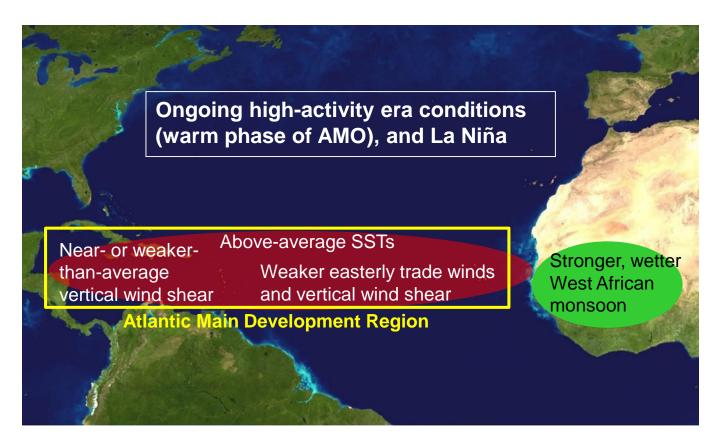


# **Historic Year**

- Traditional Atlantic season ends on Nov. 30, but tropical cyclones are possible in December.
- 2020 is the most hyperactive season on record, with 31 tropical cyclones (30 of which were named storms). 2nd most number of hurricanes (13), which trails 2005 by 2.
  - It's only the 2nd season in which NHC had to resort to the Greek alphabet for storm names (2005 was the other time it happened).
- Several formation timing records were broken this year.
- 12 named storms made landfall in CONUS most on record.
- 6th most Accumulated Cyclonic Energy (ACE) generated in a single Atlantic season.
  - The Greek alphabet storms alone generated enough ACE to meet the average ACE of a normal Atlantic season (66-111 ACE).
  - 2nd most ACE generated in November in the Atlantic (most since 1932). Most number of Major Hurricanes to form in November.
- Latest Cat 5 hurricane in the Atlantic (lota).

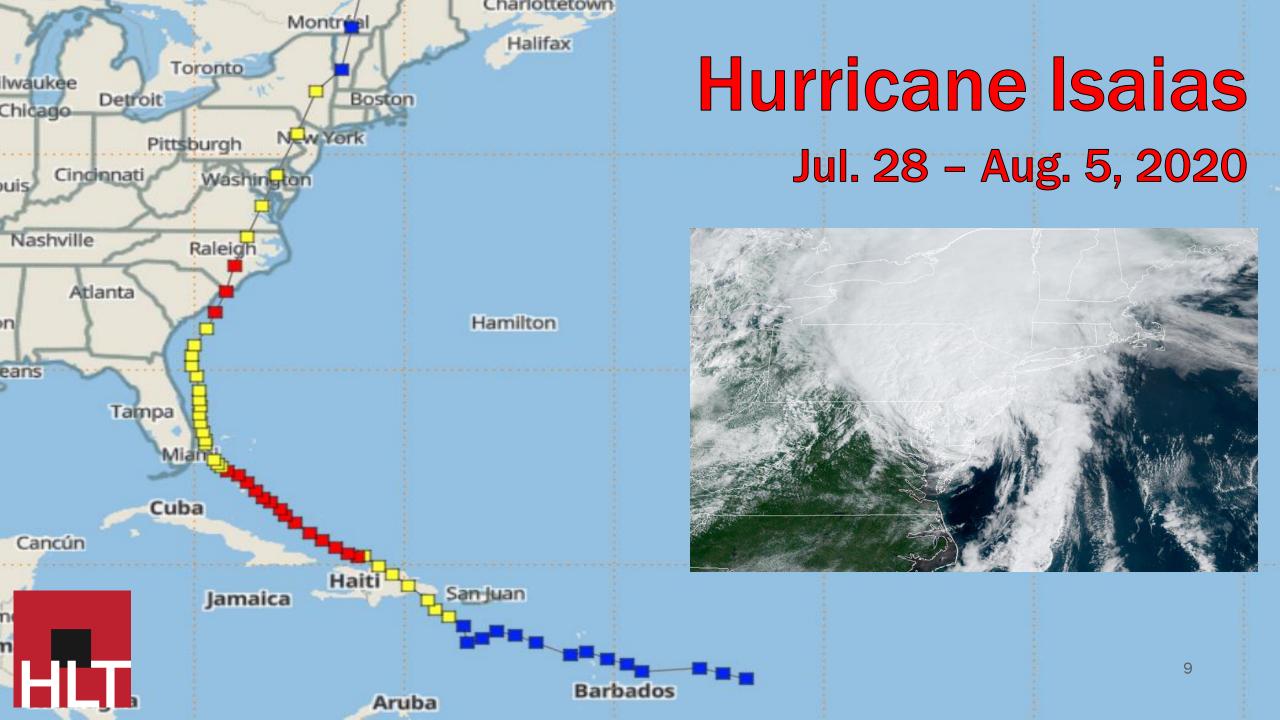


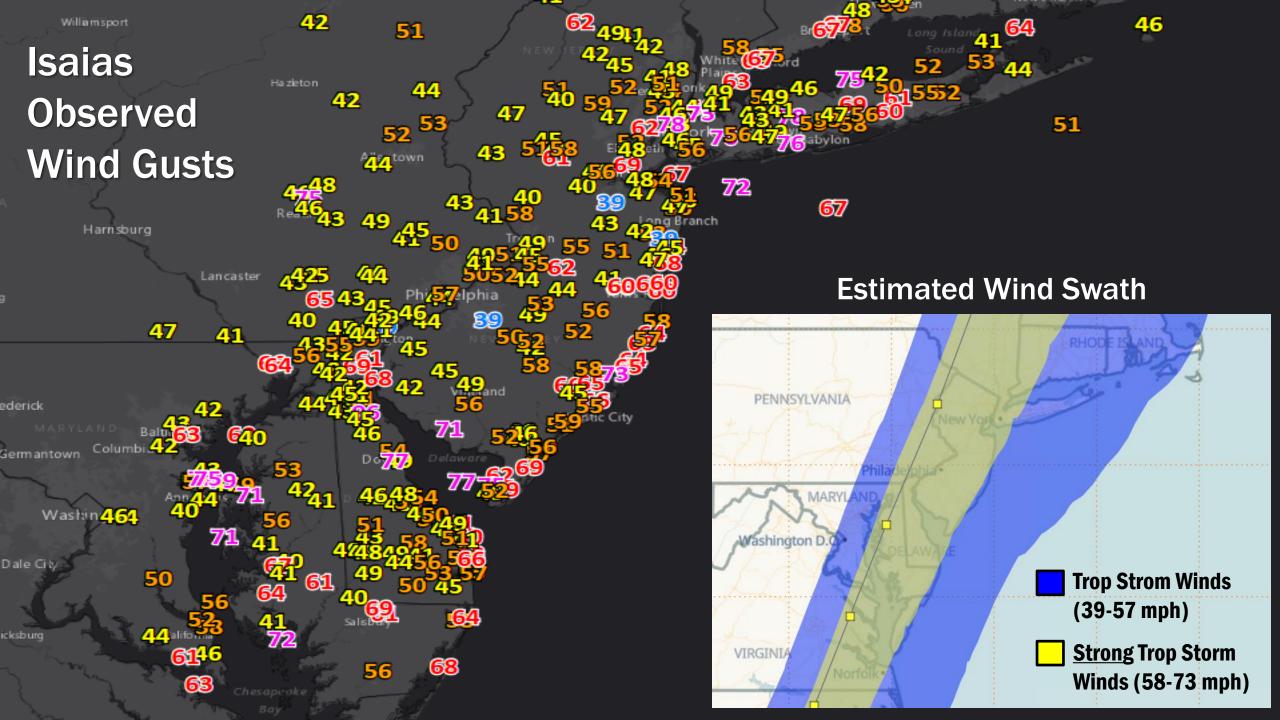
# **Environmental Factors that fueled the 2020 Atlantic Season**



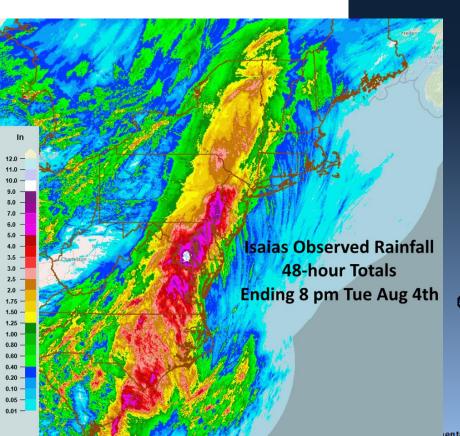
- Ongoing high-activity era conditions favor more hurricane activity.
   These conditions include above-average sea surface temperatures in the Main Development Region, along with
- 2. Weaker trade winds, weaker vertical wind shear, and a stronger, wetter west African monsoon.
- 3. El Niño was not expected; in fact, La Niña is occurring, meaning either no suppression of, or a reinforcement of, the high-activity era conditions.



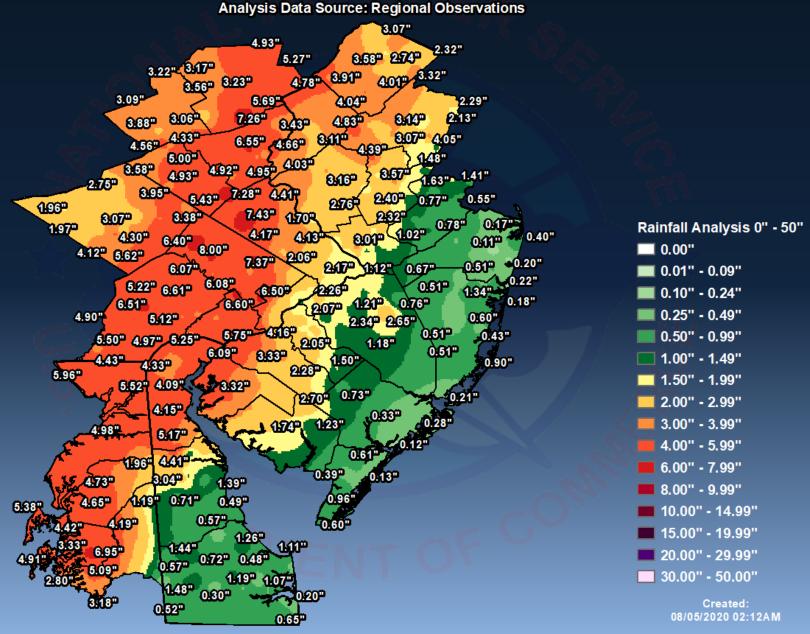




# Isaias Observed Rainfall (Storm Total)

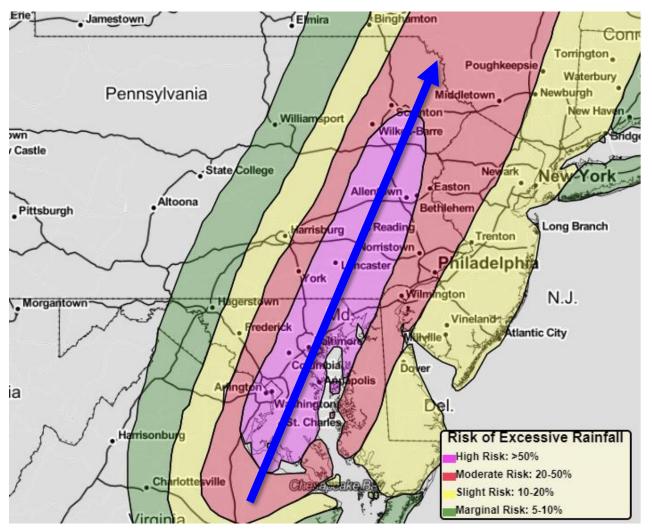


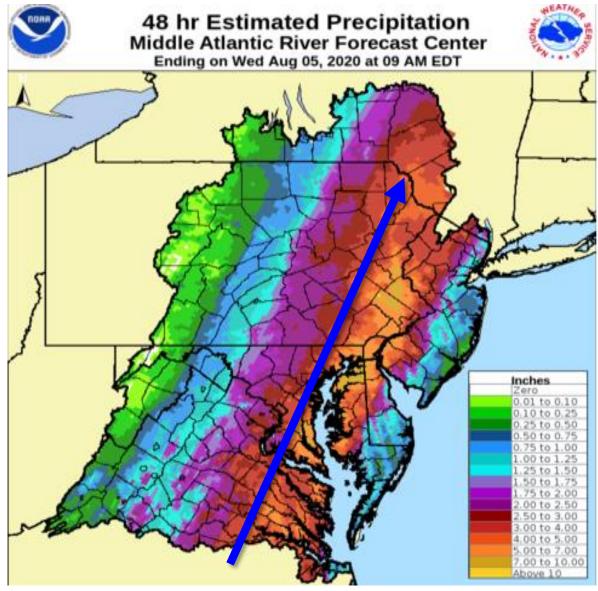
# National Weather Service Mount Holly/Philadelphia Tropical Storm Isaias Preliminary Storm Total Rainfall



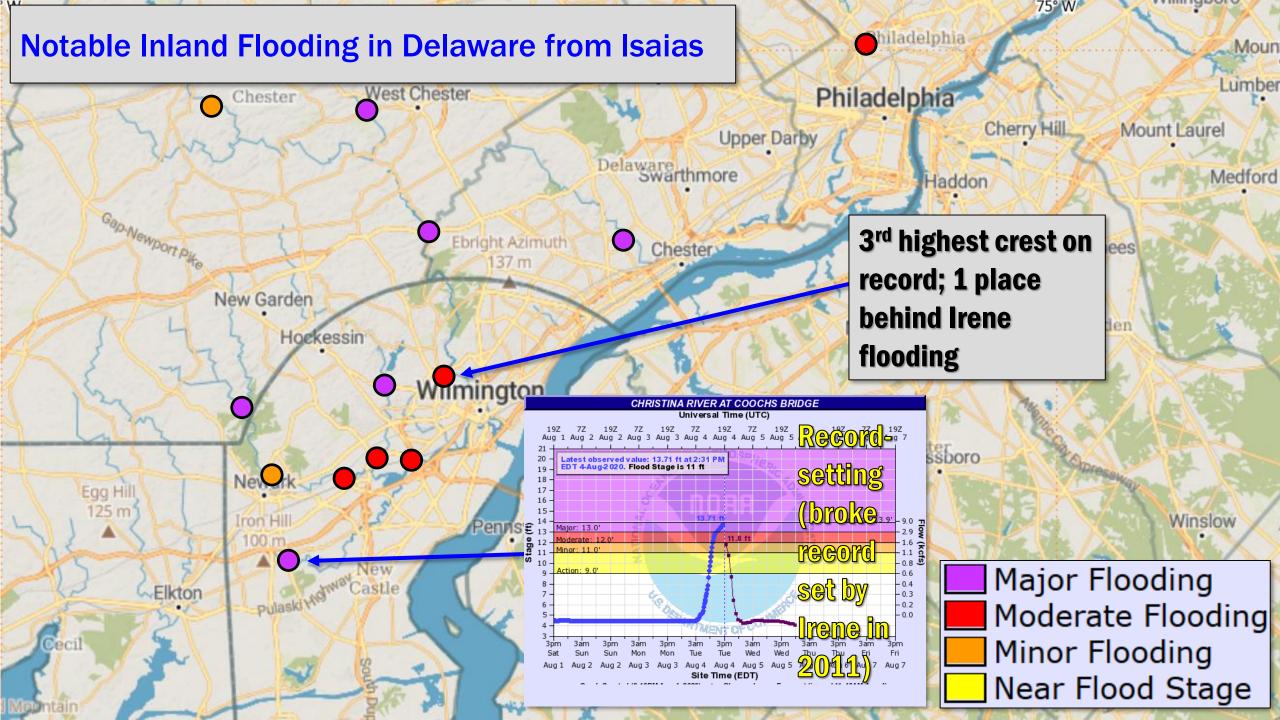
# Isaias Excessive Rainfall Outlook

(issued morning of Aug. 4)





Big Takeaway: locations in the Moderate Risk areas should be prepared for High Risk-level impact, especially given the track uncertainty with weaker tropical systems.







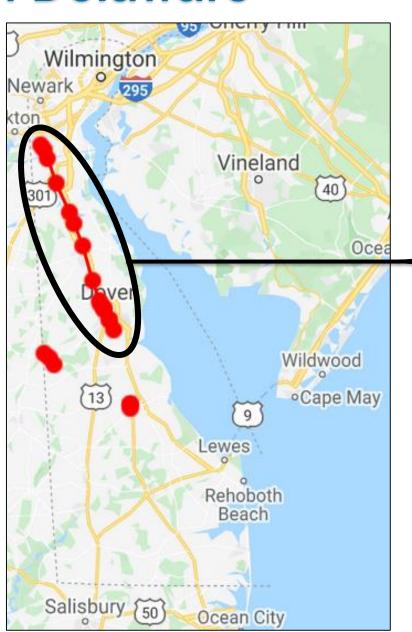


# **Isaias Inland Flooding in Delaware**

Photos courtesy of DelDOT, Josh Shannon/Newark Post, and Hockessin Fire Co.

# **Isaias Tornadoes in Delaware**

- 3 confirmed tornadoes in DE.
- The Kent Co. New Castle Co. Tornado rated an EF2 (EF2+ = "Significant")
  - □ Track length was 35 mi. (longest track in DE history; prev. record was 18 mi. in 1988)
- Sandtown Tornado rated EF1
- Milford Tornado rated EF1



# Tornado Continued from Page 3

ngagement rings, when family members and

### ween 9:10 and 9:20 a.m

The sounds came first, and it was not just heavy wind

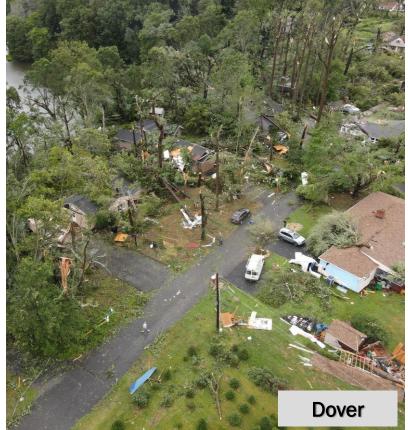
Nobody was hurt and neither were any horses, excer

for one that suffered a small laceration "It was scary because the roof was just coming off so quickly," said Kaylei Yearsley, 12, who was with Cline.



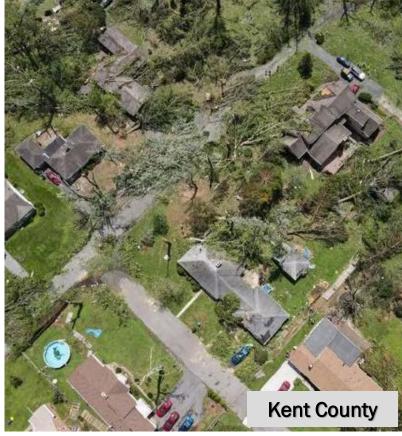
DESTRUCTION

IN DELAWARE











# **Isaias Tornadoes in Delaware**

Photos courtesy of DEMA, 6ABC Philadelphia, and Matthew Blanchfield

# Region 3 Hurricane-COVID Planning Timeline

Published the R3 Workshops for Hurricane Tactical Calls w/ HIA COVID-19 R3 Leadership & Preseason States and ESFs Meetings **State Directors** Supplement (early May) (May 11-20) (June 2-3) (mid June) Submitted Finalized the R3 Drafted the R3 Draft R3 HIA HIA Supplement HIA Supplement Supplement (early May) (early June) (late May)



# **COVID-Hurricane Operational Guidance from FEMA HQ**



COVID-19 Pandemic Operational Guidance for the 2020 Hurricane Season

May 2020



- Published in May 2020
- Describes anticipated challenges to disaster operations posed by COVID-19;
- Highlights planning considerations for emergency managers based on current challenges;
- Outlines how FEMA plans to adapt response and recovery operations;
- Includes guidance, checklists and resources to support emergency managers response and recovery planning.
- The COVID-19 Supplement to the Region 3 Hurricane Incident Annex complements this guidance.



# **COVID-19 Impact on R3 Hurricane Planning**

- Sheltering and transporting evacuees more complicated.
- Both congregate and non-congregate sheltering options being explored.
- Evacuation of hospitals and other facilities may be more complicated this year and take longer.
- The sharing of resources between impacted and non-impacted States may be limited this year, given that nearly all States still may be in response mode one way or another.
- Public messaging will be critical.
- We need to be prepared for COVID-19 to still be a threat during the 2021 hurricane season.



# Tropical Cyclone Names for the 2021 Atlantic Season

Ana Bill Claudette **Danny** Elsa Fred Grace

Henri lda Julian Kate Larry Mindy **Nicholas** 

Odette Peter Rose Sam Teresa Victor Wanda





# **13** Days until the end of the 2020 Hurricane Season

**195** Days until the start of the 2021 Hurricane Season

# Mike Bilder

Hurricane Program Manager / HLT Lead FEMA Region 3

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Dark Sky: HLT@fema.dhs.gov



**Winter Preparedness** 

- Winter Storm Effects
- NWS Weather Definitions
- Driving Restrictions
- Preparedness tips
- Helpful Sites



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### **Winter Storm**

- A Winter Storm is a combination of winter precipitation with an impact of hazardous conditions.
- The main hazards associated with winter storms are: High winds, freezing rain or sleet, heavy snowfall, and dangerously cold temperatures.
- Winter storms can create impassable roadways, loss of utilities and services, property damage, and disruption of business/economy.



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### **NWS Winter Weather Definitions**

- Advisory: Conditions are expected which could impact travel and other activities. If caution is used, should not be life threatening
- Watch: Issued when significant winter precipitation is possible within 24 to 48 hours. Alert of hazardous winter weather could occur. Issued for winter storms, heavy snow or blizzards.

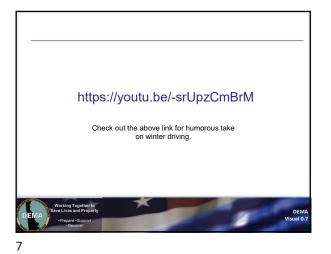


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## **Definitions Cont.**

- Warning: Issued when winter precipitation could lead to a threat to life or property. Indicators: 4+ inches of snow is expected in the next 12 hours; 6+ inches of snow in the next 24 hours, or ½ inch+ of ice accumulation is expected. The most serious winter weather message – take action!
- Blizzard Warning: Sustained wind speeds of at least 35 MPH are accompanied by considerable falling and/or blowing snow. Driving conditions become extremely difficult and dangerous.





### **Driving Restrictions/Waiver**

- 20 Delaware Code, Section 3116; The Governor or a designee may implement driving restrictions during a state of emergency
- Applies to use/operation of motor vehicles on Delaware roads to include highways, roadways, and private roads
- Separate levels may be issued throughout the State based on severity of conditions in given areas



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# **Driving Restrictions**

- <u>Level I Driving Warning</u> Persons operating a motor vehicle shall exercise extra caution.
- <u>Level II Driving Restriction</u> Driving is restricted to essential personnel and individuals with driving waivers due to safety, health, or business necessity.
- <u>Level III Driving Ban</u> Driving is restricted to those designated as first responders and essential personnel only. <u>Driving waivers does not apply</u>



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## Winter Preparedness/Safety

- · Winterize home
- Have heating system checked and chimney cleaned/inspected
- Fuel for alternate heat source(s)
- Bottled water, non-perishable food, batteries
- Fire extinguisher if portable heating units are used
- · Be aware of dangers of Carbon Monoxide
- · Clear snow from intake/exhaust vents
- Avoid overexertion when shoveling snow



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# Winter Preparedness/Safety Cont.

- · Vehicle maint; tires, anti-freeze, windshield washer
- Keep gas tank above half; prevents ice in fuel line
- Have emergency supplies in vehicle if traveling: Warm clothes, boots, shovel, sand
- If you become stranded; turn on flashers, run engine intermittently to stay warm
- · "Make a Plan Make a Kit"



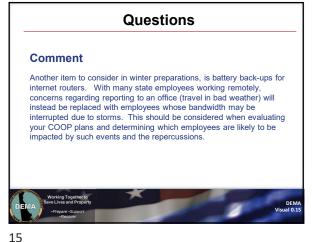
# **Helpful Websites**

- PrepareDE <a href="https://www.preparede.org/">https://www.preparede.org/</a>
- FEMA Ready https://www.ready.gov/
- NWS Winter Storms Pamphlet -<a href="https://www.weather.gov/media/safety/Winter-Storms2008.pdf">https://www.weather.gov/media/safety/Winter-Storms2008.pdf</a>
- Mt Holly NWS <a href="https://www.weather.gov/phi/">https://www.weather.gov/phi/</a>
- Driving Restrictions - https://dema.delaware.gov/drivingRestrictions/index .shtml
- DEMA https://dema.delaware.gov/





Questions Q: What is the difference of between Essential personal and Mission Critical personnel (or **COOP Essential)?** A: State assigned Essential Personnel are permitted and expected to drive during the Level II driving ban. This status is set by DHR and cannot be changed the individual organizations. COOP Essential personal are those people that are designated as employees that perform processes that are a priority to an organization. These employees are NOT permitted to drive during the ban unless they are also State Essential personnel.







COVID-19 AAR Template

► Template:

https://extranet.coop.state.de.us/index.shtml?dc=de

- ► Author
  - ▶ The AAR can be compiled by the COOP Coordinator, Planning Section Chief, Incident Command team, or other designated party.
- ▶ Content
  - ▶ Brief description of the incident
  - ▶ Time-line of events, decisions, and actions
  - ▶ Any issues that occurred
  - ▶ Improvement actions with responsible parties and deadlines

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## Thank you to those Agencies who have completed/submitted their AAR's

Court of Chancery Court of Common Pleas State Housing Authority Department of Agriculture Department of Education

Division of Management Services

Department of Safety and Homeland Security Division of Developmental Disabilities Services Division of Corporations State Service Centers DOL\_Employment and Training

Division of Visually Impaired DSCYF Office of Defense Services Environmental Protection - Air Quality Office of Pensions DNREC- Office of the Secretary Public Service Commission Stockley Center

Dept. of Public Health

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# Common Responses

- ▶ Representation of PIO at the Joint Information Office
- ▶ All meetings and communication moved to virtual/phone
- Assessment of VPN capabilities: agencies had to determine
- ▶ Some processes require on-site personnel- determined COVID compliant procedures
- Some staff elected or prefer coming to the office as their home may not provide resources or dedicated physical space for work duties.
- HR policies and COOP planning were flexible to change as users and policies were needed
- ▶ Leadership and Operations weekly meetings and updates
- Closure of public facing services required enabling new customer service interaction methods (e.g. web chat) and fortification of existing (e.g. email, phone, interactive voice response). Chat feature activated in VOCAL system.

Other Responses

- Moving to paperless operations in recent years allowed DSHA to be effective off site
- ▶ Daily phone calls with DEMA and DHR provided excellent communication.
- ▶ State issued cell phones were used to communicate with customers.
- Use of electronic signatures expedited processes.
- Found that productivity increased for many units when tele-work was
- More effective and better communicated plan for how mail would be processed at the administration building

### Common Issues

- Enforcing the use of face coverings by staff has been met with resistance.
   Managing repercussions for non-compliance has been difficult.
- Managing telecommunications limitations, where staff may not have Department issued equipment, has been a roadblock and created issues amongst staff when a prompt response is needed.
- Managing, ordering, and distributing sanitization and disinfectant supplies has been cumbersome and needs to be streamlined.
- Court personnel had to quickly become acquainted with Zoom and Skype technology to assist the judges in preparation for hearings by Zoom, Skype or by telephone using Court Solutions or other 3rd party conference companies.

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# **Best Response Suggestions**

- ▶ Establish point person(s) and process to ensure consistent and timely messaging from upper management to section managers
- Common and consistent activity logging by staff for section managers to adequately review performance.
- Develop a position specific break-out of who can or cannot telecommute in the event of a disaster so that everyone understands prior to an incident occurring.
- DOE made how to documents, to help with applications not needed for VPN access
- Conduct more drills vs. tabletops so leadership and employees have a better understanding of response/recovery capabilities.



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### **Additional Resources**

- ► Fact+Sheet\_Covid 19
- ▶ Return to work safely Presentation
- ► Covid-19 Best Practices for Businesses in Delaware
- ▶ <u>de.gov/healthycommunity</u>
- https://governor.delaware.gov/delawaresrecovery/