



Agenda for Delaware Continuity Coordinator Council

**May 26, 2016
1 p.m. – 3 p.m.**

Attendees: Lori Gorman, Claudette Martin-Wus, Dan Cahall, Judy Everett, Erich Heitnz, Jackie Keel, John McCartney, Sharon Poole, Vicki Smith, Terri Thomas, Doyle Tiller, Kevin Wright, Dawn Minor, Valerie Trott, Jamie Roy, Christopher Ciecko, Kevin Eickman, Heather Comstock, Patricia Gannon, Adrienne R. Hegman, Alyssa Huenke, Catherine Z. Oravez, Karin Sweeney, Brian Leahy

➤ **DECCC Updates**

➤ **How to Keep Your Agency Afloat** (PPT presentation below)
(Michael Powell, Environmental Scientist IV, DNREC)

Q. How do I determine if my work or home location falls in a flood zone?

A. There are several web features to assist in determining this information. You may go to <https://msc.fema.gov/portal> will show you FEMA flood maps for your location. <http://www.dnrec.delaware.gov/swc/drainage/pages/flooding.aspx> to view DNREC flood information.

Q. What is a nuisance Flood?

A. A flood that occurs regularly in low lying areas that typically doesn't cause substantial damage but is a "nuisance". Best example is the flooding of certain roads that occurs during heavy rains. The road is not substantially damaged, but causes a nuisance to travelers who must find an alternate route.

➤ **Welcome to MIR3, your new Crisis Communications Tool!** (PPT presentation below)
(Lori Gorman, DTI)

Q. Can the MIR3 App be loaded onto state issued phones?

A. You will need to check with your individual organization's policy.

Q. Will Senior Leader and managers be able to initiate Notifications?

A. Only approved initiators with a license can initiate a notification. You may use the Cascade option within the tool to validate approval to send a notification, but you the initiator is actually sending the notice.

DECCC Steering Committee members:

Claudette Martin-Wus – Co-Chair

Tony Lee – Co-Chair

Vacant – Vice-Chair

Monica Fisher – Education and Training Officer

Vacant – IT Systems Officer


John Mancus – Disaster Preparedness Officer

Mark Devore – Facilities Officer

Lori Gorman – Vital Records Officer

****If interested in the vacant position(s), please contact any one of the Steering Committee members****

Qualifies as 1 CEU per hour towards COOP certification(s)



Delaware Continuity Coordinator Council (DECCC)

May 26, 2016

Agenda

- Welcome/Introductions
- DECCC Updates
- Elections
- **Is Your Agency in an Unknown Flood Area?**
(Michael Powell, Environmental Scientist IV)
- **The New and Improved Crisis Communications Tool!**
(Lori Gorman, DTI)
- Q&A

DECCC Updates

- Upcoming 2016 meetings
 - August 25th – Cyber/COOP Presentation
– Public Communications
 - November 17th – Winter Weather Preparedness
– COOPsgiving: A Time to Reflect
- Upcoming Events
 - Family Preparedness Day – September 24th
 - Cyber Workshop (Secure Delaware)– September 7
 - Cyber Exercise – October

Elections

- ▶ Positions:
 - Vice-Chair
 - Education and Training Officer
 - IT Systems

Statewide COOP Exercise Highlights

Scenario involved automated Bomb threat, suspicious package, active-shooter and explosion.

- ▶ Risk assessment associated with threats and the need to have a Emergency Procedures policy in place.
 - Statistically bomb threats do not actually result in explosion.
 - Evacuations may pose equal threat- Decision should be based on policy and threat analysis.
 - Policies must be communicated to staff.
 - Emergency Procedure Guide development assistance available through DEMA.
- ▶ Need to establish clear lines to validate threat.
 - Consider registering with Delaware Information Analysis Center (DIAC). 1-800-Force-2-3
- ▶ Consistent and Effective Communication methods are key in terms of notifying employees, public, and stakeholders of an incident.
 - Communications polices (what to say, how often, etc.) should be explored and established before an incident. Consider pre-scripted messages.
 - Establish Public Information Office and ensure all staff know who and contact information.
 - Communication lines should be explored for all stakeholders including surround organizations, facilities managers, etc.

Is your Agency in a Flood Zone

(Michael Powell)

Presentation

The New and Improved Crisis Communications Tool!

(Lori Gorman, DTI)

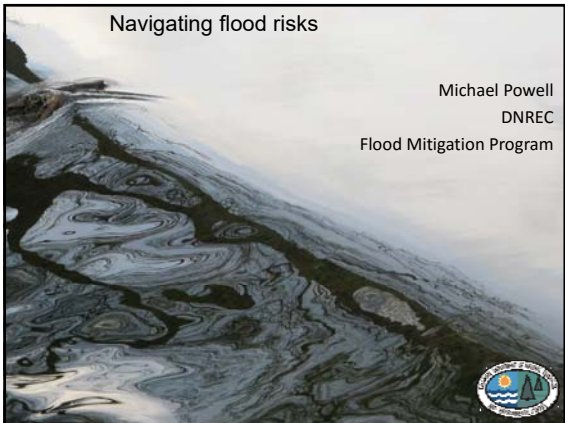
[Presentation](#)

Q&A



Navigating flood risks

Michael Powell
DNREC
Flood Mitigation Program



If I can only get two points across...

- Know your risk
- Mitigate your risk



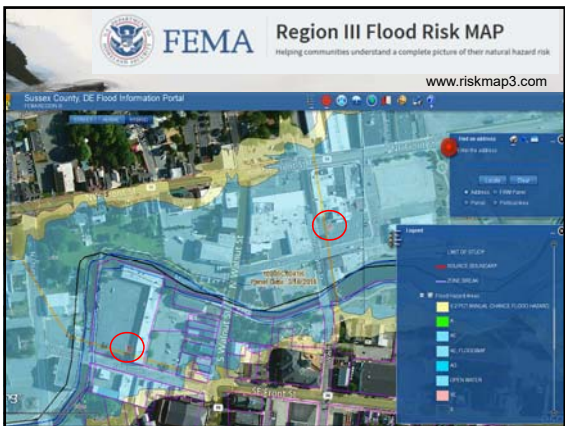
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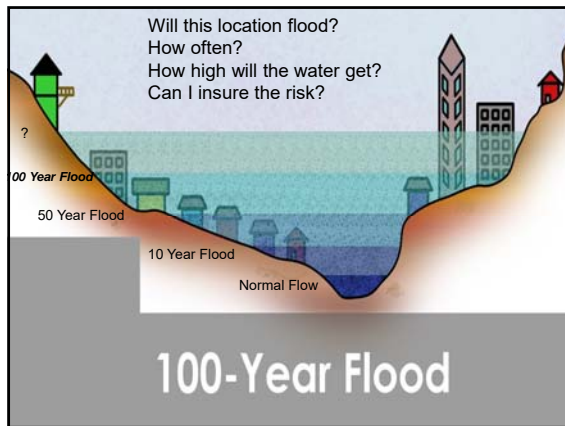
By the way everyone is at risk!



Will this location flood?
How often?
How high will the water get?
Can I insure the risk?



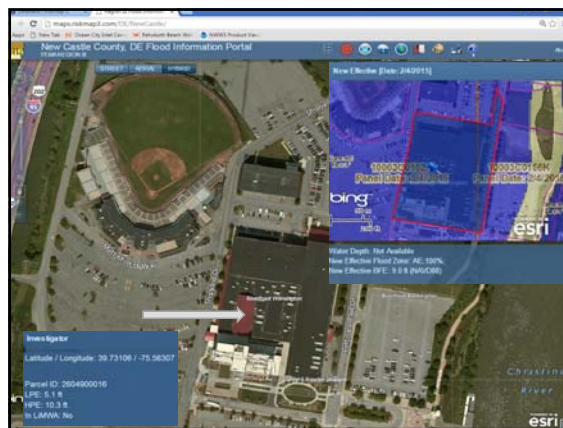
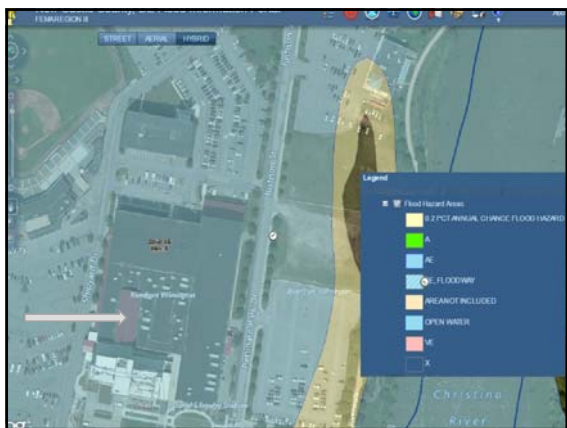
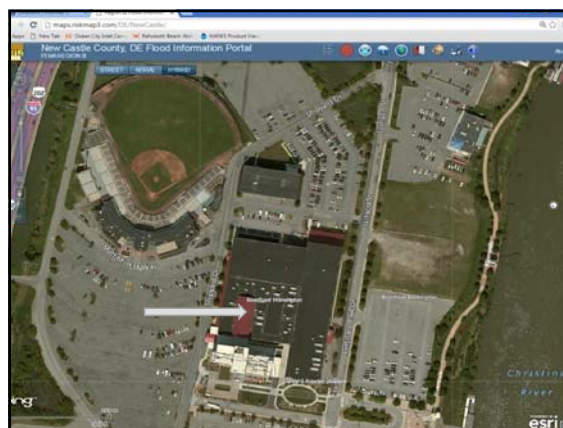
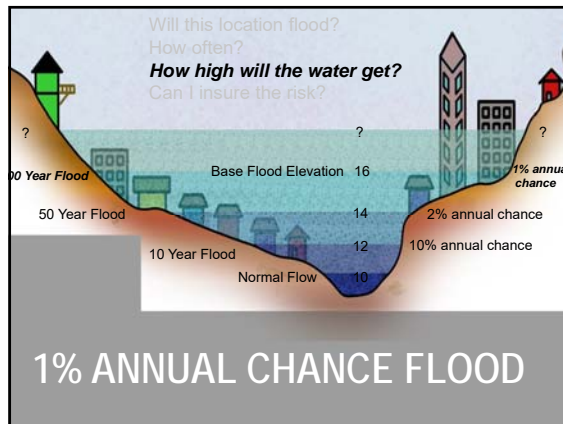
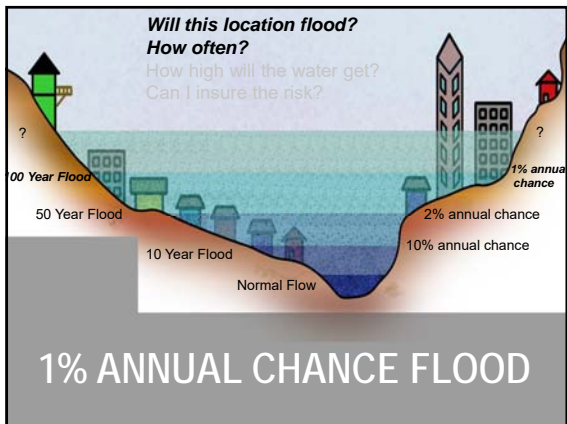
FEMA Region III Flood Risk MAP
Helping communities understand a complete picture of their natural hazard risk
www.riskmap3.com
Sussex County, DE Flood Information Portal

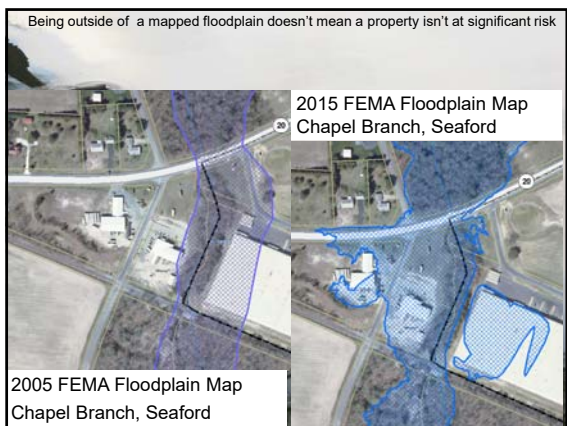
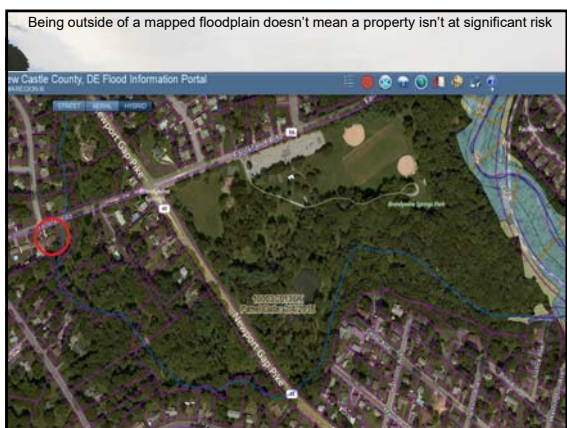
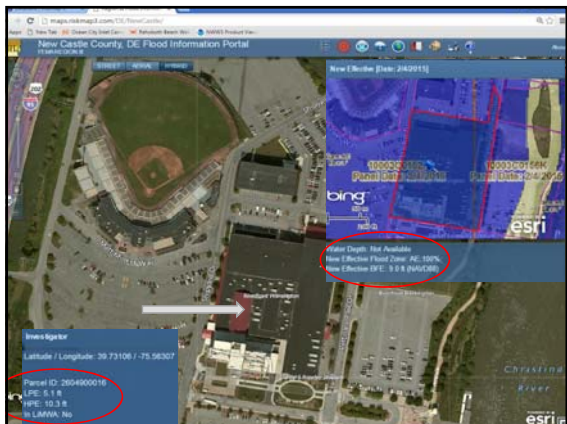


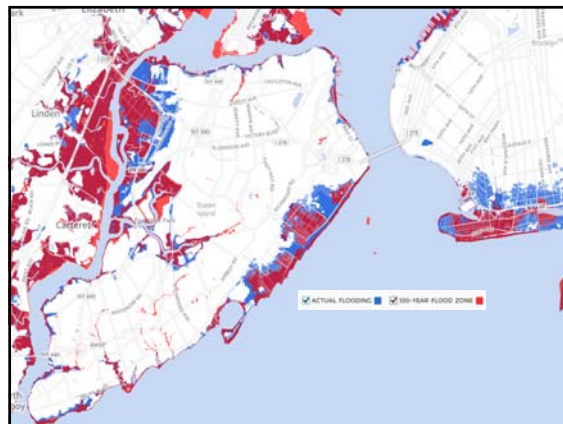
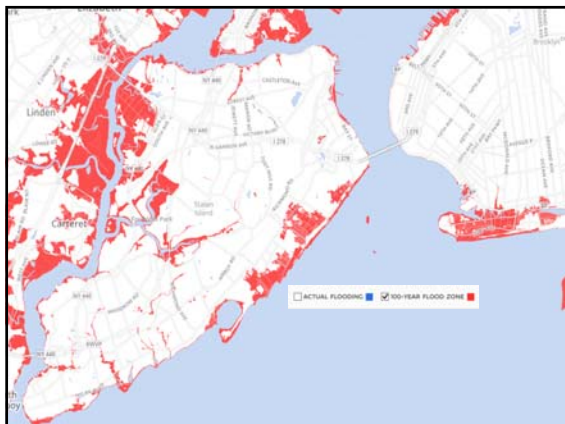
Will this location flood?
How often?
How high will the water get?
Can I insure the risk?

100 Year Flood
50 Year Flood
10 Year Flood
Normal Flow

100-Year Flood







April 1, 2016 Program Changes

Premium Increases and Surcharges

Overall, premiums will increase an average of 9% for policies written or renewed on or after April 1, 2016

- Primary Residences=5%
- Non-Primary Residences=21%
- 25% Rate Increases for Policies Covering Non-Residential Business Properties

Will this location flood?
How often?
How high will the water get?
Can I insure the risk?

PREMIUM AT 4 FEET BELOW BASE FLOOD ELEVATION	PREMIUM AT BASE FLOOD ELEVATION	PREMIUM AT 3 FEET ABOVE BASE FLOOD ELEVATION
\$9,500/year \$95,000/10 years	\$1,410/year \$14,100/10 years	\$427/year \$4,270/10 years

Three house icons are shown on a blue base line labeled 'BFE'. The first house is partially submerged (4 feet below BFE), the second is at the BFE line, and the third is mostly above the water (3 feet above BFE).

If your property is in a floodplain, how you build has a huge effect on the cost of flood insurance

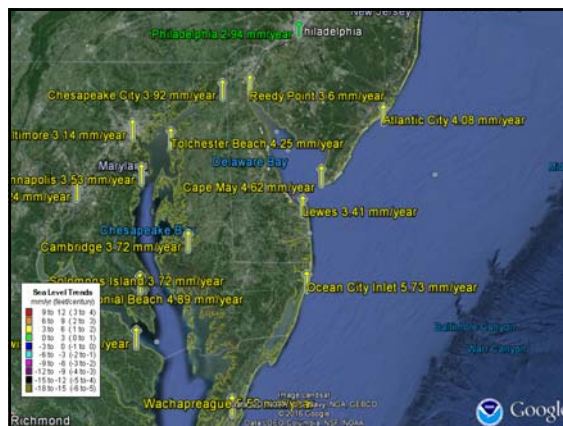
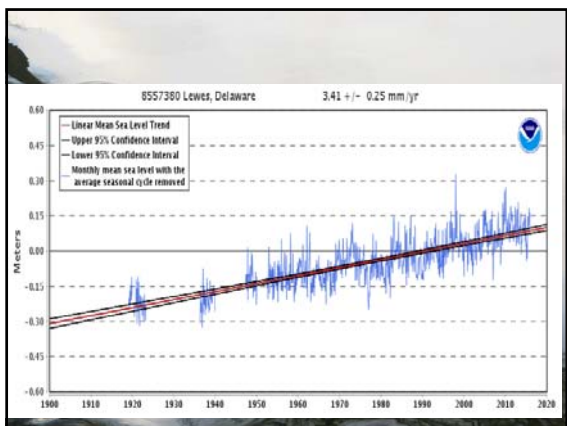
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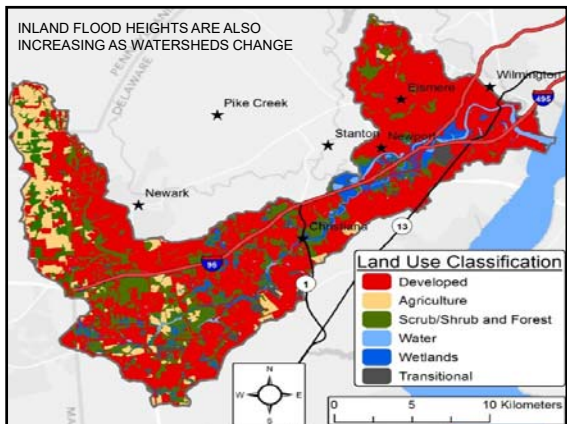
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Commercial Coverage

At least 25 percent of businesses that close after events, like a flood, never reopen. From 2010 to 2014, the average commercial flood claim amounted to nearly \$89,000. Flood insurance is the best way to protect yourself from devastating financial loss. Find the flood risk for your business now using our One-Step Flood Risk Profile.







Leaving you with two thoughts:

- Flood risk is easier than ever to determine. Use available tools.
- Flood risk is increasing as is insurance cost but there are things you can do to lower your risk.

Leaving you with two thoughts:

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Thank you for listening. Please feel free to contact me at:
Michael.powell@state.de.us



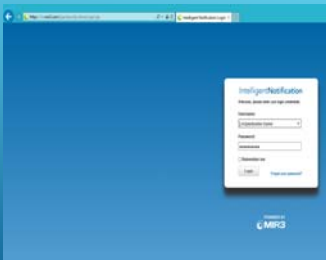
WELCOME TO MIR3: CRISIS COMMUNICATIONS

Your New and Improved
Crisis Communications Tool
for Delaware COOP
Agencies.

POINTS TO COVER

- Navigation
- Groups vs. Users
- Message Types
- Activating Notifications
 - Quick Launch
 - New Notifications
 - Saved Notifications/templates
 - Reports
- Special Features
 - Scheduled Notifications
 - MIR3 APP
- Questions

NAVIGATION



- <https://in.mir3.com>
- Login: first.last
- Password: state password policy

DASHBOARD



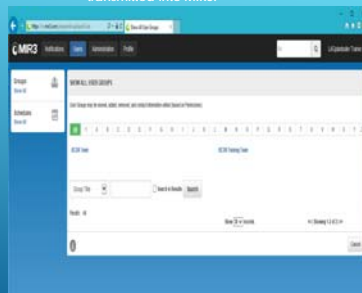
- Notifications
- Users
- Administration
- Profile

GROUPS VS. USERS

Users: the individuals within the system and their contact information. This is loaded from LDRPS and all updates need to be done in LDRPS. At this time user accounts are locked so only administrators can view them.

Groups: selection of users that are grouped together for easy notification initiation. Groups can be built dynamically or statically. A dynamic group by DDS has already been created for each organization. See Liaison to add individuals or create additional groups.

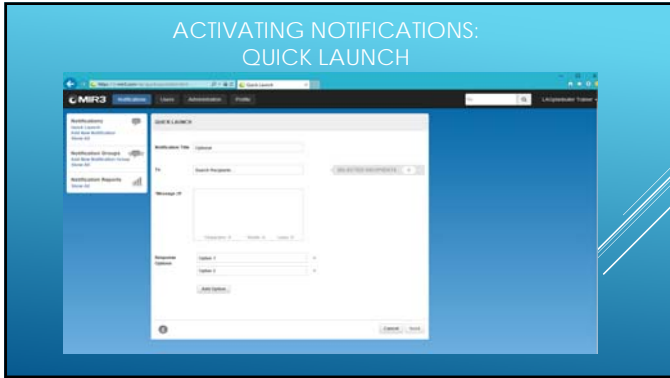
NOTE: Call Lists are not automatically transmitted into MIR3!



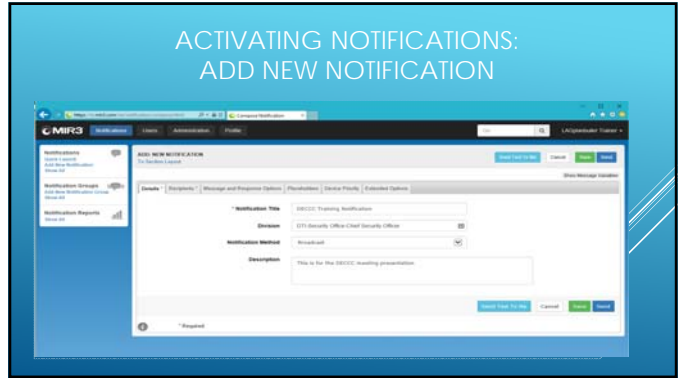
MESSAGE TYPES

- **Broadcast:** Broadcast sends Notification to all chosen Recipients at one time.
- **First Response:** First Response limits the number of responses to a single successful response by an individual from a recipient list.
- **Callout:** Delivers a Notification and receives a specified number of successful responses from a group of Recipients. Use this option to request more than one volunteer.
- **Bulletin Board:** Creates a Notification placed on a telephony "Bulletin Board." Notifications can be directed at specific business units and geographic locations. These types of Notifications are never directly transmitted to a Recipients assigned devices but are placed on the Bulletin Board for them to dial in to receive the message (usually through an assigned toll-free telephone number).

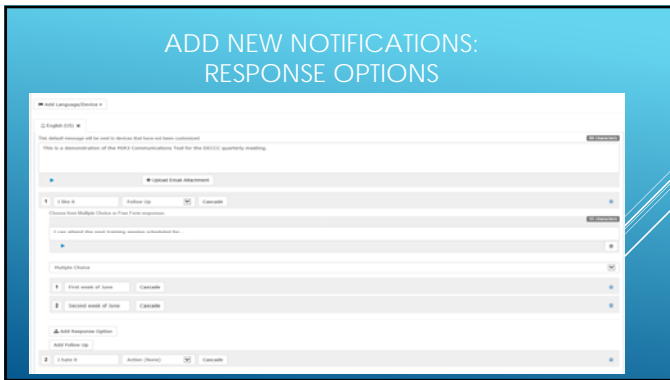
ACTIVATING NOTIFICATIONS: QUICK LAUNCH



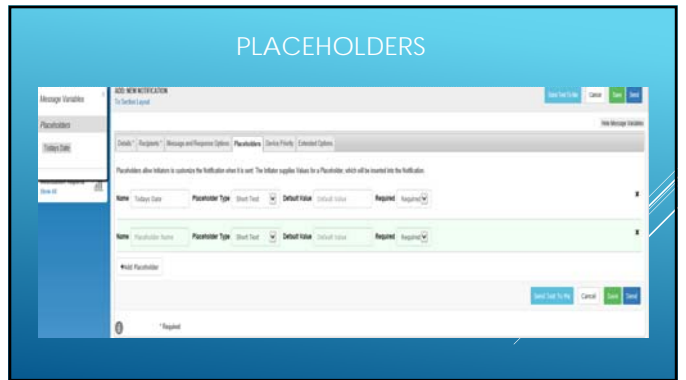
ACTIVATING NOTIFICATIONS: ADD NEW NOTIFICATION



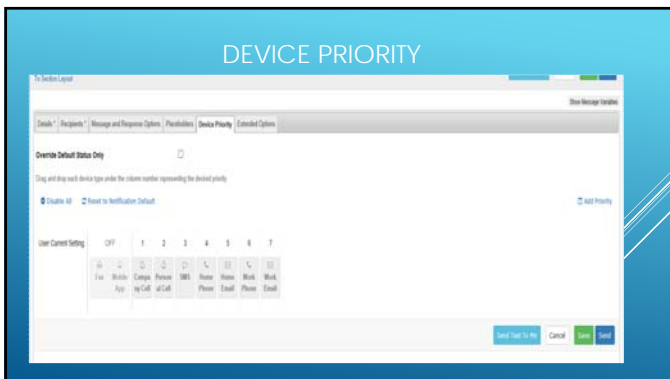
ADD NEW NOTIFICATIONS: RESPONSE OPTIONS



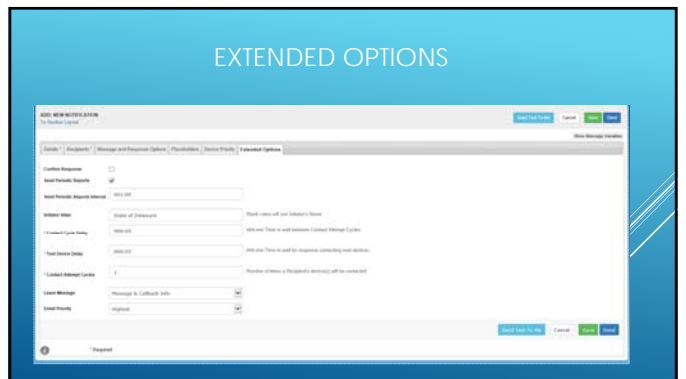
PLACEHOLDERS



DEVICE PRIORITY



EXTENDED OPTIONS



SAVED NOTIFICATIONS

The screenshot shows the 'SAVED NOTIFICATIONS' page in the MIR3 system. It features a search bar and a list of notifications. The 'DECC Training Notification' is selected, showing details like 'This is for the DECC meeting preparation' and a 'Publish Date' field.

NOTIFICATION REPORTS

The screenshot shows a 'NOTIFICATION REPORTS' page for a 'DECC Training Notification'. It includes a message preview and a table with a bar chart showing response statistics.

Response	Total Responses	Total Contacted	Total Responded
Response 1	100%	1	1
Response 2	0%	0	0
No Response	0%	0	0
Not Contacted	0%	0	0

SPECIAL FEATURES: SCHEDULED NOTIFICATIONS

The screenshot shows the 'SCHEDULED NOTIFICATION' form in the MIR3 system. It includes fields for 'Subject', 'Body', and 'Recipients', along with a 'Schedule' section for setting the notification time.

SPECIAL FEATURES: MIR3 APP

The screenshots show the MIR3 mobile app interface. The first is the login screen with the MIR3 logo. The second is the 'Create Notification' screen with fields for title, to, message, and response options. The third is the 'Report Details' screen showing a message and response statistics.

Statistics (Totals)		
Responses	Contacted	Responded
1	1	1

QUESTIONS?