

CHAPTER 7

Department of Emergency Management

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The Department of Emergency Management (DEM) coordinates the city's emergency management operations with state, federal (including military), and non-government agencies to prepare, respond to, and recover from various types of disasters and emergencies.

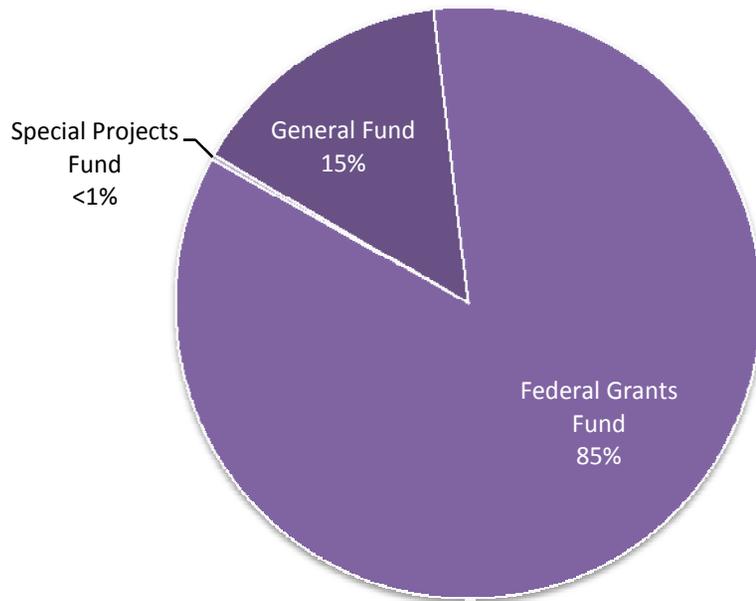
The department's goals are to:

- Bring public awareness, preparedness, and educational programs that are critical for community level resiliency.
- Synchronize public and private sectors to ensure seamless response and recovery.
- Sustain the city's Emergency Operations Center (EOC) capability by facilitating event tracking, planning and management.
- Develop an all-hazard strategic plan, using a risk based all-hazard approach inclusive of both natural and man-caused hazards.

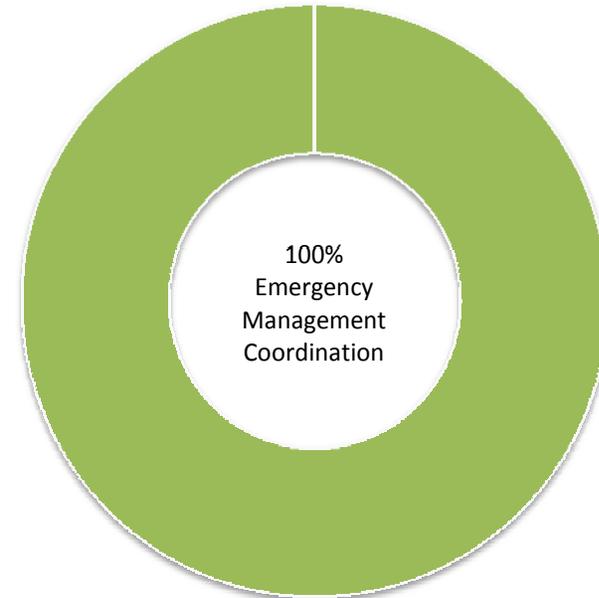
To develop, prepare for, and under disaster emergency situations, assist in the implementation of emergency management plans and programs to protect and enhance public health, safety and welfare of residents and visitors.

- Mission Statement

Funding Sources¹



Funding Uses



¹Percentages do not total to 100% due to rounding.

	Total Revenues (\$ million)	Total Operating Expenditures (\$ million)	Staffing		Cost Per FTE ²	Overtime Expenditures ³	
			Total Authorized FTE	Total Vacant FTE		Total	Non-Holiday
FY 2009	\$7.3	\$14.3	15.5	6	\$922,066	\$44,262	\$43,987
FY 2010	\$5.2	\$10.9	15.5	7	\$703,226	\$36,927	\$36,724
FY 2011	\$3.6	\$8.4	15.5	7	\$539,784	\$59,596	\$58,496
FY 2012	\$13.4	\$11.7	15.5	6	\$753,817	\$74,553	\$74,868
FY 2013	\$4.2	\$6.4	13.5	5	\$477,887	\$118,648	\$115,940
Change from last year	-69%	-45%	-13%	-17%	-37%	59%	55%
Change over last 5 years	-43%	-55%	-13%	-17%	-48%	168%	164%

Source: Executive Operating Program and Budget (FY 2010-FY 2015), Department of Budget and Fiscal Services, and Department of Emergency Management. ²Cost Per FTE = Total Operating Expenditures/Total Authorized FTE. ³Overtime pay is established by bargaining unit agreement, as applicable.

Spending and Staffing

Over the last five years, the department's operating expenditures decreased 55% from \$14.3 million in FY 2009 to \$6.4 million in FY 2013. Revenues also declined from \$7.3 million in FY 2009 to \$4.2 million in FY 2013, a 43% decrease. According to the department, both revenue and expenditure fluctuations can occur due to federal grant requirements. First, Homeland Security Grants are often received by DEM but expended on behalf of other city responder agencies. Second, federal grants are generally received and expended over two-year federal fiscal cycles, but may be extended into subsequent years.

Total authorized staffing decreased 13% from 15.5 FTE positions in FY 2009 to 13.5 FTE positions in FY 2013. There were 5 vacant FTE positions in FY 2013.

Overtime expenditures increased 168% over the last five years. According to the department, overtime is always unpredictable, since it is used to activate and staff the City Emergency Operations Center. The amount of overtime expended always correlates to the amount of activated days due to impending, threatening, or actual disasters. For example, the tsunami warning of October 27, 2012 required a significant amount of overtime. Bargaining unit salary increases further create a corresponding increase in overtime pay.

In the 2013 National Citizen Survey, 58% of Honolulu residents rated *Emergency Preparedness*¹ as *excellent* or *good*. This rating is *similar* to percentages reported nationwide and among cities with populations over 300,000.

The survey also found that 62% of Honolulu residents *Stocked Supplies* for an emergency .

¹Services that prepare the community for natural disasters or other emergency situations.



DEM staff evaluates a County Emergency Operations Center hurricane exercise.

Photo Courtesy of Department of Emergency Management

The National Citizen Survey				
	2010	2011	2012	2013
Emergency Preparedness (% <i>Excellent</i> or <i>Good</i>)	57%	67%	60%	58%
Comparison to National Benchmark	↔	↑	↔	↔
Stocked Supplies for an Emergency (% of Residents)	N/A	N/A	N/A	62%
Comparison to National Benchmark	N/A	N/A	N/A	↑↑

Source: The National Citizen Survey, Trends over Time, Honolulu, HI, 2013

Legend:

- ↑↑ Much higher than national benchmark
- ↑ Higher than national benchmark
- ↔ Similar to national benchmark
- ↓ Lower than national benchmark
- ↓↓ Much lower than national benchmark

The department maintains the city’s Emergency Operations Center (EOC) where it coordinates emergency/disaster response and recovery support. Activities include communications support, coordinating deployment of pumping and heavy equipment, activating emergency management reserve corps personnel, and coordinating state response resources.

In FY 2013, the EOC was activated for 43 days to address emergency events such as flooding, high surf, brush/wildfires, and tropical depressions/cyclones.

Over the last five years, the number of days the EOC has been activated declined for all emergency categories. According to the department, the decline was due to a change in criteria used to calculate activation days. After FY 2010, the department reported the actual number days the EOC was activated, rather than the number of days a particular emergency event occurred.



Community partners confer in the County Emergency Operations Center during a hurricane exercise.

Photo Courtesy of Department of Emergency Management

	Number of Days EOC Activated ¹					Nixle ²	
	High Surf Advisory	Flood/ Flash Flood Advisory	Tsunami Info/ Watch/ Warning	Tropical Depression/ Cyclone	Brush/ Wild Fire	Total Alerts Sent	Total Active Accounts
FY 2009	133	35	44	18	8	-	-
FY 2010	133	15	26	18	10	-	-
FY 2011	24	28	15	2	2	143	-
FY 2012	2	20	0	2	6	186	17,027
FY 2013	3	11	1	1	2	248	26,014
Change from last year	50%	-45%	--	-50%	-67%	33%	53%
Change over last 5 years	-98%	-69%	-98%	-94%	-75%	--	--

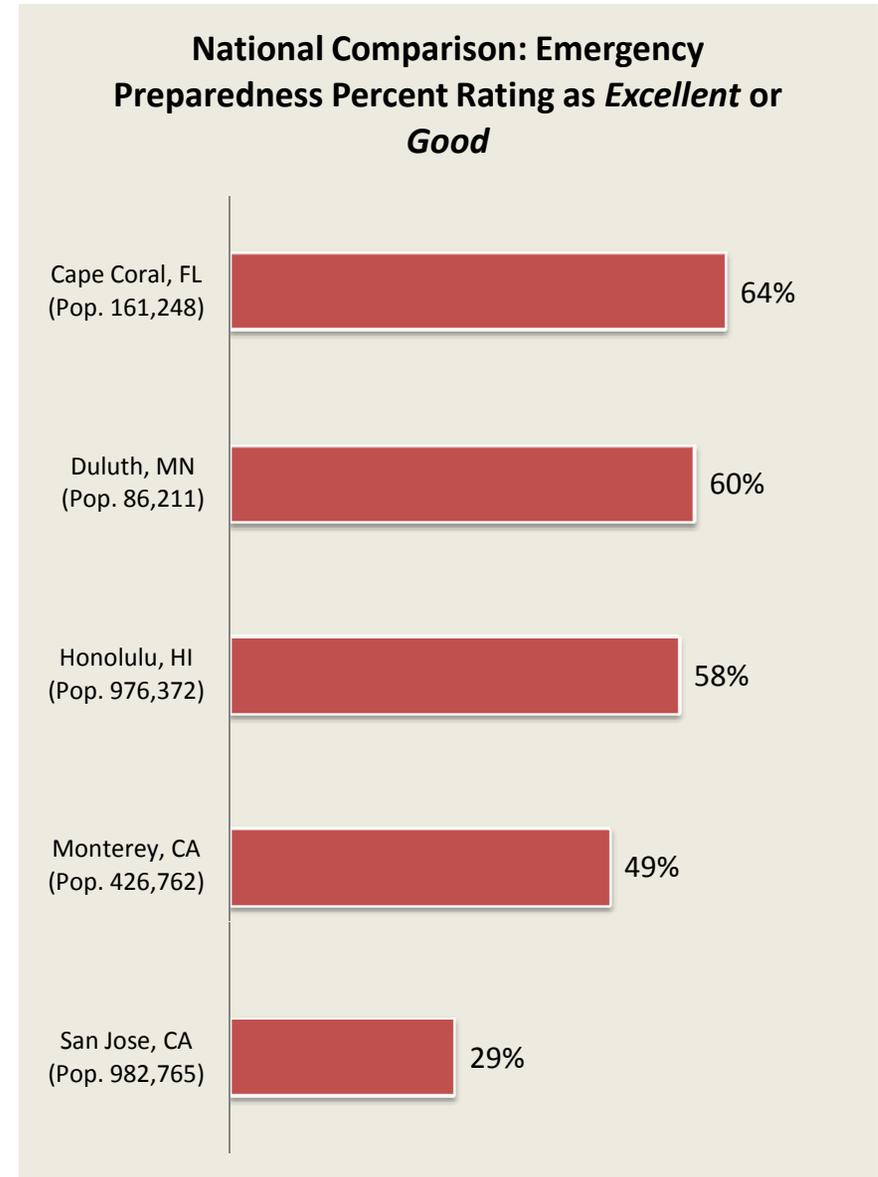
Source: Department of Emergency Management. ¹DEM operated the EOC 43 days in FY 2013 which included other events that are not shown in this table. ²Nixle is a test and email based notification system for O`ahu residents and visitors to receive alerts regarding various emergencies.

Disaster and Emergency Response

During FY 2013, the city's EOC was activated for tropical storm (Daniel) when it crossed into the Central North Pacific or Hawaiian waters. Between May and June 2013, a series of heavy storms caused multiple EOC activations. Response events included road closures, reservoir monitoring, and roadway flooding. On October 27, 2012, EOC was activated in response to an earthquake and subsequent tsunami from Queen Charlotte Islands, British Columbia. Waves reached the O'ahu coastline. No damages were reported.

The department's public education programs supported more than 92 outreach events in FY 2013. These events include:

- Participating in *Safe Communities Day* with 35 public safety partners at Leeward Community College.
- Coordinating the 2nd Annual *Get Ready Ewa Beach* Emergency Preparedness Fair.
- Supporting communities that are designated as *StormReady* and *TsunamiReady* by the U.S. National Oceanic and Atmospheric Administration.
- Fostering interoperability between the city, telecommunications companies, utilities, and the American Red Cross by sharing the city's 800 MHz radio system.
- Introducing a new mobile application, *Tips for First Responders*, designed to help emergency responders communicate and assist individuals with access and functional needs.



Source: 2013 National Citizen Survey for the City of Cape Coral, FL; City of Duluth, MN, City and County of Honolulu, HI; City of Monterey, CA; and City of San Jose, CA.