

## Chapter 7 - Department of Emergency Management

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

The department's goals are to:

- Reduce vulnerabilities to disasters through hazard mitigation and prevention measures as well as public outreach and education;
- Enable coordinated and effective response to natural and human caused disasters; and
- Enable cost effective disaster recovery that will also enhance community resiliency.

DEM's administration plans, directs, coordinates, and administers the overall operations and functions of the department. The department carries out its responsibilities for Emergency Management Coordination as follows:

### Emergency Management Coordination

- Coordinate emergency plans with other city departments and external partners
- Maintain readiness of city workforce through training and exercise
- Manage the Emergency Management Reserve Corps to augment city workforce
- Develop and maintain strategic partnerships
- Maintain readiness of the city's Emergency Operations Center
- Educate the public on the hazards that can affect them and how to prepare for them

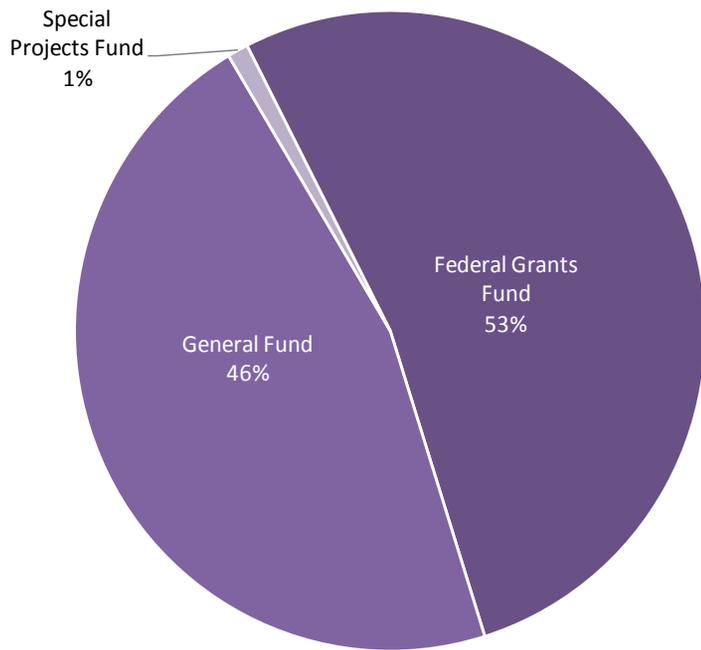


*To develop, prepare for, and under disaster emergency situations, assist in the implementation of emergency management plans and programs to protect and enhance public health, safety, and the welfare of residents and visitors.*

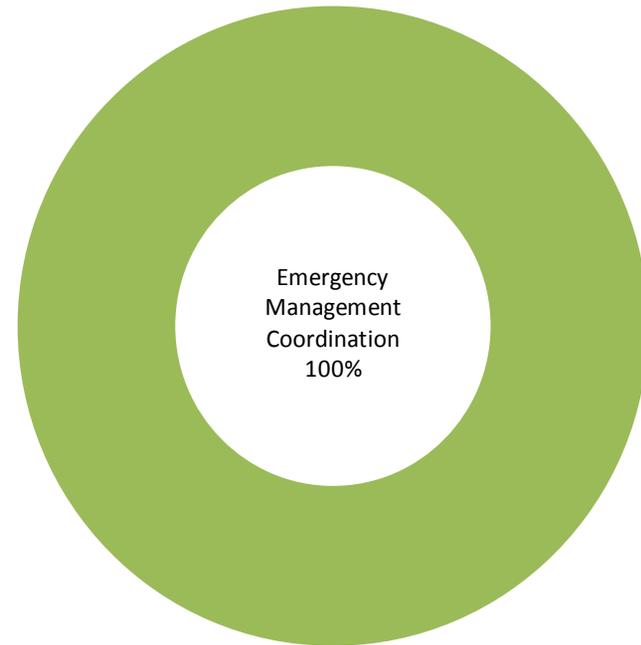
*Mission Statement*

# Spending and Staffing

## Fund Sources<sup>1</sup>



## Fund Uses



	Total Revenues (\$ millions)	Total Operating Expenditures (\$ millions)	Staffing		Cost Per FTE <sup>2</sup>	Overtime Expenditures <sup>3</sup>	
			Total Authorized FTE	Total Vacant FTE		Total	Non-Holiday
FY 2015	\$1.54	\$2.85	15.5	4	\$184,384	\$168,175	\$167,560
FY 2016	\$1.60	\$3.02	15.5	2	\$195,289	\$130,383	\$129,670
FY 2017	\$1.68	\$5.11	15.5	2	\$329,992	\$552,698	\$551,610
FY 2018	\$2.43	\$3.62	15.5	3	\$233,581	\$43,573	\$43,015
FY 2019	\$1.00	\$2.72	15.5	3	\$176,012	\$49,540	\$50,212
Change from last year	-59%	-25%	--	--	-25%	14%	17%
Change over last 5 years	-35%	-5%	--	-25%	-5%	-71%	-70%

Source: Department of Budget and Fiscal Services. <sup>1</sup>Percentages do not total 100% due to rounding. <sup>2</sup>Cost Per FTE = Total Operating Expenditures/Total Authorized FTE. <sup>3</sup>Overtime pay is established by bargaining unit agreement, as applicable.

## Spending



Operating Expenditures

**\$2.72M ▼ 25%**

Over the past year DEM's operating expenditures decreased 25% from \$3.62 million to \$2.72 million. According to the department, the decrease is due to the inconsistency of expending federal grant funds.



Overtime Expenditures

**\$50K ▲ 14%**

Over the past year DEM's overtime expenditures increased 14% from \$43,573 to \$49,540. The department attributes the increase to the unpredictable nature of disasters.

## Five Year Trends



- Total Overtime Expenditures decreased 71% between FY 2015 and FY 2019 from \$ 168,175 to \$49,540. This is attributed to the unpredictable nature of disasters.



- The department's operating expenditures decreased 5% from \$2.85 million in FY 2015 to \$2.72 million in FY 2019.

## National Community Survey



- **43%** of residents surveyed rated *Emergency Preparedness* (services that prepare the community for natural disasters or other emergency situations) as *excellent or good*. This rating is similar to the national benchmark comparison.
- **78%** of residents surveyed reported stocking supplies in preparation for an emergency in the last 12 months. This rating was much higher than the national benchmarks.

## FY 2019 ACCOMPLISHMENTS

- Opened and operated 20 evacuation shelters for Hurricane Lane in August 2018 and 10 evacuation shelters for Tropical Storm Olivia in September 2018
- Trained 285 city employees in Shelter Safety Fundamentals programs

## CHALLENGES MOVING FORWARD — FY 2020

- *Updating plans to meet new requirements under HRS127A for a comprehensive emergency management plan*
  - *Recovery activities from the April 2018 flood will continue well into FY 2019 and likely FY 2020*
  - *Planning for a new emergency operations center*

# Disaster and Emergency Response

The department maintains the city's Emergency Operations Center (EOC) that 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 with state response resources.

The city deactivated *Nixle* in May 2017, and now uses *HNL.info*. Since FY 2018 the number of active *HNL.info* accounts has increased 82%. The increase in accounts can be attributed to the city and DEM actively promoting *HNL.info* as the primary application to stay informed of emergencies as well as routine information.

Flood prevention and recovery continues to be a challenge for the city and county. The department states that recovery activities from the April 2018 flood continued well into FY 2019 and likely FY 2020. Currently, DEM is working with FEMA and the Public Assistance Grant to obtain reimbursements for FEMA approved projects to repair city boulder basins and gulches that were damaged.

In the FY 2019 National Community Survey, citizens were asked how problematic individual preparedness for natural disasters and other large scale threats are in Honolulu. Of the citizens who responded, 19% felt it was a *major* problem, and 39% felt it was a *moderate* problem.



Source: Department of Emergency Management

The department continues its efforts to educate the public on all-hazard disaster preparedness and hazard awareness initiatives. In FY 2019, the department sponsored 19 community emergency response team training courses, with 319 individuals graduating from the free 22-hour training course.

	Number of Days EOC Activated <sup>1</sup>						<i>HNL.info</i> and <i>Nixle</i> <sup>2</sup>		Community Survey
	High Surf Warning	Flood/ Flash Flood Warning	Tsunami Info/ Watch/Warning	Tropical Depression/Cyclone	Brush/ Wild Fire	Other <sup>3</sup>	Total Alerts Sent	Total Active Accounts	Stocked Supplies for an Emergency
FY 2015	8	9	0	9	4	0	285	40,944	75%
FY 2016	1	17	2	0	1	0	386	45,472	69%
FY 2017	0	7	1	3	0	0	20	14,566	62%
FY 2018	0	7	1	0	0	1	253	28,531	85%
FY 2019	0	8	0	7 <sup>4</sup>	1	2	219	51,910	78%
Change from last year	--	14%	-100%	--	--	100%	-13%	82%	-7%
Change over last 5 years	-100%	-11%	--	-22%	-75%	--	-23%	27%	3%

Source: Department of Emergency Management. <sup>1</sup>EOC stands for Emergency Operations Center. <sup>2</sup>*HNL.info* replaced *Nixle* as the city's text emergency notification system for O'ahu residents and visitors. FY 2017 and FY 2018 reflects the number of *HNL.info* alerts sent by DEM. <sup>3</sup>Sometimes EOC is activated for different types of events. For example, the *Other* in FY 2018 was for the Marco Polo high-rise fire, which would not fit in the *Brush/Wild Fire* column. <sup>4</sup>FY 2019 *Tropical Depression/Cyclone* count methodology changed.