



Disaster Preparedness Commission

2020 Annual Report

Prepared by the New York State
Division of Homeland Security & Emergency Services



Patrick A. Murphy
Chairman

TABLE OF CONTENTS

INTRODUCTION	3
STATE RESPONSE TO MAJOR EMERGENCIES	3
STATEWIDE DISASTER PREPAREDNESS AND PLANNING EFFORTS	5
AGENCY-SPECIFIC DISASTER PREPAREDNESS ACTIVITIES	6
Office of Addiction Services and Supports	6
Office for the Aging	7
Department of Agriculture and Markets	8
Office of Children and Family Services	12
Department of Corrections and Community Supervision	13
Division of Criminal Justice Services	15
Department of Education	14
Empire State Development Corporation	14
Energy Research and Development Authority	19
Department of Environmental Conservation	21
Department of Financial Services	25
Office of Fire Prevention and Control	27
Office of General Services	28
Department of Health	30
Division of Homeland Security and Emergency Services	32
Division of Homes and Community Renewal	36
Office of Information Technology Services	37
Department of Labor	42
Office of Mental Health	43
Metropolitan Transportation Authority	44
Division of Military and Naval Affairs	45
Office of Parks, Recreation and Historic Preservation	47
Office for People with Developmental Disabilities	48
Port Authority of New York and New Jersey	48
Public Service Commission	50
New York State Police	52
Department of State	54
Thruway Authority	56
Department of Transportation	57
Office of Victim Services	63
American Red Cross	63
RECOMMENDATIONS	65

INTRODUCTION

The New York State Disaster Preparedness Commission (DPC) is comprised of the commissioners, directors, and chairpersons of 30 State agencies and one volunteer organization, the American Red Cross. The DPC's responsibilities include preparing State disaster plans; directing State disaster operations; coordinating State operations with those of local government; and coordinating federal, State, and private recovery efforts. This report is produced pursuant to Executive Law Section 21(3)(i) and provides an overview of the DPC's efforts to enhance New York State's overall preparedness, response, and recovery capabilities.

This year, the DPC welcomed the addition of the State Office of Addiction Services and Supports (OASAS) as a new member of the Commission.

STATE RESPONSE TO MAJOR EMERGENCIES

One major health-related event took center stage across the world in 2020: COVID-19 or novel coronavirus disease 2019, a contagious disease resulting in severe, acute respiratory issues and, ultimately, death for hundreds of thousands across the U.S. by the end of the year. The existence of the deadly virus was first discovered in China in December 2019, but soon spread worldwide within months. New York State discovered its first case of the virus in early March. One month later, the State had more cases, aside from the U.S. itself, than any other country, including Spain, Italy, France, and Germany.

New York State took immediate and decisive action to combat the virus by rapidly implementing life-saving measures such as isolation and quarantine guidance; development of tests and mobile testing sites; production and delivery of Personal Protective Equipment (PPE) kits and other health and safety supplies statewide; establishment of warehouses and storage sites to organize and stock goods; assistance in the management of mortuary affairs; initiatives and resources to help those left unemployed and otherwise impacted by the crisis; and many more actions to address the multitude of crises, both health-related and otherwise, which arose from the spread and persistent danger of the virus. In addition, most in-person meetings, conferences, training, and other in-person events were canceled or conducted utilizing virtual meeting technologies.

In addition to pandemic response activities, many DPC agencies also engaged in several initiatives to strengthen the State's preparedness posture and ability to respond to disasters, both natural and man-made. These efforts included updating the State's Comprehensive Emergency Management Plan (CEMP), updating and enhancing the State's Continuity of Operations Planning (COOP), and updating agency-specific Emergency Management Operation Protocols (EMOP).

State Emergency Operations Center

Pursuant to Executive Law Section 21(5), the Division of Homeland Security and Emergency Services (DHSES) Office of Emergency Management (OEM) serves as the operational arm of the DPC. One core function of OEM is to operate the State Emergency Operations Center (State EOC).

During steady state, OEM maintains the State EOC in a readiness posture. The State Watch Center conducts surveillance and monitoring of potential or actual emergencies 365 days per year and 24 hours per day through reports from field staff, social media, news outlets, emergency notifications, dispatch centers, weather monitoring systems, and other sources of information.

The State EOC was operational for almost all of 2020 due to COVID-19 emergency response support activities. In total, the State EOC was activated for 16 events, which are detailed in the table below.

The State EOC is activated to Level 4, or Enhanced Monitoring Mode, when a situation requires additional monitoring and potential response coordination across State agencies. The State EOC was activated to Level 4 on 14 occasions in 2020.

The State EOC is activated to Level 3, or Partial Activation, when multi-agency coordination is necessary to prepare for or respond to an incident. During a Level 3 activation, the appropriate Emergency Support Functions (ESFs). The State EOC was activated to Level 3 on one occasion in 2020.

The State EOC is activated to Level 2, or Full Activation, when an incident may cause or is causing significant impacts on the State. During a Level 2 activation, Multi-Agency Coordination efforts may be required across all agencies. The State EOC was activated to Level 2 on one occasion in 2020.

The State EOC is activated to Level 1, or Full State/Federal Response, when federal agency resources and integration are required due to the severity of the incident. The State EOC was activated to a Level 1 on one occasion in 2020 in response to COVID-19.

Below is a table of all State EOC activations in 2020, including Operational Periods (OPs).

EVENT NAME	START DATE	END DATE	LEVEL	OPs
New Year's Eve	31-Dec-19	1-Jan-20	4	2
Rain/Ice Event	11-Jan-20	12-Jan-20	4	2
Snow Event	7-Feb-20	7-Feb-20	4	1
Severe Weather	27-Feb-20	29-Feb-20	4	3
Novel Coronavirus	3-Mar-20	N/A	*	356

Lake Ontario	9-Apr-20	5-Jun-20	4	39
Statewide Civil Disturbances	2-Jun-20	5-Jun-20	4	4
Tropical Storm Fay	9-Jul-20	13-Jul-20	4	2
Tropical Storm Isaias	5-Aug-20	N/A	4	8
Severe Weather	29-Aug-20	31-Aug-20	4	3
Severe Weather	7-Oct-20	23-Oct-20	4	2
Election Day	2-Nov-20	3-Dec-20	4	1
Winter Storm	4-Dec-20	14-Dec-20	4	4
Holiday Weather Event	22-Dec-20	N/A	4	2
Statewide Mass Vaccination	29-Dec-20	N/A	3	19
New Year's Eve	31-Dec-19	1-Jan-20	4	2
OPERATIONAL PERIODS				450
EOC ACTIVATIONS TOTAL				16

* State EOC started at a level 4 activation in early March 2020, expanded to a level 1 later that same month and stepped down to a level 3 by early July where it remained for the balance of the year.

STATEWIDE DISASTER PREPAREDNESS AND PLANNING EFFORTS

Members of the DPC engaged in several initiatives to strengthen the State's preparedness posture and ability to respond to disasters, both natural and man-made. These efforts included updating the State's Comprehensive Emergency Management Plan (CEMP), updating and enhancing the State's Continuity of Operations Planning (COOP), and updating agency specific Emergency Management Operation Protocols (EMOP).

The State CEMP details the preparedness, response, and recovery roles and responsibilities for all emergencies. DHSES, with input from the DPC agencies, continued to build upon and refine the State CEMP. As part of an ongoing planning process, DHSES made refinements to all State operating plans, including updated response plan timelines and activation schemes to reflect operating in a pandemic environment.

The response to COVID-19 provided an opportunity to evaluate and enhance State agency and statewide plans, including but not limited to Continuity of Operations Planning (COOP) and the State's Pandemic annex and associated resources.

Planning efforts also included the development of virtual operating plans and guidance to provide agencies with the necessary tools to implement State-level emergency operations in a virtual environment.

DPC agencies also worked to enhance preparedness, response, and recovery efforts through the update of Emergency Management Operations Protocols (EMOPs). Leveraging a common framework and guidance developed by DHSES, State agencies initiated the annual update cycle for the protocols. EMOPs serve as a concise, user-friendly document encompassing agency-specific efforts towards preparedness, response, and recovery activities in accordance with common emergency management planning principles. Throughout the planning and revision process, DHSES provided technical assistance and guidance to State agencies while ensuring consistency across all agencies.

Executive Law § 23 requires all counties and cities with a population more than 1,000,000 to have a local CEMP. Last year, county and local plans were implemented in response to COVID-19. As local governments updated their CEMPs in response to COVID-19 and lessons learned over the past year, they submitted their plans to DHSES for review. DHSES will continue to provide technical assistance to local governments, as needed, to update basic response plans, pandemic plans, and continuity plans.

AGENCY-SPECIFIC DISASTER PREPAREDNESS ACTIVITIES

Office of Addiction Services and Supports

The New York State Office of Addiction Services and Supports (OASAS) system of care included approximately 1,700 Substance Use Disorder prevention, treatment and recovery programs serving more than 234,000 individuals per year. The OASAS provider system cares for approximately 100,000 people a day, which includes more than 11,300 people in bedded and medically managed/supervised and monitored services, and more than 40,300 receiving daily medication via an Opioid Treatment Program. OASAS also directs the operation of 12 Addiction Treatment Centers where its doctors, nurses, and clinical staff provide inpatient and residential services to approximately 8,000 individuals per year.

As part of ESF 8, OASAS is the single designated State agency responsible for coordination of State-federal relations in addiction services.

OASAS provided trainings and prepared its Addiction Treatment Centers (ATCs) on the Evacuation of Facilities in Disaster System (eFINDS). It also followed up with all residential service providers to ensure they were equipped with the knowledge and supplies needed for a successful evacuation in the event it was necessary.

During the height of the pandemic, OASAS adjusted to new forms of service delivery. For example, it developed guidance, policies, and protocols on infection control, proper sanitization, social distancing, infectious disease testing, vaccinations, and more, related to the pandemic response. It also equipped and enabled OASAS employees to telecommute to maximize continuity of support to the field and minimize service disruption. The agency tracked credentialed individuals willing to be contacted in case of emergency

need for credentialed or licensed professionals. It also instituted virtual visits to continue the monitoring of providers without putting staff and clients at risk.

OASAS worked with New York City to ensure the success of a Methadone delivery system. Consistent with federal waivers, OASAS allowed and enabled extended take home dosing and guest dosing of methadone.

OASAS maintained constant daily communication with its provider network on updates to newly developed policy and procedures and assured adherence. The agency also established and maintained a tracking system to monitor infection levels of provider staff and substance use disorder clients who contracted the virus, and deaths attributed to the virus.

OASAS secured and distributed more than 500,000 masks and approximately 2,000 gallons of hand sanitizer to its provider network. Staff provided guidance and oversaw the establishment of quarantine and isolation capacity in inpatient and residential system of care. OASAS moved its outpatient programs authorized to deliver services via telehealth from .07% to 85%, thereby minimizing the need to congregate for treatment.

OASAS created an Emergency Management Operations Protocol (EMOP) for communicable diseases. Return-to-work plans were created. and roll-out and monitoring of compliance for required screener and return-to-work trainings was conducted.

Office for the Aging

The New York State Office for the Aging (OFA) experienced significant growth in its Emergency Preparedness and Response activities as agency personnel rapidly responded to the pandemic, which required the transformation of the aging network. The work undertaken in 2019 to draft, revise, and mandate OFA staff training on expectations and procedures outlined in the agency's Continuity of Operations Plan proved invaluable. Upon its activation, OFA staff were prepared and equipped with updated guidance and quickly pivoted to a predominately remote work environment without interruption to quality service.

OFA provided daily staff resources to the Emergency Operations Center with senior management support to coordinate a robust response effort across the State. OFA provided insight and guidance on developing a response to the critical needs of vulnerable older adults, many of whom were directed to stay home under "Matilda's Law." This necessitated a pivot and rapid expansion of home-delivered meals throughout the State. The aging network accomplished this response with OFA support through flexibility in regulation and funding.

Additional staff resources were deployed to testing sites, call centers, and transportation screening locations. Throughout this event, OFA allocated approximately 30 percent of its agency's staff resources to support Emergency Management functions in various

capacities. OFA also continued training additional staff in performing EOC functions to enhance coverage capacity.

At the height of the response to the pandemic, OFA management participated in the daily DHSES multiagency briefings as well as the weekly ESF 6 Mass Care Feeding subgroup and bi-weekly synchronized ESF 6 meetings. OFA's unique contribution to the feeding subgroup focused on the massive feeding effort occurring through local Area Agencies on Aging (AAAs) to provide meals and safety checks on isolated older adults, who were receiving home delivered meals. Surveys developed by the subgroup also measured feeding capacity and potential pressure points for continued feeding activities by regional food banks and local food pantries.

OFA also maintained situational readiness and assessment for various extreme weather events. OFA maintained direct contact with local offices for aging to obtain status of local response and offer support, which provided leadership and the Governor's Office with details to potential interruptions or adjustments to vital services for older adults during extreme weather events.

OFA staff were responsible for daily EOC operations as well as the distribution of PPE, including multiple deliveries of NY Clean hand sanitizer and facilitating the delivery of 1.8 million masks throughout the State network of AAAs. Other vital disaster response activities included the coordination of a group purchasing effort allowing smaller AAAs the opportunity to purchase needed materials at a reduced cost during the response. OFA also worked with businesses such as Sysco to deliver millions of meals to older adults, Enterprise Rent-A-Car to offer low cost or no cost rentals for transportation and food delivery, and Pursue Happiness Farms in Cayuga County to deliver more than 2,000 cases of its nutritional drink to older adults across the State.

Through the initiation of a standing monthly emergency management team meeting, OFA took further steps to increase awareness to all staff of the agency's commitment to supporting the State EOC. Power Pool and DPC meetings hosted by DHSES, as well as Mass Care Tactical Worksheet development and exercises, provided vital opportunities to practice the new skills and protocols. The team also embarked on an aggressive schedule of increased staff orientations to emergency management procedures, in-house disaster response trainings, and ongoing refresher and debriefing events to support best practice development.

Department of Agriculture and Markets

The Department of Agriculture and Markets (AGM) Division of Emergency Management (EM), in partnership with the Division of Homeland Security and Emergency Services' Office of Emergency Management worked to add Cornell's Emergency Disaster Education Network (CCE EDEN) as a non-DPC agency member to ESF 11. EDEN's

addition increased support capability for coordinating response activities during disasters affecting New York State's agriculture and natural resources.

In May, AGM EM developed an Agriculture Damage Assessment Tool, which enables AGM to compile and track damage the agricultural community suffered as a result of severe weather. AGM works with various partners to collect information in the event it is requested at an executive level for analysis.

In July, AGM EM participated as a member of DHSES OEM's Drought Management Task Force with other State agencies. The Task Force met during the summer and fall to monitor drought conditions and coordinate tentative actions if drought conditions continued.

AGM EM continued participation as a member of the Weapons of Mass Destruction Work Group at the FBI's Albany Field Office. This group meets quarterly to work with all State agency partners to maintain situational awareness of the current threat environment.

AGM continues its involvement in radiological education. In August, AGM EM attended the Radiological Fundamentals, Preparedness and Training put on by the US Department of Energy, the National Nuclear Security Administration, and the Albany FBI office. AGM EM plans to participate in the upcoming 2021 Radiological Preparedness Exercise(s) hosted by DHSES OEM.

In November, AGM EM, and its Division of Plant Industry, in partnership with DEC, held a virtual meeting to discuss and plan a course of action for updating DEC's Storm Debris Management Guidelines regarding the recent increase in Spotted Lanternfly (SLF) activity in Long Island and downstate areas. AGM will continue to work with DEC to provide information on new SLF sightings and how storm debris should be removed in areas where SLF was spotted.

In November, AGM EM, and its Division of Animal Industry, in partnership with the Office of Fire Prevention and Control (OFPC), met virtually to discuss agriculture barn fire awareness education. Barn fire awareness is essential to New York State's agricultural community. AGM and OFPC planned to coordinate walkthroughs at agricultural facilities with local volunteer fire departments once COVID-19 restrictions were lifted. This demonstration is designed to educate facilities on the importance of barn fire awareness and allow AGM to partner with local fire departments on safety issues.

In December, AGM EM and its Division of Animal Industry, in partnership with CCE EDEN and New York Farm Bureau, offered technical assistance to farms after more than 30 inches of snow impacted areas downstate, and conducted damage assessments after the storm. More than 30 agriculture facilities were impacted, resulting in more than \$450,000 in damage. This partnership allowed AGM to provide information to the United States Department of Agriculture to help collect data for a possible Federal emergency declaration.

AGM EM, in partnership with the Office of Information Technology Services (ITS), held monthly meetings to improve AGM's cyber security position. AGM and ITS implemented a Data Loss Prevention Program test across the agency to further prevent release of personal or confidential information to individuals outside the agency with nefarious intent.

In December, AGM EM, in partnership with the Multi-State Information Sharing and Analysis Center (MS-ISAC) and ITS, conducted an annual self cyber security assessment to measure AGM's gaps and capabilities based on the National Institute of Standards and Technology Cybersecurity Framework. This review is known as the Nationwide Cybersecurity Review, which is sponsored by the United States Department of Homeland Security and the MS-ISAC.

Response to COVID-19

AGM directed much of its personnel and resources to aid in New York State's response to the pandemic. In addition to AGM's agencywide involvement in the pandemic and the COVID-19 restrictions, AGM EM lead the agency's response efforts.

In the early months of the State EOC activation in response to the pandemic, AGM employees with EOC backgrounds attended a comprehensive NY Responds refresher training to enable the agency to support ESF responsibilities more effectively. AGM published an Activation Manual to allow a rapid response to ESF staffing requests, as well as a resource for educational items pertaining to emergency management.

During the pandemic, AGM issued numerous guidance documents and fielded inquiries from concerned industry partners from food retail businesses, farms, horticulture and landscaping businesses, and animal care operations. AGM staff also partnered with industry leaders to develop best practices to allow for the continuation of essential functions and to support producers in achieving a healthy and safe work environment.

Nourish New York Program

In response to the pandemic New York State launched the \$60 million Nourish New York program, which is administered by AGM in collaboration with the New York State Department of Health (DOH). This program provides financial support for food banks and other emergency food providers to purchase New York State products including milk, yogurt, cheese, vegetables, fruit, meat, and more, and distribute food items to New Yorkers experiencing food insecurity. This program supports both families in need and farmers who are struggling as a result of the loss of markets due to the pandemic. Through Nourish New York, food banks purchased more than 21 million pounds of products, which provided support for more than 1.3 million households. There were more than 5,000 Nourish New York food distribution events across the State, and more than 4,100 farms were impacted.

Agricultural Worker Testing

AGM partnered with the Departments of Health and Labor, local health departments, Cornell Cooperative Extension (CCE), New York Farm Bureau, and community health partners in Clinton, Genesee, Orleans, Ulster, and Wayne counties to offer free COVID-19 testing to agricultural workers. New York was the first state to offer free testing to agricultural workers who were identified early as a high-risk workforce.

COVID-19 Protections for the Agricultural Industry

In support of the State's agricultural industry, AGM distributed more than 100,000 face coverings and tens of thousands of gallons of hand sanitizer to farms and agricultural workers across New York State, in partnership with CCE. AGM launched on-farm COVID-19 testing for farm workers, in partnership with DOH, in targeted areas with the greatest number of seasonal farm workers.

AGM provided guidance for retail food stores, food manufacturers, farms, farmers' markets, and other organizations to keep them operating safely and the food supply chain moving for consumers. AGM also provided guidance to restaurants and fisheries to allow them to operate temporarily as retail food stores without needing to apply for a retail food store license.

AGM provided guidance to farm workers to ensure animals continued to receive care, products, and services necessary to keep them healthy, and it held virtual meetings with industry and federal stakeholders to ensure all aspects of the food supply chain remained unaffected by the pandemic.

Joining New York State's COVID-19 response

AGM provided extensive resources to assist in New York State's broader COVID-19 response effort, including the assignment of more than 250 staff to fulfill critical roles in the relief effort. 47 staff were deployed to the State EOC on a rotating schedule from March 3 through June 30 to support the coordination of disaster response activities. AGM aided in storing and distributing large quantities of PPE and hundreds of gallons of hand sanitizer statewide.

AGM also deployed 22 employees across the State to assist in various capacities at COVID-19 testing sites and Regional Operations Centers. Staff volunteered as drivers to transport critical equipment and specimens over long distances. Ten employees were deployed to the Javits Center field hospital to transport military medical surveillance teams to area hospitals. AGM aided the Department of Labor's unemployment insurance assistance efforts by providing 135 staff who functioned as call center and data entry agents.

AGM provided similar support to the Department of Health where 34 staff assisted as contact tracers and call center agents for the COVID-19 hotline. AGM deployed 31 employees to assist the State Liquor Authority with enforcement efforts in New York City

and Long Island, and engaged with multiple county health departments to assist with COVID-19 cases in food production and processing facilities.

Response at the Great New York State Fair

Staff at the New York State Fairgrounds continued to assist with the COVID-19 response by operating as a Point of Dispensing site for State vaccinations and helped with Nourish New York food distribution drive-through events. SUNY Upstate Medical Center utilized the fairgrounds to conduct drive-through COVID-19 testing, and the fairgrounds hosted weekly blood drives for the American Red Cross beginning in April. The fairgrounds also provided warehouse space for PPE such as hand sanitizer, gloves, and face masks.

Office of Children and Family Services

OCFS staffed the State EOC from March to July in support of the response to COVID-19. OCFS deployed staff to support State testing sites, county nursing home needs, logistical sites, call centers, Department of Labor unemployment insurance assistance efforts, State Liquor Authority enforcement detail, Department of Health community enforcement detail, and Office of General Services warehouse deliveries. OCFS also worked with State EOC staff to provide hand sanitizer to tribal nations. Similarly, OCFS provided voluntary agency programs and non-profits with hand sanitizer and PPE. OCFS provided hand sanitizer and PPE for childcare providers through childcare resource and referral agencies. OCFS administered the distribution of \$164 million in federal CARES funds for childcare scholarships for qualifying essential workers and support for childcare providers.

OCFS provided ongoing support to the response to COVID-19 as part of ESF 6. OCFS was a reliable source for guidance and information for partners. While deployed at the State EOC in ESF 6, OCFS was assigned to the feeding task force. The task force developed a feeding survey to capture insecurities in the food bank and food pantry distribution system.

The OCFS Human Services Call Center, which handles 39 different lines within 10 State agencies, supported the State's COVID-19 response by taking on 10 additional lines while working remotely including: crisis counseling, outbound COVID calls, a SUNY student crisis line for the Office of Mental Health (OMH), health care volunteer survey, paid family leave COVID-19, nursing home assistance and coordination center, pandemic-EBT and CARES-3 grant line.

OCFS also supported Westchester County's Office of Emergency Management with radiological emergency preparedness training for childcare providers located in the 10-mile emergency planning zone surrounding the Indian Point Energy Center in Buchanan. OCFS also participated in the Department of Health Pediatric Surge Annex Planning Group.

OCFS participated in nine disaster trainings or exercises provided by the DPC and maintained a Ready Emergency Data (RED) Book to support mission-essential, agencywide operations. OCFS used desktop Geographic Information System software and the web-based Critical Infrastructure Response Information System (CIRIS) to identify facilities and providers in impacted areas for disaster response. OCFS used NY-Alert as its primary notification system to contact employees in an efficient and simultaneous manner in a work-related emergency and request OCFS staff to support the State's response.

OCFS's juvenile justice facilities participated in the State's Evacuation of Facilities in Disasters System (e-FINDS) to track facility residents in an emergency evacuation. OCFS also utilized the Disaster Asset Management System application for tracking agency assets deployed during disasters.

Department of Corrections and Community Supervision

The New York State Department of Corrections and Community Supervision (DOCCS) personnel supported emergency incidents, as well as annual training and exercises to sharpen the agency's response capabilities.

A DOCCS Correctional Emergency Response Team assisted with a missing person search in Ashville. Collins Correctional Facility staff provided travel, food, and equipment.

DOCCS staff and inmate work crews from four facilities in Albion, Orleans, Gouverneur, and Cayuga participated in production and storage of sandbags for Lake Ontario flooding mitigation. DOCCS staff from Orleans Correctional Facility assisted in the loading and delivery of 3,200 sandbags for the Olcott Berm project in Niagara County.

In response to the COVID-19 pandemic, DOCCS took the lead in the production and distribution of hand sanitizer for New York State. DOCCS staff and inmate crews from various facilities produced protective masks, protective gowns, caskets, and shelving for refrigerated trailers to accommodate caskets. DOCCS staff from Corcraft, Food Production, and various correctional facilities throughout the State, played a key role assisting with transportation and distribution of resources and assets of medical equipment, personal protective equipment, and additional essential supplies throughout the State.

DOCCS supported the State Police and local police agencies by donating chemical agents and emergency response equipment in response to several civil unrest events at various locations. DOCCS staff from various facilities crafted "go bags" with chemical agent munitions and other emergency equipment. These items were stored at various facilities within proximity to locations of potential civil unrest events. If needed, the "go bags" and equipment would be picked up by a police agency or delivered by DOCCS staff. DOCCS also allowed State Police to use the Rochester Correctional Facility as a staging area for its Mobile Field Unit (MFU) team.

Division of Criminal Justice Services

The New York State Division of Criminal Justice Services (DCJS) continued to utilize NY-Alert to distribute information about missing persons. The agency's Missing Persons Clearinghouse used the system to distribute missing vulnerable adult, missing child, and missing college student alerts to the public, travel hubs, and other entities, such as hospitals, bus terminals, and New York State Thruway rest areas and toll barriers. DCJS also used the system to send emergency alerts to employees when appropriate. NY-Alert allows the agency to communicate with employees who perform essential functions including, but not limited to, processing of arrest fingerprints submitted by police agencies and administration and maintenance of the State's Sex Offender Registry in the event of an emergency or disaster. Additionally, the system was invaluable in providing emergency notifications at the onset of the COVID-19 pandemic.

A DCJS employee served as liaison to the State Emergency Operation Center (EOC) and another 18 employees trained as volunteers to support an EOC activation. DCJS was represented on the State Interoperable and Emergency Communication Board, the ESF 13 working group, and the State's Next Generation 911 Working Group. DCJS provided nine staff members onsite at the EOC during the initial phases of the COVID-19 pandemic to assist with planning and logistics. DCJS provided another two staff members to monitor NY-Responds, answer requests and represent DCJS on daily morning and evening Executive Chamber COVID-19 briefings for all State agencies. DCJS developed in-house protocols for procuring, maintaining, and distributing PPE supplies to all onsite and satellite-based staff members. The agency also worked with ITS to successfully implement a robust telecommuting program, ensuring the delivery of essential services while protecting the health and safety of employees and customers.

Department of Education

The New York State Department of Education (SED) participated in the activation of the State EOC both in-person and virtually since the beginning of the COVID-19 pandemic. SED reviewed and worked with school districts to ensure safety, continuity, and communication plans were updated and submitted to State public safety agencies. SED worked closely with public safety agencies including State Police, Division of Homeland Security and Emergency Services, and Division of Criminal Justice Services to enhance the overall safety of schools as part of the School Safety Improvement Team.

Empire State Development Corporation

Nearly every member of ESD's organization took on new responsibilities during the / crisis and formed unique collaborations with its private sector business partners.

Beginning in March, ESD issued unprecedented guidance for defining essential businesses, reconfigured its public facing resources as a COVID-19 resource hub, and assembled Rapid Response Teams who worked around the clock to promptly respond to more than 10,000 emails from businesses looking for guidance.

In May, ESD was called upon to help implement New York Forward, the State's phased economic reopening strategy. Throughout the process, ESD provided guidance on State policies and restrictions to the business community. In addition to supporting 10 Regional Control Rooms as they fielded questions from local communities, ESD launched the New York Forward Reopening Wizard, a website where businesses can instantly find reopening status, identify industry-specific health and safety guidance, and complete a business safety plan. The website generated more than 550,000 business searches and helped increase compliance with industry protocols to help stop the spread of COVID-19.

COVID-19 response activities by agency divisions are highlighted below:

Division of Small Business and Technology Development

Small businesses are 98 percent of all businesses in New York State and employ more than half of the State's private sector workforce. ESD's Division of Small Business and Technology Development launched several efforts to support the survival and growth of small businesses across the State.

COVID-19 Manufacturing Grants: The COVID-19 pandemic prompted a renewed focus on the critical need for readily available medical supplies, including personal protective equipment (PPE) such as surgical masks and gowns, testing kits and N95 respirators, and these grants helped provide an opportunity for New York State manufacturers to respond. To help relieve product shortages and unfair pricing related to supply chain issues, New York State led the effort to assist New York manufacturers to retool business lines and pivot to manufacturing vital supplies. Since May, Empire State Development announced more than \$20 million in grants to 36 qualifying New York-based companies to produce needed equipment to help in ongoing response and recovery efforts. The effort created new jobs and created an infrastructure to reduce New York's dependence on life-saving products made elsewhere.

The New York Forward Loan Fund is a \$100 million loan fund to help small businesses impacted by the pandemic to obtain much-needed financing to adapt and retain employees during this crisis. The goal of the program is two-fold: to provide small business owners, especially MWBEs, with working capital through low-interest loans to help manage the impacts of COVID-19; and fostering and catalyzing relationships between small businesses and financial institutions.

Empire State Digital is a first-in-the-nation initiative with leading global e-commerce enablers including Shopify, Square, Clearbanc, Etsy, Ritual and PayPal to help accelerate the ability of New York State-based small businesses and restaurants to grow online. The digital partners, along with New York State resource partners, are providing specialized

solutions, including education, free resources, marketing support, discounted pricing, hands-on assistance, training and counseling to New York State small business owners, restaurants, and food service establishments.

Business Mentor NY, a free online mentoring program to help small businesses overcome challenges and spur growth, worked with more than 8,700 entrepreneurs and 1,845 mentors since it launched, facilitating more than 5,000 connections. Business Mentor NY provided online support during the pandemic. The program site, available in English and Spanish, was refreshed with a new design and new tools for users. More than 1,000 entrepreneurs and 131 new mentors joined the Business Mentor NY community.

The New York Forward Small Business Lease Assistance Partnership launched in December provides small businesses and landlords with informational resources and pro bono assistance to help both parties reach mutually beneficial lease workout agreements. The free legal assistance offered through this public-private partnership between Empire State Development, the nonprofit Start Small Think Big, and the New York State Bar Association helps small businesses to survive and can serve thousands of small businesses statewide. Additionally, in response to the pandemic, the Division gave \$21 million of loan capital to Community Development Financial Institutions (CDFI) to provide U.S. Small Business Administration Paycheck Protection Program loans and awarded \$7.5 million to 24 New York State Entrepreneurship Assistance Centers, 23 Small Business Development Centers and 23 federally certified CDFIs to provide technical assistance and counseling to New York State small businesses applying for COVID-19 assistance programs. This support resulted in more than 68,600 small business owners receiving funding of more than \$390 million in relief and recovery loans.

Raising the Bar Restaurant Recovery Fund was established to assist restaurants in New York State during the pandemic. More than \$3 million in grant funding was made possible through financial donations led by Diageo North America and supported by Coastal Pacific Wine & Spirits (a division of Southern Glazer's Wine & Spirits) and was implemented by the non-profit National Development Council. The Raising the Bar Restaurant Recovery Fund helps eligible restaurants adjust operations to the impacts of COVID-19 and adherence to New York State's public health and safety measures during the winter months when outdoor dining is limited. Grants of up to \$5,000 can be used for COVID-19-related improvements and equipment to allow businesses to comply with social distancing guidelines, expand take-out/delivery operations, or accommodate outdoor dining through the winter months. Qualifying purchases and expenditures must be from September 1 onward to be eligible.

Division of Minority and Women's Business Development

The Division of Minority and Women's Business Development (DMWBD) quickly pivoted to provide important COVID-19-related information and resources for New York State Minority- and Women-Owned Business Enterprises (MWBES). Twelve COVID-19-related webinars were presented to nearly 1,000 participants. In addition, more than 16 capacity-

building webinars drew more than 1,700 attendees. As part of DMWBD's ongoing efforts to provide beneficial and meaningful information, an MWBE COVID-19 Resources page was created and provides information on topics including State, local, and federal access to capital, business development resources and technical assistance.

Governor's Office of Motion Picture and Television Development

After the issuance of the New York State on PAUSE executive order in March, an estimated 30 productions representing an estimated combined \$1.3 billion in spending across New York State and 61,600 hires were suspended, most in mid-production. More than 80 additional productions planning to start in the late spring and summer, and which represented an estimated \$3.3 billion in spending across the State and more than 182,000 hires, were either canceled or delayed. The Governor's Office of Motion Picture and Television Development (MPTV) fielded more than 500 emails and phone calls from productions, film offices and related parties throughout the pandemic. Updates on workplace safety guidance were sent to more than 600 industry stakeholders, including productions, State production facilities, and other relevant parties.

During NY-PAUSE and phased reopenings, MPTV worked with major studios, producer groups, labor unions, soundstage facility owners, and other stakeholders to assist the Department of Health in developing plans for a reimagined workplace to provide a safe environment for production personnel, while also protecting others, including neighbors and community residents, who could be impacted by the resumption of production. ESD's partners in the film and television industry were critical in providing medical supplies to frontline workers when PPE was in short supply. While the film and television industry suspended all production, ESD partnered with the industry to produce and deliver 25,000 face shields to more than 150 organizations across the State and beyond, as well as served more than 30,000 free meals to New York's essential workers. Additionally, ESD worked with production studios to donate actual medical supplies from the studios' set design storage resources to frontline workers.

Division of Tourism

The Division of Tourism was forced to reimagine its industry and consumer-facing strategies to support the industry as much as possible during this shutdown. With almost all recreational travel halted and many attractions closed, focus was shifted toward industry support, keeping consumers informed and inspired and staying connected to the travel trade. Quickly leveraging owned promotional channels to amplify the State's safety and travel-related guidance, the Division developed virtual tourism experiences and communicated regularly with its domestic and international travel partners. Recognizing the hardships many tourism businesses were facing, the team worked diligently to provide accurate and timely information on reopening policies, available resources and relief, and advocacy opportunities.

The Division of Tourism also worked closely with the recipients of tourism grant programs so funding requests could move forward as smoothly and quickly as possible. The

Division also hosted webinars with I LOVE NY representatives from Canada, the U.K., Germany, and Australia to provide tourism partners with market updates and tips on how to stay connected with international tour operators and travel writers. Additionally, the Division promoted and developed virtual experiences as New Yorkers were asked to stay home to flatten the curve. These virtual experiences brought New York State into people's homes. These experiences included virtual reality, 360-degree experiences on the I LOVE NY mobile app, a "Live from NY" Instagram Live series and a virtual bi-annual Path Through History Weekend events, with an expanded three-week spring event. As more tourism businesses began to reopen, the Division started to responsibly promote local travel within the State, through local online travel guides and the popular I LOVE NY Fall Foliage program. The Division also launched the Accessible New York initiative, an online hub of detailed information on what visitors with accessibility needs can expect at more than 100 New York State attractions. These efforts and others received coverage in top-tier national media outlets, including Travel +Leisure, USA Today, Lonely Planet, Fodor's, Conde Nast Traveler, and the Weather Channel.

Infrastructure and Real Estate Division

As the pandemic unfolded, the State also required new facilities to support its response efforts. ESD's Infrastructure and Real Estate Division identified and catalogued all incoming offers of real estate space, responded to more than 1,700 inquiries, and identified 400 hotels with discounted or free rooms for medical responders and essential workers. The Division also identified 76 storage facilities for the testing and distribution of critical supplies and helped make the ESD-owned Javits Center become what some referred to as "the largest hospital in America."

2019 REDI Lake Ontario Business Resiliency Program

In 2019, New York State launched the Lake Ontario Business Resiliency Program. The grant program, administered by Empire State Development, is open to businesses and other organizations directly impacted by the historic flooding of Lake Ontario and the St. Lawrence River during 2019. The Resiliency and Economic Development Initiative (REDI) Commission made available up to \$30 million to support resiliency-related capital improvement projects at affected businesses and other eligible organizations, which may qualify for reimbursement of up to 50 percent of project costs, with a maximum award of \$200,000.

Eligible applicants included most private businesses, homeowner's associations, certain not-for profits, farms, and owners of multiple dwellings used for business purposes located in the eight-county coverage area (Niagara, Orleans, Monroe, Wayne, Cayuga, Oswego, Jefferson, and St. Lawrence counties).

Eligible capital projects must reduce the applicant's vulnerability to risks experienced during the high-water events along the shores of Lake Ontario, the St. Lawrence River, and other nearby waterways such as flooding or erosion. The program application deadline was in January and ESD received 178 applications for assistance reviewed in

partnership with the Department of State. In August, New York State announced more than \$17 million in funding to more than 140 businesses in shoreline communities to assist with restoration and resiliency efforts from prior flooding events, and to strengthen businesses against future flooding.

2017 Lake Ontario Small Business Recovery Fund

A total of \$15 million was allocated for the Lake Ontario Small Business Recovery Fund to assist small businesses, not for profit organizations, farms, homeowner's associations, and owners of multiple dwellings impacted by flooding due to the raised level of Lake Ontario/St. Lawrence Seaway and surrounding waterways in 2017.

There are two components to the program. The first is to assist eligible applicants pay for losses due to physical damage from flooding, and the second is to compensate for losses due to decline in revenue. All losses must have occurred between January 1, 2017 and August 31, 2017.

Physical Loss

Grants cover up to 50 percent of losses which were not or will not be compensated by any other federal, State, or local recovery program or third-party payors. Grants of up to \$50,000 for small businesses, farms, homeowner's associations, and not-for-profit corporations are available. The maximum grant to an owner of multiple dwellings is \$20,000.

Revenue Loss

Small businesses which demonstrated direct physical flood-related damage may also be eligible for funding for revenue loss. To be eligible, a small business must document revenue loss of at least 15% due to direct physical flood-related damage. Assistance is calculated at 50% of the net eligible loss above 15%. In no case will the total grant to a small business for physical and revenue loss exceed \$50,000.

184 applications were received by the deadline of December 31, 2017. As of January 2021, more than \$3.82 million was disbursed to 134 of the 146 awarded applicants. The remaining 12 awarded applicants did not submit documentation necessary for grant disbursement.

Energy Research and Development Authority

The New York State Energy Research and Development Authority (NYSERDA) helped facilitate and coordinate information sharing and response with regards to the impact of COVID-19 on the liquid petroleum fuels industry. NYSERDA worked with State and federal partners to provide an understanding of Executive Orders guiding the State through the pandemic to those transporting heating and needed transportation fuels for medical response teams and other emergency responders. NYSERDA maintained daily

communication with liquid petroleum fuels industry on PPE, fuel availability and delivery, and waivers regarding regulatory requirements. Continuous engagement with the industry allowed NYSERDA to ensure an adequate fuel supply to meet growing home demand for fuel. NYSERDA worked with colleague agencies to collect fuel consumption data, providing insights on the impact of COVID-19 on the State's economy and how fuel consumption indicated the level of economic recovery.

NYSERDA maintained communication with the petroleum industry to monitor events possible of causing disruption to petroleum fuels supply chain and delivered fuel to consumers, as well as conferring with DPC agency partners to develop solutions so critical energy supplies were not interrupted. During Tropical Storm Isaias, NYSERDA coordinated with the Department of Public Service to restore power to critical petroleum terminals on Long Island and in the Mid-Hudson. The outages impacted operations at the affected terminals and interrupted pipeline delivery of fuel to nearby facilities. NYSERDA also coordinated with the Department of Public Service during the upstate derecho in October on power restoration to affected, critical petroleum terminals including multiple petroleum products terminals and a petroleum products pipeline. NYSERDA provided information intelligence for the Department of Transportation in response to the need for Hours-of-Service waivers regarding truck delivery of petroleum products across the State during times of severe weather. NYSERDA continued to monitor other major weather events and disruptions for potential impacts on critical petroleum infrastructure and supply chains.

NYSERDA administered the Fuel NY Initiative, which consists of two components: The Strategic Fuel Reserve and the Gasoline Station Generator programs. As part of the Strategic Fuel Reserve, NYSERDA maintains two regional strategic fuel reserves. The Downstate Strategic Gasoline Reserve contains approximately 2.5 million gallons of gasoline and is located at a fuel terminal on Long Island. The Upstate Strategic Fuel Reserve contains 1.4 million gallons of diesel fuel and 1.4 million gallons of gasoline, located at six separate distribution terminals across upstate New York. The Reserves can help fill supply gaps during a fuel emergency. Upon declaration of a fuel emergency, gasoline and diesel fuel from the reserves may be released to meet fuel needs while the industry recovers from a disruption in routine fuel supply operations.

The Gasoline Station Generator Programs supported the deployment and installation of 851 transfer switches and 195 permanent generators to downstate retail motor fuel stations. The generators help support fuel stations in Rockland, Westchester, Suffolk, and Nassau counties, and New York City. This infrastructure made hundreds of stations "backup power-ready," which includes strategic locations capable of obtaining backup power in times of power outage caused by an emergency. Following Tropical Storm Isaias, permanent generators were activated at gas stations with power outages, which enabled continual operation of retail fueling stations in downstate areas impacted by the storm. NYSERDA partnered with the Department of Agriculture and Markets in the successful implementation of these programs, and the Department will continue to serve

as the primary point with the gas stations to ensure backup power resources are available to serve the public.

Department of Environmental Conservation

The Department of Environmental Conservation (DEC) was on the forefront of the State's COVID-19 response efforts. More than 1,000 staff from all divisions and programs completed more than 20,000 missions, including establishing and managing COVID-19 testing sites, standing up mass vaccination sites throughout the State, organizing and delivering test kits to nursing homes, providing critical transportation of COVID-19 test samples, volunteering at food banks and distribution centers, staffing Departments of Health and Labor call centers, and transporting PPE and other supplies.

Environmental Conservation Police Officers (ECOs) were on the front lines during the COVID-19 pandemic, assisting federal, State, and local agencies across New York, including the hardest-hit areas of New York City, Long Island, and Westchester County, and helped lead the Navy's hospital ship Comfort into New York City's port. Staff assisted at testing sites and filled vital positions in the incident command structure. ECOs also assisted with numerous other missions outside of typical duties, including fit-testing protective masks for health care workers, supplying nursing homes with testing kits, and monitoring compliance with Executive Orders related to restaurants and bars.

DEC's Forest Rangers were challenged this year perhaps more than at any time in the agency's long and storied history. Forest Rangers took on new roles as managers at State-run COVID-19 test sites and responded to multiple wildland fires in western parts of the U.S. while simultaneously responding to an extraordinarily busy land use season. Rangers conducted 492 search and rescue missions, extinguished 192 wildfires statewide with 1,122.8 acres burned, and participated in eight prescribed fires with 203.3 acres burned and rejuvenated.

DEC Forest Rangers led four, 10-person wildland firefighting crews to western U.S. states to aid in the national wildfire suppression effort. Each crew consisted of a Forest Ranger crew boss, four additional Forest Rangers, and five volunteer DEC employees with wildland firefighter training. Crews were assigned to a firefighting task for two weeks. In addition, several Forest Rangers were deployed as Incident Command Specialists to various fires throughout the country, including the record fires in California.

Emerging Contaminants

DEC took several steps to address emerging contaminants and potential impacts to the State's drinking water. DEC continued investments through the State Superfund Program to install and maintain carbon filtration systems are successfully removing PFOA and PFOS from impacted water supplies in communities statewide. As with many environmental cleanups, DEC is holding accountable those responsible for expenses incurred at State and local levels. The newly adopted drinking water Maximum

Contaminant Levels for PFOA, PFOS, and 1,4-Dioxane was incorporated into DEC's remedial programs.

An emerging contaminant sampling initiative started evaluating groundwater at all active State Superfund and brownfield sites. Groundwater sampling was completed or planned at more than 1,400 remedial sites and should be completed at all sites by early 2021. New guidance requires the sampling of all environmental media for emerging contaminants at all new sites entering any remedial program. DEC also developed and implemented a Private Well Reassessment Plan for PFOA and PFOS to ensure any sampled, but unmitigated, wells are addressed accordingly, based upon the new Maximum Contaminant Levels.

Emergency Spill Response

DEC Emergency Spill Response personnel responded to 10,475 hazardous material spills, helping to protect the State's lands, waters, and public health.

Geographic Response Plans

DEC completed the first three-year review cycle for the Geographic Response Plan in the original 21 crude-by-rail counties and four new counties added to the program. Twenty-five counties are part of the program to receive equipment, yearly trainings, and regular review and revision of deliverables, which are used for planning and preparing for response to a crude oil accident, as well as any other petroleum release along New York's major rail lines.

As part of the Geographic Response Plan program, DEC developed and provided hands-on spill response trailer training in participating counties for local first responders to utilize equipment safely and effectively. The Geographic Response Plan online mapper was updated, and additional emergency response tools were added to the mapper for first responder utilization. Site-specific response strategies for the four new counties were field-confirmed and compiled into working documents to supplement the counties' GRP packets.

Unmanned Aircraft Systems (UAS)

DEC continued to expand its UAS capabilities by testing new UAS platforms and applications. An underwater drone was used to conduct surveys of wildlife, inspect infrastructure like docks and bulkheads, and to monitor the State's artificial reef expansion. In addition, DEC explored new tools and techniques, including UAS equipped with magnetometers to locate and direct the plugging of 60 orphaned oil and gas wells.

Climate Change Resiliency

DEC's Flood Control Program helped prevent loss of life and property through the construction, maintenance, and operation of flood protection projects.

DEC Guidance

DEC released four guidance documents to reduce impacts of sea-level rise, storm surge, and flooding by incorporating proven mitigation methods in project siting and design. The documents will also promote consideration of natural resiliency measures during project siting and design. The guidance documents served as valuable resources for State agencies and municipalities which chose to incorporate the State's flood-risk management guidelines into local planning, and project designers who recognize the value of using nature-based measures to reduce the risk of flood damage.

With sea-level rise and other impacts of climate change threatening New York's coastal and inland communities, the new flood-risk management guidance documents, along with model local laws, will be valuable tools to help New York strengthen resiliency over the long term and prevent flood damage statewide.

Long Beach Coastal Storm Risk Reduction Project

DEC and the U.S. Army Corps of Engineers completed a four-year construction project incorporating various coastal storm risk reduction measures on Long Beach Barrier Island in Nassau County. The project included the construction of a beach and dune system and dozens of new elevated timber pedestrian dune crossovers, the rehabilitation of 18 existing rock groins, and the construction of four new rock groins. DEC and the U.S. Army Corps of Engineers worked closely with the City of Long Beach and the Town of Hempstead to bring this project to completion.

Fire Island Beach and Dune Restoration

DEC completed the final sand placement contract for a 19-mile emergency stabilization project along the shoreline of Fire Island in Suffolk County. The project was undertaken by DEC in partnership with the U.S. Army Corps of Engineers and Suffolk County to repair Fire Island's beaches and dunes following extensive damage from Superstorm Sandy. The project reduced the vulnerability of Fire Island to future storms and the risk of breaches in the barrier island, at a total cost of more than \$200 million. The project also included the relocation of a vulnerable water well along the shoreline of Fire Island.

Keeping Lake Erie Beaches Swimmable

Green infrastructure projects were completed at Lake Erie Beach in the Town of Evans and Point Gratiot Beach in the Town of Dunkirk to capture bacteria-contaminated stormwater and avoid beach closures. The Environmental Protection Fund supported design studies to leverage federal funds for project construction.

Resiliency and Economic Development Initiative

As part of the State's ongoing response to record flooding along Lake Ontario and the St. Lawrence River shoreline communities in 2019, New York State created the Resiliency and Economic Development Initiative (REDI) Commission. This multi-agency team studied sustainable solutions to strengthen infrastructure and mitigate impacts from future flooding while bolstering the region's local economies. Through REDI, the State

committed up to \$300 million to rebuild the shoreline, as well as improve resiliency in flood-prone regions along the lake, \$235 million of which was allocated toward local and regional projects to advance the REDI mission.

Since the Governor's creation of REDI in spring of 2019, all 133 awarded REDI projects were underway, including 113 projects in the design phase, twelve projects in the construction phase, and eight projects completed in the first year. All projects were identified by community stakeholders. In addition to REDI projects, 20 regional dredging projects were identified; one dredging project was underway, and three were completed.

Harmful Algal Blooms

Blooms of certain algal species known as harmful algal blooms (HABs) produce toxins harmful to humans and animals. DEC announced two major research projects with partners on ways to mitigate the harmful impacts of HABS. DEC worked with SUNY and Clarkson University to study cutting-edge HAB mitigation technologies on Lake Neatahwanta, Oswego County, a small lake with a history of lake wide HABs. Both treatment systems collect algae-laden water near the surface, clarify and clean it, then return it back to the lake. DEC also worked with U.S. Army Corps of Engineers to deploy an innovative HAB-removal technology on Chautauqua Lake in Chautauqua County, which was impacted by large, persistent algal blooms during the late summer months. This pilot study used innovative equipment to skim HABs from the lake and convert material into useable bioenergy and fertilizer, then clarified and cleaned the water before returning it to the lake.

Dam Safety

DEC conducted more than 290 inspections of existing dams throughout the State, and approximately 50 inspections of dams under construction. DEC reviewed more than 280 new or updated Emergency Action Plans. DEC held dam safety training for first responders and dispatchers regarding how dams work, how dams fail, and how to quickly find important information about dams.

Prevention and Control of Radioactive Materials

DEC Radiation staff conducted emergency response exercises for law enforcement agencies, including State Police, Office of Fire Prevention and Control, the U.S. Coast Guard, FBI, U.S. Border Patrol, and DEC ECOs on the use of radiation detection equipment and various interdiction and response scenarios. Staff also collaborated with other State agencies in developing a closure agreement for the Indian Point Energy Center. ECOs completed Primary Screener training and were equipped with Personal Radiation Detection equipment as part of the State's radiation detection and interdiction program.

Lake George Hemlock Woolly Adelgid Response

After receiving a report of the presence of the invasive hemlock woolly adelgid (HWA) on the shore of Lake George, DEC staff were dispatched to the area to confirm the finding. A team of DEC staff and partners delineated more than 250 acres of infestations along nearly two miles of shoreline along the lake. The oldest infestation in the Lake George Wild Forest may be more than five years old, having advanced uphill from the initial infection point on trees close to the water. This will be the second find of HWA in the Adirondacks and the first find in Lake George where hemlock is a major component of the forests surrounding the lake. DEC staff treated hemlock trees in a 250-foot buffer around all known infestations to contain the infestation and protect the surrounding hemlock resource.

Department of Financial Services

As the COVID-19 crisis began to unfold last year, the Department of Financial Services (DFS) took immediate action to support the State's efforts to support New Yorkers and New York businesses impacted by the crisis. This included requiring regulated financial institutions to describe preparedness plans to manage the risk of disruption to operations and financial risk arising from the pandemic; staffing the DFS and statewide call centers to ensure the highest level of consumer assistance and information, helping hospitals shift resources to treat COVID-19 patients; and co-leading the information technology SWAT team to secure pro bono partnerships with technology companies to facilitate accelerated solutions to problems brought on by the pandemic.

As the crisis escalated, DFS marshaled resources across the agency to help New Yorkers navigate the pandemic. DFS worked with New York health insurers to identify nurses and doctors who could assist during the crisis; directed health insurance plans to provide financial and administrative relief to the State's hospitals to decrease financial stress; alerted New Yorkers and the financial services industry to the emergence of COVID-19-related scams; launched DFS FastForward to accelerate efforts to support financial services innovators launching consumer-supporting products to help New York's economy recover.

DFS advocated for New Yorkers during the crisis by shutting down firms using deceptive marketing practices to mislead consumers into believing they qualified for federal financial relief, and required New York-regulated banks to waive ATM, overdraft and credit card late payment fees for 90 days. DFS also protected students and homeowners by urging the federal government to prevent federal relief payments from garnishment by debt collectors. DFS also worked with New York-regulated banks and mortgage servicers to grant a 90-day forbearance to New York residents with State mortgages demonstrating financial hardship caused by COVID-19. In addition, the Department reached agreement with 90 percent of the private student loan servicer market in the State to provide 90-day deferral and other relief for 300,000 New York student borrowers not covered by the federal CARES Act.

DFS also facilitated testing and insurance for all New Yorkers during the height of the COVID-19 crisis. This included:

- Requiring New York health insurers to waive copayments and other charges associated with testing for COVID-19 including emergency room, urgent care and office visits.
- Enabling more than 5,000 uninsured New Yorkers to apply for health insurance during the special enrollment period.
- Directing health insurance companies to waive copayments and other charges for telehealth services (whether related to COVID-19 or not).
- Advising insurers to suspend burdensome administrative requirements including hospital pre-authorization during the COVID-19 crisis.

As the pandemic continued, and the State's efforts to flatten the curve took hold, DFS also required health insurance companies to defer more than \$53 million in premiums for more than 16,000 small group and individual policyholders experiencing financial hardship due to COVID-19, kept unlicensed deceptive health plans off the market to ensure New Yorkers received the benefits they expected, and required health insurers to waive cost-sharing for outpatient mental health services rendered by in-network providers for all frontline workers, first responders, and other essential workers.

DFS also collaborated with dental insurers to provide \$41 million in premium credits to policyholders due to fewer dental claims and dental office closures during the pandemic, required health insurers to cover COVID-19 diagnostic testing for nursing home employees, and directed health insurance companies to provide coverage for COVID-19 infection and antibody tests ordered and provided by a pharmacist.

To support small businesses financially impacted by the pandemic, DFS called on all New York-regulated banks and credit unions to participate in the SBA Paycheck Protection Program (PPP) generating more than \$13 billion in loans to New York small businesses, and requested all New York-regulated banks and credit unions to increase funding to New York Community Development Financial Institutions (CDFIs) implementing the SBA PPP. To make PPP loans more available, the Department worked closely with Pursuit, a CDFI and SBA 7(a)-approved lender, to facilitate access to the SBA PPP for State-chartered banks and credit unions, not previously approved by the SBA. DFS also joined with Empire State Development to engage with and encourage fintech companies to join in PPP lending to New York small businesses.

To assist New Yorkers, DFS directed life insurance companies to allow policyholders experiencing financial hardship to defer paying life insurance premiums for 90 days, required property and casualty insurance companies to allow deferral of premiums by any of the approximately 6.5 million private passenger automobile policyholders, nearly 4 million homeowners, and countless other policyholders in New York experiencing financial hardship due to COVID-19. DFS also worked with property and casualty insurers to expedite filings for medical malpractice insurance to provide coverage for healthcare

workers. The Department also issued guidelines to 131 auto insurers to make it easier for them to provide financial relief to consumers.

DFS worked closely with other regulators and experts to identify and respond to cybercrime threats emerging during the pandemic and issued COVID-19-related cybersecurity guidance to regulated entities to address heightened risks during the pandemic, including remote working, increased phishing and fraud and third-party risk.

Apart from its pandemic-related responses, DFS continued to bolster the State's commitment to combatting climate change and the State's ambitious climate change goals, becoming the first American state or federal regulator to set a holistic set of expectations for the financial services industry on managing the financial risks from climate change. The Department outlined its expectations for all New York-regulated financial institutions to start integrating the consideration of the financial risks from climate change into governance frameworks, risk management processes, and business strategies.

DFS also became a supporting institution of the United Nations Environment Programme Finance Initiative Principles for Sustainable Insurance to publicly demonstrate its support for sustainable insurance aims. In addition, the Department signed a memorandum of understanding with NYSEERDA to leverage the State's financial sector to address the effects of climate change, support the implementation of New York's ambitious climate goals, and enhance New York communities' climate resilience.

Office of Fire Prevention and Control

The State Office of Fire Prevention and Control (OFPC) delivered a wide range of services to firefighters, emergency responders, State and local government agencies, public and private colleges, and the citizens of New York. OFPC annually advances public safety by providing firefighter training and certifications, public fire prevention education, fire investigation, special operations, technical rescue programs and on-scene technical assistance.

Eighteen Fire Protection Specialists, in partnership with six staff members from the Department of State, deployed to Puerto Rico to perform damage assessments of structures impacted by a series of earthquakes. This team operated for four weeks and completed 2,606 rapid safety surveys. OFPC then assisted the State's efforts to combat the COVID-19 pandemic. In compliance with the Department of Health's recommended guidelines for social distancing and sanitization, OFPC paused all training activities at the Academy of Fire Science and its outreach programs.

Once New York's positivity rates began declining in May, OFPC resumed training New York's essential volunteer and career firefighters on a limited basis and with significant COVID-19 precautions in place. Despite the pause and the limiting of class sizes, OFPC trained more than 14,000 firefighters in more than 700 courses.

OFPC maintained operational capabilities to provide technical advice or perform specialized response operations based on need. To support the State's response to COVID-19, OFPC's Special Operations Branch provided education and operational support for Firefighting Foam Operations at three Department of Corrections and Community Services facilities engaged in manufacturing NY Clean hand sanitizer.

OFPC responded to 137 incidents while providing fire safety oversight and filling operational and managerial support roles at numerous COVID-19 testing, vaccination and alternate care facilities, including alarm activations, fires, and other emergencies at State properties and other facilities where OFPC holds statutory or contractual obligations for fire and life safety inspections. Additionally, inspectors conducted damage assessments of 70 structures impacted by a flash flooding event in Whitehall, Washington County.

Fire Protection Specialists also responded to 24 hazardous materials incidents. OFPC specialists responded to seven incidents involving propane transportation or distribution, three suspicious substance ("white powder") calls, two incidents requiring air monitoring at large fires requiring evacuation of nearby residents, and assistance in mitigating a leaking rail car carrying styrene monomer at an industrial facility.

New York Task Force 2, the urban search and rescue team managed by OFPC, consists of full-time OFPC and volunteer members who assisted with 15 technical rescue incidents, including four deployments of K-9 teams.

During the year, OFPC Fire Investigators conducted 206 fire investigations in support of local and county agencies. These incidents resulted in 31 fire deaths and an estimated \$55.5 million dollars in property damage.

OFPC and partner agencies continue to prepare and train for potential incidents involving the storage and transportation of hazardous materials. Training conducted by OFPC is continuously updated. At the New York State Fire Academy in Montour Falls, OFPC added training simulators and updated preexisting training props to help New York's first responders practice the skills related to the most up to date information presented by OFPC's training programs.

Office of General Services

The Office of General Services (OGS) provided a wide variety of support for the State's response to the pandemic. It coordinated the procurement, delivery, warehousing, payment, and reconciliation of nearly 300 million items of durable medical equipment, personal protective equipment, and other supplies in suddenly scarce global markets in collaboration with partner agencies.

OGS provided logistics support for many of these items including packaging, shipping and delivery to hospitals, nursing homes, alternate care facilities, test sites, vaccination sites, State agencies and local governments. It partnered with the Department of

Corrections and other agencies to set up code-compliant production locations at three correctional facilities; and secured a steady supply of raw materials to affordably produce and distribute NYS Clean hand sanitizer.

OGS also provided mailing and printing support for the Department of Labor and the Office of Temporary and Disability Assistance to send nearly two million COVID-19-related materials to benefits recipients.

The agency maintained large-scale alternative care facilities in Stony Brook, Old Westbury and Westchester and dismantled them when operations ended, as well as secured space for test sites, vaccination sites, laboratory operations, warehouse space, and call center operations and secured contracts for goods and services at these sites as needed.

OGS modified fresh air flows and enhanced filtration in buildings; ensured proper signage and hand sanitizer was available in all OGS owned and managed buildings; provided frequent cleaning and disinfection of high-density and high-touch areas and furniture; provided supplemental disinfection as part of agency contact tracing; and evaluated and modified occupied space to comply with CDC and Department of Health guidelines.

OGS ensured employees and on-site contractors were trained on safety protocols and implemented internal contact tracing to minimize the spread of COVID-19. OGS also provided production support to enable the Governor to broadcast daily briefings, and partnered with the Office of Information Technology Services to develop and maintain the NY-Forward, COVID-19, and vaccination websites.

OGS staff surveyed sites throughout New York City and Long Island to assess suitability of space to treat COVID-19 patients and executed emergency contracts to ready select sites. It provided the use of facilities to assist the Division of Homeland Security and Emergency Services and the Department of Health to operate a satellite command center and call center.

OGS stall also partnered with the Department of Taxation and Finance to secure a call center contract to enable the State to field calls from the public for information about COVID-19, unemployment insurance benefits, COVID-19 tests and test results.

It provided nearly 400 employees to answer COVID-19 calls, help New Yorkers apply for unemployment insurance benefits, schedule COVID-19 test appointments, conduct contact tracing, and work at vaccination sites; and it configured time records to enable executive agencies to readily track and report COVID-19 personal services costs.

OGS also provided support unrelated to the pandemic. For example, it provided facility support to the State Police as they responded to potential threats of violence during the Presidential inauguration in January 2021 and installed additional fencing and signs around the U.S. State Capitol to provide enhanced security.

OGS also initiated three emergency contracts to clean up 65 miles of debris in numerous State parks in Nassau and Suffolk counties as a result of Tropical Storm Isaias. Contractors cleared downed trees and vegetation in rough terrain, providing temporary access to roads, and repaired or replaced electrical service poles and overhead service lines to restore service to affected areas in these parks.

OGS continued its engagement in the Resiliency and Economic Development Initiative (REDI) response. It executed a design/build contract to provide shoreline stabilization and flood resiliency at the Fair Haven State Park and obtained emergency contracts for work to address the immediate and long-term resiliency needs of the lakeshore communities at the Mexico and Sandy Island State parks where work needed to be completed quickly in order to protect adjacent roadways and infrastructure. OGS completed dredging work at North Sandy Pond, Port Bay, Blind Sodus Bay and East Bay and plans to dredge 14 additional sites during 2021.

Department of Health

Response

The Department of Health (DOH) conducted emergency operations in support of the statewide response to COVID-19 including epidemiological investigations conducted in the early part of the year to identify the virus. DOH's Wadsworth Center developed one of the first reliable COVID-19 laboratory tests in the U.S. and tested more than 300 samples a week for most of the spring. In the fall, Wadsworth developed DNA tests to analyze new COVID-19 strains circulating in the State. DOH coordinated Isolation and quarantine operations with the counties to help mitigate the spread of the virus through airport screening and traveler identification. DOH supported the development, fielding and operation of mobile testing sites throughout the State. Critical specimen transports were conducted throughout the spring ensuring quick deliveries to Wadsworth to identify COVID-19 and help inform leadership of critical decision points. The Department responded to emergency requests throughout the State supporting hospitals, nursing homes, adult homes, and local health departments, the medical emergency response cache (MERC) deployed more than four million N-95 masks, more than 2,000 ventilators, and millions of additional pieces of PPE. The Department's Incident Management System was activated throughout the year. The Evacuation of Facilities in Disasters System (eFINDS) patient tracking system was used during two dozen emergency evacuations.

Planning

DOH updated the Health Care Facility Evacuation Center (HEC) Plan and HEC Facility Guidance Document. Coastal Storm Planning efforts resulted in 93 percent of New York City-based facilities completing required elements of the health care Facility Evacuation Planning Application including send-and-receive arrangements and critical facility infrastructure information. DOH continued to develop the Health Emergency

Preparedness Coalition (HEPC) concept throughout the State. The coalition consists of multi-agency organizations responsible for regional ESF 8 preparedness activities and information-sharing during emergencies. The Coronavirus Disease 2019 Response Annex was developed along with State vaccine distribution plans. Guidance and plan templates were provided to local hospital departments, and vaccination response plans were collected and reviewed. The State provided guidance, review and feedback for regional vaccination hub plans by State Economic Development Council Region.

Training

Training via regional centers included continuity of operations planning, e-FINDS, Burn Life Support, Disaster Life Support, Trauma Care, HAZMAT, Stop-the-Bleed Train-the-Trainer, Pediatric Disaster Response, and Disaster Triage. DOH staff participated in National Incident Management System/Incident Command System and EOC operations courses. ServNY Incident Response Management training (volunteer management) was offered and remains available to LHDs and facilities across the State.

DOH staff conducted monthly Clinical Operations and Medical Countermeasures trainings with LHDs. Medical Emergency Response Inventory Tracking System (MERITS) training was provided across the State to LHDs. Access and Functional Needs (AFN) Considerations for POD Operations training was provided to LHDs. HEC Application training was continued for all partners providing staffing support to HEC operations. FEPA Coastal Storm Planning Training was conducted for New York City healthcare facilities. Comprehensive Emergency Management Plan training was provided to and remains available for all nursing homes and adult care facilities across the State.

Exercises

Due to COVID-19, exercise requirements evolved into a multi-pronged, real-life response to the pandemic. One statewide interoperable communications drill was conducted in September. LHDs were given the flexibility to conduct a seasonal influenza Point of Dispensing, or a COVID-19 vaccination Point of Dispensing, subsequent to the Emergency Use Authorizations for the Pfizer and Moderna vaccines. Twenty-eight local health departments conducted seasonal influenza Points of Dispensing between September and December.

LHDs completed or are completing AAR/IPs for the seasonal influenza PODs, or the COVID-19 vaccination PODs. LHDs also completed an AAR/IP for the initial response efforts to capabilities including, Emergency Public Information and Warning, Information Sharing, Nonpharmaceutical Interventions, Public Health Surveillance and Epidemiological Investigation, Responder Safety and Health, and Volunteer Management. As additional doses of vaccines became available, LHDs conducted and continue to conduct COVID-19 vaccination PODs. Hospitals completed AAR/IPs for initial response efforts to medical surge, responder safety and health, and information sharing. An After-Action Report/Improvement Plan (AAR/IP) following 2018-2019 Measles

Outbreak was developed to capture areas for modification and additional policy development. DOH also supported the State-designated Ebola Assessment and Treatment Centers in exercising identification, triage, staff PPE donning and doffing, transport, and treatment of an individual presenting with Ebola or another highly infectious disease.

Division of Homeland Security and Emergency Services

The Division of Homeland Security and Emergency Services (DHSES) coordinates efforts in preparing for, mitigating, and responding to emergencies throughout the State.

In its role as the operational arm of the DPC, DHSES OEM is responsible to ensure the State is appropriately trained and coordinated to prepare for, respond to, and recover from all hazards threatening the State. OEM oversees the 24/7 State Watch Center and regional field staff responsible for coordinating with State and local partners, as well as providing statewide situational awareness. For the State's COVID response, OEM operated the State EOC from early March and into 2021, supported the operation and logistical support to COVID testing programs, and coordinated distribution of critical equipment and supplies across New York State. The NYS Watch Center managed unprecedented volumes of communication and OEM supported targeted activities including but not limited to mortuary affairs, alternate care facilities and test site operations. Additionally, OEM supported the responses to multiple tropical storms, severe snowstorms, civil disturbances, and flooding along Lake Ontario.

On November 17, the OEM Radiological Emergency Preparedness Program (REP) conducted a federally evaluated exercise for the Indian Point Energy Center with Westchester, Rockland, Putnam, and Orange counties. The exercise followed strict COVID-19 safety protocols to facilitate the unique pandemic environment. The exercise was one among a very few national exercises not cancelled or postponed. Additionally, OEM's REP program also conducted other out-of-sequence FEMA-evaluated drills in support of Wayne County which also followed strict COVID-19 safety protocols. These federally evaluated exercises and drills provided additional training opportunities for OEM staff.

OEM provided multiple training opportunities for local governments including radiological emergency preparedness and general emergency preparedness. OEM is also responsible for the Emergency Management Certification and Training (EMCT) Program, which was developed to support the State's strategy of creating unified emergency management training, education, communication, and response protocols. This training is divided into three levels: Tier 1 for county chief executives, Tier 2 for county emergency managers, and Tier 3 for local public officials, local agencies, first responder leadership, and other partners. OEM offered an EMCT Tier 1 training at the New York State Association of Counties Legislative Conference for 64 county leaders, a Tier 2 EMCT

refresher for 128 emergency management leaders, and three (3) Tier 3 EMCT programs for 80 community leaders in various counties.

In February, 34 students completed the first training course, Foundations of Emergency Management, which is part of the National Emergency Management Basic Academy. The National Emergency Management Basic Academy, designed and sponsored by FEMA, provides individuals who are pursuing a career in emergency management with an entry point to obtain a foundational education through contemporary learning programs and skilled instructors. The Academy consists of 19 classroom course days with 152 hours of instruction, most of which offer continuing education unit (CEU) and American Council on Education (ACE) credits. Five sessions of the Basic Academy were scheduled, but due to the COVID-19 outbreak, only the first session was conducted; the other four sessions are postponed.

The Disaster Recovery Office supported the State's COVID-19 disaster declaration, DR-4480, which was declared on March 20. DR-4480 is the first statewide major disaster declaration for the State. The unique nature of the pandemic and evolving FEMA policies specific to the COVID-19 disaster declaration required DHSES staff to have regular meetings with FEMA Region II leadership to ensure applicants were informed of the latest developments in applicable policy. In addition, DHSES presented more than 60 Applicants Briefings, in a virtual environment, involving thousands of participants. DHSES established a designated email address for DR-4480 to handle specific inquiries related to evolving FEMA guidance, and published and maintained an updated Applicants Handbook for DR-4480 on its website along with approximately 40 policy guidance documents relevant to the pandemic.

DR-4480 involved more than 1,800 eligible applicants, including State agencies, municipalities, school districts, and many private non-profit organizations. More than \$1.3 billion in total eligible costs were approved, but assistance will grow larger as additional projects are developed.

In response to COVID-19, Economic Injury Disaster Loans (EIDL) were authorized for small business owners, including agricultural businesses, and nonprofit organizations in all U.S. states, Washington D.C., and territories. The EIDL program provided economic relief to businesses experiencing a temporary loss of revenue due to COVID-19.

The Office of Disaster Recovery also supported the State's request for a major disaster declaration from the impacts of Tropical Storm Isaias including severe damages and power outages in Long Island, New York City, and the Hudson Valley. The State received a major disaster declaration for Nassau and Suffolk counties on October 2, which was amended to add Richmond, Queens, Westchester, Rockland, and Putnam counties on November 3. DHSES completed the first step of the FEMA Public Assistance process by conducting virtual Applicant Briefing meetings for the declared counties and is in the early stages of project development with applicants.

On August 24, severe weather and flooding affected the village of Whitehall in Washington County. Following the event, the Office of Recovery and Washington County conducted a thorough assessment of the damages related to this incident. The U.S. Small Business Administration (SBA) normally sends adjustors out to complete the assessment, but the pandemic prevented the SBA from providing staff to assist. For the first time, State staff conducted all assessments virtually and collected all necessary information to request a declaration. The assessment confirmed damage to 40 homes and 13 businesses or non-profit organizations totaling more than \$1.5 million in damages. SBA made low-interest loans available to homeowners and businesses effected by storm damage in the contiguous counties of Essex, Rensselaer, Saratoga, and Warren.

DHSES' Office of Disaster Recovery continued support of communities impacted by the October 31, 2019 storms, flooding, and straight-line winds (DR-4472). Despite challenges posed to operations by transitioning field work to the virtual environment, 241 projects were obligated for 184 eligible applicants. Another 754 projects were in the process of being formulated and approved, bringing the current estimated project total to almost 1,000. Approximately \$11.4 million was obligated by FEMA and DHSES disbursed \$5.4 million.

In 2020, the Office of Disaster Recovery successfully closed three disasters totaling \$163 million and is targeted to close another four disasters in 2021.

The Office of Disaster Recovery Hazard Mitigation section continued to work with counties to update FEMA-approved hazard mitigation plans, which identify risks and strategies and are essential to receive FEMA mitigation grants. In January, project and planning applications were submitted under FEMA's nationwide Pre-Disaster Mitigation and Flood Mitigation Assistance (FMA) programs resulting in more than \$13 million in awards. In September, Hazard Mitigation announced the FMA program and FEMA's new program, Building Resilient Infrastructure and Communities (BRIC), replacing Pre-Disaster Mitigation. The Office of Disaster Recovery outreach and assistance with application development resulted in 39 applications submitted to FEMA for which the Office of Disaster Recovery awaits FEMA's funding determinations.

To support the State's response to COVID-19, the Policy and Program Development Unit supported the coordination and tracking of donated personal protective equipment (PPE) to include masks, gloves, gowns, eye/face shields and other key resources. Tens of millions of units of PPE were donated by a wide variety of individuals and organizations which were distributed to front line workers across the State. PPDU also provided continuous data and analytical support to the Commissioner in the Capital Region Reopening Control Room.

DHSES partnered with the New York State Emergency Management Association to develop a Mass Fatality Management Resource Guide. The document helps serve as a resource for emergency managers and other key stakeholders and offers concise, high-level planning considerations and other insights. To complement the guide, DHSES also

developed a series of Mass Fatality workshops. The first workshop focused on mass fatality awareness and emphasized the importance of building upon the State's collective understanding of these incidents. In January, DHSES held a Mass Fatality Exercise, which was attended by DPC agency emergency management program leads and representatives from the Executive Chamber, FEMA, and the NYS Funeral Directors Association. Participants engaged in a facilitated (scenario-based) discussion regarding the State's authorities, capabilities, and capacities to respond to and recover from a mass fatality incident. The development of relationships and insight shared through these efforts better positioned the State to respond to the mass fatality incident created by COVID-19.

DHSES continued its partnership with the College of Emergency Preparedness, Homeland Security and Cybersecurity (CEHC) at the University of Albany by providing 29 internship opportunities for CEHC students. DHSES also participated in CEHC's capstone courses which allowed advanced students to work on a defined problem and present answers and potential solutions to DHSES staff.

DHSES began the next round of the County Emergency Preparedness Assessment (CEPA) sessions in early 2020, but due to COVID-19 they were held virtually. Several other DPC agencies regularly participate in CEPA workshops across the State. Eleven local emergency management organizations received accreditation to date.

DHSES' Asset Management Division manages the State's ten strategic stockpiles located throughout the State which contain various items and equipment for assistance to local partners in an emergency. Stockpile equipment was deployed to support COVID-19 testing sites around the State. Two stockpiles served as COVID-19 warehouses and managed the deployment of critical PPE and equipment. One stockpile served as the receiving point for all COVID-19 testing kit components.

DHSES also operates the State Preparedness Training Center (SPTC) located in Oriskany. The SPTC began the year with a robust slate of courses planned and a vision for new courses, new venues, and new special events under consideration. The pandemic interrupted these plans and the SPTC was closed in mid-March. There is no planned reopening date for the SPTC as of the end of the year. The Center's re-opening will be determined based on COVID-19 conditions and, once safe to do so, the SPTC will resume providing cutting edge, contemporary and configurable training to New York State's first responders.

DHSES' Office of Counterterrorism (OCT) was on track to expand its successful Red Team program until the start of the pandemic. While personnel began planning efforts in the first quarter, the efficacy of conducting these exercises was influenced by a lack of mass-gathering events, restrictions and closures of businesses, and a notable burden on critical infrastructure partners. This was compounded with OCT personnel shifting efforts to support the State's COVID-19 response. As a result, no Red Team exercises took place this year. OCT personnel started to plan 2021 Red Team activity in conformance

with the COVID-19 environment. Efforts will be taken in partnership with federal, State, local, and tribal law enforcement, and private businesses. OCT's Red Teams work to raise awareness of the precursors of terrorism and the State's "See Something Say Something" campaign in a multitude of infrastructure facilities and business sectors which could be targeted or exploited to further nefarious activity.

The DHSES' Cyber Incident Response Team (CIRT) provided incident response and cybersecurity guidance to county and local governments, non-executive agencies and State authorities. The CIRT responded to fifty incidents throughout the State, which included providing support to several hospitals victimized by malicious actors at the height of the COVID-19 pandemic. The CIRT worked closely with federal and State partners to provide actionable cyber-intelligence to local governments and law enforcement organizations throughout the State. The CIRT also began on-boarding customers for interactive phishing exercises. To date, approximately 2,300 people received training under this program. In partnership with the Critical Infrastructure Unit, the CIRT provided six comprehensive risk assessments for local governments to help identify vulnerabilities and secure IT infrastructure. The CIRT also continued its partnership with the Board of Elections by serving as primary point of contact and incident responder for county boards of election offices throughout the election season.

DHSES coordinated 59 drills as part of "Operation NY SECURE (Securing the Empire Corridor by Unifying Regional Efforts)," a rail security initiative to promote cooperation between law enforcement agencies and improve the State's capabilities to respond to actual emergencies on rail lines. Since 2018 more than 140 events were completed. Exercises were conducted at different stations along the Amtrak corridor from New York City to Buffalo, as well as on Metropolitan Transportation Authority (MTA) commuter lines. Participating agencies included DHSES' Office of Counter Terrorism, State Police, MTA Police, Amtrak Police, and several local and federal law enforcement agencies. During each exercise, agencies performed counterterrorism and incident response activities such as heightened platform patrols, increased security presence onboard trains, explosives detection canine sweeps, and counter-surveillance measures. The goal of these operations is to improve coordination and response between railroad police agencies responsible for each station, and State and local law enforcement agencies responding to emergencies at these facilities.

Division of Homes and Community Renewal

The Division of Homes and Community Renewal (HCR) served as a support agency for the State EOC and ESF 6 to prepare for and support multi-agency, State-level activity during disaster events, exercises, and training. HCR worked with local, State, and federal partners to develop response and recovery strategies.

HCR was activated to support State emergency operations and ESF-6 in response to the COVID-19 emergency and supported many aspects of the State's response. The agency

administered the State's COVID-19 Emergency Rental Assistance Program, provided support for the State's COVID-19 Hotline and the Department of Labor's unemployment insurance assistance efforts, coordinated delivery of donated supplies for frontline workers, and provided support for the State's program to vaccinate New Yorkers. HCR also developed and implemented protocols, plans and strategies to sustain operations and missions during the COVID-19 emergency.

HCR administered two recovery programs related to Lake Ontario flooding. The State's 2017 program assisted approximately 2,800 homeowners and is nearing completion. \$13.3 million was disbursed to homeowners participating in the 2017 Lake Ontario – St. Lawrence River Flood Recovery program, bringing the total to \$90.2 million. The 2019 program made substantial progress despite challenges presented by COVID-19. More than \$9 million was disbursed to homeowners participating in the 2019 Lake Ontario program. \$1.5 million was disbursed to participants in the Southern Tier Finger Lakes Recovery Program, bringing the total to date for the program to \$3.4 million. All applications for the Southern Tier program were processed and the program is now assisting homeowners complete and close out existing contracts.

The Governor's Office of Storm Recovery (GOSR) was created in 2013 to manage the \$4.4 billion Community Development Block Grant-Disaster Recovery (CDBG-DR) funds the State received from the federal government after Superstorm Sandy, Hurricane Irene, and Tropical Storm Lee. Through the end of the year, \$3.8 billion, or approximately 84% of the total grant, was spent with more than \$1 billion provided directly to homeowners. GOSR also funded hundreds of recovery and resiliency initiatives across its Community Reconstruction, Infrastructure, Small Business, and Rebuild by Design programs. 141 Community Reconstruction projects and programs were completed, 109 projects were in pre-construction or construction, and 50 were in design/permitting.

Office of Information Technology Services

The Office of Information Technology Services (ITS) created new roles to support emergency operations, customer relations, and service delivery. Together, these positions enabled ITS to define and execute all technology support aspects of DPC agencies. ITS service areas provided trained staff, operational support, and services to State agencies to strengthen interagency coordination and cooperation during emergencies.

Disaster Preparedness

Asset Management System (AMS) is a commercial software product hosted by the vendor in a cloud environment allowing State agencies to track the physical location and deployment status of all mobile assets such as vehicles and boats. The AMS system includes disaster recovery capabilities and provides a platform in which maintenance and repair operations for assets can be tracked. The AMS system was deployed both as an

iOS mobile and website application and was used by 1,500 registered users at 21 State agencies and authorities. This allowed the State to maintain an updated inventory of assets and allow a rapid response to emergencies with the appropriate equipment. ITS is currently working on an upgrade of the system and the implementation of single sign-on capabilities.

Public Safety

NY-Alert

ITS provided management and support of the NY-Alert environment hosted by Everbridge. NY-Alert is a subscriber-based service; constituents must opt-in to receive notifications related to imminent natural or man-made threats, transportation/traffic, medical and public health, missing persons, Sex Offender relocation notifications, Orders of Protection, Sewage and Pollution Right-to-Know Act Notices for Sewage Spills, as well as consumer protection advisories such as scams and data breaches.

Additionally, the State and City Universities of New York use NY-Alert to notify students, faculty, and staff of campus closures. NY-Alert employs multiple technologies to alert the public, including reverse 911 mass dialers for voice communications, SMS text messaging, email, facsimile, RSS feeds, website, and social media, e.g., Twitter. NY-Alert is also the primary gateway/interface to FEMA's Integrated Public Alert and Warning System (IPAWS). As of December, the Division of Homeland Security and Emergency Services, State Police, New York City Office of Emergency Management, and 46 county offices of emergency management were authorized to use IPAWS for emergency alerting purposes.

NY Responds

ITS provided hardware, software, contractual, and data support for the NY Responds system, a web-based, custom, off-the-shelf crisis information management system used in emergency operations centers. The product provides an easy-to-use, configurable interface based upon the workflow requirements of the emergency management community. It is National Incident Management System (NIMS) compliant, highly secure, and used by State, county, and local agencies, as well as private sector corporations. Organization can track and manage multiple incidents, and monitor RSS and video feeds, social media posts, and Geographic Information System (GIS) data. The real-time location of snowplows is one of several GIS layers available through the NY Responds Common Operating Picture map viewer. NY Responds is available to every county OEM and is approved by FEMA as a gateway/interface to IPAWS.

Geographic Information System Program Office

The ITS Geographic Information System Program Office (GPO) staff supplied non-emergency GIS support to DHSES since October 2019. GPO staff worked at the State EOC during two radiological emergency preparedness exercises. GPO staff supported ice jam tracking in January and February by providing field data collection applications

and web applications. In August, GPO staff provided mapping support to in preparation for and response to widespread severe weather. Work supporting ice jam tracking resumed in December in preparation for the 2021 season.

Beginning in February, GPO staff supported the State response to COVID-19. For DHSES, this included GIS mapping as well as GIS support with the State Incident Management Team at the DOH Health Operations Center in Menands. The GPO also completed 92 mapping and analysis requests from the Governor's Office. GPO support for State Police included numerous maps, as well as creation of a web application to help track staffing impacted by COVID-19 at PSAPs. GPO support for COVID-19 response continues, shifting to supporting vaccination efforts. The GPO leads GIS coordination related to the pandemic with local governments, other states, and national Geospatial organizations. The GPO created and maintained a COVID-19 micro cluster GIS web service to promote consistency among all stakeholders.

Many datasets created for these efforts were made available through the Critical Infrastructure Response Information System (CIRIS). NY-Responds Common Operating Picture draws most of its data from the CIRIS data repository.

In addition to the work supporting ice jam tracking, GPO staff created field data collection and web applications to support DHSES search and rescue efforts and building damage assessment. Applications were tested in a drill while damage assessment applications were used in response to several incidents. ITS also supported 14 State EOC activations and seven exercises by providing an agency emergency management coordinator and statewide end user services support staff to assist with technology requests and concerns.

The State employee alert program, including specialized platforms for the Thruway Authority, State Police and Department of Transportation, experienced its highest activation year with multiple State facility closures due to storms and COVID-19. The system handled messaging to more than 35,000 State employees for these closures. The continued success of the platform led several new agencies to join the program in the last year.

Continuity of Operations Planning

Through ITS Site Consultation and Workplace Services onsite support, ITS Continuity of Operations Planning (COOP) provided network infrastructures, and internet access to 15 mass COVID-19 testing sites, 19 mass vaccination sites, and several staging warehouses throughout the State. Utilizing cellular services and new and existing circuits, Mobile Command Centers (MCC) with connected access points were the backbone in providing WIFI coverage at each site to several different devices such as iPads, laptops, phones, and printers. ITS Workplace Services provided 1-2 staff daily per site for end user support services.

ITS COOP increased to 37 business units and portfolios with a combined effort of 95% completion. COVID-19 proved to be a test against each of the 37 business unit COOP plans. Business units were placed in-action items concerning COVID-19 and needed corrections and, without much adjustment, were able to carry out daily functions and routines due availability of telecommuting technology provided to State personnel.

Late in the year there were several reorganizations and personnel changes involving ITS leadership and shaping of the portfolios and business units. ITS worked with leadership of these units to adjust changes in the chain of command structure including orders of succession and authority delegations. Personnel updates to the master COOP and incident command structure were tracked and updated accordingly. ITS also organized roles using the NIMS/ICS structure and maintained a critical contact list of senior staff and agency decision makers who could be involved in deploying resources to assist with any incident process.

Workplace Services Bureau

The ITS Workplace Services (WPS) bureau created new roles and service delivery patterns to ensure DPC agencies were equipped with technology solutions and support needed to execute mission tasks during the pandemic. Workplace Services realignment created a unified command structure for field support personnel, improving availability and response time for DPC agency needs. WPS personnel provided on-site technical buildout and sustaining support, seven days a week at 24 COVID-19 testing and vaccination sites throughout the State. The bureau developed processes to ensure safe, timely provisioning of IT assets in high risk environments. In cooperation with DPC partners, WPS developed, procured, and delivered pre-staged “go kits” to deliver technology assets on demand to incident commanders. Finally, WPS delivered virtual desktop and remote access solutions to securely deliver technology resources to power call centers, aid in disaster response and facilitate remote work.

Chief Information Security Office

The ITS Chief Information Security Office (CISO) developed and continued to maintain uniform State security policies and standards, information asset governance, risk management, compliance protocols, and enhanced proactive defenses, monitoring, detection, and alerting capabilities in the Statewide Data Center. CISO routinely performed cyber security risk, threat, and vulnerability assessments to ensure adequate controls and resiliency. Additionally, CISO introduced the first iteration of its Governance, Risk, and Compliance (GRC) tool to support the lifecycle of security findings, risk acceptance, and remediation plans. The data stored in this tool will allow for the development of agency-based and enterprise-wide risk registers which will be leveraged to present a more holistic view of risk across the enterprise.

As the COVID-19 pandemic emerged, the State needed rapid deployment of COVID-19-specific applications to support the needs of the State and its response efforts. This included secure communications, standardized processes and documentation, and

secure data transport. CISO worked in collaboration with other areas of ITS and the agencies to secure these applications, identify potential risks, and ensure those risks were evaluated and acted on appropriately. Since April, CISO completed more than 50 rapid reviews in support of the pandemic response. These reviews include systems for tracking medical volunteers, COVID-19 contact tracing, COVID-19 screening, vaccine support, mental health services, unemployment insurance, and secure remote access, among others.

CISO routinely provided critical resources and support through the individual units of the State Cyber Command Center. In addition to the normal demand for prevention and response services, the COVID-19 pandemic drastically increased the demand for critical services to secure the State. With the increased demand for COVID-19 information and updates, bad actors leveraged all mediums of communication to target and take advantage of State employees and private citizens with the intent to gain access to State systems for financial gain. In addition, the pandemic increased the citizen need for State services and created a demand to support telecommuting, allowing the State to function while still protecting its systems and employees. These rapidly expanded programs were heavily targeted which increased the demand for Cyber Command services.

The following are highlights of each unit:

Security Operations Center (SOC): The SOC responded to the high volume of targeted COVID-19 phishing, smishing and vishing campaigns. The timely efforts of this unit prevented a large amount of criminal cyber activity targeting the State.

Digital Forensics and Incident Response Team: The pandemic shifted bad actor focus to health care to optimize financial gains and disrupt public confidence. Disrupting these critical services is one goal of adversaries, but also can be leveraged to provide pressure on health care facilities to pay a ransom when impacted. The team responded to incidents targeting health care facilities with ransomware, helping them to respond and recover securely. The team also provided presentations to health care audiences on how to prepare for incidents and provided guidance to better secure systems and help prevent ransomware.

Red Team: The Red Team provided expertise to test and secure several systems undergoing rapid security reviews by CISO. This team specialized in highly technical testing of these systems, leveraging many of the same techniques employed by cyber criminals, to ensure they were secure prior to implementation.

CISO played a primary role in providing support to the State Secure Elections Center. Cyber Command, in collaboration with the Board of Elections, State Intelligence Center, DHSES, and other partners, provided enhanced threat intelligence related to monitoring of State systems and infrastructure prior to and through the primary and general elections. The Cyber Command Center was activated, and incident responders were prepared to respond through the week of the Presidential election. CISO also played a key role in

coordinating restoration of services for Chenango County due to a significant ransomware event in the week leading up to the election and for several weeks afterwards.

CISO also maintained a robust awareness and outreach program promoting cyber security best practices, including the Local Government Cyber Security Tool Kit, distribution of awareness resource materials, cyber security tips newsletters and bulletins to appropriate audiences, participation and support of events such as National Cyber Security Awareness Month and Data Privacy Day, providing content-rich materials for ITS CISO awareness web pages, and relevant posts for ITS social media sites.

CISO coordinated a variety of security training and education programs, including State Cyber Security Awareness Training for local governments, education entities and the public, technical training offerings for staff on cyber security, and the “Kids Safe Online” Poster Contest engaging public, private, and homeschooled children in grades K-12. CISO postponed the annual State Cyber Security Conference due to the ongoing COVID-19 pandemic but is planning to return in 2021 with a virtual conference.

CISO spearheaded the volunteer response for ITS in support of the dramatic increase of unemployment insurance claims related to the pandemic. CISO managed the team of ITS volunteers, supported the statewide distribution of call lists, and supported the Department of Labor. CISO also provided volunteer staff at vaccination sites to help the Department of Health fulfill its mission to deliver the COVID-19 vaccine.

Department of Labor

The Department of Labor (DOL) was significantly impacted by the COVID-19 pandemic and associated economic crisis. DOL implemented a number of organizational changes to increase operational resilience, such as the utilization of remote work – particularly remote call center staff – to maintain mission critical functions during a public health emergency.

DOL processed millions of unemployment insurance benefit initial claims for unemployed workers who were adversely impacted as a result of COVID-19. The agency also assisted with the State response to the COVID-19 pandemic by working with the Office of Emergency Management to make resources and personnel available to support COVID-19 testing and vaccination efforts.

The Department continued to develop and update emergency plans, improve employee resiliency and remote work efficiency. Subject to COVID-19 imposed constraints, staff conducted select site inspections to identify and assist site managers with developing or updating office-specific all-hazard emergency action plans. DOL emergency management staff also assisted site locations in conducting and evaluating evacuation drills and providing health/safety training, and with minimizing COVID-19 risk in the workplace via supporting daily health screenings and other mitigation strategies.

Office of Mental Health

The Office of Mental Health (OMH) reacted quickly in February to the request to assist an Emergency Management Assistance Compact (EMAC) mission to provide mental health support services to survivors of multiple earthquakes in Puerto Rico. While the mission was ultimately canceled, 18 professional staff from OMH were ready for deployment in response to the request.

OMH participated in the annual Training and Exercise Planning Workshop held by DHSES to develop a statewide plan for annual training and exercise needs and goals. OMH staff from the Bureau of Emergency Preparedness and Response participated in the Public Safety Branch Functional Exercise involving ESFs 6, 8 and 11 focusing on coordination and communication within the ESFs and the State EOC.

In early February, OMH provided support to local communities where individuals returning from foreign countries had been quarantined in response to the US Department of Health and Human Services declaration of a public health emergency for COVID-19. The response grew to include efforts to ensure the health and safety of residents and staff at 24 OMH psychiatric center locations and to support more than 1,500 providers of local mental health services with formal guidance and support on managing COVID-19 among those with mental illness. OMH also initiated the State Emotional Support Helpline to provide crisis counseling for callers statewide, and the Coping Circles program utilizing professional volunteer counselors from across the State to facilitate group counseling sessions via telephone.

OMH was activated in the first week of March to support the COVID-19 response. Numerous OMH staff from the statewide workforce participated in operations, including providing 24/7 coverage in the State EOC, administrative and security support at COVID-19 testing stations, and assisting Department of Labor efforts supporting unemployment insurance assistance.

Following the Presidential declaration of disaster in March, OMH received a FEMA Crisis Counseling Program grant of \$1.3 million to provide emotional and psychological support to residents of the State impacted by the COVID-19 outbreak. This allowed OMH to continue the operation of the Emotional Support Helpline and conduct a multimedia campaign educating residents on how to cope with the many challenges encountered as the COVID-19 event continued. A second FEMA grant of \$128 million was awarded in September, allowing the Project Hope Crisis Counseling Program to continue and expand to include direct local services in twelve of the most highly impacted counties in the State.

Late in the year, OMH co-sponsored a training with the Department of Health webcast simultaneously to 60 psychiatric centers, hospitals, and local offices of emergency management throughout the State. Seeking to bring real-time assistance to those working to respond to the COVID-19 outbreak, the virtual session targeted hospital and

both mental and public health workers. The program provided skills for coping with the emotional challenges they face working at the front-line of the pandemic and maintaining resilience as a responder.

In response to a request from DHSES to address a growing concern for the emotional well-being of the emergency response workforce, OMH partnered with the Institute for Disaster Mental Health to develop and present a series of trainings for DHSES personnel statewide. The resulting workshops – Managing Staff Stress & Promoting Workforce Resilience – was subsequently offered across the State to all DHSES staff.

Metropolitan Transportation Authority

The Metropolitan Transportation Authority (MTA) and its operating agencies – Metro North Railroad (MNR), Long Island Rail Road (LIRR), New York City Transit (NYCT) Subway and Bus, MTA Bus, MTA Bridges and Tunnels (B&T) – continued to prepare for a wide range of emergencies capable of impacting the New York City Metro area. The MTA was impacted by a variety of incidents, both international and domestic, and developed and improved emergency plans, enhancing skills by participating in a variety of planning, mitigation, and response/recovery activities. The MTA Chairman and executive team played roles in emergency preparedness and response activities, such as trainings and exercises in advance of hurricane and winter weather seasons. Response priorities and communication strategies were developed and enhanced to ensure emergency response systems were in place and vital information would be shared with the public, within the organization, and with other governmental entities.

Major planning efforts included annual updates to a variety of plans including winter operations, coastal storm evacuation, pandemic plan, business impact analysis, business continuity, HQ Situation Room Concept of Operations, and bridge and system closure protocols. Additionally, event planning was conducted for COVID-19, the UN General Assembly, the TD Five Borough Bike Tour, multiple parades, events, and concerts, and activities including the overnight subway shutdown, staffing issues due to COVID-19, virtual operations, Yankee Stadium, Citi Field, and Barclays Center events.

Disaster-based planning activities were also conducted, including hurricane evacuation planning, ongoing implementation of the Everbridge Virtual Command Center, contingency planning for chemical and biological incidents, Public Health Planning with NYOEM, and threat and hazard identification risk assessment updates. The most significant planning effort was the COVID-19 response. The response to the pandemic required a major shift in traditional operating structures and created the need to seek new solutions. Key planning issues addressed were system safety, virtual work environments, and fatality management.

MTA staff participated in numerous training programs to enhance the organization's ability to prepare for and respond to emergencies. Training ranged from general emergency and

traffic management courses to specific topics such as passenger train emergency response, Everbridge emergency mass communication system training, and security awareness training. MTA staff were also involved in numerous functional and discussion-based exercises including an executive winter weather virtual tabletop and approximately 30 additional training events.

Division of Military and Naval Affairs

The Division of Military and Naval Affairs (DMNA) provided trained personnel and equipment when called upon by the Governor to respond to weather and other emergencies in New York and within the territory of the United States. The Governor can call upon members of the New York Army and Air National Guard, the New York Naval Militia, and the New York Guard to assist with response in State active duty status. Troops operating in this status are paid for by the State and respond to the orders of the Governor. Federal military equipment can be employed by troops in active duty status, but the State assumes the costs of operating and repairing those vehicles and other equipment. New York National Guard members can also conduct missions under the direction of the Governor, or of another state's governor, while in "Title 32" status. In this case, the troop payroll and costs of the operation are funded by the federal government at the direction of the President, while the Governor retains command of the National Guard forces.

The New York Army and Air National Guard are part of the reserve components of their respective services. The New York Guard is the State's volunteer response force. The New York Naval Militia is mainly comprised of members of the Navy, Marine Corps and Coast Guard Reserve who also agree to perform State duties.

DMNA mobilized 5,066 members of the New York Military Forces in response to the pandemic. At the peak of the response mission in April, 3,646 personnel were in a Title 32 or State active duty status involved in COVID-19 response missions. This was the largest Civil Support Operation in the history of the New York National Guard in terms of activated strength over an extended and sustained period. DMNA maintained, on average, 2,367 service members on-duty throughout the year, operating at 45 mission sites throughout the State. The pandemic response mission occupied DMNA assets from March to December when 1,682 personnel were still on duty. At the onset of 2021, missions continued, and the State's response shifted to getting vaccines out to residents.

On March 9, the Governor directed the deployment of New York National Guard personnel to New Rochelle to help contain the State's first COVID-19 outbreak. State officials declared a one-mile containment zone in which businesses, schools and religious centers were shut down to contain the spread of the virus. The New York National Guard mobilized 300 troops with the first troops arriving the next day. Troops were on State active duty orders and initially provided food to students who could no longer receive school lunches. Troops also cleaned public buildings and facilities. Within a week, forces

grew to 900 personnel and missions expanded to include staffing a COVID-19 call center and distributing hand sanitizer packaged at State correctional facilities.

On March 22, the President signed orders allocating federal dollars – Title 32 Section 502F funds — to cover the costs of National Guard personnel, and orders were initiated transitioning Army and Air Guard personnel from State to federal duty status. By the end of March, 2,778 personnel were on-duty across the State assembling COVID-19 test kits, assisting at testing sites, delivering meals in New York City, managing logistics operations, and expanding the call center mission. Guard members also took calls placed to New York's Novel Coronavirus Hotline, answering questions about COVID-19 at call centers in Brooklyn, Rotterdam, and Schenectady. Guard members initially staffed a call center in Hawthorne for two weeks before moving to the additional centers across the State. Approximately 100 Guard members worked with 590 civilian employees to take calls from people seeking COVID-19 information. Calls answered by Guard members ranged from 100 to 28,000 per day.

The food delivery mission began when soldiers helped distribute meals in New Rochelle to make up for student lunches. The mission expanded to providing meals in Westchester, Albany and Schenectady counties. National Guard personnel also helped with pop-up food distribution missions in rural areas and assisted in delivering senior meals in Chenango County. The largest effort was in New York City where tens of millions of meals were passed out by DMNA personnel.

One of the most physically and mentally demanding missions was assisting the New York City Office of the Chief Medical Examiner in retrieving the remains of those who perished during the initial brunt of the pandemic. Teams of National Guardsmen with rented panel trucks specially outfitted for the mission accompanied medical examiner's to homes to retrieve decedents. From March to June, 400 New York National Guardsmen conducted the dignified recovery of 2,882 decedents. Some of the Guardsmen, including the members of the 107th Attack Wing Fatality Search and Recovery Team, trained for this type of mission. Most of those on the mission were members of the 369th Sustainment Brigade who volunteered and attended a training course conducted by the New York City Chief Medical Examiner's office. In addition to retrieving decedents from homes and other locations, members of the team also helped move remains stored in the temporary morgue of refrigerated trailers established at the 39th Street Pier in Brooklyn. The Army's 54th Quartermaster Company based at Fort Lee, V.A., deployed 50 mortuary affairs Soldiers to assist the City Medical Examiner in documenting deaths.

DMNA military personnel also helped organize equipment at warehouse locations, which included one of the large hangers at Stewart Air National Guard Base. Personnel also moved critical goods when needed. The 105th Airlift Wing received ventilators needed in New York shipped to the base from the West Coast.

DMNA assets were engaged in 14 different pandemic-related missions, five of which were ongoing by the end of the year. A single drive-through COVID-19 test site constructed at

Glen Island State Park in March expanded to 15 test sites across the State at which New York Military Forces personnel assisted in collecting 1,124,029 test samples. Soldiers and airmen also directed traffic, performed logistics and administrative support, and military medical personnel collected samples at some locations.

Office of Parks, Recreation and Historic Preservation

The Office of Parks, Recreation and Historic Preservation (State Parks) supported COVID-19 response activities, including providing space at the Saratoga Spa State Park to house the Incident Management Team conducting early door-to-door COVID-19 testing. Saratoga also provided a four-day pop-up test site screening for the British COVID-19 variant. Additional COVID-19 test sites were established and supported and lead by State Parks staff at Jones Beach State Park and Anthony Wayne Recreation Area in Rockland County. State Parks provided the Long Island Vaccination Point of Dispensation at Jones Beach State Park and supported testing, vaccination and logistics sites at Binghamton, Glen Island, Hopewell Junction, Ferry Street, New Scotland Armory, Stewart Air Base, Bronx, Staten Island, and other locations throughout the State. More than 50 State Parks staff provided daily support serving as drivers, incident commanders, logisticians, admin support, call center operators, facility, and staging area managers.

State Parks also supported the State's response to New York City and the Mid-Hudson during Tropical Storm Isaias, providing 11 saw crews for major debris removal operations. Equipment, resources, and personnel were deployed by Park Police and Operations supporting State Police swift water rescue and saw crews and chippers in support of four Department of Environmental Conservation and Department of Transportation (DOT) storm debris operations. State Parks executed a Memorandum of Understanding with DOT allowing State Parks personnel to provide plow and loader operators to reinforce DOT snow and ice operations and fill potential staffing shortfalls.

The agency's non-COVID-19 activities included integrating law enforcement services across the State to better protect lives and property after command and control of Park Police activities was transferred to the State Police in December; creating an Agency Operations Center to support up to 20 staff coordinating the agency's support to response operations; closing all projects associated with FEMA DR-1869; formally submitting projects to FEMA's Building Resilient Infrastructure and Communities (BRIC) program for a \$1.2 million project to prevent erosion and stabilize the bluff in front of the 1876 Thirty Mile Point Lighthouse at Golden Hill State Park threatened by rising water levels of Lake Ontario; and providing support to municipal snow clearing operations for the cities of Albany, Schenectady, and Binghamton.

Office for People With Developmental Disabilities

The Office for People With Developmental Disabilities (OPWDD) responded and assisted with the COVID-19 response by deploying staff to the State EOC to work in ESF 6, as well to assist with the Department of Labor unemployment insurance assistance effort, and testing and vaccination sites. OPWDD also developed the Agency Reopening Safety Plan and Chapter 168 of 2020 Continuity of Operations Plan (approved in 2021).

Despite the many challenges posed by COVID-19, OPWDD built out its response operations to continue providing services to a large number of individuals with intellectual and developmental disabilities.

OPWDD's statewide internal emergency response included:

- Activation of the OPWDD EOC with personnel experienced in emergency response, public health, data management, IT, logistics, and communications.
- Creation of distribution hubs and sub-hubs for the management of PPE through storage, transport, and distribution to sites throughout the State.
- Development of contact tracing protocols through guidance from Department of Health.
- Development of Department of Health and CDC-directed COVID-19-related guidance documents to providers and staff ranging from addressing management of COVID-19 in facilities to return-to-work policies.
- Implementation of the Governor's Office of Employee Relations Telecommuting Pilot Program.

OPWDD also ensured other safety and emergency needs of the agency were met, such as the annual Safety Officer Training Academy, which provided new recruits opportunities to learn more about how to prepare for, respond to, and recover from emergencies as they relate to OPWDD facilities. The OPWDD Communication Center, established in 2017, continued to be a critical asset for consolidating the collection and dissemination of emergency information received from OPWDD facilities statewide. This information collection allowed for accurate and timely reporting to the State EOC and the Governor's Office, and it enabled OPWDD to coordinate response efforts while having a centralized emergency management reporting tool.

Port Authority of New York and New Jersey

The Port Authority of New York and New Jersey (Port Authority) continued the development of Emergency Operations Plans detailing roles, responsibilities, and procedures for emergency response functions to respond and recover from service disruptions to Port Authority facilities effectively and efficiently. To ensure each plan reflected updated procedures, operations, orders, and supporting documentation, Port

Authority's Office of Emergency Management in coordination with line departments and facility staff, worked towards maintaining the documents.

The Port Authority's Office of Emergency Management ensured the continuation of several multi-hazard-based assessments including updating components of the agency-wide terrorism risk assessment, further expansion of a fully probabilistic tropical cyclone risk assessment to account for joint probability distributions, and development of a comprehensive natural hazards risk analysis. The Port Authority expanded components of its existing risk management methodology to include finalizing new tasks, including an evaluation of terrorism risk from insider threats at the World Trade Center. The risk management program utilized the System-wide Multi-hazard Risk Tool (SMRT) methodology for the basis of analysis, a multi-tier effort to support long-term strategic planning. The results of the assessments provided a comprehensive understanding of risk for all critical Port Authority assets and will serve as the baseline risk data set from which detailed cost benefit analysis can be applied to understand the value of proposed mitigation projects and initiatives.

As part of its overall risk management initiative, the Port Authority implemented a comprehensive business continuity program to ensure all departments could resume critical business functions in response to all events capable of interrupting the normal flow of business. The business continuity planning process sought to identify and align critical business functions with resources such as staff, technology, applications, workspace, dependent processes, third parties, etc. required to support those functions within a specific timeframe known as the recovery time objective or RTO. Port Authority business continuity planning efforts included enhanced resilience to limit impacts of a business-interrupting event, a high state of perpetual organizational readiness, and response capacity to invoke contingency plans in an expeditious and efficient manner.

Port Authority OEM assisted CSO Security Technology Programs with development of a Safety Act Application (SAA) for the SMRT Risk Assessment Methodology to include the CBA process, security project plan (SPP) process, and the security capital program project prioritization process used by the Port Authority. Safety Act Applications were utilized for venues, i.e., each facility, while this effort sought to provide a global SAA designation or certification across all facilities. This SAA continued to enable the Port Authority to significantly lower insurance liability due to all hazards covered by the risk assessment.

Port Authority OEM played a key supporting role with the Chemical, Biological, and Radiological (CBR) detection and response for the Port Authority Police Department and the agency. Support to the CBR programs included representing the agency's interests within the Bio-Watch Advisory Committee, providing subject matter expertise toward the testing, acquisition, installation, and long-term operation of CBR detection technologies, and coordinating research and testing efforts with federal, State, and local partners.

The Port Authority sustained SIGMA D3S radiological detection equipment and accessories assigned to Port Authority Police Department officers at each Port Authority facility. The program deployed more than 1,800 spectroscopic personal radiation detection devices, each coupled to a smart phone, ten mobile detection police vehicles, and three large static detectors. The Port Authority entered into a new agreement with the Defense Advanced Research Projects Agency (DARPA) to collaborate on SIGMA+, a program tasked with the research, development and testing of next generation chemical and biological detection sensor systems.

Port Authority OEM lead the EOC activation in response to the COVID-19 emergency by producing actionable data/reporting for senior management. In addition to staffing the EOC on a daily basis, Port Authority OEM lead the development of an agencywide COVID-19 Standard Operating Guide, a scenario-based phased planning resource for future pandemic considerations, as well as assisting with updating Business Continuity Plans and procedures. The Manager of Mitigation and Public Assistance Specialist from the Strategic Preparedness Unit were agency leads for all COVID-19-related recovery matters, including FEMA Public Assistance and CARES Act funding. Team members were also involved in various agency planning efforts including return-to-work and vaccine assistance programs.

The Port Authority incorporated Small Unmanned Aircraft Systems (sUAS) capabilities into its operations. Data gathered from the sUAS was used to provide time sensitive imagery to emergency managers and responders to enhance preparedness, response, recovery, and mitigation efforts.

Public Service Commission

The Department is responsible for ensuring utilities in New York provide electric, natural gas, steam, water, and telecommunications services in a safe and reliable manner. Emergency response oversight occurs in three phases: storm preparation, active monitoring of utility impacts and system restoration, and post-storm analysis. To ensure electric utility companies are prepared for emergencies, Public Service Law §66(21)(a), Part 105 of Title 16 on the New York Codes, Rules, and Regulations, and the LIPA Reform Act, collectively require each major electric utility to submit a comprehensive Emergency Response Plan (ERP) to the Commission, or, in the case of LIPA, the Department. The ERPs detail procedures and define roles, responsibilities, and required training to reduce confusion and promote common understanding of the restoration process. The ERPs are reviewed annually by Department Staff (Staff) and approved by the Commission or, in the case of PSEG Long Island (PSEG LI), as LIPA's service provider, the Long Island Power Authority (LIPA) Board of Trustees. Each utility is required to perform restoration efforts in compliance with its ERP and is also expected to update its plan after a major event to capture all lessons learned.

Additionally, the Utility ERPs define communication methods to coordinate information sharing to public officials and the public, as well as detailing the utilities' required interactions with critical facilities and customers on life support equipment. PSC maintains the legal authority to approve a utility's emergency response plan or to direct the electric corporation to amend its plan. The Department of Public Service (DPS) works closely with the electric utilities to ensure utilities are prepared, including obtaining outside resources through mutual assistance agreements and other means. The utilities may reach out to the Division of Homeland Security and Emergency Services to assist with utility crews entering the United States from Canada to help with restoration efforts.

Tropical Storm Isaias caused severe and extensive damage throughout the Mid-Hudson, New York City, and Long Island. PSEG LI experienced the highest winds, which included recorded gusts between 70-78 mph. Gusts up to 70 mph were reported for Con Edison, 45-60 mph for Central Hudson, 40-60 mph were reported for NYSEG, and 40-60 mph for O&R. The storm caused widespread damage to overhead electric infrastructure, leaving significant numbers of New Yorkers without power. Peak outages in the State due to Tropical Storm Isaias reached approximately one million customers, and roughly 1.5 million New York customers experienced power outages during this event. On August 9, ninety percent of the utility customers who had lost power had been restored, with full restoration occurring on August 12.

On August 5, DPS investigated major electric utilities following the slow and inadequate response of certain electric utilities to Tropical Storm Isaias. Based on information obtained during the storm and shortly thereafter, notices of apparent violations related to Tropical Storm Isaias were issued in August. The notices notified each utility they apparently failed to follow Emergency Response Plan's requirements. Each notice also provided direction for interim remedial actions, which were acted on by all utilities to ensure better preparedness, response, and recovery from future events. The investigation remains ongoing.

Given these past experiences of severe-weather events, and its impact on utility systems, the Public Service Commission established the Office of Resilience and Emergency Preparedness (OREP) in 2019, dedicated to ensuring the State's utilities prepare for and respond appropriately to severe weather and other emergency events. In advance of an impending weather event or other known emergency, DPS OREP contacts utility senior executives to ensure utilities are prepared to minimize outages and accelerate outage restorations. Electric and gas utilities, as well as telecommunication service providers, such as Verizon and Frontier, enlist additional personnel to minimize service disruptions. In addition, DPS OREP saw, assessed, and audited utility physical and cyber security preparedness, programs, and protections.

To further the focus on utility adherence to emergency response plans, DPS created the Office of Investigations and Enforcement (OIE) to coordinate the review of utility performance post event and to hold utilities accountable for said performance when warranted.

New York's utilities maintained an existing base of workers available for restoration efforts. Utilities were on alert during events and deployed restoration crews where needed. Utilities were prepared to respond to power disruptions and were mandated to implement emergency response plans when needed including contacting customers regarding life-support equipment and other critical customers.

DPS led utility preparedness, coordination, response, and procedure development of key initiatives to ensure safe and reliable service was maintained, including response to emergencies and various weather events. DPS also participated in key State agency activities throughout the pandemic, including daily multi-agency coordination calls, support coverage for the State EOC on-site and virtually, coordination support for the Department of Health COVID-19 Hotline, Department of Labor COVID-19 Hotline and Unemployment Claim Processing, and development of a Continuity of Operations Plan for a State Disaster Emergency involving a communicable disease, which was integrated into DPS's EP and Continuity of Operations Plans.

Due to NY-Pause, DPS was initially unable to conduct required on-site utility security examinations, but soon developed and implemented practices promoting continuity of operations for physical and cyber security awareness and practices. These practices allowed for rapid visual inspections, virtual meetings, and audits, and provided the Utility Security section with awareness of regulated utilities' security posture.

New York State Police

Special Operations/Emergency Management

The annual "Clean Sweep" consolidated exercise, originally scheduled for May at SUNY Cobleskill, was proposed as a joint training opportunity with SUNY Police to further both agencies' cooperation in response to civil disturbance. The exercise was cancelled due to the COVID-19 pandemic. September offered an opportunity to re-visit Clean Sweep with health precautions in place. The training was conducted with only SP personnel and took place in September at the State Police Academy. More than 200 MFU members attended and participated in skill lane training over the course of two days.

Special Operations procured a new credentialing printer system to meet requirements set forth in the Memorandum of Understanding between the State Police and the Department of Health.

Prior to the COVID-19 pandemic, Special Operations was prepared to conduct a joint Complex Coordinated Terrorist Attack exercise in March. The exercise was designed to test new capabilities of the both details to respond to a coordinated terrorist attack. In the case of this exercise the "attack" was set to take place on the campus of Hamilton College in Clinton. The tentative rescheduling dates for the exercise are April 2021.

Radiological Interdiction Detection and Enforcement (RIDE) Program

Personal Radiation Detector (PRD) (PER-243) certification training was conducted for twenty-three State Park Police officers at the State Preparedness Training Center in February. All other training was cancelled due to COVID-19 restrictions. They included the annual weeklong CTOS training at the State Preparedness Training Center in April and the rescheduled training in October. Training consisted of the PRD (PER-243), Radiological Isotope Identifier (PER-245), Primary Screener Backpack (PER-246), and RAD Equipment Employment (PER-355).

Members conducted radiation interdiction/detection details for New Year's Eve 2019 and 2020 events. All other events requiring radiation detection were cancelled, including NYC July 4th celebrations, New York State Fair, Baseball Hall of Fame ceremonies, 9/11 memorial in NYC, Macy's Thanksgiving Day Parade, Black Friday at Woodbury Commons, and major sporting events.

Underwater Recovery Team

The Underwater Recovery Team (URT) enhanced its swift water rescue capabilities despite the pandemic. Personnel completed emergency boat operator training (12) and ropes technician training (12). The URT also took possession of the last of its awaited airboats. One airboat and one rigid hull inflatable boat are now located in each of the eight DSP Troops, allowing for a swift water boat package to be readily available anywhere in the State in less time than was previously required.

The URT also deployed 24-hour staging for potential flooding events in the Mid-Hudson on April 30 and from July 10-11, for Tropical Storm Isaias from August 3-5, and from December 24-25 for the Mid-Hudson, and Schoharie and Washington counties

OEM Liaison Program

The State Police OEM Liaison Program consists of 10 lieutenants and one captain assigned to work with State OEM. State Police maintained a cadre of Emergency Management Non-Commissioned Officers (EMNCOs) with one in each Troop to supplement the liaison program.

The OEM lieutenants served in field-level working groups planning for future large-scale events and responding to emergencies with State OEM counterparts. The lieutenants routinely assist their respective Troops and other State, county, and local agencies with major event planning including events the Great New York State Fair, the National Baseball Hall of Fame Induction Ceremony, and the Jones Beach Air Show. Officers are co-located in ten Regional Response Zones throughout the State, as well as State OEM Headquarters in Albany, and assigned to work with OEM Regional Directors to reduce response times to incidents.

The State Police Captain, Emergency Management, was detailed to State OEM headquarters and routinely assigned to executive level planning groups. The Captain

was assigned as a member of the State Emergency Management Accreditation Council and served as the Division Liaison Officer (DLO) to the DPC as outlined in the New York State Comprehensive Emergency Management Plan. The Captain was also responsible for State Police personnel assigned to the State EOC and coordinated activities of State Police personnel assigned as liaison to State OEM field offices.

DSP members staffed ESFs in the State EOC for three activations. In addition to training and preparedness activities, members assigned to Emergency Management were involved in two major events. OEM Liaison personnel, EMNCOs, Lieutenants, and the Captain, Emergency Management, were heavily engaged in the State's response to COVID-19. Members detailed to the State Incident Management Team deployed for several months in support of testing/sampling, while numerous members worked at multiple testing facilities throughout the State.

DSP members were also involved in the response to 495 protests which occurred from May to December. Personnel coordinated logistical support, secured equipment and supplies, and supported planning and execution of daily operations to restore and maintain order in every State Police Troop and in every major city in the State.

DSP Liaison personnel supported routine planned events and responded to emergent incidents including Presidential visits to West Point, the New York State Air Show in Orange County, and a Professional Golfing Association event in Westchester County. Personnel supported planned responses to anticipated severe weather including seasonal ice jam monitoring and reporting along the major rivers in upstate New York from January to March, as well as preparation and response to seasonal Lake Ontario flooding from April to July. Finally, the DSP liaison also supported the response to various weather events across the State.

Department of State

The Department of State supported the State's response to the COVID-19 pandemic. Department of State staff volunteered for Department of Labor's unemployment call center, COVID-19 testing sites, State Liquor Authority investigations, Department of Health's Community Enforcement Details, vaccination sites, and the Department of Tax and Finance call center. Staff were also assigned to the State EOC from March to July.

The Secretary of State served as a Captain of the New York City Regional Control Board, and Co-Chair of the State's Vaccine Equity Task Force. The Executive Deputy Secretary of State was tasked with establishing and staffing State-run COVID-19 test sites, and then as Incident Commander for the University at Albany vaccination site.

The Division of Cemeteries supported the Mortuary Affairs Task Force coordinated by DHSES and provided guidance to cemeteries, other death care professionals, and families on various issues related to COVID-19.

The Division of Consumer Protection (DCP) set up a price gouging and consumer complaint program specific to COVID-19. Between March and December, the Division received nearly 20,000 consumer phone calls related to COVID-19 and processed nearly 3,000 reports of price gouging. In addition, DCP received more than 1,600 COVID-19 consumer marketplace complaints resulting in nearly \$1,000,000 returned to or saved by consumers. DCP also issued 17 Consumer Alerts on a broad array of COVID-19 marketplace concerns including children's online safety, data privacy, identity theft, telemarketing during an emergency, online shopping tips, consumers' travel rights, and scams related to testing, vaccinations, economic impact payments, government impersonators and spoofing.

The Division of Licensing Services created and maintains a list of all hearing aid dispensaries and security companies in the State at the request of State OEM. The lists provide information to counties assisting individuals under isolation or quarantine. The Division also issued guidance on remote notarization, allowing notaries public to provide this important function while maintaining appropriate social distancing. The Division collaborated on Executive Order 202.11, which granted all occupational licensees extra time to renew licenses, mitigating some of the hardship and anxiety felt by stakeholders. In an effort to ensure businesses regulated by the Division followed established COVID-19 guidelines, the Division investigated complaints received from the public on specific businesses allegedly not following guidelines. Since March, the Division handled more 1,560 complaints, and investigators continued to assist the State Liquor Authority and Department of Health in spearheading investigatory and enforcement efforts to combat non-compliance in other regulated businesses such as bars and restaurants. The Division examination unit developed procedures to allow safe offering of State license exams necessary for individuals to continue to work. COVID-19 safety precautions were implemented including site layout modifications, scheduling changes, enhanced cleaning procedures, new screening protocols, capacity restrictions, and development of a checklist used at all 50 testing sites throughout the State.

The Division of Building Standards and Codes worked with the Division of Tax and Finance to research locations for temporary health care facilities should the need arise to establish them on an emergency basis.

The Division of Buildings Standards and Codes deployed six staff members to Puerto Rico in February for 17 days. The team worked with the Office of Fire Prevention and Control (OFPC) and other teams from across the country to complete safety assessments on buildings impacted by a series of earthquakes.

In August, the Division of Building Standard and Codes again joined with the Office of Fire Prevention and Control in deploying a damage assessment team to the Village of Whitehall in Washington County to complete safety assessments on buildings impacted by a flood event.

The Office for New Americans (ONA) produced an overview of COVID-19 related information to help ensure immigrants and refugees are provided access to informational resources produced by the Governor's Office and the Department of Health. ONA added COVID-19 talking points to its hotline to ensure callers were seamlessly connected with the Division of Tax and Finance hotline and other credible information sources.

The Division of Corporations, UCC and State Records filed numerous local emergency declarations and created a dedicated online process to streamline the process for submission by local governments.

The Code Enforcement Disaster Assistance Response (CEDAR) Team continued as the Department of State's primary support function in response to disasters. The CEDAR Team trained nearly 300 code enforcement officials and design professionals as State-led volunteers to conduct rapid post-disaster safety assessments on buildings impacted by disaster. The CEDAR program held 100 damage assessment kits available to be deployed. The Department of State, working with the Office of Fire Prevention and Control, refined joint damage assessment operations and moved its safety assessment program from a paper-based system to a virtual process, which allowed for more complete and rapid reporting on location and damage type for surveyed buildings.

Thruway Authority

The New York State Thruway Authority (NYSTA) supported hundreds of missions at the State EOC, the ESF 1 EOC at Department of Transportation headquarters, virtually, or in the field. NYSTA also responded to storms and emergencies on a local and system-wide basis. NYSTA supported the State EOC virtually for Tropical Storm Isaias and assisted with cleanup efforts. NYSTA activated its Headquarters and Division Operations Centers for seven snow events. Operations Centers were staffed by trained NYSTA personnel, State Police, and representatives from partner agencies when necessary. NYSTA also supported the State's response to Lake Ontario flooding and participated on the Ice Jam Task Force.

NYSTA continued to coordinate statewide preparation and planning with partner agencies including the Department of Transportation. NYSTA's executive staff conducted a state-wide review of its road closure procedures, including site visits of closure points, as well as, met with winter maintenance personnel to discuss operations and response. NYSTA continues to ensure all key staff remain current in both ICS and NIMS.

Due to COVID-19, NYSTA took a hiatus in conducting simulated road closure drills and providing highway safety awareness training for first responders.

Department of Transportation

The Department of Transportation (DOT) responded to COVID-19 as well as multiple and other emergencies. The Emergency Transportation Operations (ETO) program continued preparedness planning, coordination, training, and exercise activities.

Planning

DOT worked to ensure plans were in place and its team was well-trained to execute the agency's mission safely and efficiently. Key to the planning process were activities of committees such as the Incident Command System (ICS) Community of Practice (CoP) Group, Road Status and Damage Assessment (RSDA II) tool CoP Group, NY Responds (NYR) Working Group, ESF 1 Transportation Working Group, Emergency Response System (ERS) Working Group, and the ETO Website Committee.

The ICS CoP group ensured standards were developed for efficient emergency response. The teams developed comprehensive training programs, procedures, and tools for emergency response. A major accomplishment was the updating of DOT's Regional ICS Organization Chart. The team also developed a Utility Liaison job aid to integrate into Regional Operation Centers and ensured completion of mandatory basic Incident Command System training for all Regional employees.

The ETO unit updated key agency documents and procedures, including the Department's "ETO Playbook" and Emergency Management Operations Plan (EMOP). In response to COVID-19, the pandemic section of the Department's Continuity of Operations Plan was updated to include guidance on essential personnel, telecommuting, work shifts/schedules, PPE use, social distancing, cleaning/disinfection protocols, and other necessary guidance. The Statewide Transportation Information Coordination Center (STICC) incident reporting procedures were reviewed, verified, and updated.

A major preparedness element was the further development of the Road Status and Damage Assessment (RSDA II) tool. The RSDA II CoP group modified web and mobile application training materials, including presentations, best practices, and user guides to highlight the software's features and reporting capabilities. The team also provided feedback to the software vendor for product modifications and served as trainers for the software.

The Department expanded its catalog of detour maps for limited access facilities to include all parkways on Long Island. These maps show the beginning and ending of the road closure as well as signals and additional signage needed along the detour route.

The DOT Fleet consistently maintained a 98% uptime or better for priority equipment during the season most needed, including equipment used primarily during the snow and ice season. DOT placed a high priority on "in service" (uptime) on needed equipment, including overtime of employees, overtime of vendors for commercial repairs, and overnighting of parts to ensure quick availability. Every effort was made to ensure as

close to 100% uptime, regardless of local weather conditions, since all assets may be needed at a moment's notice.

The ETO Website also received a major overhaul. The ETO unit, in conjunction with ITS, worked to migrate the website from the conventional IntraDOT platform to a SharePoint platform, which provided an added layer of stability, improved remote accessibility, and made it easier to update and search for information. The format and functionality of the ETO website was also significantly enhanced.

Outreach and Coordination

Continuous outreach is vital to DOT's preparedness program. Prior to COVID-19, DOT participated in several conferences, meetings, and presentations including the New York State Emergency Management Association's annual conference.

Along with the internal coordination among Regions, the ETO unit also interacts with numerous State and local agencies and emergency response partners. DOT held several virtual meetings to discuss agency capabilities as well as communication and collaboration during response activities. Participants of these meetings included the Thruway Authority, State OEM, DMNA, State Police and local police, National Weather Service, Niagara International Transportation Technology Coalition (NITTEC), and the Transportation Operations Coordination Committee (TRANSCOM).

When severe weather was forecasted, DOT participated in event coordination calls with the National Weather Service (NWS), State OEM, Thruway Authority, Transportation Management Centers, and other State and local emergency response agencies. To improve efficiency for NWS, DOT worked closely with the Thruway Authority and OEM to consolidate statewide weather calls for agencies. DOT expanded its partnership with the University at Albany Center of Excellence to provide weather briefings and forecasting data and leverage information collected from 126 Mesonet stations statewide. DOT also formed a working relationship with the Department of Environmental Conservation and the Office of Parks, Recreation and Historic Preservation for those agencies to provide sawyer crews, which augmented DOT's storm response capabilities related to road-clearing operations.

DOT's Regional Emergency Managers (REMs) coordinated with various State and local agencies and provided Traffic Incident Management training for tow companies, participated in dam drills, and held winter operations meetings with other State and county partners.

In Western New York, DOT's coordination with the Niagara International Transportation Technology Coalition (NITTEC) included daily coordination and communication regarding traffic management issues for incident management, construction coordination, and special event planning. DOT and NITTEC utilized past experiences to refine the Regional Expressway Closure Guidelines for transportation agencies and first responders, including OEM, Thruway Authority, county DPWs, county and local emergency

management agencies, law enforcement agencies, and fire departments. The installation of closure gates at expressway access points leveraged these partnerships to utilize limited resources more effectively during major incidents. Coordination and participation in regional stakeholder workshops and Traffic Incident Management training for first responders were part of the partnership between DOT and NITTEC. NITTEC organized and facilitated conference calls during major incidents, including weather events.

The Transportation Operations Coordination Committee (TRANSCOM) served as a conduit for coordinating response plans between the 16 transportation agencies and first responders located in the tri-state area. Through the TRANSCOM Operations committee, DOT worked with various agencies and surrounding states to develop plans to address emergency closures on bridges and highways, including mitigating impacts to connecting routes in the system both within the State and across State boundaries. This also served as a critical conduit for ensuring coordinated messages were relayed to the public and motorists across all jurisdictions.

In addition to TRANSCOM, DOT coordinated with PennDOT, NJDOT, ConnDOT, and Vermont Agency of Transportation in peer exchanges to review snow and ice response, and traffic management strategies. DOT routinely coordinated with these partners on messaging, pre-emptive truck restrictions, and potential closures for planned and unplanned events.

The Traffic Incident Management (TIM) Steering Committee provided a forum for State agencies typically involved in emergency response, as well as organizations associated with the first responder community. In addition to ongoing coordination efforts, the committee provided outreach on incident management principles and practices across numerous disciplines involved in emergency response. A total of 14 formal multi-disciplinary training classes were held within the State. More than 10,000 first responders in New York were trained in TIM principles and safety before the pandemic required training classes to be placed on hold.

To expedite reopening of roads impacted by severe weather, including downed poles and wires, DOT developed a statewide utility contact list for DOT storm managers to contact utility providers to ascertain response status and estimated timeframe for clearing infrastructure. All utility's poles and wires must be cleared before the roadway is reopened. At the request of the Department of Public Service, DOT developed a list of all utility owners at locations where a utility crosses over a major State highway.

Training

Statewide training was provided in Basic Emergency Response (ICS) for all employees (online); Asset Management System (AMS); Road Status and Damage Assessment II (RSDA II); Snow University; ICS Environmental Permitting and Damage Assessment Documentation and Reporting; ICS Communications and Reporting; Active Shooter; and Statewide Emergency Event Resource Tracker (SEERT). Additional training by the ETO unit was provided related to the DOT SharePoint site and Emergency Response System

(ERS) to help improve event reporting. These trainings included REMs/Deputy REMs, Main Office Logistics and Planning staff, and Advanced SharePoint.

To mitigate potential COVID-19 impacts on snow and ice operations, DOT trained CDL holders from inside DOT, as well as those from other State agencies whose normal duties do not include operating a plow, to serve as backup emergency plow and loader operators during extreme weather events.

Exercises

DOT conducted numerous statewide and regional drills. Each region held localized exercises and training in areas such as Statewide Emergency Event Resource Tracking (SEERT); RSDA II; establishing staging areas; NYR; ICS 100, 200, 300, and 400 courses; Planning/Logistic Section Chief roles and responsibilities; activation of the agency's Continuity of Operations Plan; and establishing remote workstations.

Technology Updates

System updates were developed, implemented and tested including Emergency Response System (ERS) reporting module updates, 511NY, Winter Travel Advisory mobile application, upgraded event reporting capabilities, skyline streaming traffic camera video (Claris, Vero), Roadside Damage Assessment II (RSDA II) updated web application and mobile app, and Asset Management System (AMS) resource reporting.

Response

ESF 1 managed and supported a variety of missions, including the delivery of more than 6.5 million bottles of hand sanitizer, more than 50,000 critical specimens to Wadsworth laboratory, nearly two million test kits to nursing homes and adult care facilities, and millions of PPE items such as masks, gloves, gowns, and face shields.

ESF 1 also assisted with warehouse management and supported several moves between warehouses, including the creation of three "mega-warehouses" for COVID-19 response; the delivery of PPE, hand sanitizer and testing kits to the states of Florida, Georgia, and Texas; assistance with the setup and operation of drive-through COVID-19 test sites; and planning for creation and supply of vaccination sites and vaccine distribution.

Other DOT-specific COVID-19 accomplishments included:

- Construction management services for three temporary hospitals;
- Handled more than 75,000 Department of Health Call Center calls, assisted with more than 300,000 Department of Labor Call Center calls, and vetted more than 80,000 healthcare professionals;
- Provided weekly and daily reporting of flight and passengers arriving in the State's 16 regional airports;
- Assisted with investigation and reporting of New York City and Long Island establishments violating safe distancing protocols;

- Transitioned to a virtual environment for office employees to provide key services to internal and external customers;
- Distributed 609 laptops, 2,609 RSA tokens and 28 MIFIs to enable office staff to work remotely; and
- Operations and Construction personnel continued to deliver maintenance and capital programs while adhering to strict DOH and CDC guidance to protect employees from COVID-19 exposure.

In total, more than 1,800 DOT employees participated in and devoted more than 200,000 hours to COVID-19 response.

In response to COVID-19, the Department activated its Continuity of Operations Plan to ensure continuous delivery of essential missions, including ensuring employees were provided with appropriate technology and resources to work remotely. DOT instituted daily health screenings, issued social distancing, PPE equipment usage and cleaning policies, stood up a COVID-19 hotline to help answer employee questions on quarantine and COVID-19 testing requirements, and established a website on the IntraDOT as a repository of COVID-19-related guidance and information for employees. DOT instituted rigorous social distancing, PPE usage, and disinfection and cleaning policies for work not performed remotely, and an enhanced social distancing strategy was instituted for maintenance employees on a rotational basis where two-thirds of employees reported to a worksite and the other third remained on-call and ready to respond.

DOT responded to 20 significant events, out of which 10 were for winter storm response, including ice jam monitoring and clearance activities. Other responses were for high winds, hurricanes, flooding, and civil unrest.

The University at Albany Center of Excellence provided DOT with custom webpages and dashboards for weather forecasting to leverage information collected from the 126 Mesonet stations across the State, which was vital to operational planning efforts. The data supplied included predicted precipitation, snowfall and freezing rain/sleet amounts, and wind speeds and pavement/surface temperatures. The information was used to produce roadway condition risk assessment tables and maps showing the severity and time ranges for weather events for operational decision making. Storm and Winter Season Severity Indices were also in development for program performance analytics. New this year were elevation map improvements and the beginning of the Center's National Science Foundation Artificial Intelligence project specific to winter weather forecasting.

DOT installed electrical disconnects for priority traffic signals to allow signals to be powered by generators in a prolonged power outage. The Department installed 1,390 traffic signal disconnects. Currently, 2,483 out of a total 3,757 signal disconnects were installed. The Department expects to complete the remaining installations by the end of 2021.

Recovery/Mitigation

The DOT Emergency Relief Unit continued to seek reimbursement for approved FHWA Emergency Relief (ER) and FEMA Public Assistance (PA) events on behalf of DOT, NYSTA and local governments.

For FEMA PA events:

- DR 4020 (Hurricane Irene): All but two project worksheets approved by FEMA
- DR 4031 (Tropical Storm Lee): Event closed out; FEMA approved/obligated all projects.
- DR 4111 (2013 Winter Storm Nemo): Event closed out; FEMA approved/obligated all eligible projects.
- DR 4129 (2013 Mohawk Flooding): DHSES working on closeouts of numerous large projects.
- DR 4180 (2014 Severe Storms): Event closed out; FEMA approved/obligated all projects.
- DR 4322 (2017 Winter Storm Stella): Event closed out; FEMA approved/obligated all projects.
- DR 4348 (2017 Lake Ontario flood): FEMA approved/obligated all projects.
- DR 4397 (2018 Flooding): All projects written/approved by DHSES and currently under final review by FEMA.

The following events were in the beginning stages of FEMA reimbursement: DR 4472 (2019 Halloween Winds and Flooding), DR 4480 (COVID-19), and DR 4567 (August 2020 – Tropical Storm Isaias).

For FHWA ER events:

- NY 01-02 World Trade Center attack: Projects are progressing; FHWA allocated additional funds beyond the original amount to fund ongoing projects and capped participation at approved funding levels; cost increases were no longer funded.
- NY 11-02 Hurricane Irene: Final billings were being closed out; one project remained active.
- NY 11-03 Tropical Storm Lee: Final billings were being closed out.
- NY 13-01 Hurricane Sandy: Projects for NYCDOT and Nassau County were progressing; additional funds were being requested from FHWA.
- NY 13-02 June-July 2013 flooding: Event closed out.
- NY 14-01 May 2014 flooding: Event closed out.
- NY 18-01 May 2018 storms: DDIRs being reviewed.
- NY 18-02 August 2018 storms: DDIRs being reconciled with emergency contractor information for entry into the FHWA ER portal.
- NY 20-01 Oct 31, 2019 storms: DDIRs being prepared for upload to FHWA ER portal.

The Statewide Critical Bridges Over Water Program is an initiative to harden 106 at-risk bridges against extreme weather, including scour and flooding. Thirty-seven bridges in nine separate contracts will be upgraded through the Design/Build procurement process, and 69 bridges in 32 separate contracts will be upgraded through the Design/Bid/Build process. DOT received funding approval from FEMA for all the bridges in the program totaling \$518 million. To date, all 106 bridges in 41 contracts were awarded and construction is complete. Administrative and financial closeout for the entire program is scheduled to be completed by June 2021.

Office of Victim Services

The Office of Victim Services (OVS) continued to engage with DHSES and local emergency management professionals across the State to make them aware of the agency's services in the event a mass casualty incident is determined to be a crime.

The agency awarded record funding levels to more than 250 victim assistance programs across the State to provide direct services to crime victims and, in partnership with other State agencies, could mobilize and provide assistance on-site in the event of a criminal mass casualty incident.

The agency's director and senior staff continually monitored for mass incidents and other high-profile victimizations, using such incidents to activate, test, and/or update OVS' EMOP. This past year, in light of COVID-19 and having to operate under extraordinarily challenging circumstances, OVS worked primarily under a Continuity of Operations activation. Staff operating through telework proved successful and the Office is presently working on a Continuity of Operations Plan specific to a communicable disease environment.

Given the present demands on the agency and others in the health care sector, OVS plans to continue its pilot partnership with Albany Medical Center, developing protocols and policies for responding to criminal mass casualty incidents, once the need to operate under the current environment concludes.

American Red Cross

The American Red Cross served State residents by helping them prepare for, respond to, and recover from disasters, as well as providing lifesaving blood products and health and safety classes.

Red Cross focused on four disaster preparedness initiatives across the State. Volunteers and AmeriCorps members trained 6,520 New Yorkers through the Governor's Citizen Preparedness Corps program, which highlights action steps needed to prepare individuals and families for disasters. While the program was suspended for in-person

training in March due to COVID-19, the instructors worked to conduct 2,911 virtual trainings through the rest of the year.

In 2014, the Red Cross launched the Home Fire Preparedness campaign. This initiative focuses on providing education on how to prepare for and what to do in case of a home fire as well as installing free smoke alarms in homes. This year, 22,503 smoke alarms were installed across the State.

The third preparedness initiative aimed at youth populations is the Pillowcase Project. This program focuses on children creating go-kits with pillowcases and teaches children how to prepare for disasters. In 2019, the program educated 2,662 children on how to prepare for disasters. The “Prepare with Pedro” educational program, focused on kindergarten to second grade students, trained 497 children.

Red Cross supported State EOC activations and local responses. During the COVID-19 pandemic, the Red Cross supported 79 mission requests from local emergency management agencies. The missions focused on areas such as feeding impacted populations through food distribution and material support for medical overflow facilities.

Through the COVID-19 pandemic, the Red Cross continued to respond to local home fires and disasters, responding to 3,473 local disasters (almost 10 disasters per day in the State) assisting 7,901 families. Volunteers helped support immediate needs by providing shelter and financial assistance for items such as food, clothing, and bedding.

Red Cross participated in multi-agency coordination calls, Homeland Security Senior Advisory Committee (HSSAC), and ESF 6 meetings. During hurricane season, the Red Cross hosted bi-weekly ESF 6 Mass Care planning and sync calls with State and partner agencies.

Red Cross trained and deployed responders to major incidents throughout the United States. Responders supported national disasters such as Hurricane Laura in Texas and Louisiana and wildfires throughout the west coast. To support the workforce, the Red Cross hosted virtual trainings and an academy in the fall. The academy successfully trained 177 responders through 514 virtual sessions.

Red Cross continues to collect blood donations to provide blood products to individuals in need. The Red Cross is a full-service blood center providing blood to meet normal, special and emergency needs in large trauma centers and small local hospitals in the quantities necessary and by blood types required to save lives. The Red Cross collected the follow blood products through the help of 220,482 donors (25,559 first-time donors): 213,454 red cells, 60,034 pheresis units, 19,937 concurrent plasma, and 9,203 plasmapheresis count.

Lastly, Red Cross health and safety programs trained more than 167,985 New Yorkers in CPR, First Aid, use of automated external defibrillators, aquatics and other health and safety courses.

RECOMMENDATIONS

There are many lessons to be learned from the State and local responses to the COVID-19 pandemic. The members of the DPC make the following recommendation to improve State and local preparedness, response, and recovery capabilities. The State and local governments should continue to review and refine basic emergency plans. In particular, there should be an emphasis on updating plans associated with pandemic preparedness, fatality management, and continuity of operations plans.