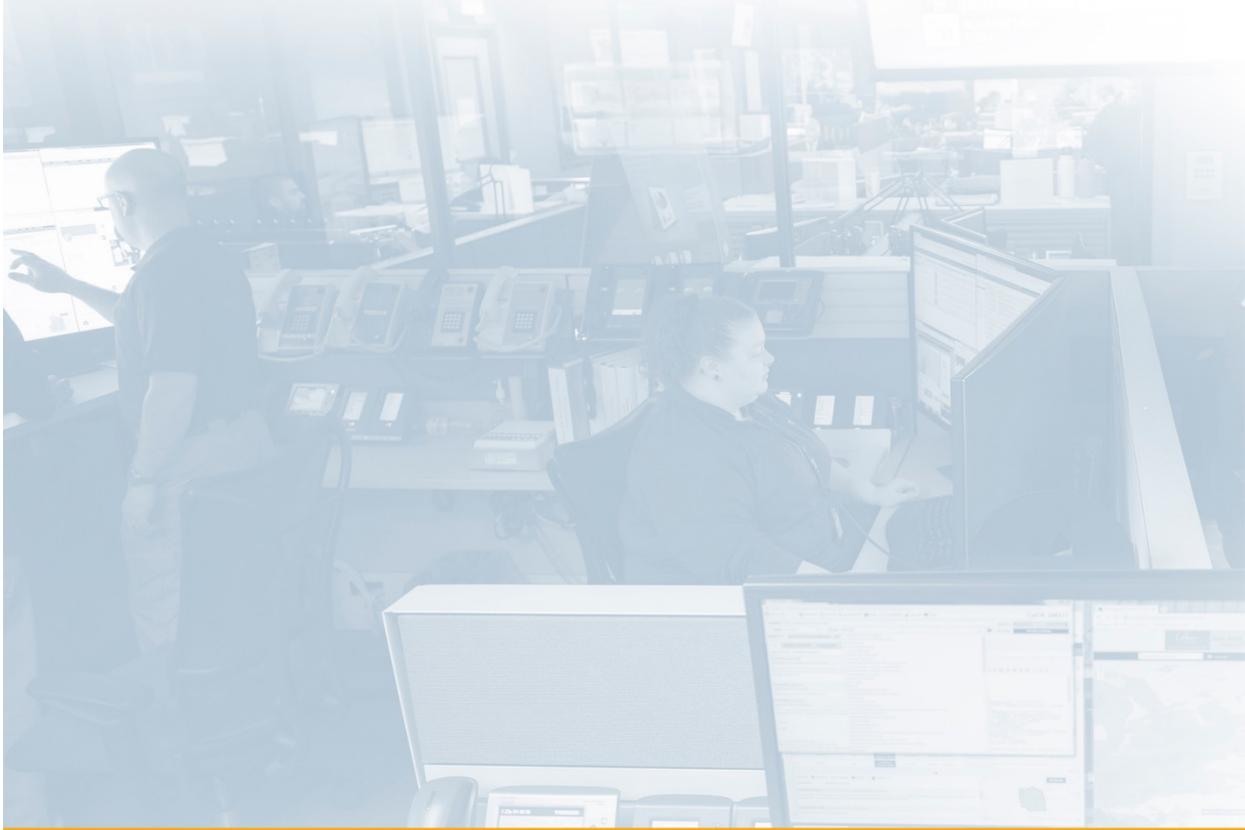




**Disaster Preparedness
Commission**

2021 Annual Report

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



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Governor

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TABLE OF CONTENTS

- Introduction 1**
- State Response to Major Emergencies 1**
- Statewide Disaster Preparedness and Planning Efforts 3**
- Agency-Specific Disaster Preparedness Activities 4**
 - Office of Addiction Services and Supports 4
 - Office for the Aging 4
 - Department of Agriculture and Markets 6
 - Office of Children and Family Services 9
 - Department of Corrections and Community Supervision 11
 - Division of Criminal Justice Services 12
 - Department of Education 12
 - Empire State Development Corporation 13
 - Energy Research and Development Authority 18
 - Department of Environmental Conservation 19
 - Department of Financial Services 20
 - Office of Fire Prevention and Control 23
 - Office of General Services 23
 - Department of Health 25
 - Division of Homeland Security and Emergency Services 27
 - Division of Homes and Community Renewal 27
 - Office of Information Technology Services 34
 - Department of Labor 38
 - Office of Mental Health 39
 - Metropolitan Transportation Authority 42
 - Division of Military and Naval Affairs 43
 - Office of Parks, Recreation and Historic Preservation 50
 - Office for People with Developmental Disabilities 51
 - Port Authority of New York and New Jersey 52
 - Public Service Commission 55
 - New York State Police 58
 - Department of State 60
 - Thruway Authority 62
 - Department of Transportation 62
 - Office of Victim Services 71
 - American Red Cross 72

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.

State Response to Major Emergencies

For the second consecutive year, the ongoing response to the COVID-19 pandemic remained at the forefront of New York State's emergency response operations.

As the year began, New York was focused on the continued expansion of vaccination distribution efforts to ensure all New Yorker's had access to these life-saving medications. These efforts not only included the distribution of the vaccines themselves, but also the continued establishment of vaccination sites in communities throughout the state. Simultaneous to those operations, new variants of the virus like the Delta variant began to spread throughout New York necessitating a renewed effort to increase the distribution of testing supplies and PPE such as masks.

In addition to COVID-19-focused operations, members of the Disaster Preparedness Commission engaged in a number of responses to weather-based emergencies as well. These ranged from hurricanes, post-tropical cyclones, heavy snowfall, high winds, severe thunderstorms and floods.

Finally, 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 all of 2021 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 6 occasions in 2021.

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 Function (ESF) is activated to support operations. The State EOC was activated to Level 3 on 10 occasions in 2021.

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 not activated to Level 2 during 2021.

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 not activated to a Level 1 during 2021.

Below is a table of all State EOC activations in 2021, including Operational Periods (OP).

Event Name	Start Date	End Date	Level	OP
2020-01-14 Novel Coronavirus	14-Jan-20	Ongoing	3	365
2021-02-01 Winter Storm Event	30-Jan-21	08-Mar-21	3	3
2021-02-05 Lake Effect Snow Event	05-Feb-21	12-Feb-21	4	4
2021-02-14 Winter Snow Storm	14-Feb-21	22-Feb-21	3	5
2021-03-01 High Wind Weather Event	01-Mar-21	11-Mar-21	4	3
2021-03-26 Wind Event	24-Mar-21	02-Apr-21	3	3
2021-04-20 NYS Civil Unrest	20-Apr-21	27-May-21	4	4
2021-07-06 Tropical Storm Elsa	06-Jul-21	20-Aug-21	3	8
2021-07-19 Fonda Flash Flooding	20-Jul-21	26-Jul-21	4	6
2021-07-20 Severe Weather	20-Jul-21	20-Jul-21	4	4

2021-08-18 Post-Tropical Cyclone Fred	18-Aug-21	N/A	3	4
2021-08-21 Hurricane Henri	19-Aug-21	02-Nov-21	3	6
2021-08-31 Post-Tropical Cyclone Ida	31-Aug-21	N/A	3	23
2021-10-25 Coastal Storm	25-Oct-21	31-Oct-21	3	4
2021-12-11 High Wind Event	09-Dec-21	17-Dec-21	3	5
2021-12-31 New Year's Eve Event	13-Dec-21	04-Jan-22	4	2
OPERATIONAL PERIODS				449
EOC ACTIVATIONS TOTAL				16

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 human caused. These efforts include updating the State's Comprehensive Emergency Management Plan (CEMP) by updating and enhancing the performance, functional, and hazard specific annexes. The State CEMP details the preparedness, response, and recovery roles and responsibilities for all emergencies. DHSES, with input from DPC agencies, continued to build upon and refine the State CEMP.

As part of the ongoing planning process, DHSES made enhancements to all State operating plans, to reflect the continual operation in a pandemic environment and preparing for, responding to, and recovering from several incidents occurring at the same time.

A State Emergency Repatriation Annex was added to the cadre of plans after the potential of an Emergency Repatriation Center activation during the Afghanistan evacuations.

The preparedness and response activities to Tropical Storm Elsa, Post-Tropical Cyclones Fred and Ida, Hurricane Henri, and other concurring events prompted refinement of the Mass Care Appendix and the Coastal Storm Annex.

With an ongoing focus on emergency public warnings, DPC agencies collaborated on updating the Public Warning Annex to be inclusive of FEMA tips and best practices learned through various training opportunities and real-world events.

The continued response to COVID-19 provided opportunities to evaluate and enhance virtual operating plans and Continuity of Operations Plans (COOP). DPC agencies also worked to enhance preparedness, response, and recovery efforts through the update of Emergency Management Operation Protocols (EMOP). Throughout the planning and revision process, DHSES provided technical assistance and guidance to State Agencies while ensuring consistency across all agencies.

Agency Reports on Disaster Preparedness Activities

Office of Addiction Services and Supports

The New York State Office of Addiction Services and Supports (OASAS) system of care includes approximately 1,700 substance use disorder prevention, treatment and recovery programs serving more than 200,000 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 pandemic, OASAS adjusted and continues to provide new forms of service delivery. For example, guidance, policies and protocols on infection control, proper sanitization, social distancing, infectious disease testing, vaccinations, and more, related to the pandemic response. It also continues to conduct virtual visits for the monitoring of providers without putting staff and clients at risk and maintained constant communication with its provider network on updates to newly developed policy and procedures and assured adherence.

OASAS secured and distributed more than 60,000 rapid test kits to its Addiction Treatment Centers and provider system. The Emergency Management Operation Protocol (EMOP) and Continuity of Operations Protocol (COOP) for Communicable Diseases was revised and updated.

Office for the Aging

The NYSOFA Emergency Management team saw a continuation of significant engagement during in 2021 in response to several events and COVID -19, s. As COVID-19 lingered into its second year, NYSOFA and its network of Area Agencies on Aging (AAAs) proved critical in assisting vulnerable older adults to obtain the COVID vaccine. In some cases, it was as simple as assisting with navigation of the state

vaccine website. There were circumstances in which AAAs organized and staffed local vaccine clinics. Other AAAs provided much needed accessible transportation for older adults to vaccines sites, and in even more dire situations, established partnership with local ambulance services or other medical professionals to provided in-home vaccine opportunities to homebound older adults.

As NYSOFA moved into the summer months, the Emergency Management team took an opportunity to provide updated internal and external training to staff, including the DHSES New York Responds training, as well as actively gathering information and providing technical assistance to our AAA network. This quickly transformed into two new emergency response missions when Hurricane Henri and Post-Tropical Cyclone Ida occurred in rapid succession, and a major repatriation mission was stood up at JFK Airport in anticipation of the arrival of refugees from Afghanistan.

NYSOFA encountered many successes in its ability to fully support these coinciding emergency activations. NYSOFA was able to deploy the Executive Deputy Director to JFK and provide assistance with creating the various printed materials that would be necessary and how to obtain the required translations in a quick manner. Although the repatriation plan was not fully activated, the agency took steps to prepare staffing resources for the likely activation.

This preplanning effort gave NYSOFA the ability to simultaneous be prepared to respond when Hurricane Henri and Post-Tropical Cyclone occurred. These actions provided NYSOFA the ability to seamlessly support the operations of Disaster Resource Centers (DRCs) across NYC, Long Island, and the lower Hudson Valley, when these events occurred. Without a designated Emergency Response unit, NYSOFA's direct coverage of the DRCs, especially in a long-term activation, became a significant challenge. The virtual Emergency Operations Center for ESF6 was staffed with approximately eight NYSOFA staff from August 21 (start of Hurricane Henri) through October 28th (end of DRC coverage). In addition, many of those same EOC responders, along with a team of willing program and administrative staff, took deployments to the on-site DRCs in New York City through the month of September. This heightened and prolonged activation required the coordination of every Deputy Director to determine where their divisions could reassign staff and resources. In all, nearly half of NYSOFA's staff, along with dozens more local AAA partners, provided on-site coverage and agency support to the DRC activation. As the activation continued beyond the agency's ability to reassign NYSOFA staff, the agency continued supporting the DRCs by working in conjunction with its local AAA partners throughout Westchester, NYC, Nassau, and Suffolk counties to efficiently utilize local expertise to provide ongoing relief to older adults in the affected areas.

Lastly, despite a very active 2021, NYSOFA was able to meet one of the agency's annual goals by achieving 100% compliance in completing the annual Continuity of Operations Plan (COOP) Training.

Department of Agriculture and Markets

In August 2021, AGM Emergency Management (EM) submitted its updated 2021 Emergency Management Operation Protocol (EMOP) and Continuity of Operations Plan (COOP) to DHSES OEM for approval. These documents are regularly reviewed and updated by AGM and submitted for Executive approval annually.

In September 2021, AGM Executive Staff, in partnership with NYS DHSES, and 8 New York State food transportation partners, participated in a meeting with U.S. Department of Homeland Security: Cyber Security & Infrastructure Security Agency (CISA) to discuss the Regional Resiliency Program Project (RRAP) for New York City. The purpose of the RRAP meeting, was to assess the vulnerability of select segments within the NYC food supply chain specifically addressing the knowledge gap of food volume and flow from point of origin to last mile distribution that would help identify interdependencies and potential points of failure in the supply chain itself. AGM currently remains involved with both agencies as the project continues.

In November 2021, AGM EM, and Division of Animal Industry (DAI) in partnership with the New York State Incident Management Team members and NYS DHSES Planning: Region IV, hosted a 3-day Foot and Mouth Disease workshop and walkthrough exercise at the New York State Fairgrounds. The workshop consisted of all partners working to understand the large scope and impact of FMD should it occur in the state and to identify major road checkpoint locations leading into New York State to document in the state plan. The exercise portion was to practice the setup and operation of an actual traffic control and quarantine checkpoint to test best checkpoint traffic flow practices and a simple checkpoint ICS command structure.

In December 2021, 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.

In December 2021, both AGM Emergency Management Coordinators that are responsible for New York State and the New York State Fairgrounds successfully completed FEMA's Emergency Management Institute's (EMI) – Emergency Management Basic Academy. The EMI Academy covered professional emergency

management courses that increased the agency's emergency management divisions operational and partnership capabilities statewide.

Over the course of 2021, AGM Divisions of Emergency Management, Animal Industry, Food Safety and Inspection and The Departments emergency operations volunteer organization have supported a total of 57 Boil Water Order Emergencies, 6 After Hour's Calls and 3 additional SEOC activations notifications from the New York State Watch Center.

Over the course of 2021, AGM EM, in partnership with New York State's Office of Information Technology Services (ITS), held monthly meetings to improve AGM's cyber security position. AGM and ITS continue to work towards a cyber resilient agency with the implementation of AGM's Data Loss Prevention Program. The DLP will further prevent the release of personal or confidential information to individuals outside the agency with nefarious intent.

AGM's Division of Food Industry and Inspection (FSI) continues its participation in the quarterly Biological Threat Assessment Committee (BTACT) to discuss managing biological threats, compliance and non-compliance related data relative to agricultural operations; patterns, trends, and effects of seasonality on the exclusion of invasive plant pests and exotic foreign animal disease as they relate to quarantine material interceptions, plant pest interceptions, emergency and/or remedial actions. FSI also continues its coordination with the U.S. Food and Drug Administration (FDA) on food safety and food recalls that cross over state boundaries.

AGM's Division of Plant Industry and New York State Department of Environmental Conservation (DEC) continue to coordinate storm debris management efforts regarding the recent increase in a number of invasive insect species such as Spotted Lanternfly (SLF) and Asian Longhorn Beetle (ALB) activity in Long Island and downstate areas. This allows the continuation for AGM and DEC to promote effective storm debris removal in areas where invasive species have been spotted.

AGM EM and Division of Land and Water Resources continues its participation as a member of DHSES OEM's Drought Management Task Force (DMTF) along with additional state agencies, including the DEC. The DMTF meets during the summer and fall of each year to monitor drought like conditions and to coordinate tentative action steps in the event that drought like conditions continued.

AGM EM continues its participation as a member of the Weapons of Mass Destruction Work Group of 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 emergency preparedness for the agriculture community in partnership with Cornell Cooperative Extension – Emergency Disaster Education Network (EDEN). In the event of radiological emergency occurring at a nuclear power plant, AGM and EDEN provide guidance to the agriculture community of protective actions to be taken.

AGM EM continues to track agriculture damage that occurs from emergency disasters throughout New York, which enables AGM to compile and track damage that the agricultural community has suffered as a result of weather events across the state. AGM works with its various partners to collect this information in the event it is requested at an executive level for analysis.

Nourish New York Program

In response to the COVID-19 pandemic, New York State launched the \$97 million Nourish NY 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 them 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 NY, food banks have purchased more than 50 million pounds of products, which has created more than 42 million meals for households in need. There have been more than 5,000 Nourish NY food distribution events across the State, and more than 4,100 New York State businesses have been impacted so far. Nourish NY is in its fifth round of funding.

2021 SEOC ESF-6 Activations

AGM continued to support SEOC activations as part of Emergency Support Function 6 (ESF-6) virtually and has supported the SEOC ESF-6 in the following activations in 2021:

- January 2021 SEOC ESF-6 activation to support the increased requests for mass vaccination efforts statewide.
- August 2021 SEOC ESF-6 activation to support Hurricane Henri that affected much of downstate New York.
- September 2021 SEOC ESF-6 activation to support Tropical storm Ida that affected much of downstate New York.

Continuing New York State's COVID-19 response

In addition to the Departments 2020 COVID-19 support efforts, AGM continued to provide extensive resources in 2021 to assist in New York State's broader COVID-19 response effort by deploying 33 employees to assist the DOH with in-person COVID-19 vaccinations at PODs across the State. AGM employees fulfilled the roles including, but not limited to, greeters, registration, and general ICS role support.

Response at the Great New York State Fair

New York State Fairgrounds (NYSF) staff and Emergency Management (EM) continue to assist with the COVID-19 response along with additional public safety and emergency management events such as:

- Director of the NYSF and EM continues to serve as the Incident Command for the Vaccination Clinic located at the fairgrounds.
- NYSF EM continues to coordinate and provide deliveries of COVID vaccine and supplies throughout the CNY region utilizing NYSF employees and equipment.
- NYSF provides support to the Director of Interagency Operations with the opening of the testing site at the Syracuse Regional Market.
- NYSF continues to support NYSDOH with the FEMA ambulance deployment. Resources are staged at the Center of Progress (at times accommodating approximately 40 ambulances with staff).
- NYSF EM hosted the Onondaga County Ambulance Directors meeting at the Infirmary in July 2021.
- NYSF EM conducted a Public Safety Briefing for the 2021 Fair with approximately 65 attendees from state and non-state agencies.
- Post the 2021 NYSF, NYSF EM conducted a After Action Briefing in October 2021 with all agencies involved in the NYSF with approximately 75 attendees.
- In October 2021 the NYSF started the planning and design of a permanent Joint Operations Center to go live prior to the 2022 Syracuse Nationals. There has been interest from state law enforcement agencies for potential use during the 2023 World University Games in Lake Placid, NY.

Office of Children and Family Services

The Office of Children and Family Services (OCFS) staffed the state Emergency Operations Center (EOP) in support of Emergency Support Function (ESF) 6 for the continued state response to COVID-19. OCFS deployed staff across the state to support vaccination sites throughout 2021 and continued to provide support for the state's response to COVID-19 within its regulated programs and voluntary agencies, as well as guidance and information sharing.

OCFS assisted with the planning, setup and staffing of the Disaster Response Centers (DRCs) established in response to Hurricane Ida.

OCFS provided planning and guidance that was instrumental in readying an Emergency Repatriation Center for Afghanistan relief that was established at the John F. Kennedy (JFK) Airport.

OCFS maintains a Comprehensive Emergency Management Plan (CEMP), Emergency Management Operations Protocol (EMOP) and Continuity of Operations Plan (COOP), as well as a Ready Emergency Data (RED) Book to support mission-essential, agency-wide operations. These plans are reviewed and updated at least annually.

OCFS established and administered the original ESF6 SharePoint site, which was in turn transitioned to DHSES for oversight.

OCFS actively recruited and maintains a list of volunteers to staff the agency representative desk at the state Emergency Operations Center (EOC) if a statewide activation occurs, as well as for DRCs across the state.

OCFS uses the National Incident Management System/Incident Command System (NIMS/ICS) during emergencies and participates in the state annual reporting for NIMS compliance.

OCFS uses desktop geographic information system (GIS) software packages and the web-based Critical Infrastructure Response Information System (CIRIS) to identify facilities and providers in impacted areas for disaster response.

OCFS uses OCFS NY-Alert as its primary notification system to contact employees in an efficient and simultaneous manner if a work-related emergency occurs and requests OCFS staff to support the state's response to an emergency.

OCFS's juvenile justice facilities participate in the New York State Evacuation of Facilities in Disasters System (NYS e-FINDS), the emergency location tracking system to track facility residents if an evacuation occurs.

OCFS uses the Disaster Asset Management System (AMS) application for tracking agency assets that may be deployed during disasters.

OCFS serves as a member/participant in the following groups/committees:

- NYS Emergency Support Function 6 - Department of Homeland Security and Emergency Services (DHSES)

- Homeland Security Senior Advisory Committee (HSSAC)
- NYS Nuclear Safety Subcommittee power pool bi-annual meeting
- Multi-Agency Coordination (MAC) Group
- Department of Health Pediatric Surge Annex Planning Group

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.

DOCCS became a supporting agency of ESF-9 (Search and Rescue). DOCCS Correctional Emergency Response team members from various facilities are designated as a level IV flood evacuation team. Members that are certified technicians in Swiftwater/flood rescue techniques are assigned to each flood evacuation team.

A DOCCS Correctional Emergency Response Team assisted with a missing person search in Redford NY.

DOCCS staff and incarcerated work crews from Gouverneur CF participated in production and storage of sandbags for Lake Ontario flood mitigation.

In the ongoing response to the COVID-19 pandemic, DOCCS staff from various facilities served as vaccination volunteers for the mass vaccination sites throughout New York State, provided security for the Aqueduct POD Site in Queens NY, served as Group leaders for the Mass POD site in Westchester County NY, and provided Safety Officers for the Glen Island test site in Westchester County NY. DOCCS staff from Queensboro CF provided laundry service for the Javits Center vaccination site in NYC. 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, testing supplies, 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 incidents 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.

Division of Criminal Justice Services

In 2021, the New York State Division of Criminal Justice Services (DCJS) used NY-Alert to distribute information about missing persons. The agency's Missing Persons Clearinghouse leverages 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 messaging boards.

DCJS also uses NY-Alert to communicate with employees when appropriate, particularly personnel 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.

DCJS has assigned an employee to continue to serve as a liaison to the State Emergency Operation Center (EOC) and 16 additional employees are currently identified and trained as volunteers to support an EOC activation upon request. DCJS is also represented on the State Interoperable and Emergency Communication Board, the ESF-13 working group, and the State's Next Generation 911 Working Group.

DCJS continues to procure, maintain, and distribute PPE supplies to all on-site and satellite-based personnel. The agency's ongoing partnership with ITS supports a robust employee telecommuting program, virtual trainings for the state's law enforcement professionals and community-based partners, and the virtualization of other relevant programs. This technological transition during the COVID-19 pandemic has allowed DCJS to maintain its core functions and deliver 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.

SED will continue to support the Disaster Preparedness Commission (DPC) for the ensuing year by actively participating in all exercises and activations when called upon.

SED will also continue to work with school districts to keep their safety, continuity, and communication plans up to date.

Empire State Development Corporation

Empire State Development (ESD) is the economic development arm of New York State. The mission of ESD is to promote a vigorous and growing state economy, encourage business investment and job creation, and support diverse, prosperous local economies across New York State through the efficient use of loans, grants, tax credits, real estate development, marketing and other forms of assistance.

In response to the COVID-19 pandemic, ESD implemented a number of policy initiatives aimed at providing targeted economic and other relief to organizations negatively impacted by COVID-19 throughout New York State, including ESD grantees that were unable to meet their commitments to ESD due to a demonstrated COVID-19-related hardship. Under this relief program, eligible grantees were able to extend all employment and investment requirements, as applicable, for one-year or until December 31, 2021, whichever was later. In total, 17 projects within the Portfolio were awarded extension relief under this policy that otherwise would not have been compliant with their 2020 employment requirements. Below are details on from specific divisions within ESD in response to disasters and emergencies, especially the COVID-19 pandemic.

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.

The COVID-19 Pandemic Small Business Recovery Grant (PSBRG) Program to provide flexible grants of \$5,000 to \$50,000 to viable small businesses, micro-businesses, and for-profit independent arts and cultural organizations in New York State who have experienced economic hardship due to the COVID-19 pandemic. The Program aims to support the small businesses that typically have the least access to resources. To that end, the Program strategically encourages participation from micro-businesses (10 or fewer workers), socially and economically disadvantaged business owners, minority and/or women owned businesses, and small businesses that did not receive adequate federal COVID-19 support. Grant recipients can use funding to cover COVID-related losses already incurred, including payroll, rent or mortgage payments, personal protective equipment (PPE) expenses, utility bills, and any costs associated with

compliance with COVID-19 health and safety protocols. The Program has awarded \$451.7 million to 26,322 small businesses.

To assist applicants with the PSBRG application process, the Division provided \$10 million in funding to support a network of 69 Technical Assistance (TA) partners to provide one-on-one assistance. The TA partners have assisted over 11,000 applicants and delivered over 550 informational webinars.

The New York Forward Loan Fund Program is a \$100 million loan fund to help small businesses impacted by the COVID-19 pandemic obtain much-needed financing. The program was created to offer a 2%-3% interest working capital loan for five-year, to thousands of small businesses, nonprofits, and small residential landlords impacted by the pandemic. The Program has funded \$96.2 million in loans to 1,719 small businesses.

The New York Manufacturing Extension Partnership COVID-19 Recovery Initiative provided \$2.3 million in grants to support New York manufacturers manage challenges created by COVID-19 pandemic. Additionally, the Division provided \$250,000 in R&D grant funding to small businesses to increase manufacturing of ventilators, personal protective equipment, and new technologies in the areas of diagnostics and vaccines.

The Division launched Empire State Digital, a first-in-the-nation program offering education, training, marketing support, and discounted pricing with Shopify, Square, Etsy, Ritual One, and Clearbanc to help small businesses impacted by the COVID-19 pandemic to launch or grow an online presence. Approximately 3,000 small businesses took advantage of the special offerings and discounts made available from the digital partners.

The New York Forward Small Business Lease Assistance Partnership was launched to provide small businesses and commercial landlords with informational resources and pro bono assistance to help both parties reach a mutually beneficial lease workout agreement. The free legal assistance is offered through a public-private partnership between Empire State Development, the nonprofit Start Small Think Big, and the New York State Bar Association to help small businesses to survive the impact from the COVID-19 pandemic. The program assisted more than 815 small businesses.

Raising the New York State Bar Restaurant Recovery Fund was established to assist restaurants in New York State during the COVID-19 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. Grants of up to \$5,000 helped restaurants with costs on qualifying purchases

and expenditures related to operation adjustments, improvements and equipment to allow businesses to comply with health and safety measures, expand take-out/delivery operations, or accommodate outdoor dining through the winter months when outdoor dining is limited.

The Division provided \$7.5 million in grants 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 help small businesses applying for COVID-19 financial assistance programs.

The Division provided \$15 million in loan capital to four Community Development Financial Institutions (CDFI) lenders to offer PPP loans to small businesses during the COVID-19 pandemic to support retention of businesses and jobs. An additional \$400,000 in loan capital was provided to five CDFI lenders for a statewide microloan initiative to provide loans under \$25,000 to microbusinesses.

Business Mentor NY, a free online mentoring program to help small businesses overcome challenges and spur growth, worked with more 10,097 entrepreneurs and 1,975 mentors and has facilitated more than 5,681 engagements since it launched. The program website is available in four languages.

Division of Minority and Women's Business Development

The ESD Division of Minority and Women's Business Development (DMWBD or the Division) oversees the statewide minority and women-owned business enterprise (MWBE) program operated by state agencies as defined by Article 15-A.

The Division is charged with three primary functions:

- Encourage and assist state agencies engaged in contracting activities to award a fair share of state contracts to MWBEs;
- Review applications by businesses seeking certification as a MWBE and to maintain a directory of certified MWBEs;
- Promote the business development of MWBEs through education and outreach to NYS agencies and authorities (collectively Agencies) and MWBEs.

The Division maintains a business retention plan so staff know how to respond in an emergency. The Division has also taken the following actions in its role in the State's event preparedness, response and recovery operations:

- Provides information to the public through the New York State website and on social media:

- Provides updates via the New York State Contracting System;
- Has staff placed in different New York State Regions;
- Employs a Customer Care Team to respond to inquiries from the general public, MWBEs and elected officials;
- Provides information and resources to MWBEs and State Agencies virtually.

In 2021, the Division continued to provide information and resources to MWBEs in response to COVID-19 through 7 webinars with over 290 attendees. These resources included the Empire Digital Initiative, the Small Business Lease Assistance Partnership, and the Pandemic Small Business Recovery Grant Fund. In addition to COVID-19 related assistance, the Division hosted 23 webinars with over 2,300 attendees, providing information on state contracting opportunities, how to do business with State Agencies and Authorities, and capacity building. The Division also hosted 5 Online MWBE Regional Opportunities Expos, with over 900 attendees, highlighting contracting opportunities and resources in all 10 regions of the state. These webinars and events provided relevant resources to grow and maintain businesses through the pandemic.

Additionally, the Division's Customer Care Team supported efforts to connect certified MWBEs to information and resources related to the New York State COVID-19 Pandemic Small Business Recovery Grant Program. In partnership with the Division of Small Business and Technology Development, the Customer Care Team conducted 970 outreach calls to share information on the Program's eligibility criteria and how to apply.

Division of Tourism

Over the course of the pandemic, the Division of Tourism had to reimagine consumer-facing strategies to safely welcome visitors back. Once vaccines became more widely available, the Division of Tourism started to shift focus back to welcoming visitors back while emphasizing reopening guidelines, mask mandates and vaccination requirements when necessary. In June of 2021, the Division launched a \$40 million global campaign aimed at revitalizing the state's tourism industry. The campaign funded several TV commercials to promote tourism attractions across all regions of the state—with a particular emphasis on New York City—through the summer, fall and winter tourism seasons. The Division continued using the I LOVE NY website (iloveny.com) and social media channels to safely and relevantly promoted travel to New York State to ensure people were aware of both virtual and live attractions happening throughout the year. Additionally, the Division was able to resume some signature PR programs, most notably "Media Nights" where travel journalists are invited to meet face-to-face with New York State tourism industry partners.

While international travel bans continued for the majority of 2021, the Division of Tourism was able to keep their international offices open throughout the year to maintain relations with travel operators and journalists and further educate them on New York State as a travel destination.

In an effort to help the tourism industry rebuild after significant losses suffered as a result of pandemic-related shutdowns, the Division maintained constant contact with industry partners to communicate on reopening guidelines and informing of state and federal funding available to assist in recovery of the tourism industry. The Division implemented two new programs to assist the industry: a tourism workforce development pilot program featuring virtual job fairs held in cooperation with the New York State Department of Labor, and a webinar series providing skills building to the state's tourism industry on topics like how to do travel PR in a post-COVID environment.

Furthermore, significant funding was made available to support the tourism industry on both the state and federal level. Governor Hochul announced a "Bring Back Tourism, Bring Back Jobs" tourism recovery package. At \$450 million, the initiative is believed to be the largest tourism pandemic relief program in the nation, and includes: \$100 Million Tourism Worker Recovery Fund to provide relief to tourism workers who were waiting to be hired back; \$100 Million Tourism Return-to-Work Grant Program to incentivize tourism employers to hire back workers; \$25 Million Meet in New York Grant Program to help bring back tourism connected to conferences, meetings and events; and a \$25 Million I LOVE NY global marketing campaign.

In addition to this funding, the Division of Tourism was granted nearly \$45 million in federal funding through a statewide non-competitive U.S. Economic Development Administration grant dedicated specifically for travel, tourism, and outdoor recreation as part of the American Rescue Plan. This grant will be used by the Division over four years to pursue significant potential growth areas including pursuing meetings, incentives, conference, and exhibitions tourism through sales and marketing efforts; capitalizing on pent-up demand for travel among international consumers now that borders are open; and maximizing the trend of increased outdoor tourism and converting first-time users of New York's outdoor recreational assets to regular guests.

2019 REDI Lake Ontario Business Resiliency Program

In 2019, New York State launched the Lake Ontario Business Resiliency Program (the Program). The Program, administered by ESD, was open to businesses and other organizations directly impacted by the historic flooding of Lake Ontario, the St. Lawrence River and nearby waterways 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 are required to strengthen the entities against impacts from future flooding. Such projects will reduce the entity's vulnerability to risks experienced during high water events, prevent permanent damage, and improve its ability to withstand and quickly recover from extreme weather events. The Program application deadline was January 2020 and ESD received 178 applications for assistance that were reviewed in partnership with Department of State. In August 2020, New York State announced more than \$17 million in funding to more than 140 eligible applicants in shoreline communities to assist with restoration and resiliency efforts from prior flooding events, and to strengthen them against future flooding.

Of the over 140 projects awarded in 2020, 129 projects are advancing through ESD's grant approval process representing up to \$16 million in funding. A total of 84 projects have gone through the CEO/Public Hearing/PACB approval process. To date, ESD has mailed out 69 Grant Disbursement Agreements (GDA; the contract with ESD) and have received fully executed GDAs from 57 grantees. In 2021, ESD fully disbursed to 13 of those projects totaling \$1.1 million in grant funds. Another 17 of the contracted grantees have completed their projects and have submitted their final disbursement paperwork, representing \$1.6 million that can be disbursed upon completion of internal audit and/or submission of missing documentation.

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 regular communication with the liquid petroleum fuels industry on personal protective equipment, 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 New York State 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 any events that could cause a potential disruption of the petroleum fuels supply chain in New York. Also, NYSERDA conferred with DPC agency partners to develop solutions so critical energy supplies were not interrupted. NYSERDA coordinated with New York State Department of Public Service and industry representatives when power outages related to weather events interrupted normal operations at critical NY fuels terminals during multiple events throughout the year. In addition, close coordination between NYSERDA, petroleum industry representatives, the U.S. Coast Guard, and multiple NYC agencies was required during a significant malfunction of the South Channel Bridge (i.e., Jamaica Bay Railroad Bridge) during the summer of 2021 resulting in disruptions to marine shipments of fuels products to downstate fuels terminals. This situation was resolved after two months of coordinating alternate supply chain options and repair schedules. This instance highlights the continuous need for collaboration and problem solving where one system infrastructure could have direct and considerable impact on another system's essential operations. NYSERDA also maintained market intelligence associated with regional supply chain interruptions including the Buckeye Pipeline leak in New Jersey in March 2021 and the Colonial Pipeline cyber-attack in May 2021. NYSERDA also 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 Strategic Fuel Reserve, which is a component of the State's broader Fuel NY Initiative. As part of the Strategic Fuel Reserve, NYSERDA maintained 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. 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.

Department of Environmental Conservation

The Department of Environmental Conservation (DEC) remained on the forefront of the State's COVID-19 response efforts. More than 1,100 staff from all divisions and programs completed missions across the state, including establishing and managing COVID-19 mass vaccination sites, organizing, and delivering test kits to nursing homes,

volunteering at food banks and distribution centers, and transporting PPE and other supplies.

Emergency Spill Response

DEC Emergency Spill Response personnel responded to 10,820 hazardous material spills, helping to protect the State's lands, waters, and public health.

Crude-By-Rail Geographic Response Plans (GRP)

DEC completed reviews and updates of GRPs for five counties and began preliminary discussions with two new counties. Twenty-five counties in total are currently part of the program and receive equipment, annual training, and regular review and revision of deliverables, which are used for planning and preparing for response to a crude by rail accident, as well as any other petroleum releases 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.

Unmanned Aircraft Systems (UAS)

DEC expanded its UAS program by purchasing new, state of the art drones to increase its fleet to 50 aircraft with a variety of capabilities including FLIR, high resolution color, multispectral, 3D modeling and mapping, and night flight. In addition, 15 new pilots obtained federal and agency certification.

Department of Financial Services

As New York State works to recover and rebuild from the recent health, financial, economic inequity, and weather-related crises, the Department of Financial Services is using all of the resources at its disposal, as well as working with its sister agencies, to support the State's economy, businesses, and people. Below are our activities related to disaster preparedness in 2021.

Supporting New Yorkers in the Aftermath of Post-Tropical Cyclone Ida and Other Storms

Several times in 2021, DFS deployed its mobile command center, staffed by employees equipped to support homeowners around New York State who were affected by weather-related events. That includes the aftermath of Post-Tropical Cyclone Ida. DFS

was on-site immediately to support New Yorkers after the storm caused extensive damage throughout the State. After Post-Tropical Cyclone Ida, the Department provided insurance advice in person to more than 1,700 affected New Yorkers and helped an additional 1,000 people through DFS' consumer hotline. From September 4, 2021, through October 24, 2021, DFS provided staff at 25 different disaster sites throughout the downstate region to assist consumers with understanding their insurance coverage. During this timeframe, the Department also extended call center hours through weekends to assist consumers who were unable to visit a physical site.

DFS also expedited the issuance of temporary permits to qualified, out-of-state, independent insurance adjusters so that more adjusters were available to process claims and help get consumers' property repaired and claims paid. DFS Superintendent Adrienne A. Harris toured multiple disaster sites, meeting with constituents and ensuring the Department's resources were maximized to assist affected communities. To ensure that New York-regulated insurers are prepared for future storms, DFS mandated continuing education in flood insurance for property/casualty insurance producers in response to the increasing risk of flooding due to climate change.

Contributing to New York's Recovery from the Pandemic

DFS continues to take targeted action to help New York recover from the COVID-19 pandemic. That includes helping New Yorkers manage the mental health effects of the pandemic and ensuring that no communities are left out of the recovery.

Mental Health Parity

In 2020, DFS promulgated one of the most comprehensive mental health and substance use disorder parity regulations in the nation, requiring insurers to establish a parity compliance program, and the Department examines its regulated entities to ensure their compliance. In 2021, DFS secured \$3.1 million for New Yorkers, following its review of New York insurers' compliance with state and federal cost-sharing requirements for mental health and substance use disorder parity. The money is being reinvested in initiatives supporting further mental health parity implementation and enforcement on behalf of New Yorkers.

DFS also wants to make sure the insurance industry is in the best position to include all consumers and serve the interests of all New Yorkers during these times of crisis and into the future. In 2021, DFS became the first state regulator to require education in diversity, inclusion, and the elimination of bias for its insurance producer and public adjuster licensees to enhance their competency. In addition, the Department proposed a new regulation that will allow it to evaluate how well New York-regulated banking institutions are serving their communities under an enacted amendment to New York

State's Community Reinvestment Act with respect to minority- and women-owned businesses. This will guarantee DFS has the necessary data to ensure banks are evolving to best serve their communities and protect against redlining and fair lending violations, particularly important as New Yorkers continue to rebuild after the financial crisis caused by the pandemic.

Combatting the Financial Risks from Climate Change in the Financial Services Sector

DFS continues to solidify New York's national leadership on climate change. In 2021, DFS Superintendent Harris elevated the issue within the Department by establishing a new Climate Division. As the finance and insurance sectors take steps toward managing their financial risks from climate change and supporting the low carbon transition, the new division will integrate climate risks into DFS's supervision of regulated entities and be instrumental in supporting New York State's climate change initiatives. In addition, the new division will support the financial services industry's growth in managing climate risks, coordinate with international, national, and state regulators, develop internal capacity on climate-related financial risks, support the capacity-building of peer regulators on climate-related supervision, and ensure fair access to financial services for all communities, especially those most impacted by climate change.

In 2021, DFS issued final guidance to New York-regulated domestic insurers detailing DFS's expectations related to their management of the financial risks from climate change. To ensure that all communities are climate resilient, DFS issued an industry letter alerting banking institutions subject to the New York Community Reinvestment Act that they may receive credit for financing activities that support the climate resiliency of low- and moderate-income, and underserved communities.

Protecting New York's Financial Markets and Advancing New York's National Leadership in Cybersecurity

To protect consumers and businesses, DFS continues to hold its regulated entities accountable for violations of the New York Banking, Insurance and Financial Services Laws, as well as violations of the Department's Cybersecurity Regulation. In 2021, DFS collected \$78.4 million through enforcement actions and required more than \$5 million in consumer restitution to New Yorkers across the state. In addition, DFS became the first U.S. regulator to issue guidance on cyber insurance, in 2021 outlining industry best practices for New York-regulated property/casualty insurers that write cyber insurance to effectively manage their cyber insurance risk. The Department also continued to protect the financial services industry and consumers from cybercrime, issuing a cybersecurity fraud alert describing a widespread cybercrime campaign to steal

consumers' nonpublic information (NPI) from public-facing websites that transmitted or displayed redacted NPI.

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 and life safety inspections for colleges, universities and certain State agencies, fire investigations, hazardous materials training and response, technical rescue training and response, and other on-scene technical assistance.

Fire Protection Specialists deployed to four major weather events including Hurricane Henri, Post Tropical Cyclone Ida, Tropical Storm Fred, and an un-named coastal storm. In total, 62 staff were engaged in the repositioning of swift water rescue assets and management functions in the Fire Operations Center.

OFPC maintained operational capabilities to provide technical assistance or perform specialized hazardous materials or technical rescue response operations. Fire Protection Specialists responded to 26 hazardous materials incidents and 7 requests for unmanned aerial system (UAS) support. New York Task Force 2 (NY-TF2), an Urban Search and Rescue (USAR) team with membership consisting of OFPC staff and personnel from local career and volunteer fire departments, responded to 13 technical rescue and 9 water rescue incidents.

Staff was also engaged with two Damage Assessment Response Team (DART) missions, inspecting over 700 damaged structures in two counties impacted by significant weather events.

During the year, OFPC Fire Investigators conducted 224 fire investigations in support of local and county agencies. These incidents resulted in 41 fire fatalities and an estimated \$ 36.3 million dollars in property damage.

Office of General Services

The Office of General Services (OGS) continued to provide a wide variety of support for the State's ongoing response to the COVID-19 pandemic in 2021. The agency coordinated the procurement, delivery, warehousing, payment, and reconciliation of hundreds of millions of items, including durable medical equipment, personal protective equipment, and other supplies in scarce global markets in collaboration with partner agencies.

OGS provided logistical 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. 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-related materials to those receiving benefits.

OGS was actively engaged in many of the State Emergency Operations Center (EOC) coordinated incidents related to COVID-19 and other events caused by severe weather. In response to the ongoing COVID-19 emergency, OGS supported the establishment and continual resupply of COVID-19 vaccination and testing sites. OGS also distributed COVID-19 test kits and NYS Clean hand sanitizer to nursing homes and other essential facilities.

Additionally, OGS obtained permission for food banks in New York State to establish temporary pop-up feeding sites to distribute USDA foods during the pandemic. OGS created much-needed posters, banners, test site signage, and forms for the COVID-19 response effort. The agency was also able to provide essential office furniture such as surplus cabinets and chairs to vaccination and test sites.

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

In all buildings OGS owns and manages, the agency ensures proper COVID-related signage is posted and that hand sanitizer is available. OGS provided additional cleaning and disinfection of high-density and high-touch areas and furniture. OGS increased fresh air and enhanced existing air filtration in its buildings. When requested from contact tracing, OGS provided supplemental disinfection. As social distancing guidelines evolved, OGS 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 continued to provide broadcast production support to enable the Governor to brief the public.

OGS executed a centralized contract for PPE, which included awards to 11 New York State manufacturers. OGS also made testing kits for COVID available on centralized

contract and supported agencies with their PPE needs in the spring through an aggregate buy that allowed the State to secure supply chains.

OGS was also involved in enhancing New York State's overall preparedness, response, and recovery capabilities unrelated to the pandemic.

In 2021, OGS continued to maintain a surge team for emergencies and codified terms and conditions in support of DHSES's cyber incident command.

The agency also provided facility support to the State Police's response to potential threats of violence during the presidential inauguration in January 2021. OGS installed additional fencing and signs around the State Capitol to provide enhanced security.

Additionally, OGS helped set up disaster recovery centers to help New Yorkers recover from Hurricane Ida.

OGS also initiated eight emergency contracts to clean up debris and make repairs at multiple facilities in the Hudson Valley, New York City, and Long Island in the aftermath of Hurricane Henri and Hurricane Ida. Contractors cleared downed trees and vegetation, addressed erosion, repaired, or replaced electrical services lines and equipment, and restored spaces in dormitories damaged or destroyed by flooding.

Finally, OGS continued its engagement in the State's Resiliency and Economic Development Initiative (REDI) response. OGS completed the dredging of 20 sites — primarily navigation channels used by recreational boaters on Lake Ontario and the St. Lawrence River. This work was accomplished within the REDI Regional Dredging Project's \$15 million budget and before reaching a December 31, 2021 program deadline. Under Phase III of the REDI response, OGS is compiling documentation from the dredging activities that will be turned over to the Regional Dredging Council and distributed to counties to promote the resiliency and economic development benefits that result from maintaining the navigation channels for boating and fishing. OGS is also the REDI oversight agency for dredging projects at Blind Sodus Barrier Bar and Bluff and Braddock Bay, providing coordination and facilitation between local and State entities as needed.

Department of Health

Response

COVID-19 response dominated the entire year of 2021. The Department (NYSDOH) conducted emergency operations in support of Statewide response including epidemiological investigations and contact tracing to reduce the spread of COVID-19,

the testing of more than 300 samples per week at the Wadsworth Center and developing DNA tests to analyze new COVID-19 strains circulating in the State. NYSDOH coordinated contact tracing and case investigation efforts with the counties to help mitigate the spread of the virus and identify individuals exposed to COVID-19 who required isolation or quarantine. NYSDOH supported the operation of testing sites throughout the State. COVID-19 vaccination campaign was supported by establishment of State operated Mass Vaccination Sites, with support provided from the state to counties for local vaccination efforts. The Department coordinated vaccine distribution with providers statewide, including hospitals, long term care facilities, private providers, pharmacies, and others to ensure equitable access to vaccine for priority populations in line with federal guidance. School based vaccination and testing campaigns were supported in the spring and fall to ensure in person learning was maintained in a safe environment, with the Department supporting schools in establishing test to stay protocols and policies and coordinating with local health departments to promote vaccination as part of the back-to-school initiative. The Department responded to emergency requests throughout the State supporting hospitals, Nursing Homes, Adult Homes and Local Health Departments (LHD). The Medical Emergency Response Cache (MERC) and COVID-19 warehouses deployed a total of over 170 million pieces of Personal Protective Equipment (PPE). The Departments Incident Management System was activated throughout the year. NYSDOH also supported the response to Afghanistan Repatriation efforts at JFK International Airport and activated staff in support of Disaster Recovery Centers following Hurricane Ida. The Evacuation of Facilities in Disasters System (eFINDS) (patient tracking system) was used during 36 actual emergency evacuations during 2021.

Planning

The Health Care Facility Evacuation Center (HEC) Plan and HEC Facility Guidance Document were updated. Coastal Storm Planning efforts resulted in 95% of New York City-based facilities completing required elements of the health care Facility Evacuation Planning Application (FEPA) that includes send/receive arrangements and critical facility infrastructure information. DOH continued to develop the Health Emergency Preparedness Coalition (HEPC) concept throughout the State – these are multi-agency organizations responsible for regional Emergency Support Function (ESF-8) preparedness activities and information sharing during emergencies. DOH was involved with State Office of Emergency Management (OEM) on further development of the State ESF Plans and provision of feedback on NYS level plans. NYSDOH Burn Surge Response Annex was developed along with Coalition level surge response plans. The Department provided guidance and templates to Local Health Departments to update county level Medical Countermeasure Materials Distribution and Dispensing plans.

Training

Through the Regional Training Centers (RTC), training sessions included, but were not limited to: Continuity of Operations Plan (COOP), e-FINDS, Burn Life Support, Disaster Life Support, Trauma Care, HAZMAT, Stop-the-Bleed Train-the-Trainer (TtT), Pediatric Disaster Response, and Disaster Triage. NYSDOH staff participated in National Incident Management System/Incident Command System (NIMS/ICS) and Emergency Operations Center (EOC) operations courses. ServNY Incident Response Management training (volunteer management) was offered and remains available to LHDs and facilities across the state. NYSDOH 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 in Mass Care Settings 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 healthcare facilities in NYC. Comprehensive Emergency Management Plan (CEMP) training was provided to and remains available for all Nursing Homes and Adult Care Facilities across NYS. NYSDOH coordinated training for all state Mass Vaccination Sites and provided training to vaccinators in all settings in response to COVID-19.

Exercises

Due to COVID-19 global pandemic, exercise requirements evolved into a multi-pronged real-life response to the pandemic. One Statewide Interoperable Communications Drill was conducted in January 2021. LHDs conducted and continue to conduct COVID-19 vaccination PODs into 2021. NYSDOH 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

In its role as the operational arm of the DPC, the Division of Homeland Security and Emergency Services' (DHSES) Office of Emergency Management (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-19 response, OEM operated the State's Emergency Operations Center (EOC) continuously throughout 2021. The State EOC supported operation and

logistical support to COVID-19 testing and vaccination programs and coordinated distribution of critical equipment and supplies across New York State. The State Watch Center managed unprecedented volumes of communication and OEM supported targeted activities including but not limited to mortuary affairs, alternate care facilities, test and vaccination operations (both fixed and pop-up locations), mask distributions, and test kit distributions.

Additionally, OEM supported the responses to multiple tropical storms, severe snowstorms, civil disturbances, and critical infrastructure events.

OEM's Stockpile Program manages New York State's ten (10) strategic emergency stockpiles located throughout the State which contain various assets, equipment and consumables for assistance to local partners in an emergency. In 2021, Stockpile equipment was deployed to support COVID-19 testing & vaccination sites around the State. Assets were deployed to support multiple municipalities in response to the dangers of Hurricane Ida and Henri to mitigate power and flooding situations. Support for emergency declarations due to severe snowstorms across the State were also supported by Stockpile staff and emergency equipment deployments. Support was provided to the U.S. Secret Service during the United Nations General Assembly in September 2021 in the form of prestaging and access to an MCI (Mass Casualty Incident) trailer. Additional deployable assets were procured and consolidated into quick deployment packages including flood mitigation, power generation, traffic control, and communications packages. Distribution of equipment transportation assets (Conestoga trailers) were prepositioned at each of the ten (10) emergency stockpiles to facilitate the timelier distribution of emergency assets and reduce logistical burden on partner agencies (DOT & NYSTA).

On October 5, the OEM Radiological Emergency Preparedness Program (REP) conducted a federally evaluated exercise for the Nine Mile Point Nuclear Power Plant with Oswego County. The exercise followed strict COVID-19 safety protocols to facilitate the unique pandemic environment. The OEM Radiological Emergency Preparedness Program REP also conducted nearly 50% of a federally evaluated exercise for the R.E. Ginna Nuclear Power Plant with Monroe and Wayne counties before it was postponed due to the emergency response to Hurricane Henri. The remaining portion of the R.E. Ginna federally evaluated exercise will be conducted in 2022. Additionally, OEM's REP program also conducted other out-of-sequence FEMA-evaluated drills in support of Monroe, Wayne, Westchester, and Oswego counties which also followed strict COVID-19 safety protocols. These federally evaluated exercises and drills provided additional training opportunities for State agency staff. OEM provided multiple training opportunities for County, city, town and village governments including all-hazards and radiological 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 a virtual EMCT Tier 1 training through New York State Association of Counties Legislative Conference for 39 county leaders, a virtual Tier 2 EMCT refresher for 48 emergency management leaders, and seven (7) Tier 3 EMCT programs for 79 community leaders in various counties.

During 2021 OEM offered one virtual series and one in person series 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 five (5) instructor lead courses over 15 classroom course days with 120 hours of instruction, most of which offer continuing education unit (CEU) and American Council on Education (ACE) credits. Through the end of 2021, 69 students have completed the Basic Academy requirements and received their diplomas.

In 2021, the Disaster Recovery Office supported the State's Major Disaster Declaration from the Remnants of Hurricane Ida (DR-4615) and Remnants of Tropical Storm Fred (DR-4625), in addition to closing out two legacy Major Disaster Declarations. The office managed, on average, 15 open disasters totaling \$22 billion in federal disaster recovery funding.

The Disaster Recovery Office continued to support DR-4480, the COVID-19 pandemic. 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. As of the end of calendar year 2021, the Disaster Recovery Office had overseen the disbursement of \$1.2 billion in funding to local partners in response to COVID-19. Additionally, the State has worked with local partners and FEMA to receive \$3.7B in obligated funds for COVID-19 recovery. This number will continue to grow as the response and recovery from the pandemic continues.

In 2021, the Office of Disaster Recovery successfully closed two disasters DR-1899 (2010 Severe Storms and Flooding) and DR-4204 (2014 Severe Winter Storm) totaling \$159 million and is targeted to close another two disasters in 2022.

As stated above, the Office of Disaster Recovery supported the State's request for a major disaster declaration from the Remnants of Post-Tropical Cyclone Ida and the remnants of Tropical Storm Fred. For Ida, the State received declarations for 14 counties for Public Assistance (PA). 10 counties also received Individual Assistance (IA), the first such declaration for New York State since Hurricane Sandy.

On Ida, the Public Assistance (PA) Section has worked with 260 local governments and non-profits to establish them as eligible for PA from FEMA. To date, over \$1.4M in PA has been obligated by FEMA, and that number will continue to increase as more eligible projects are completed and moved through the process. PA has also worked closely with over 80 local partners to ensure PA for Fred with funding expected to be obligated in 2022. Additionally, the Public Assistance section continued to work with local partners on the recovery from DR-4567, the Remnants of Tropical Storm Isaias, with close to \$20M in PA funds obligated.

In late July, the IA section conducted three separate Preliminary Damage Assessments (PDAs) in Rensselaer, Otsego and Niagara counties due to severe storms that ravished the state. These storms caused widespread flooding and damages that spanned from Buffalo to Albany. The IA section was able to secure SBA declaration for all three counties in which assessments were done. A Small Business Administration (SBA) Physical Disaster Loan declaration opens up federal funding to impacted residents and businesses in the form of low interest loans.

In August the IA section worked with counties across the state that were affected by Tropical Storm Fred. The greatest impact from this storm was felt in Steuben County which experienced severe flooding to residential homes as well as public infrastructure including the Jasper Central School. The section worked with Steuben County immediately after the disaster to provide best practices for the collection of residential damages and engaging voluntary agencies for recovery. The IA section then coordinated and deployed to conduct joint FEMA/State/SBA assessments to an effort to receive a federal declaration. Though the request for FEMA declaration was denied, the IA team successfully secured an SBA Physical Disaster Loan declaration for the county, resulting in low-interest loans for survivors to aid in recovery.

In response to Post-Tropical Cyclone Ida, the IA team conducted initial joint FEMA/State/SBA PDAs over a course of two days. These efforts enabled the state to secure a Presidential declaration for Individual Assistance in a record amount of time for five of the hardest impacted counties. Over the course of the next few weeks, additional PDAs were conducted in contiguous counties, which lead to an additional five counties being added to the disaster declaration for a total of ten counties receiving a FEMA IA declaration. Securing this federal declaration has allowed over \$216 million to be provided to New Yorkers affected by this disaster and aid in their recovery process.

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 2021, the HM team closed out work on two disasters, DR-1957 (2010 Severe Winter Storm and Snowstorm) and DR-1993 (2011 Severe Storms, Flooding, Tornadoes and Straight-line Winds).

In August 2021, DHSES received the COVID-19 Disaster Declaration for HMGP. The total contribution authorized for the State of New York is \$378,128,107. The funding announcement requesting sub-applications includes promoting and implementing the Justice40 initiative, that prioritizes assistance that benefits disadvantage communities.

In November 2021, DHSES HM received 35 sub-applications totaling over \$21.3M for project and planning grants under the Hazard Mitigation Grant Program (HMGP) for Tropical Storm Isaias. In November 2021, DHSES HM received 43 sub-applications totaling over \$373.1M for project and planning grants under the FY2021 Federal Emergency Management Agency (FEMA) Building Resilient Infrastructure and Communities (BRIC) and Flood Mitigation Assistance (FMA) grant programs. Over the course of 2021, the HM teams with local partners received 5 BRIC awards totaling \$625k for different projects around the state. As of the end of calendar year 2021, the cumulative disbursement of Hazard Mitigation funding in New York State was almost \$1 billion.

DHSES' Office of Counterterrorism (OCT) resumed its successful Red Team program which was on a brief hiatus in 2020 due to the pandemic. OCT partnered with more than 360 personnel from 75 federal, state, local and tribal law enforcement agencies to successfully test 641 locations statewide in 2021. 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. During each exercise, personnel from state and local agencies conceal their identities and assess the ability of businesses to recognize and report suspicious activity. Following each exercise, officials provide training to leadership staff and employees to raise awareness of the indicators of terrorism and how to recognize and report suspicious activity. The Division has now completed more than 4,200 exercises since ramping up the program in 2016.

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 59 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 6,200 people received training under this program. In partnership with the Critical Infrastructure Unit, the CIRT provided five 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.

DHSES coordinated 74 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 215 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

Division of Homes and Community Renewal

NYS Homes and Community Renewal (NYSHCR) continued to serve as a support agency for State emergency operations and Emergency Support Function 6 (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.

COVID-19

NYSHCR administered the State's initial COVID-19 Rent Relief Program (RRP) that, in total, approved nearly \$48 million in assistance to over 18,000 households.

NYSHCR provided support for the State's program to vaccinate New Yorkers against Covid-19.

Tropical Storm Ida

NYSHCR was activated to support State emergency operations and ESF-6 in response to Tropical Storm Ida and supported State DRC and recovery activities.

NYSHCR provided limited grant funding through the Ida Assistance Program to homeowners who suffered damage due to Ida and needed to make emergency repairs to safely reoccupy their homes. The program was targeted at residents in New York State counties who were not eligible for FEMA assistance. Those counties included: Orange, Putnam, Sullivan, Ulster, and New York (Manhattan).

Lake Ontario and Southern Tier Flood Recovery

NYSHCR has administered two recovery programs related to Lake Ontario flooding. The State's 2017 program assisted approximately 2,900 homeowners completed contracting will all eligible homeowners. The 2019 program awarded \$18.4 million to 794 homeowners.

In addition, in 2020 \$1.5 million was disbursed to participants in the Southern Tier Finger Lakes Recovery Program, bringing the total for that program to \$3.4 million. All applications for the Southern Tier program have been processed, and the program is now assisting homeowners complete and close out existing contracts.

Governor's Office of Storm Recovery (GOSR)

GOSR was established in 2013 to manage approximately \$4.4 billion in Community Development Block Grant- Disaster Recovery (CDBG-DR) funds that the State received from the Federal government following Superstorm Sandy, Hurricane Irene, and Tropical Storm Lee. Through the end Q4 2021, approximately \$4.1 billion of the total grant had been spent with more than \$1.2 billion going directly to homeowners. GOSR has also funded hundreds of successful recovery and resiliency initiatives across its Community Reconstruction, Infrastructure, Small Business, and Rebuild by Design programs. As of December 2021, 164 Community Reconstruction projects and programs are complete, 106 projects are in construction, and 20 are in design/bidding.

Preparedness

NYSHCR preparedness efforts continue and include the maintenance of an Emergency Management Operations Protocol (EMOP) and a Continuity of Operations Plan (COOP).

In addition to the EMOP and COOP, NYSHCR has developed and implemented protocols, plans and strategies to sustain HCR operations and missions in the wake of the Covid-19 emergency including the HCR Telecommuting Program Guidance and Training and the implementation of workplace protocols.

Office of Information Technology Services

The New York State 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.

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 (DHSES), State Police, New York City Office of Emergency Management, and 46 county offices of emergency management were authorized to use FEMA Integrated Public Alert & Warning System (IPAWS) for emergency alerting purposes.

The State employee alert program, including specialized platforms for the Thruway Authority, State Police, MTA, 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 135,000 State employees for these closures. The continued success of the platform led several new agencies to join the program in the last year.

Due to a settlement reached last year on usability for the visually impaired, ITS is improving the accessibility of the NY Alert Website.

NY Responds

ITS continues to provide 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. Organizations 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.

ITS Geographic Information System Program Office (GPO)

The ITS Geographic Information System Program Office (GPO) staff has supplied nonemergency GIS support to DHSES since October 2019. GPO staff worked at the State EOC during five 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 the State EOC for Hurricane Henri and Post-Tropical Cyclone. In October, GPO staff provided support to the EOC during a severe coastal storm. Work supporting ice jam tracking resumed in December in preparation for the 2022 season.

At the end of the year, GPO staff deployed to Kentucky as part of the NYS Incident Management Team (IMT). The IMT provided support to 3 counties which had suffered major tornado damage.

Throughout 2021, GPO staff continued to provide support for the State's response to COVID-19. The GPO led GIS coordination related to the pandemic with local governments, other states, and national Geospatial organizations.

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

GPO support for public safety and law enforcement has primarily included map support for NYSP search & rescue, and planning for state correctional institution security plans (which included DOCCS staff). Staff also continued support for in-car computer aided dispatch (CAD) and automated vehicle location (AVL) systems. GPO staff has also contributed to the new Statewide CAD system that will be used by NYSP, New York State Thruway Authority for emergency dispatch and NYSDOT for the HELP truck

program for dispatch and vehicle location data. The GPO has provided GIS data and map support for the new NYSP Records Management System (RMS).

In addition to the work supporting ice jam tracking, GPO staff maintained field data collection and web applications to support DHSES search and rescue efforts and building damage assessment. DHSES staff used the damage assessment application to report on more than 700 buildings following Hurricane Henri and Post-Tropical Cyclone Ida. GPO created a web-based survey for DHSES which allowed more than 100 citizens to report on damage due to the same storms.

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.

Emergency Management / Continuity of Operations Planning (COOP)

ITS continues to provide technology support for all COVID-19 (DPC) responding partner agencies. Through ITS Liaisons, Site Consultation, and Workplace Services onsite support, ITS has provided network infrastructures and internet access, to 15 COVID-19 testing sites, 19 mass vaccination sites and several staging/distribution warehouses throughout New York State. Approximately 17 sites remain in operation. Utilizing cellular services and new and existing circuits, Mobile Command Centers (MCC) with connected access points have been the backbone in providing WIFI coverage at each site to several different devices such as iPads, laptops, phones, and printers. ITS has been assigned over 1,650 requests through the New York Responds application for the COVID-19 response. ITS Workplace Services is providing staff daily, per site, for end user support services.

During 2021 COVID operations, ITS provided additional support and equipment to FEMA Disaster Recovery Centers during post tropical storm Ida and special missions assigned by Department of Health both in state and out of state.

ITS COOP has 32 business units and portfolios. COVID-19 has provided a strong opportunity to revisit business units' critical and essential contacts lists and documented work from home requirements. Business units continue to place in-action items and test their plans concerning COVID-19 and newly updated plans. Due to ITS portfolio reorganization, several plans were archived and 7 new plans with different primary planners and directors were created.

Personnel updates to the master COOP and incident command structure have been tracked and updated accordingly.

ITS organizes roles using the NIMS/ICS structure and maintains a critical contact list of senior staff and agency decision makers who may be involved in deploying resources to assist with any incident process. In February of 2021, ITS' Emergency Management Operations Protocol (EMOP) was submitted for approval and signed off by the Director of State Operations.

ITS Workplace Services (WPS) bureau

Throughout the year, ITS' Workplace Services (WPS) bureau continued support of New York State's response to the pandemic by providing onsite technical support and end user IT equipment to all COVID-19 testing, mass vaccination, and staging warehouses across the state. A dedicated asset management team worked 7 days a week for the entire year to fulfill the equipment needs identified in hundreds of New York Responses requests. Onsite technical support was likewise provided 7 day a week as needed. In September, the asset management team began responding to demobilization requests from testing and vaccination sites. The demobilized equipment was picked-up, transported, inventoried, cleaned, and reconfigured so that it could be redeployed as needed. Dedicated WPS technical support and asset management staff will continue to be ready to provide support for the duration of the State's pandemic response.

ITS Chief Information Security Office (CISO)

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 and threat and vulnerability assessments to ensure adequate controls and resiliency. Further, CISO has continued the development of its Governance, Risk, and Compliance platform to streamline the process of performing system security reviews and the lifecycle of exception requests.

CISO provided critical resources and support through the New York State Cyber Command Center. In addition to the normal demand for prevention and response services, the COVID-19 pandemic continues to increase the demand for critical services to secure the State. With the 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. The Security Operations Center responded to the high volume of targeted COVID-19 phishing, smishing, and vishing campaigns throughout 2021. The timely efforts of this unit prevented a large amount of criminal cyber activity targeting the state. The Red Team provided their expertise to further test and secure several systems that were undergoing rapid security reviews by CISO. This team specializes in

highly technical testing of these systems, leveraging many of the same techniques employed by cyber criminals, to ensure they are secure prior to implementation. The Cyber Incident Response team responded to incidents targeting many organizations across the State, many of which had been impacted by ransomware. In addition to response services, the Cyber Command center teams also provide guidance on how to better secure their systems in the future.

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

CISO also coordinated a variety of security training and education programs, including continuing to offer State Cyber Security Awareness Training offered to local governments, education entities and the public, technical training offerings for staff on cyber security, and the NYS “Kids Safe Online” Poster Contest which engaged public, private, and homeschooled children in grades K-12. CISO conducted an extremely successful virtual NYS Cyber Security Conference due to the ongoing COVID-19 pandemic that boasted record attendance with participants across the State.

Department of Labor

The Department of Labor (DOL) continued to support residents with pandemic related job loss, to mitigate barriers to their return to the workforce and to protect them at work. DOL maintained hybrid workforce scheduling in-person and telework staffing to meet the mission critical functions.

DOL staff supported the Office of Emergency Management with personnel and equipment for Covid-19 testing, vaccination and response activities; Hurricane Henri, post tropical storm Fred and Hurricane Ida response. DOL staff joined Federal/State Disaster Recovery Centers opened in each of the declared counties for Hurricane Ida.

DOL commitment to worker safety begins in house with preparedness activities of exercise and evaluation of office-specific all-hazard emergency action plans and Continuity of Operations Planning (COOP) to ensure agency mission of protecting workers, assisting the unemployed, and connecting job seekers to jobs continue during emergencies regardless of scale.

Office of Mental Health

COVID Vaccine Management Program

On December 11, 2020, the FDA issued the first Emergency Use Authorization (EUA) for a COVID-19 vaccine to Pfizer. Shortly after, COVID-19 vaccines from Moderna and J&J/Janssen were issued EUAs. The different vaccines came with different dosing and storage requirements. The New York State Office of Mental Health (OMH) developed processes and purchased equipment to store the COVID-19 vaccines properly. The agency created a Vaccine Manual for our OMH-operated psychiatric centers describing all federal/state requirements and OMH-specific processes to effectively manage the storage, transport, and administrations of COVID-19 vaccines. Systems were developed to safely transport vaccines to off-site vaccination clinics and between OMH facilities. OMH maintains an inventory of COVID-19 vaccine to meet the current vaccination demand while limiting the potential for vaccine expiration.

O-LOV Program:

In February 2021, OMH, in collaboration with OASAS, created the O-LOV program (OMH/OASAS-Outreach, Link, Vaccinate) to meet the COVID-19 vaccination needs of agency clients and staff. The program originated at 8 OMH psychiatric centers throughout New York State, then expanded to pop-up and mobile events with community providers of outpatient, housing, and other services. Early in the vaccine rollout, representatives from OMH's Office of Consumer Affairs began visiting and speaking with program staff and clients to better understand barriers to vaccination and help address vaccine hesitancy. Throughout 2021, OMH clinical leadership and Office of Consumer Affairs staff hosted a series of public, educational webinars, created informational materials in multiple languages, and regularly fielded questions from the public and local providers through a designated email inbox.

By the end of 2021, OMH state-operated psychiatric centers and the O-LOV program had administered almost 96,000 vaccine doses and conducted more than 400 mobile events across the state.

PPE Management & Distribution

Procuring and allocating PPE remained a challenge throughout healthcare facilities during 2021. OMH managed around national shortages and ensured all required PPE was made available OMH staff. When practical, OMH supported other state agencies and community providers with PPE (e.g., face masks are regularly supplied to OASAS). OMH maintained three PPE warehouses, one downstate, one in the Hudson Valley, and one Upstate. PPE was distributed to the OMH-operated psychiatric centers from these

hubs. A centralized process was used to allocate PPE, evenly distributing, and ensuring access to 'difficult-to-obtain' items. OMH leveraged existing contracts when possible and created new agreements when necessary. PPE supplies were reviewed for authenticity and appropriateness for medical use by OMH clinical staff. The agency purchased equipment for the OMH-operated psychiatric center to perform N95 mask fit testing, allowing flexibility to switch between manufacturers during supply shortages. OMH continues to maintain 45 days or greater of PPE in inventory.

Antigen Testing Program

OMH created a comprehensive COVID-19 rapid testing program in December 2020. The agency developed testing policies and protocols that evolved with DOH and CDC guidance, and also with the levels of COVID-19 transmission in the OMH-operated psychiatric centers and their surrounding counties. With rapid test kits initially supplied by DHSES, and later purchased by OMH through OGS-approved vendors, OMH monitored test usage and distributed test kits to OMH-operated psychiatric centers to provide adequate resources for the rapid testing of OMH inpatients, residential clients, and OMH hospital staff. OMH conducted voluntary surveillance testing of staff in hospitals in counties with test positivity greater than certain thresholds and also conducted case-based testing of all patients and staff when there were positive cases in the hospitals. This testing was effective in identifying asymptomatic, positive COVID-19 cases among staff as they were coming on shift, and in identifying asymptomatic patients and staff contacts when there were positive cases in the hospitals. By the end of 2021, OMH had conducted almost 314,000 rapid COVID-19 tests among OMH inpatients, residential clients, and OMH hospital staff.

NY Project Hope

As the State Mental Health Authority (SMHA), OMH is responsible for coordinating the state's emergency mental health response and ensuring that mental health services are available to those in need following disasters. Initiated in May 2020, NY Project Hope is a FEMA funded Crisis counseling Program designed to provide emotional and psychological support across the state to those adversely impacted by the pandemic.

NY Project Hope services include the Emotional Support Helpline where crisis counselors offer support and guidance 7-days a week, a media and social media campaign educating New York residents on how to cope with the many challenges being encountered as the COVID event and direct crisis counseling in local communities in 16 of the most highly impacted counties statewide. Crisis Counselors from multiple New York City-based programs also provided support to co-occurring events including supporting Disaster Assistance Centers following the remnants of

Tropical Storm Ida and the tragic fire in the Bronx which claimed the lives of both children and adults.

Preparedness

In January, OMH Bureau of Emergency Preparedness and Response (BEPR) personnel took part in the Winter Weather Readiness Training seminar that was presented by State OEM and ESF-8.

OMH BEPR participated in the annual Integrated Preparedness Planning Workshop (IPPW) held by the Department of Homeland Security and Emergency Services (DHSES) in June. This workshop was held virtually. During the seminar partner agencies worked to develop a statewide plan for training and exercises for the year. BEPR personnel participated in sessions discussing future training exercises for ESFs 6 and 8.

OMH BEPR personnel attended a DOH (ESF-8) led seminar discussing the costal flood evacuation zones and recent changes. This event led to a meeting between BEPR and representatives from South Beach Psychiatric Center to discuss possible evacuation routes and short-term housing options should there be a flood event in Staten Island.

Response

ESF-6 was activated (virtually) in January 2021 to assist the Covid Mass Vaccination/Vaccine Points of Distribution (PODS) efforts throughout the state. BEPR supported this effort by providing personnel to monitor the virtual ESF-6 WebEx. OMH responded to any requests they could support through New York Responds.

DHSES activated ESF-6 in response to the widespread flooding in the New York City region following Hurricane Ida. BEPR personnel, along with other ESF-6 agency partners manned a 24/7 posture through a virtual EOC via WebEx. Disaster Resource Centers were opened throughout New York City, Long Island, and counties throughout the lower Hudson Valley. Initially these centers were open 24 hours a day and then scaled back to 12 hours a day. Multiple state agencies in concert with our federal partners provided assistance to those impacted by the storm. OMH Project Hope provided personnel for crisis counseling throughout the mission.

In August 2021, OMH BEPR in concert with DHSES and other state and federal partners took part in planning and set up of a repatriation center for Afghanistan refugees at JFK international Airport. OMH BEPR had Disaster Mental Health (DMH) responders on standby ready to assist. The center was not needed and was

subsequentially demobilized with the assistance of BEPR and several other state agencies.

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), and Construction & Development (C&D) – continued to prepare for, respond to, and recover from a wide range of emergencies across our operating territory. In addition, all of the MTA worked towards a more comprehensive response to emergencies, including our internal divisions – Finance, IT, Procurement, Facilities, Health Services, Communications and MTA Police Department.

The MTA and the operating agencies have developed and improved emergency plans, as well as enhanced the skills of our staff and leadership through participation in a variety of planning, response, recovery, and mitigation activities. The MTA Chairman and executive team played roles in emergency preparedness and response activities, such as training and exercises in advance of hurricane and winter weather seasons, as well as real-world emergencies. Staff from all operating agencies and headquarters divisions participated in monthly Emergency Management Working Group meetings to refine and update protocols and standard operating procedures. This work included changes to the MTA Notification Protocol for Unusual Events, refinement of the shutdown timeline for coastal storms, and development of new communication and coordination processes for emergency response.

Disaster-based planning activities were also conducted, including hurricane planning, flood preparedness and mitigation efforts, ongoing implementation of the Everbridge mass communication tools, contingency planning for chemical and biological incidents, public health planning, and threat and hazard identification with law enforcement partners.

MTA staff participated in numerous training programs to enhance the organization's ability to prepare for and respond to emergencies. Training ranged from cyber awareness, Everbridge emergency communication training, security awareness training, and location specific training with partner agencies (e.g., Penn Station response training with Amtrak). MTA staff were also involved in numerous functional and discussion-based exercises including an executive winter weather and coastal storm tabletops.

The MTA was impacted by a variety of incidents, including multiple weather emergencies and the ongoing COVID-19 pandemic. The MTA responded to nine emergencies in calendar year 2021: four flash flooding events, two tropical cyclones,

one winter weather storm, one power outage, and the on-going response to COVID-19. The most significant response effort continued to be the COVID-19 operations. The response to the pandemic required new systems and processes as MTA implemented vaccination campaigns for our workforce, a vax or test program, mask distribution and enforcement teams, contact tracing guidelines and processes, testing campaigns for the public while in the system, and various educational campaigns about the evolving rules and regulations around public transportation and COVID-19.

Division of Military and Naval Affairs

The Division of Military and Naval Affairs provides trained personnel and equipment when called upon by the governor of New York to respond to weather and other emergencies in New York and within the territory of the United States.

During 2021, a total of 5,767 National Guard Soldiers and Airmen, Naval Militia members and New York Guard volunteers took part in domestic operations and emergency response missions.

The bulk of those military personnel - 3,938 - were involved in the continuing COVID-19 response mission. During the year, 2,997 New York Army National Guard Soldiers, 541 New York Air National Guard Airmen, 281 Naval Militia members and 119 members of the New York Guard were part of the pandemic response effort.

At the beginning of 2021, there were 1,682 personnel on the COVID-19 mission. By the end of December 2021, that duty figure stood at 1,399. There were 1,256 Army and Air National Guard members on the mission in federal status and 143 New York Naval Militia and New York Guard members on state active duty status.

COVID-19 Support

The COVID-19 response mission, which was initiated on March 8, 2020 and continued through 2021 and into 2022, is the longest and largest emergency response mission conducted by the New York State Military Forces. DMNA maintained an average of 2,228 personnel on mission over the course of the year.

In March 2021, New York National Guard personnel were manning 60 mission sites.

In January 2021 the focus of the mission shifted from COVID-19 testing at 15 sites around the state to manning COVID-19 vaccination sites as the federal government began sending COVID-19 vaccines into New York.

By mid-June, 2021 there were 2,294 New York Military Forces personnel on COVID-19 duty. DMNA personnel continued to staff the 15 drive-thru COVID-19 testing sites. Another 1,781 personnel were focused on staffing 28 vaccination locations.

These ranged from a relatively small vaccination site at SUNY Potsdam in St. Lawrence County, to a massive operation at the Jacob Javits Convention Center in Manhattan managed by a New York National Guard Incident commander and staffed by 620 New York National Guard and New York Military Forces members.

The Jacob Javits site was operational from January 13 to July 9. During that time 647,973 vaccinations were provided to over 360,000 people at that location. Over one 48-hour period of around-the-clock operations on March 7 and 8, 27,144 New Yorkers received vaccinations at Javits.

The New York National Guard assisted in getting ready for the statewide vaccination effort by dedicating 36 Guard personnel to a trailer stocking mission at an industrial park in Guilderland.

The Guardsmen loaded supplies into “point of distribution” or POD trailers provided by the New York State Office of Emergency Services. Each trailer carried 100 different items needed to set up and run a COVID-19 vaccination site.

During 2021, New York National Guard personnel assisted in the delivery of 3,977,911 vaccinations. New York National Guard medical personnel administered 118,694 of those vaccinations directly to residents.

National Guard personnel continued to support a medical logistics mission, managing and distributing 24,968 pallets of supplies at six locations during the course of 2021.

Additionally, New York National Guard personnel also helped collect 1,340,350 COVID-19 tests. This brought the total number for the mission to 1,671,080 by Dec. 30, 2021.

A mission collecting medical data forms from passengers at 12 airports across the state that began at the end of October 2020, ended on April 1, 2021. DMNA personnel collected forms from 1,888,125 passengers in 2021. This brought the total number of forms collected over the course of the mission to 3,074,048.

During 2021, New York National Guard personnel working at Hudson Valley Community College in Troy, assembled 10,016,374 COVID-19 test kits, which were shipped out across the state. The mission began in 2020 and the total number of kits assembled since the start of the mission reached 14,582,966 at the end of 2021.

The two New York National Guard weapons of mass destruction, civil support teams conducted mobile lab rapid tests in targeted instances as directed by the Department of Health. The teams conducted 6,681 tests in 2021. Combined with tests done in 2020, this brought their total testing numbers to 12,960.

On December 1, 2021, Governor Kathy Hochul ordered 120 Army National Guard medics and Air National Guard medical technicians into 13 nursing homes and long-term care facilities to help make up for staffing shortages.

The infectious Omicron variant of the COVID-19 virus had resulted in many nursing home staffers calling in sick and the Guard personnel were used to help fill the gaps. Staffing the nursing homes meant that patients recovering from COVID-19, but who still needed care, could be moved into those facilities and freed up hospital beds for new patients.

The New York National Guard identified traditional Guard Soldiers and Airmen who held medical specialties, but who did not work in the medical field or emergency response in their civilian lives to fill these slots.

Several members of the New York Naval Militia and New York Guard with EMT training were eventually mobilized on state active duty for this mission and relieved members of Joint Task Force Empire Shield who had been tasked to ensure maximum manning for the nursing home mission.

By the end of the year, these personnel had cared for patients and home residents 12,288 times.

At the end of 2021, the New York National Guard was putting in place a plan, directed by the governor, to train non-medical personnel as civilian emergency medical technicians, to provide more flexibility in responding to emergency needs.

Post January 6 Capitol security and presidential inauguration

In the days following the January 6 storming of the Capitol by supporters of President Donald Trump, the New York National Guard dispatched 1,723 Soldiers and Airmen in Title 32 status to assist in security missions in Washington, D.C.

1,350 Soldiers and Airmen were deployed beginning on January 8 and remained in place through January 26. Initially, 1,000 troops – 200 Airmen and 800 Soldiers – were deployed. Additional troops were sent on January 17 at the request of the National Guard Bureau.

The five New York Air National Guard wings contributed security forces personnel to the mission while the 42nd Infantry Division and 53rd Troop Command dispatched military police and infantry Soldiers to assist in security.

The New York National Guard members secured the Library of Congress, the U.S. Supreme Court building, the U.S. Capitol complex, and the U.S. Senate complex supporting security efforts with the Capitol Police, U.S. Secret Service, and other federal law enforcement agencies. New York Soldiers and Airmen worked with 20 other National Guards and federal agencies during the mission.

Col. Jamey Barcomb, the commander of the 153rd Troop Command, served as team commander. Team SCOTUS, for Supreme Court of the United States, also consisted of New Jersey and Delaware National Guard troops.

While on duty at the Capitol, 40 members of the 105th Base Defense Squadron and the 109th Security Forces Squadron were thanked personally by Speaker of the House Nancy Pelosi for their service.

After the initial deployment ended on January 26, 540 Soldiers from the 27th Infantry Brigade Combat Team, built around a task force led by the 2nd Battalion, 108th Infantry, provided security through February and into March. Those personnel redeployed to New York on March 13.

Two Soldiers did remain in Washington to assist the District of Columbia staff until May 24.

February Winter Coastal Storm Orlena

The New York National Guard mobilized 88 service members on February 1 and 2, 2021 to establish an enhanced response posture for a storm predicted to bring up to 24 inches of snow, 60 mph winds, and coastal storm surge to the Lower Hudson Valley, New York City and Long Island.

Hurricane Henri

The New York National Guard mobilized 436 service members from August 21 to 24, 2021 to establish an enhanced response posture for a storm predicted to bring up to torrential rain, tropical storm force winds, and coastal storm surge to the lower Hudson Valley, New York City, and Long Island.

The forces stood up included the Long Island Joint Task Force headquarters commanded by the 106th Rescue Wing at F.S. Gabreski Air National Guard Base. The storm made landfall at Watch Hill, Rhode Island instead of New York.

Post-Tropical Cyclone Ida

The New York National Guard mobilized 65 service members from September 5 to 16, 2021 to help state and local officials establish recovery information sites throughout Westchester County and New York City. The remnants of Hurricane Ida brought downpours throughout the region resulting in historic and deadly flash flooding and a substantial number of personal and commercial properties sustaining water damage. Service members assisted at 21 Department of Financial Services pop-up sites providing recovery information support to 1,100 New Yorkers.

Joint Task Force Empire Shield

Joint Task Force Empire Shield (JTFES), a force comprised of 783 service members from the New York Army and Air National Guard was on duty around the clock in New York City throughout the year to supplement security at airports, train stations and other key transportation infrastructure hubs at 17 locations.

JTFES' mission is also supplemented by the New York Naval Militia's patrol boats. These patrol boats conduct maritime operations in New York Harbor in conjunction with the Coast Guard and participate in a randomized antiterrorism screening program in the waters off the Indian Point Energy Center.

JTFES conducted 3,743 missions and performed 413 Military Boat Service missions.

JTFES participated in four Multi-Agency Super Surges in which multiple law enforcement entities increased personnel to detect, deter, disrupt, and defeat potential terrorist threats. JTFES also participated in Random Antiterrorism Measures Program (RAMP) operations. Lastly, JTFES took part in Operation Railsafe missions that involved coordinated patrols of railroad stations, subway stations, rights of way, as well as providing an increased security presence on trains.

Weapons of mass destruction civil support teams

The New York National Guard maintains two weapons of mass destruction civil support teams, the 2nd based at Stratton Air National Guard Base in Scotia, and the 24th at Fort Hamilton in Brooklyn.

These are more commonly known as the civil support teams (CSTs). CSTs are highly trained first response units that support civil authorities responding to a weapon of mass destruction incident. The CST mission is to support civil authorities during a chemical, biological, radiological, or nuclear (CBRN) incident by identifying CBRN hazards, assessing current and projected consequences, advising on appropriate response measures, and assisting with requests for additional state and/or federal resources.

The 2nd CST is focused on missions in upstate New York. Based upon weather and road conditions, ground transit time equates to three to five hours after departing home station. Any response beyond the 250-mile maximum ground movement radius may warrant the use of rotary or fixed wing aircraft. The CST equipment set is man-portable for rotary wing movement (but at a degraded capability) as well as air transportable by fixed wing aircraft at full capability.

The 24th CST has the same equipment, training, and capabilities as the 2nd CST, but provides more responsive training and operational support to the downstate region. CSTs will normally be the first National Guard units to arrive at a WMD incident.

To accomplish their mission, CSTs prepare by participating in both military and civilian emergency response training. CST team members complete advanced training at several Department of Defense schools alongside other agencies such as the Federal Emergency Management Agency, the Department of Justice, the Environmental Protection Agency, and the Department of Energy.

Additionally, CSTs are equipped with high-end detection, analytical and protective equipment, as well as satellite, secure and cellular communications to provide connectivity with both civilian and military forces.

The 2nd CST took part in eight standby/assist missions and 11 training exercises. While the 24th CST took part in 23 standby/assist missions, 12 training exercises and 158 days of rapid result COVID-19 testing for partner agencies engaged in the COVID-19 response effort.

Homeland Response Force

In concert with the New Jersey National Guard, the New York National Guard contributed forces to the Homeland Response Force (HRF), a planned CBRN response force of 570 service members. If activated, the HRF increases the operational capability and flexibility available to governors responding to CBRN incidents within their state.

Members of the HRF conducted specialized training to familiarize members with comparable civilian hazardous materials response equipment as well as the incident

command structure that enables the HRF element to seamlessly integrate with civilian first responders. The intent of the HRF is to supplement state or local authorities by providing enhanced response, rescue, relief, and recovery capabilities that states, localities and other federal agencies may lack in a CBRN event. HRF units conduct unit training for CBRN response in addition to the unit's wartime (federal) mission requirements.

Citizen Preparedness Corps

The New York National Guard continued to support the Citizens Preparedness Corps (CPC) program, which trains individuals to prepare, respond to and/or recover from a disaster or emergency. A fundamental portion of the course teaches attendees about items that they should procure prior to emergencies. At these training sessions, a free Disaster Preparedness Kit is given to each participant to ensure they each have the necessary equipment and supplies to maintain their safety during an emergency.

COVID-19 protocols severely limited in-person events in 2021, but Soldiers and Airmen were able to support the 2021 New York State Fair in Syracuse. Six Army and Air National Guardsmen conducted three training sessions, training 182 people and distributing 174 Disaster Preparedness Kits.

Critical Infrastructure Protection Mission Assurance Assessments Detachment (CIP-MAA)

The CIP-MAA Detachment is composed of 14 New York Army National Guard Soldiers who have the skills and training to conduct assessments of critical defense assets involving transportation, defense, energy, and communications infrastructure.

In 2021, the CIP-MAA Detachment conducted eight site assessments at locations throughout the eastern half of the United States.

They work in support of the Defense Critical Infrastructure Program but can also conduct missions in support of New York state entities. The team includes a mission analyst, electrical specialist, transportation specialist, water, heating, ventilation and air conditioning specialist, a communications specialist and petroleum oil and lubricants specialist along with a photographer and team leader.

Cyber Support to Division of Homeland Security and Emergency Services (DHSES)

Using state active duty, DMNA provides support to the Division of Homeland Security and Emergency Services Cyber Incident Response Team. This team provides cyber-

security expertise for counter terrorism, critical infrastructure, and cyber-security risk assessments in support of authorities at all levels of government throughout the state.

In 2021, the eight service member team helped complete over 15 mission assignments with a diverse focus ranging from cyber security assessments, legislative reporting, cyber exercises, incident responses and further improvement of the FBI Threat Information Sharing Liaison Program.

Office of Parks, Recreation and Historic Preservation

Support of the COVID-19 Pandemic activities that began in January remains the Office of Parks, Recreation and Historic Preservation's (OPRHP) priority initiative. OPRHP's actions include providing direct support to more than 500 individual COVID-19 mission requests. This included providing drivers for weekly state-wide distribution of test kits and masks to school districts, de-mobilization/relocation of COVID deployed equipment and PPE to DHSES stockpiles, as well as support to local governments through use of parks on Long Island and the Mid-Hudson Valley as test kit distribution points. OPRHP also provided facilities for permanent state-run test sites and provided personnel to assist with warehouse operations/point of distribution operations. By year's end, more than 20 OPRHP staff were providing daily support, primarily serving as drivers, test site and staging area managers, and administrative coordinators for ESF-1 support.

OPRHP also supported New York State's statewide response to Tropical Storm Elsa, Hurricane Henri, and Tropical Storm Ida, as well as 13 other storm events, providing saw crews for road clearance operations throughout the State. Additionally, OPRHP deployed equipment, resources, and personnel from Park Police supporting New York State Police swift water rescue operations during Hurricane Henri and Tropical Storm Ida. OPRHP also executed our agreement with the state Department of Transportation to provide OPRHP's plow and loader operators to reinforce DOT snow and ice operations, filling potential COVID-19 staffing shortfalls for this critical mission.

In September 2021, OPRHP opened the new \$8.3 million Environmental Education and Resiliency Center at Hempstead Lake State Park in Nassau County. The 8,000-square-foot center offers hands-on learning on the topics of storm resiliency and environmental management; provides space for community outreach; and serves as an emergency coordination center during disaster response. The center is part of a \$35 million parkwide project to reduce flood risk, improve water quality and enhance recreational access along the Mill River corridor.

Additional activities included:

- Continued integration of law enforcement services across the State to better protect lives and property under command and control of New York State Police.
- Creation of a Joint Incident Command Post for SPAC and re-location of our Agency Operations Center to Saratoga Spa State Park to co-locate and integrate these functions. During the 2021 concert season, these facilities were used multiple times to support large concert operations and conduct integrated table-top exercises with Live Nation, SPAC, Park Police, State Police, Saratoga Hospital, Saratoga County EMS, Saratoga Springs Police Department and OPRHP Operations participation.
- Updating our 2021 Emergency Management Operations Protocol.

Office for People with Developmental Disabilities

The Office for People with Developmental Disabilities (OPWDD) continues to respond and assist with the COVID-19 response by supporting efforts at the testing and vaccination sites. Additionally, when other crises impact the state, OPWDD maintains a support posture virtually to assist in activations.

COVID-19 has continued to be a challenge to the agency but after implementing the Agency Reopening Safety Plan in 2020 and Chapter 168 – Continuity of Operations Plan in 2021, the Agency was able to establish a new telecommuting program framework that provides employees an opportunity to voluntarily engage in telecommuting while performing work consistent with the agency's mission and current operating needs.

Some notable activities the agency undertook included:

- OPWDD partnered with the New York State Association of County Health Officials (NYSACHO) to establish a rollout program for the new COVID-19 vaccinations in 57 counties. This effort is continuing into its 55th week and has proven successful as desired metrics were being met for our service recipients.
- OPWDD has been added as a member agency to ESF 8 as a result of the support and services provided during the COVID-19 response.
- Provided staff for ESF 6 activations to assist at Disaster Recovery Centers during Hurricane Henri and Tropical Storm Ida.
- OPWDD worked closely with nonprofit partner and oversight agencies to develop and implement strategic protocols for COVID-19 response and provide emergency regulatory flexibility for service providers.

The OPWDD Communication Center, 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 during Tropical Storm Ida and Hurricane Henri, and it enabled OPWDD to coordinate response efforts while having a centralized emergency management reporting tool.

Port Authority of New York and New Jersey

Stevens – Port Authority Flood Advisory System (PAFAS)

This project provides early warning to storm surge flooding at tidally connected port authority facilities. A custom four-day forecast derived by probabilistic ensemble modeling produces high resolution maps of water over ground. These maps delineate depth of surge water and are provided to decision makers for awareness and/or to prepare for impending flooding at their facility. This product gives facilities a timeline to setup priority protective measures, move assets, shut down systems, and adjust operations if needed.

Major components of the system were developed by a team at Stevens Institute of Technology, Davidson Laboratory. The team provide modelers, forecasters, developers, and other SMEs to maintain this project and provide OEM additional meteorological experts. The model along with thirteen monitoring stations adjacent to Agency facilities, are live and operational. High performance computing is done on site and plans are well underway to migrate into the Agency's MS Azure cloud.

OEM Small Unmanned Aircraft Systems Program

In order to strengthen the Port Authority's ability to recover from all hazards, PAOEM has been tasked with incorporating Small Unmanned Aircraft Systems (sUAS) capabilities into its operations. The data gathered from the sUAS program will be used to provide time sensitive imagery to Emergency Managers and responders to enhance preparedness, response, recovery, and mitigation efforts. Capabilities revolve around emergency response and include high resolution video/imagery capture, and 3D modeling. This program is active within the DHSES UAS Working Group, The USCG UAS Task Force, and counter Agency UAS working groups.

This program has two active FAA certified pilots fully equipped with the knowledge needed to operate a UAS, the latest drone equipment, and software to respond to an incident where aerial imagery is needed. The program maintains six UAS: three DJI Phantom 4's and three recently acquired Skydio S2's. Software procured for this program provides pilots with the ability to rapidly plan for a flight, request authorization in the Agency's complex airspace, create 2D maps and generate 3D models.

To date the program has conducted 30 flights and over 60 hours of flight time for the Agency.

Geographic Information Systems (GIS)

The GIS program delivers spatial analytics and data visualization capability to the Office of Emergency Management. The program maintains local geographic databases pertaining to Port Authority facilities, aerial imagery (Nearmap admin), assets, infrastructure, transportation, and other thematic layers to assist with daily operations as well as disaster mitigation, planning, response, and recovery. Data is accessed from servers within the PA Network as well as mapping services from other organizations and agencies.

Handling mapping and data requests are a portion of this role, and more and more projects require a geospatial component. This program provides GIS standards on project deliverables in order to share to a wider audience within the Agency.

PAOEM Training and Exercise Program continues to expand its training and exercise offerings to meet PA Incident Management objectives. An integrated planning workshop was conducted in 2021 to establish the strategy and structure of a 5-year Training Exercise and Evaluation Program. A whole of community approach with participation from a diverse and inclusive [group of] stakeholders was conducted, the output of which was a 5-year Training Exercise & Evaluation Plan (TEEP). This plan provides a more progressive, building block approach to the PA OEM Training and Exercise lifecycle.

Planning considerations/constraints, to include staffing, budget, THIRA, federal regulations and needs of PA, were factored into the development of the 5 Year (2022-2026) TEEP. The Number and Type of events increase in quantity and complexity, year over year as budget and resources allow.

The plan ensures every facility / dept is touched at least once yearly with some form of an exercise event. Events follow the tenants of the DHS Homeland Security Exercise & Evaluation Program providing a more progressive “building block” approach to the culminating events (Full Scale, Functional, Tabletop)

SIGMA/SIGMA+ PROJECT

Since 2016 the Port Authority has collaborated with Defense Advanced Research Program Administration (DARPA), an agency of the United States Department of Defense, to support the development and testing of its SIGMA program. The SIGMA program consists of a network of sensors to provide real-time early radiation detection

capabilities over large urban areas. Once detected, the alarm travels to a secure, cloud hosted software (DTECT) that provides data collection, storage, analysis, and visualizations for region-scale networks of personal, mobile, and static detectors. As PANYNJ continues its partnership with DARPA, the Port Authority Police Department, currently has 10 Mobile Detection Vehicles, Thirteen Hundred+ SPRDs and two Static units connected to the system which all can be monitored from a desktop, mobile computer, or smart phone.

As the collaboration continues, DARPA has moved forward with the SIGMA+ initiative which is building upon the SIGMA project by developing a scalable, persistent, real-time, early detection system for the full spectrum of chemical, biological, radiological, nuclear, and explosive (CBRNE) weapons of mass destruction (WMD) threats at the city-to-region scale. Specific capabilities for each threat mode will focus on next-generation sensor development and fusion of multi-source data via adaptive analytics and using a shared network support. Currently, equipment is being tested at the WTC campus and Oculus. PAPD SOD, is testing a pickup prototype truck which is equipped with Radiological, Chemical and Biological detection detectors. This is still in the testing and experimental stage. Once testing is completed and approved two additional vehicles will be equipped.

Business Continuity

Business Continuity Management (BCM) and overall resilience are high priorities for the Port Authority of New York and New Jersey (PANYNJ), its subsidiaries, and affiliates. The goal of the PANYNJ's BCM Program is to ensure continuous ability to serve its clients and the regions in which it operates, and to protect PANYNJ assets and promote safety and security to the Agency's staff members. The PANYNJ's BCM Program has been developed to provide reasonable assurance of business continuity in the event of disruptions to normal business operations.

PANYNJ has established a robust, structured approach to BCM designed to ensure that the Agency is prepared should an operational disruption occur. The Agency created its BCM Program within the Office of Emergency Management (OEM), under the direction of the Office of the Chief Security Officer (CSO), to support PANYNJ BCM activities and operations. The Business Continuity Program supports the Agency's ability to plan for, and recover from, a disruption to normal business operations by maintaining an Agency-wide supportive role in planning, exercising BC plans for validation, communications, and business recovery.

PANYNJ has implemented a BCM Program that leverages both centralized and distributed roles and responsibilities. A core Agency Business Continuity Team is responsible to centrally establish cross-Agency policy and procedures, program

governance, management reporting, management of support platforms (e.g., business impact analysis [BIA] and plan building software, emergency notification, etc.), provide appropriate training and guidance to the Department Business Continuity Coordinators and Planners, assist with the development, testing and exercising of Department plans, and play a lead cross-Agency coordination role during invocation of business continuity plans.

Training and Exercises

PAOEM Training and Exercise Program continues to expand its training and exercise offerings to meet PA Incident Management objectives. An integrated planning workshop was conducted in 2021 to establish the strategy and structure of a 5-year Training Exercise and Evaluation Program. A whole of community approach with participation from a group of diverse and inclusive stakeholders was conducted, the output of which was a 5-year Training Exercise & Evaluation Plan (TEEP). This plan provides a more progressive, building block approach to the PA OEM Training and Exercise lifecycle.

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Public Service Commission

The Department of Public Service 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 reach out to the Division of Homeland Security and Emergency Services to coordinate with utility crews entering the United States from Canada to who assist with restoration efforts.

The DPS also oversees utility cyber and physical security preparedness. Their core function is to ensure that critical facilities of the regulated utilities are well protected from possible malicious threats and manageable risk. Staff conducts thorough inspections, audits, and program assessments of the physical and cyber security posture of utility facilities, sites, and assets.

Cybersecurity Staff, perform on-site evaluations of the cyber security measures, practices, and procedures at each regulated utility to ensure that critical digital control systems are well protected against malicious external and internal hacking attacks and other forms of potential cyber system disruption. Cyber-audits are scheduled quarterly at each utility, with a concentrated focus on a specific area of cyber security diligence. Additionally, the Section's cyber security oversight includes regular review of utility company measures to protect confidential customer information from compromise by cyber breach. Recommendations for utility company response or remediation are communicated to the utility to ensure proper corrective steps are taken.

Physical Security Staff conduct visual inspections of the physical security posture of each such facility, scheduled annually, on a revolving basis. Unscheduled and unannounced site inspections to ascertain the quality of the physical security at critical infrastructure; attention is also given to the hundreds of lower voltage distribution level electric facilities and inspections are conducted by staff on an ongoing basis.

There were numerous weather events throughout New York State during 2021 in which DPS Staff worked with the Utilities to ensure they prepared for, activated their ERPs, established incident command structures, and secured appropriate staffing prior to and

during these service impacts, including providing mutual assistance to one another when able to do so.

As a result of Post-Tropical Cyclone Ida remnants alone approximately 90,000 electric customers lost service over the course of the storm event with a peak of 52,000 outages during the early morning hours of Thursday, September 2, 2021. The intense and severe nature of the rainfall caused numerous flooding issues throughout the Westchester County and New York City areas.

With the numerous types and frequencies of these severe storms in mind, DPS Staff continues to work with the Utilities to ensure they continually reassess infrastructure vulnerabilities across the entirety of their service territories to determine appropriate resiliency projects to mitigate potential weather risks and make their infrastructure more adaptable to weather extremes.

Given these past experiences of severe-weather events, and their impacts 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 and maintains direct contact throughout an event to ensure to appropriate response, repair and restoration are followed. Electric and gas utilities, as well as telecommunication service providers, enlist additional personnel to minimize service disruptions.

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 maintain an existing base of workers available for response, repair, and restoration efforts. Utilities are on alert during events and deploy restoration crews where needed. Utilities are prepared to respond to power disruptions and are 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 is maintained, including response to emergencies and various weather events.

DPS also participated in key State agency activities throughout the on-going pandemic and various weather event activations, including multi-agency coordination calls, support coverage for the State EOC, virtually, as required.

New York State Police

Special Operations/Emergency Management

The annual “Clean Sweep” consolidated Mobile Field Unit (MFU) exercise was cancelled due to COVID-19 pandemic.

The MFU’s capabilities have been expanded following numerous deployments to protests around the state in 2020. The number of MFU teams has been expanded from five to eight, which will improve response times to both planned and spontaneous protests and other events. The equipment needed for the expansion has been purchased and the three new teams will be fully operational by summer of 2022.

In addition, chemical munitions was established as a training priority for the MFU, and 25 new instructors in chemical munitions completed the necessary training. The instructors now have the capability to train other NYSP members.

Special Operations was prepared to conduct a joint Complex Coordinated Terrorist Attack exercise in March. The exercise was designed to test new capabilities of 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. This exercise was conducted in April of 2021.

Bomb Disposal Unit

The NYSP Bomb Disposal Unit (BDU) handled 409 calls for service statewide in 2021 which include suspicious packages, recovered explosives and a variety of other BDU related calls.

Canine Unit

The NYSP Canine unit handled 4,583 calls for service. These calls for service included weapons and narcotics searches, lost/missing/wanted persons tracking calls, cadaver searches, site security details and other related calls.

Contaminated Crime Scene Emergency Response Team

The NYSP Contaminated Crime Scene Emergency Response Team (CCSERT) was requested 107 times and responded to Clandestine Drug Labs as well as other suspicious substance calls.

Radiological Interdiction Detection and Enforcement (RIDE) Program

Radiation equipment and familiarity training was conducted in Plattsburgh, Albany, and Syracuse for over 50 members of the State Police Contaminated Crime Scene Emergency Response Team (CCSERT).

In September 2021, the Atomic City practical exercises were conducted at the State Preparedness Training Center. The exercise was the first annual type exercise created by the Department of Homeland Security and Emergency Services in conjunction with the Department of Environmental Conservation and the State Police. Members from multiple police agencies, the FBI, Department of Health, and local fire departments participated in the training, which consisted of five different scenarios from a radiological threat on a bus to locating multiple radiological threats in a mall.

Personal Radiation Detector (PRD) (PER-243) certification training was conducted in Plattsburgh and Albany where 30 members of the State Police were certified.

In November 2021, certification training for the PRD, Radiological Isotope Identifier (PER-245), Primary Screener Backpack (PER-246), and RAD Equipment Employment (PER-355), was conducted at the State Preparedness Training Center by the Counter-Terrorism Operation Support Group. 20 members of the State Police received their certification.

Members conducted radiological interdiction/detection details in support for the NYC Fourth of July celebration, Hall of Fame Ceremony in Cooperstown, and New Year's Eve Time Square celebration.

Underwater Recovery Team

In Spring, 2021, the State Police Underwater Recovery Team (URT) conducted a novice dive school, graduating fifteen (15) new divers. This brought the total number of divers up to 58, which is still short of full strength. The URT continues to play a major role in the Flood Incident Strike Team, with their inclusion in the swift water rescue mission. The URT was called upon multiple times in 2021 to respond to areas where flooding was a concern, and they conducted nine rescues. The URT deployed as swift water rescue teams for Tropical Storm Elsa (July), Hurricane Henri (August), Tropical Storm Fred (August), Tropical Storm Ida (September) as well as a Nor'easter (October 2021).

In 2021, the URT conducted 1,584 dives and recovered 24 drowning victims, eight pieces of evidence, 10 vehicles, and six weapons. The URT remains on high alert with one airboat and one rigid hull inflatable boat strategically located in each of eight NYSP Troops, allowing for a swift water boat package to be readily available for immediate deployment anywhere in the state.

OEM Liaison Program

The State Police Office of Emergency Management Liaison Program consists of six lieutenants and one technical lieutenant assigned to work with the State OEM. State Police maintained a group 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 the World University Games, 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 New York State OEM Headquarters in Albany, and assigned to work with OEM Regional Directors.

The technical lieutenant, emergency management, is detailed to State OEM headquarters and routinely assigned to executive level planning groups. The technical lieutenant was assigned as the Division Liaison Officer (DLO) to the Disaster Preparedness Commission as outlined in the New York State Comprehensive Emergency Management Plan. The technical lieutenant was also responsible for State Police personnel assigned to the NYS Emergency Operations Center and coordinated activities of State Police personnel assigned as liaison to NYS OEM field offices.

State Police members staffed ESFs in the NYS EOC for the Hurricane Henri activation. 112 State Police emergency management and field staff provided security at over 35 COVID-19 test and vaccination sites. Members provided logistic support to 10 Troops and OEM Regions for the distribution of PPE to COVID-19 test and vaccination sites.

Finally, the State Police liaison also supported the response to various weather events across the State.

Department of State

The Department of State (DOS) continued to support the State's response to the COVID-19 pandemic throughout 2021. Department of State staff assisted with the

operation of the state's testing and vaccination sites in January and February. Members of the DOS Agency Representative Team supported Essential Support Function (ESF)6 from January 20 to February 6.

The Department of State had staff that volunteered to assist the Office of Temporary and Disability Assistance (OTDA) with the Emergency Rental Assistance Program (ERAP).

In August, the Division of Building Standard and Codes deployed a damage assessment team to Steuben County in a joint operation with the Office of Fire Prevention and Control. The teams completed rapid safety assessments on buildings impacted by a flood event caused by the remnants of Hurricane Henri. The Agency Representative Team supported the activation of ESF3 and ESF6 August 22nd and 23rd.

At the end of August, the remnants of Post-Tropical Cyclone Ida created a significant flooding event in the downstate area. The Department of State activated its EOC Agency Representative team to support the activation of ESF3 and ESF6 from September 1st through October 29th. On September 2nd the Department of State and the Office of Fire Prevention and Control deployed damage assessment teams to Westchester County to complete rapid safety assessments on buildings impacted by flooding. The assessments were completed for the Village of Mamaroneck over a 3-day period and damage information was uploaded to the Office of Emergency Management Recovery Section through the use of Survey123. The Department of State also had staff that volunteered to assist the Division of Financial Services with Field Insurance Education in New York City, Long Island and Westchester County.

The Department of State strives to be the national leader in building code development, ensuring the safest, sustainable, and energy efficient built environment for all New Yorkers.

The Code Enforcement Disaster Assistance Response (CEDAR) Team continues to be the Department of State's primary support function in response to disasters. The CEDAR Team has trained nearly 300 code enforcement officials and design professionals, who stand ready to be called upon as state-led volunteers to conduct rapid post-disaster safety assessments on buildings impacted by a disaster, if and when their deployment is deemed to be in the interest of the State. The CEDAR program has 100 damage assessment kits available to be deployed. In 2021, the Department of State acquired a trailer that is used to store the damage assessment equipment as well as a mobile command site when deployed.

Thruway Authority

The New York State Thruway Authority (NYSTA) supported hundreds of missions at the State EOC, 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 several weather events, including Post-Tropical Cyclone Ida and Hurricane Henri, and assisted with cleanup efforts in multiple localities. NYSTA activated its Headquarters and Division Operations Centers for four snow events, two post-tropical cyclones and one high wind event. 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 COVID-19 and Lake Ontario flooding, as well as participated on the Drought Task Force and Ice Jam Task Force.

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

NYSTA continued to support, coordinate, and communicate with the Niagara International Transportation Technology Coalition (NITTEC) and the Transportation Operations Coordination Committee (TRANSCOM) as well as NYSDOT Transportation Management Centers on traffic management issues, incident management, roadway closure planning and coordinated messaging to the motorists.

Department of Transportation

The NYS Department of Transportation (NYSDOT) had a busy 2021, responding to COVID-19 as well as multiple storms and emergencies during the year. Additionally, the Emergency Transportation Operations (ETO) program continued in its preparedness planning, coordination, training, and exercise activities.

Planning

NYSDOT is always working to ensure plans are in place and that our team is well trained to execute our mission safely and efficiently. Key to the planning process at NYSDOT are the activities of committees such as:

- Incident Command System (ICS) Community of Practice (CoP) Group,
- Road Status and Damage Assessment (RSDA II) tool CoP Group,

- NY Responds (NYR) Working Group,
- Emergency Support Function (ESF) #1 Transportation Working Group,
- Emergency Response System (ERS) Working Group, and
- ETO Website Committee

The ICS CoP group was established to ensure standards are developed for efficient emergency response. The teams have developed comprehensive training programs, procedures, and tools for emergency response. A major accomplishment of 2021 was the updating of all NYSDOT Regional ICS Job Aids. This group is also currently working on improvements to NYSDOT's situational awareness reporting process used during ICS activations.

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

A major preparedness element in 2021 was the further development of the Road Status and Damage Assessment (RSDA II) tool. The RSDA II CoP group has continued to modify its web and mobile application training material to highlight the software's evolving features and reporting capabilities. Training materials included: PowerPoint presentations, best practices documentation, and written user guides. This team also continued to provide feedback to the software vendor for necessary product modifications and served as trainers for the software. An enhancement currently being explored is how to utilize RSDA II data to help satisfy documentation needs for federal emergency funding reimbursement (FEMA/ER funds).

NYSDOT Fleet has consistently maintained a 98% uptime or better for priority equipment during the season it is most needed. This includes snow and ice equipment used primarily during the snow and ice season. The Department places a high priority on "in service" (uptime) on needed equipment. This effort includes required overtime of employees, overtime of vendors for commercial repairs, and overnighting of parts to ensure quick availability. Every effort is 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 continued to be improved in 2021. The ETO unit has added/updated various training materials, documents, and linkages to the site, making it more of a one-stop-shop for emergency related preparedness and training resources.

Outreach and Coordination

Continuous outreach is vital to NYSDOT's preparedness program. In 2021 the Department participated in several conferences, meetings, and presentations. Due to COVID, most of the meetings and conferences scheduled for 2021 were held with the use of virtual meeting technologies.

Along with the internal coordination among Regions, the ETO unit also interacts with numerous state and local agencies and emergency response partners. NYSDOT held several virtual meetings to discuss agency capabilities as well as communication and collaboration during response activities. Participants of these meetings included the New York State Thruway Authority (Thruway), State Office of Emergency Management (OEM), Department of Military Naval Affairs (DMNA), State and local Police, National Weather Service (NWS), Niagara International Transportation Technology Coalition (NITTEC) and the Transportation Operations Coordination Committee (TRANSCOM). When severe weather was forecasted, the Department participated in event coordination calls with NWS, State OEM, Thruway, Transportation Management Centers (TMC) as well as other state and local emergency response agencies. To help improve efficiency for the NWS, NYSDOT continues to work closely with the Thruway, State OEM, Office of Parks, Recreation, and Historical Preservation (Parks), DEC, and NWS to consolidate statewide weather calls for those agencies and now hosts these multi-agency calls with the NWS. NYSDOT continues our partnership with the University at Albany Center of Excellence to provide enhanced weather briefings and forecasting data that leverage information collected from the 126 Mesonet stations across the state. The Department also maintains a strong working relationship with the Department of Environmental Conservation (DEC) and Parks who provide sawyer crews to augment NYSDOT's storm response capabilities related to road-clearing operations.

NYSDOT's Regional Emergency Managers (REMs) coordinate with various state and local agencies, within their regional boundaries. In 2021, REMs provided Traffic Incident Management (TIM) training for tow companies, participated in dam drills, and held winter operations meetings with other State and County partners.

In Western New York, NYSDOT's coordination with NITTEC includes daily coordination and communication regarding traffic management issues for incident management, construction coordination, and special event planning. NYSDOT and NITTEC continue to utilize our past experiences to refine the Regional Expressway Closure

Guidelines for transportation agencies and first responders, including OEM, Thruway Authority, County DPW's, County and Local Emergency Management, law enforcement agencies and fire departments. The installation of closure gates at expressway access points is one example of leveraging this partnership to more effectively utilize limited NYSDOT and first responder resources available during major incidents. Coordination and participation in regional stakeholder workshops and Traffic Incident Management (TIM) training for first responders are all part of the collaborative partnership between NYSDOT and NITTEC. One example is the role NITTEC serves in organizing and facilitating conference calls during major incidents, including weather events, where agency planning, and response coordination takes place between local stakeholders.

TRANSCOM serves as a conduit for coordinating response plans between the 16 transportation agencies and first responders located in the tri-state area downstate. Through the TRANSCOM Operations committee, the Department works with the various agencies and surrounding states to develop plans to address emergency closures on bridges and highways, including mitigating the impact to connecting routes in the system both within New York and across state boundaries. This also serves as a critical conduit for ensuring coordinated messages are relayed to the public and motorists across all jurisdictions.

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

The New York State Traffic Incident Management (TIM) Steering Committee provides a forum to bring together the state agencies typically involved in emergency response as well as the organizations associated with the first responder community. In addition to on-going coordination efforts, the committee provides outreach on incident management principles and practices across numerous disciplines involved in emergency response. The TIM Steering Committee provides multi-disciplinary TIM training to responders across the state. While COVID has put most training on hold since 2020, there have been several training classes held over the last year. To date, over 10,000 first responders within New York have been trained in Traffic Incident Management principles and safety.

Severe weather events may cause numerous road closures associated with downed poles/wires that must be cleared before the road can be reopened to traffic. To help expedite re-opening, NYSDOT maintains a statewide Utility Contact List for Department storm managers to use to contact the appropriate Utility provider(s) to ascertain the

status of their response and estimated timeframe for clearing their infrastructure. This communication continues until all the Utility's poles/wires have been cleared to the extent that allows the roadway(s) to be reopened. NYSDOT also maintains a listing identifying all utility owners at each location where a utility crosses over a major State highway.

The Department also continues to work with municipalities to update existing and enter into new Shared Service Agreements (SSAs). These agreements may be used to assist municipalities during emergencies in the absence of an official State disaster declaration. Agreement language includes a description and cost of services, materials and/or equipment to be shared. The parties remain fully responsible for their own employees for all matters, including but not limited to, salary, insurances, and benefits.

Training

Overall, the Department remained heavily involved in training in 2021. Statewide training was provided in the following emergency response topics:

- Basic Emergency Response (ICS) for all employees (mandatory online course)
- 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
- Statewide Emergency Event Resource Tracker (SEERT)
- Continuity of Operations Planning (COOP)

Additional training by the ETO unit was provided related to our SharePoint site and Emergency Response System (ERS) to help improve event reporting. These trainings included:

- REMs/Deputy REMs
- Main Office Logistics and Planning staff
- Advanced SharePoint

To mitigate potential COVID impacts on Department snow and ice operations, NYSDOT trained CDL holders from inside the Department as well as 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. The Department did not

need to deploy any of these volunteers during 2021, but they are in reserve and available in case they are needed.

Exercises

The Department conducted numerous drills during 2021, both statewide and regionally. 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 COOP; and establishing remote workstations. The Department also conducted a staging area drill and a full-scale storm response exercise.

Technology Updates

The following system updates were developed, implemented, and tested:

- Emergency Response System (ERS) reporting module updates
- 511NY event reporting capabilities upgraded
- Roadside Damage Assessment II (RSDA II) updated web application and mobile app
- Asset Management System (AMS) updates

Response

Storm response is a core function of NYSDOT. In 2021, the Department responded to 20 significant events. Out of these 20 events, 9 were for winter storm response which included ice jam monitoring and clearance activities. Other responses were for high winds, hurricanes, and flooding.

COVID-19 dominated DOT's non-storm event response once again in 2021. NYSDOT is the lead State agency for Emergency Support Function (ESF) #1, Transportation. In response to COVID-19, the State activated ESF #1 on March 5, 2020. During 2021, ESF #1 managed and/or supported a variety of COVID-related missions, including:

- Provided ESF #1 leadership and staff, directing member agencies through all ESF #1 response activities
- Delivery of:
 - Almost 1 million bottles of hand sanitizer
 - Over 1.6 million home test kits delivered to school districts
 - Almost 2.5 million test kits to nursing homes and adult care facilities
 - Millions of items of PPE (masks, gloves, gowns, face shields, etc.)

- Assisted with warehouse management
- Stood up and assisted with the operation of drive through COVID test and Vaccination sites
- Distributed vaccine across the state

2021 DOT-specific COVID accomplishment include:

- Supported the Department of Health (DOH) with the testing and vaccination scheduling call centers/hotlines
- Supported the State Office of Temporary and Disability Assistance (OTDA) with the Emergency Rental Assistance Program (ERAP)
- Provided both weekly and daily reporting of flights/passengers arriving in New York State's 16 regional airports
- Operations and Construction personnel continued to deliver our maintenance and capital programs while adhering to strict DOH and CDC guidance to protect employees from COVID exposure

In response to COVID, the Department continued to ensure continuity in the delivery of our Mission Essential Functions (MEFs). For work that can be performed remotely, this involved ensuring employees had the technology needed to work from home (RSA tokens, network connectivity, computers, etc.). Consistent with the State's "Unpausing" plan, the Department returned to a pre-pandemic, in person workplace presence by October 12, 2021. To ease the transition towards pre-pandemic staffing patterns, beginning on July 6, 2021, all employees without an approved exception were required to return to the office a minimum of three days per week. The Department also implemented an interim voluntary telecommuting program in September which allows employees to work from home up to 5 days per pay period where it is operationally feasible to do so and enhances program needs. The Department also continued to follow DOH guidance on the use of masks in State offices and facilities and weekly testing requirements for unvaccinated employees.

In 2021 the Department staged 7 long-reach excavators at various locations across the State in anticipation of river ice jams that could potentially cause flooding and resulting detrimental impacts to State highway infrastructure. NYSDOT deployed excavators with operators as needed to break up several ice jams.

NYSDOT maintains a strong partnership with the University at Albany Center of Excellence. As part of this partnership, the Center provides the Department with custom webpages and dashboards for weather forecasting that leverage information collected from the 126 Mesonet stations across the State. This information has become vital to the Department's operational planning. The data provided includes predicted precipitation, snowfall and freezing rain/sleet amounts as well as wind speeds and

pavement/surface temperatures. This information is used to produce roadway condition risk assessment tables and maps that show the severity (expected, minimum and maximum) and time ranges (short, medium, and long) for weather events for operational decision making. Storm and Winter Season Severity Indices are also being developed for program performance analytics. Improvements are also underway, such as elevation map enhancements and the beginning of the Center's National Science Foundation Artificial Intelligence project specific to winter weather forecasting. We are hopeful this additional forecasting tool will be available in time for the 2022-23 snow and ice season.

In 2019, NYSDOT began an initiative to install electrical disconnects for priority traffic signals to allow the signals to be powered by generators in the event of a prolonged power outage. To date, the Department has installed 2,871 out of a total of 3,825 disconnects included under this initiative and expects to substantially complete the remaining installations by the end of 2023.

Recovery/ Mitigation

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

For FEMA PA events:

- DR 4020 (Hurricane Irene): All but two Project Worksheets (PWs) have been approved/obligated by FEMA. DOT appealed FEMA's ineligible determination for remaining two PWs.
- DR 4031 (Tropical Storm Lee): Event closed out. FEMA has approved/obligated all eligible PWs.
- DR 4111 (Feb. 2013 Winter Storm Nemo): Event closed out. FEMA has approved/obligated all eligible PWs.
- DR 4129 (June-July 2013 flood Mohawk): Event anticipated to be closed out in 2022. FEMA has now approved/obligated 85 of 86 PWs.
- DR 4180 (May 2014 Severe storms): Event closed out. FEMA has approved/obligated all eligible PWs.
- DR 4322 (2017 Winter Storm Stella): Event closed out. FEMA has approved/obligated all eligible PWs.
- DR 4348 (2017 Lake Ontario flood): Event anticipated to be closed out in 2022. FEMA has approved/obligated all eligible PWs.
- DR 4397 (2018 Mid-August flooding): Event anticipated to be closed out in 2022. FEMA has approved/obligated 15 of 16 PWs.

- DR 4472 (2019 Halloween Winds and Flooding): Active event. Several PWs have been written for FEMA's review/approval. Some PWs have not yet been written by DHSES.
- DR 4480 (COVID 19): Active event. Working with DOB to provide documentation for proposed projects. This event is in the beginning stages of FEMA reimbursement.
- DR 4567 (2020 - Tropical Storm Isaias): Active event. Working with DHSES to provide documentation for proposed projects. This event is in the beginning stages of FEMA reimbursement.
- DR 4615 (2021 - Tropical Storm Ida): Active event. Working with DHSES to provide documentation for proposed projects. This event is in the beginning stages of FEMA reimbursement.
- DR 4625 (2021 - Tropical Storm Fred): Active event. Awaiting FEMA/DHSES to schedule Recovery Scoping Meeting. This event is in the beginning stages of FEMA reimbursement.

For FHWA ER events:

- NY 01-02 World Trade Center attack: Projects are progressing. FHWA has allocated additional funds beyond the original amount to fund ongoing projects. FHWA has capped participation at approved funding levels and is no longer funding cost increases.
- NY 11-02 Hurricane Irene: Final billings are being closed out. One project remains active.
- NY 13-01 Hurricane Sandy: Projects for NYCDOT and Nassau County are progressing. Additional funds being requested from FHWA for event.
- 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 October 2019 storms: DDIRs being prepared for upload to FHWA ER portal.
- NY 21-01 (2021 - Tropical Storm Ida): DDIRs being prepared for upload to FHWA ER portal.
- NY 21-02 (2021 - Tropical Storm Fred): DDIRs being prepared for upload to FHWA ER portal.

The Statewide Critical Bridges Over Water Program (CBOW) 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 thru the Design/Build procurement process and 69 bridges in 32 separate contracts will be upgraded thru the Design/Bid/Build process. NYSDOT has received funding approval from FEMA for all

the bridges in the program totaling \$518 million. To date, all 106 bridges in 41 contracts have been awarded and construction is complete. Administrative and financial closeout for the entire program will be completed by December 31, 2022.

After action reviews for major events as well as Statewide/Regional exercise activities are crucial in improving upon NYSDOT's future response capabilities. Strengths and weaknesses in the planning and response/recovery actions are reviewed and improvement needs documented. Best practices as well as improvement plans were developed and distributed to Main office and regional personnel.

Planned Efforts for 2022

ETO will continue to improve and enhance response efforts in 2022 and beyond. Specifically, NYSDOT will:

- Participate in OEM drills;
- Continue to perform training and exercise the updated RSDA II software (RSDA II CoP will continue to provide guidance);
- As a living document, continue to update and improve upon NYSDOT's ETO playbook as needed;
- Develop Power Point presentations and training videos for new employees/refreshers on key emergency response tools;
- Re-examine our emergency response crew configurations and assist in the statewide drill development;
- The TIM steering committee will continue to provide training; and
- Continue participation in regional drills as well as statewide exercises to enhance the Department response.
- Continue to contribute to the Statewide COVID responses, including providing leadership (Incident Commanders) and support staff to numerous state-run COVID vaccination sites and distribution of home Covid test kits to school districts and counties.

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 currently has approximately 380 contracts with approximately 230 victim assistance programs across the State to provide services to victims of crime 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' Emergency Management Operations Protocol (EMOP). During the past two years, in light of COVID-19 and having to operate under extraordinarily challenging circumstances, OVS worked primarily under a Continuity of Operations (COOP) activation. Staff operating through telework proved successful and the Office is presently working on hybrid telework/in-office schedule.

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 meeting its core mission of, Prepare, Respond and Recover. Our staff and volunteer assisted New Yorkers to prepare for, respond to and recover from disasters. In addition, the Red Cross continued its mission of providing lifesaving blood products and health and safety classes.

Red Cross focused on four disaster preparedness initiatives across the State. Despite the impediments placed upon in person training due to COVID19, Red Cross Volunteers and AmeriCorps members trained New Yorkers through the Governor's Citizen Preparedness Corps program, which highlights action steps needed to prepare individuals and families for disasters. Instructors trained approximately 1,800 during the year bringing the total since 2014 to more than 151,000.

The Red Cross continued its highly successful Home Fire Preparedness campaign. First launched in 2014, this initiative focuses on providing education on how to prepare for and what to do in case of a home fire. In addition to training and education, Red Cross personnel continued to install free smoke alarms in homes. This year, despite the issues associated with COVID, the Red Cross continued to install smoke alarms. The success of the program is measured not only by the number of alarms installed, but by the number of lives saved. During 2021 76 New Yorker's lives were saved due to smoke alarms being installed at some point by Red Cross and community volunteers.

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 of all types. In 2021, the program continued to educate children on how to prepare for disasters. The "Prepare with Pedro" educational program, focused on kindergarten to second grade students.

Red Cross supports the State EOC activations and local responses. Despite the COVID-19 pandemic, the Red Cross continued to respond to local home fires and disasters, responding to nearly 9,000 local disasters of which 90% were single and multifamily fires. Red Cross responders assisted families with varied needs, including temporary housing, health and mental health needs and condolence care. 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 planning and leadership meetings.

During hurricane season, the Red Cross responded to and addressed the needs of New Yorkers brought about by Hurricane Henri and Post-Tropical Cyclones Fred, and most significantly Ida.

Red Cross trained and deployed responders to major incidents throughout the United States. 88 Responders from New York supported national disasters such as Hurricane Ida in Louisiana, Tornadoes in Kentucky and wildfires throughout the west coast and Colorado. More importantly to New York State the Red Cross deployed 396 New York based staff throughout New York to assist with the devastation in Greater New York due to Post Tropical Storm Ida as well as in other regions of the state to shelter and feed clients impacted by Post-Tropical Cyclone Fred and Hurricane Henri.

To support the workforce, while unable to hold in person trainings, the Red Cross hosted virtual trainings throughout the state and Northeast Division.

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. Like every other part of life, COVID impacted the ability The Red Cross and other agencies to collect blood. This led the Red Cross to declare that Blood Collection was a Disaster Relief Operation. This allowed us to utilize additional staff, hire part time staff and find other ways to meet the need. Despite these problems more than 115,000 donors rolled up their sleeves at 10,125 blood drives. We continue to collect the following blood products red cells, pheresis units, concurrent plasma, and plasmapheresis count. Lastly, Red Cross health and safety programs continued to train New Yorkers in hands only CPR, First Aid, use of automated external defibrillators, aquatics and other health and safety courses.