

NEVADA 2-1-1

DISASTER RESPONSE

FLOOD JANUARY 2017 – NORTHERN NEVADA

	ACTIVITIES	OUTCOMES / RESOLUTION
Purpose	January 6, 2017 Nevada 2-1-1 was contacted by Washoe County Emergency Operations Center (REOC) to assist with intake for all non-emergency public calls related to anticipated flooding in Washoe County and the cities of Reno and Sparks, beginning the evening of Friday January 5, 2017 and continuing through the duration of flooding.	As administrator of the Nevada 2-1-1 program statewide, Financial Guidance Center (FGC) accepted the role and contacted FGC Northern Nevada Engagement Specialist Steve George to serve as the onsite liaison / direct contact for the REOC. Steve attended a meeting on Friday, January 6-2017 at the REOC to receive direction directly from the REOC Management Team. Steve would remain onsite contact through the duration of the event to ensure continuity and accuracy of all information.
Objectives	Nevada 2-1-1, operating with its normal 24x7 schedule, would handle all incoming non-emergency calls. It was vital that 2-1-1 had accurate and up-to-the-minute information, hence the reason for Steve George to serve as liaison to	FGC ensured the Call Center was properly staffed, calling in all Call Specialists to supplement the normally downsized weekend team, beginning at

	<p>receive information directly from the REOC and ensure it was accurately transmitted. This included information on available evacuation centers, storage locations for large animals and equipment, shelters, sandbag locations for public access, road and bridge closures, school, business, and government office closures, available assistance from county/city agencies, volunteers, information on sewage breaches, and to receive information from the public regarding identified issues, such as flooding, downed power lines and street lights, debris-laden storm drains, etc. The three digit number 2-1-1 was provided to all Northern Nevada media outlets (TV, radio, print, social media). Though 2-1-1 was asked to participate by the REOC, 2-1-1 was not asked for assistance from other affected counties (Carson / Douglas / Lyon / Storey) or the State EOC. Nevada 2-1-1 became the de facto contact number for many of those in other counties, due to the publicizing of the 2-1-1 number.</p>	<p>5:00 p.m. January 6, 2017. It was incumbent upon 2-1-1 to provide proper staffing through the event, while ensuring the 'normal' 10,000+ calls answered each month were not negatively impacted.</p>
<p>Event Preparedness</p>	<p>The National Weather Service (NWS) predicted, with a high degree of certainty, that expected torrential rain in northern Nevada would cause significant flooding along the Truckee River and from smaller streams and creeks in the area. Washoe County Flood Control echoed this strong possibility. Avalanche possibility was high in the Sirra range, as well. The downtown area of Reno and the business district along</p>	<p>Beginning the afternoon of Friday January 6, 2017, Nevada 2-1-1 was provided non-emergency information to provide to the public through direct onsite contact with the 2-1-1 liaison Steve George, as well as through ongoing texts and email notifications, directed both directly to the</p>

	<p>the Truckee River in Sparks, as well as smaller towns along the path of the Truckee, were identified as the most problematic areas in greater Washoe County.</p>	<p>Call Center and obtain directly from the liaison on-site at the REOC. Media releases and other outreach information were updated throughout the event. The Call Center ensured the Call Specialists received updates immediately, as they were received, 24 hours a day allowing for the public to receive the most current and accurate information. Rumor control was an additional service provided through the Call Center.</p>
<p>What worked?</p>	<ol style="list-style-type: none"> 1. 2-1-1 Call Center handled more than 1,502 calls throughout the event from Friday 1/6/17 at 5:00 p.m. through midnight on Thursday, 1/12/17. The largest volume of calls were received on 1/7 beginning in the late afternoon through midnight on Monday 1/12/17. 2. The large volume of calls to the Nevada 2-1-1 Call Center took a huge burden off of the REOC Community Emergency Response Team (CERTS) and the Joint Information Center (JIC), allowing those groups to focus on more pressing true emergency issues. 	<ol style="list-style-type: none"> 1. Call Specialists did a phenomenal job handling more than 1,500 phone calls after receiving 'just-in-time' training. 2. Overall, the REOC management, team members, and elected officials were extremely pleased with the support and assistance provided by Nevada 2-1-1. Nevada 2-1-1 received many kudos and accolades from REOC

	<ol style="list-style-type: none"> 3. Contact via phone, text, and email between the 2-1-1 liaison, the REOC, and the 2-1-1 Call Center went very smoothly. 4. The public was provided up-to-the-minute accurate information concerning sandbag locations, road closures, danger areas, school / government / business and other closures, and shelter information in real time. 	<p>staff throughout the duration of the event.</p> <ol style="list-style-type: none"> 3. No changes necessary. 4. No changes needed, except for what is identified in Areas to Improve #4
<p>Lessons Learned</p>	<ol style="list-style-type: none"> 1. Secure MOUs with state and various counties so planning and execution can be formally secured, thus enabling a better understanding of roles and expected outcomes. Manage expectations. 2. Nevada 2-1-1 must sign an MOU / agreement with EOC's to include specificity as to reporting requirements and the timelines associated with reporting (call logs) both during the disaster and during the recovery stage. 3. Secure MOUs / agreements with volunteer agencies and, potentially, the financial services industry, to provide volunteers to handle calls after receiving 'just in time' training. 4. Nevada 2-1-1 was tasked with responding to public calls relating to other counties and the State EOC without formally being asked to assist, as the 2-1-1 	<ol style="list-style-type: none"> 1. Finalize the '2-1-1 Disaster Response Situational Analysis" document, which is being developed as part of the Strategic Plan and execute MOUs or other agreements with various counties and the state after including more specificity in draft MOUs / agreements that have been presented. 2. MOUs / written agreements will eliminate any potential issues or misunderstandings, while ensuring all partners are clear on their roles.

	<p>number was being advertised to media and the public. This had the potential to create challenges, as Nevada 2-1-1 had no mechanism of ensuring current, accurate information was being reported to Nevada 2-1-1.</p> <ol style="list-style-type: none"> 5. Ensure that more than one person is available in both the north and the south to serve as liaison and/or manage the Call Center and/or volunteers. 6. Manage expectations of potential Call Center wait times. Also must identify why, and which, telephone providers were unable to connect with 2-1-1 (tower issues / providers?). 	<ol style="list-style-type: none"> 3. Continue/accelerate conversations with financial services industry to gain commitment for volunteers during times of disaster. 4. Will require MOUs / agreements to be signed with all counties and the state to avoid confusion. 5. Extended disaster will require relief for liaison / those providing oversight. 6. Volunteers may minimize wait times though, with small exceptions, wait times were less than 2.5 minutes.
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