

SUMMER/FALL 2022

NYC EMERGENCY MANAGEMENT RESERVE CORPS NEWSLETTER

The Latest News From Agency Headquarters



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EMERGENCY WORKERS CADRE

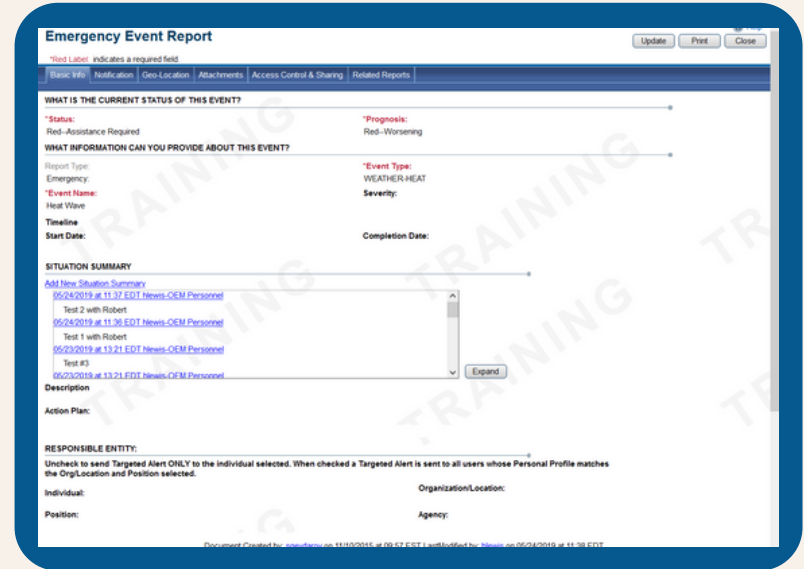
NYC Emergency Management has continued developing the NYC Emergency Worker Cadre (EWC) program, designed to deploy City worker volunteers into critical City-run operations during large-scale emergencies. We will follow up with a short survey to gauge interest in the coming weeks. Thanks in advance for your support!

NYC Emergency Management Updates

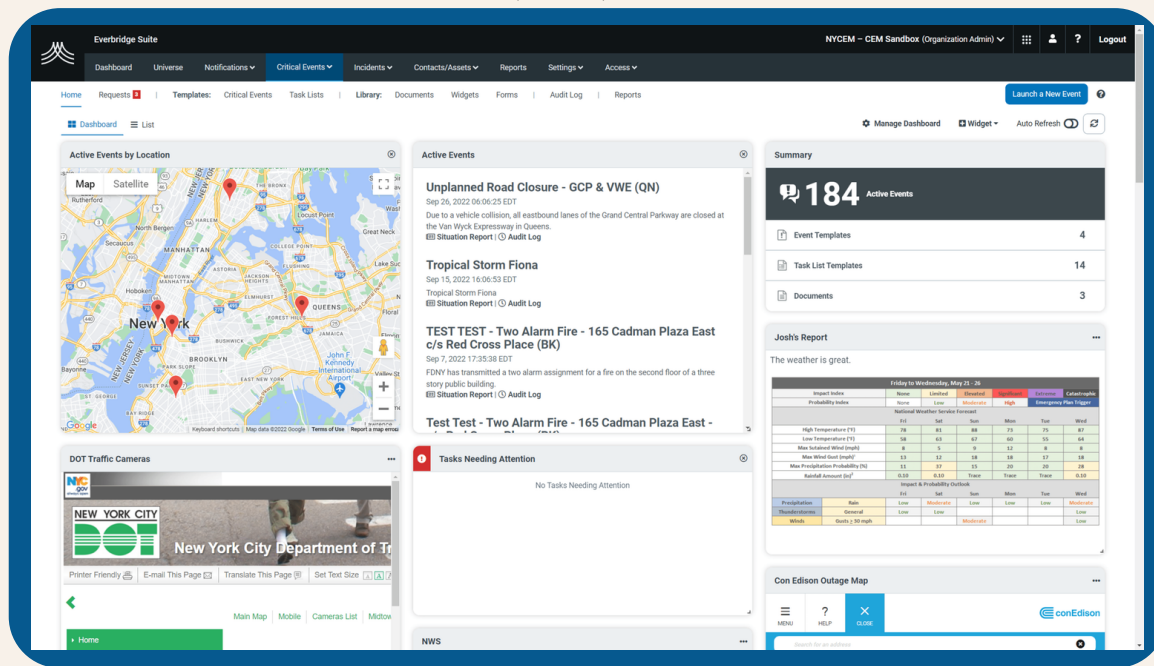
IMPROVEMENTS TO SITUATIONAL AWARENESS

Goodbye ETEAM, Hello Everbridge

New York City Emergency Management has continued to improve its ability to capture and share situational awareness, whether in the 24/7 cycle of Watch Command monitoring or during an EOC activation. One large undertaking in that regard is in collaboration with Everbridge, which expanded from notification systems with the purchase of NC4, owners of the ETEAM software.



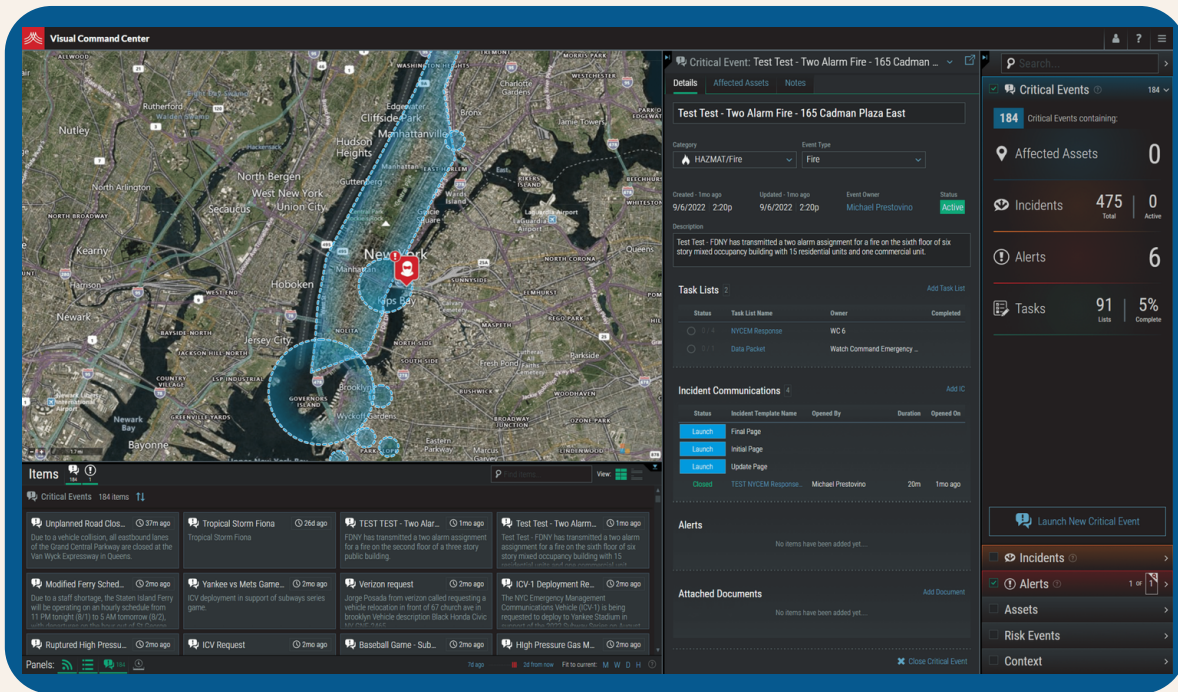
Many Reserve Corps members with specific memories of past activations may be interested to hear that Everbridge has retired ETEAM. In its place, Everbridge has worked with NYC Emergency Management over the past few years to develop new incident management software, Everbridge's Critical Event Management (CEM) Suite: Crisis Management (CM) and the Virtual Command Center (VCC).



CM is the operational replacement of ETEAM, used to report and track citywide hazards, as well as to assign tasks and incident responders. The primary users of Crisis Management are Watch Command staff and Field Responders.

Everbridge CM rolled out in July 2022, and VCC is expected to go live in the fall of 2022.

IMPROVEMENTS TO SITUATIONAL AWARENESS



VCC serves as the interactive visualization platform of CEM, providing a common operating picture to be displayed either in-person or virtually. The platform is in the final stages of development and will be used by EOC staff and partner agencies during an activation once launched.

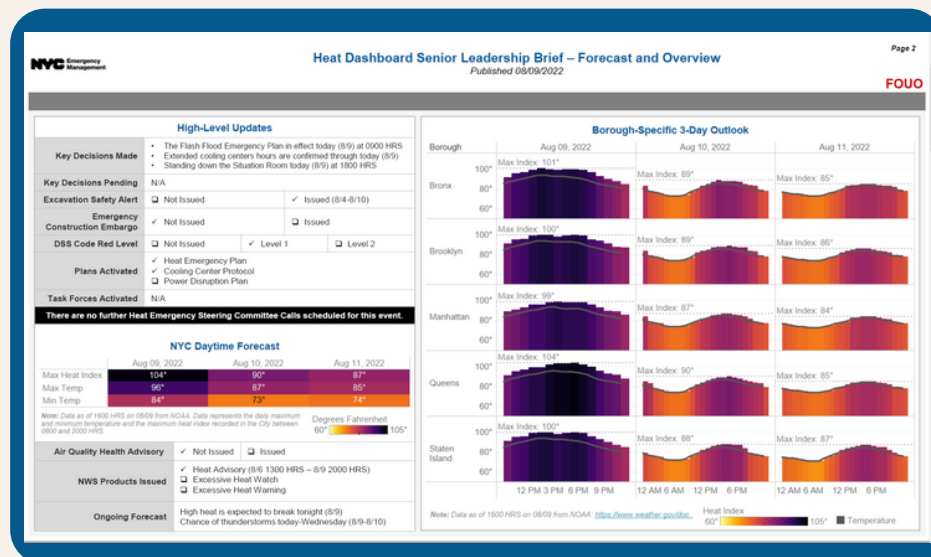
Open Line in Microsoft Teams

As we continue to build upon our virtual capabilities, one approach to duplicating the environment of an in-person EOC is to establish an Open Line within Microsoft Teams. For the Open Line, staff and agency partners join a meeting appointment that remains open for the duration of the operational period, allowing immediate access to others working the activation - much like being able to approach the podium or an agency desk in the EOC. Staff join the Open Line during their shift while working on other tasks and can re-join if they need to leave for another appointment.

Senior Leadership Briefs

Another improvement in situational awareness has been a transition from text-based Situation Reports to newly developed Senior Leadership Brief (SLB) reports that allow for more effective data visualization in a dashboard format.

Led by agency Data Analytics staff, each on-call team has a group within Planning Section called the Emergency Data Team, which oversees the production of the SLB. These SLBs have been used for COVID-19, Heat, Winter Weather, and Coastal Storm EOC activations, as well as Service Center and Debris Removal operations.



NYC EMERGENCY MANAGEMENT EMPLOYEE PROFILE

After seventeen years of service to the City of New York, Megan Pribram very recently left NYC Emergency Management for a new undertaking:

Head of Business Continuity and Resiliency at the New York Federal Reserve.

Megan has been instrumental in the evolution of not just this agency but also of the field of emergency management as a whole. She will be missed tremendously, but we are excited for her in this next chapter of her career. And we welcome her to the Reserve Corps!

How did you find your way to Emergency Management?

After working in the private sector and paying off student loans, I was looking for a career change. I ended up at Safe Horizon working on 9/11 programs. From there I was introduced to an opportunity at Emergency Management in Human Services and was lucky enough to be hired.

What is the most valuable lesson you've learned on the job?

Often there isn't a "correct" solution, especially during activations, to a novel problem. We'll make mistakes along the way, but if we ask the questions, get the right people in the room, work hard, and keep the public service mission front of mind, we can stand behind those decisions.

What are qualities you admire in your colleagues?

Compassion, flexibility, resourcefulness, and creativity. A sense of humor is helpful too.

Any specific memories from your time at the agency that you will carry with you?

After this much time and all we've been through, it is hard to pick just one - there are so many key moments, mentors, and friendships formed. But maybe just the feeling at the start of a job without knowing how it is going to unfold.

That and when the clown showed up in the EOC during Superstorm Sandy.

What do you think will be the biggest challenge as you move into your new job?

An entirely new work culture, vocabulary, and mission to adapt to without any of the supports I've built here over time.

What is your go-to emergency preparedness item?

Seltzer, phone.

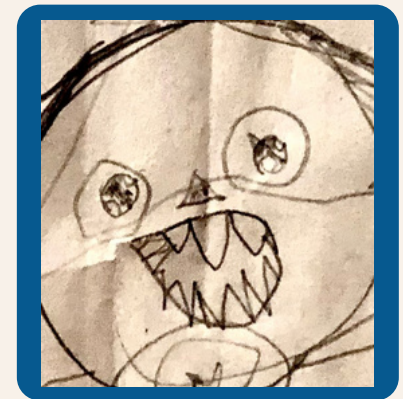
Favorite activation meal?

One that I get to eat at home. Preferably with fresh veggies and a local beer.



Megan Pribram
Deputy Commissioner,
Planning & Resilience

Agency Tenure: 2004-07, 2008-2022



Portrait of Megan by Herman Schaffer's daughter

Connect with Megan on LinkedIn:
www.linkedin.com/in/megan-pribram/

NYC EMERGENCY MANAGEMENT RESERVE CORPS PROFILE

How did you find your way to Emergency Management?

In graduate school at University of Delaware, I studied Transportation Engineering and was exploring career opportunities in this area after graduating. I applied to NYC Emergency Management when returning to the City. After three interviews and background check, I became a part of the agency, and the rest is history.

What did you do at the agency - day-to-day and during activations?

I had both planning and operational roles. In terms of planning, I coordinated with City, State, and federal agencies regarding transportation and infrastructure emergency planning; maintained critical working relationships with government agencies and private sector partners, including DEP, DOT, DSNY, MTA, NYPD, EDC, TLC and PANYNJ, as well as actively engaged with nonprofits, think-tanks, and academic institutions that collect and analyze transportation and infrastructure data.

During activations, I was a Utilities ESF Coordinator, working with local and regional utility providers and telecommunications companies on restoration related issues. I supported task force operations including the Downed Trees Task Force and Tow Truck Task Force.

I served as a Lead Liaison for the Community Emergency Response Team (CERT) program, and I directed efforts of two Assistant Liaisons to manage course logistics and administrative tasks in coordination with FDNY, EMS, and NYPD.

I was also deployed to Puerto Rico after Hurricane Maria to support recovery efforts in FEMA's Joint Field Office (JFO)/EOC, facilitating communication between state and federal agencies as well as coordinating operations for the Debris Task Force, Roads and Bridges Task Force, Power and Energy Task Force, Water/Wastewater Task Force, Guajataca Dam Task Force, Housing Task Force, and Damage Assessment Teams.

How did your time at NYC Emergency Management prepare you for your current job role?

It prepared me to be flexible and agile in my current role where priorities shift and resources - from staff to time to budget - are limited. I also learned the importance of good communication and coordination with various stakeholders who may have different mission objectives or interests. Most importantly, I learned how to operate under high stress situations and to clearly define a plan of action.

Any specific memories from your time with us that you carry with you?

There are many memories I carry with me from my time with the agency, from birthday celebrations to annual BBQs to holiday parties, but the most important memories are of the men and women who work diligently to keep New Yorkers safe. In my book, NYCEM staff and leadership will always be "NYC's Toughest," facing natural disasters, pandemics, outbreaks, and terrorists attacks to protect the people of New York City.

What is your go-to emergency preparedness item?

Pen and paper: when technology and power goes, it is the best way to document and record information!



Mosi London

Current Job: Transportation Planning
Project Manager at AECOM

Agency Role: Transportation & Infrastructure
Specialist, 2015-2018



Connect with Mosi on LinkedIn:

<https://www.linkedin.com/in/londonmf>

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