ORLANDO Responds to Tragedy

May 31, 2018

Heather Fagan, Deputy Chief of Staff
3,300 employees/$1.2 billion annual budget
72 million visitors annually
265,000 annual residents (28% Hispanic and 27% Black)
Forbes ranked Orlando 35th on their list of America’s safest cities
Day-to-day Governance Model

- Mayor-Commission form of government
- Six City Commissioners elected at large from their respective districts to four year terms
- The Mayor is the formal representative of the City
- Mayor’s “C4” includes the Chief Administrative Officer, Chief of Staff, City Attorney and Chief Financial Officer
Annual Disaster Response Planning

Include:

- Natural disasters
- Civil disobedience scenarios
- Cybersecurity breeches
- Mass casualty incident trainings
- Active shooter drills
- Major special events
The City’s Emergency Operations Center allows us to have a “network in place,” each group with a clear role and groups assembled based on the specific emergency and evolving needs.

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Pulse Emergency Operations Center Activation

The City activated its Emergency Operations Center at 9am on June 12.

- ESF 1 Transportation
- ESF 2 Information Technology
- ESF 4 Fire Service
- ESF 7 Procurement
- ESF 14 Public Information
- ESF 15 Volunteers and Donations
- ESF 16 Law Enforcement
EOC Services

- Family Assistance Centers (ongoing)
- Health and Mental Services
- Red Cross Services
- Vital Re-Documentation
- Consulates
- OneOrlando Fund
- Assisted Businesses and Employees with Loss Recovery
- Historical Collection
- Presidential Declaration
- Expenditure Tracking

http://www.cityoforlando.net/hope
Pulse – Five Takeaways

1. Elected Officials
2. Technology
3. Family Reunification Center/Family Assistance Center
4. Care for Employees
5. Communications
Pulse Takeaway: Technology

• Phone line was operational by 10am for family members to inquire about their loved ones
• Started with a phone bank of 10 phones
• Expanded to 25 phones with 48 open channels for calls to queue
• Received over 6800 calls
• Website was the location for accurate information
• Volunteer form
• Security and cache
• Multi-locations
• **Beardall Senior Center**
• June 12, 2016 - June 14, 2016

• Established for the Notification of Next of Kin and Victims Identification

• FBI Crisis Team, FEMORS and FDLE
Support for Victims & Families – Family Assistance Center
Camping World Stadium
June 15, 2016 - June 22, 2016

Established to support the immediate needs of families, friends and victims

Services provided included:
• Air Travel/Lodging
• Animal Services
• Child And Family Services
• Consulate Services
• Counseling/Spiritual Care
• Crime Victim Services
• Funeral Services
• Health Care Assistance
• Identification Documents
• Legal Aid
• Medical Examiner

http://www.cityoforlando.net/hope
Support for Victims & Families - Family Assistance Center

- Eight days
- 35 Agencies
- 956 individuals representing 298 families
- 1,200 employees/volunteers
Michigan Street
June 23, 2016 - current

Partnership between the City of Orlando, Orange County Government and the United Way

Serves as a navigation point to assess the needs and provide information, support and resources to those directly

Services Provided:
• Long-term Support
• Family Services
• Mental Health Services
• Counseling
Pulse – Caring for our Own

- Activate CISM Teams and Peer Support Teams
- Reaching out to others in Fire Service
- Comfort Dogs
- Outreach from community members and local faith based organizations
- Family Counseling
- Survivors from Boston, New York and Aurora showed support
Communication During Activation

• Media – Public Records
• Street closures and businesses
• Memorials and vigils
• Local and state officials; President’s visit
• Assistance centers
• Employees
• Community unity/resilience
• OneOrlando Fund
• Routine City business
Lessons Learned

- Train for post-event
- Established non-profit
- Cultural liaisons to every sector of the community
- Plan for influx of people wanting to help
- Leverage relationships
- Scalable and agile technologies
- Standby and adaptable staff
#OrlandoUnitedDay

AKYRA MONET MURRAY, 18 • ALEJANDRO BARRIOS MARTINEZ, 21 • AMANDA L. ALVEAR, 25 • ANGEL CANDELARIO-PADRO, 28 • ANTHONY LUIS LAUREANO DISLA, 25 • ANTONIO DAVON BROWN, 29 • BRENDA MARQUEZ MCCOOL, 49 • CHRISTOPHER ANDREW LEINONEN, 32 • CHRISTOPHER JOSEPH SANFELIZ, 24 • CORY JAMES CONNELL, 21 • DARRYL ROMAN BURT II, 29 • DEONKA DEIDRA DRAUGHTON, 32 • EDDIE JAMOLDROY JUSTICE, 30 • EDWARD SOTOMAYOR JR., 34 • ENRIQUE L. RIOS JR., 25 • ERIC IVAN ORTIZ-RIVERA, 36 • FRANK HERNANDEZ, 27 • FRANKY JIMMY DEJESUS VELAZQUEZ, 50 • GERARDO A. ORTIZ JIMENEZ, 25 • GILBERTO R. SILVA MENENDEZ, 25 • JASON BENJAMIN JOSAPHAT, 19 • JAVIER JORGE REYES, 40 • JEAN CARLO MENDEZ PEREZ, 35 • JEAN CARLOS NIEVES RODRIGUEZ, 27 • JERALD ARTHUR WRIGHT, 31 • JOEL RAYON PANOJUA, 32 • JONATHAN A. CAMUY VEGA, 24 • JUAN CHAVEZ MARTINEZ, 25 • JUAN PABLO RIVERA VELAZQUEZ, 37 • JUAN RAMON GUERRERO, 22 • KIMBERLY JEAN MORRIS, 37 • LEROY VALENTIN FERNANDEZ, 25 • LUIS DANIEL CONDE, 39 • LUIS DANIEL WILSON-LEON, 37 • LUIS OMAR OCASIO CAPO, 20 • LUIS SERGIO VIELMA, 22 • MARTIN BENITEZ TORRES, 33 • MERCEDEZ MARISOL FLORES, 26 • MIGUEL ANGEL HONORATO, 30 • OSCAR A. ARACENA MONTERO, 26 • PAUL TERRELL HENRY, 41 • PETER OMMY GONZALEZ CRUZ, 22 • RODOLFO AYALA AYALA, 33 • SHANE EVAN TOMLINSON, 33 • SIMÓN ADRIAN CARRILLO FERNÁNDEZ, 31 • STANLEY ALMODOVAR III, 23 • TEVIN EUGENE CROSBY, 25 • XAVIER EMMANUEL SERRANO-ROSADO, 35 • YILMARY RODRÍGUEZ SOLIVAN, 24

LOVE DEFEATS HATE, LIGHT DEFEATS THE DARKNESS