The SISE-net Hurricane IDA Lessons Learned Discussion

The SISE-net Virtual Exercise

ABSTRACT:

A virtual cross-sector, multi-state discussion-based exercise to enhance operational coordination and operational information sharing for the upcoming hurricane season.

Conducted 10/1/2021

Exercise Overview

Session Name: AHC SISE-net Hurricane Ida Lessons Learned

Session Time & Date

> 9:00am – 12:00pm EDT on Friday, October 1, 2021

Mission Area(s): The mission areas for this session include the following:

Hurricane Ida Impact	Incident Phase
Before	Phase 0 – Monitoring: Planning (-7 to -4 days before impact)
	Phase 1 – Preparedness: Planning (-72 to -24 hours before impact)
	Phase 2 – Incident: Impact/Landfall
After	Phase 3 – Response: Assessment & Restoration (+12 to +24 hours)
	Phase 4 – Response: Restoration (+48 to +72 hours)
	Phase 5 – Recovery: Restoration & Resume (+5 days)

Core Capabilities:

- Public and Private Sector Coordination
    - Government (States & Federal Motor Carrier Safety Administration (FMSCA) and Private Sector
    - Cross-Sector (e.g., Communication, Electric, Food, Fuel, Pharma, Transportation, Water)

Session Objectives:

Identify opportunities to improve operational coordination and communications across Sectors and with the Government (FMSCA & States) by:

- Understanding what <u>went well</u> when preparing for, responding to and recovering from Hurricane Ida!

- Understanding what <u>could have gone better</u> when preparing for, responding to and recovering from Hurricane Ida!

- Understanding any upstream/downstream process issues impacting Hurricane Ida restoration!

Scenario:

Hurricane Ida, one of the most powerful and rapidly intensifying storms to hit the United States, delivered days of misery and destruction — from the time it made landfall in Louisiana on the 16th anniversary of Hurricane Katrina to the torrential rains that pummeled the Northeast.

Hurricane Ida lashed Louisiana on Sunday, August 29, making landfall near Port Fourchon as an "extremely dangerous" Category 4 storm with sustained winds of 150 mph. A storm becomes a Category 5 at 157 mph. Ida then churned inland, bringing catastrophic winds, heavy rainfall, and tornadoes, along with flash and urban flooding plus life-threatening storm surge along the coasts of Louisiana, Mississippi, and Alabama.

Death tolls continue to climb in several states — Louisiana officials reported at least 28 deaths, and at least another 50 people died in six Eastern states.

The storm devastated both Mississippi's and Louisiana's power grids, knocking out electricity to more than 1 million customers, including all of New Orleans, during late-summer sweltering heat. Some are still without electricity more than two weeks later.

Participating Organizations: A total of 39 individuals from the private and public sectors and government representatives from Illinois, Louisiana, North Carolina, and Texas participated in the All Hazards Consortium (AHC) Sensitive Information Sharing Environment Network (SISE-Net) Hurricane Ida Lessons Learned session. See Appendix A for the full list of participants.

Executive Summary

On October 1, 2021, the first post hurricane, cross-sector, multi-state lessons learned session was conducted by the All-Hazards Consortium (AHC).

This session, referred to as the AHC Sensitive Information Sharing Environment Network (SISE-Net) Hurricane Ida Lessons Learned Session was facilitated "virtually" by Greg Grillo of Incident Preparedness & Response Solutions. The session was designed to identify opportunities to improve operational information sharing during large scale, multi-state disasters.

Exercise participants for this lessons learned session included government and industry stakeholders from multiple working groups, several industry trade associations, multiple state emergency managers, federal agencies, and invited guests.

The session was conducted on AHC's Zoom platform utilizing the chat feature, along with a recording of all discussions which will be made available in the future.

Prior to the lessons learned sessions, an overview of the AHC, SISE-Net, the SISE's Fleet Movement Application tool, and the SISE-Net initiative was provided to help educate participants on the past, present and future of cross sector information sharing and coordination during disasters. The session also used the SISE's Fleet Movement Application tool to display actual Hurricane Ida storm data from August 29, 2021.

This session utilized a phased approach, broken down into two sub-sessions:

- Before Impact:
    - Phase 0 = Monitoring: Planning (-7 to - 4 days before impact)
    - Phase 1 = Preparedness: Planning (-72 to -24 hours before impact)
- After Impact:
    - Phase 3 = Response: Assessment & Restoration (+12 to +24 hours)
    - Phase 4 – Response: Restoration (+48 to +72 hours)
    - Phase 5 – Recovery: Restoration & Resume (+5 days)

The cross-sector discussions primarily focused on the activities before and after the impact of Hurricane Ida. Both government and industry participants were presented the same six questions during the session to capture the cross-sector and multi-state opportunities to improve communication and coordination needed before and after Hurricane Ida impact as shown below:

- What went well preparing for the impact of Hurricane Ida?
- What could have gone better when preparing for the impact of Hurricane Ida?
- Any upstream/downstream process issues when preparing for the impact of Hurricane Ida?
- What went well responding to and recovering from the impact of Hurricane Ida?
- What could have gone better when responding to and recovering from the impact of Hurricane Ida?

- Any upstream/downstream process issues when responding to and recovering from the impact of Hurricane Ida?

The following Appendices contain useful information regarding the AHC SISE-Net Hurricane Ida Lessons Learned Session:

Appendix A: Session Participants

Appendix B: Session Agenda

Appendix C: SISE-Net FAQs

Appendix D: SISE-Net Resources

Session Take-Aways

Several opportunities to improve operational coordination and communications across Sectors and with the Government (States). Additionally, the need to have timely declarations and information sharing and proactive coordination opportunities were identified. Several "Other Considerations" were captured for information and potential action are listed below.

Improvement Opportunities:

- Pursue technology to expand "Text Chain" process
- Identify process to provide information on impacted businesses
- Cross-Sector coordination to minimize fiber cuts
- Develop debris removal checklists and/or training to reducing fiber cuts
- Develop checklist for states to provide specific information to industry
- Develop checklist for industry to provide specific information to states
- Add directory information in SISE for state contacts, re-entry information, etc.

Industry needs more timely notifications and access to:

- State Emergency Declarations
- Executive Orders
- Transportation Waivers
- SitReps (Situation Reports from EOC and BEOC)
- Curfews
- Boil Water Notices
- Voluntary and/or Mandatory Evacuations
- Shelter locations and status

States & industry need more timely information:

- Fuel terminal status and requirements for access
- Available cell phone coverage areas or outages
- Government water inundation models for potential flooding

Need proactive coordination:

- Staging site location (competition between private and government)
- Cross-Sector local contact information to improve operational coordination (rail, water, fuel, etc.)
- Engage DHS CISA PSAs (Protective Security Advisors) in SISE efforts

Other Considerations:

- Fuel vendors delivered fuel to wireless generator sites …worked well
- Proactive coordination needed between States and Food & Fuel Sectors

- Have representatives from Hotel/Motel sector have staff at State EOCs (e.g. as Texas did during Hurricane Ida)
- Better coordination of lodging for private industry
- Proactively pursue understanding of supply chain constraints including finding materials (e.g., for power restoration, etc.)
- Fuel terminals should consider relaxing certifications of drivers during an emergency (to speed up refueling process)
- Have flexibility in what is called "lifelines" (e.g., include petroleum industry during certain events)
- Application process for regulatory waivers should be made available on public websites
- Impacted state BEOC's should coordinate and communicate "Battle Rhythm" sharing of information to synchronize
- Provide information on local road closures in addition to what is provided by 511 sites
- Senior Leadership in Coast Guard and Navy making decisions - lower-level empowerment needed to avoid delays on commercial river operations for power restoration
- Consider the development of a process for public sector to report downed fiber lines to reduce outages
- Need better process to identify and provide essential workers access to impacted areas (e.g., re-entry processes)
- Need improvement on state daily calls to ensure actions are identified and assigned
- Weather stations need to be available 24x7 (Weather data not available for certain time periods based on storm damage)

The SISE-net Hurricane Ida Lessons Learned

Appendix A: Session Participants

AHC SISE-Net Hurricane Ida Lessons Learned Session Attendee Directory (Alphabetically)			
First Name	**Last Name**	**Company/Agency**	**Email Address**
Jordan	Adams	Bent Ear Solutions / AHC	
Luke	Anderson	First Energy	
Doug	Baker	Food Marketing Institute	
Alan	Bradshaw	Dominion Energy	
Edie	Casella	Illinois Emergency Mgmt.	
Craig	Chapman	Consultant	
Sheena	Connolly	Eversource Energy	
Robert	Crow	AmerisourceBergen	
Molly	Dougherty	Penn Emergency Management	
Dirk	Draayer	Voyager Solutions	
Barrie	Drum	Reprivata	
Chris	Eisenbrey	Edison Electric Institute	
Thomas	Farmer	Assoc American Railroads	
George	Giangi	SE PA Task Force	
Kari	Hicks	Duke Energy	
Tim	Hayes	Central Hudson	
Anthony	Hurley	Consultant, Former First Energy	
Dave	Jones	Storm Center Communications	
Kent	Kildow	Verizon	

The SISE-net Hurricane Ida Lessons Learned

First Name	Last Name	Company/Agency	Email Address
		AHC SISE-Net Hurricane Ida Lessons Learned Session Attendee Directory (Alphabetically)	
Chris	McIntosh	Bent Ear Solutions / AHC	
Greg	McShane	DHS CISA	
Karen	Moe	ESIP	
John	Molnar	All Hazards Consortium	
James	Nowak	ARCOS	
Persia	Payne-Hurley	North Carolina Emergency Mgmt.	
Jeffrey	Plackis	PSE&G Long Island	
Del	Roehrick	SBC Global	
Bob	Rutledge	DHS CISA	
Patrick	Shull	AHC Endeavor Work Group Chair	
Tom	Smith	Comcast	
Sean	Stajkowski	PA Fusion Center	
Sherri	Stone	Energy Marketers of America	
Mike	Tan	AT&T	
John	Taylor	National Inst Hometown Security	
Carrie	Tropasso	Bent Ear Solutions / AHC	
David	Vanderbloemen	Consultant, Former Dominion	
Randy	Vivian	Texas Emergency Mgmt.	
James	Williams	Louisiana BEOC	
Michael	Zappone	AHC Fleet Working Group Chair	

Appendix B: Session Agenda

Agenda for SISE-Net Hurricane Ida Lessons Learned Session, October 1, 2021	
Time (EDT)	**Activity**
9:00 – 9:10	Welcome, Participants & Housekeeping
9:10 – 9:20	Objectives & Approach
9:20 – 9:30	SISE-Net Update
9:30 – 10:30	Phase 0 & 1 Discussion
10:30 – 10:40	Break
10:40 – 11:50	Phase 3, 4 & 5 Discussion
11:50 – 12:00	Recap and Next Steps

Appendix C: SISE-Net FAQs

WHAT IS SISE?

The SISE (Sensitive Information Sharing Environment) is a secure, private sector-operated legal and technical framework, protected from FOIA, used by the private sector to share specific operational information with specific individuals (in industry or government) at particular times for particular purposes. The information is <u>not</u> made public. Developed on an ESRI platform, the SISE organizes trusted information and vetted people into secured groups based on specific uses cases. The SISE is operated on an ESRI platform and contains millions of data points across critical infrastructure, emergency suppliers and resources, etc... By organizing information better and streamlining user access and permissions, the SISE helps decision-makers access more trusted, actional, and timely information faster…. which increases safety, reduces risks and increases overall resilience.

WHAT IS SISE-Net?

SISE-Net is an initiative of the private sector that leverages the private sector operated SISE information sharing framework. SISE-Net is designed to connect the SISE to operations centers in industry and government to synchronize information sharing and situational awareness on specific use cases (e.g., damage assessments) to enhance operational decision making and coordination.

WHAT WILL THIS SESSION ADDRESS?

1. The processes used by the government (States and FMCSA) and industry (Communication (Telecom/Cable), Electric, Fuel, Transportation (Roadway/Rail), Food, Water and Pharma in preparation for, response to and recovery from Hurricane Ida. The session was conducted in two parts, namely "Before Impact" (Phase 0 & 1) and "After Impact" (Phases 3, 4 & 5).

   a. Phase 0 – Monitoring: Planning (-7 to -4 days before impact)
   b. Phase 1 – Preparedness: Planning (-72 to -24 hours before impact)
   c. Phase 2 – Incident: Impact/Landfall
   d. Phase 3 – Response: Assessment & Restoration (+12 to +24 hours)
   e. Phase 4 – Response: Restoration (+48 to +72 hours)
   f. Phase 5 – Recovery: Restoration & Resume (+5 days)

Appendix D: SISE-Net Resources

SISE-net Information Page:

https://www.ahcusa.org/sisenet.html

SISE-net Overview:

https://www.youtube.com/watch?v=MfAU_o7HfO8

July/August SISE-Net TTX Report:

https://www.ahcusa.org/reports1.html