

## **Report on the Hawai'i Emergency Preparedness and Homeland Security Workshop 2013**

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On October 21-23, 2013, I attended the Hawai'i Emergency Preparedness and Homeland Security Workshop, held at the Hawai'i Convention Center, on an invitation extended to the Hawai'i Library Association.

Information about the conference, include presentation slides and photos, are available at <http://hephsw.hawaii.gov/index.htm>

In past years, this conference had been attended primarily by representatives of government and non-government disaster response agencies and organizations. This year, a broader range of participants was invited, reflecting an evolution in the approach to disaster planning. There is a recognition of the need to engage the whole community in order to take advantage of the community's capacity to respond to and recover from disasters. In the past, disaster planning primarily involved government, large non-profit disaster relief organizations, and large private-sector organizations. Now, there is a new emphasis on building resilience within the community, and on bringing businesses and organizations without a traditional disaster response role into the planning process.

### **Examples of Community Engagement that Builds Resilience**

Groups built on shared interests, culture, sports, hobbies, religious affiliation, etc., often have a deep awareness of the particular needs and cultural norms in their community, and may have special capabilities. They can play a role in educating emergency planners about special needs and concerns, and can also play a role in delivering services to address those needs.

Businesses might be willing to make their equipment, facilities, and personnel available to serve during disasters. With pre-disaster engagement, emergency planners can establish relationships with business managers so their services can be implemented smoothly. Employees can receive training in working in a coordinated disaster response operation. Having a government program that officially recognizes a business's willingness to participate in disaster planning and response can make it easier for government to provide other forms of support to those businesses, such as fuel reimbursement.

Community volunteers can take an active role in evaluating the risks and resources in their community, and work with area clubs, organizations, and businesses to develop a disaster plan tailored to the particular needs of their community. The Community Emergency Response Team (CERT) program provides basic disaster response training (first aid, light search and rescue, small-scale firefighting, incident management, etc.) to ordinary citizens so they can form teams to assist their neighbors during a disaster when emergency responders are overwhelmed. Outreach efforts at community events aim to educate people about minimizing hazards in their homes and preparing themselves and their families for emergencies.

## **Conference Structure and Focus**

The Community Resiliency track focused on developing disaster-ready communities, which are self-reliant in emergencies, and better able to bounce back and recover from a disaster. Programs and tools to train and support community leaders were described. Successful community organization efforts were featured.

The Mass Care and Vulnerable Populations track focused on meeting people's needs during a disaster through activities such as sheltering, medical care, psychological support, and specialized services to populations with special needs. Groups that provide mass care services gave presentations about their operations.

The Cyber Security for Everyone track focused on fostering awareness of threats and vulnerabilities in a world heavily dependent on networked computer systems. The sessions provided an overview of issues without going deeply into technical details. There was also an optional day-long FEMA Essentials of Community Cybersecurity course taught by the Texas A&M Engineering Extension Service, offered concurrently to the other sessions.

Much of the conference focused on showing emergency managers how they could engage with the community, and on educating disaster management practitioners about specific emergency management and response topics. It wasn't really a workshop to teach community organizations how to do their own emergency planning and preparation. But it was a stimulus for community organizations to think about the roles they could perform in a resilient community, and a chance to see how they might go about fulfilling those roles.

## **What Roles for Libraries?**

Throughout the conference I kept thinking about what roles there could be for libraries and librarians in a resilient community. These are some ideas that occurred to me.

1. We should be prepared to address our specific collection care needs. Fortunately, that's something many of us already do.
2. We can be a source for emergency preparation information for our patrons.
3. We can ourselves become knowledgeable about emergency preparedness and be aware of the threats in our specific neighborhoods, so we'd be able to give sound guidance to patrons who happen to be in our facilities when the warning sirens go off.
4. Following a disaster, we can be a source of recovery information. We can we have general information on hand, and we might be able to disseminate incident-specific information. Some of us might be able to offer our facilities as places where people can meet with representatives of relief agencies.
5. We can be a source of information about recovering storm-damaged books, photos, and documents.

6. Many libraries normally serve as a venue for community activities. In the aftermath of a disaster, providing a bit of respite and distraction during a long and difficult recovery process could be very helpful.

I'm sure we can think of many ways to serve our communities before, during, and after an emergency. But to be part of a resilient community, we also have to be willing to work with emergency planners so they know what we're able and willing to do, and can support us in providing those services.

## **Overview of Sessions I Attended**

The presentation slides from many of these sessions are available at the website given at the top of this report.

### **Opening Address**

Major General Darryll Wong, Adjutant General for the State of Hawai'i

Major General Wong spoke on the importance of community resiliency, and the necessity of getting everyone involved in disaster preparation. The state and county governments cannot handle a major disaster alone, and our geographic isolation puts assistance and resources from the mainland days away. He discussed the need for organizations to plan for the continuity of operations, addressing the questions of who are you dependent on, and who depends on you.

### **County and Integrated Planning for Response and Recovery**

William Carwile, Assoc. Administrator (Retired), Federal Emergency Management Agency

Mr. Carwile discussed the factors that make for successful and unsuccessful responses to major disasters, and addressed the question, "Does a very large disaster always become a catastrophe?" He reviewed past disasters, pointing out how lessons learned about preparation and coordination from the ineffective response to Hurricane Andrew led to a much better response to Hurricane Charley, and how the lessons from Katrina significantly improved the response to Sandy. Key lessons include the need to abandon "small disaster" response paradigms that are government-centric and risk-averse, the need for an organizational structure based on standard practices to achieve shared goals, the need for focused attention to function despite the psychological stress of coping with heavy casualties, the need for disciplined allocation of inadequate resources, the importance of engaging senior elected officials in the response, and a recognition of the role of the media.

A government-only response will not be able to meet the needs of the community after a major disaster. It is necessary to engage the entire community. Survivors are often the first to provide assistance to their neighbors, and with training and organization, can be an invaluable resource. Volunteer organizations have motivated members with intimate knowledge of community needs, and can be key to the distribution of services and resources. The private sector operates the normal system of distribution for goods and services, and will often retain some of their capabilities in a disaster-affected area. They are also instrumental in long-term recovery. The media is instrumental in keeping the public informed, and must be continuously informed and engaged.

## **Ensuring the Continuity of Government**

Keone Kali, Deputy Chief Information Officer of Operations for the State of Hawai'i.

Mr. Kali's address focused on the need for a culture of innovation to address problems such as the risk of data loss, cyber threats, and aging computer systems and network infrastructure. Challenges include developing skills within a shrinking IT staff, and preparing for the retirement of staff with specialized knowledge. Possible solutions include getting industry interested in investing in new undersea fiber cables that update and upgrade connectivity within and outside the state.

## **Surviving the "Big One," Lessons Learned from Past Disasters**

Marilyn Shigetani, Deputy Director of the Pacific Area Office, FEMA Region IX

During the Monday lunch session, Ms. Shigetani presented 12 tips for the emergency manager:

1. Plan. Planning never ends. It happens before the event in preparation, and during the event as part of the response.
2. Organize and engage major stakeholders. Engage the community to define needs and develop ways to meet them. Engage the assets, institutions, and social processes that work well on a daily basis to improve resilience.
3. Know the rules of engagement. These include the standardized incident management protocols, as well as things like traditional values and cultural norms. It's important for the impacted community to "own" the disaster, because it leads to empowerment, which is necessary for a successful recovery.
4. Identify needs, prioritize and take action.
5. Manage expectations – of the teams, the leaders, and the community.
6. Flexibility and creativity equals success.
7. Avoid setting up barriers. Avoid the "It's not my kuleana" attitude. There is a strong need for collaboration between NGOs, the private sector, and government at all levels.
8. Help will arrive. Prepare for help to arrive, not just from organizations with defined and practiced roles, but also from spontaneous volunteers. It's important to support CERT programs.
9. Do not miscalculate the creativity and will of the American people!
10. Seize the opportunity.
11. Avoid denial and indifference.
12. It's not about you.

## **Essentials of Community Resiliency**

Dr. Erin Hughey, Director of Disaster Services, Pacific Disaster Center

Resiliency is the ability to resist, absorb, recover from or successfully adapt to adversity or a change in conditions, or in other words, the ability to bounce back. It's based on long-term strengthening of physical and social systems, and it requires collaborative effort.

Resiliency can be built at the individual, family, and community level. An individual can become educated about hazard risk, preparedness, and response, and can prepare by assembling an emergency kit, maintaining a safe home, and buying adequate insurance. Families can prepare

and practice evacuation plans, develop emergency contact plans, and make sure that the welfare of their pets are planned for. Community involvement can be through faith-based, education, or social groups; hobby and athletic groups; and CERT groups.

### **Building the Whole of Community**

Michael Chatman, Pacific Disaster Center

“Whole Community” is a philosophical approach to emergency management that seeks to address challenges faced by traditional response organizations, such as the increasing frequency and severity of disasters, budgetary constraints, and the needs of diverse communities. Communities best understand their own needs, values, and resources, and developing strong relationships with communities increases efficiency in disaster planning, response, recovery, and hazard mitigation. Programs, tools, and strategies for creating engagement were discussed.

### **The Role and Responsibilities of Healthcare Coalitions in Disaster Medical Services**

Toby Clairmont, Director of Emergency Services, Healthcare Association of Hawai'i

Mr. Clairmont began his presentation with an overview of disaster trends, and a description of the roles and characteristic of various entities involved in providing health care. The government's role in health care is mainly regulatory in nature, focused on public health issues, and is influenced by political processes. The health care industry consists of multiple independent organizations that are competitive with each other, and provides most of the acute care. Coalitions are self-governing autonomous organizations consisting of strategic partners that are industry focused.

The Healthcare Association of Hawai'i Emergency Services Coalition consists of 129 organizations, including hospitals, nursing homes, health centers, air and ground ambulance services, laboratories, equipment suppliers, the Hawai'i Disaster Medical Assistance Team, and other care providers. The coalition works in partnership with the state Department of Health and emergency management agencies. Its core missions are to coordinate health care response operations, deploy emergency response teams, mobilize health care delivery systems, provide specialty logistical support, and support planning and preparedness.

### **DisasterAWARE**

Dr. Erin Hughey, Director of Disaster Services, Pacific Disaster Center

The Pacific Disaster Center works to bridge the gap between science/academia and disaster management practitioners through applied information research and evidence-based analysis. PDC's DisasterAWARE (All-hazard Warning, Analysis and Risk Evaluation) is an integrated platform providing situational awareness, decision support, and information exchange capabilities to disaster management decision makers. There are different products that deliver information from the platform, designed for different user groups.

## **Dangers of Cyber Use (Panel - Social Media, Phishing, Stalking)**

Jodi Ito, Information Security Officer, University of Hawai'i

Chris Duque, Investigator, Honolulu Department of the Prosecuting Attorney

Brian Calkin, Assistant Director, Center for Internet Security Operations Center

Various risks and methods of attack were described. Over-sharing on social media can reveal information useful to criminals and business competitors. It can also make it easy to guess the answer to “secret answer” lost-password systems. It’s safer to make up fake answers for such questions. “Water-holing” is used to target specific groups by planting malicious software on websites likely to be visited by those in that group. URL shortening services are a useful tool for communicating addresses for resources with long addresses, but they can also obscure the true destination of an address. “Spear phishing” is a highly targeted type of phishing that uses information about a person or targeted group to personalize an attempt to deceive someone into revealing sensitive information.

Cloudsweeper is a tool that you can use to estimate the value of your Gmail account to criminals, based on the number of retail accounts tied to that address.

Laws have not kept up with the severity and consequences of cyber stalking. Harassment is a misdemeanor. Unauthorized Use of a Computer is a class-C felony.

## **Creating Cyber Awareness: Lessons Learned**

Jodi Ito, Information Security Officer, University of Hawai'i

Cyber awareness training is critical in a large complex organization like the University of Hawai'i, which has a very large number of networked computer devices and decentralized data management. Past data breaches have occurred when people have kept sensitive data on insecure computers, long after it was no longer necessary to have that information to support an operational need or a research project. It’s important to have policies regulating the handling and retention of sensitive confidential data.

## **Hawai'i Hazards Awareness & Resiliency Program (HHARP)**

Kevin Richards, Earthquake and Tsunami Program Planner, Hawai'i State Civil Defense

Sharon Mielbrecht, Hazard Mitigation Specialist, Pacific Disaster Center

HHARP was developed in 2013 as a collaborative joint activity between SCD and PDC. The program recognizes and supports communities that engage in ongoing efforts to build their own resiliency. Its goal is “to enhance community resilience to multiple hazards through a facilitated education and outreach program that promotes hazard understanding and awareness, and offers tools and information resources to guide mitigation, preparedness, response and recovery.”

## **Securing Cyber Space**

Laura Iwan, Senior Director of Cyber Security Operations, Multi-State Information Sharing and Analysis Center, Center for Internet Security

During the Tuesday lunch session, Ms. Iwan reviewed a number of threats and gave some recommendations.

Put a passcode on your smartphone. But not 12345, which is the most commonly used password. Passwords also tend to be used on multiple sites, so if it gets compromised on one site, other accounts are also at risk. They should be at least nine characters long.

One of the hazards of thumb drives is that most people put so many files on it, that if they lose the device, they have no idea of what was on it.

Associations typically have less security than organizations, and thus are targets for hackers.

An Advanced Persistent Threat (APT) is not necessarily technically advanced, but it is very persistent. Attackers try to gather information about the target, through phone lists and directories, social media, and social engineering, to create specifically targeted attacks.

Some viruses infiltrate an organization, but deliberately avoid infecting all the computers so it can be harder to detect and can reinfect cleaned computers from behind the firewall. The only way to deal with this kind of attack is to carefully monitor it, and then take down the organization's entire network and clean everything at once.

Ransomware encrypts files, and attackers demand payment to decrypt the files. The most effective way to defend against this is to perform regular backups onto offline storage devices that are not kept connected to the computer.

Unpatched content management systems (e.g. Joomla, Wordpress, etc.) can be vulnerable to attack.

The best way to combat cyber threats is to share information.

For more information, visit <http://www.cisecurity.org>

### **Cyber Threats - Understanding Online Risks**

Ken Newman, Sr. Vice President and Information Security Officer, Central Pacific Bank

From a business reputation standpoint, security is trust, and trust protects the brand.

Identity theft is an ongoing problem in the banking industry. Hacked e-mail accounts are used to send fraudulent messages to banks in an attempt to execute transactions.

There are sophisticated viruses that will infect your computer and phone at the same time.

It's a good idea to scratch out your credit card number if it appears on the merchant's copy of a charge slip. It's not necessary to have the number, as the transaction has already been electronically processed.

It's best to use unique passwords on different sites, but that can be difficult to keep track of. One way to add variety to your passwords is to devise an algorithm to create a prefix or suffix for your passwords. For example, count the number of letters in the site name and combine it with the last letter – for Facebook, that would be 8K – and add it to the beginning or end of a base

password.

LongURL.org is a website that can expand a shortened URL, so you can determine where it really goes to.

Mr Newman recommended these security products: AVG, Comodo Internet Security, HTTPS Everywhere, NoScript, Spybot Search and Destroy, ZoneAlarm, Web of Trust.

For more information, visit <http://staysafeonline.org>

### **Media Behind-the-Scenes During an Emergency (Panel)**

Burt Lum, Host of Bytemarks Café

Robyn Furuya, KZOO Radio

Justin Fujioka, KITV Television

Oskar Garcia, Associated Press

The panelists described the nature of their organizations and their experiences covering emergency situations. Mr. Lum discussed the work of the Virtual Operations Support Team, which monitors social media to gather information, track rumors and misinformation, and advise emergency managers about what they need to communicate to the public about. Ms. Furuya discussed being a source of information to the Japanese-speaking listeners of her radio station. Mr. Fujioka described what it's like to cover an ongoing emergency situation during a continuous live TV broadcast. Mr. Garcia described how their three-person local staff generates content for the worldwide Associated Press newsgathering organization.

### **Hawai'i Emergency Preparedness Executive Consortium Meeting**

The annual HEPEC meeting concluded the conference, and consisted of presentations by several agencies and organizations, followed by an opportunity for anyone in the room to report to the group on their activities and developments.

FBI Special Agent Earl Asato gave a briefing on terrorism and security issues.

Dr. Hughey of the Pacific Disaster Center gave an overview of the organization and their work to foster resiliency and reduce disaster risk through research, information dissemination, and support of decision makers and disaster response practitioners.

Jerry Dolak talked about the Hawai'i Hotel & Visitor Industry Security Association, which is an organization consisting of tourist industry security managers, law enforcement agencies, and emergency planners. They share information and support each other in dealing with crime, crisis management, and safety issues. They have an Emergency Support Center that distributes information, facilitates communications, and provides coordination during emergencies.

Ray Trombley recounted the origins of Hawai'i Financial Industry Resilience, Security and Teamwork (HawaiiFIRST), a cooperative effort by Hawai'i financial institutions to develop crisis contingency plans. It was created in the aftermath of the 9/11 attacks, when there was a need to transport checks between islands for processing in the days when air transportation was

shut down. They estimate that there is enough cash in Hawai'i to sustain a cash economy for at least ten days without a resupply from the mainland. They recommend withdrawing \$50 when preparing for an impending disaster.

Capt. Gerald Kaneshiro of the Honolulu Police Department's Major Events Division gave an overview of their efforts to work collaboratively with other agencies to improve responses to emergency situations. One area they are working on is figuring out how they can get people with critical disaster responsibilities who are not credentialed emergency service workers (such as military personnel and airport and harbor workers) through police roadblocks during an evacuation.

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About me: I am the systems librarian at Leeward Community College, a campus of the University of Hawai'i. I work with computer technology, but I am also interested in electronics in general and in radio technology. I also have an interest in emergency preparedness and response, and am a reservist with the City & County of Honolulu Department of Emergency Management. As a licensed ham radio operator, I have a particular interest in public service and emergency communications.