

THE PLANNING FRAMEWORK

FOR THE EVACUATION OF THE TRANSPORTATION NEEDS POPULATIONS OF CENTRAL OHIO

SEPTEMBER 30, 2010



PREPARED FOR:



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**United States Department of
Transportation
Federal Transit Administration**

WITH SPECIAL THANKS TO:



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The logo for Baker consists of the word "Baker" in a white, sans-serif font, centered within a solid blue rectangular background.

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7. APPENDICES



7. APPENDICES

The following table lists the project team members, steering committee members, and stakeholders that were involved in the development of this framework.

Appendix 1: Project Participants

Project Team	Steering Committee
<ul style="list-style-type: none"> ● Mid-Ohio Regional Planning Commission ● The Ohio State University/Kettering Foundation ● Michael Baker Jr., Inc. 	<ul style="list-style-type: none"> ● American Red Cross ● Central Ohio Transit Authority ● Columbus Community Relations Commission ● Columbus Public Health ● Delaware County Homeland Security and Emergency Management Agency ● Franklin County Emergency Management and Homeland Security ● Mid-Ohio Regional Planning Commission ● Ohio Department of Transportation ● Ohio Emergency Management Agency
Stakeholders	
Delaware County	
<ul style="list-style-type: none"> ● American Red Cross Delaware County Chapter ● Area Agency on Aging Recipients ● Council for Older Adults of Delaware County ● Delaware Area Transit Agency ● Delaware County Developmental Disabilities ● Delaware County Emergency Services Office of Homeland Security and Emergency Management 	<ul style="list-style-type: none"> ● Delaware County Regional Planning Commission ● Delaware County Schools ● Delaware General Health District ● Liberty Township Fire Department ● Willow Brook Christian Village
Fairfield County	
<ul style="list-style-type: none"> ● Area Agency on Aging Recipients ● Center for Disabilities ● Disabled Community ● Elderly Housing - Fairhaven ● Fairfield Affordable Housing - Livingston Arms ● Fairfield County 2-1-1 Call Center ● Fairfield County Community Action Agency 	<ul style="list-style-type: none"> ● GoodCare by CPCI ● Heritage Supply ● Hocking Hills Dialysis Center ● Lancaster Public Transit System ● Lutheran Social Services ● Maywood Mission Inc. ● Meals on Wheels - Older Adult Alternatives of Fairfield County

<ul style="list-style-type: none"> ● Fairfield County Development Disabled Agency ● Fairfield County Emergency Management Agency ● Fairfield County General Health District ● Fairfield County Red Cross ● Fairfield County Regional Planning Commission ● Fairfield County Sheriff's Office ● Fairfield Department of Health 	<ul style="list-style-type: none"> ● Ohio Department of Developmental Disabilities ● Rush Creek Township Board of Trustees ● Salvation Army - Samaritan Center for Adult Care Center ● Southeast Ohio Sight Center ● Southeastern Ohio Center for Independent Living ● United Way of Fairfield County
Franklin County	
<ul style="list-style-type: none"> ● Alcohol, Drug and Mental Health Board of Franklin County ● American Red Cross of Central Ohio ● American Red Cross of Greater Columbus ● Bantu Community (Individual Bantu tribe women) ● Central Ohio Area Agency on Aging ● Central Ohio Transit Authority (COTA) Mobility Awareness Committee ● Central Ohio Trauma System ● City of Columbus Community Relations Commission ● City of Columbus Department of Trade & Development Housing & Comm. ● City of Columbus Health Department ● City of Columbus Health Department ● City of Columbus Health Department - Office of Emergency Preparedness ● City of Columbus Neighborhood Planning ● City of Columbus Police Department ● City of Columbus Veterans Affairs Office ● Clintonville Resource Center ● Columbus Advisory Committee on Disability Issues ● Columbus Colony Elderly Care ● Columbus Fire Department ● Columbus Housing Network ● Columbus Public Health - Near East Health Advisory Committee ● Columbus Public Health - Northside Health Advisory Committee ● Columbus Public Health - Southside Health Advisory Committee ● Columbus Public Health - Westside Health Advisory Committee 	<ul style="list-style-type: none"> ● Community Shelter Board ● Franklin County 2-1-1 Call Center ● Franklin County Board of Health ● Franklin County Department of Job and Family Services ● Franklin County Economic Development & Planning Department ● Franklin County Emergency Management and Homeland Security Somali Citizen Preparedness Subcommittee ● Franklin County Office Aging ● HandsOn Central Ohio (First Link) ● Heritage Day Health Centers ● Latino Health Connector Collaborative ● Maize Morse Tri Area Civic Association ● Mobile, Inc. ● Ohio Hispanic Coalition ● Ohio Hotel and Lodging Association ● Ohio School for the Deaf and Ohio State School for the Blind ● OSU Extension – Public Issues Education ● Senior Services Roundtable ● Somali Community Organizations (Somali women, Somali men) ● Somali Link (The) ● Somali Women and Children's Alliance ● VOICECorps Reading Service ● YMCA

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Licking County	
<ul style="list-style-type: none"> ● AARP Jobs Program ● American Red Cross of Licking County ● Chapel Grove Inn ● Community Emergency Response Team ● LEADS Community Action Agency ● Licking County 2-1-1 Call Center/Pathways ● Licking County Department of Job and Family Services ● Licking County Developmental Disabilities ● Licking County Educational Service Center ● Licking County Emergency Management Agency 	<ul style="list-style-type: none"> ● Licking County Health Department ● Licking County Planning Commission ● Licking County Transit Board/Licking County Transit Services ● Licking County United Way ● Licking Memorial Health Systems ● Ohio State University at Newark ● Pataskala Oaks ● Pathways to Central Ohio (2-1-1 Call Center) ● Residents (cross section of community including representatives of mobility needs populations)
Madison County	
<ul style="list-style-type: none"> ● Madison County Emergency Management Agency ● Madison County Health Department 	<ul style="list-style-type: none"> ● Madison County Regional Planning Commission
Pickaway County	
<ul style="list-style-type: none"> ● Pickaway County Emergency Management Agency ● Pickaway County Health Department 	<ul style="list-style-type: none"> ● Pickaway County Office of Development and Planning
Union County	
<ul style="list-style-type: none"> ● Consolidated Care, Inc. ● Logan-Union-Champaign Regional Planning Commission ● Nature Pure, Inc. ● Union County Board of Developmental Disabilities ● Union County Emergency Management Agency 	<ul style="list-style-type: none"> ● Union County Health Department ● Union County Senior Services ● Union County Sheriff's Office ● United Way of Union County
Regional Agencies	
<ul style="list-style-type: none"> ● Action for Children ● Association for Retarded Citizens of Ohio ● Coalition for Emergency Preparedness for People w/Disabilities ● Community Action Organization of Delaware, Madison and Union Counties 	<ul style="list-style-type: none"> ● Community Research Partners ● Ohio Department of Veterans Services ● Sunrise Senior Living ● Turning Point

Appendix 2: Special Emergency Transportation Needs Forums

In an effort to demonstrate the importance of involving the public in the initial stages of developing a community emergency preparedness plan the Kettering Foundation approached the Mid Ohio Regional Planning Commission to assist in coordinating the local public involvement efforts on their demonstration project to improve emergency preparedness, disaster response, and disaster recovery for populations with specific mobility needs in the event of a natural or man-made emergency. Kettering's defined role in this project is to work with MORPC to incorporate their public involvement part of their project to insure the participation and involvement of the identified special transportation population groups.

The Kettering Foundation is an independent, non partisan research organization that examines issues that concern people in how to address issues in the fields of education, health care, immigration, national debt and other current national issues. This research is directed more at the citizen's perspective as to how to work better with their government in a proactive manner in order to improve future public policy actions within their own communities.

The effort was designed to specifically work with the central Ohio local emergency response, planning and health agencies as they reach out to the identified populations in their jurisdictions. The key topics that were discussed with

the public were to include the best ways to communicate with the general public, and individuals with special needs before, during and after an emergency. The secondary purpose was to ask the public as to how these local governmental and non-profit groups in our community can better respond to meeting the transportation needs of individuals with special needs during such an emergency?

The discussion technique that was used for this project is a group public discussion method that encourages participation from varied population groups within the local community in an effort to more effectively examine the community's emergency planning and response activities. By hearing the views of individuals of the special groups and also the general public that are encouraged to express their opinions in this group format, the process allows these individuals to have a richer, more open discussion of the issues that need to be addressed. This discussion then allows for the group to take their suggestions and then balance these proposed suggestions with the corresponding consequences of implementing such actions in the event of an emergency.

In this environment the Forum discussion examined the following questions:

- How the public sees the issue of responding to a community disaster?
- What is valuable to the public in addressing disaster response?

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- What people are or are not willing to do in an effort to better respond to an emergency or disaster? and
- What consequences are or are not acceptable locally or regionally.

In an effort to specifically recruit the identified populations, the public information contractors from the Kettering Foundation worked specifically with the central Ohio local emergency response, planning and health agencies in identifying local and area organizations and groups that would be willing to assist in planning and holding the forum. These individuals were asked to invite people from their organizations to attend and state their opinions and concerns on the items being discussed at the forums. Specific forums were then held in Delaware, Fairfield, Licking and four forums within Franklin County. Special efforts were made to reach the special population groups as requested by the grantee agency.

By reaching these individuals and then incorporating their views earlier in the process the Kettering Foundation hopes to demonstrate that it is far easier and more productive to incorporate the public's opinions at the beginning of the process and before the final draft of the governmental emergency plans are developed, instead of collecting the public's input after such development, as are most governmental planning processes.

The Kettering Project also desires to address specific needs of many of the central Ohio public managers that participated in the overall MORPC Special Transportation Needs Project by insuring that their questions and the public's response be integrated into their individual forums that were performed in their community.

This compiled information will then be submitted to MORPC and all the participants in order to develop a specific plan of action for the central Ohio emergency response plans.

A2-1 Forum Results

The conversations at the various forums were wide ranging as they addressed the discussion questions that were created by the project managers in order to obtain the participant's responses to the best ways to provide emergency communications before, during and after an emergency; they also desired to identify the specific concerns of the various special population groups in providing the needed transportation during an emergency situation; and then finally they wanted to gauge the knowledge of the participants, specifically as it related to the current services that were being provided by the local emergency response, planning and health agencies. The results are as follows:

Delaware County Registry for Special Populations

All seven forums supported the concept of the Special Populations Registry that is being implemented in Delaware County through the Liberty Township Fire Department and Captain William Piwtorak. This registry was strongly supported by all participants and with only one general forum group expressing reservations about privacy concerns related to a governmental agency having such private information available in one location. Most individuals were not concern about the privacy issue, since the registry was a voluntary effort, had security safeguards in order to protect the personal information and did not require that an individual had to participate. Additionally, when it was brought up during the discussion about the registry, and the discussion turned to the Reverse 911 Emergency Call System, this method of emergency communication was also strongly supported by the forum participants.

Emergency Shelters

A myriad of issues were raised regarding the use of, location of and the policies of people using emergency shelters in their own communities. In order to better present the views this section is broken down into the specific areas of concerns.

Needs of Special Populations Groups in Emergency Shelters

In general there was strong support raised by all interested parties in going to a shelter in an emergency, but concerns

were raised as to meeting their needs once they were at the shelter. The concerns were expressed by individuals with special needs as to meeting their required medical needs, hygiene needs and translation needs. The examples cited for meeting medical needs included making sure oxygen tanks were supplied for select individuals, catheters for appropriate individuals, drug and medical equipment needs, wheelchair assistance, for the obese population making sure assistance and sleeping equipment was available to meet their special needs, etc.

Pets

The most discussed issue, especially from the elderly population perspective, along with many members of the general public, was the housing for their pets during the emergency. A large amount of individuals would not leave their premises if their pets had to stay behind during an emergency, so this necessitated that they would take their pets with them. While this was a strong feeling among the elderly and people with a disability, it was of little to no concern with the Somali community respondents.

Location of Shelters

The discussion on shelters was varied in the different forums. While a large percentage said they would use the shelters, if the other concerns raised previously were addressed, the location of the shelters brought about unique responses. In one community they didn't know where they were, and other participants were requesting that they

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wanted to have more shelters in their local communities, at their local schools, recreation centers and other governmental buildings. It was explained the difficulty in meeting this desire because shelters are opened based upon need and type of emergency, but some participants strongly supported the concept of having local emergency shelters, similar to the previous civil defense shelters that were built years ago. They figured that if they knew where their LOCAL COMMUNITY shelter was located they would find a way to get there during an emergency. A great deal of discussion was initiated as to finding a solution to make this work, with no solution being created as the varying barriers were pointed out in creating such a location for all disasters.

Some concerns were raised to their personal items and security at their residence, if they had to move to a shelter, but overall it was not a major issue, surely not as high as the housing of pets.

Culture Sensitivity

The uniqueness of the Somali participants regarding their responses has to be considered in developing any type of emergency response for their communities. The best line that emphasized their communication approach was said at the forum for the Bantu representatives when a man stated the following, "Because of our culture, most people do little reading and writing- 'We Talk!'"

Their strong religious background was also expressed when they articulated that they are hesitant to take immediate action in the event of an emergency because they believe that "It is God's will, it will happen." Their strong bond to their local leaders, and sense of community etc, necessitate that a different approach be undertaken in working with such a community for emergency response procedures. Some consideration might be appropriate to use a 'train the trainer' method to better incorporate these cultural beliefs, instead of a media approach, especially through an English driven media.

Populations with a Disability

One of the better forum discussions occurred with the visibility impaired representatives at the Westside Community Health Care Forum. The uniqueness of their disability was very evident as they spoke about the concerns that they encounter during an emergency. Their life tasks are built on the premise of knowing their personal environment, where the sidewalk and street are, where their local neighborhood resources, transportation locations are, etc. During an emergency such landmarks are not available, or if available, could be severely obstructed and thereby they are not able to compensate for such changes unless they have assistance from a third party- friend, neighbor or advocate. They express great reservation in traveling in an unknown environment in such a situation and therefore were far more comfortable in staying in their own home living

residence area, if at all possible until assistance arrived. Consideration should be given to providing the best way to address their needs within any proposed emergency response plan, with maybe some consideration for a shelter-in-place alternative for people with such needs.

Media

Just about all forum respondents said that they were familiar with the siren warning system and then when hearing listening to their TV or radio for emergency actions. The two best suggestions that were received within this area was talking to media outlets in the event of an emergency and give summary reports at the quarter hour or half hour time, so individuals could tune in to receive the latest information, and if they did not have electricity, this would more effectively use their limited battery power.

The second main suggestion that was mostly received from the surrounding counties was to identify the local radio and/or TV stations that serve those communities, and use them along with the Columbus, Ohio major media outlets. The concern raised by the participants outside the immediate Columbus area, is that the Columbus media outlets predominately address the concerns of Columbus and the suburban communities and not as much specific emergency information is provided for the surrounding cities outside of Franklin County.

Shelter-in-place

While this issue was not discussed by most of the participants, they were asked if they knew of the concept and the “Ready in 3” program. Not one individual among the general public knew about the program. Upon further discussion they saw the value of the program and the relevancy for having such a program, especially after being made aware of the unique circumstances that existed with the individuals who were visually impaired. This is a program that has significant potential to address some of the concerns that were addressed by the public, as to not knowing where the emergency shelters were, not going to shelters because of the concerns for their pets and for individuals with disabilities who will need assistance from other individuals to leave their residence, and yet because of a variety of reasons immediate help will not be available.

Transportation to Forums

This is a subject that is being included more by conditions occurring by trying to obtain transportation for the individuals with disabilities to attend the forum, more than the discussions at the forum. Repeatedly arranging for transportation was an extremely difficult task to accomplish. Because of a myriad of legal requirements, coordination items or simply a lack of resources it was nearly impossible to arrange for transportation for individuals with a disability to attend the scheduled forums. For example in Licking County the Emergency Management Agency Director actually

drove a church bus to pick up individuals that were scheduled through the local 2-1-1 call center. The only instance where adequate transportation was available was for the Northside Health Advisory Committee forum where the Heritage Day Health Center coordinated the transportation after receiving some leeway from their legal representatives.

In the case of providing transportation for the Westside Community Health Advisory Committee, transportation was provided by the Forum Coordinator for the project along with a non-profit advocate that also agreed to provide transportation after repeatedly contacting the various for-profit, and non-profit, and other governmental transportation resources. Reasons cited for the inability to transport individuals with disabilities included the limited amount of time required to fill out the paperwork for disability transportation and the other legal constraints. With the for-profit companies, the costs were exorbitant for the limited amount of budget available for the project. Ironically, the individuals with disabilities who attended this forum provided some of the best insight for all of the forums.

This discussion item has been included in an effort to provide some serious caution to the planning efforts of the total project. If it was this difficult just to provide transportation to a very select number of individuals over a long time period, with significant planning time, how will the plan be developed to meet the extremely expanded needs for the Transportation Needs community during an emergency.

Other alternatives need to be researched, such as shelter-in-place, providing for follow up response from support groups for people with disabilities and other means of emergency response actions.

A2-2 Guidelines and Key Points from Somali and Bantu Forums

The forum discussions with the Somali community and Bantu tribe women yielded valuable information related to developing effective communication and emergency management procedures for emergency planning and response. The forums emphasized the importance of actively engaging the local Somali leadership in developing and implementing any emergency plans for mobility populations within their culture and religious views. Without this consideration, the chances of successfully developing emergency response activities associated with responding to a local emergency will be greatly reduced. It is extremely important that any governmental agency clearly understands the importance of culture and religion in working with the Somali community. Important points to be considered in developing emergency response plans and responding to emergencies are listed below:

- Establishing trust is critical. Need to develop relationships and trust well in advance of an emergency for effective emergency planning and response.
- Preparedness education is essential. The citizens were

frustrated and confused during the 2008 Hurricane Ike windstorm. They did not know what to do and they did not want to become separated from their children. An education program would do much to prepare them and allay their fears.

- Preparedness education is needed prior to an actual emergency.
- Define and justify emergency planning components and evacuation procedures.
- Somali culture emphasizes “I have to see it to believe it.” This leads to challenges in implementing effective and timely evacuations. Planning, education and training are very important. Provide examples of emergencies and consequences with and without evacuation to address the need to see it to believe it.
- Identify rendezvous locations.
- Demonstrate that government agencies work together during emergencies to provide services.
- Address pre-incident, during, and post-incident activities as part of education process.
- Like the county forums, there was a lack of understanding of emergency services and the

agencies that provide those services.

- Understand the Somali culture and build around it.
 - Somali culture reinforces the belief and practice that people take care of each other. Somalis rely on each other within their community rather than on the government.
 - Religion (predominantly Islam) is very important, as is their faith that God will protect them.
 - There is an oral society; talking is the most effective means of communication.
 - There is trust within the Somali community itself but Somalis tend to distrust the government. This stems from government roles in Somalia’s civil war. Somalis will trust other Somalis before they will trust someone outside of the Somali community.
 - Somalis strongly prefer to shelter within the community (families) than evacuate. Sheltering is a last resort, and is only considered if their home is not livable; some feel that shelters are for people without a residence and lower levels of society.

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- Consider religious holidays, for planning as well as during an actual emergency.
- Somalis are more likely to accept assistance from emergency organizations after the incident.
- Incorporate a cross-cultural approach and build upon existing community resources.
 - Involve the identified Somali leader. Build trusted relationships during planning, prior to an emergency. Somalis will not actively participate unless the identified leader of the Somali community is involved. Somalis have trust issues with non-Somalis; however, children and young people are likely to be more receptive.
 - Involve the Somali organizations; government communications should build upon existing Somali community resources. Somalis trust and rely on their own organizations much more than government-related community organizations. Create outreach through established Somali organizations.
 - Somalis think of the Community Center as local government, but they are likely to participate only if there is active partnering with Somali representatives.
- Develop registry as part of evacuation planning.
 - This will require cooperation and support from Somali leaders.
 - Need to justify the importance of a registry; address the benefits vs. risk. Somalis are concerned with privacy issues, but they understand the need for a registry to track persons with a disability.
 - Use of registries was supported at the forum attended by Somali and Bantu women.
 - Somalis move often; plan to update registry regularly.
- Emergency and general communications
 - Information sources are television, newspaper, and handheld devices, but the language barrier is a problem.
 - Emergency communications should be delivered in the Somali language as well as English.
 - Somalis do not listen to the radio so announcements via radio may not be effective. Use of hotline (coordinated with 2-1-1 line) may be more effective. Consider a Somali hotline, expanded 2-1-1 service with a number to call when an alert is activated.

- Because theirs is an oral society, the most effective means of communication is verbal.
- The most effective way to communicate with the Somali community is through the Somali community leader.
- Shelters and Sheltering
 - Being directed to shelter in the basement is ineffective because many homes lack basements.
 - Willing to leave home to use shelters. This is due to past experiences of moving frequently in their homeland.
 - Are not concerned about leaving pets behind. This is a major difference from the input received at the county forums.
 - Important to know location of other family members.
- Transportation
 - Use of transportation resources depends upon the severity of the emergency. They prefer to stay within the community.
 - Advance planning, communication and Somali understanding of emergency planning and response is essential.
- The concentrations of Somali people on Columbus' west side and in the northeast quadrant are growing. In addition, as Somali families become more upwardly mobile, they tend to relocate to suburban neighborhoods mainly so their children will be able to attend "better" schools. As they relocate to these neighborhoods, presumably the language barriers would be less of an issue.

A2-3 Forum Meeting Minutes

The following pages include the meeting minutes from the Kettering Foundation's Special Emergency Transportation Needs Forums

Fairfield County Special Emergency Transportation Needs Forum (December 3, 2009)

Franklin County Somali Citizen Preparedness Subcommittee Meeting (December 3, 2009)

Delaware County Special Emergency Transportation Needs Forum (December 9, 2009)

Licking County Special Emergency Transportation Needs Forum (March 30, 2010)

Franklin County Westside Community Health Advisory Committee Forum (April 5, 2010)

Franklin County Somali-Bantu Forum (April 7, 2010)

Franklin County Northside Community Health Advisory Committee Forum (May 12, 2010)

All meeting minutes were prepared by:

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A2-3.1 Fairfield County Special Emergency Transportation Needs Forum

Fairfield County MORPC
Special Emergency Transportation Needs
Forum Discussion
December 3rd, 2009
Time 5:30-7:30 pm

Representatives participating in the discussion

Area Agency on Aging Recipients

Elderly Housing-Fairhaven

Meals on Wheels Recipients

People with disabilities

Agencies that observed forum

2-1-1 Call Center

Fairfield County Emergency Management Agency

Fairfield County General Health District

Fairfield County Red Cross

Fairfield County Regional Planning Commission

Mid-Ohio Regional Planning Commission

Discussion format

This forum was held at the Fountain Square 113 S. Broad Street, Lancaster, OH. This location was coordinated by the 2-1-1 Call Center. Food and drinks were delivered by Christy's Pizza for all the attendees before the meeting was started at 6:00 pm.

The forum discussion was moderated by Dave Patton from the Kettering Foundation on behalf of the Mid-Ohio Regional Planning Commission's *The*

Planning Framework for the Evacuation of the Transportation Needs Populations of Central Ohio. All attendees were encouraged to participate with instructions being given to the agency representatives to observe and not participate in the discussion, unless a specific question was addressed to them.

Discussion

The discussion was initiated by having the participants discuss their experiences that they encountered with the Hurricane Ike wind storm in 2008.

Specific general comments received (not all comments)

2008 Windstorm –How did it affect you?

- Loss of power, and then it also caused loss of water or heat and phones
- Concerns of people who had existing medical conditions
 - No way to use nebulizer - Had to go to Rockmill for breathing treatment.

Concerns raised about security

How did you receive emergency information?

- Radio and Television
- Family members kept others informed
- Some information provided by neighbors, but also included hearsay

Comments on using radio and TV, with some input from friends and workers

What kind of information do you want the most?

- Transportation for medical help
- How long/ estimated time of the event
- Roads and blockages
- Shelter available
- Businesses closed

Voluntary registry system

- Registry for special populations
- Some individuals will not participate because of privacy concerns
- Need to make it voluntary

Comment –Favorable especially about reverse 911

Are you aware of Red Cross Emergency Shelters?

- Only one person was aware of the shelter's existence
- Need more education on shelter and their purpose
- What happens with pets?
- How do people get to these shelters

Comment –really did not know about them

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Are you willing to go to a Red Cross Shelter?

- Yes for water, food and a place to rest
- Yes, but need a place to store pets during the emergency
- May give you a false sense of security
- Concerns of how to get to the shelter
- Concerned with Home Security while at shelter

Comment – maybe depends on situation

Other comments

- Need neighborhood patrols/ for training for emergency response
- Need for information of Red Cross plans for emergencies
- Might want to consider carpools to get people to the Red Cross shelters

Attendee's knowledge of Fairfield County agencies

- 2-1-1
 - Just heard about such services tonight
 - Very good what they do
- EMA
 - Most aware of them, especially due to security part

- Regional Planning
 - Not aware of the agency
- Health Department
 - Vaccines
 - Septic Rules
 - Restaurant Inspections

Comment- generally knew the basic duties of the Health and Emergency Management Agency but little beyond that

Summary

The discussion was limited due to the lack of diversity within the attendees. We only had representation from the elderly and people with disabilities on how they would respond in the event of an emergency.

Based upon the comments received from the participants there appeared to be points that were emphasized during the discussion. Those main points were as follows:

- They have concerns as to what would happen in the event of a long term emergency, especially with the loss of power
- They identified what information they want to receive in the event of an emergency
 - Transportation for medical help
 - How long/ estimated time of the event
 - Roads and blockages

- Shelter available
- What businesses are closed
- They were trusting of local media in the event of an emergency
- They were extremely receptive to a reverse 911 system, and also a registry if it was voluntary in approach
- They were not aware of the Red Cross Emergency Shelters, and after an explanation of their existence, they still had some concerns about their pets, and also for the farmers in the discussion, their farm animals, there was also concern about security of their own homes and property
- Finally, they supported the inclusion of other local forums in future planning activities within Fairfield County

While the discussion was not as varied as preferred, the discussion did provide some insight into the desires of these individuals in the event of an emergency. They strongly supported the Reverse 911 system to be utilized in the event of an emergency, and they wanted to know more about the Red Cross Emergency Shelters.

Full Listing of Comments

2008 Windstorm –How did it affect you?

- Loss of power and phones
- Concern for tornadoes
- Needed to find a sub shelter for safety
- Transit authority cancelled service to east end
- Loss of food in refrigerator/freezer
- Vehicle
- Security was a concern- loss of security lighting
- Concerns of people who had existing medical conditions
 - No way to use nebulizer
 - Had to go to Rockmill for breathing treatment
 - Cost dollars to get there
- Had no heat or water, but grateful it was in the summer

How did you receive emergency information?

- Excellent response by Fairhaven Place –had radios and backup generator
- Family members kept others informed
- Electric providers were not too helpful

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- Some information provided by neighbors, also included hearsay

Who do you trust to provide Emergency Information?

- Radio
- Television
- Sirens- have concerns if they are testing the sirens or not

Other better sources;

- Red Cross
- 2-1-1 Call Center
- More telephone calls
- Police warning/ Sirens
- Cell Phones
- Neighbors helping neighbors
- Backup generators
- Have forums like these at the local levels (townships/villages) to inform the public

What kind of information do you want the most?

- Transportation for medical help
- How long/ estimated time of the event
- Roads and blockages
- Shelter available
- Businesses closed

What is the first reaction to a siren?

- Go to a radio or TV to see what is happening
- False alarm
- Neighbors go outside to what is happening
 - Assign people to street
 - Have a plan for those in need
- Mayors and Council members need to observe forums like these

Voluntary registry system

- Registry for special populations
- Liberty Township in Delaware County will implement such a system
- Must specify type of need
- How will you routinely communicate with a person on the registry
- Need training for emergency personnel for different types of populations
- Some individuals will not participate because of privacy concerns
- Need to make it voluntary
- Some individuals are not concerned about privacy

Are you aware of Red Cross Emergency Shelters?

- Only one person was aware of the shelter's existence
- Need more education on shelters and their purpose

- What happens with pets?
- How do people get to these shelters?
- Where do the dollars come from?

Are you willing to go to a Red Cross Shelter?

- Trust in the Red Cross (One person)
- Yes for water, food and a place to rest
- Yes, but need a place to store my pets
- May give you a false sense of security
- Concerns of how to get to the shelter
- Concerned with Home Security while at shelter
- Might get information on shelters at local firehouses

Other comments

- Need neighborhood patrols/ for training for emergency response
- Need for information of Red Cross plans for emergencies
- Might want to consider carpools to get people to the Red Cross shelters

Attendee's knowledge of Fairfield County agencies

- 2-1-1

- Just heard about such services tonight
- Very good at what they do
- EMA
 - Most aware of them, especially due to security part
- Regional Planning
 - Not aware of the agency
- Health Department
 - Vaccines
 - Septic Rules
 - Restaurant Inspections

A2-3.2 Franklin County Somali Citizen Preparedness Subcommittee Meeting

Franklin County Emergency Management and Homeland Security
Somalia Forum Discussion
December 3rd, 2009
Time 2:00-3:45 pm

Representatives participating in the discussion

2-1-1 Call Center

Columbus Fire Department

First Link

Franklin County Red Cross

Representatives from the Somali Community Organizations

Discussion format

This modified forum was included as a part of the regularly scheduled meeting of the Franklin County Emergency

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Management and Homeland Security Somali Citizen Preparedness Subcommittee. The forum discussion was moderated by Dave Patton from the Kettering Foundation on behalf of the Mid-Ohio Regional Planning Commission's *The Planning Framework for the Evacuation of the Transportation Needs Populations of Central Ohio*. All attendees were encouraged to participate with specific input requested from the representatives from the Somali community.

Discussion

The discussion was initiated by having the participants discuss their experiences that they encountered with the Hurricane Ike wind storm in 2008.

General comments received:

- The neighborhood residents reached out more to their own Somali organizations than the individuals in their community
- Many family members moved in with their relatives- two specific comments reinforced that they had 9 people in his house while another member stated that they had 27 people in a four bedroom house for most of the week that the power was out
- They felt with the power being out that their community represented a 3rd world country
- Somali culture reinforces that people are to take care of each other
- Religion is an integral part of their culture
- The identified leader of the Somali Community needs to be involved for the local community to actively participate
- Main goal was to have their electricity restored
- Do not like to use emergency shelters because they are more likely to rely on one another
- Will only use shelter if house is not livable
- Shelters have a stigma that they are used only by the lower class of stigma
- Will most likely stay around their own home and try to get emergency information

Communication comments

- Main communication is to contact their community leader, and to have faith in that God will protect you
- They do not currently listen to the radio
- They would consider a hot line, most likely coordinated with the 2-1-1 line for information during a weather emergency
- Constraint is that their culture emphasizes the be skeptical and that they have to see it for themselves before they think it is true; (with this comment they fully

understand that makes it really difficult to evacuate in the event of an emergency because it might be too late)

- It is important that any form of communication that is to be established by the various governmental agencies be built upon the community resources that currently exist
- Emergency communications should also be delivered in Somali language on local radio and television

Trust issues

- They responded that they trust another Somali first before going outside their community
- There has to be a Cross cultural approach as the children growing up are more receptive to other forms of communication
- They think of the Community Centers as local government, but that is only if they are actively partnered with Somali representatives
- Really need to examine the trust issues by working closely with the Somali leaders

Registry- this is to receive notification of emergency situation

- Need to explain importance of registration for emergency contacts

- This especially makes sense for persons with a disability
- Concerns raised about privacy
- There is some distrust of government to administer the Registry; some of this distrust is because of the governmental roles in the civil war in Somali

Transportation

- Use of transportation resources is dependent on the severity of the emergency

Summary

The discussion was very free flowing with the agency representatives also participating. The representatives from the Somali community were very open with their comments and offered tremendous insight into their culture and how they would respond in the event of an emergency.

Based upon the comments received it is extremely important that any governmental agency better understand the importance of culture and religion in working with the Somali community. To emphasize this point consider the following comments:

- Somali culture reinforces that people are to take care of each other
- Religion is an integral part of their culture

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- The identified leader of the Somali Community needs to be involved for the local community to actively participate
- They responded that they trust another Somali first before going outside their community
- There has to be a Cross cultural approach as the children growing up are more receptive to other forms of communication
- They think of the Community Centers as local government, but that is only if they are actively partnered with Somali representatives
- Constraint is that their culture emphasizes the be skeptical and that they have to see it for themselves before they think it is true; (with this comment they fully understand that makes it really difficult to evacuate in the event of an emergency because it might be too late)
- It is important that any form of communication that is to be established by the various governmental agencies be built upon the community resources that currently exist

This forum discussion was extremely enlightening and emphasized the importance of actively engaging the local Somali leadership to incorporate any emergency plans for mobility populations with their culture and religious views.

Without the incorporation of such views from the Somali community the chances of successfully developing the various emergency response activities that are to be available to respond to a local emergency will be greatly reduced.

Listing of comments

Emergency Wind Event Discussion Scenario

- Oral Society
- Do not seek information-want to see 1st hand
- Trust other Somalis
- Need preparedness education
- Look to community centers as government
- Provide knowledge of basic emergency preparedness
- Registry is also a possibility
- Registry needs to be explained by the Somalia community
 - Explain benefits vs. risk
- Population moves frequently
- Use existing channels for help - COAAA
- Would use rendezvous points
- More likely to evacuate when disaster is there

- Felt that the shelters are for people without a residence or lower levels of society
- Outreach through established agencies
- Emergencies and concern about religious holidays
- Not prepared –events helped teach preparedness
- Did not think that agencies worked together and provided services
- Wanted assistance from emergency organizations –post incident
- Community came together
- Need Somali, community training in disaster preparedness
- Info sources –TV, newspaper, hand held devices
- Tell clients about upcoming events
- Trust sources of information – specifically elderly
- Somali Hotline -# to call when radio goes off –expand 2-1-1
- Did not use shelters – rely on each other
- Do not get information on shelter- assume everywhere is impacted

A2-3.3 Delaware County Special Emergency Transportation Needs Forum

Delaware County MORPC
Special Emergency Transportation Needs
Forum Discussion
December 9th, 2009
Time 5:30-7:30 pm

Representatives participating in the discussion

Area Agency on Aging Recipient

Agencies that observed forum

Delaware County Development Disabled Agency

Delaware County General Health District

Delaware County Homeland Security and Emergency Management Agency

Delaware County Red Cross

Delaware County School Representative

Liberty Township Fire Department

Mid-Ohio Regional Planning Commission

Discussion format

This forum was held at the Liberty Township Hall, 7761 Liberty Road, Powell, OH. This location was coordinated by the Delaware County Homeland Security and Emergency Management Agency, with assistance from the Liberty Township Fire Department. Pizza and drinks were supplied for all the attendees before the meeting was started at 6:00 pm.

The forum discussion was almost cancelled due to high wind warnings that were evident during the day, and continued through the early evening hours. It was suggested that such weather

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severely reduced the attendance at the forum. Outside temperatures had dropped from mid 40's to into the 20's at the time of the forum.

The forum discussion was moderated by Dave Patton from the Kettering Foundation on behalf of the Mid-Ohio Regional Planning Commission's *The Planning Framework for the Evacuation of the Transportation Needs Populations of Central Ohio*. All attendees were encouraged to participate with instructions being given to the agency representatives to observe and not participate in the discussion, unless a specific question was addressed to them.

Discussion

Lt. Piwtorak presented to the attendees information regarding the new Special Needs Emergency Registry Listing Program that is to be implemented for Delaware County residents in early 2010. The program will be coordinated and administrated by the Liberty Township Fire Department with the full cooperation and support of all the other fire and safety forces in Delaware County.

The discussion was then initiated by Dave Patton on having the participants discuss their experiences that they encountered with the Hurricane Ike wind storm in 2008. It was pointed out that only one person from the general community was in attendance, an elderly woman that was referred to the meeting by the Delaware County Council of Aging. Throughout the meeting she provided excellent insight as

to her views as contrasted with the agency representatives.

Significant discussion was initiated in the general subject of emergency response procedures within Delaware County by all the participants. The discussion was more free flowing than the other forums held on this subject mainly because of the over abundance of agency participants.

Based upon those discussions the following points were made:

- There was interest in expanding the use of text messaging in an emergency, because of the flexibility that exists with such an option, and that during a large emergency the voice cell phones might not work, and lower usage of land lines
- The community representative recommended a system based upon the Ohio Health Response Line, which is an Elderly Alert system to be used in the event of a personal or community emergency
- Most participants realized that radio and television are used the most in Delaware County for the general public in the event of a community emergency
- Satellite broadcast systems do not carry local community warnings
- It is imperative that emergency planners are acutely aware of the differences in the use of media by different generations

- Elderly use broadcast radio and television mostly
- Younger generation really connected by computers, cell phones, Blackberries and other portable electronic devices
- Internet is a questionable source-power lost, access, etc.
- Discussion then on what information do you want in the event of an emergency
 - Where to go in the event of an emergency
 - What transportation options exist, if individuals do not have transportation
 - Where are the shelters
 - What should you take with you, if you leave your home, to go to shelter, or just leave the area
- Discussion then held on use of Registry:
 - Concerns raised about privacy
 - Consider the population where English is a second language-trust could be a major issue in using this system because of their lack of trust in governmental programs among such groups
 - Strong support for the Liberty Township Special Needs Registry
- Other Comments;
 - Make maximum use of available electronic devices
 - Important that any emergency plan be adjusted to incorporate some process to connect parents with their children in the event of an emergency; (actively involve local school representatives in such discussions)
 - Use 2-1-1 for more expanded emergency communications; (Need back up power generators)
 - Involve the local school systems as they are becoming more electronic literate in their facilities
- The community representative was extremely supportive of the Liberty Township Special Needs Registry and volunteered to communicate such support to the contacts she routinely interacts with

Final Point – the term special needs – needs more discussion, since all the local agencies have used this term, and just about all of them have a different impression as to what the “Special Needs Population” is.

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Summary

The discussion was limited due to the lack of diversity within the attendees, with only one community representative being in attendance. The other 10 people were representatives of 7 other governmental agencies.

Main points of the discussion were as follows:

- There was interest in expanding the use of text messaging in an emergency, because of the flexibility that exists with such an option, and that during a large emergency the voice cell phones might not work, and lower usage of land lines
- The community representative recommended a system based upon the Ohio Health Response Line, which is an Elderly Alert system to be used in the event of a personal or community emergency
- It is imperative that emergency planners are acutely aware of the differences in the use of media by different generations
 - Elderly use broadcast radio and television mostly
 - Younger generation really connected by computers, cell phones, Blackberries and other portable electronic devices
 - Internet is a questionable source-power lost, access, etc.

- Strong support for the Liberty Township Special Needs Registry
- Other Comments;
 - Important that any emergency plan be adjusted to incorporate some process to connect parents with their children in the event of an emergency; (actively involve local school representatives in such discussions)
 - Involve the local school systems as they are becoming more electronic literate in their facilities

Final Point – the term special needs – needs more discussion, since all the local agencies have used this term, and just about all of them have a different impression as to what the “Special Needs Population” is.

A2-3.4 Licking County Special Emergency Transportation Needs Forum

Licking County MORPC
Special Emergency Transportation Needs
Forum Discussion
March 30th, 2010
Time 5:00-7:00 pm

Representatives participating in the discussion

College Student
Elderly
Parents of children with disabilities
People with disabilities

Agencies that observed forum

2-1-1 Call Center/Pathways
AARP Foundation Worksearch
Licking County General Health District
Licking County Office of Homeland Security and Emergency Management
Licking County Planning Department
Licking County Red Cross
Licking Memorial Hospital
Michael Baker Jr., Inc.
Mid-Ohio Regional Planning Commission (MORPC)
United Way

Total Attendees -22

Discussion format

This forum was held at the County Administration Building, 20 Second Street, Newark, OH. This location was coordinated by the 2-1-1 Call Center and the Licking County Planning Department. Food and drinks was delivered by Christy's Pizza. The meeting was started at 5:15 pm. Transportation was provided by using a local church bus that was driven by Jeff Walker, the current Licking County EMA Director.

Introductions were provided by Michael Pompili, of the Kettering Foundation and Dan Haake of MORPC. The forum discussion was moderated by Dave Patton from the Kettering Foundation on behalf of the Mid-Ohio Regional Planning Commission's *The Planning Framework for the Evacuation of the Transportation Needs Populations of Central Ohio*. All

attendees were encouraged to participate with instructions being given to the agency representatives to observe and not participate in the discussion, unless a specific question was addressed to them.

Discussion

The discussion was initiated by having the participants discuss their experiences that they encountered with the Hurricane Ike windstorm in September 2008. The discussion then reverted back to also discussing the ice storm in December 2004-January 2005. The participants wanted to discuss that storm more because of the impact of that storm where they did not have electricity and they also had freezing cold weather which caused additional concerns.

Specific General Comments received (not all comments)

2004/2005 Ice Storm –How did it affect you?

- Loss of power, and then it also cause loss of water or heat and phones
- Concerns of people who had existing medical conditions
- Mentioned that Home Health Agencies have w implemented a procedure whereby they w deliver a 3 day oxygen supply to their patients that use oxygen in case of an emergency, and they cannot get to them

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- They also referred to that the Newark Fire Department does check on elderly and people with disabilities in high rise apartments in the event of the emergency

How did you receive emergency information?

- Radio and Television
- Radio was the preferred method of communication
- There was a recognition that the local TV stations, are more directed in the coverage of the immediate Columbus area, and as such was not as useable for Licking County Residents
- Most comments did hear the local emergency sirens, except in the wind storm in September 2008, because of the high wind volume. They also knew that they had the danger of a tornado if they heard such a warning
- Upon hearing the warning thou, they would turn on their TV to see where the tornado was in regards to their home
- They requested that local radio stations provide emergency information at selected times-on the quarter hour, half hour, etc in the event of an emergency

What kind of information do you want the most?

- Where to go?
- What is going on in this emergency?
- How serious is the problem?
- Evacuation or stay in place
- Transportation for medical help
- Shelter available- this group actually identified where their shelters were located in the Newark area
- Then there was a discussion by the EMA Director that sometimes the emergency shelters might have to be moved based upon the damaged caused by the storm

Trust items

- The participants requested that someone be the point person in the event of an emergency
- The requested it be the mayor or other high ranking person
- Denison University does use a text message in the event of an emergency; but it is not always sent
- Participants were trusting of local and Columbus media in the event of an emergency

Voluntary registry system

- Registry for special populations
- The participants strongly supported such a program
- Some individuals will not participate because of privacy concerns but was not a concern of the participants especially since it is a voluntary process
- Need to make it voluntary

Other comments

- Would like to have emergency information listed in local telephone book-Jeff Walker then informed them that such information was available in page 40 of the local Windstream telephone book
- Requested that emergency information could be distributed in the local Newark Main Library

Attendee's knowledge of Licking County agencies

- 2-1-1
 - Reasonably knowledgeable of the 2-1-1 Call Center and their duties
 - This group has been the most informed regarding the 2-1-1 Centers as compared to other central Ohio Forums
- Red Cross

- Their duties were outlined as per some of the participants

- EMA

- Most aware of them

Regional Planning

- Not aware of the agency

Health Department

- Vaccines
- Bureau of Maternal and Children Health Services
- WIC Clinics
- Home Health
- Sexually Transmitted Diseases

Summary

The discussion was very free flowing with the agency representatives also participating but only when requested, or information was requested by the participants. The representatives were very open with their comments.

Main points of the discussion were as follows:

- They were trusting of local media in the event of an emergency
- Desired far more information from local radio stations, especially to actually identifying a particular time to release information to the community- for example on the half or quarter hour

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- Recognized that the local TV stations were more focused on Columbus area, and not so much on the needs of their area
- Do refer to Columbus TV though in the event of a tornado, or other siren warning notice, as they look to television station weathermen (Sirens are used only for Tornado warning and nothing else)
- Like the idea of the registry, and did not see the privacy issue as being a real issue since it was a volunteer project
- Overall these attendees were very knowledgeable of the location of the shelters and other emergency procedures

Mike Pompili then stated at the end of the Forum, that the Licking County agencies were the best group to work with so far, in that they really stepped forward in coordinating the transportation, meeting rooms and all other aspects of this forum. He reinforced that the agencies that participated in the planning really demonstrated how much could be accomplished by agencies working together for the common good of holding this forum.

A2-3.5 Franklin County Westside Community Health Advisory Committee Forum

Franklin County MORPC
Westside Community Health Advisory Committee
Special Emergency Transportation Needs
Forum Discussion
April 5th, 2010
Time 6:00-8:00 pm

Representatives participating in the discussion

Elderly
English Second Language
People with disabilities
Visually Impaired

Agencies/Groups that observed forum

Columbus Public Health
Michael Baker Jr., Inc.
Mid Ohio Regional Planning Commission (MORPC)
VOICEcorps Reading Services
Westside Community Health Advisory Committee

Total Attendees -19

Discussion format

This forum was held at the Buckeye Ranch Facility 2358 W. Broad Street, Columbus, OH. This location was coordinated by the Westside Community Health Advisory Committee and the Columbus Health Department. Food and drinks was provided for all the attendees at the beginning of the meeting. The meeting was started at 6:05 pm. Transportation was provided by using various members of the group as it was nearly impossible to

find transportation resources for the delivery of individuals to the forum discussion.

Introductions were provided by Michael Pompili, of the Kettering Foundation. The forum discussion was moderated by Dave Patton from the Kettering Foundation on behalf of the Mid Ohio Regional Planning Committee's Plan for Populations with Mobility Needs. All attendees were encouraged to participate with instructions being given to the agency representatives to observe and not participate in the discussion, unless a specific question was addressed to them.

Discussion

The discussion was initiated by having the participants discuss their experiences that they encountered with the Hurricane Ike windstorm in September 2008 and then additional discussion involved the ice storm in December 2004-January 2005. The participants wanted to discuss that storm more because of the impact of that storm where they did not have electricity and they also had freezing cold weather which caused additional concerns. Specific discussion concerned the needs of the visually impaired as it related to their ability to get out of their own homes in the event of the ice storm. Because of their disability they were not able to leave because of the conditions of travel and therefore they stayed in their residence throughout the storm. Friends and specific agencies did follow up with them during this time.

Specific general comments received (not all comments)

How did the storms affect you?

- Loss of power, and then it also cause loss of water or heat and phones
- I lost the front of my house in the wind storm, yet still had power
- Visually impaired-
 - with loss of power, restaurants were not available for eating and I did not have power
 - Ice Storm severely impaired my ability to go outside and address needs such as food, etc- because of inability to see the ice
 - Snow plows deposited snow in front of driveways therefore unable to leave residence

How did you receive emergency information?

- Radio was the common way this group received their emergency information – predominately 610 Radio
- Most have back up batteries for their radios
- They were aware that in an emergency, batteries are purchased extremely quick
- Everyone in the group could hear their emergency sirens

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- When they hear the sirens they turn on the TV's to see where the tornado was, and then determined if they impacted them
- Radio was the preferred method of communication

What kind of information do you want the most and other comments?

Visually impaired had the following comments:

- Probably would not leave in an emergency, since they would not be familiar with the changed surroundings
- Their neighbors or friends would help in most cases
- They would leave if help was available in the event of an emergency

Other participants would not leave if they could not take their pets

One woman stated that her mom would not leave her home

Concerns raised about their safety and their belongings being stolen in the event of the emergency

Trust items

They were trusting of local media in the event of an emergency

They would check multiple sources to verify the information

Voluntary registry system

- Registry for special populations
- The participants strongly supported such a program
- Some individuals will not participate because of privacy concerns but was not a concern of the participants especially since it is a voluntary process
- Need to make it voluntary
- Do not include social security number and they recommend that a coding system be utilized to also help with confidentiality in the event the registry is accessed

Other comments

- Significant concerns and objections raised that this forum was more about receiving information from the participants and not as much providing information back to them as to where they would go in the event of an emergency
- They wanted to know what transportation resources were to be available during an emergency especially to facilitate emergency evacuations during that event
- It was pointed out by Michael Pompili that he had a better understanding of this difficulty in just arranging for transportation for this forum. He went to discuss that it was almost impossible to obtain timely transportation for people that

needed such transportation, and that this was just a regular meeting, and not an emergency situation which would make it many times more difficult.

Dan Haake did respond that they were recording their comments and in the process of trying to document the available transportation resources that would be available.

Attendee's knowledge of Franklin County agencies

- 2-1-1
 - Not really aware of this service
- EMA
 - No real knowledge of their duties
- Mid Ohio Regional Planning Commission (MORPC)
 - Were aware of the agency regarding bicycle paths, Share a Ride and their planning for infrastructure needs
- Health Department
 - Vaccines
 - Restaurant inspections
 - Responding to lack of water
 - Disease outbreak response

Summary

The discussion was very informative, especially as it related to the specific needs of the visually impaired representatives. The representatives were very open with their comments.

Main points of the discussion were as follows:

- The visually impaired in most cases will not leave their primary residence, in the event of an emergency because of their unfamiliarity with the new surroundings
- The visually impaired will also have difficulty in commuting outside their residence because their primary sense-hearing, is not as usable in a high wind storm
- The visually impaired though would go if assistance was provided to take them to a nearby shelter
- Do refer to TV stations though in the event of a tornado, or other siren warning notice, as they look to television station weathermen for location and direction of a tornado (Sirens are used only for Tornado warning and nothing else)
- Like the idea of the registry, and did not see the privacy issue as being a real issue since it was a volunteer project
- This group was the most vocal in documenting that they wanted

answers in how these special emergency transportation needs were going to be addressed

- Overall these attendees were very critical of not involving the public in actually having solutions to the transportation needs that are well documented in meeting the needs of the special populations, such as identifying transportation resources in their community
- They want future feedback as to identifying future transportation resources to be utilized in an emergency situation
- It is important to point out that the visually impaired representatives did not express such short comings in their comments

Mike Pompili and Dan Haake promised them that their responses would be forwarded on to the planning groups in order that their opinions mattered. This was reinforced by Ken Zaklukiewicz of Michael Baker Jr., Inc. who will be working on the general plan.

He thanked them for their effort. The Forum adjourned at 7:45 pm.

A2-3.6 Franklin County Somali-Bantu Forum

Franklin County MORPC
Somali –Bantu Forum at Community Center
Special Emergency Transportation Needs
Forum Discussion
April 7th, 2010
Time 9:30-11:00 am

Representatives participating in the discussion

Bantu Tribe Women
English Second Language
Somali Men
Somali Women

Agencies/Groups that observed forum

Michael Baker Jr., Inc.; no other agencies present except staff from facility.

Total Attendees -26

Discussion format

This forum was held at the Somali Community Center 3248 Cleveland Avenue, Columbus, OH. This location was coordinated by Burhan Ahmed of Ocean Accounting and Tax Service. Coffee was provided for all the attendees at the beginning of the meeting. The meeting was started at 9:35 am. This meeting was arranged to coincide with a class that was provided to assist local immigrant women to better assimilate into the Columbus community. Burhan provided translation services.

Introductions were provided by Michael Pompili, of the Kettering Foundation. The forum discussion was moderated by Dave Patton from the Kettering Foundation on

behalf of the Mid Ohio Regional Planning Committee's Plan for Populations with Mobility Needs. All attendees were encouraged to participate.

Discussion

Dave Patton asked the participants how long they have resided in the United States. The answers ranged from one and half years, to 12 years, with most of the women being in the United States between 4-7 years. Answers were as follows in years: 9, 2.5, 5, 6, 5, 4, 10, 12, 9, 4, 2, 2, 11, 2, 3, 5, 1.5, 3, and 11 years.

The discussion was initiated by having the participants discuss their experiences that they encountered with the Hurricane Ike windstorm in September 2008. Most participants discussed that they lost electricity and that they didn't know what to do. They wanted help but did not know where to go for assistance. Even the elders did not know what to do in this emergency.

Specific general comments received (not all comments)

How did the storms affect you?

- Loss of power, and then it also cause loss of water or heat and phones
- We're very pleased when electricity was restored
- Elders were frustrated as to where to go

- Didn't know what to do, and did not want to get separated from their children
- Really did not know what to do

Communication during the emergency.

- Used battery powered radios
- Didn't know if to go to community centers
- No specific emergency sites had been identified
- Used the radio and friends
- Because of our culture, most people do little reading and writing-"We Talk!"
- Will contact 911
- Talking is by far our major means of communication for our culture
- Would use TV's but language is a problem

How did you receive emergency information?

- Radio was the common way this group received their emergency information – predominately 610 Radio
- Most have back up batteries for their radios
- Everyone in the group could hear their emergency sirens
- When they hear the sirens they turn on the TV's to see where the

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tornado was, and then determined if they impacted them

- Radio was the preferred method of communication

What kind of information do you want the most and other comments?

- Where to get basic resources such as food and water
- Going to basement suggestion, does not work in our neighborhoods because of lack of basements
- Have no problem of leaving their belongings and pets, because of their past experiences of frequently moving in their homeland
- Major difference between their responses and other forum responses is that pets are a non issue with this group- they would leave their pets
- Would try to identify friends that have autos for transportation in an emergency

Would use a shelter?

- Yes they would, but we want to know where our other family members are
- Pets will not be taken to the shelter
- Had no problem going to shelter, but would like to know where they are

Trust items

- They were trusting of local media in the event of an emergency
- They would check multiple sources to verify the information

Voluntary registry system

- Registry for special populations was supported
- The participants strongly supported such a program

Other comments

This group of participants was far more emphatic that responding to natural or man-made emergency events was of far less importance than the other REAL issues that they are facing such as education, crime and other social issues. They really wanted to be heard on those issues and asked the facilitators to send that message back to other governmental agencies. Mike and Dave stated that they would. (Mike did contact 2-1-1 and MORPC to schedule a forum meeting with these participants).

Attendee's knowledge of Franklin County agencies

- 2-1-1
 - Not really aware of this service, yet were extremely receptive to such services –Referral made to 2-1-1 Call Center to address this group

- EMA
 - No real knowledge of their duties
- Mid-Ohio Regional Planning Commission (MORPC)
 - No real knowledge of their duties
- Health Department
 - Vaccines and Health Care

Summary

The discussion was very informative, especially as it related to the specific needs of the women and how they would respond to a local emergency. The representatives were very forceful in their discussions and had no problem in expressing their views.

Main points of the discussion were as follows:

- Main Point -Because of our culture, most people do little reading and writing-“We Talk!” was the response, and as such, any response plan has to incorporate communications from person to person as a main focus into any education plan for the Somali population
- Do refer to TV stations though in the event of a tornado, or other siren warning notice, as they look to television station weathermen for location and direction of a tornado

(Sirens are used only for Tornado warning and nothing else)

- Like the idea of the registry, and did not see the privacy issue as being a real issue
- This group was the most vocal in documenting that they wanted answers in to the other social, crime and educational needs that exist in their community
- They were very comfortable in being moved to a shelter since in their home country they had to move a great deal
- Therefore as long as they knew where the rest of their family was they would leave their belongings and pets with real problem

Mike Pompili and Dave Patton promised the group that they would contact other groups to present additional information to them to hopefully start to address the other concerns they raised to emphasize that their opinions mattered.

Mike thanked them for their effort and their openness.

The Forum adjourned at 10:45 am.

A2-3.7 Franklin County Northside Community Health Advisory Committee Forum

Franklin County MORPC
Northside Community Health Advisory Committee
Special Emergency Transportation Needs
Forum Discussion
May 12th, 2010
Time 6:00-8:00 pm

Representatives participating in the discussion

Elderly
Minority
Neighborhood representatives
People with disabilities

Agencies/Groups that observed forum

Central Ohio Area on Aging
Clintonville Resource Center
Columbus Public Health
HandsOn Central Ohio
Heritage Day Health Center
Maize Morse Civic Association
Marty Miller Group
Mid Ohio Regional Planning Commission
Mobile Inc.
Northside Community Health Advisory Committee
Tri River Civic Association
YMCA

Total Attendees -28

Discussion format

This forum was held at the Heritage Day Health Center, 1700 E. Dublin Granville Road, Columbus, OH. This location was

coordinated by the Northside Health Advisory Committee and the Columbus Health Department in cooperation with Mike Finelli from the Center. Pizza and drinks was provided for all the attendees at the beginning of the meeting. The meeting was started at 6:05 pm. Transportation was provided by Heritage Day Health Center for the delivery of individuals to the forum discussion.

Introductions were provided by Dan Haake of the Mid Ohio Regional Planning Commission, (MORPC) and Michael Pompili, of the Kettering Foundation. The forum discussion was moderated by Dave Patton from the Kettering Foundation on behalf of the Mid Ohio Regional Planning Committee's Plan for Populations with Mobility Needs. All attendees were encouraged to participate with instructions being given to the agency representatives to observe and not participate in the discussion, unless a specific question was addressed to them.

Discussion

The discussion was initiated by having the participants discuss their experiences that they encountered with the Hurricane Ike windstorm in September 2008 and then additional discussion involved the ice storm in December 2004-January 2005. The participants discussed the storm specifically regarding the impact of not having electricity especially for people with disabilities. They felt scared because of their inability to use elevators and other transportation devices that require power. Because of their disabilities they were not able to leave because of the conditions of

traveling and therefore they stayed in their residence throughout the storm. Friends and specific agencies did follow up with them during this time.

Two of the individuals at the meeting did have back up power generation that they were able to use in this emergency.

Specific general comments received (not all comments)

How did you receive emergency information?

- Most utilized TV, if they had power
- Additionally would use “selected” trusted internet sites. Reliability is determined by checking various other sites on the internet
- If no power radio was the common way this group received their emergency information, Most have back up batteries for their radios
- They were aware that in an emergency, batteries are purchased extremely quick
- Would also listen to their car radios in an emergency
- Some did state they would listen to weather radios
- Everyone in the group could hear their emergency sirens; but also they talked to individuals in charge and were informed that the sirens were mostly for people outside and not for being heard inside the house

- When they hear the sirens they turn on the TV’s to see where the tornado was, and then determined if it impacted them

What kind of information do you want the most and other comments?

- Individuals with disabilities stated that their neighbors or friends would help in most cases
- A few were expecting Project Mainstream to be available for them in the case of an emergency

Other evacuation items

- Major issue identified in this forum was the discussion involving their own pets
- It was stated that if conditions are not satisfactory to take their pets, they would not leave; This was reinforced by various representatives
- It was suggested that local emergency planning agencies consider establishing emergency shelters within local neighborhood areas that will include churches, schools and recreational centers
 - Did not know about any local or neighborhood shelter locations
 - Did not know about “Ready in 3”
- Wanted to make sure that individuals with special needs are planned for in the shelters-currently

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they thought they were not allowed in such shelters

- Large amount of discussion on emergency shelters as they thought that they would go to a shelter and the people would pull together to help each other during an emergency

Trust items

They were trusting of local media in the event of an emergency; and

They would check multiple sources to verify the information.

Voluntary registry system

- The participants strongly supported such a program
- More concerns raised about the privacy of this registry than in other forum group discussions
- Some individuals will not participate because of privacy concerns but was not a concern of the participants especially since it is a voluntary process
- Need to stay voluntary, and not mandated
- It was stated that the cities of Whitehall and Upper Arlington had similar registries. Did check with Upper Arlington representatives and no such registry was in existence

Other comments

- Point was made on the importance of working with Life Alert and other similar type emergency notification alerts, but a problem was stated that most require a land line which might not work in the event of an emergency if power is out
- Main point stressed at this forum was to identify local emergency shelter sites in area churches, schools and recreational centers that could be used in the event of an emergency
- Secondary main point-consideration of people who bring their pets to a shelter, this needs to be addressed or a significant number of individuals not going to a shelter or use local emergency transportation

Summary

This forum discussion was very informative and the most attended of all the forums. There was a wide diversity in the representatives, from the general public, the various public agencies and other non-profit groups. The discussion was free flowing and many points of view were expressed. Representatives were very open with their comments.

Main points of the discussion were as follows:

- Do refer to TV stations though in the event of a tornado, or other siren warning notice, as they look to television station weathermen for

location and direction of a tornado
(Sirens are used only for Tornado
warning and nothing else)

- Main point stressed at this forum was to identify local emergency shelter sites in area churches, schools and recreational centers that could be used in the event of an emergency
- Secondary main point-consideration of people who bring their pets to a shelter, this needs to be addressed or a significant number of individuals not going to a shelter or use local emergency transportation
- Like the idea of the registry, and contrary to other forum discussions were more concerned about privacy of the information collected
- Want the registry to remain a volunteer project

Mike Pompili and Dan Haake promised them that their responses would be forwarded on to the planning groups in order that their opinions mattered. He thanked the attendees for their effort.

The Forum adjourned at 7:55 pm.

Appendix 3: Memorandum of Understanding

**SAMPLE MEMORANDUM OF UNDERSTANDING
FOR EVACUATION SUPPORT FOR TRANSPORTATION NEEDS POPULATIONS
AMONG THE MEMBER JURISDICTIONS OF THE
MID-OHIO REGIONAL PLANNING COMMISSION**

THIS AGREEMENT is made and entered into this ____ day of _____, 20XX by and among the member jurisdictions of the **MID-OHIO REGIONAL PLANNING COMMISSION** (hereinafter “MORPC”), authorized by their duly elected and incumbent executive boards or other duly authorized individual, herein referred to as the “Listed Participants.”

An evacuation of all or part of the area covered by the Central Ohio counties may be required due to a variety of natural and human caused events. In the event of an evacuation, Transportation Needs Populations may require specialized support from neighboring jurisdictional locations. To facilitate this movement, agencies having authority over the resources used for evacuation may be called upon to expedite and manage the Transportation Needs Populations through a variety of means, including activating transfer/pick-up points, diverting vehicles to pick up and transport these populations, and activating drop-off locations and/or shelters. Such agencies may also be required to provide information on conditions to appropriate Emergency Operations Centers and Traffic Operations Centers.

MORPC member jurisdictions must provide for public safety and other emergency services across jurisdictional boundaries. This Memorandum of Understanding (MOU) supplements Mutual Aid Agreement (MAA) to provide specifically for support for evacuation traffic. The Listed Participants to this MOU agree that, upon the request of any jurisdiction directing or conducting an evacuation and activation of this MOU and the regional MAA, other jurisdictions through which evacuation traffic is flowing will provide all resources and services necessary to facilitate a safe and efficient evacuation of Transportation Needs Populations, including, but not limited to, the services listed in the above paragraph. All provisions of the MAA, including liability and reimbursement waiver provisions, apply to services and resources provided under this MOU.

The MAA requires adoption of an “operational plan” for the type of aid to be provided. For purposes of the aid envisioned under this MOU, the “operational plan” shall be **The Planning Framework for the Evacuation of the Transportation Needs Populations of Central Ohio** adopted on _____, 2010. Coordination of the implementation of this MOU shall be accomplished through the Emergency Support Function #6 Committee.

On an annual basis that is on or around the anniversary date of this MOU, the parties will jointly evaluate their experiences in implementing this MOU, if any, and revise and develop new provisions as appropriate. This MOU expires on _____, 20XX. Six months prior to

expiration, the parties will meet to review the success of the cooperative effort. In conjunction with such review, the parties may decide to extend this MOU for an additional period not to exceed five years, as confirmed in a signed, written agreement.

This MOU may be terminated by written notification from any party to the others at any time and for any reason.

IN WITNESS WHEREOF, the undersigned Listed Participants have executed this MOU, the day and year first above written.