Lewis Kraus: Welcome to the Emergency Management and Preparedness Inclusion of Persons with Disabilities webinar series. I'm Lewis Kraus from the Pacific ADA Center, your moderator. This series of webinars is brought to you by the Pacific ADA Center as a collaborative effort between the ADA National Network and FEMA's Office of Disability, Integration and Coordination.

The ADA National Network is made up of 10 regional centers federally funded to provide training, technical assistance, and other information as needed on the Americans with Disabilities Act. You can reach your regional ADA Center by dialing 1-800-949-4232. FEMA's ODIC covers the same regions with regional disability integration specialists. For more information about FEMA, you can find that at www.fema.gov, then type ODIC into the FEMA website search.

This is the third year of this webinar series which shares issues and promising practices in emergency management inclusive of persons with disabilities and others with access and functional needs. The webinars provide an opportunity for emergency managers, people with disabilities, and others with access and functional needs, first responders, planners, community organizations, and other community partners to exchange knowledge and information on promising practices in inclusive emergency preparedness and management for the whole community. The series topics will cover emergency preparedness and disaster response, recovery and mitigation, as well as accessibility and reasonable accommodation issues under the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the ADA, and other relevant laws.

The series alternates monthly between ADA National Network Learning Sessions and FEMA Promising Practices. We encourage you to review the series website and familiarize yourself with the full array of sessions available in this year's series at www.adapresentations.org/schedule.php. These monthly webinars occur on the second Thursday of the month at 2:30 eastern time, 1:30 Central time, 12:30 Mountain time, and 11:30 Pacific time.

By being here you are on the list to receive notices for future webinars in this series. The notice goes out two to three weeks before the next webinar and open that webinar to registration. For those of you who are new to this webinar series and the software, we'll now review some of the features in the webinar platform before we begin the session today.

In this session only speakers will have audio. The audio for today's webinar is being broadcast through your computer. Make sure your speakers are turned on or your headphones are plugged in. You can adjust the sound by sliding the sound bar left or right in the Audio & Video panel as depicted on the screen. If you are having any sound quality problems go through the Audio Wizard, which is accessed by selecting the microphone icon with the red gear symbol on it in the Audio & Video panel, with the arrow pointing to it there in the depiction.
If you do not have sound capabilities on your computer or prefer to listen by phone, you can dial 1-805-309-2350 and the pass code is 555-2153. Note that this is not a toll-free number but you can find your local number at www.adapresentations.org/local numbers.php. Also remember that this webinar is being recorded and can be accessed on the www.adapresentations.org website on the archives.php section next week.

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The Whiteboard, where the presentation slides are shown, can be resized smaller or larger by choosing from the dropdown menu located above and to the left of the Whiteboard. The default is "Fit Page."

You can reposition or resize the chat, participant, captioning, and audio, video panels by detaching and using your mouse to reposition or stretch/shrink. Each panel may be detached by using the icon with the several lines and an arrow pointing down in the upper right corner of each panel.

At the conclusion of today's presentation, there will be an opportunity for everyone to ask questions. You may submit your questions in the chat area text box and we will answer them at the end of the presentation. You can also get to the chat box by pressing control M and enter to enter your text into the chat area. If you are listening by phone and not logged into the webinar, you may ask your questions by e-mailing them to adatech@adapacific.org.

If you experience any technical difficulties during the webinar, you can send a private chat message to the host by double clicking Pacific ADA Center in that participant list. A tab will appear in your chat panel. You can type your comment in that text box and enter. If you're using keyboards, you can use F6 key and then arrow up or down to locate Pacific ADA Center and select to send the message. You can also e-mail to adatech@adapacific.org or you can call 1-510-285-5600.

Before we begin today's session I do want to make an announcement for all of you. This is a pre-release announcement. The Pacific ADA Center will be hosting an actual in-person conference, as opposed to our webinars. We thought we would actually get together with you in person, in San Francisco, on July 27, The Inclusion of People with Disabilities in Emergency Management from Federal to Local Conference. We will have speakers that day, Marcie Roth from FEMA will talk about the federal role; Vance Taylor, today's speaker, will talk about the state role; we will have a speaker from DCFS HHS to talk about the situation -- how Los Angeles solved their emergency management inclusion issues; and Kathy Gerk from the Emergency Services Manager from the City of Richmond will also provide numerous resources around local inclusion. So watch for that e-mail announcement soon.

Today's National Network Learning Session is titled Cal OES Office of Access and Functional Needs (OAFN) Web Map - Integration Through Innovation. A key component of disaster response is the capability to rapidly identify and deploy the resources needed before, during, and after emergencies. These resources, which are limited in number and availability, are critical to an effective response and essential to supporting individuals with disabilities and others with access and functional needs in impacted areas.

To that end, the state of California's Office of Access and Functional Needs in collaboration with the Governor's Office of Emergency Services, GIS division, have developed an interactive GIS web map that will be the definitive, comprehensive state-wide resource for access and functional needs related assets and resources. The web map contains geographically searchable access and functional needs relevant information categorized into areas such as assistive technology providers, accessible transportation providers, American Sign Language interpreting services, Independent Living Centers, and Functional Assessment Service Team coordinators. This web map will enable Cal OES to identify, locate, and reach the related resource providers throughout the state.

Today's speaker is Vance Taylor, the Chief of the Office of Access and Functional Needs in the California Governor's Office of Emergency Services. Vance is responsible for ensuring the needs of individuals with disabilities and persons with access and functional needs. They are identified before, during, and after a disaster and integrated into the state's emergency management systems.
Born and raised in the San Francisco Bay area, Vance was diagnosed with muscular dystrophy as a child and uses a power wheelchair. He has worked in Washington, D.C. as an advisor for two different members of Congress, directed security policy at a National Water Association, and has been a principal at a top-ranked homeland security and emergency management consulting firm, Catalyst Partners, LLC. Vance is a nationally recognized public speaker and advocate for people with disabilities and we are honored to have him here today.

Vance, you can take it away.

>> Vance Taylor: All right. Thanks very much. Really appreciate it, Lewis.

Good morning, everybody. Thanks for joining me in cyberspace today. As Lewis said, my name is Vance Taylor. I had the privilege of serving at the California Governor's Office of Emergency Services. It's a mouthful. I wanted a longer title but I'm told they ran out of words. I'm glad to be with you today. And I'm grateful for the opportunity to talk about the work we are doing. [Inaudible] to integrate access and functional needs in the way we plan for, respond to and recover from disasters.

Here's a quick overview of what I will be covering in my remarks today. I do want to take a moment. I want to note that throughout my remarks I'm going to be referring to individuals with disabilities or others with access and functional needs. In doing so, I'm either going to say access and functional needs or I might just say AFN. And whenever you hear AFN or you see it written in that way, throughout the presentation, please understand it refers to individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency, or non-English speaking, older adults, children, people living in institutionalized settings, those who are low-income, homeless, and/or transportation disadvantaged and dependent on public transit, and those who are pregnant. It's a broad umbrella. But that's what AFN refers to.

I should also note that my message is in my words not in the images that I'm using in this presentation. My slides contain images that are supportive but the images themselves don't tell the story. So when I show an image that is critical, I'll describe it but otherwise please understand that it's ancillary and I won't.

Now, with that said, let's dive in. Emergency managers everywhere understand that like snowflakes, no two disasters are ever the same. Even incidents of the same type, either by landscape, geography, climate, and countless other factors, yet virtually all incidents parallel one another in at least one sobering way. They disproportionately affect individuals with disabilities and access and functional needs. It was true in the earthquake. It was true in Katrina. It was true in Superstorm Sandy. And we knew it would be true in the fires and unfortunately we were right. For the first five reported fatalities, four were individuals with a disability or who it access and functional needs. And over the [Inaudible] people we evacuated, an overwhelmingly percentage of those who remained were people who were older or who had a disability. And so it is that, once again, we saw that this under represented population was impacted greater than people who do not have a disability.

Understanding the harsh reality of how unfairly disasters affect our community, in 2008, the governor did something unprecedented. In moving forward, he established the Office of Access and Functional Needs within the Office of Emergency Services. The purpose of my office is to identify the needs of people's disabilities and kids with access and functional needs before, during, and after a disaster and to integrate disability needs and resources. In short, that means we plan for the realities associated with disasters. You do so by integrating access and functional needs within everything we do at Cal OES.

What exactly does that look like? Well, last year after the Butte/Valley fires exploded, it came in the form of a text message from our warning center that said "Get in here." 20 minutes later I was being briefed from our State Operations Center. A few hours after that I was driving into the county. I'll never forget driving around that final bend before coming into the valley and seeing that scorched landscape and the burnt smell coming into the van, burning my lungs. I remember seeing the ash that hung in the air so thick it had blocked out the sun. And, frankly, being afraid because it felt like I was literally in some sort of a post-apocalyptic theme from a movie. We partnered up with the shelter manager to go through the facility, the goals, and mitigate them.
Spacing out and removing clutter so wheelchairs could make it through the general shelter areas. Those are all pretty easy. But then there were some challenging areas. Things that were difficult to fix.

>> Lewis Kraus: Vance, Can I pause you for a second here. Sorry.
>> Vance Taylor: Sure.
>> Lewis Kraus: If we can get you get closer to your microphone or -- the captioner is having difficulty hearing you to be able to record what's happening. We stopped the captioning right after you talked about partnering up with the general -- with the shelter manager to go through the facilities so maybe we can try picking it up from around there and maybe see if we can get your volume a little higher.
>> Vance Taylor: Ok. Is this a little bit better? It's hard for me to tell. I've got the mic pretty close. Is it a little bit better?

[CAPTIONS PAUSED to respond.]
>> CART: Yes, that sounds a little better. Thank you.
>> Lewis Kraus: Go ahead.
>> Vance Taylor: Thanks for letting us know. We want to be fully accessible.

So I talked about partnering up with the shelter manager, partnering up to go through the facility. Like I said, the goal is to identify the needs and to mitigate them. Upon touring the shelter, it was clear that in the rush to open it up to the community, some of the steps needed to ensure the resources for survivors, access and functional needs required had been skipped, neglected, or overlooked. And some of that was easy to fix, designated disabled parking spaces, having signage, spacing out cots, and moving clutters so wheelchairs could make it through the general shelter areas.

Those were all pretty quick and easy. But then there were the showers. Throughout my walk, he kept going on and on about the amazing accessible showers that they had, how they were on site, and roomy, and built in the facility, capacity on demand. Unfortunately, when it came time for the big reveal, I couldn't actually get to the showers. “What do you mean you can't get to them, the shelter manager asked me? “They're just through this doorway.”

Now, the doorway in question was a set of double doors divided in two by a long metal rod. It made each door too narrow for me to fit through my wheelchair. He was shocked. “Are you sure you can't make it through? Well, what if you try to squeeze through?'' I looked at him and said, “Buddy, not even on my skinniest day am I going to make it through that doorway.” I looked at him. You can kind of tell sometimes when the lightbulbs go off. He stopped and looked and said, “Wait, but, if you can't make it, neither can anyone else in a wheelchair.” I looked at him and said, “Now you get it.”

This is the challenge. So imagine the situation now from the AFN perspective. It's hot, stuffy. You're covered in sweat and ash and grime, you've lost everything. You were evacuated in such a rush that you didn't even get to bring your power chair. It's the worst day of your life. And now because there's no accessible shower you have no choice but to sit in your filth and wait until the resources that you need arrive.

Well, immediately following my visit to the shelter in Wake County, I got on the phone with the State Operations Center. Actually, I should say I tried to get on the phone. When we came up, I had cell phone reception but while I was touring the shelter, cell towers burned down while I was there so I had to drive to get a signal. The second I had one, I did get through and we got to work. And with the flames still burning, an Army of people went to hunt down portable accessible showers.

Any idea how many portable accessible showers are located in the entire state of California? Five. At first I thought, oh, 500, that's awesome. Then they looked at me and said, “No, five. As in 1, 2, 3, 4, 5.” That was less awesome. To make matters worse, they were all being used at a concert in Southern California. Well, that wasn't good enough. So Cal OES commandeered them. It's really cool. I had never gotten to commandeer anything before. So I got to cross that one off the bucket list.

[Indiscernible] worked on procurement contracts, installation, routes planned, resources moved. And when we encountered pushback, we stood firm, undeterred. And with the full weight and resource of the State Operations Center and the regional Emergency Operations Center, and our partners, we worked together and got it done.
Now, following that experience I was with one of my colleagues and I thanked him for all the hard work they've done to secure the assets we needed. He looked at me and said, no problem, I'm just doing my job.

Now, I appreciated his answer but it did give me pause. I stopped for a minute. And then I asked him, come back with me for a moment. Go back to that shelter with me. Remember this. Remember the dark, dirty, seamlessly hopeless state that survivors were in that day. Think about the pain and their loss, the very real suffering. Think about the smell of ash and sweat and that film of grime that covered their bodies. And remember how they had to sit in that dirt and grime for what it turned out to be just over three days.

Now, for just a minute, can you imagine what a shower meant to that individual at that exact moment in their life? How [Indiscernible] it must have been for that person to close their eyes and feel the comfort of that warm, refreshing water pouring over them, cleansing them, washing away the grime, making them feel human again.

Now, one can only imagine that the sweet relief and joy that they felt and experienced from that moment that long overdue respite and peace, meant that not only was the job that was done important but I would say it had never been more meaningful. So, “No,” I said, “You weren't just doing your job. You were integrating access and functional needs and in doing so you changed lives.”

So I'm proud of the work we did. I'm proud of my colleagues. I'm proud of our partners. I am so very proud of this state's overall dedication to the AFN mission. But something else I'm proud of is our commitment to improve. You see, in thinking more and more about our response, it was clear that one of the major challenges we had was in being able to quickly identify the AFN-related assets and resources that were needed to meet the unmet need for survivors. And once we did identify the assets and resource we needed, it was very difficult and time-consuming to actually locate them and thinking about that and in thinking about our process and our resources, and the time and efficiencies and in thinking about what we could do to do it better the next time, we started to cultivate thoughts about progress and growth and advancement.

Yes, one of the key components of disaster response is the capability to rapidly identify and rapidly deploy resource that are needed before, during, and after disasters. These resources, which are limited in number and availability, are critical to an effective response and essential to supporting individuals with disabilities and people with access and functional needs that are in these impacted areas.

Ask very difficult questions. What if there was a way we could identify and deploy critical resources before or even as they were needed, not after? What if we could leverage existing technology in a new and innovative way, to exponentially stand by our ability to integrate access and functional needs within our response? If such a way existed, then we wouldn't have to wait until I assess a shelter to know what we needed, like accessible showers. They wouldn't have to wait until I had cell service to begin identifying resources. And survivors wouldn't have to wait three days to be clean again.

So what started as thoughts about improvements turned to questions. Then those questions led to answers. And from those answers came an idea that we call the California Access and Functional Needs Web Map. And the way I explain it is as follows.

Think of Google Maps. We're all familiar with the look and feel of Google Maps. So in your mind picture the state of California. Now, if I type in Domino’s Pizza, all the pins drops showing me where they are. I can see which ones are close to me. I can see right where they are. So if I want to go to one location or another, I can right? I can put the cursor over each pin and I get information like address, website, phone number, business hours, for every single location. All of this helps me make an informed decision as to which are all of my pizza options I want to take advantage of. So when it comes to pizza, all my needs are met.

Now, think of it in terms of our web map. What if we replaced pizza with AFN-related assets and resources? So that's the idea. Ok? That's what we wanted. An interactive GIS web map that
would be the definitive, comprehensive, statewide resource for access and functional needs-related assets and resources in the state of California.

To get there, we started by filling our information buckets. The first thing we did was go after the stats. We went after the statistics for one simple reason. As emergency managers, we need to know what exactly we're dealing with on the AFN front. So we have some data that outlined AFN-related stats but much of it was inconsistent or unclear. So to get to the heart of it, we went to [Inaudible]. Using data from the census, we identified the following information for the state of California.

Population. If you look at the entire population of the state, and then focused in on the total number of Californians with a disability, we looked at type because we needed to understand what resources might be needed for assisting individuals with disabilities and access and functional needs. So we broke out the known disabilities into four separate categories: Hearing difficulty, vision difficulty, cognitive difficulty, and ambulatory difficulty. We looked at ethnicity and language. Because we recognize what an important role culture and language play during disaster response. We looked at ethnicity, outlined the primary language spoken at home which helped us better understand the cultural and communication considerations that we need to plan for. And we looked at age. We looked at age across the life spectrum. Age provides key markers. We categorized age in a multiple year increment to give us a better sense of potential needs. Analysis of this data provided us with a good overall overview of the disability-related lay of the land, so to speak, in California.

Understanding that all incidents are local, we knew we needed to drill down to the county level. So we did. We populated the same data for every single county in the state, all 58 of them. Now, armed with the data we needed to exam the landscape, we moved on to planning to identify resources and assets we knew in order to meet the AFN-related needs we encounter during disasters. For our purposes, resources is the personnel or facilities available for assignment and disaster response.

We then identified where each of the following resources are located: Personnel. We looked at ASL interpreting services, for individuals who provide interpretive services and individuals who are deaf or hard of hearing. We looked at CERT programs, individuals about disaster preparedness. We looked at language translation services, groups that provide written text or interpretation services in languages other than English. We looked at regional centers, non-private, corporations, contracts for the Department of Developmental Services to provide coordinated services and support for individuals with developmental disabilities. We look at facilities, California fairgrounds and expos. We looked at the national shelter system in order to identify not just Red Cross shelters but over 56,000 other potential shelters that could be used to help folks during disasters.

Then we looked at the assets. For our purposes, equipment or supplies. We’re talking about accessible hygiene resources, showers, hand washing stations that meet ADA standards; accessible transportation, organization that provide public transportation, individuals for seniors and individuals with disabilities, again ADA standards, the assistive technology and the way to provide devices or technology, and we looked at Independent Living Centers, these community-based nonprofit orgs designed and operated by individuals with disabilities. And as we gathered data merged information about resources and assets and added perspective, the idea of a web map took shape. And it coalesced around [Inaudible].

The California Governor’s Office of Emergency Services would merge resources, the Office of Access and Functional Needs and the Geographic Information Systems division to develop a web map which was contained geographically searchable, AFN-relevant information, categorized into substantive and meaningful areas in such a way as to forever change how we integrate the needs of individuals with disabilities and access and functional needs before, during, and after disasters. It would be publicly available, free to use and open sourced.

Now, that was six months ago. And today, after enormous effort and collaboration and dedication from our partners, I’m proud to announce that we did it. As of this moment, right now, 12:07, the California access and functional needs web map is now officially live.
So how about a tour? Before we jump in, I do want to take a second and address accessibility. While the web map is designed for emergency managers, it was really important for us to make it available to everyone. I’m aware there were some accessibility limitations that may present challenges for individuals. I want you to know we’re working to address those issues. And as we address them, we'll update the web map as we do. If you're an emergency manager and you’re having trouble navigating the site, please reach out to my office.

So here we go. When you talk to the landing page, you're going to see California outlined in black. Within the outline, you're going to see a lot of different symbols spread throughout the state. These are the symbols, think of them like the Domino's Pizza pins that we talked about earlier except each of these pins represents an AFN-related asset or a resource. It includes disability-related stats, hygiene resources, transportation providers, translation services, IOPs, regional centers and others.

Now, here’s where it gets good. Let's look at how we used the web map during an actual incident. Let's assume there's a fire in Sacramento County. We don't have a declared disaster yet but given the rate of speed we’re looking at the possibility of having to evacuate within a few hours.

Using the web map, start zooming in on the county. I click within the county borders and get a better understanding of the population inside. Anytime you click on the blank space within a county, the map provided you with the following data which we have from the U.S. census, county-wide stats outlining populations and the percentage of individuals with a disability.

So for this example, we see Sacramento County has 1.45 million people. 12.9% of which have a disability. That’s above average for the state. It breaks disability down by type. So here we see that 4.7 has hearing difficulty, 4.9 has vision difficulty, 5.1 has cognitive difficulty, and 5.2 as ambulatory difficulty. The web map also provides ethnicity, language, and age.

So, by the way, I’ve got a good sense of what types are AFN-resources may be needed by Sacramento County during and after an evacuation. In this scenario, I know I’m going to need the following: accessible transportation, interpreters, and translators. I'm also going to need and want to coordinate with the regional center. So with a few clicks of my mouse, I have access to contact information about the providers for each of those resources, which means I can reach out, make contact, arrange for assets, be ready to go before an evacuation gets ordered. We can use the web map to find accessible shelters in and out of the region with the resources needed at each location such as showers, port-a-potties and handwashing stations and reach out to providers to secure assets.

And all of this information at our fingertips, allows us to unlock access. It enables us to make sure people have accessible transportation to get food from shelters. It enables us to increase our likelihood that they’ll have translators and interpreters when they arrive at the shelters to meet their communication needs. And it means having assets like accessible showers either ready upon arrival or in route when survivors come on scene. In other words, if they'd been waiting three days to shower because we can't identify or locate accessible assets, the days of, are coming to an end.

What about in rural areas? Let's talk about Trinity County. The disability rate is 22.9%, twice as high as the state average. And because trinity is so rural, there are fewer AFN-related resources available.

We'll zoom out. You take a wider geographic view. We see our challenging solutions. A lot of the assets, resources we need to get in place for survivors are located outside the county. But in some cases, they are hours away. But knowing that forms our understanding about whether we may need to pre-deploy assets in order to ensure they will be there in time for the survivors with access and functional needs once the evacuations are ordered.

See, the web map changes the way we do business. We're used to reacting. We look at the situation, circumstance, or need as we encounter it, and then scramble to address it. Now, don't get me wrong. Please, not for one moment. There is a great deal of thought and planning that goes into the way we scramble. But the web map fundamentally changes the dynamic for emergency managers because it enables us as locals, as regions, and as a state to get in front of the planning and response
process. It allows us to go from being reactionary to becoming more strategic and methodical in how we integrate access and functional needs before, during, and after disasters.

So, yesterday we were playing catch-up. And today we are integrating through innovation. So, what’s next? In a word, greatness. And we get there through partnership. We’re already working together to plan, to prepare, to respond and to cover, to recover. But now I’m asking that you partner with us on the informational front. Simply put, we want your data. The web map is a great tool. And it’s for you. And it’s for me. It’s for all of us. But we need to think of it as a cool that’s in development as opposed to a finished product. [Inaudible]. The better populated it is, the more useful it becomes.

As it exists today, the web map is populated with the resources and the assets that we knew about. But I’m under no illusions that I know every single asset or resource I can get throughout all 58 counties. But you do. You know more about the assets and resources that exist in your local area than anyone.

So more is available on our website. It outlines an easy, straight and forward process whereby you can submit information to us about the AFN assets and resources in your jurisdictions. After you send it to us, our GIS team will upload your information into the web map so you and your partners and us can use it to plan for and respond to disasters.

The web map is going to change. It’s going to improve over time. As you submit data, the web map will become comprehensive, definitive, AFN specific tool for emergency managers. And as we use it, preparedness and partnership will increase. And as they do, response will improve. And as response improves, lives will be changed and improved. And through it all we become a safer, more resilient California.

Now, recognizing that there are people on the webinar right now from all across the nation, please let me just say this. If you want to create this tool in your state, we’ll help you do it. This is a blueprint. We’re hoping others will use this imprint as a means of developing similar resources in every single state in the union. And in that sense we’ll become a safer, more resilient nation.

Thank you.

>> Lewis Kraus: Ok. Thank you so much, Vance. That was great. I think everybody realizes the excitement that you have announced, your web map today, on this webinar. So that’s very exciting.

People listening, please remember to submit your questions in the chat window. And we can go through those.

The first things that are showing up here, Vance, one is of course, a congratulations on launching the site. A comment of great work to all involved.

The first question for you is: Can colleges and university be included in the partnerships? And also, can colleges and university emergency managers obtain access to the web map?

>> Vance Taylor: Absolutely. Really quick, I do want to say thank you very much for our partners with GIS division. They have put a Herculean effort into making this happen and making sure everybody can use it. So I just want to thank them. And the rest of the leadership here at Cal OES.

In terms of the specific question, absolutely, we would love for colleges and universities to not only use this but to add to it. So yes, a resounding yes.

>> Lewis Kraus: A follow-up to that from my point of view. Are there any limitations for you about who can submit things or participate in partnership with you?

>> Vance Taylor: Right now we’re trying to cast as broad a net as possible. The more information that comes in, the better the web map is. I fully expect that there will be counties that pour in information. And because of that, those counties will be comprehensive in what they see and do at the county level. And they will be able to use it more effectively at the local level. It will help us at the state level but they will get a lot of bang for their buck right there at the local level.

>> Lewis Kraus: Ok. Great.

The next question is: How can we obtain the web map blueprint to use in our community, for people who are outside of California?

>> Vance Taylor: Excellent. Anybody outside of California, please -- if you work on a website, there’s a link. Not only is it information about the web map itself but a link to contact us directly. Go ahead and
just reach out to us directly and we’ll get back to you. But we would love to be able to help do this in your own state.

> Lewis Kraus: Ok. The next question, after a compliment of great job, cost. I'm not sure if they mean the cost of development or the cost to use. So maybe you can answer both.

> Vance Taylor: Well, for just $9.99 -- no, I'm teasing. Here's one of the great things. We don't always [Inaudible]. It's really fantastic for us. This was at no cost for any of our partners. Here at Cal OES, we put significant human resources into it. We've got a lot of technological capability with our partners at GIS. And we worked with other state partners. But the whole idea here is for locals and regions to be able to use our resources to help in their planning and response efforts. So there is no cost whatsoever to upload this info or to use it once it's up. That is all on us.

> Lewis Kraus: Ok. That's very exciting.

Next question. Will the web map have restricted use during larger operations?

> Vance Taylor: No, it won't. The only restriction to the web map would be, I guess if we have too many people logged on at one time might slow it down. But, no. We wanted to make sure that anybody could use it at any time. So we've got a dedicated bandwidth for that.

> Lewis Kraus: All right. Next question. What resources does it take to continue and update the map as well as how are you planning on sustaining it?

> Vance Taylor: The information -- that's a great question. The information on this web map, it does need to be refreshed. Because the web map is only as good as the information on it. So the way it will work is if somebody submits data to us, we will reach out to that person just on a yearly basis. So once a year we're going to check in and ask is the information that you provided us still accurate. And if there are changes, please tell us what the changes are. And that's how we'll make sure it stays current.

It's just a once a year check-in and only verify what you provided. So if you want more info, that's great. But the very least we would ask is that you verify what you gave us last year continues to be current.

> Lewis Kraus: Ok. We have a clarification about the cost question. The cost question was for what would be the cost for another state to develop their map. Maybe there's a way that you can couch kind of how much it was or how many person hours or something for your staff and your group to do it in your state and then maybe that would be a way for people to understand how they could do it in another state.

> Vance Taylor: Sure. Some of the costs are things like you're going to need an art GIS license. There's some technical software you're going to have to have. Certainly the human resource hours. What I can do is I can come up with sort of an overview of what that could look like. And if people want to know what that cost entails or could involve, to do something on their scale, we can provide that for them.

> Lewis Kraus: Yeah, I would recommend if you're in another state and you want to do this, I would just contact Vance. You might be able to get into more details in a conversation like that.

Another question. Will the tool be restricted to response agencies during a major disaster?

> Vance Taylor: No, it won't. [Inaudible] it's going to be up and running 24/7. So it will be available to all, at all times.

> Lewis Kraus: Great. The next question is: How do you plan to roll this out to all the EOC and specifically to the RESL and the LOG unit in a large event the point of contact are not overwhelmed by multiple folks reaching out to them for the same resources?

> Vance Taylor: That's a good question, too. It's a multi-pronged process and effort. So part of it is going to be training. Right here at Cal OES, we need everybody here at Cal OES to know what it is. Most people are aware it's been in development. But we're going to actually go through and walk through with folks every step. You know, here's what it is. Here's how to use it. And here's how we integrate it within our process so that we don't have five different rooms full of people using a map the same way to contact the same asset or resource. So we've got a process for that the same way that we mission task everything else we do. It's orderly. It's with a lot of accountability.
Now, in terms of [Inaudible], part of it is by doing these type of webinars. I'm going to be up and down the state talking to emergency managers, talking to nonprofits, talking to faith-based groups, talking to anybody that will listen about what this tool is and how to utilize it and how to add to it. So we're really hoping that people will push this word out to their stakeholders, newsletters, press. Anything that we can do to get the word out about it would be appreciated. If people want to put a link to it on their own website, we will welcome them as well. So we're certainly open to all of that. Conferences will be our big key, as well. Really, it's going to be a grind to push it out and we're going to rely on our partners to help with that message.

>> Lewis Kraus: Right. And Vance will be talking more about it, I think, at the conference that I described for you at the beginning of the session that's going to be held here in San Francisco on July 27. It's aimed at emergency managers. So if you want to hear about that or be able to sort of see this again or get to talk person-to-person with Vance, you should think about coming to that conference when we send that registration notice out to you. And you will all receive it because you're on this mailing list.

All right. Do you see, Vance, any issues with whether you are -- California is a particular size and resource-rich kind of state. In comparison to other states, do you see any other issues that other states should be aware of or think about that you learned from your development?

>> Vance Taylor: That's what's interesting. In looking at this, we came to a point where we realized we're not creating new technology. All the technology to do this existed. It's just that we're putting it together and utilizing it in a way that hasn't been done before. So that's the great thing. If you're another state and let's say you don't have a lot of resources to dedicate to this, you can still come up with a great product. Because, again, there's nothing really on the development side in terms of new technology. It's more learning the tool that exists put together so it can be utilized this way. And in going through that process, you learn some maybe dos and don'ts. And we're more than happy to share those with people.

>> Lewis Kraus: Ok. Another question. Can these resource listings also be used by the general public to locate an AFN resource in their area to meet a day-to-day need?

>> Vance Taylor: Some of these are going to be more specific to disasters, right, in that you're looking at a portable accessible shower or a port-a-potty. But some of the servicing on there are also things like ASL providers. So if it I'm an individual and I need an interpreter for the day or an event, I can call NorCal or anyone else on this map and contract with them for this purpose. So I would say the majority of tools would want to use in the emergency management realm. But, yeah, if I want to contact a local Independent Living Center, you can use the tool for that as well. But it's not going to have on there, like, for me, if I needed to get my wheelchair fixed or replacement part or doctor's office, it's not going to have that type of information on there.

>> Lewis Kraus: Ok. I do want to point out to everybody, you've been staring at it, but just in case you didn't recognize, Vance has made it available to you there on the screen to look at the map right now if would like. Its address so we get it into the captioning, is http://tinyurl.com/afnwebmap. That's tiny url.com.

Do go ahead and look at that. Vance has made it available to you. So do look at that. It is launched as of today. And mess around with it. See what you can do with it. And see what kind of resources you can have available for him for that item.

Any other questions, please submit them now.

>> Vance Taylor: Really just a big thank you. We recognize, Lewis, that the real strength of this office lies in the partnerships. As we go through in response and recovery and on the preparedness side, we see the value of that partnership more and more. When I first got here, you know, last year we had these terrible fires. And the things that we were able to accomplish with our partners throughout that fire, not just on the resource front but on the way we provided support and the way we were able to facilitate services was phenomenal. So this is a tool -- I hope everybody feels like this is a tool for that because it is. It was absolutely designed for everybody to use. And, again, I hope that people won't
look at it and say, oh, great, it's fun, I have it now. I really hope that people are thinking about what I can add to this. What are the resources? What are the tools? What are the assets in our city or town, county that we want listed on here? And that they will send that in.

I fully envision this web map changing significantly from today to three months from now to six months to a year. A year from now I see this as being -- us looking back on today and say, wow, this is where we started, here's where we are, and being able to come back and tell stories about how we use it during events and how we streamlined our response and how we provided resources and how assets were delivered.

And what is great, too, is that at the local level a lot of times people had to wait until a disaster rolls up to the state level before they could have these type of assets identified or available. You don't have to wait for that anymore. You don't have to wait until the state declares a disaster to take advantage of this. You can use this for your own planning.

This is not just a response tool. Think about it on the planning side. If you look at your county, you realize we've got a very limited paratransit and the closest accessible resource -- let's say for an ASL interpreter, four hours away from us. Well, maybe we want to have some mutual aid assistance, maybe we want to have some MOUs in place. Maybe we want to do what we can to prepare ourselves with the understanding that our day will come. If there's a fire, a flood, or an earthquake or some sort of a man-made event, our day is going to come. So we can use this map as a planning tool.

One of the things that I did is I pulled this map up and I clicked on the hygiene, so what's available. It is remarkably little it really is. And to see that on a map puts it in a way that visually represents that gap. And it makes it more real. So we at Cal OES look at that and say, yeah, this has to be addressed. So I encourage people to do that with the same scope and scale but at the local level. Look at it and identify the gaps. See what you're going to need. You might think you're covered and it turns out you're not. Or maybe you are covered and you can serve as a resource to a neighboring county.

If you can, again, make it happen. But it becomes difficult for us to see that unless you know what everybody has. And you won't know what everybody has unless you go to the website, download our one-pager, e-mail us your info. So I hope that everybody will do that.

>> Lewis Kraus: Ok. That's great. Thank you.

If you still have questions, you can contact Vance. He's made his information available to you.

I also want to invite people if they have an interest, if you're in a different state and you want to understand or access or figure out your county level or lower data -- California has a robust office that's able to do that. Your state may not. Or if you're somewhere else that you are not able to, you can contact me. I am working on a project where I am able to do that at the local level. So I am going to put my address or my e-mail on the website right now, deputy@adapacific.org. So if you need the data on disability, you can contact me for that.

All right. You are all going to receive an e-mail with a link to an online session evaluation. Please complete that evaluation for today's program as we really value your input and we want to demonstrate to our funder the value of the webinars that we put on.

We want to thank Vance Taylor today for sharing his time and knowledge with us and for releasing this fabulous resource right here on this webinar. And I want to remind everybody that the session was recorded and it will be available for viewing next week at www.adapresentations.org/archives.php. And that address is there in the chat window as well.

Thank you very much, Vance. And thank you, all, for attending today's session. We look forward to seeing you next time or strategies, our FEMA promising practice on strategies for effective communication with people who are deaf or hard of hearing in emergencies. That will be on July 14.

All right. And have a good rest of your day, everyone. We are ending a little early. Hopefully that will benefit you in your day.

All right. Bye-bye, everyone.