



Governor's Office of Storm Recovery

For Immediate Release

GOVERNOR'S OFFICE OF STORM RECOVERY AND VILLAGE OF FREEPORT UNVEIL \$300,000 ALL-IN-ONE OUTAGE MANAGEMENT SYSTEM

*OMS Streamlines Communication; Enables Coordinated Response to Restore
Water, Electric and Other Utilities; Informing First Responder Decisions in the
Face of Weather and other Community Emergencies*

*The State-of-the-art System Replaces Outdated Protocols; Centralizes the Flow
of Information*

FREEPORT, NY (July 17, 2018) - The Governor's Office of Storm Recovery today joined Village of Freeport Mayor Robert T. Kennedy to unveil and demonstrate the Village's newly developed Outage Management System — an all-in-one tool that will enable first responders and other Village personnel to more rapidly detect, assess and communicate various types of outages and other non-911 emergencies. The \$300,000 project was funded by GOSR's NY Rising Community Reconstruction Program and was identified as a priority by the local Citizens Advisory Committee.

The Village of Freeport owns, operates and maintains its own electric, sewer and water utility infrastructure. Each separate department had a unique set of protocols for taking complaints, reporting outages, troubleshooting, and scheduling and making repairs. The new OMS software and hardware is integrated into the existing infrastructure, creating a portal through which complaints are simultaneously routed to Village departments such as Fire, Police, Water, and Public Works, speeding response time and easing coordination. Because outages can hamper emergency response operations, the information collected and shared on the OMS informs the actions of first responders, allowing them to make critical, life-saving choices in real time.

"Governor Cuomo's Office of Storm Recovery's NY Rising Community Reconstruction Program provided the method and the means for the Village to identify their most pressing short-term recovery and long-term resiliency needs," said GOSR's **Long Island Director of the Community Reconstruction and Infrastructure programs, Jeanmarie Buffett**. "The Outage Management System will prove useful to residents and Village operations on a daily basis and even more importantly — and potentially life-saving — during emergency events when being able to choose the best and fastest route in and out can make all the difference."

Members of the public serve as its eyes and ears, using their personal desktop or mobile devices to report non-911 issues that could cause danger or hinder emergency response, such as potholes, downed trees, and electrical outages, allowing trained Village staff to monitor and track incidents remotely, via tablet devices. When any resident contacts the Village to report infrastructure problems or incidents such as a downed tree blocking a roadway or power outage, he or she automatically initiates the new OMS protocol. As information from these citizen calls are entered into the system, the OMS dispatcher simultaneously alerts field staff, who will investigate the issues or concerns described and respond accordingly. In beta testing now, the OMS will be available for all by the end of July.

“The Outage Management System is a state-of-the-art program which affords our village departments with near-instant communication abilities in times of crisis and will greatly reduce the Village’s response times to outages and other emergencies. I, as well as the 45,000 residents benefited by this program, applaud the Governor and the State of New York for this grant. Recognizing that Long Island must continue to prepare itself for any emergency is paramount to our safety,” said **Freeport Mayor Robert Kennedy**.

Senator John Brooks said, “Superstorm Sandy hit us hard and fast and we have advocated and pushed hard to move sensible, sustainable and resilient recovery projects forward. I was happy to support the work of Governor Cuomo’s Office of Storm Recovery and its community outreach to make this essential all-in-one outage management system a true priority. This common-sense approach to preparing for emergency situations will save lives and time when it matters most.”

Assemblyman Brian Curran said, “The Outage Management System, a New York State initiative, will provide Freeport with a useful tool to combat power outages and enhance overall emergency management for first responders during storm-related events.”

Jason Brown, CEO & President of mPower Innovations said, “mPower Innovations enabled the Village of Freeport to launch a fully deployed, robust and integrated outage management system in a matter of twelve weeks. The new system allows the Village to respond and react efficiently to catastrophic events as well as typical outages, incidents, and emergencies by connecting each of their departments’ data and enterprise systems on a web-based smart map using Integrator™, mPower’s powerful GIS and integration software. The OMS not only visually displays vital data from different departments but allows departments to interact, update and generate essential reports quickly and efficiently through any browser.”

2011 and 2012, Freeport — an incorporated village within the Town of Hempstead in Nassau County, Long Island — sustained historic levels of rain, winds and flooding because of severe storms. Hurricane Irene brought 13 inches of torrential rain, a storm surge exceeding seven feet and wind up to 90 miles per hour. Only one year later, Superstorm Sandy triggered wind gusts of up to 80 miles per hour and a storm surge height of 7.85 feet above the normal astronomical level. The combined effects were devastating.

In the aftermath of the storms, Governor Andrew M. Cuomo established the NYRCR Program to empower local residents and business owners in the recovery and resiliency process. The OMS NYRCR project is one of approximately 90 Long Island community reconstruction projects worth a total of \$250 million that are planned, underway or completed.

Altogether, more than 650 New Yorkers served on 66 NYRCR planning committees across the State and have together proposed hundreds of projects inspired the unique needs and assets of their regions. Collectively, NYRCR committees have held 650 planning meetings and 250 large-scale public engagement events as they have worked to rebuild more sustainable communities, reinforce infrastructure, mitigate the risks of loss and damage associated with future disasters, and spur revitalization.

Established in June 2013, GOSR coordinates Statewide recovery efforts for Superstorm Sandy, Hurricane Irene and Tropical Storm Lee. Through its NY Rising Community Reconstruction Program — as well as its NY Rising Housing Recovery, Small Business, Infrastructure and Rebuild By Design programs — GOSR invests \$4.5 billion in federal Community Development Block Grant – Disaster Recovery (CDBG-DR) funding to better prepare New York for future extreme weather events. More information about GOSR and its programs is available online at <http://stormrecovery.ny.gov/>.

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