


Program Evaluation

**Topic: NYC Department of Small Business Services:
Emergency Response Unit**

*Thank you for completing this evaluation. Your feedback is very important to us.
Completion of this evaluation will help us to improve future offerings to meet your needs.*

Please, rate each aspect of the EP Central Forum using the following scale:	Strongly disagree 1	Disagree 2	Agree 3	Strongly agree 4
The webinar/audio conference				
1. Met its described objectives/purposes (“To provide an overview of the NYC Department of Small Business Services Business Outreach Team and Emergency Response Unit - ERU.”)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Provided information that was useful for my work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After participating in this forum, I have a better understanding of:				
3. The goal of the ERU.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Emergencies that impact business operations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Specifics involved in the ERU’s initial response to an emergency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Specifics involved in the ERU’s work during the recovery phase.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How the Business Outreach Team can help in navigating City Government Regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please tell us what you thought about the forum’s organization.				
8. The forum was presented in an organized manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The pace of the forum was appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. There was adequate time for questions and answers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The presenter (B. Nation)...				
11. Appeared to be competent in the subject matter.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Appeared to be prepared.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(over )

The Brookdale Center for Healthy Aging of Hunter College

PLEASE NOTE NEW FAX NUMBER: 212-396-7852 Attn: Matthew Khaled

Please rate each aspect of the Adult Care EP Central Forum using the following scale	Strongly disagree 1	Disagree 2	Agree 3	Strongly agree 4
The moderators (M. Khaled, T. Hadi)...				
13. Encouraged audience participation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Summarized material to emphasize essential points.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Provided appropriate guidance for call participants.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Gave an appropriate overview of the call agenda.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please, rate each item below using the following scale	Poor 1	Adequate 2	Good 3	Excellent 4
17. Overall , how would you rate today's forum.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Overall , please rate the sound/audio quality of the forum (<i>Did you have any difficulty hearing the call, that you think was due to Brookdale's technology?</i>).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. What topics that were not included in today's discussion would you like to hear more about?

20. Please share any comments you have about today's forum.

May we contact you regarding your evaluation?

If so, please provide your contact information here.

Name: _____

Facility: _____

Phone: _____

Email address: _____

Thank you!



The Business Outreach Team -
Emergency Response Unit

New York City Department of
Small Business Services

bot-eru@sbs.nyc.gov

Emergencies that Impact Business Operations

- BUILDING FIRES
- RUPTURED WATER MAINS
- COLLAPSED BUILDINGS
- POWER OUTAGES



Presentation Agenda

1. Emergency Response Unit Goal
2. What is an Emergency?
Types of emergencies
3. Response and assessment
4. Initial phase of recovery
Secondary recovery
5. Other Services
Government Navigation services
NYC Business Solutions

Emergency Response Unit (ERU)

ERU INITIAL RESPONSE INCLUDES:

- MEET WITH OEM AND AGENCY REPS TO IDENTIFY IMPACTED BUSINESS AND GET UPDATES ON STATUS OF CRISES
- MAKE CONTACT WITH BUSINESS OWNERS TO DESCRIBE OUR ROLE IN THEIR RECOVERY



Emergency Response Unit Goal

TO ASSIST SMALL BUSINESSES IN MITIGATING THE ADVERSE EFFECTS OF EMERGENCY RELATED EVENTS AND TO HELP RESTORE THEM TO AN OPERATIONAL STATE.

Emergency Response Unit (ERU)

ADDRESS IMMEDIATE CONCERNS

- GAINING TEMPORARY ACCESS TO RETRIEVE VALUABLES
- ASSIST BUSINESSES WITH TEMPORARY RE-ROUTING UTILITY AND DELIVERY SERVICES



Emergency Response Unit (ERU)



SECONDARY RECOVERY PHASE

- EXPEDITE FIRE REPORTS FOR BUSINESS OWNERS
- MAKE REFERRALS TO NYS NSURANCE
- PLAN BUSINESS RECOVERY MEETING TO MAKE ADDITIONAL SERVICES AVAILABLE TO BUSINESSES



Business Outreach Team – Emergency Response Unit Contacts



Bernadette Nation, Director	(212) 618-8810 bnation@sbs.nyc.gov
Cheryl Thomas, Administrative Assistant	(212) 618-8809 cthomas@sbs.nyc.gov
Eric Parker, Deputy Director	(212) 618-8846 eparker@sbs.nyc.gov
Dina Minz, Senior Business Liaison	(212) 618-8819 dminz@sbs.nyc.gov
Yasmina Cumberbatch, Business Specialist	(212) 618-8873 ycumber@sbs.nyc.gov
Bill Vega, Business Specialist	(212) 618-8777 wvega@sbs.nyc.gov
Oscar Santana, Business Specialist	(212) 618-8808 osantana@sbs.nyc.gov

Business Outreach Team Navigating Government Regulations



- GOVERNMENT REGULATIONS GUIDANCE
- PERMIT AND LICENSE TROUBLESHOOTING
- VIOLATIONS SUPPORT
- UTILITY SUPPORT
- STREET MAINTENANCE, SIGN AND FIXTURE SUPPORT
- FACILITY DISRUPTION SUPPORT



Department of Health
and Mental Hygiene



Department of
Transportation



Department of
Sanitation



Department of
Consumer Affairs



Department of
Buildings



Mayor responds to warehouse fire in Greenpoint Brooklyn Feb 2006

We Can Help Your Business With:



- Accessing Incentives
- Financing Assistance
- Legal Assistance
- Business Courses & Business Planning
- Navigating Government
- Selling to the Government
- Hiring Assistance
- Training Employees
- Minority/Women-owned Business Enterprise (MWBE) Certification
- Emergency Assistance



Greenpoint fire Feb, 2006



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Greenpoint Brooklyn fire Feb, 2006



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Astoria power outage press conference under Triborough bridge July, 2006



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Greenpoint Brooklyn fire Feb, 2006



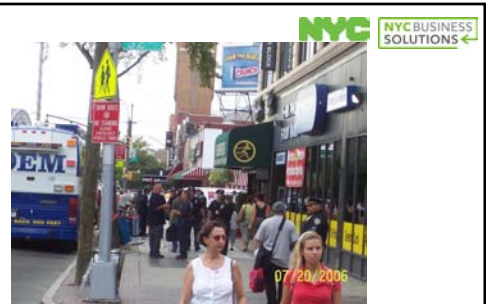
NYC
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ice distribution during Astoria power outage July, 2006



NYC
NYC BUSINESS SOLUTIONS ←

Astoria power outage press conference July, 2006



NYC
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OEM command bus on site at Astoria blackout July, 2006



NYC BUSINESS SOLUTIONS

Generator preserves supermarket merchandise July, 2006



NYC BUSINESS SOLUTIONS

Power outage forces owner to close business in Astoria July, 200



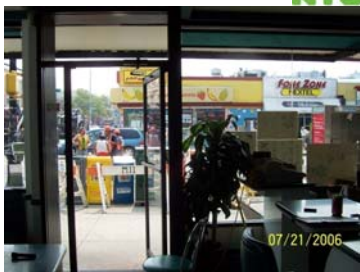
NYC BUSINESS SOLUTIONS

Con Edison makes repairs on sub-stations in Astoria July, 2006



NYC BUSINESS SOLUTIONS

3 alarm fire in Jamaica impacts 8 businesses



NYC BUSINESS SOLUTIONS

Power outage forces owner to close business in Astoria July, 2006



NYC BUSINESS SOLUTIONS

3 alarm fire in Jamaica impacts 8 businesses



NYC
NYC BUSINESS SOLUTIONS ←

3 alarm fire in Jamaica impacts 8 businesses



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Crane accident results in 5 fatalities' and numerous economic loss to over 50 businesses



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3 alarm fire in Jamaica impacts 8 businesses

THE BUSINESS OUTREACH TEAM



Grand Street fire resulted in 1 fatality and economic impact to over 30 businesses



NYC
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Crane accident results in 5 fatalities and numerous economic loss to over 50 businesses

THE BUSINESS OUTREACH TEAM



Grand Street fire resulted in 1 fatality and economic impact to over 30 businesses



Chinatown Manpower Entrepreneur Class