



To: Bay Area UASI Approval Authority
From: Corey Reynolds, Regional Project Manager
Date: May 10, 2018
Re: Item 7: EOC Situational Awareness Tools Survey Results

Staff Recommendation:

No recommendation

Action or Discussion Items:

Discussion

Discussion:

Background

Jurisdictions report challenges in sharing situation status information across departments, with regional partners, and with the State. Numerous technology platforms are in use across Bay Area EOCs to collect and share this information and assist in developing a common operating picture. Past Yellow Command after-action reports identify that exercise participants are unclear as to when each system is used, what information can be leveraged from each system, and how they all work together to support the development of a common operating picture.

Approach

Given these challenges, regional stakeholders often ask the Bay Area UASI Management Team for information on situational awareness tools used across the region. To better provide this information, the Management Team asked each Bay Area Operational Area and Core City to complete a survey of the situational awareness tools in their EOC, their primary uses/mission space, the types of information shared, and their strengths/weaknesses. Ten jurisdictions provided either survey or interview feedback.¹ The attached appendices consolidate these survey responses. Appendix A lists each of the tools in use by jurisdictions that participated in this survey. Appendix B outlines common platforms, used by half or more of Bay Area jurisdictions, on the front page, with limited use platforms and those under consideration on the reverse.

Findings

¹ Alameda County, Contra Costa County, Marin County, Monterey County, San Mateo County, Santa Clara County, City and County of San Francisco, Solano County, City of San Jose, City of Oakland

General findings of this survey include:

- 15 different situational awareness/information sharing platforms are in use at some level across the region. The average jurisdiction uses 4.5 tools; many offer unique value, however others provide overlapping functions and are not easily interoperable.
- True operationalization of these tools in the EOC remains a challenge. Commitment to daily use, trained staff, and standard operating procedures is difficult given competing demands.
- More and more data is becoming available to public safety and the EOC, and the demand for geospatial information is increasing.
- Jurisdictions report a limited number of EOC staff capable of gathering information, interpreting it, and reporting out in a way that benefits EOC objectives.

Recommendations and Next Steps

This analysis validated the importance of many of our region's efforts to build capabilities in the Situational Assessment and Operational Coordination core capabilities, and as a result:

- The Emergency Management Workgroup (EMWG) should continue to standardize situation reporting to the CalOES Coastal Region.
- The Yellow Command exercise should continue to test situational awareness and information sharing.
- The WebEOC focus group should expand and continue to promote the adoption of standard fusion boards, while also providing WebEOC technical support and training.
- Haystax should launch a CalCOP user group to share best practices and promote awareness of available capabilities and services.
- Because the introduction of one-off systems exacerbates the challenge of information sharing across the region, jurisdictions should explore if existing systems offer, or could offer, the desired capability before new systems are procured.
- These survey findings should be shared with the CalCOP program, the WebEOC focus group, and the EMWG and EOCs across the region.

UASI Management Team staff are available to provide more detail on this survey and assist jurisdictions in their consideration of new and existing situational awareness tools.