

Project Report

AACOG / STRAC

Regional WebEOC Implementation Project

September 26, 2011



Executive Summary

The Regional WebEOC Implementation Project is on-going. As we have started training and discussions with many jurisdictions in the AACOG region we have noticed that the induction of WebEOC has already started to improve awareness and effectiveness. Additionally, Emergency Management in the AACOG region has been made more integrated and given a more complete operational picture of any situation that is being managed. Likewise, the training that has been provided allows for recurrent exposure to the Texas Department of Emergency Management and Department of State Health Services main tool for communication and interoperability, thus giving a direct advantage to members of AACOG.

STRAC Executives, along with the proposed AACOG trainer began working with the City of New Braunfels early in September of 2010, requesting New Braunfels to become a pilot site for planning and training purposes. After meeting with New Braunfels officials in early October they agreed to the concept. With the Contract between STRAC & AACOG executed in mid-October, organizational and planning meetings with New Braunfels began in the weeks to follow. Wurstfest in New Braunfels quickly became the focus for the pilot planning and training efforts. Training efforts began immediately and continued as on-site training during Wurstfest, allowing Emergency Management to see how their management of the event was going and giving the ability to change and tweak that in real time.

Discussions then began with the City of Helotes during the second week of November. The City of Helotes was immediately interested in learning more about the capabilities of WebEOC and became the second organization to join the AACOG initiative. These initiatives continued with discussions in Converse near the end of November. STRAC staff continued to work on the roll-out of WebEOC in the AACOG region and hosted the first region wide WebEOC training on December 14th of 2010. For the months following and up to the regional official start, further training and support was given to all jurisdictions that had a WebEOC presence, to include Kendall and Bexar counties. Efforts increased in April, following the regional "kick-off" meeting, held on April 14th. At that time, attendees were asked to contact STRAC with a point of contact. Initial visits and training were set based on that information.

With few exceptions, all of these jurisdictions have been given access through user accounts and positions, and they have either received training, or have firm dates scheduled for training in the future. The cities of Live Oak and Terrell Hills are currently waiting to schedule a firm date for training, but are very interested in utilizing this AACOG initiative to its fullest.

As a final note to the summary, many of the items on the Status of Work page are shown as "ongoing". This is the very nature of WebEOC. As more users are trained and feedback is provided changes to the system are made to better fit the AACOG region's needs individually which allows better communication due to the process being customized for everyone.

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Statement of Work

Performance Period: October 1, 2010 – September 30, 2011

The AACOG region has 12 member counties and numerous municipalities in each county. The Regional Emergency Preparedness Advisory Committee (REPAC) has assigned funding to STRAC to provide WebEOC training, configuration and incident support for a twelve (12) month services agreement to join participating jurisdictions to the existing San Antonio/STRAC WebEOC server. The REPAC wants to ensure there is consistency throughout the region with respect to how agencies interact with each other using WebEOC. Standardized user names, access to boards and administrative privileges are but a few of the issues that need to be resolved and configured. The STRAC WebEOC team will provide services to ensure the goals of the REPAC are achieved.

Assumptions:

- AACOG participating jurisdictions will participate in the necessary planning and training sessions and work with STRAC-IT personnel to ensure successful deployment
- STRAC-IT personnel will provide competent and qualified personnel to accomplish the project
- REPAC recognizes that the goal of full WebEOC implementation across the AACOG requires all participating entities to plan and train their personnel as necessary and the goal will depend heavily on the level of interest from those participating jurisdictions

Services/Support shall include:

- Installation of the most current STRAC and Texas WebEOC Interoperability Project (TWIRP) status boards. These boards include, but are not limited to, Bed Reporting, Patient Tracking, Mission/Task, ICS-213-RR-TX, TxETN, Personnel Check-in and Response Resources boards
- Where applicable, boards shall display data by county
- Assistance/guidance with modifications of the boards that are deployed to ensure they function locally, including instruction for adding resources to lists, etc
- Initial training at the county level for participating jurisdictions in each county and quarterly region-wide training sessions
- Assistance/guidance with WebEOC structure/setup, to include users/roles/groups/etc
- Connection to the Texas WebEOC Fusion Server, to allow for integration with other WebEOC servers in Texas, including the TDEM SOC and DSHS MACC
- New board development on a case by case basis as directed and approved by STRAC administration

Statement of Work (continued)

STRAC-IT will:

- Join AACOG participating jurisdictions to the COSA/STRAC WebEOC server, and the Texas Fusion server
- Produce an implementation strategy for AACOG. Implementation Strategy Plan will include:
 - Establishing an implementation list by county and priority order (if needed)
 - Establishing a process to exchange data during incidents between and among counties
 - Establishing a process to exchange boards, user info and other structural information
 - Conversion of the AACOG WebEOC server to a training server for all AACOG jurisdictions

Project Management:

STRAC-IT will work with AACOG Preparedness Staff and the REPAC on a regular basis to ensure the needs of the project are being met. Conflicts or other concerns related to this project will be handled by written communication between the AACOG Preparedness Director and the STRAC Executive Director on an as-needed basis.

Additional Benefits:

- Dedicated Regional Support and Training for AACOG
- Travel and Equipment provided
- Full conferencing infrastructure, including GoToMeeting support and recording
- 24/7 Helpdesk support, including automated trouble ticket/tracking system

Status of Work

#	ITEM	STATUS	COMMENTS
1	Join Participating Jurisdictions to ERIS	Completed / Ongoing	To date, those jurisdictions that have expressed a desire to join, have been added. Note, not all jurisdictions have requested to join yet.
2	Provide WebEOC Training	Completed / Ongoing	As jurisdictions "join", training is scheduled and provided. For details, see the "Regional Implementation" and "Calendar of ACOG WebEOC Training and Visits" sections, below.
3	Provide Configuration	Ongoing	Configuration is completed for access as jurisdictions "join".
4	Provide Incident Support	Ongoing	See "History of WebEOC Usage" and "Calendar of ACOG WebEOC Training and Visits" sections, below.
5	Standardize User Names	Completed	A standardized user name scheme, consisting of last name, first name, and four digits, has been implemented.
6	Standardize Access to Boards	Completed	A standardized set of boards, and access, has been implemented. As jurisdictions "join", the positions are given access to their boards.
7	Standardize Administrative Privileges	Ongoing	A standard set of administrative profiles has been created. However, to date, there have been no requests from any users to have access with an administrative profile.
8	STRAC WebEOC Team to provide services to ensure the goals of REPAC are achieved	Ongoing	Metrics listed within this document, and based on all participating jurisdictions, including all attendance logs of training and exercises held.

9	Installation of the most current STRAC & TWIRP boards to Include:	Completed / Ongoing	<p>Boards are installed, as they become available. The latest boards are installed, to include:</p> <ul style="list-style-type: none"> Bed Reporting Patient Tracking Mission/Tasks Resource Requests TxETN Personnel Check-in Battle Rhythm <p>As new versions of these boards become available, they are installed.</p> <p>Boards such as the Resource Request are configured in conjunction with jurisdiction training.</p>
10	Boards to display data by county	Completed / Ongoing	Current WebEOC boards are setup to facilitate this. The primary tool for this is the Events Boards, with one Events board per county.
11	Assistance/Guidance with Modifications of the boards to work locally	Ongoing	As more jurisdictions receive training, and begin to use WebEOC, their feedback is used to make board modifications, for better implementation locally.
12	Assistance/Guidance for adding Resources to the lists	Ongoing	As more jurisdictions receive training, and begin to use WebEOC, their feedback is used to make board modifications, for better implementation locally.
13	Initial Training at the County Level in each county	Ongoing	As jurisdictions request access and training, we schedule the training.
14	Quarterly Region wide Training Sessions	Completed / Ongoing	Most of the training sessions have been open to anyone in the region who would like to attend. The latest one was held over three days in Comal County, with close to 50 attendees.
15	Assistance/Guidance with Structure/Setup to include: Users, Positions, Groups	Completed / Ongoing	A standard set of positions has been implemented for cities and counties. Groups have been setup to facilitate giving access to WebEOC features. A new scheme for implementing groups has been designed, which when implemented, will further assist the administration of WebEOC.
16	Establish an implementation list by county and priority	Ongoing	As jurisdictions request access and training, we schedule the training.

17	Establish process for information exchange between counties	Completed	Several features in WebEOC have been configured for this. Including: Events boards, chat rooms, messaging.
18	Establish a process to exchange boards	Ongoing	WebEOC board has been created for this and all jurisdictions that are participating have access and visibility.
19	Establish process to exchange user information	Completed	Process is in place for new user requests.
20	Establish a process to exchange other structural information	Ongoing	Usage in WebEOC of genre-specific events board has allowed all jurisdictions that participate to have a method of discussion.
21	Setup AACOG WebEOC server as a training server	Ongoing	Awaiting response from Bexar County Fire Marshal's Office, however have utilized existing server for all real and training incidents.
23	Modifications as required to ensure local functionality	Ongoing	After each training session, new issues are identified, as well as requests for new functionality. These are developed on a priority basis.
24	Quarterly region-wide training	Ongoing	Last session in July 2011, in Comal County. Next and final quarterly training session in initial planning stages.
25	Connect to fusion server	Completed	Local boards are connected to the Fusion Server, to include connection to TDEM-SOC and DSHS-MACC, RMOC.
26	STRAC-IT (TWIRP) will meet with AACOG Preparedness Staff and REPAC on a "Regular Basis" to ensure the needs of the project are being met.	Completed	At initial meeting it was discussed to give a yearly report on progress and that all steps and goals have been met or in the process of being met should the project be extended.
27	New board development	Ongoing	Helotes CAD, new ICS forms. Beginning discussions for a CESO board (Combined Emergency Services Operations) for fire departments in Bexar County. Modifications to existing boards are ongoing, after feedback from new users and training sessions. Road closure board installed for New Braunfels.

Regional Implementation

WebEOC Participating Jurisdictions

Bexar County Emergency Management

Bexar County Fire

Bexar County Fire Marshal

Bexar County Judges Office

Bexar County Medical Society

Bexar County PIO

Bexar County Public Works

Bexar County SO

Bexar County SO Dispatch

City of San Antonio Dispatch

City of San Antonio Fire

City of San Antonio Metro Health

City of San Antonio Police

City of San Antonio Public Works

City of Alamo Heights Fire/EMS

City of Alamo Heights Police

City of Boerne Emergency Management

City of Boerne Fire

City of Boerne Police

City of Bulverde-Spring Branch EMS

City of China Grove Fire/EMS

City of Converse Fire/EMS

City of Converse IT

City of Converse Police
City of Converse Public Works
City of Fair Oaks Police
City of Grey Forest Police
City of Helotes Dispatch
City of Helotes Fire Department
City of Helotes Police
City of Kerrville Emergency Management
City of Kerrville Fire/EMS
City of Kirby Emergency Management
City of Kirby Fire/EMS
City of Kirby Police
City of Kirby Public Works
City of Leon Valley Fire/EMS
City of Live Oak Emergency Management
City of Live Oak Fire/EMS
City of Live Oak Police
City of Live Oak Public Works
City of New Braunfels Emergency Management
City of New Braunfels Fire/EMS
City of New Braunfels Police
City of New Braunfels Public Works
City of Schertz Fire/EMS
City of Seguin Emergency Management
City of Shavano Park Fire
City of Shavano Park Police

City of Stockdale EMS
City of Terrell Hills Fire
City of Terrell Hills Police
City of Universal City Fire/EMS
Atascosa County Emergency Management
Bandera County Emergency Management
Bandera County EMS Dispatch
Comal County Emergency Management
Comal County ESD4
Comal County ESD5
Comal County Public Health
Comal County SO
Comal County SO Dispatch
Guadalupe County Emergency Management
Kendall County Constable
Kendall County Emergency Management
Kendall County Fire
Kendall County Public Works
Kendall County SO

Regional Implementation

WebEOC Participating Jurisdictions Training & Exercises

Entity	Users / Positions	Initial Visit	Recent Training Sessions	Total number of on-site visits, including training and exercises.
Atascosa County	1/1			
Bandera County	6 / 7	Completed	June 2011	1
Bexar County	72 / 22	Completed		2
Comal County	36 / 9		July 2011	3
Guadalupe County	3 / 5	Completed	July 2011	1
Kendall County	38 / 11	Completed	May 2011	2
Alamo Heights	2 / 2			
Boerne	6 / 10	Completed		1
China Grove	1 / 1			
Converse	16 / 5	Completed		2
Helotes	9 / 3	Completed	June 2011	4
Kerrville	5 / 3	Completed		
Kirby	1 / 2	Completed	July 2011	2
Leon Valley	1 / 2			
Live Oak	10 / 30	Completed	August 2011	5
New Braunfels	101 / 11	Completed	May 2011	5
Universal City	1 / 1			
Schertz	2 / 2			
Seguin	1 / 1			
Shavano Park	1 / 1			
Stockdale	1 / 1			
Terrell Hills	10 / 31		September 2011	2

History of WebEOC Usage

Incidents created (Actual Events, Daily Ops and Exercises)

Wurstfest 2010
Wassailfest 2010
Wine and Saengerfest 2010
Alamo Wildfire Incident Apr 2011
Bandera County Training 29Jun 2011
BCSO - Shooting Response - 28May2011
Comal County ESD No. 3 Daily Ops
Comfort Fourth of July Parade 4July2011
Fiesta 2011
Green Cedar Fire June 2011
Helotes Dispatch
Kendall County Kuest Fire - 13Mar2011
Madeline Neighborhood WUI 2011
NCAA Playoffs 2011
New Braunfels Airport Exercise 05May2011
Rossville Fire April 2011
Savannah Hill Search and Rescue 05Feb2011
Southwest General Power Outage 25May2011
Texas Homeland Security Conference 2011
Uvalde Weather 12May2011
Winter Weather Feb 2011
Winter Weather Jan 2011
Kendall County Fair
UTSA Football - 24Sept2011
Karnes County Oil Rig Fire 22 Sept 2011

Kerr County Flu Clinic 21Sep2011

Wetmore Wildfire - Sept 2011

UTSA Football - 10Sept2011

Geronimo Village Wildfire Sept 2011

Crossland Wildfire

Texas Wildfires 2011

NDMS Reporting September 2011

Training City of Terrell Hills 02Sep2011

Training City of Terrell Hills 01Sep2011

UTSA Football - 03Sept2011

Calendar of AACOG WebEOC Training and Visits

All Training and other WebEOC usage by date

10/06/2010	Initial meeting with New Braunfels
10/26/2010	Training demo & planning with New Braunfels for Wurstfest
11/04/2010	On-site training & support for Wurstfest
11/08/2010	Initial demo for City of Helotes
11/29/2010	Initial demo with City of Converse
12/14/2010	Webinar training for regional WebEOC
12/15/2010	Webinar training for regional WebEOC
2/9/2011	Onsite visit to City New Braunfels
2/17/2011	On site visit to City of Converse
2/18/2011	Meeting with City of Helotes, re: Dispatch in WebEOC
2/24/2011	CAD demo/testing, onsite at City of Helotes
3/4/2011	FW: WebEOC Project intro
3/4/2011	Initial meeting with AACOG at STRAC
3/17/2011	SCEMA Meeting
3/25/2011	Provided support for New Braunfels WebEOC drill
4/8/2011	RMOC meeting and drill at EOC
4/14/2011	AACOG WebEOC Kick Off Meeting
4/15/2011	Helotes CAD Integration Conference call/Webinar
5/4/2011	Onsite visit to Kendall County
5/5/2011	Full Scale Hazardous Materials Exercise at New Braunfels Municipal Airport
5/7/2011	City of New Braunfels Festival. Onsite visit for WebEOC training/support
5/16/2011	ARCC/IMT meeting, WebEOC testing, at EOC

5/17/2011 NDMS Exercise at Kelly AFB, with WebEOC for medical patient air evacuation

5/19/2011 Kendall County training. Two sessions

5/23/2011 Shelter Manager Class, using WebEOC, at the EOC

5/24/2011 Shelter Manager Class, using WebEOC, at the EOC

5/25/2011 Shelter Manager Class, using WebEOC, at the EOC

5/31/2011 Webinar for hospitals training

6/1/2011 New Braunfels Training

6/2/2011 New Braunfels Training

6/3/2011 New Braunfels Training

6/9/2011 ARCC Training, using WebEOC, two sessions, at the EOC

6/10/2011 ARCC Training, using WebEOC, two sessions, at the EOC

6/16/2011 June SCEMA

6/21/2011 Onsite visit to City of Live Oak Fire Department

6/22/2011 Helotes Dispatchers Training using WebEOC Dispatch

6/29/2011 Bandera County Training

7/6/2011 Guadalupe County Training

7/14/2011 WebEOC training Webinar for all hospitals

7/15/2011 RMOC training and exercise

7/19/2011 WebEOC training webinar for SA Metro Health

7/20/2011 WebEOC training webinar for SA Metro Health

7/21/2011 WebEOC training webinar for SA Metro Health

7/25/2011 Comal County WebEOC training (regional training)

7/26/2011 Comal County WebEOC training (regional training)

7/27/2011 Comal County WebEOC training (regional training)

7/28/2011 City of Kirby WebEOC Training

8/11/2011	City of New Braunfels EOC and WebEOC exercise
8/11/2011	Combined Emergency Services Organization Fire Chiefs meeting, WebEOC presentation
8/16/2011	City of Live Oak WebEOC training
8/17/2011	City of Live Oak WebEOC training
8/18/2011	City of Live Oak WebEOC training
8/24/2011	City of Helotes Dispatch training
9/1/2011	City of Terrell Hills training (included participants from Alamo Heights and Olmos Park)
9/2/2011	City of Terrell Hills training (included participants from Alamo Heights and Olmos Park)
9/15/2011	City of San Antonio exercise, for upcoming SAT triennial emergency exercise
9/16/2011	Emergency Hospital Disaster Group planning meeting for SAT exercise
9/20/2011	Kerrville EMS WebEOC demonstration
9/23/2011	Emergency Hospital Disaster Group planning meeting for SAT exercise

Conclusion

As stated in the Executive Summary, the Regional WebEOC Implementation Project is on-going. The benefit to the continuation of the AACOG regional implementation of WebEOC not only provides a common operating picture among various similar and different genres of Emergency Management, Healthcare and Public Safety, but also fosters a standards based approach that can also be configured and tweaked to adapt to individual needs of all those using the tool. By extending this project, AACOG members are provided direct benefit that fosters local, regional and state level communication. Adoption of this tool has also grown as more state agencies have started implementation. Although the goal of the project is always changing, the results and successes had and continue to have a positive effect and garner attention to how this region is leading the state and other COGs in preparedness.