



**To: Bay Area UASI Approval Authority**

**From: Woody Baker-Cohn, Marin County Emergency Services Coordinator**

**Date: May 12, 2016**

**Re: Item 8a: WebEOC Assessment Progress Report Update-Recommendations 1-4**

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**Discussion:**

This report provides an update and next steps to the recommendations made in the May 2015 WebEOC Assessment Project.

**1. All Bay Area OAs should ensure they have active CalEOC accounts.**

Task complete. All Operational Areas (OAs) in the Bay Area have active CalEOC accounts. CalEOC is the name the California Governor's Office of Emergency Services (CalOES) has given its WebEOC system. CalEOC accounts are only routinely used by the OAs that do not have their own WebEOC systems. These counties are Alameda, San Benito, Solano, and Sonoma. Those with their own WebEOC systems need to maintain a small number of active CalEOC accounts for redundancy.

**Next Steps:** Continue ongoing contact with Bay Area OES staff to ensure transitioning staff have active WebEOC accounts.

**2. Local instances of WebEOC in the Bay Area should link via CalEOCs Fusion server to enhance regional data sharing.**

Fusion is a product from the WebEOC vendor which allows multiple WebEOC systems to connect to each other and selectively share data as if they were one system. This task is complete for six OAs (Contra Costa, Marin, Monterey, San Francisco, San Mateo, Santa Clara). Santa Cruz and Napa installations in progress (see next steps below). Alameda, San Benito, Solano, and Sonoma do not have their own WebEOC systems and do not have any known plans to acquire one. These OAs use the CalEOC system, and therefore are already linked to the Fusion server. Shared data available across all the Fusion-connected WebEOC systems include situation status reports, shelter populations, and OA EOC status.

**Next Steps:** Santa Cruz and Napa are completing their installation of local WebEOC system. Estimated completion date September 2016.

### **3. Enable automated data sharing between CalEOC and Bay Area OA WebEOC instances**

Phase I of this is complete, enabling basic situational awareness and common operating picture data sharing. However, this data sharing has not been fully integrated into local OA processes.

**Next Steps:** Phase II of this recommendation is to expand the coverage of essential elements of information being shared and integrate the data sharing into the Bay Area OAs' existing process within WebEOC.

### **4. Prioritize CalEOC and WebEOC administrator and end-user training.**

Completed virtual training for all agencies participating in Yellow Command 2015.

**Next steps:** Develop end user training and WebEOC job aids for the Bay Area EOCs. Continue to improve the integration of WebEOC and CalEOC systems, including expanding the types and level of information shared between the Bay Area OA EOCs and between the Bay Area OA EOC's and CalOES. Estimated completion date: June 2017.

## **Recommendations**

Based on the progress made on the above recommendations and the proposed next steps, the Management Team recommends the following path forward, which will provide high quality situational Awareness/Common Operating Picture to the Bay Area OA EOCs and to CalOES' REOC & SOC using existing systems and infrastructure.

1. Implement Phase II of automated data sharing, which will expand the coverage of essential elements of information being shared and integrate the data sharing into the Bay Area OAs' existing process within WebEOC.
2. Ensure that WebEOC training and job aids are available to Bay Area OA for EOC staff using WebEOC.
  - a. Provide standardized on demand web-based training for core WebEOC functions, giving initial and refresher training to all OA level WebEOC users. Customizable training content and tools will be provided for all OAs.
  - b. Provide written job aids for core WebEOC functions to assist OA WebEOC users. Customizable job aid templates will be provided for all OAs.
3. Provide WebEOC admin training to Bay Area OA staff who have their own WebEOC systems.
4. Further integration with CalCOP (see Appendix B).

The Bay Area WebEOC User Group will move forward to complete the next steps outlined above and provide a status update to the Approval Authority in November 2016.