Developing and Maintaining Effective Situational Awareness
Welcome!

- Instructor Introductions
- Conference Announcements
Training Objectives

- Define Situational Awareness (SA)
- Identify components of both SA and a COP
- Develop awareness of the relationship between SA and effective incident management and decision making
Course Outline

- SA/COP overview and incident management structures.
- Information gathering, documentation and dissemination.
- Leading the SA process and managing expectations.
Participant Introductions

- Name
- Agency
- Role / Position in Emergency Management
- What you want to get out of this course
SA and COP Overview

Unit 1.1
What are the most common failures during a Disaster?
What are the most common failures during a Disaster?

- Standard Operating Procedures / Guidelines
- Communications Capability
- Resource Management
- Organizational Depth
- Training and Exercise
What is Situational Awareness?
SA Definition 1

“The perception of elements in the environment within a volume of time and space, the comprehension of their meaning, and the projection of their status in the near future” (Endsley, 1988)
The ability to identify, process, and comprehend the critical information about an incident – knowing what is going on around you – which requires continuous monitoring of relevant sources of information regarding actual incident and developing hazards. [National Response Framework]
A result of comprehensive information collection, analysis, and dissemination in a context relevant to the authorities and responsibilities of a particular organization level. [FEMA National Incident Support Manual]
Key Elements of SA

- Perception
  - Gathering or collecting information
- Comprehension
  - Interpreting information
- Projection
  - Anticipating future status
Building Situational Awareness

- Who has the best perspective and understanding of the situation?
- How does your proximity to the event affect your SA?
- How are you obtaining your SA?
  - Consider source, how the information is communicated, etc.
Challenges to Obtaining SA

- Gathering Information
- Comprehending and Projecting Information
In your table group, discuss the following:

- How are you currently obtaining your situational awareness?
- What challenges do you face in obtaining situational awareness?
- Lessons learned from past events where situational awareness (or lack thereof) played a crucial role in incident management.
What is a Common Operating Picture?
A continuously updated overview of an incident complied throughout an incident’s lifecycle from data shared between integrated systems for communication, information, management, intelligence, and information sharing. [NRF Resource Center]
COP Definition 2

- A shared situational awareness that offers a standard overview of an incident and provides information in a manner that enables incident leadership and any supporting agencies to make effective, consistent, coordinated, and timely decisions. [FEMA National Incident Support Manual]
Key Concepts of a COP

- A single set of relevant, usable information that is shared across response organizations at all levels.
- A continuously updated overview of an incident compiled throughout the incident’s lifecycle.
Elements of a COP

- Data
- Information
- Intelligence
Elements of a COP

- **Data** are the pieces of information that amass during an incident from a variety of inputs, including:
  - 911 calls
  - Weather reports
  - Field communications
  - Citizen information lines
  - News and social media
Information is created when separate bits of data are put together, organized, and verified into a picture of what is occurring / evolving.

- As more data is added, the picture usually becomes clearer.

Intelligence results from analyzing the information, and adding findings, conclusions, and recommendations for action.
Considerations when Developing a COP

- Is the information relevant and timely?
- Is the development of action plans necessary?
- Does the information help in maintaining SA?
- There will be different interpretations of details
- Multiple tools may be used
How SA and COP are connected

- SA and COP are dependent on each other
- Sharing your SA via COP helps others achieve SA
- If the event is not continuously monitored, SA will decrease

[FEMA L948 Course]
SA and COP are dependent on each other.
Sharing your SA via a COP helps others achieve SA.
If the event is not continuously monitored, SA will decrease.

[FEMA, L948 Course]
How SA and COP Help Response

- Enhance communication
- Establish channels for information sharing
- Coordinates response priorities
- Improves Resource Management
Situational Awareness

Managing SA to develop a COP through information management and relationships (data, information, intelligence)

Who Receives COP?

Evaluation process consideration
1. Organizational structure
2. Data filtering process
3. Developing an informational picture
4. Pushing out a picture
5. Continued SA monitoring
6. Defining a planning process for SA and COP

What are the sources of SA?
Incident Management Structures and SA

Unit 1.2
Incident Command System

- **Command**
  - Establishment and transfer of command
  - Unity of, Chain of, and Unified
- **Standardization**
  - Common terminology
- **Organizational Structure and Control**
  - Span of control, modular organization
  - Management by objectives with IAP
The Planning Section has responsibility for coordinating key components of SA and COP
- Documentation
- Situation status
- Future planning

All ICS sections and positions contribute to overall SA and COP
- As SA inputs decrease, so does SA output
Multi-Agency Coordination Systems

- Agencies may develop a Multi-Agency Coordination System (MACS) to define how they will work together efficiently.
- Coordinates activities above the field level and prioritizes incident demands for critical or competing resources.
  - Personnel, procedures, protocols, business practices and communications
  - EOC coordination and support activities
Emergency Operations Centers

- An Emergency Operations Center (EOC) is a physical location at which the coordination of information and resources to support incident management [on-scene operations] takes place.
- EOC’s integrate information from multiple sources or incidents to establish a COP and provide SA for coordination efforts.
Unit 1 Review Activity

- Answer the following questions individually, and then discuss with your group.
  - What relationships and incident management structures does my organization rely upon for SA and COP?
  - What existing lines of communication and information management facilitate the sharing of SA and COP?
Information Gathering, Documentation & Dissemination

Unit 2
Organizations should establish an information collection methodology or strategy before an incident occurs.

- Determining how you will collect information is more difficult if you wait until an incident occurs.
- Collaboration and relationship-building with response partners is an important part of establishing your collection methodology.
It is important to define **essential elements of information (EEI)** that identify:

- Impacted area and population affected
- Factors inhibiting incident stabilization
- Human factors (in both response and recovery)
- Magnitude of the incident and impact on:
  - Maintaining services
  - Protecting citizens, infrastructure, and the environment
EM Constellation is the primary incident management platform used by the Florida SERT to determine resource needs and document response actions.

The current EEI tool requires SERT Operations to configure incident periods for collection of elements from counties.
### EEI Tool - Then: Operational Periods

#### Event: Isaac

<table>
<thead>
<tr>
<th>Operating Period Start</th>
<th>Operating Period End</th>
</tr>
</thead>
<tbody>
<tr>
<td>View 2012-08-27 07:00</td>
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<td>2012-08-25 18:00</td>
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<tr>
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<td>Broward</td>
<td>2012-08-25 08:46</td>
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<td>Calhoun</td>
<td>2012-08-25 16:19</td>
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<td>Charlotte</td>
<td>2012-08-25 09:13</td>
<td>2012-08-25 16:23</td>
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<td>2012-08-25 09:15</td>
<td>2012-08-25 16:23</td>
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<td>Dixie</td>
<td>2012-08-25 12:04</td>
<td></td>
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<tr>
<td>Glades</td>
<td>2012-08-25 09:16</td>
<td>2012-08-25 16:24</td>
</tr>
</tbody>
</table>
Collier County

Operating Period: 8/25/2012 8:00 AM TO 8/25/2012 6:00 PM

- County EOC Status
  Status: Level 1 - Full Activation
  Description: 

- Local State of Emergency
  Status: Declared
  Description: 24Aug12

- Evacuation
  Status: 
  Description: 

- Shelters
  Status: 
  Description: Collier county is preparing the special needs shelter today (8/25/12) for opening at 9am Sunday (8/26/12)

- Shelter Capacity
  Status: 
  Description: 

EEI Tool - Now

- Live Demo:
  https://seoc.floridadisaster.org/emcx
EMC EEI Tool – Lessons Learned

- County operational periods do not always follow the same operational periods of the SERT.
- Use of operational periods to compartment EEI caused duplication of effort and de-amplified county messaging.
  - All fields had to be entered each period, if county information changed since last update.
  - Submission of information decreased as incident evolved – particularly where counties were transitioning to the recovery process.
Collecting & Managing Information

- Develop a baseline of information to allow comparison to new information throughout the incident lifecycle
- Determine what types of information are sensitive / need to know vs. open sharing
- Define how data and information will be provided and exchanged
  - Both formal and informal lines of communication
- Define for process for determining credibility of information. Ground truth; trust but verify.
Incident Commander / Policy Group are ultimately responsible for ensuring adequacy of information.

- Extends to other levels of the response organizational structure.
- Extends to other agencies/jurisdictions in an MACS.
- Enhanced by strong relationships before an incident.
Incident information can come from many sources, including:

- Incident command
- Governmental entities
- Non-governmental organizations
- Private sector response partners
- Citizen reports
- News media
- Social media and internet sources
Information Sources

- Information sources that support initial and ongoing situational awareness:
  - Emergency Operations Centers
  - Public Safety Answering Points / Dispatch Centers
  - Warning Points / Watch Centers
  - Fusion Centers
  - Geographic information and mapping systems
  - Open intelligence sources
  - CCTV and converged voice/data networks
Benefits of Technology

Unit 2.2
Benefits of Technology

- Technology enables an improved ability to collect, analyze, communicate, and consume information.
- Technology products and outputs must match the workflow and incident rhythm of the users and provide the right information in the right place in the right format.
Benefits of Technology (cont.)

- Technology must be:
  - Reliable
    - Consistently available
  - Cost Effective
    - Efficient and can reduce staff level of effort
Technology must be:

- **Familiar**
  - Users must know how to use it before the incident

- **Informative**
  - Provide some tangible value-added capability

- **Trusted**
  - Provide accurate information
Benefits of Technology (cont.)

- Technology not meeting these criteria will either be considered a luxury or a distraction
- These technologies will not be primary sources of support to decision making and are likely irrelevant
Technology Tools Contribute to SA and COP

- The following tools support information collection and sharing:
  - Internet
  - Conventional Databases
  - GIS and GPS
  - Models
  - Sensor Networks
  - Portable Data Collectors
  - Imaging
Technology Tools (cont.)

- Internet
  - Provides dynamic information access and a platform for distributing data, models, and tools as services

- Conventional databases
  - Collect, analyze, and outputs reports, dashboard, and charts for consumption
    - MS SQL Server, Oracle, MySQL
Geographic Information Systems (GIS)
- Provides visualization of data and integrates with other geospatial data providing greater context

Models
- Create simulated outputs to inform planning or early response
  - HAZUS, Aloha
Global Positioning System (GPS)
- Provides means to attach data collected in the field to a spatial framework for inclusion in GIS – a “GIS data collector”

Sensor Networks
- Collect continuous information at known locations to feed and validate models and provide site specific information
Portable Data Collectors

- Provide the means for collecting data once and rapidly sharing it with databases for integration with other information systems
  - Bar codes, Radio Frequency Identification (RFID)

Imaging

- Provides visual evidence of situation and can provide a static and objective picture
Data and Communication Standards

- **Standard:**
  - Common technical parameters must allow for integration of data collected by different locations and organizations
    - Example: Data from thousands of weather stations must adhere to standards to allow for its inclusion in standard weather models
    - Example: Initial damage assessments from the counties
Data and Communication Standards

- Contain details relating to the naming, content, structure, format, and metadata of data to exchanged
- Allow for the efficient exchange and integration of data and information

**INTEROPERABILITY!!!**
DHS and FEMA Technology Tools

- Homeland Security Information Network
- DHS OneView
- DHS Earth
- Automated Critical Assessment Management System
- Situational Awareness Viewer for Emergency Response and Recovery
Florida Division of Emergency Management

SERT Situational Awareness

Richard Butgereit
richard.butgereit@em.myflorida.com
GIS Administrator
850-413-9907
EM Constellation

• EM Constellation is the web-based information management software platform adopted by the State of Florida for emergency management.

• The platform allows the State Emergency Response Team composed of county, state, federal, volunteer, and mutual aid entities to use the same operating environment when responding to and recovering from an emergency.
EM Constellation

• Requests for assistance may be made through the platform, these requests approved and tasked as missions, and tracked throughout their life cycle.

• Information messages like situation reports, press releases, and incident action plans may also be shared through the platform.

• Having this information all in one place allows for effective response to and recovery from emergencies while documenting events for reimbursement and after-action-reporting.
EM Constellation

EM Constellation is available at [https://seoc.floridadisaster.org/emc](https://seoc.floridadisaster.org/emc)

EMCx, or EMC for EXercises, is available at [https://seoc.floridadisaster.org/emcx](https://seoc.floridadisaster.org/emcx)

Protocol for obtaining usernames and passwords:

**For Counties:** Obtain username and password from your Regional Coordinator.

**For ESF’s at the State EOC:** Obtain username and password from your EOC, who have been provided usernames and passwords by your Branch Director. Branch Directors may also provide this information.
Dashboard – Battle Rhythm

- Allows a user to view activities (meetings, conference calls, briefings) for the State EOC and to view/input activities for his/her specific Desk
- Dashboard view will display the time, location, activity name, and owner plus additional information
- Activities will be color highlighted as the activity nears (Upcoming = Blue, 30 minutes away = Yellow, 15 minutes away = Orange, Activity has started = Red)
• Allows an administrator to enter an Event Name, Date/Time, and Description to start a timer for an Event

• Original intent: Post-landfall Countdown for a Tropical Storm, but could also be used to indicate a specific timeframe after any type of emergency event
Dashboard – Weather Alerts

- Allows a user to track weather warnings and watches on a county basis
- Users can link to the actual warning/watch message from the NWS feed

Weather Alerts

Select County: All

Severe Thunderstorm Warning issued May 17 at 7:53PM EDT until May 17 at 8:45PM EDT by NWS

Today, May 17, 2012, 5 minutes ago

Summary
THE NATIONAL WEATHER SERVICE IN JACKSONVILLE HAS ISSUED A "SEVERE THUNDERSTORM WARNING FOR... CENTRAL CLAY COUNTY IN NORTHEAST FLORIDA " UNTIL 845 PM EDT " AT 753 PM EDT...NATIONAL WEATHER SERVICE METEOROLOGISTS WERE TRACKING A SEVERE THUNDERSTORM CAPABLE OF PRODUCING QUARTER SIZE

Special Weather Statement issued May 17 at 7:48PM EDT by NWS

Today, May 17, 2012, 10 minutes ago

Summary
...A SIGNIFICANT WEATHER ADVISORY HAS BEEN ISSUED FOR NORTHEASTERN CLAY...NORTHEASTERN BRADFORD...SOUTHEASTERN BAKER...NORTHEASTERN UNION AND EXTREME SOUTHWESTERN DUVAL COUNTIES FOR EXCESSIVE LIGHTNING VALID UNTIL 830 PM EDT... AT 748 PM EDT...NATIONAL WEATHER SERVICE DOPPLER RADAR INDICATED STRONG THUNDERSTORMS CENTERED ALONG A LINE EXTENDING FROM 7 MILES

1 2 3 4 5

Click on link to view Alert

GET A PLAN!
FloridaDisaster.org
• Missions – from the dashboard for an event, you may click Info to view or create Missions for that event.

• Missions are requests for resources initiated to support the event being managed.

• Missions are requested (by counties or ESFs), “assigned” to branches; and then “tasked” (usually to ESFs)
## Missions

### Event: 2009 Statewide Hurricane Exercise - Hurricane Suelter

<table>
<thead>
<tr>
<th>Mission</th>
<th>Status</th>
<th>Follow</th>
<th>Title</th>
<th>Tasked to</th>
<th>Desk</th>
<th>Entered</th>
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</thead>
<tbody>
<tr>
<td>930</td>
<td>Tasked</td>
<td></td>
<td>Seminole County requests DMORT team</td>
<td>ESF08</td>
<td>SEMINOLE</td>
<td>2009-06-03 10:59</td>
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<tr>
<td>929</td>
<td>Tasked</td>
<td></td>
<td>Lafayette County requests Mobile Air Conditioning/...</td>
<td>LOGISTICS</td>
<td>LAFAYETTE</td>
<td>2009-06-03 10:54</td>
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<tr>
<td>928</td>
<td>Complete</td>
<td></td>
<td>Request Lodging and Support Services at Base Camps...</td>
<td>ESF15</td>
<td>2009-06-03 10:27</td>
<td>Update</td>
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<td>927</td>
<td>Canceled</td>
<td></td>
<td>Wakulla County Requests USAR - Duplicate see #924</td>
<td>WAKULLA</td>
<td>2009-06-03 10:15</td>
<td>Update</td>
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<tr>
<td>926</td>
<td>Complete</td>
<td></td>
<td>Tech Services requests HOTWASH Briefing Slides</td>
<td>TECHSERV</td>
<td>TECHSERV</td>
<td>2009-06-03 10:14</td>
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<td>925</td>
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<td>VOLUNTEERS NEEDED AT 93rd COMMUNITY BAPTIST CHURCH...</td>
<td>ESF15</td>
<td>TRAIN_ESF</td>
<td>2009-06-03 10:10</td>
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<td>924</td>
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<td>Wakulla County Requests One USAR Team</td>
<td>ESF04_09</td>
<td>BranchOpsSup</td>
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<td>923</td>
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<td>ESF 15 request roofing supplies to mitigate and ap...</td>
<td>LOGISTICS</td>
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<tr>
<td>922</td>
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<td>Requesting Intel Analysts from FDLE Fusion Center ...</td>
<td>ESF16</td>
<td>ChiefPLANS</td>
<td>2009-06-03 09:57</td>
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<td>921</td>
<td>Assigned</td>
<td></td>
<td>Escambia requests two (2) Type 3 nursing strike t...</td>
<td>ESF08</td>
<td>ESCAMBAIA</td>
<td>2009-06-03 09:49</td>
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<td>920</td>
<td>Enroute</td>
<td></td>
<td>Manatee County Requests Diesel Fuel</td>
<td>ESF12Fuels</td>
<td>Train_CO</td>
<td>2009-06-03 09:31</td>
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<td>919</td>
<td>Tasked</td>
<td></td>
<td>Seminole County requests 1000 sandbags</td>
<td>ESF01_03</td>
<td>SEMINOLE</td>
<td>2009-06-03 09:30</td>
</tr>
</tbody>
</table>
• Info – from the dashboard for an event, you may click Info to view Information Messages for that event.

• Information messages include –
  • situation reports
  • press releases
  • incident action plans
  • protective actions
  • maps
  • weather updates & many more
# Information Messages

<table>
<thead>
<tr>
<th>Message</th>
<th>Title</th>
<th>Author</th>
<th>Desk</th>
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<td>267</td>
<td>Alachua Power Outage</td>
<td>Training1</td>
<td>TRAB_ESIF</td>
<td>2012-05-16 14:42</td>
<td>Edit Respond</td>
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<td>266</td>
<td>A 2nd Supporting Message</td>
<td>Training1</td>
<td>TRAB_ESIF</td>
<td>2012-05-16 14:01</td>
<td>Edit Respond</td>
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<td>265</td>
<td>Supporting Information message test</td>
<td>RichardB</td>
<td>site_admin</td>
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<td>LAKE Situation Report</td>
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<td>LAKE IAP</td>
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<td>LAKE</td>
<td>2011-08-09 15:43</td>
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<td>MANATEE After Action Report</td>
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<td>MANATEE</td>
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<td>261</td>
<td>ALACHIA IAP</td>
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<td>ALACHIA</td>
<td>2011-06-20 10:35</td>
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<td>MANATEE General Information</td>
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<td>258</td>
<td>ALACHIA Situation Report</td>
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<td>ALACHIA</td>
<td>2011-06-09 11:57</td>
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<td>256</td>
<td>INDIANRIVER Resources Available / Donations - followup report...</td>
<td>INDIANRIVER</td>
<td>INDIANRIVER</td>
<td>2011-05-27 07:53</td>
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<td>SARASOTA IAP</td>
<td>Sarasota</td>
<td>Sarasota</td>
<td>2011-05-26 14:26</td>
<td>Respond</td>
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<td>253</td>
<td>OSCEOLA Situation Report</td>
<td>Osceola</td>
<td>Osceola</td>
<td>2011-05-26 14:03</td>
<td>Respond</td>
</tr>
</tbody>
</table>
• Essential Elements of Information - provides forms for collecting information from county-level emergency management on critical preparedness and response status factors

• EEI elements include –
  o county EOC activation level
  o local state of emergency declared
  o shelters, evacuation orders, power outages, water supply
  o communications, road closures, and more…
<table>
<thead>
<tr>
<th>Essential Elements of Information</th>
<th>Reporting Agency</th>
<th>GRAY</th>
<th>RED</th>
<th>YELLOW</th>
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<td>Unconfirmed Casualties</td>
<td>County/RC/SERT Liaison</td>
<td>Not Reporting</td>
<td>Fatalities reported</td>
<td>Injuries reported</td>
<td>No Casualties reported</td>
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<td>Under Executive Order</td>
<td>State: ESF 5</td>
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<td>County Emergency Operation Centers Status</td>
<td>County/RC/SERT Liaison</td>
<td>Not Activated or Not Reporting</td>
<td>Full Activation</td>
<td>Partial Activation</td>
<td>Returned to Monitoring</td>
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<td>Not Declared or Not Reporting</td>
<td>Declared</td>
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<td>Voluntary/Phased</td>
<td>Evacuation Lifted</td>
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<td>No Re-Entry</td>
<td>Re-Entry with Qualifiers</td>
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<td>Shelters (General)</td>
<td>County/RC/SERT Liaison</td>
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<td>Shelters (Pet)</td>
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<td>Closed</td>
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<td>School Status</td>
<td>County/RC/SERT Liaison</td>
<td>No Closures or Not Reporting</td>
<td>Closed</td>
<td>Some Closures</td>
<td>Reopened</td>
</tr>
<tr>
<td>County Government Office Status</td>
<td>County/RC/SERT Liaison</td>
<td>No Closures or Not Reporting</td>
<td>Closed</td>
<td>Some Closures</td>
<td>Reopened</td>
</tr>
<tr>
<td>State Government Office Status</td>
<td>State: ESF 5</td>
<td>No Closures or Not Reporting</td>
<td>Closed</td>
<td>Some Closures</td>
<td>Reopened</td>
</tr>
<tr>
<td>Generating Capacity</td>
<td>State: ESF 12</td>
<td>No Generating Capacity Issues or Not Reporting</td>
<td>Generating Capacity Emergency</td>
<td>Generating Capacity Alert</td>
<td>Generating Capacity Restored</td>
</tr>
<tr>
<td>Power Outages</td>
<td>State: ESF 12</td>
<td>No Outages or Not Reporting</td>
<td>Greater than 20% of customers are out</td>
<td>Between 20% and 2% of customers are out</td>
<td>Less than 2% of customers are out</td>
</tr>
<tr>
<td>Power Restoration</td>
<td>State: ESF 12</td>
<td>No Outages or Not Reporting</td>
<td>Greater than 72 hours before 98% restoration</td>
<td>Less than 72 hours before 98% restoration</td>
<td>Restored</td>
</tr>
</tbody>
</table>

GET A PLAN! FloridaDisaster.org
<table>
<thead>
<tr>
<th>Essential Elements of Information</th>
<th>Reporting Agency</th>
<th>GRAY</th>
<th>RED</th>
<th>YELLOW</th>
<th>GREEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Public Safety Outages</td>
<td>County/RC/SERT Liaison</td>
<td>Normal or Not Reporting</td>
<td>Widespread</td>
<td>Limited</td>
<td>Restored</td>
</tr>
<tr>
<td>State Public Safety Outages</td>
<td>State: ESF 2/Ops</td>
<td>Normal or Not Reporting</td>
<td>Widespread</td>
<td>Limited</td>
<td>Restored</td>
</tr>
<tr>
<td>Critical Road and Bridge Closures</td>
<td>TBD</td>
<td>No Closures or Not Reporting</td>
<td>Widespread</td>
<td>Limited</td>
<td>Reopened</td>
</tr>
<tr>
<td>Emergency Services</td>
<td>County/RC/SERT Liaison</td>
<td>Normal or Not Reporting</td>
<td>Out of County Mutual Aid Required/On scene</td>
<td>Emergency Staffing Plans Implemented</td>
<td>Returned to Normal Operations</td>
</tr>
<tr>
<td>Search and Rescue</td>
<td>County/RC/SERT Liaison</td>
<td>No Operations or Not Reporting</td>
<td>Required</td>
<td>Ongoing</td>
<td>Completed</td>
</tr>
<tr>
<td>Health and Medical Services</td>
<td>State: ESF 8</td>
<td>No Disruption of Services or Not Reporting</td>
<td>Significant Disruption</td>
<td>Partial Disruption</td>
<td>Services Restored</td>
</tr>
<tr>
<td>Potable Community Public Water Systems</td>
<td>State: ESF 3/10</td>
<td>Normal or Not Reporting</td>
<td>50% or less are Operational</td>
<td>50%-90% are Operational</td>
<td>90% or Greater are Operational</td>
</tr>
<tr>
<td>Waste Water System</td>
<td>State: ESF 3/10</td>
<td>Normal or Not Reporting</td>
<td>Widespread disruption</td>
<td>Limited disruption</td>
<td>Services restored</td>
</tr>
<tr>
<td>Commercial Wire Line Communication Outages</td>
<td>State: ESF 2</td>
<td>Normal or Not Reporting</td>
<td>Widespread</td>
<td>Limited</td>
<td>Restored</td>
</tr>
<tr>
<td>Commercial Wireless Communication Outages</td>
<td>State: ESF 2</td>
<td>Normal or Not Reporting</td>
<td>Widespread</td>
<td>Limited</td>
<td>Restored</td>
</tr>
<tr>
<td>Commercial Network Communication Outages</td>
<td>State: ESF 2</td>
<td>Normal or Not Reporting</td>
<td>Widespread</td>
<td>Limited</td>
<td>Restored</td>
</tr>
<tr>
<td>Local Government Fuel Status</td>
<td>County/RC/SERT Liaison</td>
<td>Not Reporting</td>
<td>1-2 days supplies on hand</td>
<td>3-7 days supplies on hand</td>
<td>8+ days supplies on hand</td>
</tr>
<tr>
<td>Major Retailer Operations</td>
<td>State: ESF 18/Fl. Retail Federation</td>
<td>No Closures or Not Reporting</td>
<td>Closed</td>
<td>Open/Limited Operations or Supplies</td>
<td>Services Restored</td>
</tr>
<tr>
<td>Debris Management</td>
<td>State: Recovery</td>
<td>Not Needed or Not Reporting</td>
<td>Requested</td>
<td>Ongoing</td>
<td>Completed</td>
</tr>
<tr>
<td>Hotel / Motel Availability</td>
<td>Fl. Restaurant and Lodging Assoc./Visit FL</td>
<td>Not Reporting</td>
<td>Less than 10% room availability countywide</td>
<td>Less than 25% room availability countywide</td>
<td>More than 25% room availability countywide</td>
</tr>
<tr>
<td>Essential Elements of Information</td>
<td>Reporting Agency</td>
<td>GRAY</td>
<td>RED</td>
<td>YELLOW</td>
<td>GREEN</td>
</tr>
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<td>-------------------------------------------------------</td>
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<td>-------------------------------------------</td>
<td>------------------------------------------</td>
<td>-------------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Joint Public Assistance Preliminary Damage Assessment</td>
<td>State: Recovery/ESF 5</td>
<td>Not Requested or Not Reporting</td>
<td>Requested</td>
<td>Scheduled or In Progress</td>
<td>Completed</td>
</tr>
<tr>
<td>Joint Individual Assistance Preliminary Damage Assessment</td>
<td>State: Recovery/ESF 5</td>
<td>Not Requested or Not Reporting</td>
<td>Requested</td>
<td>Scheduled or In Progress</td>
<td>Completed</td>
</tr>
<tr>
<td>Public Assistance Declaration</td>
<td>State: ESF 5</td>
<td>Not Declared or Not Requested</td>
<td>Declared</td>
<td>Request Submitted</td>
<td>Preparing Request</td>
</tr>
<tr>
<td>Individual Assistance Declaration</td>
<td>State: ESF 5</td>
<td>Not Declared or Not Requested</td>
<td>Declared</td>
<td>Request Submitted</td>
<td>Preparing Request</td>
</tr>
<tr>
<td>Small Business Administration Declaration</td>
<td>State: ESF 5</td>
<td>Not Eligible or Not Reporting</td>
<td>Declared</td>
<td>Request Submitted</td>
<td>Preparing Request</td>
</tr>
<tr>
<td>State Small Business Emergency Bridge Loan</td>
<td>State: ESF 5</td>
<td>Not Eligible or Not Reporting</td>
<td>Declared</td>
<td>Request Submitted</td>
<td>Preparing Request</td>
</tr>
<tr>
<td>State Disaster Unemployment Assistance</td>
<td>State: ESF 6</td>
<td>Not Eligible or Not Reporting</td>
<td>Declared</td>
<td>Request Submitted</td>
<td>Preparing Request</td>
</tr>
<tr>
<td>Disaster Supplemental Nutrition Assistance</td>
<td>State: ESF 6</td>
<td>Not Eligible or Not Reporting</td>
<td>Declared</td>
<td>Request Submitted</td>
<td>Preparing Request</td>
</tr>
<tr>
<td>Reimbursable Vector Control</td>
<td>State: Operations</td>
<td>Not Requested or Not Reporting</td>
<td>Requested</td>
<td>Approved</td>
<td>Completed</td>
</tr>
</tbody>
</table>

**State Emergency Response Team - Florida Disaster.org**
• GATOR – from anywhere in EMC, you may click GATOR to open GATOR, or the Geospatial Assessment Tool for Operations and Response.

• GATOR is the flagship common operation picture/situational awareness, web-based map viewer for the FDEM and the SERT.
<table>
<thead>
<tr>
<th></th>
<th>Open Access</th>
<th>Secured Access</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Real-World</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GATOR</td>
<td><img src="http://map.floridadisaster.org/gator" alt="http://map.floridadisaster.org/gator" /></td>
<td>SERT GATOR</td>
</tr>
<tr>
<td></td>
<td></td>
<td>access through EM Constellation</td>
</tr>
<tr>
<td><strong>Exercise</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GATORx</td>
<td><img src="http://map.floridadisaster.org/gatorx" alt="http://map.floridadisaster.org/gatorx" /></td>
<td>SERT GATORx</td>
</tr>
<tr>
<td></td>
<td></td>
<td>access through EMCx</td>
</tr>
</tbody>
</table>
SWO Incident Tracker

https://apps.floridadisaster.org/SWO

- FIRE / SEARCH & RESCUE
- LAW ENFORCEMENT
- INCIDENTS / SUSPICIOUS ACTIVITY
- NATURAL HAZARDS
- POPULATION PROTECTIVE ACTIONS
- TECHNICAL HAZARDS
- ENVIRONMENTAL CONCERNS
- TRANSPORTATION
- INCIDENTS
- UTILITIES / INFRASTRUCTURE
- MILITARY EVENTS
RECON Reports

- SERT RECON Report application

- Existing application for the SERT RECON Team
- Built primarily for hurricanes and floods
- Teams trained in use, reports triaged by RECON liaisons
- For this response, used to track reports of tar balls, recoverable product, shoreline and boom conditions
Emergency

Scattered tar balls and 5" mats
6/23/2010, 10:15
USNG: 16R DU 6565 5309
Lat/Long (DD MM:mm): 30°18'54.60", -87°21'30.50"
Lat/Long (DD dd): 30°30'9.10", -87°35'51.00"
Lat/Long (DD MM SS.ss): 30°18'32.7600", -87°21'18.3600"
Escambia

Emergency

Morning report. There are lots of scattered golfball size tar balls and up to 5 foot tar mats red in color. They extend from Pensacola Pass to approximately 3 miles to the West off the beach. SKIMMERS NEEDED
Getting Missions on the Map

**Delivery Information**

- **Delivery**
- **Pickup**

**Final Destination** (type three or more characters to search)

- Indian River County EOC

**Address**

- 4225 43rd Avenue

**City**

- Vero Beach

**State**

- FL

**Zip Code**

- 32967

**Resource Destination** (describe address if street address not known)

- 

**Special Instructions**

- 

**Location Information in decimal degrees if available** (example. 84.37 30.38)

- **Latitude (N)**: + 27.67267258
- **Longitude (W)**: - 80.43031295

- **USNG (NAD 83)**: 17R NL 5618 6107
Activity 2.A

- Information Sources Activity
  - Work directly with others from your organization, or select one organization collectively among your table group.
  - A specific hazard need not be identified.
  - List only the data sources your organization has access to.
  - For each source, identify:
    - Data Source
    - Method of Obtaining
    - Documentation method
    - Method of sharing / audience
SA Documentation and Standards

Unit 2.3
Actionable Documentation

- Paints a picture
- Tells a story
- Guides the response
- Produces knowledge to:
  - Develop a course of action
  - Recommend solutions
SERT Documentation Unit

- Situation Reports
- Flash Reports
- Battle Rhythm
- Room Reservations
- After Action Reports
- Message Flow during a System Shutdown
SERT Situation Report

- Date, Time, and SitRep Number
- Operational Period
- Current Situation
- Meteorology Overview
- Consequences
- County Actions
- SERT Branch Actions
- Other SERT Actions

- Live example via
  https://seoc.floridadisaster.org/emc #344
State Emergency Operation Center is at a Level 2 Activation.

Operational hours are 0800 to 1700 hrs

EM Constellation Database “Operation Haiti Relief” is being used to track missions and information.

<table>
<thead>
<tr>
<th>Operating Objectives</th>
<th>Daily Meetings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Coordinate flights and services needed for Repatriation of United States survivors.</td>
<td>FDEM Leadership Briefing – 0830 – Governor’s Conference Room</td>
</tr>
<tr>
<td>2. Provide rumor control for repatriation and mass migration efforts.</td>
<td>SERT Briefing – 0900 – Main Floor</td>
</tr>
<tr>
<td>3. Provide resource support to Haiti.</td>
<td>Repatriation Meeting – 1000 – 130D</td>
</tr>
<tr>
<td>4. Continue tracking financial expenditures.</td>
<td>MISSISSIPPI EMAC Meeting – 1400 - 130 D</td>
</tr>
<tr>
<td></td>
<td>Incident Action Plan Meeting – 1500 – 130D</td>
</tr>
<tr>
<td></td>
<td>County Conference Call – 1615 – 130D</td>
</tr>
</tbody>
</table>

Executive Order #10-06 is posted to Info Message 78.
Latest Incident Action Plan is posted to Info Message 177.
Latest Situation Report is posted to Info Message 178.

Meeting times and locations will be published in Info Messages. Please e-mail: eoc-plans@em.myflorida.com with meeting related items.
Establishing Standards

- Written standards, processes, and guidelines support data collection, analysis, validation, and dissemination.
  - “Cues” to follow during an event.
Establishing Standards

- Achieving standards requires appropriate staffing in key positions:
  - Knowledgeable and experienced individuals
  - Proper training and resources
  - Adequate staffing levels
- Training and development of staff should focus on rapid recognition of patterns, trends, and consequences
Individuals must maintain individual SA for their duties and in support of their team.

Team or shared SA is necessary when groups of individuals:

- Share operational goals and objectives
- Have unique or specific roles or functions to perform
- Relies upon each other for successful task coordination and completion
Team goals and objectives cannot be met if individual members lack adequate SA – or the tools to use it.

Active process
- Communication
- Coordination
- Cooperation

Not all information must be exchanged – focus on what is common and shared.
Measuring SA Effectiveness

- After developing your SA and COP processes, it’s important to establish a feedback mechanism and performance measures for the process.
- Example: State Watch Office Incident Tracker notification survey:
  - Asks respondents to rate the incident report’s timeliness, accuracy, and relevance.
  - Provides fields for additional feedback and context if applicable.
State Watch Office Incident Lifecycle

- Live Demonstration
State of Florida

Incident Details

Date/Time Incident Occurred: 3/18/2011 14:03
Date/Time Reported to SWO: 3/18/2011 14:03

This incident is being handled: yes

Choose from the Radio Buttons Below to Obtain Coordinates

- Facility Name or Scene Description:
- Address City: Address: 2120 Jenette St, City: Tallahassee
- Address Zip: 
- Intersection City: Street 1: 
- Affected Counties: 
- Coordinate Entry: 

Dept/agencies notified, responding, scene: DOT, DOE, DOF, DEM, FD

Incident Worksheets

Worksheet Type: Nuclear Power Plants
Description: Not Currently Available

Attachments:

Links

Operations Officer opens an incident report and notifies appropriate ESF’s and Response Partners.
FDEM Dissemination

- Incidents vs. Events
- Notifications vs. Reports & Briefings
Course Conclusion
Portions of this course and it’s activities have been adopted from FEMA L948 – Situation Awareness and Common Operating Picture.
FEMA SA/COP Capstone Series

- Independent Study course in development
- E948 – Intermediate SA/COP &
- E143 Advanced SA/COP
  - September 22-25 2014
  - The FEMA Form 119-25-1 must be submitted to NETC Admissions by August 22, 2014 for the September offering.
- Capstone Paper
Evaluations

- Please give us feedback on this course using the blue evaluation forms in your conference folio.
Thank You!

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