



Welcome to the 2024 GHC Training Session

- These sessions are available to attendees that have registered and are identifiable by the blue and purple name badge.
- Pre-enrolled attendees are guaranteed a seat. All others are first-come, first-serve if space permits.
- The Room Monitor will administer a sign-in sheet that you must sign. Pre-enrolled attendees: Please sign next to your name. Names are in alphabetical order by last name.
- If you are a walk-in (not pre-enrolled), print your name **legible** on the sign-in sheet.
- **You must attend and sign-in every day on multiple day sessions.**
- The sign-in sheet will be picked up 30 minutes after the session starts.
- A certificate will be provided at the completion of the session.



WS 140

**From Chaos to Clarity: Integrating
Community Lifelines into Real-
Time Situation Reporting**



Introductions

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Learning Objectives

- Explain the purpose of FEMA Community Lifelines
- Identify challenges with traditional situation reporting
- Structure operational reporting using lifeline categories
- Improve executive-level decision support
- Enhance interoperability with partner agencies
- Apply lifeline concepts during real-world incidents



Hillsborough County

- West Central Florida (Tampa Bay Region) – 1,266 sq. miles (total area)
 - ~1,020 sq. miles land / ~246 sq. miles water
- Population: ~1.53 million (4th largest in Florida)
- Municipalities: Tampa, Plant City, Temple Terrace
- One of the most storm surge–vulnerable regions in the U.S.
- 88 hurricanes since 1930
- Storm surge risk driven by Tampa Bay’s shallow basin + coastal development
- Extensive FEMA flood zones across coastal & riverine areas
- Port Tampa Bay – largest in Florida by tonnage
- Tampa International Airport (TPA) – nationally ranked major international airport serving 20M+ passengers annually
- Home to MacDill Air Force Base • Headquarters for U.S. Central Command (CENTCOM) and U.S. Special Operations Command (SOCOM)
- Major events and sports hub





The Challenge During Incidents

- **Massive amounts of incoming data**
- **Multiple ESFs reporting simultaneously**
- **Conflicting priorities**
- **Executive leaders needing rapid decisions**
- **Difficulty identifying critical impacts quickly**



FEMA Community Lifelines

A lifeline enables the continuous operation of critical government and business functions and is essential to human health and safety or economic security.



Reference: FEMA Lifelines Implementation Toolkit

Why Lifelines Matter in Emergency Management



WHY A LIFELINES CONSTRUCT?

- Lifelines provide an outcome-based, survivor-centric frame of reference that assists responders with the following:
 - Rapidly determining the scale and complexity of a disaster
 - Identifying the severity, root causes, and interdependencies of impacts to basic, critical lifesaving and life-sustaining services within impacted areas
 - Developing operational priorities and objectives that focus response efforts on the delivery of these services by the most effective means available
 - Communicating disaster-related information across all levels of public, private, and non-profit sectors using a commonly understood, plain language lexicon
 - Guiding response operations to support and facilitate integration across mission areas

Reference: FEMA Lifelines Implementation Toolkit



Hillsborough County OEM Journey

- Initial reporting challenges
- Need for faster executive understanding
- Integration into WebEOC
- Alignment with operational periods
- Development of standardized templates
- Buy-in from ESFs and partners



HC OEM Reports

- **Incident Action Plan (IAP)**
- **Situation Reports (SitReps)**
- **Executive Reports**
- **Flash Reports**



Example: Traditional vs Lifeline Reporting

Traditional Report:

- Long narrative format
- Hard to prioritize
- Buried critical information

Lifeline-Based Report:

- Organized impacts
- Clear operational priorities
- Easier executive consumption

Building a Lifeline-Based Situation Report



Breakdown SITREP sections by lifeline & ESF:

- Current Status
- Impacts
- Resource Needs
- Operational Priorities
- Forecasted Concerns
- Actions Taken

Integrating Lifelines into WebEOC



Transportation

COMPONENTS AND SUBCOMPONENTS

Highway/Roadway/Motor Vehicle

- Roads
- Bridges

of county bridges closed

0

of county bridges damaged or collapsed

0

of county roads closed

12

of county roads closed due to flooding

10

of traffic signals dark

20

of traffic signals flashing

40

road signs down

0

of state bridges closed (FDOT)

0

of state bridges damaged or collapsed (FDOT)

0

of state roads closed (FDOT)

4

of permanent pumps operational

30

of permanent pumps partially operational

5

of permanent pumps non-operational

5

of portable pumps deployed

5

of depressions in the county

0

of sinkholes in the county

0

of stormwater pipes collapsed

0

of water tankers utilized

0

of gallons of water removed(total)

0

Integrating Lifelines into WebEOC



Food, Hydration, Shelter

COMPONENTS AND SUBCOMPONENTS

Food

- Commercial Food Distribution
- Commercial Food Supply Chain
- Food Distribution Programs (e.g., food banks)

Hydration

- Temporary Hydration Missions (e.g., bottled water distribution)
- Commercial Water Supply Chain

Shelter

- Housing (e.g., homes, shelters)
- Commercial Facilities (e.g., hotels)

of operational shelters open

2

of people currently housed in shelters

523

of displaced individuals not in shelters

87

of meals served in the GP shelter past 24 hours

1600

of meals remaining in stock

25000

of disaster survivors requesting housing assistance

86

of hotels participating in temporary housing programs

of individuals requiring medical support within shelters

5

of pets housed in pet-friendly shelters

15

of mobile feeding units deployed

10

of mental health crisis cases reported in shelters

5

of General Population shelters on standby

2

of General Population Shelters open

2

of General Population Shelters full

of General Population Shelters closed

9

of Special Needs Shelters on standby

1

of Special Needs Shelters open

2

of Special Needs Shelters on closed

0

of evacuees at Special Needs shelters

0

of Special Needs Shelters on closed

0

of sheltering unmet needs requests

0



Community Lifeline Dashboard

COMMUNITY LIFELINES D... [Close]

DASHBOARD | LIFELINE DETAILS ▾

- Communications**
 - 911 and Dispatch
 - Alerts, Warnings, and Messages
 - Finance
 - Infrastructure
 - Responder Communications
- Safety and Security**
 - Community Safety
 - Fire Service
 - Government Service
 - Law Enforcement/Security
 - Search and Rescue
- Health and Medical**
 - Fatality Management
 - Medical Care
 - Medical Supply Chain
 - Patient Movement
 - Public Health
- Transportation**
 - Aviation
 - Highway/Roadway/Motor Vehicle
 - Maritime
 - Mass Transit
 - Railway
- Food, Hydration, Shelter**
 - Agriculture
 - Food
 - Hydration
 - Shelter
- Hazardous Material**
 - Facilities
 - HAZMAT, Pollutants, Contaminants
 - Debris
- Energy**
 - Fuel
 - Power Grid
- Water Systems**
 - Potable Water Infrastructure
 - Wastewater Management



Lifeline Details

COMMUNITY LIFELINES D... [X]

DASHBOARD LIFELINE DETAILS

Communications

- 911 and Dispatch** (GREEN) [EDIT](#)
Katelyn Pike as HC - Infrastructure and Utilities Branch on 04/14/2026 10:52:37
- Alerts, Warnings, and Messages** (GREEN) [EDIT](#)
Katelyn Pike as HC - Infrastructure and Utilities Branch on 04/14/2026 10:52:47
- Finance** (GREY) [EDIT](#)
- Infrastructure** (YELLOW) [EDIT](#)
Katelyn Pike as HC - Infrastructure and Utilities Branch on 04/14/2026 10:53:03
- Responder Communications** (GREY) [EDIT](#)



Lifeline Details

COMMUNITY LIFELINES D...

Lifeline - Communications
HURRICANE IRIS 2026

Infrastructure

Status

GREY GREEN YELLOW RED

Unstable, solution in progress

Conditions, Actions, Limiting Factors


B *I* U System Font 12pt Paragraph











Published SitRep

SITUATION REPORT (ESF0... x) COMMUNITY LIFELINES P... x

Situation Report
HURRICANE IRIS 2026



Lifelines Summary

 Communications YELLOW	 Energy YELLOW	 Food, Hydration, Shelter GREY	 Hazardous Material GREY
 Health and Medical GREY	 Safety and Security YELLOW	 Transportation YELLOW	 Water Systems YELLOW

Animal Protection

Assigned to: HC - ESF 17 - Animal Protection

RID Board



REQUESTS/TASKS DASHBOARD DASHBOARD TRANSPORTATION



Requests/Tasks
HURRICANE IRIS 2026

CREATE NEW +

REPORT

FILTER/SEARCH

30 ACTIVE

17 CLOSED

Tracking #	Mission Number	Mission Name	Originator	Agency	Assigned To	Priority	Community LifeLines	Time Due	Status	Last Updated
2604-0042	TEST		HC - Public Protection Branch (PPB)		HC - ESF 01 - Transportation	IMMEDIATE (4 HRS.)	Transportation	04/14/2026 20:07:00	COMPLETE	05/05/2026 14:41:42
2605-0001	TEST		HC - Public Protection Branch (PPB)		HC - ESF 01 - Transportation	IMMEDIATE (4 HRS.)	Transportation	05/05/2026 18:38:00	NEW REQUEST	05/05/2026 14:40:47
2604-0028	High Pump needs		HC - ESF 12 - Utilities (Water Resources)		HC - County Facilities	PRIORITY (12 HRS.)	Water System	04/14/2026 22:48:00	ASSIGNED	05/01/2026 13:03:44
2604-0066	test		HC - EWG - AMR		HC - EWG - AMR	IMMEDIATE (4 HRS.)	Transportation	04/30/2026 15:01:00	COMPLETE	04/30/2026 11:02:28
2604-0065	test		HC - Public Protection Branch (PPB)		HC - EWG - HCPS Transport	IMMEDIATE (4 HRS.)	Transportation	04/23/2026 12:19:00	COMPLETE	04/23/2026 08:19:37
2604-0064	test		HC - Planning Section		HC - ESF 01 - Transportation	PRIORITY (12 HRS.)	Transportation	04/22/2026 06:24:00	ASSIGNED	04/21/2026 18:24:48
2604-0063	test		HC - Planning Section		HC - ESF 01 - Transportation	IMMEDIATE (4 HRS.)	Transportation	04/21/2026 21:35:00	ASSIGNED	04/21/2026 17:51:22
					HC - ESF 01 -			04/21/2026		04/21/2026

RID Board



New Request

HURRICANE IRIS 2026

ATTENTION: In order to expedite the request it is critical to provide a detailed description of the need you are requesting to be filled. Failure to do so will result in unnecessary delays in filling the request.

Assignment Details

* Priority

Immediate (4 hrs.)

* Date/Time Due

05/15/2026 01:50:00

* Assigned To

*HC - ESF 06 - Mass Care

* Community LifeLines

Food,Hydration,Shelter

Use Transportation Resource

Work Category

Protective Measures (B)

Sourcing

Toggle when requesting a resource.



Challenges & Lessons Learned

Implementation Lessons

Challenges:

- ESF adoption
- Overclassification
- Information consistency
- Maintaining reporting discipline
- Training needs

Lessons Learned:

- Keep formats simple
- Standardize terminology
- Use visuals
- Train continuously
- Build executive familiarity early



What Questions Do you Have ?

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