



FEMA

## Lessons Learned Information Sharing

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### LESSON LEARNED

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## Emergency Operations Center: Training Personnel on the Resource Request Process

### SUMMARY

Emergency managers should consider developing training for all emergency operations center (EOC) personnel on the resource request process. This will ensure that resources are requested properly and can be processed and distributed in a timely fashion.

### DESCRIPTION

The New York State Office of Homeland Security, New York State Emergency Management Office, and New York State Department of Health (NYS DOH) sponsored the Empire Express Hurricane Functional Exercise (FE) from May 30 to June 4, 2008. The exercise scenario involved a Category 2 hurricane that made landfall in New York City and impacted 3 nearby counties. This hurricane created a massive amount of debris, which posed significant public health risks to residents, and required extensive rescue operations. The New York State EOC coordinated response efforts with NYS DOH, regional health operations centers, and Nassau, Suffolk, and Westchester counties. Six federal, fifty-four state, forty-nine local, and twenty private sector entities participated in the FE. The FE tested the ability of EOCs to coordinate a state-wide response to the hurricane.

New York State EOC personnel used the information management system DisasterLAN to receive updates and to process resource requests. Some personnel encountered difficulties understanding the resource request process. They were unfamiliar with their roles in satisfying resource requests on DisasterLAN. Further, they received conflicting instructions regarding which EOC section was responsible for assigning requests. Some EOC personnel noted that they could not select which section would receive the resource request ticket or to whom they replied when responding.

DisasterLAN is a Web-enabled crisis information management software tool that delivers real-time data to emergency managers and first responders. The software enables users to share data through message boards, geographic information systems-based maps, resource catalogues, and other tools.

The *Empire Express Hurricane Functional Exercise (FE) After Action Report (AAR)* recommends that emergency managers ensure that all EOC staff members are trained on the resource request process. The AAR also recommends that emergency managers establish resource directories and familiarize EOC staff members with agency and state EOC plans.

Emergency managers should consider developing training for all EOC personnel on the resource request process. This will ensure that resources are requested properly and can be processed and distributed in a timely fashion.

**CITATION**

Federal Emergency Management Agency. *Empire Express Hurricane Functional Exercise (FE) After Action Report (AAR)*. 12 Nov 2009.

<https://www.llis.dhs.gov/docdetails/details.do?contentID=41330>

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