



FEMA

Lessons Learned  
Information Sharing  
LLIS.gov

## January 2010 *Lessons Learned Information Sharing* Newsletter

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### LLIS.gov Redesign

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#### **New look and feel**

During the nearly 6 years *LLIS.gov* has been online, the *LLIS.gov* Team has strived to provide members with the most effective and efficient technology and Web design available. Based upon member feedback, *LLIS.gov* will launch a redesign of the site on January 18, 2010. The site will be more streamlined, personalized, and easy to use. To make this transition as smooth as possible, the *LLIS.gov* Team has created a guidance document, [Navigating the New LLIS.gov](#). This document will provide members with screen shots of the new site and descriptions of how to navigate through the available information.

If you have any questions about the redesign, please contact the *LLIS.gov* Team at [feedback@llis.dhs.gov](mailto:feedback@llis.dhs.gov). In addition, please visit the new [January 2010 Redesign Feedback Channel](#) where you can post questions about the new look and view responses from the *LLIS.gov* Team or other members. To join this Channel, log into *LLIS.gov* and click on the Channel name in the NEW *LLIS.GOV* CONTENT box on the homepage.

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### Wildland Fire Lessons Learned Page

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#### **Updates to topic-specific page**

*LLIS.gov* recently updated the [Wildland Fire Lessons Learned](#) topic-specific page, which is provided in collaboration with the [Wildland Fire Lessons Learned Center](#). The Wildland Fire Lessons Learned Center actively promotes a learning culture to enhance and sustain proven and effective work practices in the fire community. The *LLIS.gov* Team wants to use this page to gather information detailing how firefighters, other emergency responders, state and local governments, and private organizations are using lessons learned for the benefit of the wildland fire community. To view the reorganized page, please log into *LLIS.gov* and click [Wildland Fires](#) under FEATURED TOPICS.

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### New LLIS.gov Original Content

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The *LLIS.gov* Team continues to post new Lessons Learned, Best Practices, Practice Notes, and Good Stories to the system on a regular basis. Weekly updates about new original content can be found in the NEW *LLIS.GOV* CONTENT box on the homepage of *LLIS.gov*. *LLIS.gov* recently posted the following original content documents:

## Lessons Learned

- **Emergency Operations Centers: Establishing Standard Operation Procedures for Coordinating Regional Activations and Deactivations** (*Presidential Inauguration, 2009*)  
Emergency managers should develop standard operating procedures for coordinating and communicating emergency operations center activations during a regional incident requiring multiple jurisdictions.
- **Exercise Design: Ensuring Exercise Play over Multiple Operational Periods** (*Maine Statewide Communication Functional Exercise, 2009*)  
Prior to an exercise conducted over multiple operational periods, planners should review the master scenario event list to ensure that there is adequate activity for each period. This can help to ensure that there is sufficient exercise play for all shifts during an exercise.
- **Exercise Management: Ensuring Local Injects are Consistent with State and Local Plans** (*Maine Statewide Communication Functional Exercise, 2009*)  
During exercises that include both state and local play, exercise controllers should review state and local plans to ensure that injects provided during local play do not conflict with either response plan.
- **Mass Care Facilities: Communicating with Patients who have Special Needs** (*TOPOFF 4, Oregon, 2007*)  
Managers of mass care facilities should anticipate the need to communicate with patients who have special needs and should arrange for services to be available when the facility opens. Managers should consider having a roster of persons qualified in areas such as American Sign Language who are on call to assist with patient care.
- **Receipt, Store, and Stage Operations: Ensuring Adequate Provisions for Personnel** (*Missouri H1N1 Pandemic, 2009*)  
State health departments should ensure that administrative processes are in place to provide food and water to receipt, store, and stage (RSS) sites in a timely manner during activations. This will ensure that RSS personnel receive adequate sustenance to conduct RSS operations.
- **Special Event Planning: Ensuring that Aid Stations are Visible to the Public** (*Presidential Inauguration, 2009*)  
Special event planners should ensure that all aid stations and other similar facilities are visible to the public. This will help ensure that people can locate these facilities and receive assistance.
- **Special Event Planning: Incorporating Wireless Providers into the Communication Planning Process** (*Presidential Inauguration, 2009*)  
Planners should verify that all wireless communication providers in the area are incorporated into communication plans for special events. This can help to ensure that service is maintained throughout the event.

## Practice Notes

- **Emergency Dispatch: Black Hawk County, Iowa, Consolidated Public Safety Communications Center's 9-1-1 Text Messaging Capability**  
The Black Hawk County, Iowa, Consolidated Public Safety Communications Center is the first public service answering point in the nation able to directly receive Short Message Service text message requests for assistance.
- **Influenza Antiviral Deployment: The Missouri Department of Health and Senior Services' Securing of Temporary Pharmaceutical Distributor's Licenses**  
The Missouri Department of Health and Senior Services (MDHSS) obtained temporary pharmaceutical distributor's licenses for personnel transporting influenza antiviral medications. This ensured that MDHSS's antiviral distribution operations complied with the state's pharmaceutical distribution laws.
- **Special Event Management: Serve DC's Volunteer Planning and Coordination during the 2009 Presidential Inauguration**

Serve DC, the District of Columbia Mayor's Office on Volunteerism, successfully recruited and trained volunteers to support the District's operations during the 2009 Presidential Inauguration.

#### *Good Stories*

- [\*\*The New Jersey Department of Health and Senior Services' Hippocrates System\*\*](#)  
The New Jersey Department of Health and Senior Services Hippocrates system is an information management and knowledge brokerage system that provides situational awareness to emergency management, healthcare delivery, and public health systems for day-to-day operations and during incidents.
- [\*\*The Pittsburgh, Pennsylvania, Regional Business Coalition for Homeland Security\*\*](#)  
The Pittsburgh Regional Business Coalition for Homeland Security is a non-profit, public-private partnership dedicated to assisting businesses in western Pennsylvania prepare for, respond to, and recover from natural disasters, technological disasters, and terrorist attacks. The coalition has developed working groups that focus on addressing sector-specific threats, a Web-based emergency asset tracking system, and a business alert network.

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#### *LLIS.gov Outreach*

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The *LLIS.gov* Team travels around the country speaking and exhibiting at conferences and events. If you would like to request an *LLIS.gov* presentation at your next event, please email the Outreach Team at [outreach@llis.dhs.gov](mailto:outreach@llis.dhs.gov). For more information, please visit the *LLIS.gov* [Outreach](#) page.

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