



Lessons Learned Information Sharing

www.LLIS.gov

May 2006 *Lessons Learned Information Sharing* Newsletter

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Hurricane Preparedness

New Hurricane Preparedness Content on LLIS.gov

LLIS.gov has added more than 100 documents related to hurricane preparedness to the system. New content includes Congressional testimonies and hearings from Hurricane Katrina, Louisiana state documents, after-action reports, and official government lessons learned. Please login and click on the LLIS.gov [Hurricane Preparedness](#) page to view a listing of these new documents, as well as relevant Lessons Learned, Best Practices, and Good Stories related to hurricane response and disaster recovery.

Additionally, please login and click on [Feedback](#) to share your jurisdiction's hurricane preparedness plans with the LLIS.gov community.

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Wildland Fire Lessons Learned

Introducing The Wildland Fire Lessons Learned Page

The Wildland Fire Lessons Learned Center is an interagency resource center that is systematically correcting the current situation where learning remains isolated, short-lived, and trapped in the memories of individuals or separate units throughout the multi-agency wildland fire community. The Center focuses on acquiring, interpreting, and transferring lessons learned, best practices, knowledge gaps, and unresolved issues in wildland fire. The Center's goal is to help the Wildland Fire Community become a learning organization. Becoming and sustaining the level of a learning organization inherently includes working safer, smarter, and continuously improving. Please login to access [The Wildland Fire Lessons Learned Page](#).

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Transportation Security Administration Page

Introducing the Transportation Security Administration (TSA) Page

The TSA and *Lessons Learned Information Sharing* have dedicated a new page to highlight Best Practices, Good Stories, Lessons Learned, after-action reports, and other documents which may be useful to the transportation security community. In addition, *LLIS.gov* members can contribute ideas for lessons learned and best practices, submit documents for posting, and provide comments and feedback through this page both to *LLIS.gov* and TSA. Please login to access [The Transportation Security Administration Page](#).

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LLIS.gov Channels Pilot Testing

Introducing *LLIS.gov* Channels

As part of our ongoing effort to continuously improve *Lessons Learned Information Sharing*, *LLIS.gov* is getting ready to launch a new capability called *LLIS.gov* Channels and is currently testing pilot programs for this new capability.

The Channels capability supports the *LLIS.gov* mission to provide the emergency response community with the tools necessary to share their knowledge and experiences more effectively. Channels are distinct areas of *LLIS.gov* dedicated to specific communities and topics of interest that facilitate collaboration among Channel members. Features include:

- **Document uploading:** Channel members have the ability to upload documents directly to the Channel that are then accessible only to Channel members. Channel members can also provide comments on documents, which can only be seen by other Channel members.
- **Secure e-mails:** Channel members can e-mail one another via a Channel listserv. Channel e-mails are archived so that new members can familiarize themselves with previously discussed issues and topics.
- **Channel-specific message boards:** Channel message boards are secure within the Channel and are not accessible outside the Channel or to other *LLIS.gov* members. This feature allows for targeted discussions within a specific community.
- **Channel-specific member directory:** The Channel directory allows Channel members to access contact information for other Channel members and facilitates networking within the specific community.
- **Upcoming events and relevant links:** Channel members can post upcoming events and relevant links to the Channel to share useful resources and publicize events.

Avian Influenza Pilot Channel

In order to test the Channels capability, the *LLIS.gov* team has created a pilot Channel focused on the topic of avian influenza. The Channel currently houses a wide variety of resources, including Lessons Learned, Good Stories, Best Practices, after-action reports, and other documents related to quarantine, bioterrorism, and disease outbreak. If you are interested in participating in the Avian Influenza Channel, please e-mail Channels@llis.dhs.gov.

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LLIS.gov Survey

Provide Feedback on the new *LLIS.gov* Survey

To help improve the *Lessons Learned Information Sharing* system, the *LLIS.gov* Team has posted a survey for all registered members. This brief survey, which includes 25 multiple choice and short-answer questions, will allow the *LLIS.gov* Team to gather feedback on a wide variety of topics.

To access the survey, please go to www.llis.gov and log into the system. Via the top navigation bar, go to **Feedback > Respond to Surveys** and choose the ***LLIS.gov* Feedback Survey** or go to <https://www.llis.dhs.gov/member/surveywiz/index.cfm> to begin taking the survey.

Your feedback is greatly appreciated and will ensure that *Lessons Learned Information Sharing* remains a useful and practical resource for emergency response providers and homeland security officials.

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New Original Content Posted Since Last Newsletter

The *LLIS.gov* Team continues to post new Lessons Learned, Best Practices, and Good Stories to the system on a regular basis. Updates about new original content can be found in the "What's New" section on the homepage of *LLIS.gov*.

Since the last Newsletter, *LLIS.gov* has posted the following original content:

Lessons Learned

- **[Commercial Fire Operations: Searching for Fire and Life](#)** (*National Institute for Occupational Safety and Health. Firefighter Fatality Investigation Report 99-47: Six Career Firefighters Killed in Cold-Storage and Warehouse Building Fire—Massachusetts*)
Fire departments should ensure that firefighters employ guide ropes securely attached to permanent objects at entry portals when conducting interior operations at fires in large commercial buildings. Firefighters operating without a guide rope could become disoriented and lost at fires in large, open or complex occupancies.
- **[Family Resource Centers: Support Services to Victims from Multiple Jurisdictions](#)** (*Rhode Island: The Station Club Fire After-Action Report: State, Local, and Federal Government and the Private Sector.*)
A mass casualty incident (MCI) may affect residents from multiple states or other jurisdictions. After such incidents, government officials should ensure that support services from all appropriate agencies and jurisdictions are accessible to victims and their families.
- **[High Rise Fire Operations: Hooking Up to the Standpipe on the Floor Below](#)** (*National Institute for Occupational Safety and Health. Firefighter Fatality Investigation Report F99-01: Three Fire Fighters Die in a 10-Story High-Rise Apartment Building.*)
When operating at fires in high-rise buildings, firefighters should ensure that they connect their attack lines to the standpipe outlet on the floor below the fire. Connecting to the standpipe outlet on the fire floor may unnecessarily subject firefighters to intense heat and smoke conditions, thus compromising the safety of personnel and resulting in a delay of securing a water source for fire suppression.
- **[Incident Site Management: Establishing a Site-Locating Device to Broadcast the Location of Coastal Incident Scenes](#)** (*Volusia County Ocean Mass Casualty Exercise: After Action Report.*)
Coastal jurisdictions should consider establishing a site-locating device to broadcast the location of coastal incident scenes to emergency responders. A radio beacon, signal flare, or coordinate sharing procedure may be used for this purpose.
- **[Infectious Disease Outbreaks: Creating Hospital Staffing Surge Plans](#)** (*2003 Toronto, Canada SARS Outbreak*)
Hospital officials should create staffing surge plans that take into account potential restrictions on staff movement during an infectious disease outbreak. During an epidemic, part-time hospital employees who rotate between facilities may be unable to work at one site due to quarantine restrictions placed on them at another facility.
- **[Special Event Planning: Providing Special Passes or Tickets to Undercover Officers](#)** (*San Diego Police Department Super Bowl XXXVII: Operational Assessment.*)

Special event planners should consider providing special passes or tickets to undercover officers to enable them to enter the venue discretely. This may help ensure that officers are not delayed in performing their duties.

- **Special Event Planning: Establishing Protest Zones** (*San Diego Police Department Super Bowl XXXVII: Operational Assessment.*)
Special event planners should consider establishing protest zones prior to a special event. Doing so will help to ensure the safety of protesters as well as individuals attending the event.
- **Special Event Planning: Providing Full-Time Clerical Support to Planners** (*San Diego Police Department Super Bowl XXXVII: Operational Assessment.*)
Full-time clerical support should be available to special event planners. This will allow the planners to focus fully on their planning and coordination responsibilities.
- **Volunteer Coordination: Utilizing Two Shifts of Volunteers during Lengthy Full-Scale Exercises** (*Volusia County Ocean Mass Casualty Exercise: After Action Report.*)
Exercise planners should consider utilizing two shifts of volunteers during lengthy, full-scale exercises (FSEs). This can reduce volunteer attrition, enhance participant safety, and help to ensure exercise continuity.

Good Stories

- **Detroit, Michigan's Citizen Corps Special Event Partnership**
The Detroit, Michigan Citizen Corps' Special Event Program supplies local sports and entertainment venues with trained volunteer security personnel who supplement professional security staff during special events. The program helps alleviate the burden on stadium security officials and provides the public with an increased sense of safety.
- **The Frederick County, Maryland Community Action Agency's Community Land Security Program**
The Frederick County, Maryland Community Action Agency's (FCAA) Community Land Security Program aspires to strengthen the domestic preparedness capabilities of the county's low-income communities. The program aims to help low-income communities remain safe and self-sufficient in the face of emergencies. The program also aims to build local emergency managers' awareness of the needs of low-income neighborhoods and to open a dialogue between local officials and representatives of previously disenfranchised communities.

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Member Document Submissions

Share Your Documents with Ohter *LLIS.gov* Members

As the Department of Homeland Security's official online network of lessons learned and best practices, *LLIS.gov* relies on its members to submit homeland security-related documents in order to maintain and improve the system's information repository. Please share your jurisdiction's lessons learned, after-action reports, exercise plans, upcoming events/news, or other homeland security documents with the *LLIS.gov* community. Login to *LLIS.gov* and click on [FEEDBACK](#) to submit your documents.

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Upcoming *LLIS.gov* Conference Participation

The *LLIS.gov* Team travels around the country speaking and exhibiting at emergency response and homeland security conferences. *LLIS.gov* will exhibit at the following upcoming conferences:

- **17-21 June: National Sherrifs' Association 2006 Annual Conference (Orlando, FL)**
- **23-24 June: Missouri Association of Fire Protection Districts 15th Annual Conference and Training Session (Osage Beach, MO)**
- **25-28 June: National Environmental Health Association Educational Conference and Exhibition (San Antonio, TX)**
- **29 June - 1 July: Southeastern Association of Fire Chiefs 2006 Annual Leadership Conference (Mobile, AL)**

Feel free to drop by our booth at any of these conferences and share your comments and questions about *LLIS.gov* with our staff. Please contact the *LLIS.gov* Outreach Team at outreach@llis.dhs.gov with any questions, comments, or if you have a conference or event that you would like the *LLIS.gov* staff to present or exhibit at.

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