Bay Area Region-Wide EOC Situational Awareness Tools - Survey Results

Platforms in Use by Jurisdiction

	Alameda County	Contra Costa County	Marin County	Monterey County	San Mateo County	Santa Clara County	San Francisco	Solano County	City of San Jose	City of Oakland	TOTAL
WebEOC[1]	O	X	X	X	X	X	X	O		X	9
ArcGIS Dashboard	X	X				X	X	X	X	X	7
CalCOP	X	X			X		X			X	5
ReddiNet	X		X				X	X		X	5
Homeland Security Information Network (HSIN)	X			X	X	X	X				5
Document Sharing Platforms (Google Docs, Dropbox, BOX)	X		X			X		X		X	5
SCOUT							X				1
OneConcern							X				1
InfoXchange	X										1
VEOCI	X										1
APAN							X				1
SitStat	X										1
Intterra						X					1
Tri-Tech Inform				X							1
EMOPS						X					1
TOTAL	9	3	3	3	3	6	8	4	1	5	

[1] **X** denotes jurisdictions with their own instance of WebEOC. **O** denotes a jurisdiction logs into CalOES' instance, called CalEOC.

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Common Platforms (5 or More Bay Area Jurisdictions)

	Region-wide Adoption	Primary Use Cases	Information Shared (Sources)	Strengths	Weaknesses
WebEOC	All OAs and most Core Cities use WebEOC at some level, though some log in to the State's WebEOC system "CalEOC"	•Communicate with CalOES (Sit Stat, Resource Requests, IDEs) •Share information across jurisdiction and regionally	•EOC and Duty Status •Situational awareness information (from DOCs) •Resource orders and status •Infrastructure status •Daily logs •Alerts and warnings	•Widespread adoption •Sole system to communicate with State •Allows users to maintain Situational Awareness from any location	•Cost •Limited mapping functionality •Limited local (city) users
ArcGIS Dashboard	All jurisdictions use ArcGIS at some level, with 8 using the Dashboard functionality	•Geographic visualization of situational awareness •Shared incident mapping •Strategic decision support	•Shapefiles from other city/county agencies (e.g., roads, critical infrastructure) •Disaster perimeter, evacuation areas, and other areas of concern •Damage assessments •HAZUS data	•ArcGIS is the GIS standard, and jurisdictions already have GIS staff trained •Mobile information collection, which can feed directly to WebEOC boards	•Requires specialized personnel •Data glut
CalCOP	All jurisdictions use CalCOP for CIKR asset catalog. Half of respondents use CalCOP for situational awareness in EOC.	•Critical infrastructure and key resources (CIKR) catalog •Regional risk assessments and threat awareness •Special events management	•Critical infrastructure •CAD feeds (fire, CHP, neighboring jurisdictions) •Incidents (from field) •Suspicious activity reports •ALPR data	•No cost to jurisdictions •PCII information •Regional situational awareness on map •Mobile information collection •Can be integrated two-way with WebEOC	•General lack of awareness •Lack of trained staff •Perceived as duplicating WebEOC mission space •Difficult to keep data and feeds current •System is slow at times
ReddiNet	Half of the jurisdictions use ReddiNet in the EOC	•Medical system (hospital, EMS) situation status	•EMS field reports •Fire/EMS CAD •Number of transports •Hospital bed counts •Transport capacity and locations	•Facilitates information sharing between EMS, paramedics, fire, and hospitals •Standard system, used day-to-day, and well-integrated into operations	•Not available to all entities •Does not integrate with WebEOC •Requires trained staff
Homeland Security Information Network (HSIN)	Jurisdictions use HSIN primarily to share sensitive information in large events	•Share Sensitive but Unclassified information across Federal, State, Local, and Private Sector homeland security partners	•Federal, state, and local plans •Maps •Sensitive event information	•No cost to jurisdictions, maintained by DHS •Includes a vast array of information not usually available to local governments	•Limited trained staff •Not used regularly
Document Sharing Platforms (Google Docs, Dropbox, BOX)	Most jurisdictions used some document sharing platform to supplement these tools	•Share plans, documents, templates, and tools across a wide spectrum of users	•Local and shared plans, documents, templates, and tools	•Free/low-cost •Allows document/report sharing from partners without access to other platforms	•Security concerns •Limited ability to customize

Jurisdictions Consulted: Alameda County, Contra Costa County, Marin County, Monterey County, San Mateo County, Santa Clara County, City and County of San Francisco, Solano County, City of San Jose, City of Oakland

Bay Area Region-Wide Situational Awareness Tools - Survey Results
Limited Use Platforms (Less than 5 Bay Area Jurisdictions)

	Primary Users	Primary Use Cases	Strengths	Weaknesses
SCOUT	•State of California •City and County of San Francisco	•Tactical incident field operations (situational awareness, mapping) •Responder tracking •Asset tracking	•State supported •Focuses on assignments/ownership	•No regular local usage •No known rollout schedule •Standardization and interoperability concerns •Unfamiliarity with purpose and benefit
OneConcern	•City and County of San Francisco •Other jurisdictions exploring adoption	•Provides earthquake-related damage potential	•Will assist with decision-making during earthquake response	•Unable to access information for smaller earthquakes •Requires trained personnel •Cost
InfoXchange	•Alameda County •Regional Water Utilities •Some Cities in Alameda County	•Share Situation Status, Mission Requests, Plans, IAPs, Maps, Phots, Videos, and Directories across all users	•Easy to use Instantly shares information to all partners without access to other platforms	•Limited use in the region •Cost (after grant funding ends)
VEOCI	•Alameda County Public Health •Cities of Alameda, San Leandro, Livermore, and Pleasanton	•Crisis management software, similar to WebEOC	•Alameda County OES has a login to City of Alameda's system for situational awareness	•Does not integrate with WebEOC
APAN	•City and County of San Francisco •National Guard	•Heavily used in Maritime/Ports	•Adobe Connect Workspace •Consolidates AIS feeds, files, schedules, chat functions, and WebEOC Significant Events Board	*No survey results*
SitStat	•Alameda County	•Provides real-time GPS locations of all first responders in Alameda County	*No survey results*	*No survey results*
Intterra	•Santa Clara County	•Provides real-time GPS Tracking information for Fire Department apparatus	*No survey results*	*No survey results*
Tri-Tech Inform	•Monterey County	•Day-to-day SA/COP for all daily operations and incidents that may evolve into an activation	•Provides real-time awareness of agencies involved and resource requests •Quick and simple	•Must be accessed from County intranet (no remote access)
EMOPS	•Santa Clara County	•Integrates information, modeling, and mapping technologies to provide situational awareness of major global incidents (e.g., wildfire, earthquake)	•Free product of the Pacific Disaster Center	*No survey results*

Bay Area Region-Wide Situational Awareness Tools - Survey Results
Platforms on the Horizon

	Description
FirstTwo	Tactical situational intelligence tool that geospatially identifies people and phone numbers associated with a location.
Everbridge Visual Command Center	Provides visualization for managing critical events by integrating disparate systems.
ShakeAlert	Earthquake early warning system with limited pilot projects. Many jurisdictions already use ShakeAlert in its Beta form.
NC4	Situational awareness, information sharing, and crisis management tool used by the California Department of Public Health.