

A WebEOC[®] case study from ESI[®]

“A single command post proved impossible in this effort. WebEOC provided the vital interconnectivity and communications needed to respond to this disaster.”

Wendy Brogdon
Senior Operations Officer
GOHSEP

“The Coast Guard had been using Excel for spill tracking. Once they saw the power of WebEOC, they jumped on board. BP wanted to create its own oil tracking system. We asked why? We told them we’re doing it right now with WebEOC.”

Melton J. Gaspard, Jr.
WebEOC Administrator
GOHSEP

ESi
823 Broad St.
Augusta, GA 30901
Office: 706.823.0911
Fax: 706.826.9911

www.ESI911.com
sales@ESI911.com



Boundless Collaboration™

WebEOC in Action: Louisiana Responds to the Gulf of Mexico Oil Spill

On April 20, 2010, an explosion and fire occurred on the Deepwater Horizon oil rig 130 miles off the coast of Louisiana.

Eleven workers were killed and 115 escaped. On April 22, the rig sank, unleashing a deep-sea spill that ultimately spewed 170 million gallons of crude into the Gulf of Mexico and on the shores of Louisiana.

“The only say Louisiana had in the cleanup was how clean was good enough for us,” she noted.

From April 24 to December 15, the Governor, along with the State Unified Command Group, met daily at GOHSEP. The overall incident included 19,595 responders and 2,398 vessels that deployed over 1.5 million feet of oil boom.



The Deepwater Horizon oil rig on fire in the Gulf of Mexico, April 21, 2010

“British Petroleum accepted responsibility for the cleanup, and the Federal On-Scene Coordinator was the U.S. Coast Guard,” explained Ms. Wendy Brogdon, Senior Operations Officer, Louisiana Governor’s Office of Homeland Security & Emergency Preparedness (GOHSEP).

“A single command post proved impossible in this effort,” Ms. Brogdon said. “WebEOC provided the vital interconnectivity and communications needed to respond to this disaster.”

Early in the response, Governor Bobby Jindal told the press, “We have made WebEOC available for BP and the Coast Guard to use.”

“The Coast Guard had been using Excel for spill tracking,” according to Melton J. Gaspard, Jr., WebEOC Administrator, GOHSEP. “Once they saw the power of WebEOC, they jumped on board.”

The only problem was that every 14 days the Coast Guard rotated WebEOC personnel. “But because WebEOC is so user friendly, we implemented a ‘Train the Trainer’ program allowing them to train their new incoming staff,” Mr. Gaspard said.

“BP wanted to create its own oil tracking system. We asked why? We told them we’re doing it right now with WebEOC,” he said.

Over the course of the activation, they gave permissions to 846 new users, created 70 new positions unique to the oil spill (including 22 response positions), opened 8,574 missions, assigned 8,625 tasks and logged 28,935 comments.

The comments include the details of where they cleaned oil and how they did it.

“We have detailed backup of everything that was done throughout the incident,” Mr. Gaspard said.

“With so many new users, we tried to keep it simple with one WebEOC process,” he said. “We used one mission task board to collect, manage and disseminate information.”

State Agency claims were also tracked internally through WebEOC. “We added 34 agency finance positions which provided us with a system to keep the Governor informed of how much was being spent on the cleanup per day,” he said.

“The silver lining in all this is that now the Governor knows the capabilities of WebEOC,” Ms. Brogdon said. “His Department Heads are also talking WebEOC and more and more state agencies want to learn and use WebEOC.”

“ESi support staff have always been there for us through events like Hurricanes Gustav and Ike and now the oil spill. Know that ESi always has your back,” she added.

Mission Number	Mission Type	Mission Lead	Mission Status	Priority	Request	Comments
923-111657467	Wildlife Impacted	MC 252 ICP Houma	Closed 09/23/2010 12:24:47	Medium	1 dead/oiled laughing gull recovered and transported to Grand Isle facility. LDWF recommends closure/complete	Assigned to ICP Houma for tasking to branch. SEOC Operations Officer. - W at 11:17:22 on 9/23/2010. more
922-16152932	Wildlife Impacted	MC 252 ICP Houma	Closed 09/23/2010 08:52:18	Low	Grand Isle recovered 1 dead gull on Grand Isle beach and transported to facility. LDWF recommends closure/complete	Assigned to ICP Houma, for tasking to Branch. SEOC Operations Officer. - A at 16:18:48 on 9/22/2010. more
922-16134563	Wildlife Impacted	MC 252 ICP Houma	Closed 09/23/2010 08:52:04	Medium	Grand Isle crew recovered one gull on Elmers Island and transported to facility. LDWF recommends closure/complete.	Assigned to ICP Houma, for tasking to Branch. SEOC Operations Officer. - W at 16:14:31 on 9/22/2010. more
76-13455678	Oil Sighting	MC 252 ICP Houma	Closed 09/23/2010 08:51:48	High	Reported from Trinity Bayou, (coordinates 29°03' 6.9" N 90° 42' 53.5" W). No oil remediation had been performed since last week's oil sighting. The camp was still set up at this location, but (9) personnel were on the island. The historic oil was coated with a thin film of sand. New oil was washing up onto the island, and fresh tar balls coated the island. The tar balls were up to 4" in diameter with an estimated coverage of (20) tar balls per square meter.	MC 252 ICP Houma - Andrew Lee at 1 9/17/2010 Houma ICP is moving to New Command 16/17 Sep10. Please update mission's status. MC 252 ICP Houma. more
922-12327317	Wildlife Impacted	MC 252 ICP Houma	Closed 09/23/2010 08:36:37	Medium	1 alive/oiled pelican sighted south of Sabine wildlife refuge on beach. LDWF Fisheries is responding.	Assigned to ICP Houma, for tasking to Branch. SEOC Operations Officer. - W at 12:35:38 on 9/22/2010. more
819-81932904	Wildlife Impacted	MC 252 ICP Houma	Closed 09/23/2010 08:36:07	Low	1 dead juvenile laughing gull located @ Grand Isle, recovered by LDWF and brought to facility. Closure recommended	Assigned to ICP Houma, for tasking to Branch. SEOC Operations Officer. - A at 08:21:04 on 8/19/2010. more
			Closed		1 sea gull reported in the Cameron area. Does not appear to be oiled, maybe injured?? LDWF called to confirm report. Reported said bird	Assigned to ICP Houma, for tasking to

8,574 missions were tracked by GOHSEP on WebEOC during the Deepwater Horizon activation