

**COUNTY OF SANTA BARBARA
EMERGENCY OPERATIONS CENTER
WEB PORTAL FOR LOGISTIC REQUESTS -
DISASTER/EMERGENCY RESPONSE &
MANAGEMENT**

Overview – Provide a brief, 25-word summary of your program or project.

The County of Santa Barbara General Services Department provides Logistics Section support at the Emergency Operations Center (EOC). The Logistics team developed a web based portal for EOC incidents to document and track all Logistics service requests (NIMS ICS 213 Requests).

Challenge – Describe the challenge your County faced and the process used to address it. Explain the unique or critical factors that led to this project.

In 2017-2018, the County of Santa Barbara experienced a major fire and debris flow within a month of each other. At the time, the EOC Logistics Section, managed by the General Services Department, was using a spreadsheet to track over 400 Emergency Event Logistics (Logs) Service Requests (213 Requests) for these events. For years, the Logistics section had always managed requests in this manner, by using manual paper based request processes, along with a spreadsheet. After the extended fire and debris flow events that generated hundreds of associated Logs requests, the Logistics Section realized it was necessary to implement a more efficient and accessible on line tracking system. Tracking invoices, demobilization efforts, procurement methods, and proper accounting, controls and documentation for potential FEMA reimbursement became time consuming and unmanageable; we knew we needed to automate the process to better manage the Logistics section activities and support these types of events.

Solution – Describe the innovative steps taken by the County to solve the problem or overcome the challenge outlined above.

Realizing that the Logistics function, with respect to handling 213 requests, needed to be improved, the team held several after action meetings during 2018-2019 to determine the best way forward. As a result of these meetings, the team agreed a web based, automated system would not only allow incident team members to submit requests electronically, but would also allow Logs to better track receipts and invoices for incident purchases, track inventory item, and provide visibility real-time into the status of the event overall

General Services proceeded to develop a web based program that could be used anywhere. Due to the nature of the latest emergency event, the COVID-19 pandemic, which has led to a move to remote work in many departments, the EOC Portal has realized additional value because request and fulfillment can now be done completely remotely, with no impact to service request fulfillment, inventory tracking and communication with the requestors. The application has been custom tailored to suit the Logs team's needs as they evolve; with continuous improvement a priority.

Innovation – Describe how this program is innovative among California Counties.

Web based programs are not necessarily innovative, but this application has taken us from a paper and spreadsheet solution to allow better processing capability, transparency, and financial tracking and control than ever before. The ability to customize this application on the “fly”, even during an incident as improvements were suggested, is very beneficial. For example, due to the high volume of Personal Protective Equipment (PPE) requests, the County was able to quickly integrate an existing inventory system to the EOC Portal.

Show how your solution demonstrates creativity, uniqueness and an innovative spirit.

The Logs team understood the untenable manual process to track 213 request and came together, working collaboratively to develop and fine-tune Logistics processes and procedures as a result of this program. The ability to make changes and improvements and add features during a live incident has been very helpful. In addition, the team put together and updated a training manual and facilitated multiple training sessions for others to assist them with using the 213 Request Portal.

Results – Describe the results of the program/project.

Today the program is being utilized during the COVID-19 incident with almost 800 separate requests being logged, fulfilled and tracked as of August, 2020. The system is used by County departments to request blocks of hotel rooms for the most vulnerable homeless and COVID positive individuals, set up of testing sites, provide transportation needs, IT support, and requests for personal protective equipment (PPE), meals, and much more. Most importantly, each request now has specific documentation associated with it that can be uploaded into the system. This ensures the proper documentation is available and will greatly assist with ensuring FEMA reimbursement. In addition, various financial and inventory systems are integrated and reports can be run, allowing much better forecasting for budget and inventory needs.

Discuss how the program or project has positively impacted the community, improved delivery of services to the public or improved administration of a program internally.

This program has allowed the County's Logistics section to be more responsive and ensures that all requests are handled consistently, swiftly and appropriately. This system is especially critical since many of the requests are related to housing and protecting the unsheltered and COVID positive patients as well as individuals seeking COVID testing. The live inventory feature allows the Logs team to keep close track of precious PPE supplies, replenishment needs, and ensures we don't run low on these critical items.

Replicability – Describe how your program can potentially be replicated by other California Counties. Can your program be promoted as a best practice that can be utilized by others?

The web based application can be used by other California Counties. The links to county specific financial and inventory systems will be required and unique to each County system, , but the County has resources to assist other counties with their setup.

Project or Program Contact – List the name, title, mailing address, phone and email address of the person who can be contacted about this program.

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Optional Submission – If your project involved the development of a video, graphic design or PowerPoint, please include a link with your submission.

N/A