

**FY 2019-2020 Virginia Beach Budget  
Response to Council Questions**

**Question Number:** FY 20 58

**Question:** What have we acted on and improved based on the lessons learned from the various exercises?

**Date Requested:** April 23<sup>rd</sup>, 2019

**Requested By:** Councilmember Moss

**Department:** Emergency Management

**Response:**

The table below is a snapshot of corrective actions taken by the Office of Emergency Management in response to various exercises.

Type of Event	After Action Item	Corrective Action
<b>HURRICANE MATTHEW 2016</b>	Documentation was an identified area for improvement.	Since 2016, OEM has continued to expand staff and been able to develop EOC Action Plans for coordinated communication. Exercises and Special Events have continued to improve the EOC processes and documentation process.
	Technology was a limiting factor in the EOC.	Technology in the EOC and Policy room has been updated and integrated into management of the EOC.
	Coordinated damage assessment reports were delayed due to lack of a streamlined software tool for tracking.	Crisis Track was implemented and has been multiple departments have embraced the technology and have exercised the tool multiple times.
	Having real-time reporting of road closures was a challenge due to having a coordinated tool to report them.	Entered into an agreement with WAZE CCP to have begun to utilize this as well as Crisis Track to track road closures.

	The Joint Information Center needed to be activated for this event.	A decision was made and has been identified in the plan that the JIC will always be set-up for any EOC activation.
	The OVR lacked depth to sustain operations and a single employee was ultimately responsible for every element of volunteer management.	OVR has been able to hire additional personnel and has been trained and has supported events and exercises since being hired.
<b>Winter Storm Grayson</b>	Needed a representative in the EOC that could track and report out on all public transportation services in Virginia Beach and region during inclement weather events.	We have added Planning - Transportation representative to the EOC activation list to lead ESF-1 TRANSPORTATION
	Challenges were identified with the Snow Plow Plan for the city and city facilities.	DPW and P&R-Landscape Management updated Snow Pow Plan and have presented it to the Emergency Preparedness Committee.
	Opening shelters due to snow emergency at schools that are not optimal locations and not well used needed changes.	After Helene and Grayson; Human Services, OEM and Schools met to discuss locations for winter storms versus summer storms and have made significant changes to the shelter locations in the city and identified which are better for snow. Additionally, Human Services developed a threshold plan to address interim sheltering options before opening an entire shelter for 10-12 people.
	Needed translation services for press conferences and had difficulty locating a representative.	Have a signed contract within the city now to provide these services when needed.
<b>Family Assistance Center Exercise 2018</b>	Schools have a large piece in family reunification for a school event. Conduct seminar, tabletop, or have a follow- up meeting to	Have held 3 TTX and discussions since to continue to improve the plans and process and then exercised the initial coordination piece during the Active Shooter Exercise 2019.

	discuss messaging and support functions.	
<b>Hurricane Florence 2018</b>	Pet Sheltering Plan has been in place and has been tested at Great Neck Recreation Center but needed to identify additional locations and test/utilize a school.	Set up and utilized the Pet Sheltering Plan at Landstown Elementary with great success and have begun additional conversations with Schools to identify more locations.
	Bariatric equipment is inadequate for very large guests in the Medically Friendly Shelter.	Bariatric wheelchairs have been purchased and bariatric beds have been provided by the Hampton Roads Metropolitan Medical Response System for our Shelter Support Trailer.