



IT Support for Kelowna
Emergency Operations Centre

EOC Computer Support Plan

- Kelowna Main Fire Hall EOC primary location
- Large meeting room in fire hall wired with LAN hub connected to City network
- Computers for EOC to be resourced from Fire Hall staff offices.
- Provide email and office software
- Printing provided on one laser printer

EOC 1998

- Established for Lakeshore Flooding
- Four computers and One printer networked
- Staffed by two EOC directors and two students
- Primarily used for email and tracking documents
- Press releases primarily text documents



EOC Growth

- As the fire threat increased the EOC demands grew
- Five computers and one printer were not enough
- Need to access email, internet and corporate systems
- Planners and GIS staff were relocated to the EOC



Computer Resources

- Overall EOC required 28 computers, 2 plotters, 1 Laser Printer and 3 Ink Jet printers
- Computers supplied from Fire Staff offices, City Training Lab
- Remaining computers supplied from upgrade that was in progress
- Plotters moved from Fire Dispatch and City Hall



Computer Utilization

- Communications 2 computers
- Finance/HR/Liaison 8 computers
- W&U/Emergency Services 8 computers
- Executive Operations 3 computers
- Planning/GIS 5 computers, 2 plotters
- Printing – 1 Laser, 1 11x17 ink jet
- Staging (Fire Bay) 2 computers, 2 printers



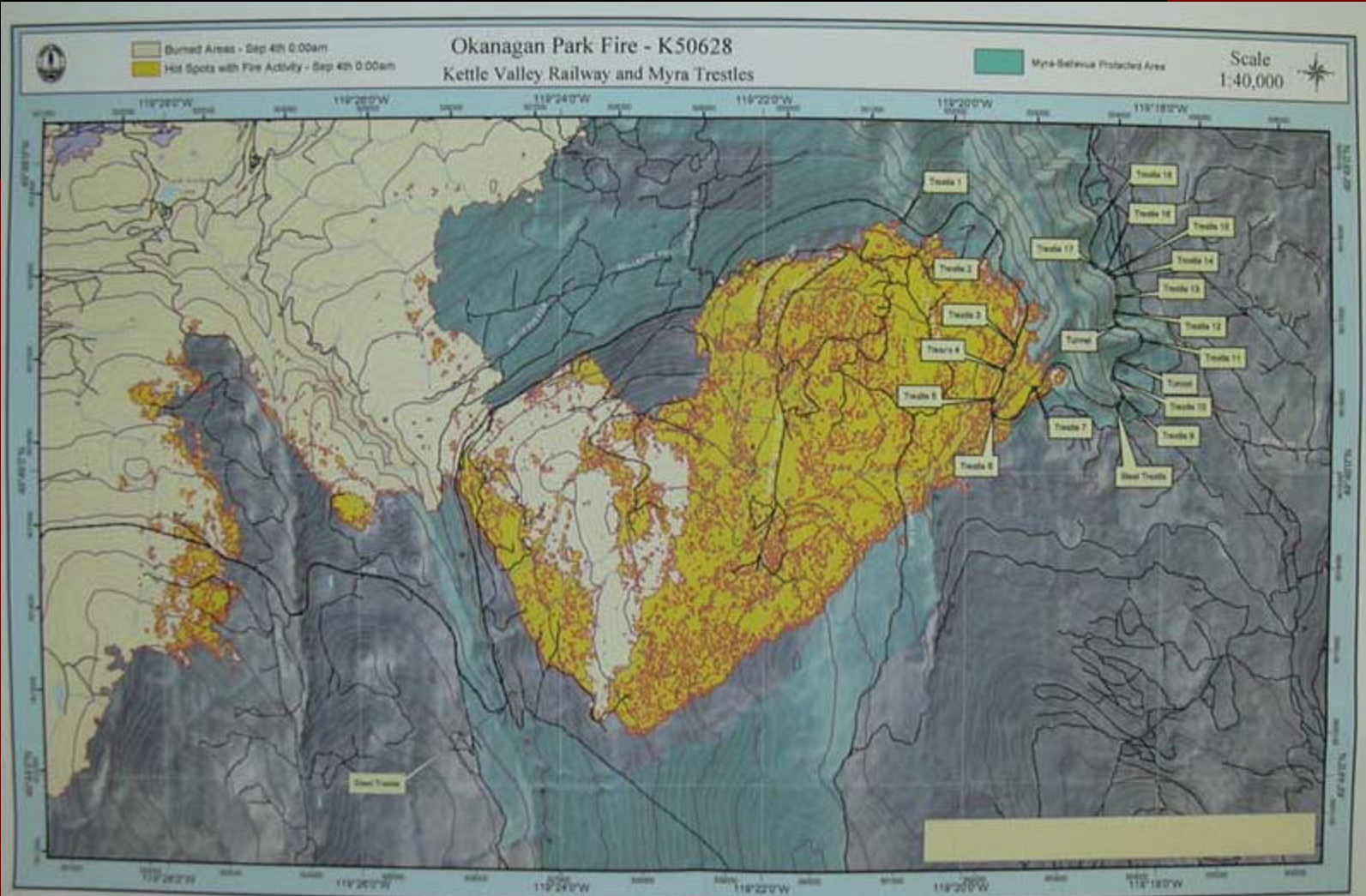
GIS

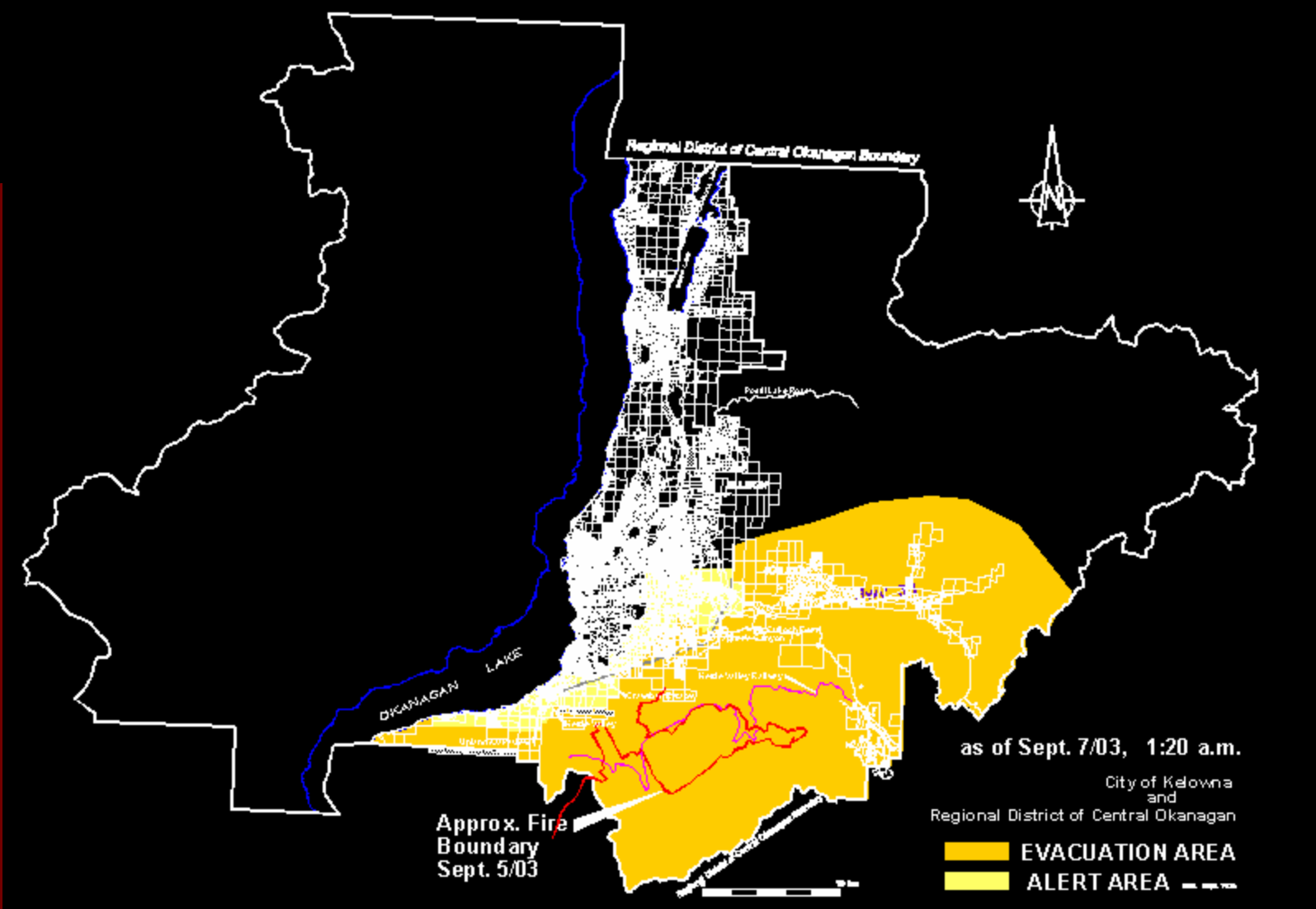
- GIS proved to be a critical component
- Maps, Maps and more Maps
- 2 HP 800 Plotters used 600 yards of paper
- Ortho and Contour maps invaluable for fire teams working in hilly terrain
- Data was combined from City and Regional systems



GIS

- Evacuation Alerts and Orders started as text releases
- Value of Maps soon realized
- Reports from the GIS system provided street names and address ranges for a given map
- Maps were produced to identify properties destroyed for risk management teams







Internet

- Communications used the internet extensively to inform the public
- Email was used to distribute news releases instead of fax
- Combination of City web site and commercial web sites posted fire information
- Maps produced as pdf files



Finance

- Purchasing ordered everything but the kitchen sink
- Finance created budgets and tracked them onsite
- Time tracking was done in the truck bay of the fire hall



Recovery Centre

- Recovery Centre setup downtown in vacant building
- Two systems connect to City systems via ADSL and VPN
- Utilize city database to capture and track requests for assistance







Lessons Learned

■ Scalable

- Be prepared for growth
- Know where resources may be obtained

■ GIS is Key

- Regional systems need to be integrated
- Provincial integration would be an asset
- Ortho photos and contours invaluable
- Develop process for evacuation maps and reports

Lessons Learned

- Dependence on systems
 - Most operations required computer access
 - Staff need systems they are trained on
- EOC should be portable
- Kelowna EOC shutdown too early
 - Fire returned requiring reset up

