RICCS Annual Report 2009-10

Presented by John Snarr
November 10, 2010

Metropolitan Washington Council of Governments

Outline

- Overview
- System Management
- Capabilities
- System Funding
- History of Use
- Feedback and Adjustments
- Assessment and Future Work Program
- CAO Call Procedure

Overview

- Regional Emergency Coordination Plan Developed in 2002
- Regional Incident Communication and Coordination System Launched July 2002
- Based on RESF structure

Overview

Primary Functions

- Rapid notification of key officials
- Information sharing
- Coordination of key regional decisions via conference calls

Overview

Since July 2002

- More than 6,000 messages
- More than 1,500 users
- More than 50 groups

Overview

Members include

- COG members
- VA, DC and MD state representatives
- Federal government
- Public agencies
- Private sector and volunteer groups
- Schools and universities

System Management

- COG owns the RICCS system
- CAOs oversee RICCS
- One agency serves as the Primary Host Center
  - Monitor 24/7
  - Assist with messaging

System Management

Host Centers

- 2002 MOU designates centers: DC, VA, MD, Fairfax County, Montgomery County
- DC HSEMA is primary
- Only DC and VDEM active
- COG can function as backup

Capabilities

- Runs on redundant servers
  - Northern Virginia
  - Colorado
- Roam Secure Alert Network, division of Cooper Notification

Capabilities

- Send short text messages to
  - Email, mobile phones, pagers, Blackberries
- Encrypted password protection
- Tested at 18,000 text messages per minute
- 50 dedicated conference call numbers

Capabilities

System Funding

- Initial funding as part of Congressional earmark to the region for planning
- Currently, UASI grant funds software and hardware costs
- COG receives UASI Secretariat funding to partially pay for staff time to maintain and manage the system

History of Use

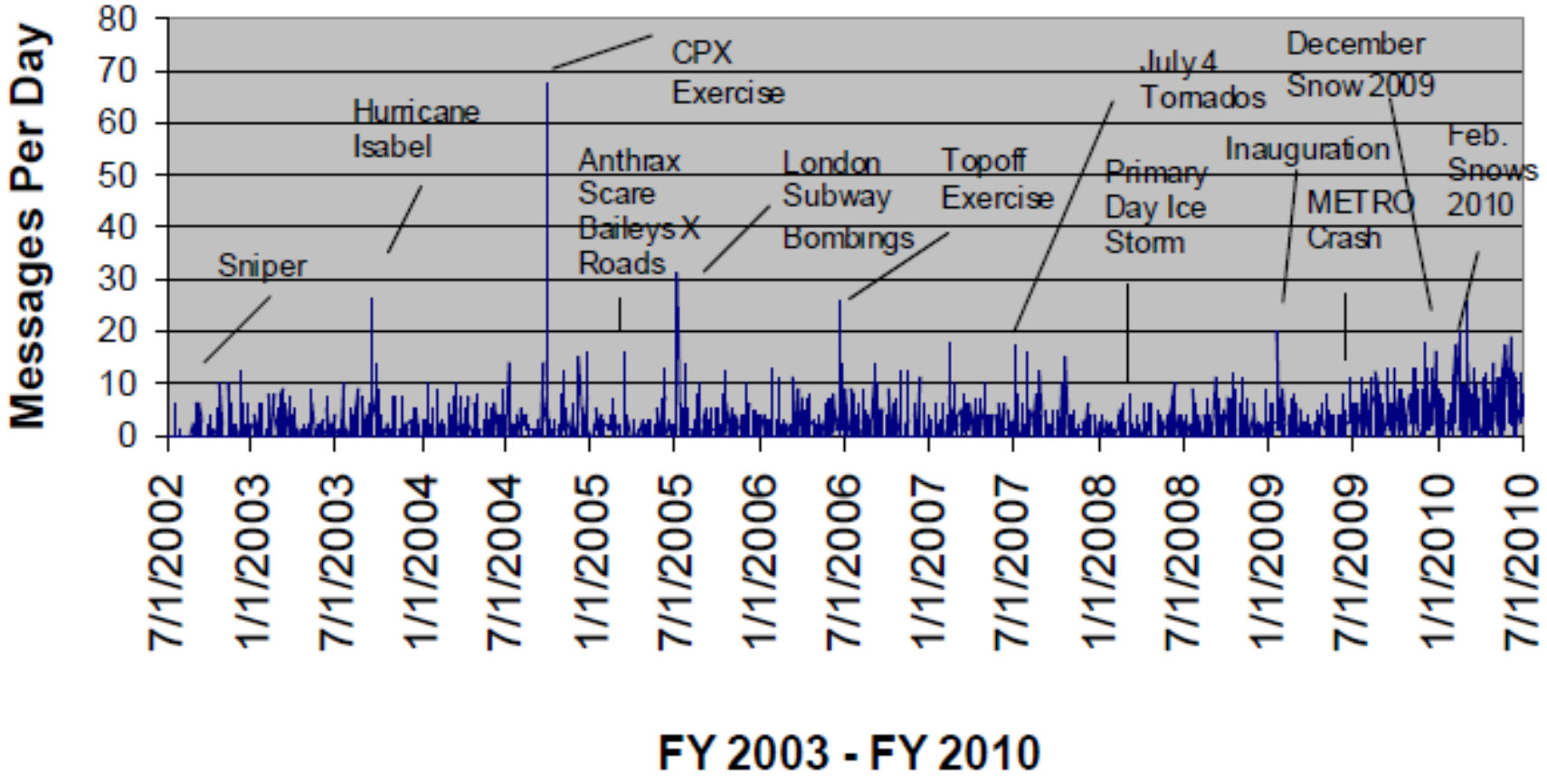
- Average 600 alerts per year; increase in 2010

Table 1. RICCS^{SM} Messages Sent

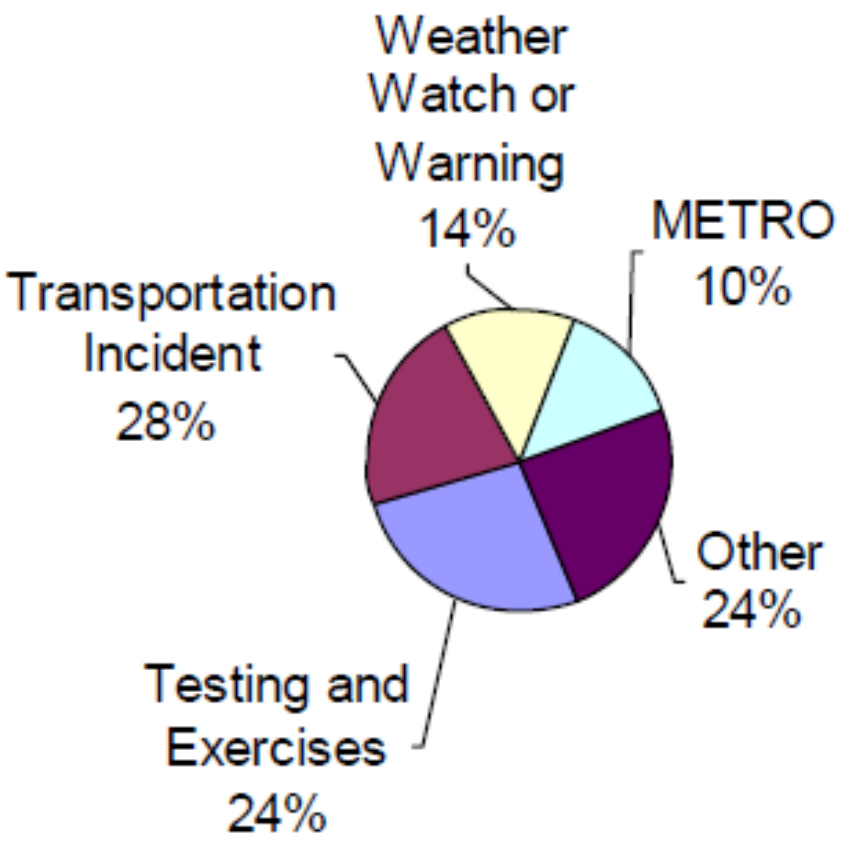
Fiscal Year	Total Messages (including tests and exercises)
2003	451
2004	552
2005	606
2006	729
2007	694
2008	604
2009	697
2010	1,825
TOTAL	**6,158**

History of Use

Figure 1. Message frequency



History of Use

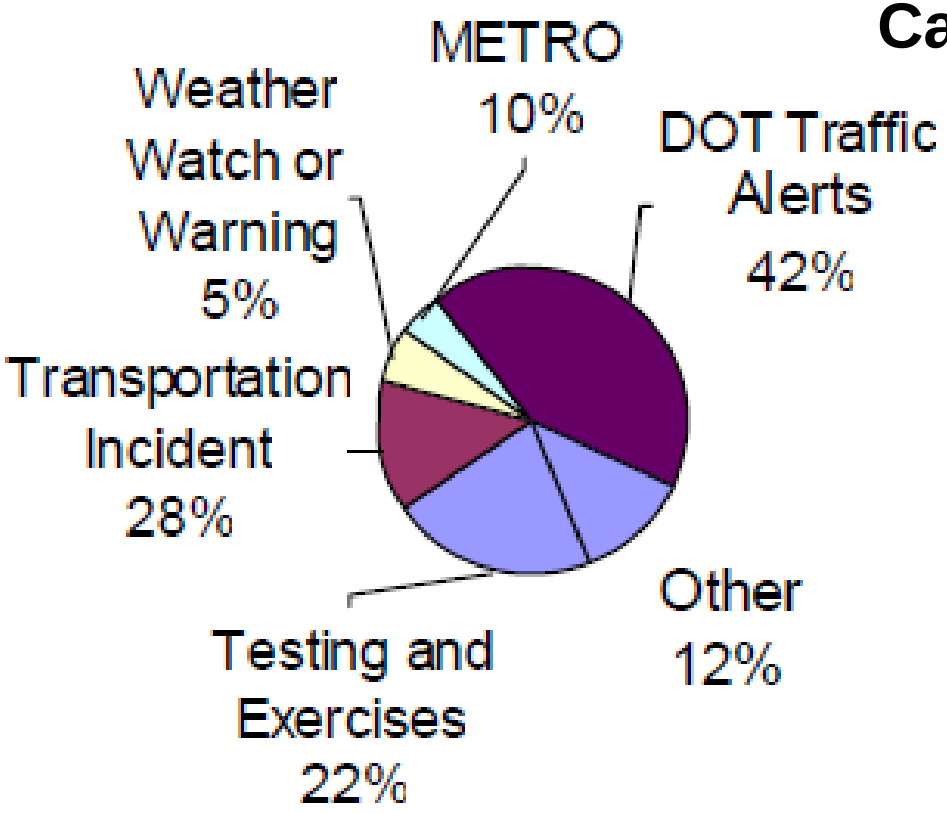


FY 2009 RICCS Message Categories

Other Includes:	
	• Snow Calls
	• Building Evacuations
	• Radio Cache Use
	• Fire/Haz Mat
	• Law Enforcement Incident
	• Power/Energy Problem
	• EOC Activation
	• Demonstrations
	• Spills
	• Amber Alerts
	• Water Supply

History of Use

FY 2010 RICCS Message Categories



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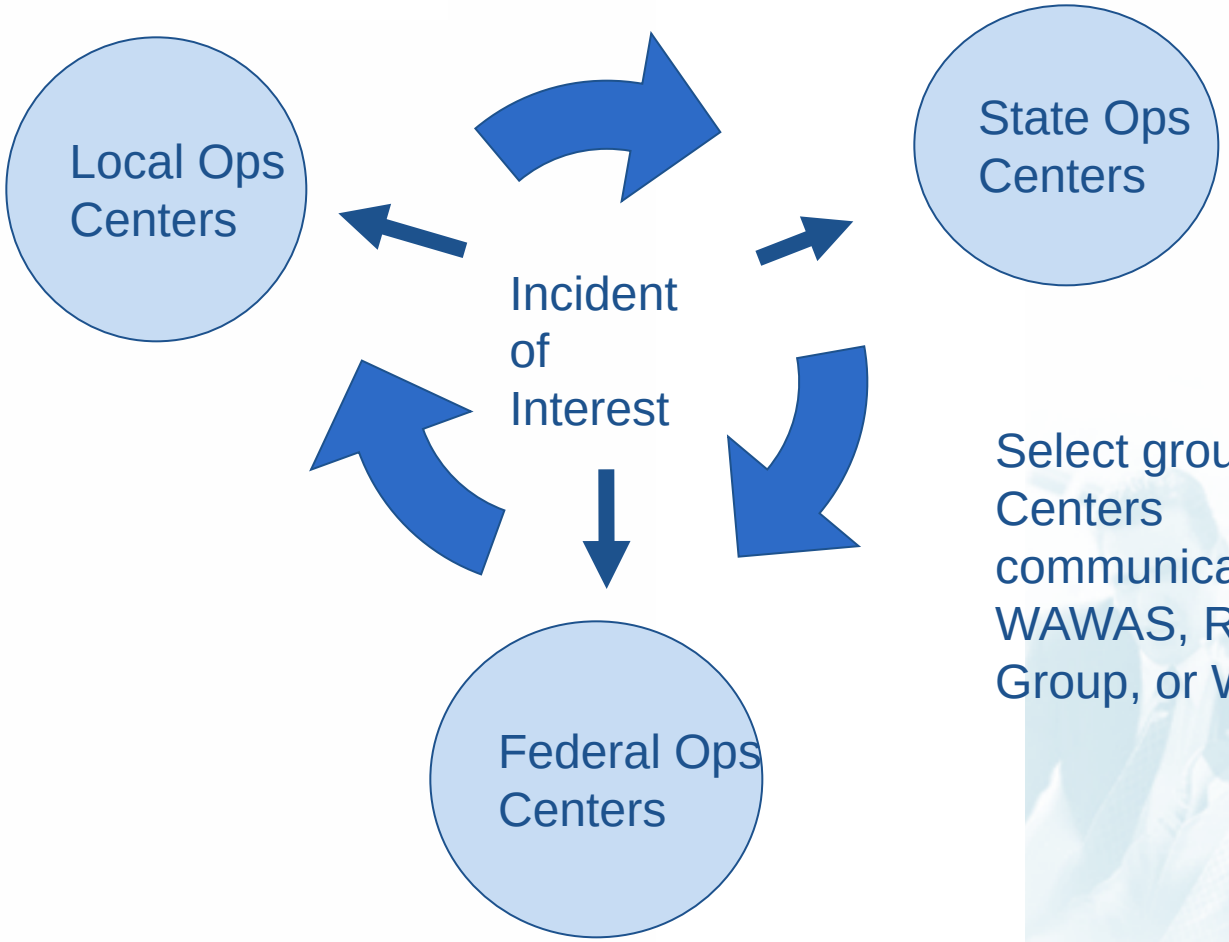
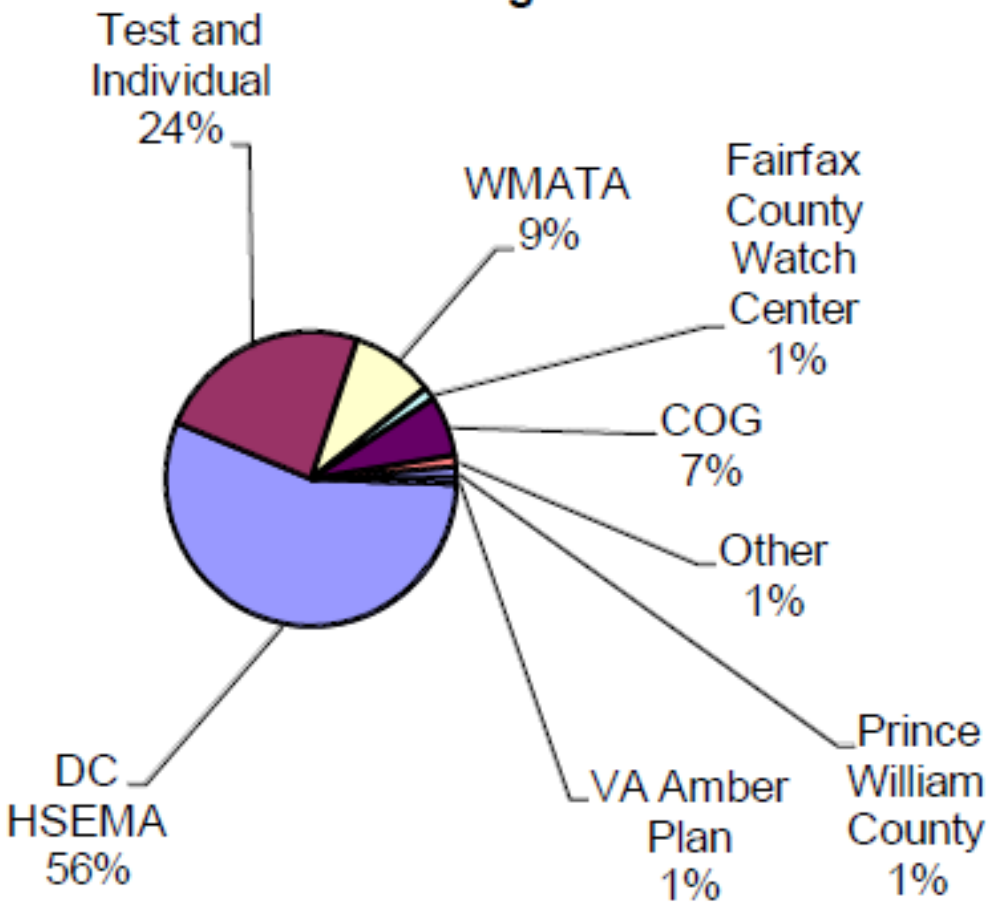
NCR Ops Centers Group



Select group of Ops Centers communicates via WAWAS, RSAN Group, or WebEOC

History of Use

Figure 3.
FY 2009 RICCS
Message Senders



History of Use

Figure 3.
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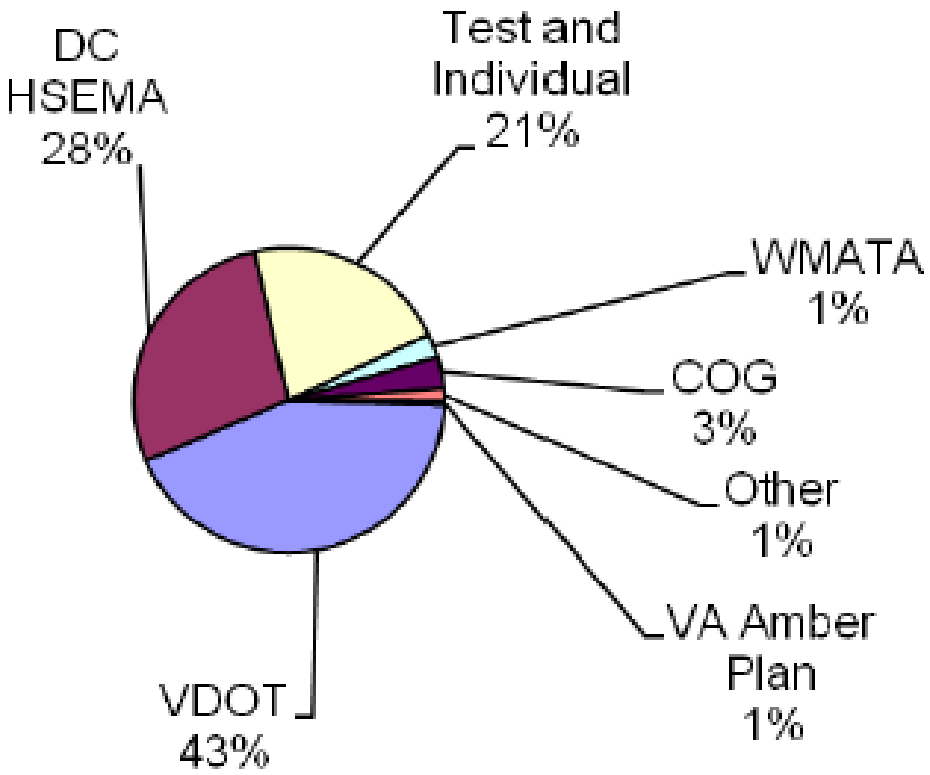

History of Use

RICCS Messages Received by Groups

Recipient Group	FY 2008	FY2009	FY2010
NCR Ops Centers	376	494	1,000
RESF 5 – Emergency Managers	256	326	367
RESF 1 - Transportation	179	268	334
RESF 13 – Law Enforcement	83	91	87
Chief Administrative Officers & Senior Policy Group	67	84	73
RESF 4 – Fire, HazMat, Urban Rescue	22	28	27
Snow Group	20	17	47
RESF 8 - Health	12	10	15
RESF 2 - Communications	6	14	28
RESF 15 – External Affairs	6	13	9
RESF 3 – Water Supply	4	6	12
RESF 12 - Energy	3	0	0

Feedback and Adjustments

- Staff receives feedback
  - E-mails
  - Alert Tracker
  - Exercise and Trainings
  - Comments from committees
- COG holds quarterly trainings

Enhancements

FY 2009

- Adjusted RICCS^{SM} quick alert templates used by Host Centers
- Implemented Verizon whitelist service to prevent RICCS^{SM} messages from being caught as SPAM
- Created hard copy EOC Contact Book for Inauguration

Enhancements

FY 2009 (cont'd)

- Updated RICCS^{SM} Wallet Cards for CAO and SPG members
- Updated all RICCS^{SM} Standard Operating Procedures and Protocols

Enhancements

FY 2010

- Replaced both RICCS^{SM} servers with new more reliable units.
- Relocated Virginia server
- Implemented automated delivery of all VDOT incident messages to the NCR Operations Center Group
- Conducted a large-scale review of group membership

Future Work Program

Recommendations

- The addition of third redundant server for increased reliability (scheduled for FY 2011).
- A shortening of group names to create shorter text messages (scheduled for FY2011).
- Work with Maryland State Highway and the regional Metropolitan Area Transportation Operations Coordination Program (MATOC) effort to add more accurate transportation information to the system.

Future Work Program

Recommendations (cont'd)

- Renewed commitment of the backup RICCS Host Centers that signed the original MOU
- Thorough review of each group's membership
- Increased emphasis on testing and training

RICCS Conference Calls

- COG coordinates all RICCS conference calls
- Multiple call request reviewed by CAO Chair
- CAO Calls have set agenda

RICCS Conference Calls

CAO Calls

- Wallet Card with contact numbers
- CAOs, SPG, or local govt. emergency managers may request a call
- COG staff will attempt to coordinate with chair
- Call lead: chair, backup CAO, or COG
- Set agenda

RICCS Conference Calls

Other RICCS Groups Call

- COG staff fulfills request, determines if CAO Chair permission is needed
- Permission needed if overlapping calls are an issue