

## Hurricane Irene

August 27, 2011 – September 6, 2011

# AFTER ACTION REPORT/IMPROVEMENT PLAN MN EMAC/AHIMT DEPLOYMENT

September 2011



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## ADMINISTRATIVE HANDLING INSTRUCTIONS

1. The title of this document is MN EMAC/AHIMT Deployment AAR/IP.
2. Points of Contact:

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## EXECUTIVE SUMMARY

MN Emergency Management Assistance Compact (EMAC) received a request for two type IV EMAC A-Teams (Greg Hayes & John Blood – NY) and (Lance Ross & Kari Goelz - MA) as well as SEOC Support (Scott Gerber, Erin Hausauer, Darrell Todd, Jerry Raymond and Kerry Fenner) at the State Emergency Operations Center. Kim Ketterhagen worked through the EMAC process with the Commonwealth of Massachusetts and the State of New York. While on Mission in Massachusetts, a request to assist in the State of New York's State Emergency Operations Center for EOC/DLAN support that five of the team members were able to fill. We filled the Mission with members of the Type III MN AHIMT and HSEM Operations Personnel.

The Commonwealth of Massachusetts and the State of New York requested SEOC Support and two EMAC A-Teams in anticipation of the arrival of Hurricane Irene. Hurricane Irene made landfall in North Carolina on Saturday August 27, 2011 and proceeded to travel along the eastern seaboard. Hurricane Irene impacted New York and Massachusetts on Sunday August 28, 2011. On August 30, 2011, five members were sent to New York to start their Mission on August 31, 2011.

Based on the Emergency Management Assistance Compact (EMAC) the following requests were filled by the State of Minnesota.

- Objective 1: Type IV EMAC A-Team (New York)
  - Greg Hayes, Anoka County
  - John Blood, MN HSEM
- Objective 2: Type IV EMAC A-Team (Massachusetts)
  - Kari Goelz, MN HSEM
  - Lance Ross, Anoka County
- Objective 3: Type III AHIMT SEOC Support (Massachusetts)
  - Kerry Fenner, Blaine Police Department
  - Scott Gerber, Excelsior Fire District
  - Erin Hausauer, Stearns County Emergency Management
  - Jerry Raymond, St. Cloud Fire Department
  - Darrell Todd, Edina Fire Department
- Objective 3: Type III AHIMT SEOC Support (New York)
  - Kerry Fenner, Blaine Police Department
  - Kari Goelz, MN HSEM
  - Lance Ross, Anoka County Emergency Management
  - Jerry Raymond, St. Cloud Fire Department
  - Darrell Todd, Edina Fire Department

The purpose of this report is to analyze response results, identify strengths to be maintained and built upon, identify potential areas for further improvement, and support development of corrective actions.

## Major Strengths

The major strengths identified during this deployment are as follows:

- EMAC A-Team Support
- Planning Section – Resource Unit and Situation Unit
- Logistics Section – Service and Support Branch
- Team member flexibility to adapt to changing needs in the SEOC
- Experience in EOCs
- Experience with DLAN
- Ability to “shadow” for a period of time in New York before taking over the Logistics Section

Team members were able to remain flexible to fill positions as required to support operations in both the Massachusetts and New York State Emergency Operations Centers. This flexibility allowed team members to assist in filling critical roles in both the planning and logistics sections. Type III MN AHIMT and HSEM personnel carried out the objectives provided by the SEOC personnel.

## Lessons Learned and Areas for Improvement

- Teams worked both daytime and overnight shifts – be clear with personnel that this may occur on future deployments
- Important to maintain situational awareness for incoming personnel about what is “normal” and any concerns for specific areas
- Briefings in an EOC are very important – short but detailed
- Maps for outside agencies are critical – knowledge of landmarks, areas and common terminology
- Technology is important – computers, printers, cell phones, specific software packages are important. However, it is important to think about paper forms, resource and logistics tracking spreadsheets, etc if/when technology options are not available
- Incident Action Plans are important – if developed it should be used by everyone
- Frustrating for staff who work to develop documentation when it is not utilized
- Flexibility is key – being open to mission assignments is valuable
- Little things make a difference – help out wherever, including things like emptying

trash

- Need to have enough food and water for everyone throughout the day and night
- Important to have team members complete ICS 214a-OS forms
- Importance of the Type III AHIMT in MN was shown through this mission. We believe future missions will occur using the Type III AHIMT in MN and outside of MN
- Do not overload the team – be clear about the expectations of the short team
- Consider group travel – one travel agent for the entire team would be beneficial
- MN-EMAC or Type III MN AHIMT shirts for uniforms
- Bring certain items on deployment – flash drives, computers, forms
- Develop a Field Operating Guide for Type III MN AHIMT
- Good hotel – very accommodating
- Cars worked well 2 was enough rather than 4
- In future missions consider writing missions for flexibility – EMAC A Team and SEOC support instead of just one or the other
- Remember why we are there and what our mission is. Many experienced individuals and teams were there to assist, you are working for the locals representing your state.
- It would have been very helpful to have had some additional knowledge of the impacted states pre-deployment. The topography and geology to understand a bit better why ‘bad’ was bad. Here in MN an understanding of our basins is really helpful during floods because you know why the water goes where it does (or doesn’t) for resource planning. Also, where the population centers are to understand what type of impacts a flood/hurricane would have. This sort of segways into the map piece included in the report.
  - Can use an EMAC Planning person to put together the intel packages for the Teams to read on the plane, etc.
- When working in a state EOC it is helpful to know things like whether or not it is a ‘home rule’ state, what a ‘commonwealth’ means as opposed to ‘state’, a little about government structure. Not a great amount of detail, but that kind of knowledge helps when understanding the decision making environment and procuring resources.
- A team that included both local and state personnel provided a balanced perspective. The ability to draw upon different levels of expertise was a benefit to the requesting state (from what I have been told). Although the ICS structure is similar in a local EOC as it is in a state EOC, the operating environment is different. Working in an EOC organized under ESF’s was a new experience in work flow.







## OVERVIEW

### Deployment Details

**Name**

Massachusetts and New York – SEOC

**Event**

Hurricane Irene

**Start Date**

Saturday August 27, 2011

**End Date**

Friday September 9, 2011

**Location**

Albany, New York and Framingham, Massachusetts

**Sponsor**

MN EMAC/Type III MN AHIMT

**Mission**

EMAC A-Teams and SEOC Support

### Participating Organizations and Personnel

Lance Ross – Anoka County

Greg Hayes – Anoka County

John Blood – MN Homeland Security and Emergency Management

Kari Goelz – MN Homeland Security and Emergency Management

Jerry Raymond – St. Cloud Fire Department

Erin Hausauer – Stearns County Emergency Management

Scott Gerber – Excelsior Fire District

Kerry Fenner – Blaine Police Department

Darrell Todd – Edina Fire Department

## IMPROVEMENT PLAN

Capability	Observation Title	Recommendation	Corrective Action Description	Capability Element	Primary Responsible Agency	Agency POC	Start Date	Completion Date
Deployment	1. Travel	Travel agent	Flights	Planning	AHIMT or EMAC	AHIMT or EMAC	September 2011	December 2012
			Hotels	Planning	AHIMT or EMAC	AHIMT or EMAC	September 2011	December 2012
	2. FOG	Field Operating Guide for AHIMT members during deployment	Job descriptions Forms Checklists Templates	Planning	AHIMT	AHIMT	September 2011	December 2012
	3. EOC/ICS Interface	Training on roles and responsibilities on EOC and ICS interface	G191 or G775	Training	AHIMT/HSEM	AHIMT	September 2011	December 2012
	4. Deployment Bag	Create deployment bags that are ready to go for team members that can be taken as carry on in airplane	Go kit – essential tools and resources	Planning	AHIMT	AHIMT	September 2011	December 2012

## APPENDIX F: ACRONYMS

Acronym	Meaning
EMAC	Emergency Management Assistance Compact
SEOC	State Emergency Operations Center
AHIMT	All Hazard Incident Management Team
HSEM	Homeland Security and Emergency Management