

CASE STUDY ■ ■ ■ WASHINGTON, DC

THE CHALLENGE

The District of Columbia was looking to create a software solution to support the government's lead agency for Emergency Support Function (ESF) #16—Donations and Volunteer Management. The primary is agency responsible for coordinating all assets and resources for large scale, high visibility disasters, or for small-scale events which may generate unsolicited goods and volunteer services.

THE SOLUTION

In 2003, EastBanc Technologies, LLC (located in Georgetown) developed and implemented a custom software product now called SourceTrac™. This is the first web-based software solution designed as a *collaborative resource system*® to be compliant with the NIMS 501-4 Elements of Resource Management and Resource Typing Standards, and customizable to be compatible with available Crisis Information Management Software (CIMS), for managing, interfacing, and tracking assets and human resources (i.e., volunteers and personnel) for emergency management operations. In 2006, version 2.1 was implemented in the Office of The Chief Technology (OCTO) to support the Hurricane Katrina Relief Efforts. After great success and lessons learned, version 2.2 is now available on the commercial market. The software is sold at a one-time flat fee with an unlimited user license.

THE RESULTS

SourceTrac™ provides the breakthrough that allows private or donated resources to be integrated into the EOC operations thereby providing improved accessibility to these critical resources for emergency managers. SourceTrac™ is the breakthrough for achieving inter/intra-agency collaboration and data exchange. This solution provides interoperable capabilities through a fully collaborative environment that provides critical public safety functions, which include:

- Resource tracking capabilities (i.e., request, allocate, fulfill and recover), Robust collaboration tools allow making resources public and/or keeping them private, Situational awareness and ability to locate resource on a map, Credentialing “on-the-fly” for personnel, and “True” Volunteer Management

SourceTrac™ is scalable, flexible and leverages web services to interface with other systems. The software is built using industry proven technologies used in the global IT market. What is most unique about this solution is that it catalogs resources and people, combined with a set of standard workflows to share resources within and across jurisdictional boundaries. Allowing each resource owner to keep private and/or make visible their resources in real-time. The software distinguishes between resources that are promised and not physically in hand yet (called Promissory) versus resources that are on hand and physically available.

SourceTrac™ effectively provides a 24/7 calendar for specifying when an asset is available or not—even supports dated and timed exceptions. For example, an asset may be available Monday through Friday between the hours of 08:00 and 20:00 or taken out-of-service because of a problem. This reduces liability and provides accountability and transparency. Implementation of the new system has also led to improved cost saving through the automated FEMA reimbursement cost and report tracking system. The increased capability has allowed the government to better prepare, while at the same time, meeting federal requirements.