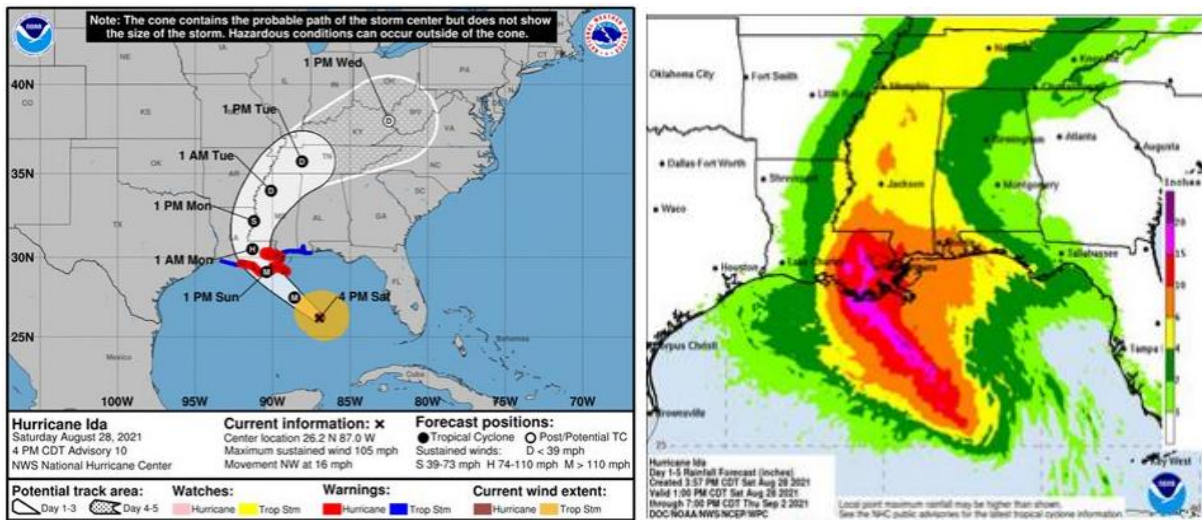# 2021 HURRICANE IDA

After Action Report (AAR)/Improvement Plan (IP)

January 2022

ADMINISTRATIVE HANDLING INSTRUCTIONS

1. The title of this document is the 2021 Hurricane Ida After Action Report and Improvement Plan.

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TABLE OF CONTENTS

EXECUTIVE SUMMARY

Hurricane Ida was a deadly and destructive Category 4 Atlantic hurricane that became the second-most damaging and intense hurricane to make landfall in the U.S. state of Louisiana on record, behind Hurricane Katrina in 2005. In terms of maximum sustained winds at landfall (150 mph (240 km/h)), Ida tied 2020's Hurricane Laura and the 1856 Last Island hurricane as the strongest on record in the state.[1] The remnants of the storm also caused widespread tornadic destruction and catastrophic flooding across the Northeastern United States. The ninth named storm, fourth hurricane, and second major hurricane of the 2021 Atlantic hurricane season, Ida originated from a tropical wave in the Caribbean Sea on August 23. On August 26, the wave developed into a tropical depression, which organized further and became Tropical Storm Ida later that day, near Grand Cayman. Amid favorable conditions, Ida intensified into a hurricane on August 27, just before moving over western Cuba. A day later, the hurricane underwent rapid intensification over the Gulf of Mexico, and reached its peak intensity as a strong Category 4 hurricane while approaching the northern Gulf Coast, with maximum sustained winds of 150 mph (240 km/h) and a minimum central pressure of 929 millibars (27.4 inHg). On August 29, the 16th anniversary of Hurricane Katrina, Ida made landfall near Port Fourchon, Louisiana, devastating the town of Grand Isle. Ida weakened steadily over land, becoming a tropical depression on August 30, as it turned northeastward. On September 1, Ida transitioned into a post-tropical cyclone as it accelerated through the northeastern United States, breaking multiple rainfall records in various locations before moving out into the Atlantic on the next day. Afterward, Ida's remnant moved into the Gulf of St. Lawrence and stalled there for a couple of days, before being absorbed into another developing low on September 4.

Ida is the fifth-costliest tropical cyclone on record, and the fourth-costliest Atlantic hurricane in the United States, having caused at least $75.25 billion (2021 USD) in damages.[4][5][6] Of this total, at least $18 billion was in insured losses in Louisiana, $250 million was in Cuba, and $584 million was from agriculture damage in the U.S., surpassing Hurricane Ike of 2008. CoreLogic estimated that Ida caused an estimated $16 to 24 billion in flooding damage in the Northeastern United States, making it the costliest storm to hit the region since Hurricane Sandy in 2012,[7] with an estimated $44 billion in Insured loss.   (Source – Wikipedia; 2/7/2022)

PURPOSE

The purpose of the 2021 Hurricane Ida After Action Report is to capture which elements of emergency operations plans and procedures worked well and the elements that need to be improved upon for future hurricane response and recovery efforts. The improvement table provides a comprehensive list of those elements for improvement and assigns entities responsible for completing the plan changes.

SCOPE

The scope of this AAR is to capture response and coordination efforts between local, state, federal and non-governmental partnerships. Parishes and state agency partners conduct their own internal AARs to capture elements specific to their hurricane response efforts.

AAR STRUCTURE

The AAR meetings were held in three (3) different locations to give each parish official and stakeholders an opportunity to attend the date, time, and location that was most beneficial to them. An additional AAR meeting was held for Emergency Support Function personnel separately to ensure all parties had the ability to express their opinions and/or concerns openly. Three (3) note takers were assigned to all four AARs to ensure consistency and the ability to capture all comments and concerns.

PARTICIPANTS

Zoom and conference calls were not offered for this AAR. There were 145 attendees between the four (4) After Action Conferences.

ESF Leads (GOHSEP)	39
East Baton Rouge Parish	39
Tangipahoa Parish	21
Lafourche Parish	46
Total	145
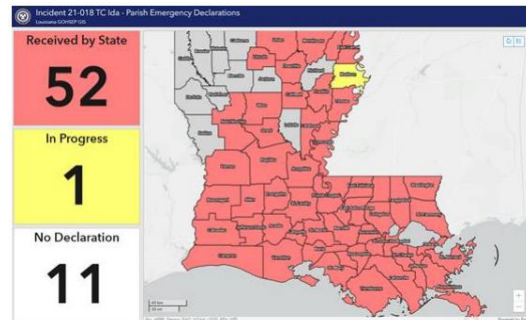
PARISH AFTER ACTION

Overall, parish leadership reported that the State's response to Hurricane Ida was well organized and efficient, and information communicated between GOHSEP and parish partners was conducted in a timely and effective manner. Conference calls were considered useful in the parishes' decision-making process. WebEOC was adequately used and most users were trained to utilize the system however, issues were noted and are detailed below.

Region 9 requested to have the Region 9 Coordinator position filled to increase communication between Region 9 and GOHSEP.

Damage assessments were conducted in various ways. Local offices of emergency preparedness published messaging to citizens that included links to self-report damages from the storms. These messages were pushed via traditional media as well as social media outlets in order to reach a wider participant base.

While some LWIN towers were damaged and there were operational failures due to power issues with generators and downed communication lines, ESF 2 worked the problems diligently by deploying backup generators and Star Link satellite systems. Additional details are provided below.

PARISH PRIMARY AREAS FOR IMPROVEMENT

Parishes highlighted several opportunities for improvement in the overall response efforts of the State. The primary areas for improvement are as follows:

WebEOC
- Agencies reported the need for WebEOC training as many requests ran into unexpected difficulties. Some staff members were assigned for the first time just before landfall.

This required just in time training and delayed requests while the staff member had to figure out how the system operated in the middle of an event. Several agencies reported they were forced to assign new staff members as WebEOC operators due to staffing shortages resulting from the pandemic.

- The WebEOC representative is an important job that should be assigned to a staff member who has received WebEOC training prior to the incident and has the ability to make important decisions relating to requests. GOHSEP offers continuous WebEOC training throughout the year as requested by responding agencies.
- GOHSEP received over 330 missions prior to landfall and over 3000 requests after landfall. Incomplete requests delayed response while multiple follow up calls had to be made to gather additional details.
- Parishes reported that it would be helpful if they could receive a notification when there are updates or status changes to their missions.
- Participants also highlighted that contact information for key response personnel, including those of contracted support, should be added to the file library in WebEOC.
- Parishes asked that no one should be able to enter WebEOC requests without the consent of the parish.
- Parishes would like an update on which parish entities have access to WebEOC and a clear process identified to who is able to provide and grant access to the system.
- "For Tracking Purposes Only" should be entered at the beginning of a request that has been coordinated between agencies and does not need a response from GOHSEP.
- GOHSEP request that all WEBEOC user, both requesters and state agencies answering request, place meaningful comments in the remarks area so that all users can see and understand the current status of any request.
- Assign Branch Managers and Assistant Branch Managers to review information / requests, enter comments to update requests. May be a good assignment for JFO / UMR members (additional staff required for fulfil this requirement)
- Additional dropdown boxes are required to obtain more detailed information on resource request.
- Request for housing for disabled individuals should be made clear on the request.
- Requestors should add pictures of items for clarity: (i.e. Forklifts, lightplants, etc.)
- All generator request should be accompanied with the proper information and the generator request form should be completed attached
- Dropdown boxes and required fields for certain items that require additional information

Volunteers
- Parishes experienced a lack of communication and coordination with volunteers. Volunteers were found to be operating on their own, rather than under guidance from their local OEP. This caused overlapping missions in some areas and missed missions in others.

Search and Rescue
- There were instances when search and rescue from LANG were sent into parishes without the parishes requesting assistance or being notified of the operation in their jurisdiction.

Critical Infrastructure
- Parishes should use local assets to conduct generator assessment at locations identified as critical infrastructure during normal operational time if an assessment does not exist.
- Preplan and coordinate route clearing to critical infrastructure regardless of what type of roadway leads to the site.

Security
- Local law enforcement should provide security for local buildings and local shelters.
- Requests for security should include what type of security is needed, mission details, and length of the detail.
- Security requests should have demobilization plan included with the activation plan.
- Parishes reported out of state soldiers were not familiar with local procedures and areas.

Logistics
- Generator assessments for critical infrastructure sites that were conducted pre-storm sped up the process of identifying what type of generator was needed at each site.
- Local rental companies had an extreme shortage of generators. GOHSEP assumed control over FEMA generators. Although local rental companies did not have any generators available, they were able to help expedite the delivery and installation of generators.
- Parishes should consider creating one centralized First responder camp in order to maximize availability of generators, shower trailers, laundry trailers, and food tents would be able to be used by all first responders

Commodities Food / Water
- Parishes should be prepared to off load tractor trailers when commodities are requested outside of the normal Points of Distribution (POD)
- Parishes should provide public information on POD operational hours and dates of opening and closing. State agencies are not able to conduct this outreach within the parish.

PODs
- Due to low fuel supply, extended power outages, and road blockages parishes were forced to change their original plans of large PODs. The large PODs had to be broken down into smaller PODs to reach the outlying areas who were not able to reach the central location.
- Tarps should be separated from food distribution sites. Many tarps were taken by people who did not need tarps.
- Distribution sites should not be located at Fire Departments. This causes traffic issues at first responder sites.

Tracking Resources
- Assets should not be removed without permission from GOHSEP
- WebEOC should be updated to show the status and need of assets
- GOHSEP should be contacted as soon as an asset is no longer needed

Transportation
- Numerous bus companies closed because of COVID
- Order buses based on actual needs not projections
- Council on Aging buses are needed for paratransit evacuees
- Need separate contract for buses and drivers
- Need transportation plan to return evacuees during the recovery phase
- Parishes need to identify parish pick-up and parish drop-off points

Mass Care Services
- St. Charles was the only parish to activate their point to point plan
- St. Mary opened local shelters to help Terrebonne evacuees
- Parish Shelters requested training to create wrap around services plan
- Red Cross does not share shelter information. Parishes should have a representative at each shelter registration table to forward information to their EOC
- Shelters of last resort would allow evacuees to be close enough to their damaged homes to clean up and complete their own repairs
- Shelters should include a COVID 19 plan with extra sanitation protocols
- Majority of evacuees required special assistance, percentage of citizens needing mobility assistance was much higher than a normal evacuation

Financing and Purchasing
- GOHSEP rents assets by the week
- Parishes have to update GOHSEP on length of need for assets

Communication / Operational Rhythm
- Agencies requested changing the time of the Parish Coordinating Phone calls so it is not at the same time as the UCG call so they can listen to both calls.
- Conference calls does not require the speaker to introduce everyone in the room.
- Rotate the speaking order by most affected versus by region number.
- Starlink Satellites worked when all other communication went down
- One satellite provided internet services to an entire hospital
- ESF 2 is working with the FCC to mandate cell phone companies to report system failures to EOC / 911 and to mandate the access of other cell phone companies to use their towers
- Communication failure was caused by lines getting cut during road clearing and debris removal

Liaison Officers
- Train with them throughout the year
- Ask for them early

Public Information
- The overall message of "call the local office of emergency preparedness" for this event caused major issues for evacuees and local OEPs. OEPs were inundated with emails and phone calls that they could not answer and thus impeded their response efforts.

STATE AGENCY AFTER ACTION CONFERENCE

State Agency After Action Conference

Overall, state partners reported that the response to Hurricane Ida was well organized and efficient. Coordination and data sharing between state agencies, federal and nongovernmental partners was better than it has ever been in the past. GOHSEP Procurement was fast and dependable. Conference calls were considered useful for decisions being made in the response. WebEOC was adequately used and most users were trained to utilize the system beforehand. Multiple hospital, assisted living, and nursing homes were able to evacuate and shelter without support from the State. Over 300 ambulances were contracted and managed under the ESF 8 Tactical Operations Center (TOC) and LERN.

The generator branch worked very well to assist with the State's response. This branch coordinated and prioritized generator distribution especially for the State drinking water programs in order to assure the best use of these resources.

The Office of State Fire Marshal (OSFM) USAR's implementation of FEMA's Search and Rescue Incident Support Team helped collaborate the State and Federal assets in the field and should be considered a best practice.   All of the coordination and planning before this incident made for a much better SAR response.

STATE AGENCY PRIMARY AREAS FOR IMPROVEMENT

Operational Coordination
- Hurricane Ida developed from a category 1 to a category 4 storm within 3 days.
- GOHSEP received 333 WebEOC requests pre-storm, which left little time for just in time training for new WebEOC operators.
- Some agencies sent new people to the GOSHEP EOC.
- State Partners asked to move the coordination calls away from the UCG calls so they can participate in both.
- Over 24 states and territories deployed to Louisiana and completed 98 missions through the EMAC system.
- EMAC issues included lack of housing for first responders and lack of mission coordination caused by responders not checking in and out with the local EOC.
- State agencies requested EMAC training for in-processing and building EMAC mission ready packages to both request assets and to send assets out of state.

- GOHSEP request that ESFs and Parishes enter detailed information with each request to avoid the need for follow up questions. Requests should include who, what, when, where, why, how, and why along with the contact information for the person receiving the requested asset along with an alternate contact person. EOC directors should not be the contact person unless they are receiving the asset. Maps, drawings, measurements, and pictures would also accelerate the request process.
- Many state agency partners stated they are moving to sharepoint and dashboards for instant sit-rep updates
- Pre-filled FEMA Resource Request Forms (RRF) and requests that were sent to GOHSEP pre-storm expedited the request process

EOC Coordination
- Need set time for briefings / operational rhythm board in the middle of shift change and slow down to hold multiple briefings throughout the day
- Staff meetings were very helpful
- Use phone intercom system to announce briefings

Conference Calls
- Southeast & Southwest Hurricane Taskforce Calls were conducted daily during the pre-storm and immediate post storm in order to gain information and current status of the affected parishes. The major concern is that these calls conflicted with the UCG.
- Congressional Delegation calls have become very popular and are needed on a daily basis. GOHSEP should assign a senior staff person to coordinate and conduct these daily
- Standardized briefs for conference calls, recovery call, post storm, H+12, etc… are needed to make the calls expedient and relevant.
- Recovery Calls need to take place within a reasonable time post storm and cover relevant topics that are concerning parishes and parish entities.
- There was confusion after a few days of recovery calls where the moderator indicated the recovery calls concluded.   This needs to be clearly defined and moderated accordingly as recovery operations had just been initiated and included complex issues concerning parishes.

Transportation
- The parish transportation plan requires that parishes have dedicated pick-up and drop-off points.
- Bus requests should be based on actual need and should have a time line of how long the bus will be needed.
- Transportation plans should include a plan to return evacuees home throughout the recovery process after the response contracts have been deactivated.
- Council on Aging (CoA) buses were needed for paratransit evacuees. CoA buses did not come with drivers. Parishes or state agencies should have a separate plan or contract with CDL drivers.

Communication
- Multiple self-inflicted problems were caused by responders cutting fiber optics lines

when clearing the road or removing debris.
- ESF 2 is working with the FCC to mandate outage reporting from the cell companies who serve Emergency Radio Networks
- ESF 2 is working with the FCC to mandate cellular tower sharing during disasters
- WebEOC was the only means of communication at one point during the storm.
- Starlink Satellites were acquired, activated and deployed to multiple sites and were able to provide internet capabilities while other means of communications were not working. They were very effective and should be part of the communications equipment in the future.
- ESF 2 was inundated with WebEOC request and did not have the staff for keep up with the work load. 60-70% of the ESF 2 personnel (civilian provides (ATT; Verizon; T-Mobile) do not have access to WebEOC.
- Additional training for parishes to learn and understand how to request LWIN talk groups is needed.
- Formally establish a Commercial Communications Group consisting of Federal, State and Private Sector personnel to ensure all stakeholders are included in resolving problems and issues.
- Add elements from ESF 11 (Fuel) and ESF 12 (Energy) to the Commercial Communications Group to ensure that alternate power / power is included in the discussion on Communications restoration.
- ESF 2 should establish an LWIN Aerial Assessment Team as well as a LWIN Ground Assessment Team in order to get an accurate and timely status on all LWIN towers immediately after a storm passes.
- Create a real time dashboard with LWIN Tower status in order to display during Unified Command Group meetings.

Public Works and Engineering
- Debris management plans should include all routes to critical infrastructure including parish and private roads
- Parishes should request DOTD liaison officers as early as possible.

Firefighting
- Office of State Fire Marshall (OSFM) was able to cross level firefighting assets to assist with covering impacted areas.
- Several local volunteer firefighting units were not mission capable immediately after the storm due to firefighters personal situations.
- OSFM worked closely with GOHSEP to request EMAC support for ESF 4

Generators
- No designated workspace for the Generator Branch. Ongoing issue from 2020 Storm Season. Constant upheaval/moving branch to find a workspace to accommodate the team.
- More deliberate planning must take place prior to executing a generator mission for "civilian gas stations" to acquire government provided generators
- Determine number of persons needed to effectively operate Gen Branch or Generator Task Force regardless of where they will operate from.

- Determine Schedule and overlap schedule such as 6a to 6p and 10a to 10p at both sites.
- Generator Branch area should be limited to the working team only with accessibility to answer questions for concerned entities minimizing the confusion and interruption to established workflow.
- Several generators were unavailable to ULE Finance due to private industry procuring a majority of them pre storm, which made a lag time to provide generators. This also caused missions to be reassigned between the entities losing continuity.
- The US Army generator unit (249th) was unable to obtain assessments and did not reveal this information until later in the incident. LANG high water vehicles were able to assist once the issue was identified.
- USACE Team were new and an inexperienced team which led to delays in deployment of generators.
- There were extremely high percentages of USACE generator failures. Repair or replacement of those were slow to non existent.
- Deliberate planning was conducted to have GOHSEP take the lead on generator deployments and maintenance.
- GOHSEP Staff took command of the generator yard and dispatched generators through WEBEOC requests with additional members of LANG assisting. GOHSEP provided vendors with instruction and information for billing purposes.
- Decisions need to be made and training to take place on the use of WEBEOC and the expectations for comments and reporting and tracking the generator. Example possibly create the tracking task as task 1 and record the movements of Generator or possibly an attachment that can be opened and added to as the steps take place.
- WEBEOC is a not an adequate tracker for generator deployments. The task do not stay in any order, sometimes you can end up with 20 tasks which make it nearly impossible to follow a timeline with multitasks.
- The Generator information sheet (GIS) is generally not utilized by parish. LANG assists the GOHSEP in contacting parish and trying to get the correct information to install the proper generator. The Parish needs to have a designated contact to communicate with about generator/electrical questions (parish electrician or contract electrician) that can help them with this form.
- FEMA should provide GOHSEP an original list of all Generators and Nurse Tanks by serial numbers and size in order to organize the deployment of these assets.
- Any address changes of generator locations need to be reported and updated in WEBEOC.
- All generator missions and tasking will be reconciled daily to ensure accountability and efficiency.
- Taskforce generator will activate and expand in size dependent on the event potential power outage impacts

Mass Care and Human Services Shelters
- One parish used their point-to-point shelter plan.
- Northeast La (Monroe and West Monroe) provided 90% of the shelter capability in the state.
- Shelters close to home would enable evacuees to quickly return home and conduct their

repairs
- EMAC mission ready package should be created to request support in order to conduct shelter operations using EMAC (out of state) resources.
- Review the need for capabilities to shelter those with access and functional needs.
- Majority of evacuees required special assistance

Feeding
- Virtual DSNAP worked well.
- Build out EMAC mission ready packages for out of state agencies to assist with DSNAP sites.
- Avoid putting Baton Rouge and New Orleans in the same DSNAP phase.
- Requested a feeding board within the WebEOC to track feeding sites and avoid duplication

Logistics and Support
- Louisiana operated (at the high point) a total Eighty-nine (89) PODs. The most ever within Louisiana.
- POD plans had to be altered because of the destruction, lack of fuel, extended power outages, and access limitations. Large PODs had to be broken down into smaller segments to reach the outlying communities.
- Federal Staging Area (FSA) should be set up earlier when possible
- Regional Staging Area (RSA) should be set up earlier when possible.
- Logistics Staging Area (LSA) – Should be setup in order to deploy equipment and material for 15; 40 or 80 POD's of equipment and material (as required). Vendor should also have a small supply of port a lets, lights, forklifts, etc., in order to respond to small quantity resource request.
- Warehouse packages of forklifts; pallet jacks; etc. needed earlier when possible
- PODs – POD board in WebEOC must be updated by parishes; Type I (20K), II(10K), and III(5k) persons per day.
- POD's are defined and created are for 5,000; 10,000 or 20,000 people per day. Anything smaller should be facilitated and manned by parish personnel.
- Parishes should ensure that the information on the POD board contains additional equipment or materials needed for a specific POD.

Public Health
- Lady of the Sea Hospital lost part of its roof which caused mandatory evacuation.
- Several healthcare facility generators stopped working after extended use.
- Nursing Home evacuation plans should be reviewed by the receiving parish.
- Additional ESF 8 staff required to maintain current operational tempo.
- Staff required to fulfill current expected mission come from sections / division not familiar with emergency operations.
- ESF 8 was capable of cross leveling medical emergency support and response through collaboration of ESF 8 disaster network
- LERN staff were instrumental in coordinating patient movement when a medical facilities plan failed. Additional LERN staff would improve this capability.

Search and Rescue
- Plans should include how and when to conduct shift change during an event.
- Combine first responder camps to share resources.
- SAR Coordination room was a valuable space that helped with coordination.
- Would like a quicker way to track resources and equipment.
- Suggested to keep FEMA trailers for rapid deployment in the future
- Plans should include food and lodging for EMAC responders

Natural Resources
- Power outages caused refineries to shut down which lead to fuel shortages. Government provided generators had to be deployed to gas stations to enable them to supply gas to the public.

Energy and Utilities
- Over one million customers lost power for an extended amount of time.
- Water and Sewer Treatment Plants required generator support to continue to provide services and safe drinking water to the public

Public Safety and Security
- Pop-up shelters should be secured by local law enforcement as first option.
- Shelter security plan needs updating to identify availability of supporting agencies.

Community Recovery
- Parish Plans should include proposed sites for First Responder and Public Base Camps.
- Parishes should obtain housing applications to identify actual housing needs.
- Housing plans should include considerations for disabled evacuees.

Individual Assistance
- PDA / IA Damage Recording
    - Add Damage assessment class in La Emergency Management Conference (LEMC)
    - PDA board in WebEOC with drop down menus would assist with request
- All 25 parishes got declared, did not have to do PDA/IA for this year; however, it is imperative that parish understands local damages and how residential damages may impact recovery.
- Non Congregate Sheltering (NCS) is in the second year of providing sheltering to citizens in impacted areas but it is complicated to conduct.   There needs to be more education at the parish level between emergency sheltering to NCS and temporary housing.
- More preparedness strategies are needed at the local level as there has to be reasonable individual responsibility to support families.
- There needs to be understanding and workshop on sheltering options as well as engage parishes on identifying staging areas and "plug and play" resources for basecamps for first responders, sheltering and/or temporary housing.

- Need to explore additional methods and identify other state agencies that can support sheltering as well as encourage parishes to remain engaged to support their citizens.
- For alternatives and planning overall, we need to come up with solutions for people with disabilities (ADA)
- Parishes need to have more engagement with HUD and Public Housing to better support vulnerable populations.
- Parishes need additional training on how GOHSEP prioritized resources such as DRC's; DSAT's and other assets.
- Significant preparedness messaging at local, state and federal levels regarding recovery programs are greatly needed.

Public Assistance
- State Applicant Liaisons (SAL) – Parishes reported that they are not seeing them enough
- Ensure that parishes understand the deference between emergency protective measures and PA replacement of buildings.
- Process flow for PA request in WebEOC needs clarification
- Parish Debris contracts take too long as they wait for full reimbursement confirmation
- Request for Flood Plain Managers and for building inspectors were placed into WebEOC and were not able to be provided.
- Engage other state agencies (DOTD) on their process and include education and information at the La Emergency Management Conference (LEMC) to enhance understanding of recovery side
- Parishes should provide additional detailed information when requesting PDA team (i.e. what is damaged, where is the damage, etc.)

Emergency Public Information
- All State agency Public Information Officers should report to the Joint Information Center to ensure timely and accurate dissemination of information
- The JIC should activate physically or virtually for every large scale event

Military Support

- The Louisiana National Guard Brigade was deployed which required LANG to request assistance from other states.
- This created challenges as new responding guardsmen were not familiar with Louisiana Procedures and navigation.
- LANG asked for detailed information through WebEOC requests to ensure the requestor will receive the proper number of soldiers with the proper equipment.

Facilities
- Workspace - EOC enhancements worked well
- Make permanent assignment cards to organize seating in the EOC
- Meals were good
- Need a better meal count to make sure everyone has a plate and limit left overs
- Create registration system for meals

- Coffee & Water was nice
- Parking – Clear the parking lot of non-operating vehicles or create additional parking areas
- IT Related – IT needs to ensure that all state computers can print to state printers
- Need IT staff activated at beginning of activation
- Audio / Visual Equipment – GOHSEP AV worked great
- LODGING – Staff lodging for GOHSEP and helpers
- GOHSEP requires a Safe Room on the LSP compound for lodging of emergency managers on shift
- GOHSEP complex needs more parking , lodging, capabilities
- Need a permanent home for the Generator Branch
- Permanent location for the Governor's Staff
- Permanent location for LDH
- Location for Search and Rescue at GOHSEP site or use remote location with a representative at GOHSEP
- Procurement worked well through teleworking.

EMAC
- New EMAC A-Team staff trained
- Create EMAC Template training
- All state agencies and sections should make mission ready packages on their assets that can be deployed to other states as well as when assets are needed within our state.
- Become acquainted with counter parts from other states so we can request specific people
- Staffing request from other states need to have details on qualifications.
- Follow closeout process through finance.

APPENDIX A: IMPROVEMENT PLAN (IP)

This IP has been developed specifically for the State of Louisiana Hurricane Ida AAR conducted in November 2021. These recommendations draw from observations made during four After Action Conferences.

Table A.1: Improvement Plan Matrix

Observation Title	Recommendation	Corrective Action Description	Capability Element	Primary Responsible Agency	Agency POC	Start Date	Completion Date
1.0 WebEOC Personnel	1.1 All personnel with access to WebEOC should be familiar with how to enter requests into the system prior to the event.	1.2 Ask agencies to dedicate WebEOC personnel during blue skies and conduct training throughout the year.	Planning / Training	GOHSEP	Operations Section Chief; WebEOC Administrator;	Immediately	June 2022 – Hurricane Season 2022
2.0 WebEOC Training	2.1 Agencies should begin training their WebEOC representative throughout the year.	2.2 GOHSEP will offer a variety of monthly WebEOC classes via Zoom for beginners, intermediate, and advanced users. 2.3 Train users to become familiar with what can be requested through WebEOC. 2.4 Train users to enter critical information to avoid the need for follow up callbacks.	Planning / Training	GOHSEP	Operations Section Chief; WebEOC Administrator;	Immediately	June 2022 – Hurricane Season 2022
3.0 Parish Assistance	3.1 All parish support should go through the parish OEP via the EMAC check in and check out system.	3.2.0 Add EMAC process to scheduled exercises. Identify several EMAC teams throughout the state to participate and support annual exercises by processing participants in and out of the exercises through an EMAC format.	Planning / Training	GOHSEP	Training and Exercise Branch Manager; Regional Coordinators;	Immediately	June 2022 – Hurricane Season 2022

Observation Title	Recommendation	Corrective Action Description	Capability Element	Primary Responsible Agency	Agency POC	Start Date	Completion Date
4.0 POD Set Up / Commodity delivery	4.1 Once commodities are delivered to a Parish, it is up to the Parish to create smaller PODs and divide the commodities if necessary	4.2 Parishes should modify their POD plan to allow smaller distribution sites.	Planning / Training	GOHSEP	Operations Section Chief; Logistics Branch Manager; ADD of EM; Regional Coordinators;	Immediately	June 2022 – Hurricane Season 2022
5.0 WebEOC mission change notifications	5.1 Notify agencies of request status and actions updates.	5.2 Update the WebEOC board to automatically notify requestor of any change in activity on their request.	Planning / Training	GOHSEP	Operations Section Chief; WebEOC Administrator;	Immediately	June 2022 – Hurricane Season 2022
6.0 Key Personnel Contact Information	6.1. Contact information for key response personnel, including those of contracted support, should be added to the file library in WebEOC. 6.1.1 Contact information for contractors could be added in the MISSION comments area so that requestors can see the information.	6.2.0 A general list could be created and published for all to use for key state response personnel. 6.2.1 Fix WebEOC to allow parishes to see taskings within their requested missions in order to obtain contractor and PO information.	Planning / Training	GOHSEP	Operations Section Chief; WebEOC Administrator;	Immediately	June 2022 – Hurricane Season 2022
7.0 Logistics Tracking	7.1 Assets were not able to be located after being moved from their original drop-off location.	7.2 Place tracking devices on assets over a specified amount of money (when possible). 7.2.1 Include language in RFPs for large mobile equipment to be virtually tracked (GPS) by vendor. 7.3 Issue assets to a responsible party who has to update the location of the asset in WebEOC when the location or assigned person changes.	Planning / Training Equipment	GOHSEP	Logistic Branch Manager	Immediately	June 2022 – Hurricane Season 2022

Observation Title	Recommendation	Corrective Action Description	Capability Element	Primary Responsible Agency	Agency POC	Start Date	Completion Date
8.0 Asset pick up	8.1 Each Parish should have a logistics yard where assets can be stored when they are no longer needed and are waiting to be reassigned or picked up.	8.2 GOHSEP will arrange to pick up assets that are no longer needed in a timely manner. 8.2.1 Parishes should identify a logistics staging area for unused / mission complete equipment.	Planning / Training	GOHSEP and Parish OHSEP's	Training and Exercise Branch Manager Parish OEP	Immediately	June 2022 – Hurricane Season 2022
9.0 Critical Infrastructure Access	9.1 Parishes should identify critical infrastructure locations.	9.2 Parishes should work with DOTD to develop a route clearing plan to get to each critical infrastructure regardless of what type of route it is on.	Planning / Training Organization	GOHSEP; DOTD Parish OHSEP's	ADD of Homeland Security and Interoperability; DOTD Emergency Ops. District DOTD Administrator Parish Directors	Immediately	June 2022 – Hurricane Season 2022
10.0 Generator Shortfall	10.1 State contractors did not have enough generators to fill all of the requests.	10. GOHSEP to change Generator SOP to make it a practice to assume responsibility of FEMA generators and contract local vendors to deliver and install generators.	Planning / Training	GOHSEP	Preparedness Section Chief; ADD of EM.	Immediately	June 2022 – Hurricane Season 2022

Observation Title	Recommendation	Corrective Action Description	Capability Element	Primary Responsible Agency	Agency POC	Start Date	Completion Date
12.0 Communication Outage Report, Commercial Communication Group and LWIN Tower Assessments	12.1 Ask cell phone companies to contact critical infrastructure of reported outages. 12.1.1 Establish a Commercial Communications Group with all stakeholders. 12.1.2	12.2 Make a formal request through the FCC to make it mandatory for all cell phone companies to report their outages to critical infrastructure sites they service. 12.2.1 Identify stakeholders to participate in the CCG. Establish a charter for roles and responsibilities, stakeholders and goals of the CCG during disasters. 12.2.2 Establish an Aerial and Ground LWIN Assessment Team to conduct post storm assessments on LWIN sites.	Planning / Training Organization Equipment	GOHSEP: LSP	ESF 2 leads for GOHSEP; LSP	Immediately	June 2022 – Hurricane Season 2022
13.0 Volunteer Coordination	13.1 Better coordination with volunteers resources in times of need at the Parish and State Level	13.2.0 GOHSEP needs to allocate one individual to remain in constant contact with all VOADs to keep a relationship built for support in times of need. 13.2.1 Holding annual or bi-annual meetings with VOADs could support the building of relationships and assist in locating resources in times of need.	Planning / Training Organization	GOHSEP Parish OHSEP's	Human Services Branch Manager; Training and Exercise Branch Manager Parish Directors	Immediately	June 2022 – Hurricane Season 2022

Observation Title	Recommendation	Corrective Action Description	Capability Element	Primary Responsible Agency	Agency POC	Start Date	Completion Date
14.0 Incomplete WebEOC missions	14.1 Closing the WebEOC mission and the request was not completely filled.	14.2 GOHSEP to cut and paste the request and place comments such as "unavailable" or "in process". Additional training required.	Planning / Training	GOHSEP	Operations Section Chief; WebEOC Administrator;	Immediately	June 2022 – Hurricane Season 2022
15.0 WebEOC mission change notifications	5.1 If changes were made to a WebEOC mission, messaging needs to be sent to requestor.	15.2 The WebEOC board does not have a notification system on changes but has a new mission alert. POCs on the mission should be called or emailed if major changes are made to the original mission request.	Planning / Training	GOHSEP	Operations Section Chief; WebEOC Administrator;	Immediately	June 2022 – Hurricane Season 2022
16.0 WebEOC Missions from State Agencies	16.1 State agencies should not enter WebEOC requests on behalf of a parish without the consent of the parish.	16.2 More training and communication is needed to provided guidelines on who and how requests should be submitted in WebEOC.	Planning / Training	GOHSEP	Operations Section Chief; WebEOC Administrator;	Immediately	June 2022 – Hurricane Season 2022
17.0 Parish Access to WebEOC	17.1 Parishes would like an update on which parish entities have access to WebEOC and for a clear process to be identified establishing who is able to provide and grant access to the system.	17.2 More communication is needed between GOHSEP and local/state partners to ensure everyone is aware of the process and who has access to submit request into WebEOC.	Planning / Training	GOHSEP	Operations Section Chief; WebEOC Administrator;	Immediately	June 2022 – Hurricane Season 2022

Observation Title	Recommendation	Corrective Action Description	Capability Element	Primary Responsible Agency	Agency POC	Start Date	Completion Date
18.0 PDA Damage Surveys	18.1 Better communication and notification between agencies assisting with PDA damage surveys and the parishes they are assisting.	18.2 More coordination meetings (GOHSEP; Parishes; State Fire Marshal) to ensure everyone involved is familiar with the guidelines on how to provide this support. If no guidelines currently exist, they should be created and approved by all parties involved to ensure complete understanding and use.	Planning / Training Organization	GOHSEP; PARISH OEP's Office State Fire Marshal	Preparedness Section Chief; Training and Exercise Branch Manager	Immediately	June 2022 – Hurricane Season 2022
19.0 Public Information	19.1 Reactivate the Joint Information Center (JIC) in a virtual or actual format	19.2 Create a plan to ensure consistent and timely messaging to evacuees and other parish residents.	Planning / Training	GOHSEP; JIC;	Communications Director and Governors Press Director	Immediately	June 2022 – Hurricane Season 2022
20.0 Facility workspace and responder lodging on the Public Safety Compound	20.1 GOHSEP and DOA must create additional "On site" and "Offsite" workspace in order to support Emergency Management Operations.	20.2.0 Find additional workspace for GOHSEP and other State Agency Partners. 20.2.1 First responder lodging within the Public Safety Compound	Planning / Training Organization Equipment	GOHSEP;D OA	Facility Manager; ADD of Grants and Admin; DOA Commissioner	Immediately	June 2022 – Hurricane Season 2022

APPENDIX B: EXERCISE PARTICIPANTS

Participating Organizations
Federal
Army Corps of Engineers (USACE)
National Weather Service (NWS)
United States Coast Guard (USCG)
State of Louisiana
Governor's Office of Homeland Security & Emergency Preparedness (GOHSEP)
Louisiana Office of State Fire Marshal (LSFM)
Louisiana National Guard (LANG)
Louisiana Military Department
Louisiana Department of Health (LDH)
Louisiana Department of Health Office of Public Health-Public Drinking Water (LDH/OPH)
Louisiana Department of Children & Family Services (DCFS)
Louisiana Department of Agriculture & Forestry (LDAF)
Louisiana State Police (LSP)
Louisiana Department of Public Safety / Corrections (DPS)
Louisiana Department of Environmental Quality (LDEQ)
Louisiana Department of Transportation & Development (DOTD)
Louisiana Department of Wildlife & Fisheries (LDWF)
Coastal Protection and Restoration Authority (CPRA)
NGO
American Red Cross (ARC)
Ochsner Health
Catholic Charities
Louisiana Housing Corporation
St. James Regional Health System
Terrebonne General Hospital
University of Lafayette
Louisiana Emergency Response Network
Louisiana Hospital Association
New Orleans EMS
New Orleans Health Department
Parishes
Ascension Parish
East Baton Rouge Parish
Iberia Parish
Jefferson Parish
Lafourche Parish
Orleans Parish
St. Charles Parish
St. James Parish
St. Mary Parish
St. Tammany Parish
Tangipahoa Parish
Terrebonne Parish
Washington Parish
West Baton Rouge Parish