



Texas Emergency Tracking Network

2011 Hurricane Season Planning

Evacuee and Shelter Tracking

Evacuee and Shelter Tracking: General



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The Texas Emergency Tracking Network (TxETN) is a key part of hurricane response. Knowing where displaced citizens in state or local care are located is critical to an effective emergency response. Information derived from that knowledge can be leveraged by local entities on both the receiving and sending side of the process as well as by emergency management personnel at all levels.

Evacuee and Shelter Tracking: General



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TxETN is four data systems linked together:

- WebEOC
- EvacCenter
- EMTrack
- Sabine Neches Chiefs Association (SNCA)

Evacuee and Shelter Tracking: General



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In order to accomplish effective evacuee/shelter tracking, each participant in the statewide system must understand their role in the tracking process. **The goal of this call is to explicitly define the things which each involved jurisdiction, healthcare provider or state agency must accomplish at any given time during the evacuation and shelter process as it pertains to tracking.**



Evacuee and Shelter Tracking: General

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For purposes of this call, an incident will be broken into the following phases:

- Prior to activation – Possible storm looming
- At TxETN activation – Texas landfall likely
- Evacuation – Imminent danger to a specific region
- Sheltering
- Repopulation



Evacuee and Shelter Tracking: General

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Groups primarily involved in tracking:

- TDEM, other state agencies and contractors
- Embarking jurisdictions
- Sheltering jurisdictions
- Hospitals



Prior to TxETN Activation

Evacuee and Shelter Tracking:

Prior to Activation: All Jurisdictions



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- Embarking or sheltering jurisdictions which plan to utilize TxETN's EvacCenter (Radiant) should prepare 213RRs in anticipation of the need for activation including requests for use of TDEM's TxETN hardware (if any) and TMF's TxETN staff (if any)
- Evaluation of locally provided hardware (laptops, peripherals or handheld scanners) should be done by each jurisdiction to ensure the readiness of local devices for tracking
- Review TxETN training videos for EvacCenter and WebEOC functions of TxETN
- Ensure you have user name and password for system which you plan to use

Evacuee and Shelter Tracking:

Prior to Activation: Jurisdictions



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- Review local tracking plans and personnel requirements
- All WebEOC accounts should be tested to be sure they are active
- Jurisdiction should create a list of all embark, reception or shelter locations to be entered into the WebEOC once the incident is created.
- Review checklists to ascertain availability of all items needed



Checklists and other support documents can be locally developed or sample lists can be found at:

www.radiantrfid.com

Under the Evacuation Resources Tab

Embarkation Hub Checklist		rev 6/24/2010
Provided (yes/no)	Item	Responsible party
	Tables	
	Chairs (Evacuees, typists, staff)	
	Extension cords	
	Adequate power capabilities/outlets to handle device load	
	Stanchions or ropes	
	Signage	
	Pens	
	Evacuee forms: English and Spanish	
	Clipboards or tables to fill out forms	
	Zip ties for pet / med tags	
	Printer for bus manifest printing	
	Cots	
	Cones/ropes	
	Duct tape (Tape down cords for safety)	
	Cover for outdoor personnel (especially pc's which cannot be seen in bright sun)	
	Water	
	Staff identification (vests or other easily identifiable markings)	
	Medical staff	
	TV or other diversion for children / evacuees	
	Fans	
	Public Information staff on-site	
	Wi-fi, land line or satellite communications for internet	
	Security personnel	
	Ambulances for local transport needs	



TxETN Activation

Evacuee and Shelter Tracking: TxETN Activation: State Level



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- TDEM will activate TxETN system which will...
 - Enable user names/passwords on EvacCenter
 - Establish Radiant Help Desk
- TDEM/CIS will start incident for Named Storm
- Rapid Deployment equipment will be sent to the District Coordinators (DCs– formerly RLOs) in coastal areas which might possibly be affected (per the pre-determined plan)
- First batch of GPS will be deployed to the AARC for bus staging

Evacuee and Shelter Tracking:

TxETN Activation: State Level



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- TXMF will:
 - Begin to stand up TxETN headquarters ops and to call in trained teams
 - Assign TxETN teams to jurisdictions which have requested TXMF support
 - Assign personnel to hand-receipt additional TxETN equipment needed
 - Will coordinate to receive GPS at the AARC
 - Use training videos as a refresher course for just-in-time training of TxETN teams



Evacuee and Shelter Tracking:

TxETN Activation: Embarking Jurisdiction

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- Send 213RR to DDC indicating intention to use the TxETN including request for TMF TxETN support
- Coordinate with District Coordinator (DCs– formerly RLOs) to receive wristbands and Rapid Deployment equipment kits. Distribute as necessary in your community
- Begin set up of embarkation hubs
- Test TxETN passwords once activated
- Verify WebEOC server connection to Texas Fusion Server for TxETN
- Build TxETN locations for your community into WebEOC and verify that they are included in the Fusion Statewide event

Evacuee and Shelter Tracking:

TxETN Activation: Embarking Jurisdiction



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NOTE CONCERNING TMF SUPPORT:

It is critical to be aware that TMF support, if requested, must have 48 hours from time of activation in order to rally and travel to your community. If you have pre-planned TxETN processing support, TMF will make every effort to fulfill planning numbers as established unless disaster requirements dictate otherwise.

However, your community should be prepared to staff all TxETN functions until TXMF can arrive at your location.

Evacuee and Shelter Tracking:

TxETN Activation:

All Jurisdictions



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NOTE ON REGIONAL WEBEOC SERVER CONNECTIONS:

Your local region has one or more WebEOC servers that will have the WebEOC portion of TxETN loaded for usage. Additionally, other boards may play a role in TxETN usage throughout the activation; your local WebEOC administrators will have this information. If you do not know who your local administrator is, or do not know which server you should connect to, please either call the CIS WebEOC Help Desk at 512-424-5333, or send an email to support@soc.texas.gov and a support request will be generated to provide you the needed contact information.

Evacuee and Shelter Tracking:

TxETN Activation : Sheltering Jurisdiction



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- Once your jurisdiction has determined to open shelters, you must send 213RR to DDC requesting TxETN equipment (if needed)
- Test locally provided equipment to assure viability
- Test TxETN passwords once activated
- Verify WebEOC server connection to Texas Fusion Server for TxETN boards
- Build TxETN locations for your community into WebEOC and verify that they are included in the Fusion Statewide event

Evacuee and Shelter Tracking:

TxETN Activation : Sheltering Jurisdiction



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- Review checklist for setting up shelter tracking to assure all items are available
- Coordinate with District Coordinator (DCs– formerly RLOs) to receive wristbands for re-banding purposes
- Use training videos to train assigned staff on TxETN as necessary



Evacuation

Evacuee and Shelter Tracking:

Evacuation: State Level



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- SOC will monitor cumulative TxETN information from involved evacuation locations throughout the incident
- TDEM will work with jurisdictions and agencies to resolve issues as they arise
- TDEM and DSHS will pull reports on evacuation progress as needed to update SOC Council



Evacuee and Shelter Tracking:

Evacuation: Evacuating Jurisdiction

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- Begin banding and loading buses
- Place ID on buses prior to loading if using a vehicle which has not been staged in TxETN (does not have an TxETN sticker id)
- Begin banding and loading buses
- Print manifest once the bus is loaded –
 - 3 copies: one for bus driver, one to evacuating jurisdiction and one for TXMF, if on-site
- Set destination of each bus to the point-to-point city OR the medical hub city as required for the evacuees sheltering needs.

CRITICAL NOTE: It is crucial that evacuees who require the services of a medical hub be manifested to a bus or other transportation mode that will take them to the proper medical sheltering hub (i.e. San Antonio) Failing to do so could cause the individual to be moved again and further impact physical issues.



Evacuee and Shelter Tracking:

Evacuating Jurisdiction

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- Log into correct WebEOC instance for your region/jurisdiction to use the WebEOC portion of the TxETN system
- Coordinate with your WebEOC administrator(s) to ensure that you have the proper position(s) in order to use the TxETN system in WebEOC
- Make sure that you have visibility of your evacuated population
- Perform the following functions as needed:
 - Use Transportation Requests to transfer non-emergent individuals between locations
 - Maintain and update proper individual data to include any health related information
 - Repopulate in the agreed-upon manner for this incident, using the proper system(s) in TxETN



Embarking **Do's and Don'ts**

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- DO tag animals under the family unit even if the animal is going to be sent in a different vehicle or to a different shelter.
- DO use driver license per family member if available.
- DO tag all medical equipment needed by the evacuee along with the family
- DO allow a caregiver with each medical evacuee
- If the time becomes too short to enroll, DO band evacuees and record their name and band number on the TxETN form. Place bundled forms in the bus driver's care with directions to present to the receiving shelter's management upon arrival.



Embarking **Do's and Don'ts**

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- DO NOT separate families between buses -- even if the buses are destined to the same city
- DO NOT send a very large family to the medical shelter if possible – encourage the family choose a single caregiver (or two) to accompany the medical evacuee
- DO NOT use state provided asset tags for luggage (you may use tags that you purchased for this purpose)



Sheltering



Evacuee and Shelter Tracking:

Sheltering Jurisdiction

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- Coordinate with Radiant for the arrival of state-provided TxETN equipment (if requested) or with Mesquite if in the DFW sheltering group
- If receiving RFID portals, coordinate with Radiant to install
- Distribute bands to the shelters for re-banding purposes
- Perform the following functions as buses and evacuees arrive:
 - Receive Transportation by scanning bus sticker
 - Unload Evacuees by scanning each band or tag
 - Suggest that you scan out evacuees when they leave the shelter
- Band self-evacuees if your jurisdiction has invested in bands to do so



Evacuee and Shelter Tracking:

Sheltering Jurisdiction

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- Log into correct WebEOC instance for your region/jurisdiction to use the WebEOC portion of the TxETN system
- Coordinate with your WebEOC administrator(s) to ensure that you have the proper position(s) in order to use the TxETN system in WebEOC
- Make sure that all locations have correct address and POC information filled
- Re-banding MUST be processed within the EvacCenter portion of TxETN
- Perform the following functions as needed:
 - Use Transportation Requests to transfer non-emergent individuals between locations
 - Maintain and update proper individual data to include any health related information

Shelter Tracking **Do's and Don'ts**



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- DO NOT separate families between shelters
- DO create new locations in WebEOC as you open additional locations
- DO make "locations" as necessary to indicate evacuee status. For example, if an evacuee leaves the shelter, make a location such as "Plano – Left Sheltering" to indicate that they are out of the system
- DO NOT make duplicate locations (!)
- DO verify that a bus is totally empty in TxETN after you have unloaded it

More Tracking DOs and DON'Ts for everyone



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- DO advise evacuees not to remove / discard bands. Let them know that the band is their return ticket back home
- DO advise citizens not discard band if it accidentally comes off. Place it where you can have access to if needed. Report it to the shelter once you get there
- DO advise citizens not to exchange bands
- DO NOT give information from TxETN such as evacuee information or bus location to anyone outside of law enforcement or emergency management personnel who have a need to know
- DO make a referral to the shelter to have evacuee call the inquiring party



Repopulation



Evacuee and Shelter Tracking: Repopulation: Sheltering Jurisdiction

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- Advise evacuees not to discard bands. Let them know that the band is their return ticket back home.

- If only specific areas are being repopulated, use TxETN reports to find evacuees that are being repopulated who are in various shelter locations

- Reverse the process of evacuating:
 - Band individuals that do not have or have lost their band
 - Load to a bus
 - Print manifest (one for driver, one for jurisdiction, one for TXMF if involved)
 - Set destination for home jurisdiction



Evacuee and Shelter Tracking: Repopulation: Embarking Jurisdiction

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- Receive buses
- Unload buses
- Run reports to assure that all evacuees have been removed from each bus



Healthcare Tracking



- DO coordinate with your RAC to get wristbands if your hospital is requesting state assistance in evacuation
 - DO enroll evacuee-patients into the system of your choice. If you need EvacCenter log-in, request through your RAC.
 - DO enroll accompanying family members who will travel with patient
 - **DO NOT CUT OFF THE TxETN BAND**
 - DO replace the band if it is removed for any reason (receiving RACs have bands for this purpose)



Additional Support



Evacuee and Shelter Tracking: Help Desks

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- WebEOC
 - 512-424-5333
 - support@soc.texas.gov
- EvacCenter
 - 888-607-5705
 - help@Radiantrfid.com
- EMTrack
 - 888-EMSystems, x3
 - help@emsystems.com
- SNCA
 - 409-980-7280

Evacuee and Shelter Tracking: Training Videos

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- Training videos for WebEOC and EvacCenter portions of TxETN can be found at www.radiantrfid.com.
- Training videos are available for download to smartphones by searching TXSNETS on YouTube.



Evacuee and Shelter Tracking: Twitter / Facebook

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- Latest information will also be posted by Radiant and TDEM to social media sites. Follow the links to these Twitter and Facebook accounts from <http://dps.texas.gov/dem> and www.radiantrfid.com. Only non-sensitive information will be posted.

