

3Cs Lessons Learned and After Action Report – Via Scott Incident

December 9, 2010

Objectives

- Command Post Support for downlink, internet and video conferencing
- Distribution of local camera feed throughout the network
- Deploy wireless internet access at the ICP
- Provide regional downlink for EOCs and 3Cs customers
- Provide internet access to helicopter downlink
- Coordinate requests for video conferences throughout the day
- Utilize the webpage and WebEOC to update members about activities

Objectives

- Command Post Support for downlink, internet and video conferencing ✓
- Distribution of local camera feed throughout the network ✓
- Deploy wireless internet access at the ICP ✓
- Provide regional downlink for EOCs and 3Cs customers ✓
- Provide internet viewing access to helicopter downlink ✗
- Coordinate requests for video conferences throughout the day ✓
- Utilize the 3Cs webpage and WebEOC to update members about activities ✓



Incident Functionality

- Vbrick VBoss server was stood up to stream video from helicopters/mast cam over 3Cs and a secure internet connection
- Video conference rooms provided:
 - Sheriff DOC to ECHO 3
 - DEH Monitoring Application
 - Incident Briefings
 - Unified Command Private Conference Room
- Two internet access points were set up at the CP using Nomad-1 and SDSA Echo3 for use by any personnel at CP
- 5 Portable downlink receivers stationed at scene



Accomplishments

- NOMAD connection to Mt Woodson via NOMAD = 26 mbps up/down.
- Video downlink worked well using the mast cam
- Video conferencing worked well. 3 Dropped calls (ECHO3 and NOMAD may have been too close together)
- Regional 3Cs staff were integrated into the ICS Structure in the Comm Section. 3Cs assisted with the issuance of equipment and the ability to provide fast hands on technical support



Accomplishments (con't)

- T Card system checkout for VTC equipment.
- Advance set up for systems requiring user name/password proved greatly beneficial
- WebEOC now displays a 3Cs conference schedule to keep agencies informed on briefings available during an incident.



Areas for Improvement

- Media helicopters interfered with video downlink capabilities for approximately 20 minutes during the beginning of the burn.
- VBrick VBoss Server produced too high of a quality stream that overwhelmed many of the public safety internet connections with viewers. Over 57 people were logged into the VBoss.
- Canopy radios were most likely over powering the receivers. 3 drops, all recovered quickly.



Recommendations

- Utilize the Helicopter Study results for answers to interference and picture quality.
- Test whether there is an issue with two connections over canopy being too close and whether that can be tuned.
- The NOMAD trailer needs a second antenna for downlink. Having only one antenna when the receiver is set to diversity compromises the picture quality.
- NOMAD needs a small monitor for viewing the helicopter downlink feed.



Recommendations (con't)

- With the SDPD no longer supporting RPSI, 3Cs needs a solution for viewing feeds over the web.
- Follow up with Ch10 to discuss downlink interference issues to mitigate future interference.
- An SOP should be adopted that along with the available web options, when possible, a secondary source for downlink is offered as a backup. This will allow an overflow of users to be moved to a secondary source for incidents i.e. an alternate internet source or a conference room on the 3Cs bridge