

# Regional Logistics Program

New York • New Jersey • Connecticut • Pennsylvania



## *Breaking Down Silos in Disaster Logistics*

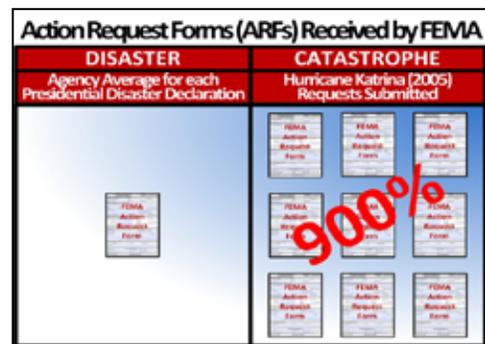
### A REGIONAL RESOURCE MANAGEMENT SOLUTION (RRMS)

**What is the RRMS Project?** The RRMS Project is trying to facilitate solutions to connect local, state and federal technology systems together to seamlessly transmit and track resource requests.

**What problem does RRMS address?** After a catastrophe, relief personnel, supplies and equipment could be delayed and operations could fail if local, state and federal governments use different technology systems that don't talk to each other.

#### Why is this important?

Emergency managers use resource requests to get the right resources to the right place at the right time and this process works for the typical disaster. Catastrophic incidents are different because of the volume of resource requests they generate. Hurricane Katrina, for instance, saw a 900% increase in the number of resource requests, or Action Request Forms, received by FEMA.



#### What process exists today?

In recent years emergency managers have built technology systems that are tailored to their own needs. This makes sense, but because connectivity between systems was not a priority, we are left with silos that don't effectively share information. Sharing dozens if not hundreds of resource requests via phone, fax, and email during a catastrophe can cause unnecessary delays and mistakes.

#### What should we be able to do?

Local, state and federal emergency management systems should be connected to seamlessly transmit and track resource requests. We will be able to reduce delays and mistakes if we can:

- ü Access all information from a single system (single log-in)
- ü Continue using the same systems that we have been trained on (no new web-portals, etc.)
- ü View information about our resource requests and track them throughout the fulfillment process
- ü Enter a request once and share it with any available system that can fulfill it

#### What has the RRMS Project done to solve the problem?

The RRMS Planning Team has agreed on two main issues that must be addressed:

- 1) Our existing systems do not speak the same language. After research and discussion, the team recommended adopting the messaging standard known as Emergency Data eXchange Language - Resource Messaging (EDXL-RM). Our systems currently do not share information in the EDXL-RM messaging standard. The team recommends encouraging vendors to support these standards within our existing systems.
- 2) Our existing systems are unable to connect. We must establish a common connection and adapt our systems to share information through it. Two federal solutions have been identified: Integrated Public Alerts and Warning System, or IPAWS Aggregator and the Unified Incident Command for Decision Support (UICDS).

#### What's next?

- ü The RLP is preparing a simulation using the Emergency Data Exchange Language-Resource Messaging (EDXL-RM) standard to pass resource request messages among regional incident management systems.
- ü The RRMS Assessment Paper is available for download through [www.EmergencyLogistics.org](http://www.EmergencyLogistics.org).