# Crisis Track Disaster Operations Management Basic Course

## Part 3 Planning a Damage Assessment

**www.crisistrack.com**
**User: memasb**
**Password: storm21**

Crisis Track

CT-101

# Tax Assessed Value

Counties with Full Implementation

- Tax parcel and address point data loaded
- Employee and Equipment inventories loaded

Counties with Limited Data

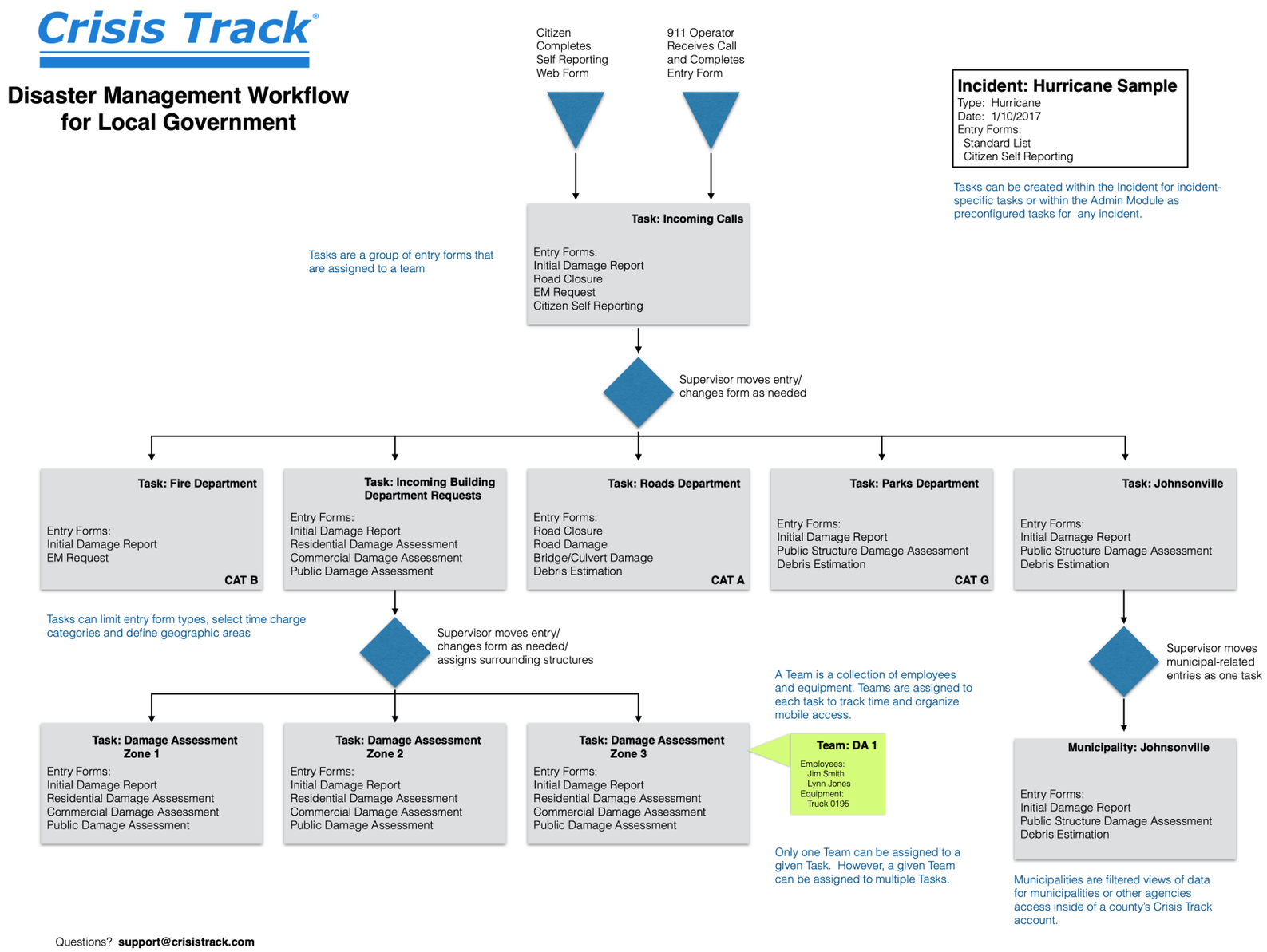
- One or more datasets missing

Counties with no Data

- No data preloaded

# Initial Damage Reports

- Resident Self Reporting Form
- Call Center Workflow
- Volunteer Canvassing

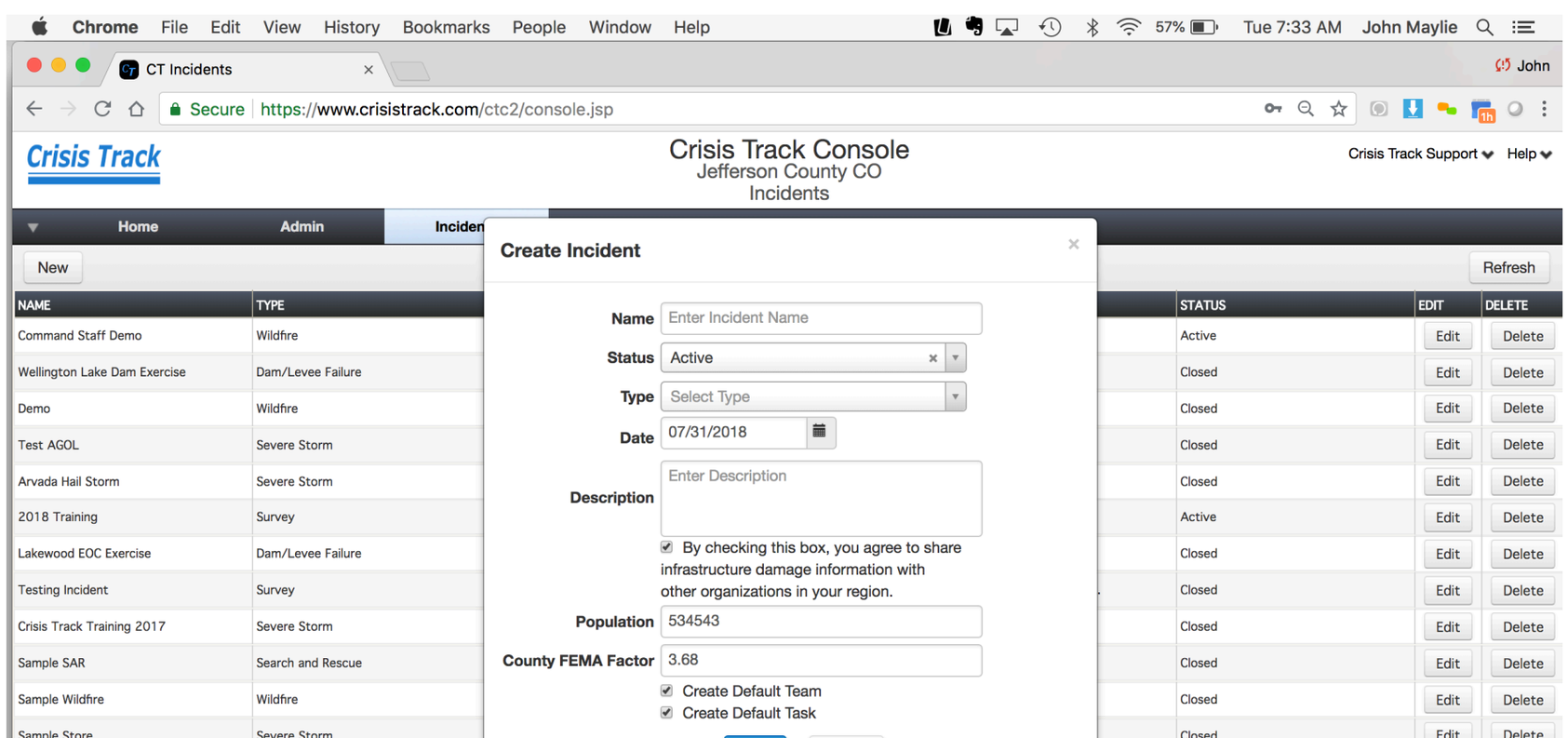


# Training Objectives

1. Planning a Damage Assessment
   a. Setting up an Incident
      i. What is an Incident
      ii. Create an Incident
   b. Creating an Area of Concern
      i. What is an Area of Concern
      ii. Create an AOC
   c. Setting up Teams and Tasks
      i. Define Teams
      ii. Define Tasks
   d. Operations View
      i. Track the Incident

# Incidents

1. Collection of all disaster data
2. Best Practice:
   a) open, calendar-specific incidents
      Example (JAN Severe WX)
   b) close (not delete) unused incidents




# Setup the Incident

1. Log Into CrisisTrack Account
2. Select New Incident and Click Create
   - A. Incident information
     - i. Name
     - ii. Status
     - iii. Type
     - iv. Date
     - v. Disaster Number
     - vi. PA ID#
     - vii. Description
     - viii. NEXT (blue button)
   - B. Incident Settings
     - i. Population
     - ii. County FEMA Factor
     - iii. Enable Resident Self-Reporting
     - iv. Employee Records Threshold
     - v. Equipment Records Threshold
     - vi. NEXT (blue button)
   - C. Employee Status
     - i. NEXT (blue button)
   - D. Equipment Status
     - i. NEXT (blue button)
   - E. Preconfigured Teams
     - i. NEXT (blue button)
   - F. Preconfigured Tasks
     - i. NEXT (blue button)
   - G. Preconfigured Guest
     - i. NEXT (blue button)
   - H. Map Layers
     - i. FINISH (blue button)

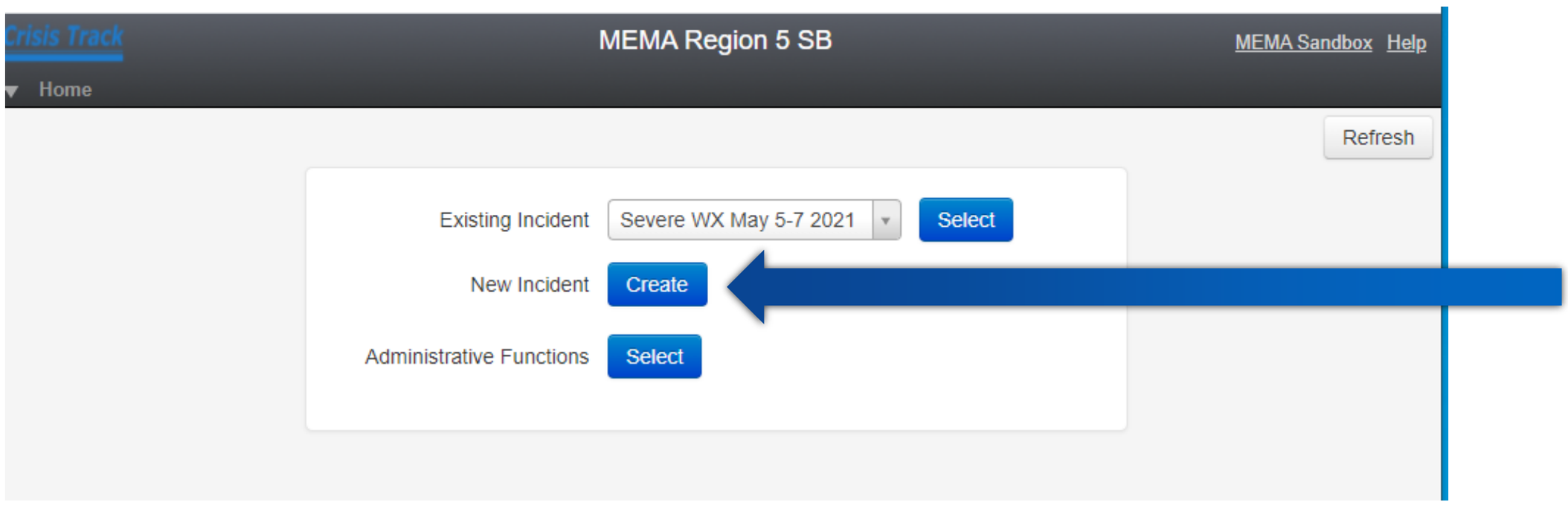
# Setup the Incident Step 1

1. Log Into CrisisTrack Account


Username: memasb
Password: storm21

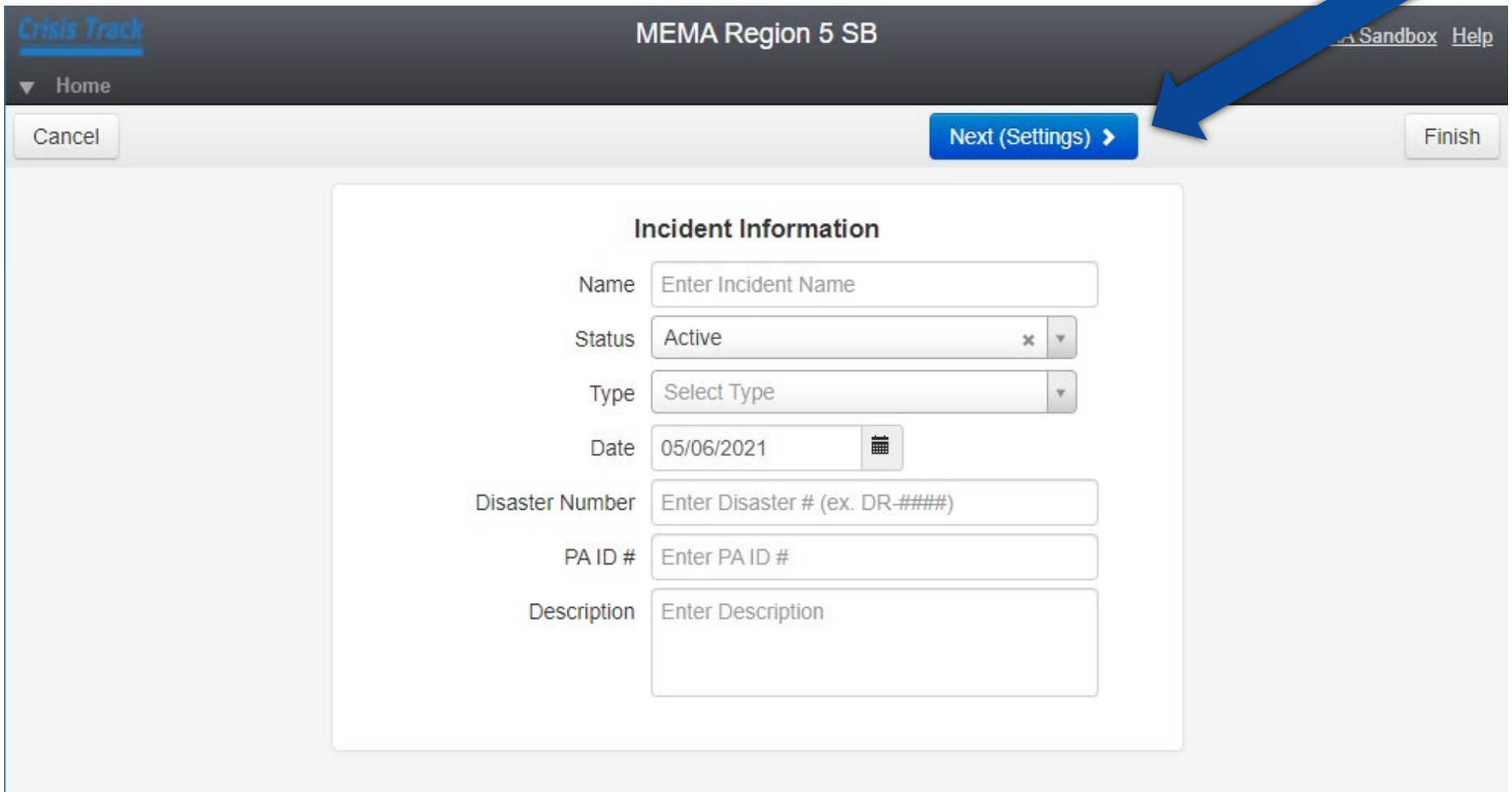
# Setup the Incident Step 2

2. Select New Incident and Click Create



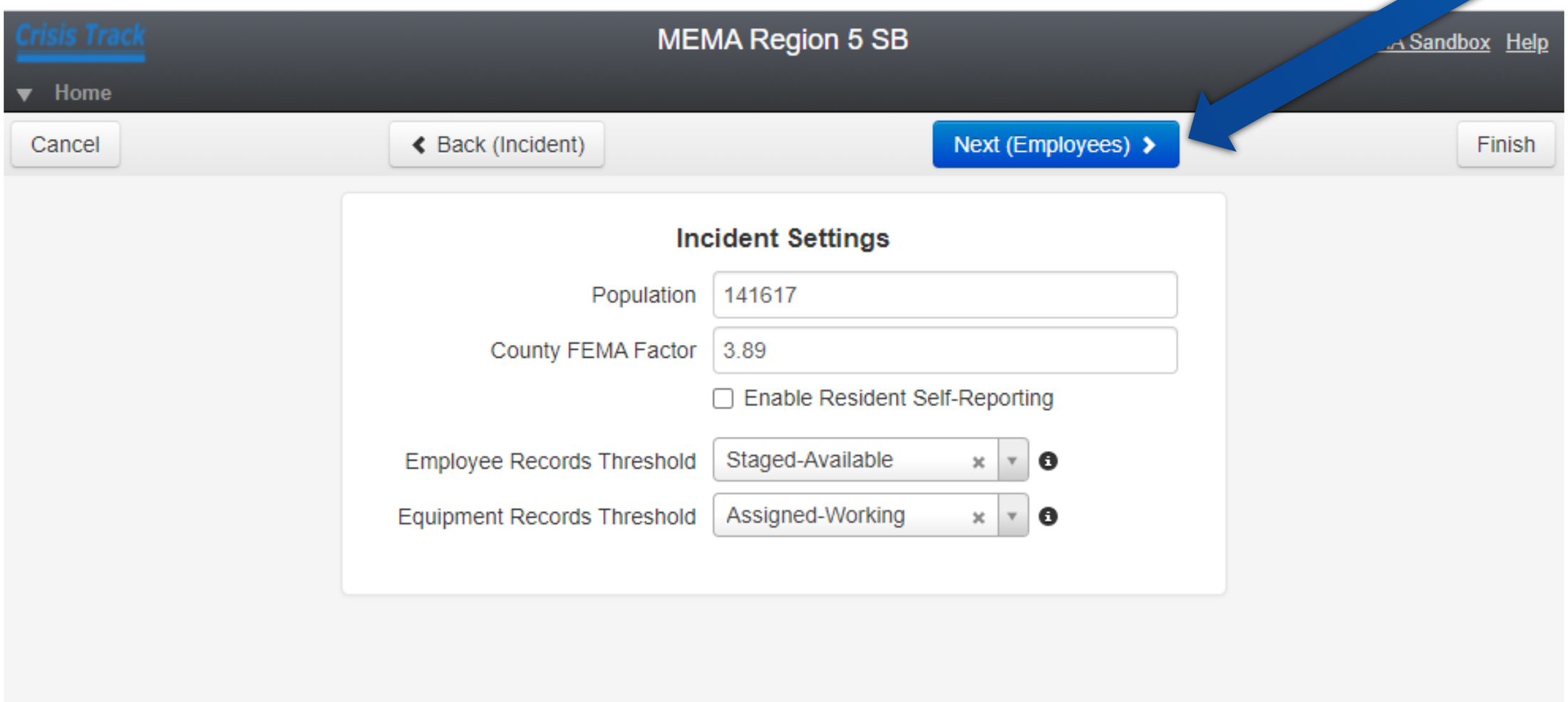
# Setup the Incident Step 2.A

A. Incident information
   i. Name
   ii. Status
   iii. Type
   iv. Date
   v. Disaster Number
   vi. PA ID#
   vii. Description
   viii. NEXT (blue button)



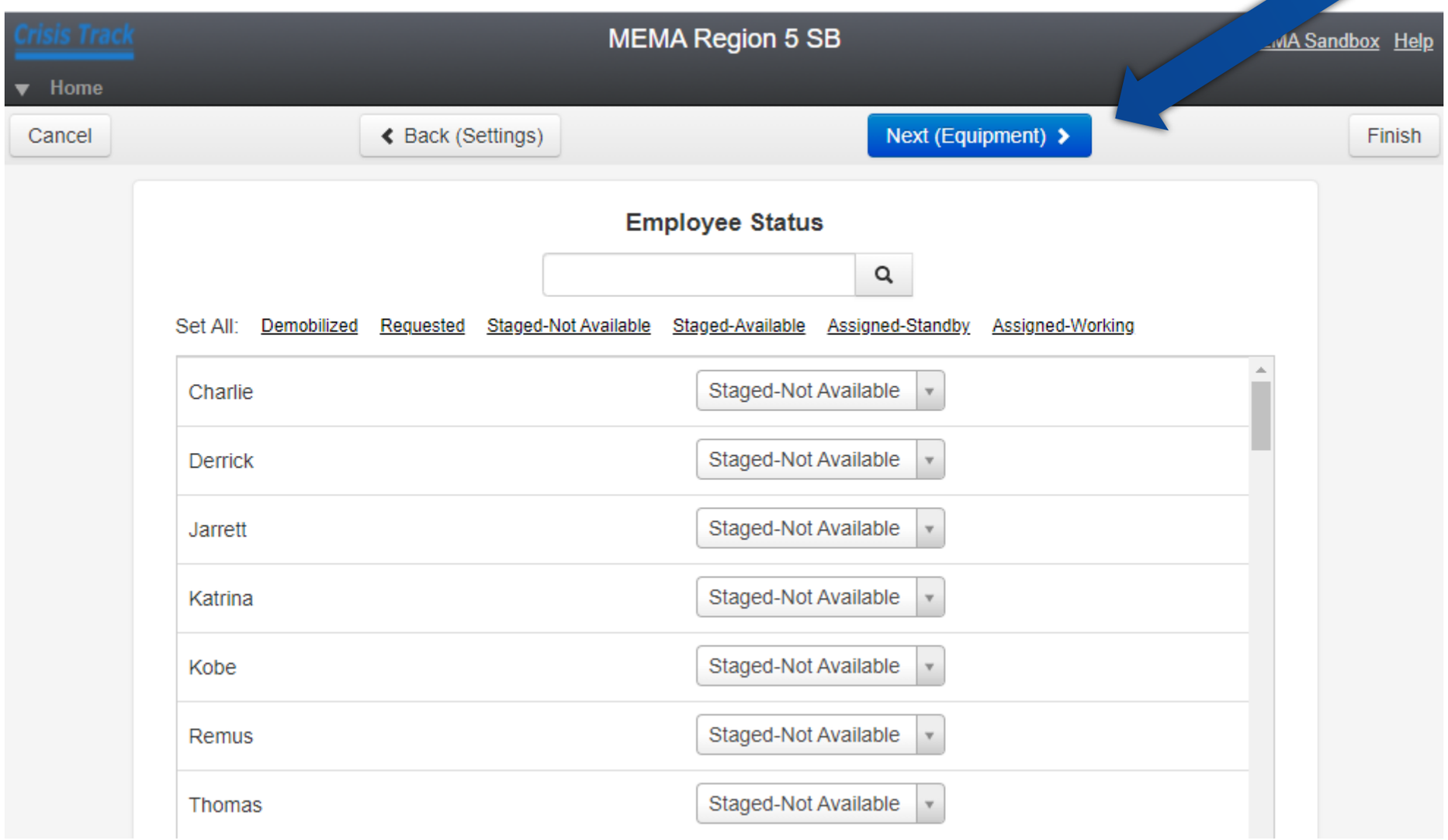
# Setup the Incident Step 2.B

B. Incident information
   i. Population
   ii. County FEMA Factor
   iii. Enable Resident Self-Reporting
   iv. Employee Records Threshold
   v. Equipment Records Threshold
   vi. NEXT (blue button)



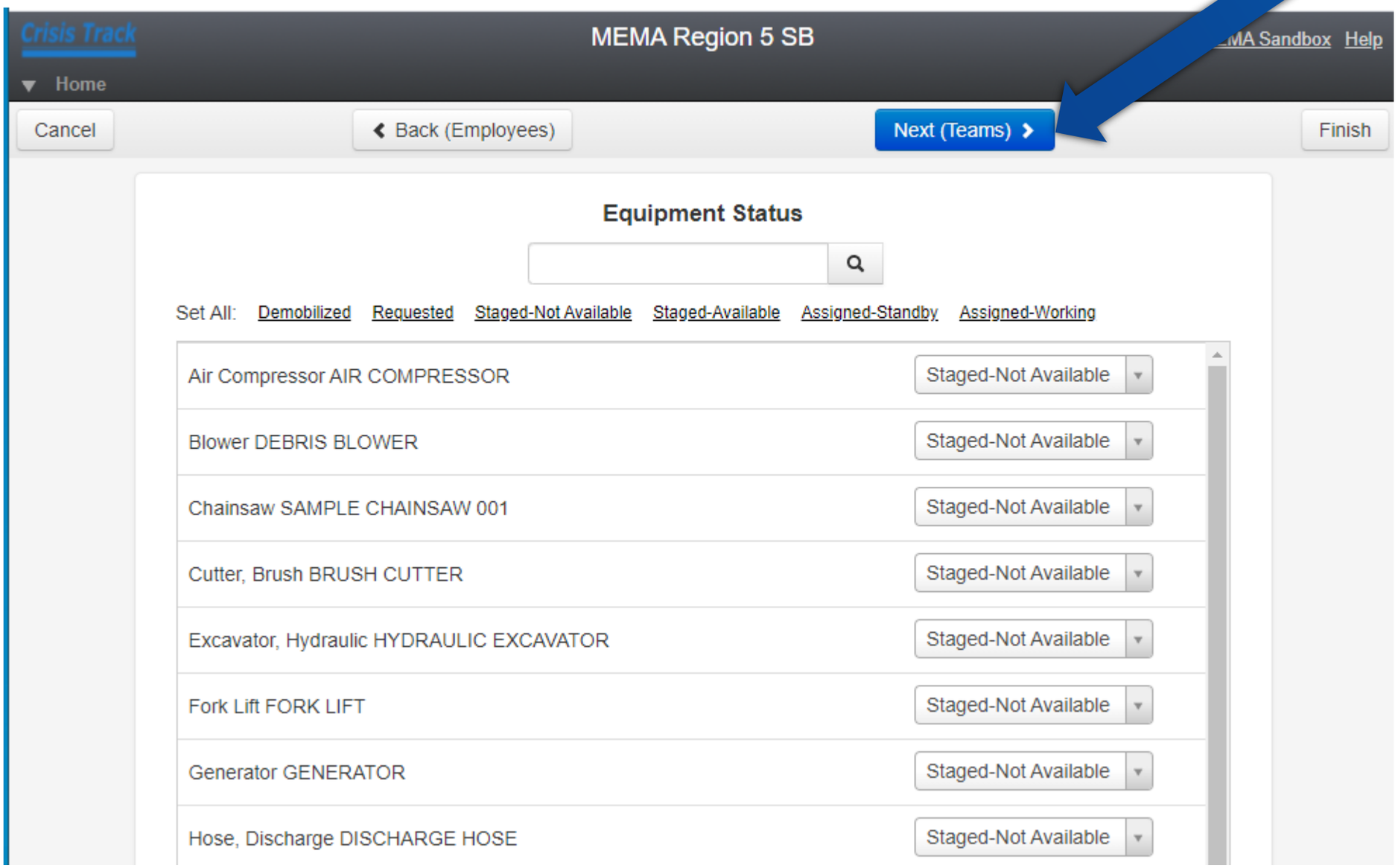
# Setup the Incident Step 2.C

C. Employee Status
   i. NEXT (blue button)



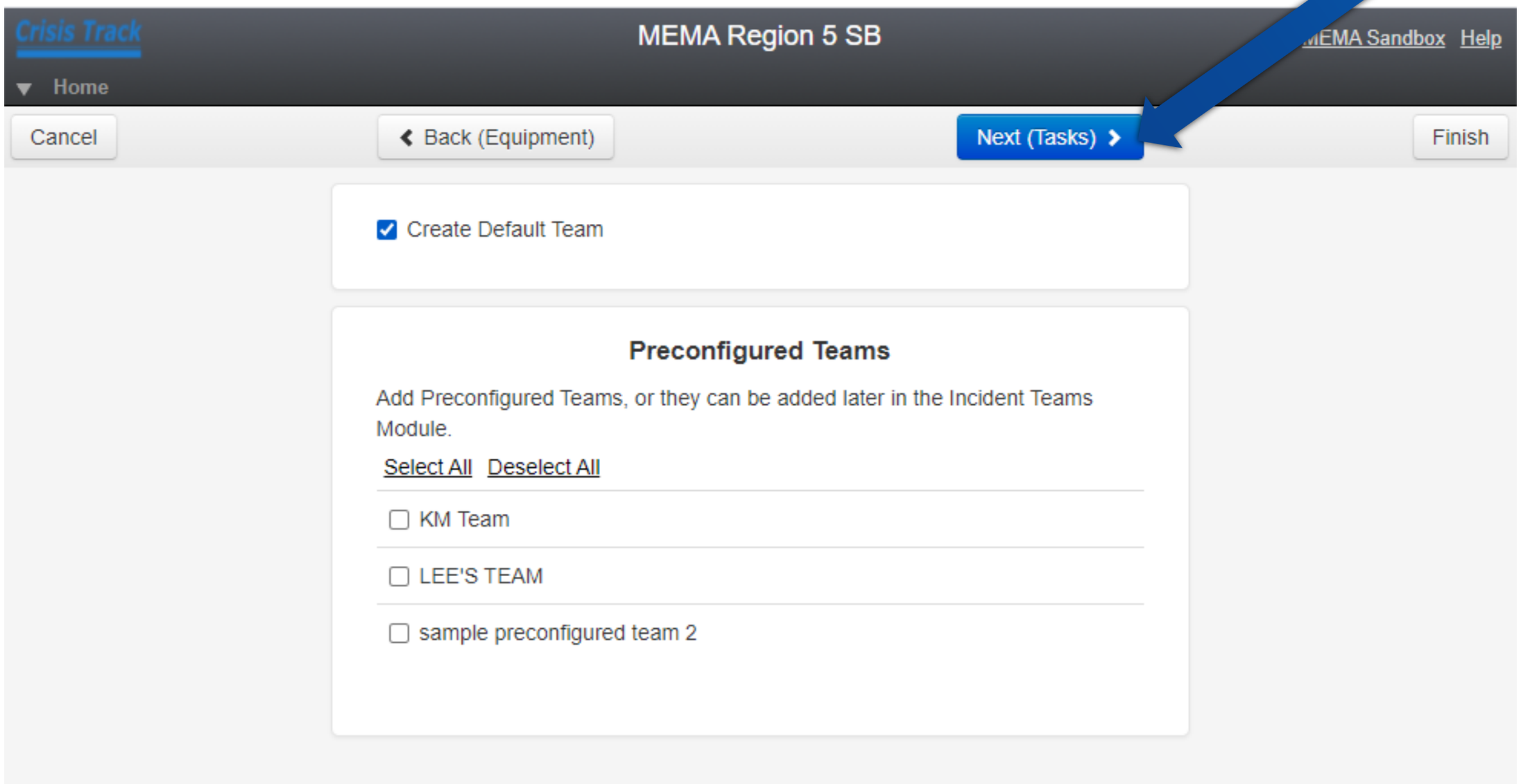
# Setup the Incident Step 2.D

D. Equipment Status
   i. NEXT (blue button)



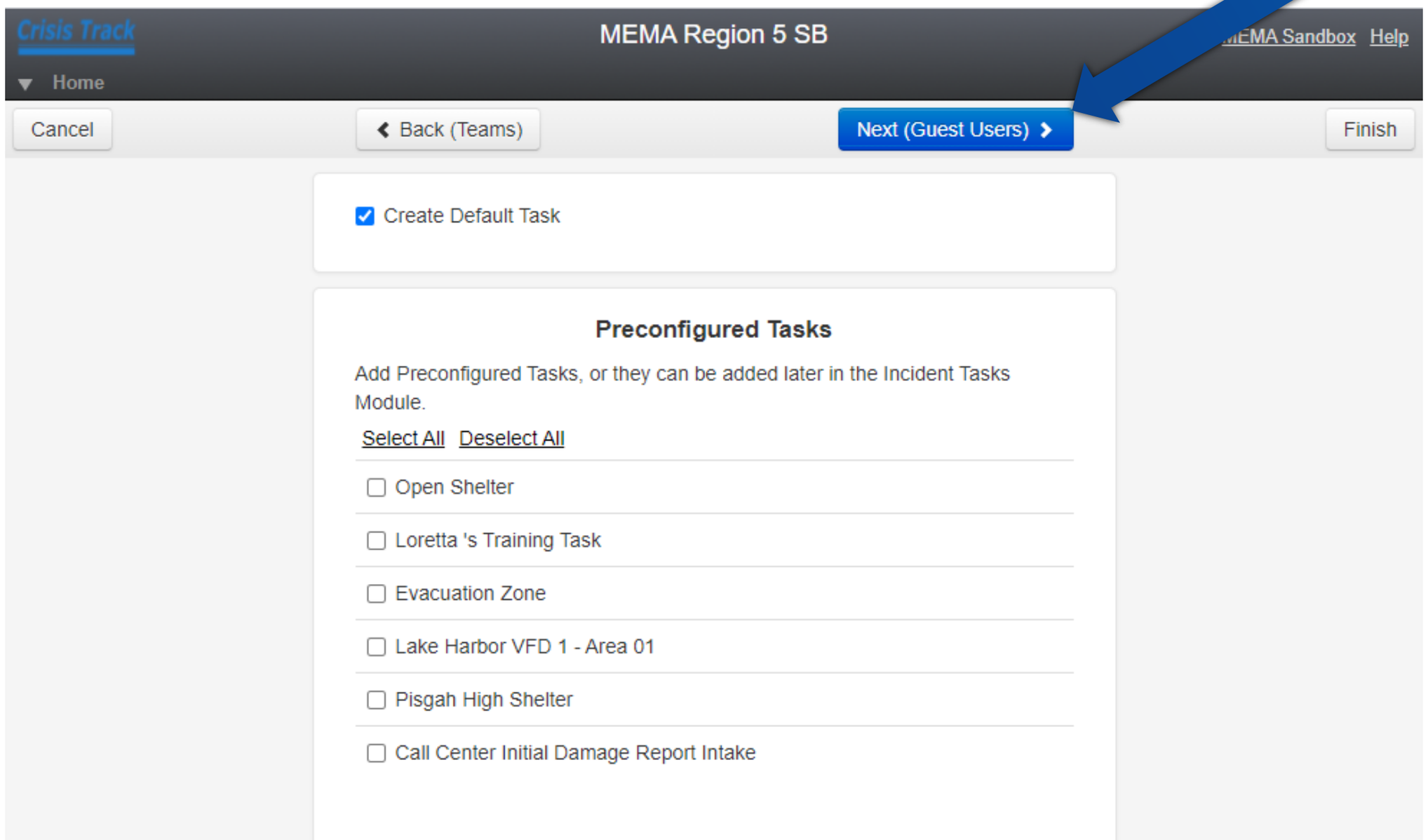
# Setup the Incident Step 2.E

E. Preconfigured Teams
   i. NEXT (blue button)



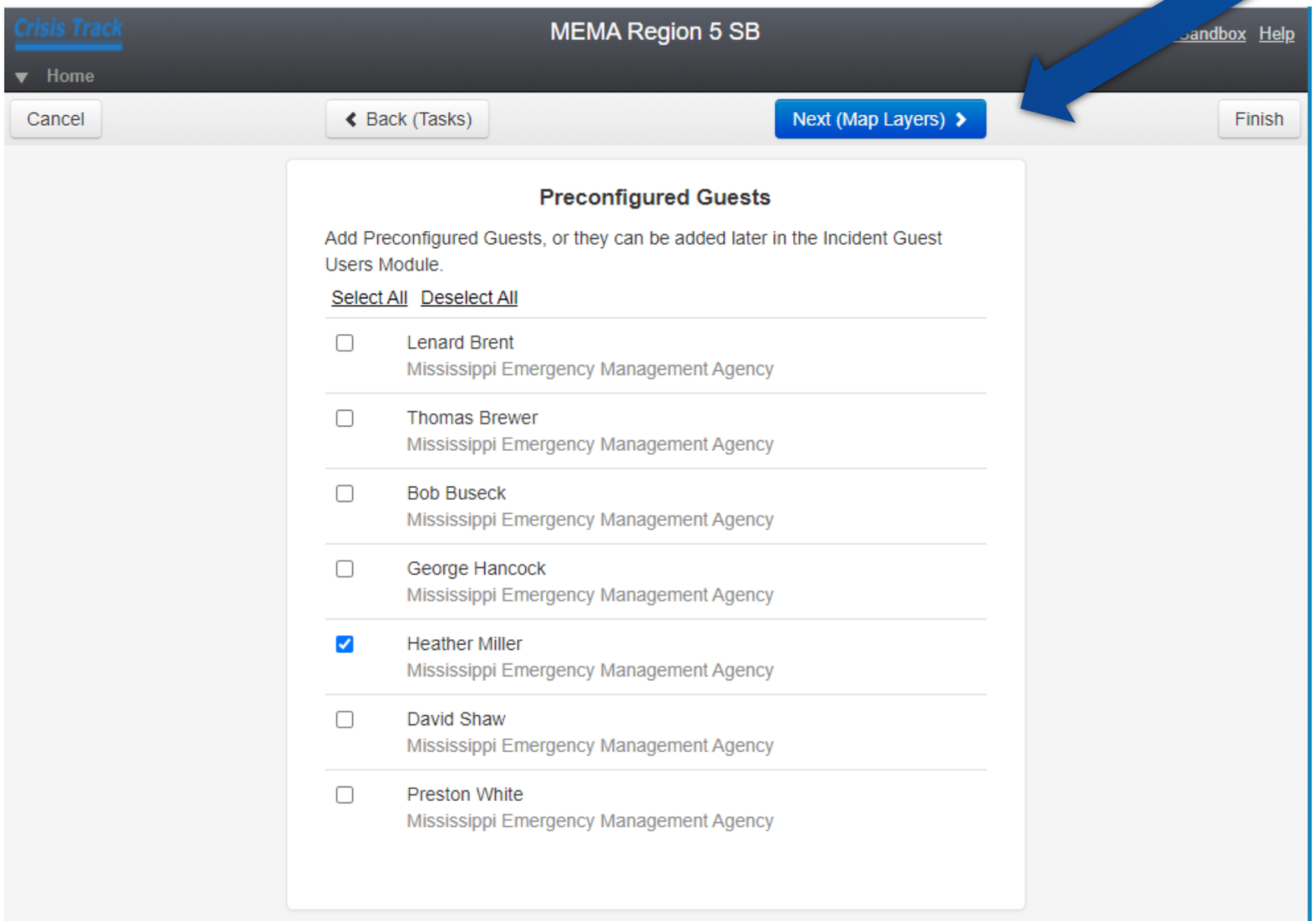
# Setup the Incident Step 2.F

F. Preconfigured Tasks
   i. NEXT (blue button)



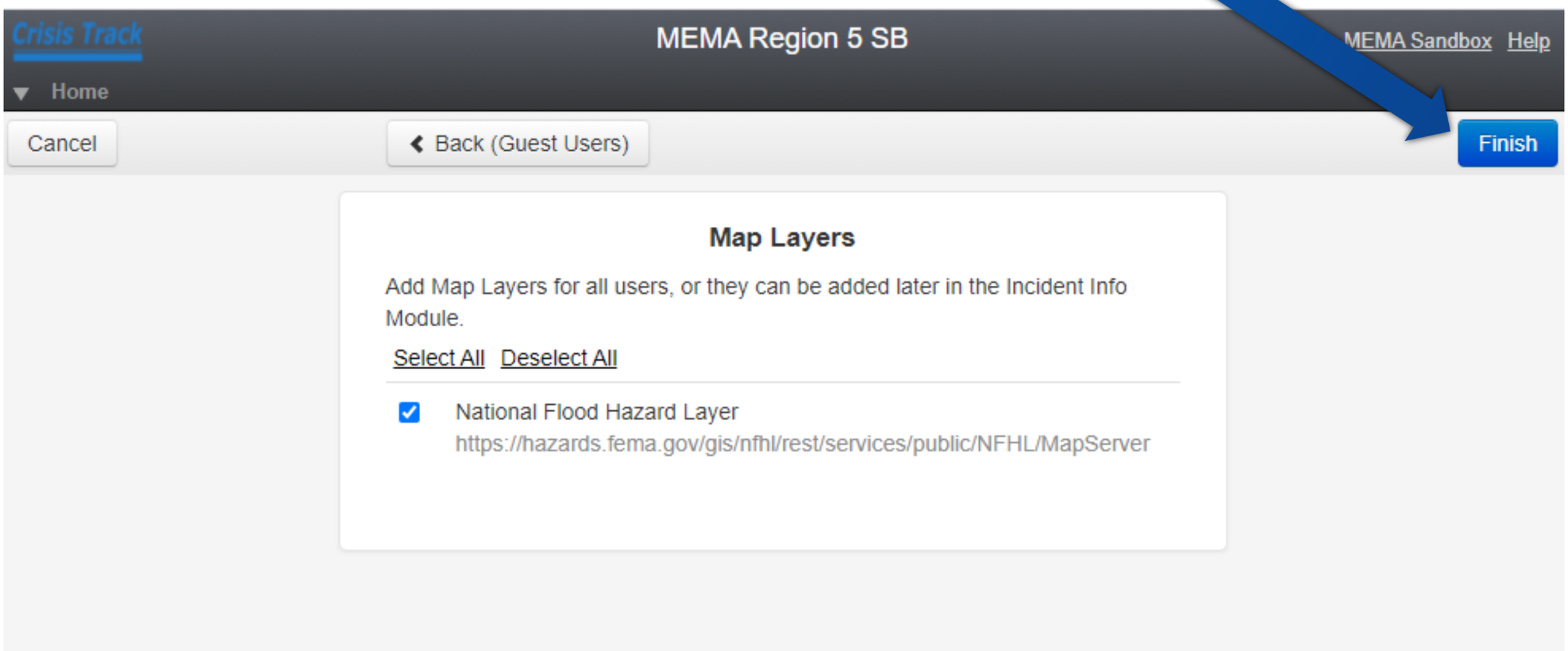
# Setup the Incident Step 2.G

G. Preconfigured Guests
   i. NEXT (blue button)



# Setup the Incident Step 2.H

H. Map Layers
   i. NEXT (blue button)



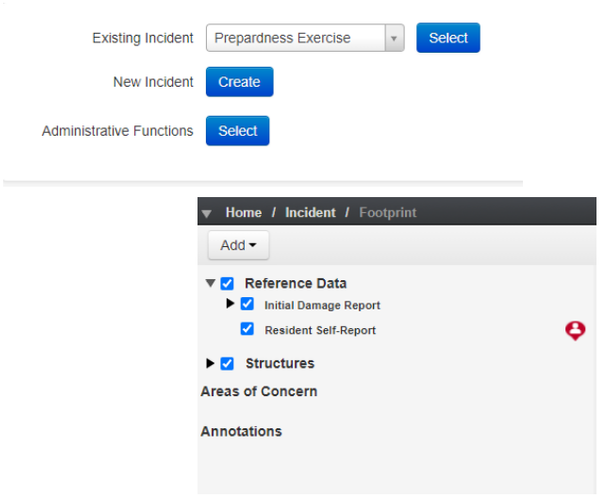
# Area of Concern

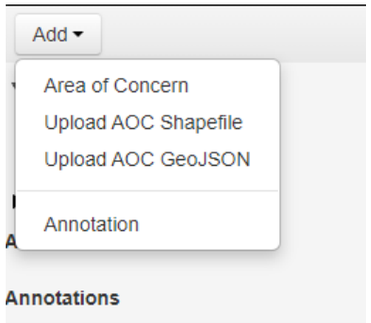
- Area of Concern: geographic boundary of the incident
- Best practice: load inundation or fire perimeter shapes or take Citizen Self report and use that to draw area.
- Identify preconfigured tasks

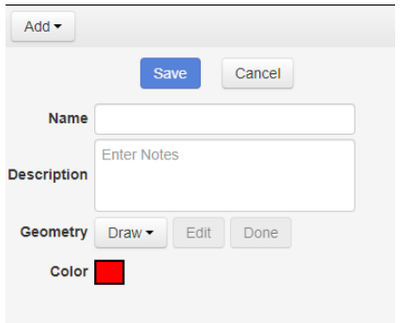
# Area of Concern

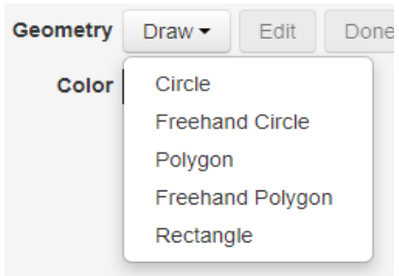
- Log In
- Go to Existing Incident click Select
- Click Footprint 

- Click the arrow next to Reference Data
- Check IDR and RSR
- Click Add then Area of Concern
- Name the AOC
- Place a Description in the block
- Geometry Draw select FreeHand Polygon
- Left Click and draw the shape click save



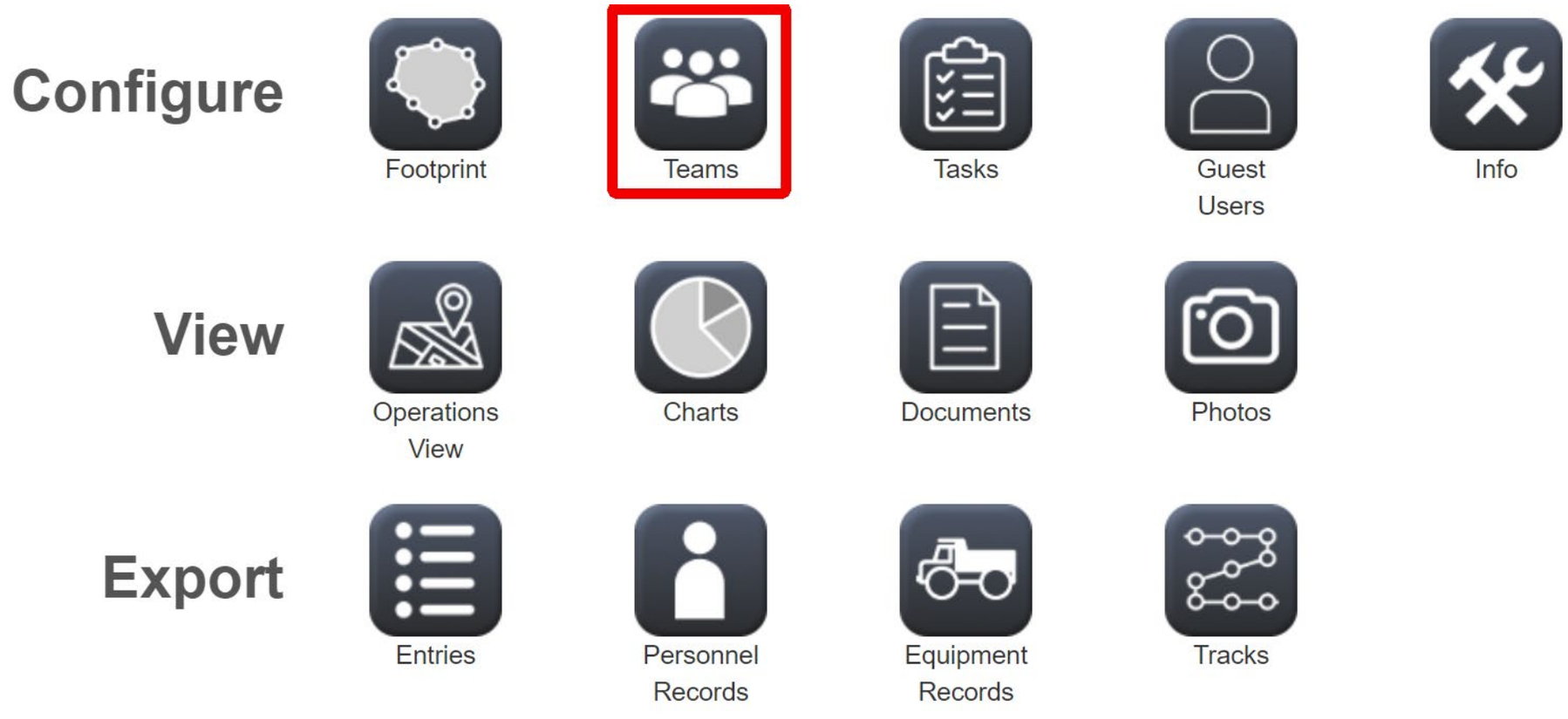
# Teams

- Teams: a collection of personnel and equipment
- Preconfigured vs. incident-specific teams
  - Preconfigured (Admin): equipment that stays together
  - Incident-specific (User): personnel
- Volunteer time
  - Best practice: create a department and add rate
- Mutual Aid
  - Best practice: add new or add as department
  - New development: resource requests and check in

# Teams

Log in then Go to Incident

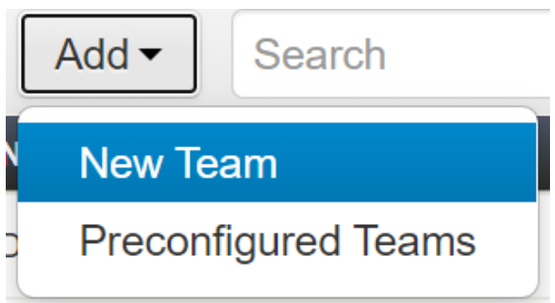
Click on the Teams button in the console as shown




# Teams

Click on the Add button at the top left of the screen.

Then select New Team




Name your team

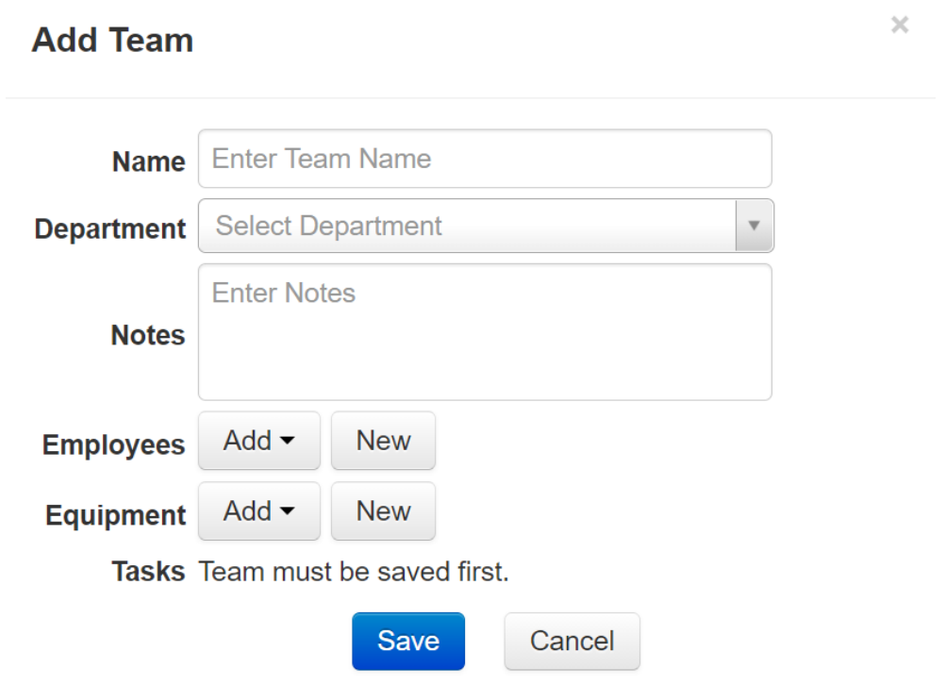
Then add your employees and/or guest users


# Teams

Start adding employees to your team.

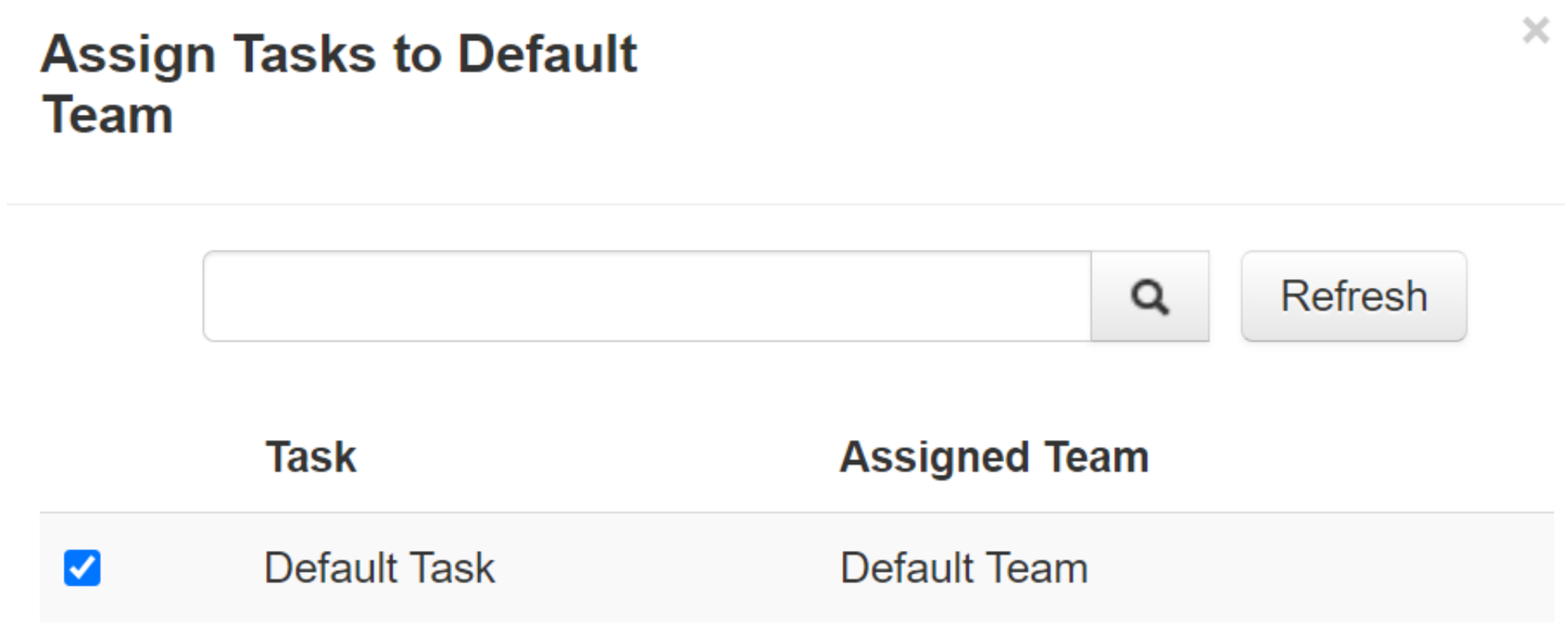
You may also start adding equipment here if set up in the equipment portion of the console.

If you do not know who will be on the team, you can join the team in the field or you can edit your team to add members by pressing the edit button next to it in the teams tab.



# Teams

When you have finished creating the team, you can assign it a task by clicking the assign button then the check mark near the task you wish to assign.

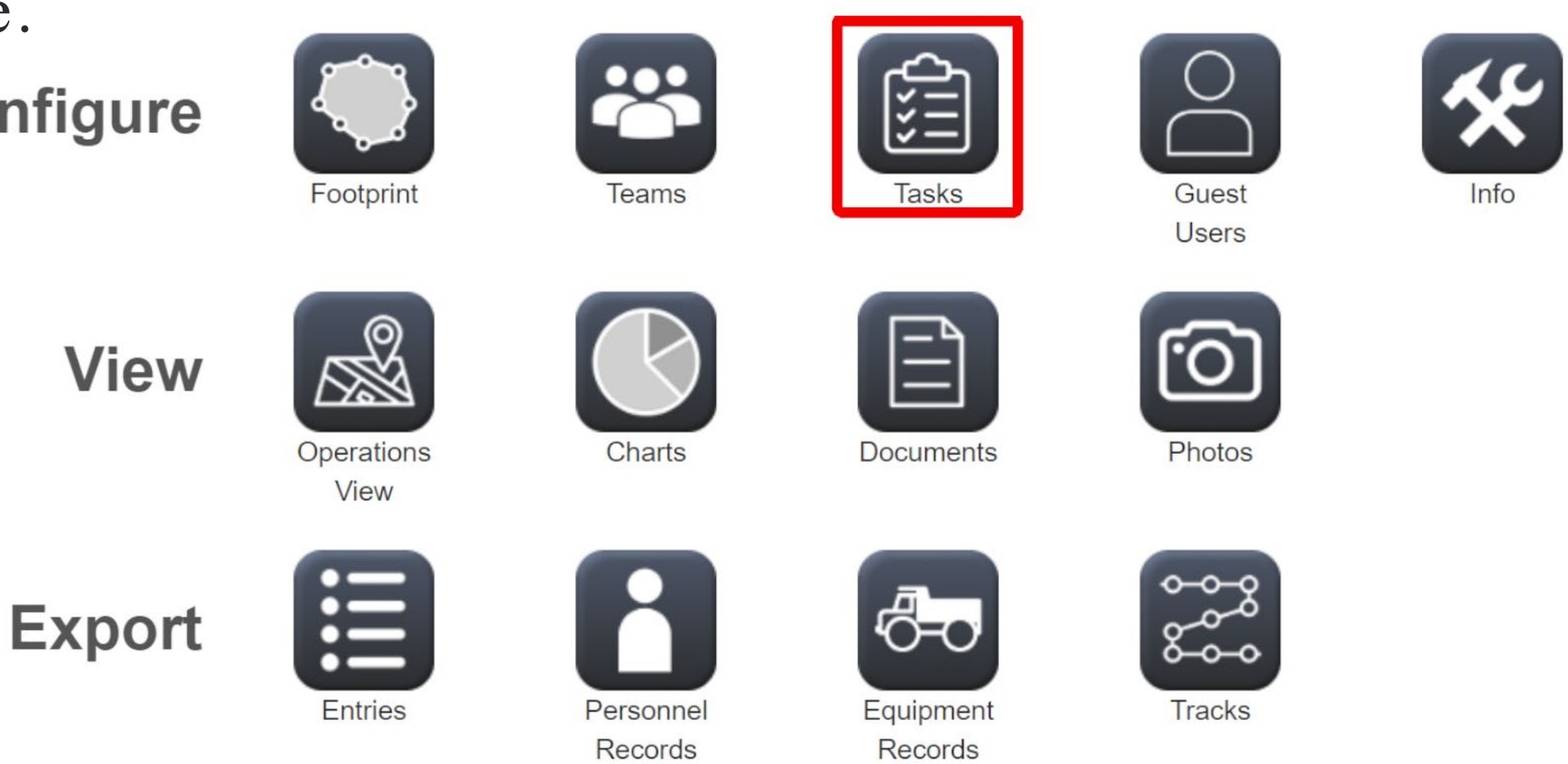



# Tasks

- Tasks: a collection of entry forms by geography or type
- Preconfigured vs. incident-specific tasks
  - Preconfigured (Admin): large-scale or preplanned, reoccurring incidents (reoccurring flood, earthquake, hurricane)
  - Incident-specific (User): smaller, hard-to-define incidents (wind sheer, wildfire)
- Entries: structures and structure independent
  - Structures: pre-populate forms/track progress on a structure level (local damage assessment, evacuations)
  - Structure independent: large areas of responsibility of new entries (road closures, debris estimation, EM requests)

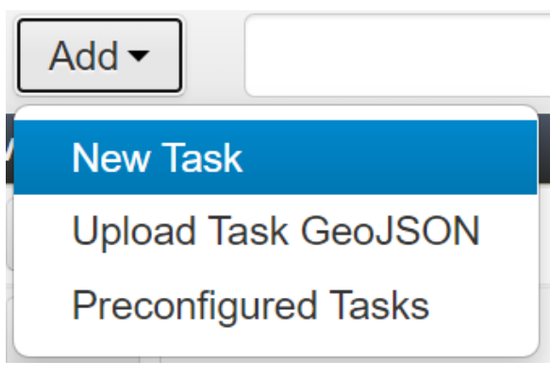
# Tasks

Just like teams, you click on the tasks button on the incident page.



# Tasks

Just like teams, you click on the add button to add a new task.




Upload Task GeoJSON is something your local GIS person will be able to assist with. It is a pre-definied task area.

Preconfigured tasks are tasks that are created before an incident and those that will be reused.

For Example, your fire districts, or neighborhoods that always flood.

# Tasks

This is what you will see when you click the new task button on the incident screen.

Save Cancel

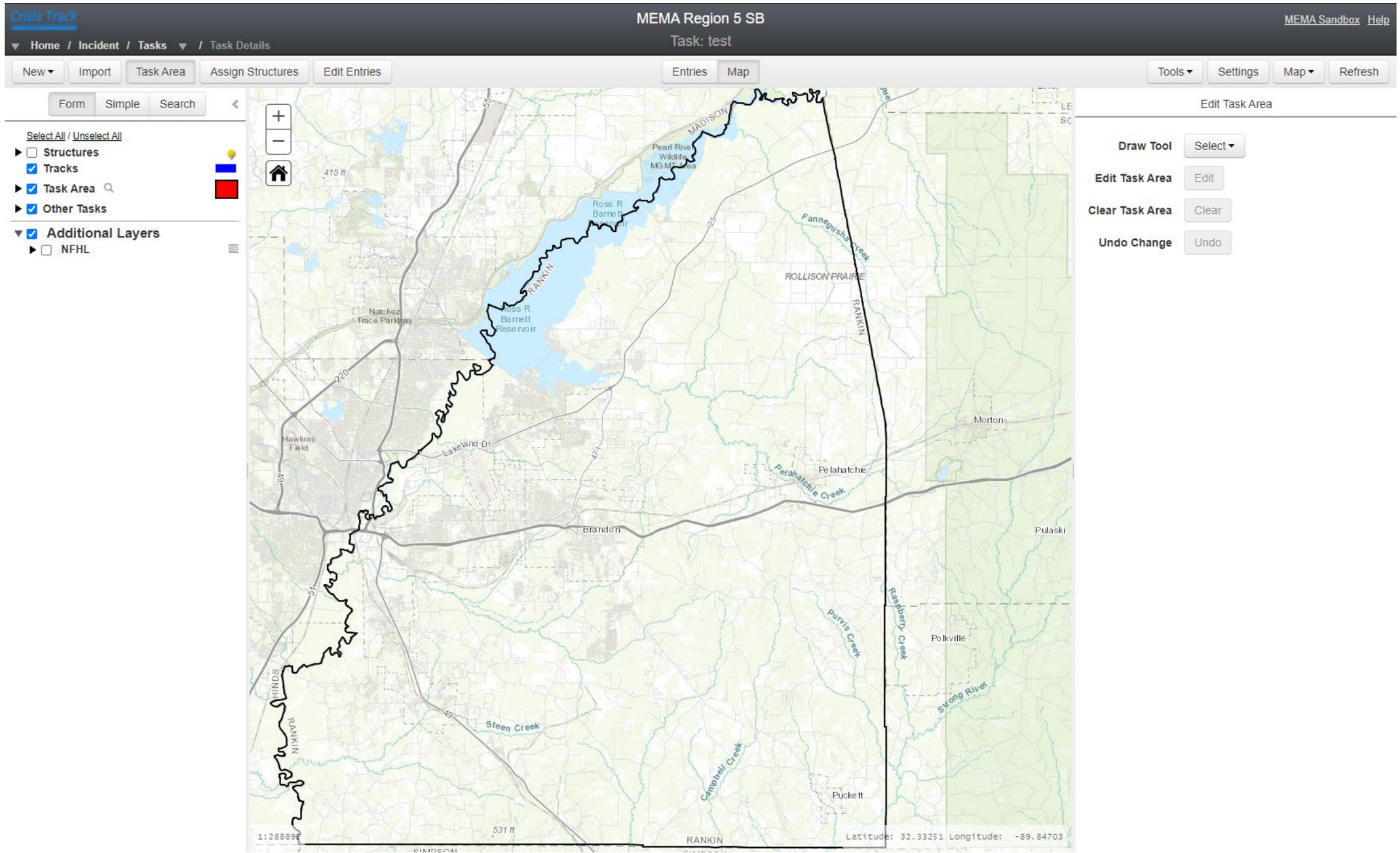
| | |
|---|---|
| **Name** | Sample Task |
| **Type** | Willow Oak Neighborhood Residential DA |
| **Status** | Active |
| **Date** | 05/10/2021 |
| **Description** | This task is to be assigned to the team for assessing residential damages in the Willow Oak Subdivision |
| **Special Instructions** | Take pictures of all sides of the structure. Watch out for the 3rd speedbump its a doozy |
| **Assign** | Default Team |
| **Time Charge Category** | IA (Residential) |
| **Limit Forms** | Add |

Limiting the form is useful for limiting the forms available to a team.

# Tasks

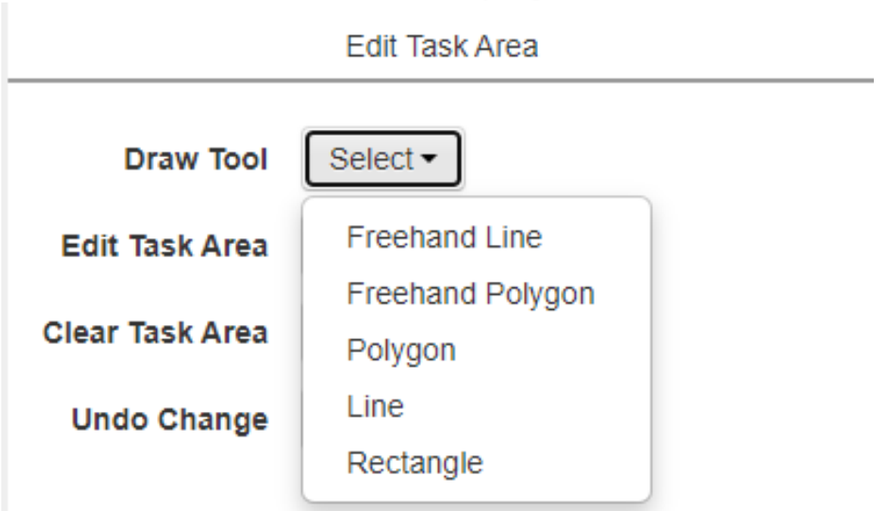
Once you hit save, you will be moved to the task area screen.

Here you will find the tools you need to draw a task area.



# Tasks

To draw the task area, use the draw tool. Select the tool you wish to use to draw your task area. Most likely you will need to use the Freehand Polygon tool.



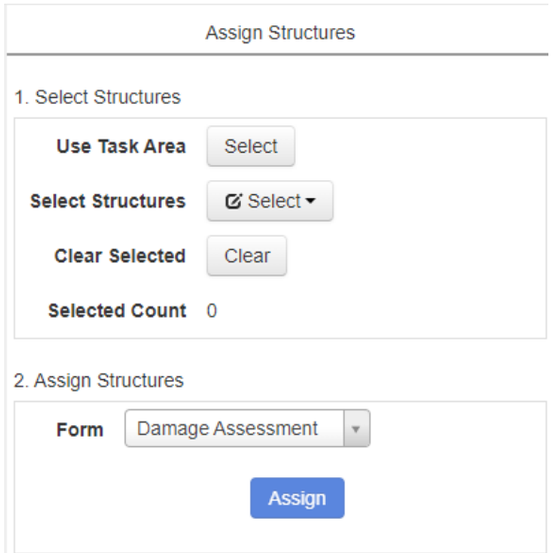

Your task area will be named after your task.

Task areas should be small enough for your team to cover in one day.

# Tasks

Once you have your task area drawn, click the Assign Structures button at the top left.

Once clicked you should see this window pop up on the right hand side of the screen.

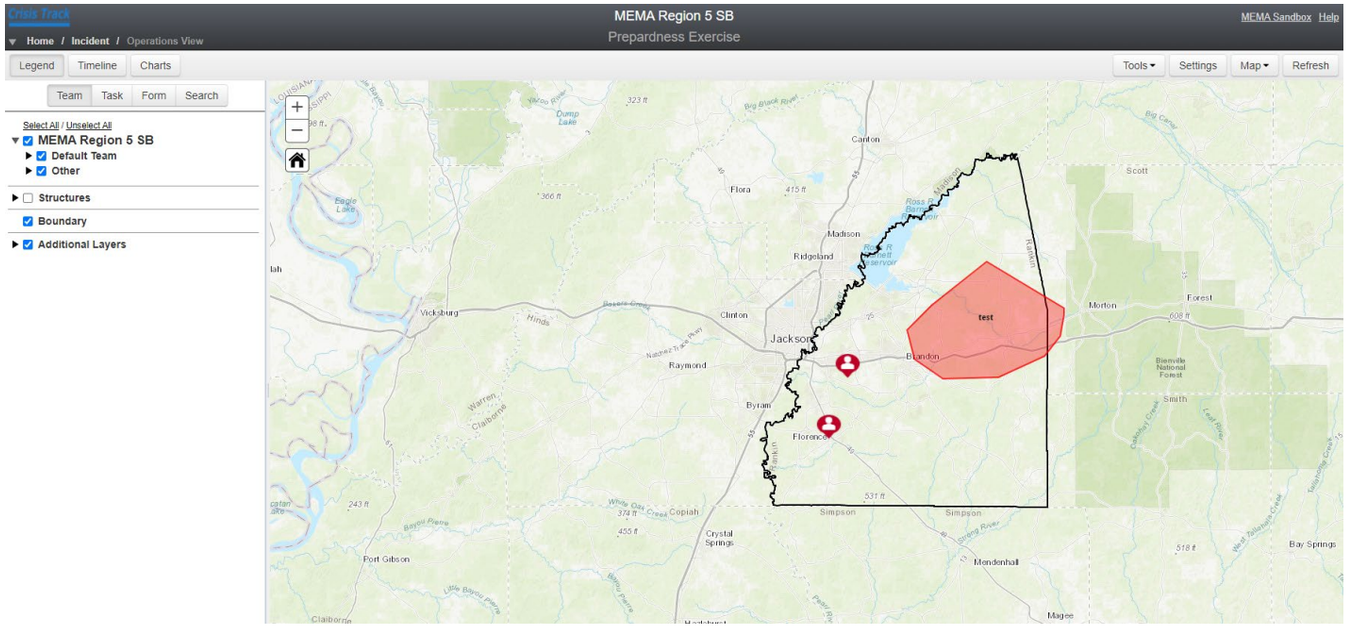



You can use the task area to assign structures to the team(s) assigned to a task.

You can also limit the structures to a specific form if necessary.

# Operations View

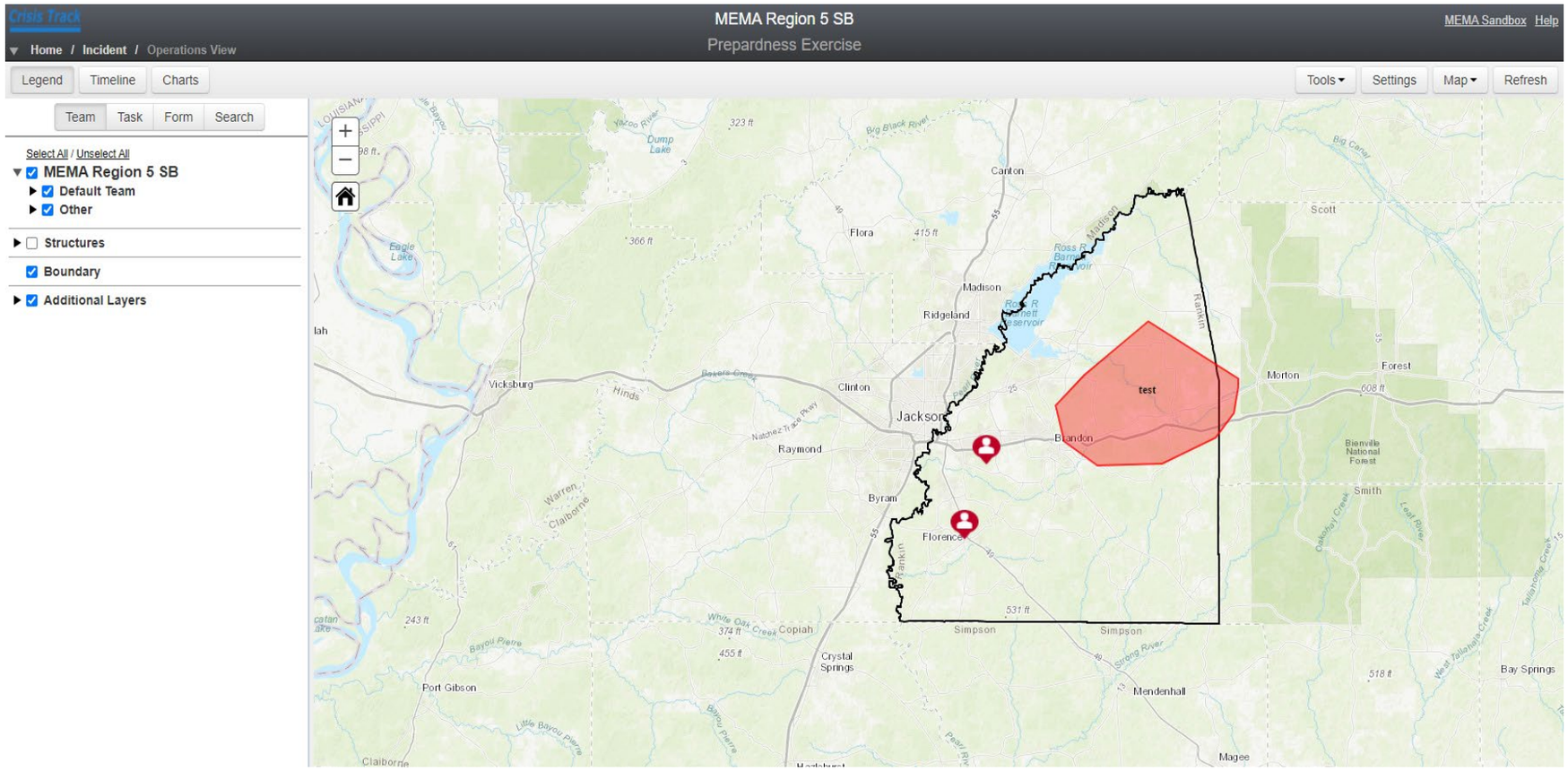
- Operations View shows real-time situational awareness and results of field operations
- Best practice: Auto Refresh On
- Viewing Charts
- Table of Contents
- Changing Base Map View



# Operations View

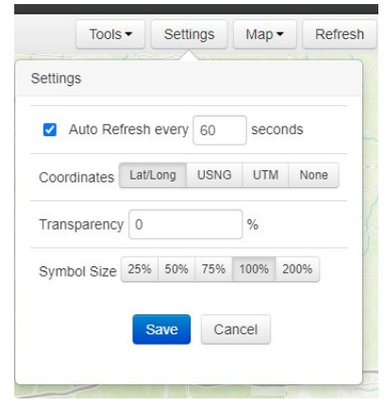
- Log into CT
- Choose Incident
- Click Operations View

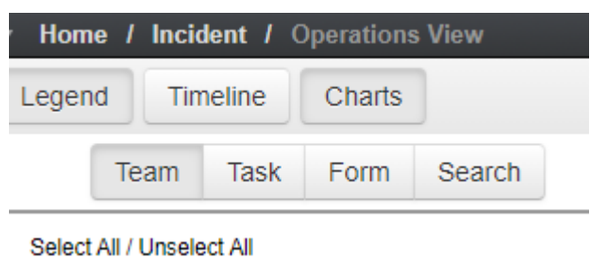
Operations View

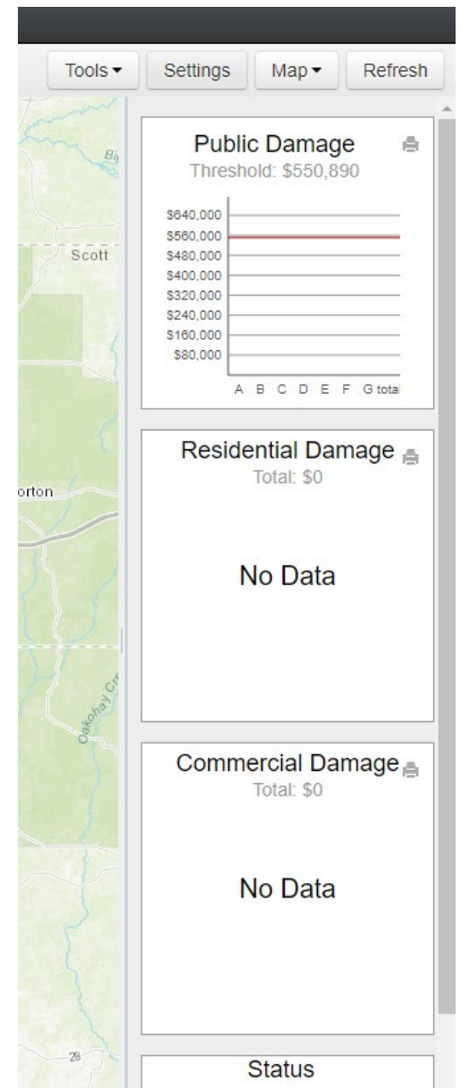


# Operations View

- Click Settings
- Click Auto Refresh
- View Charts

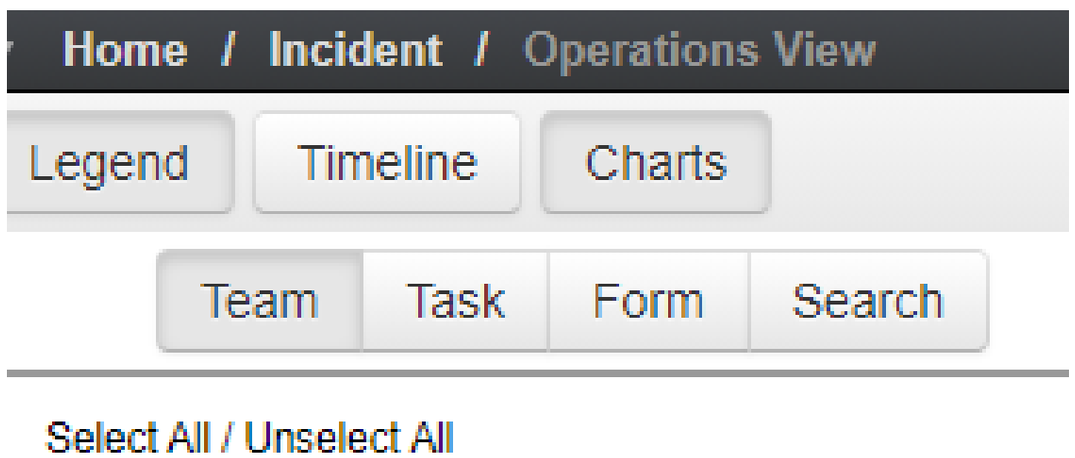


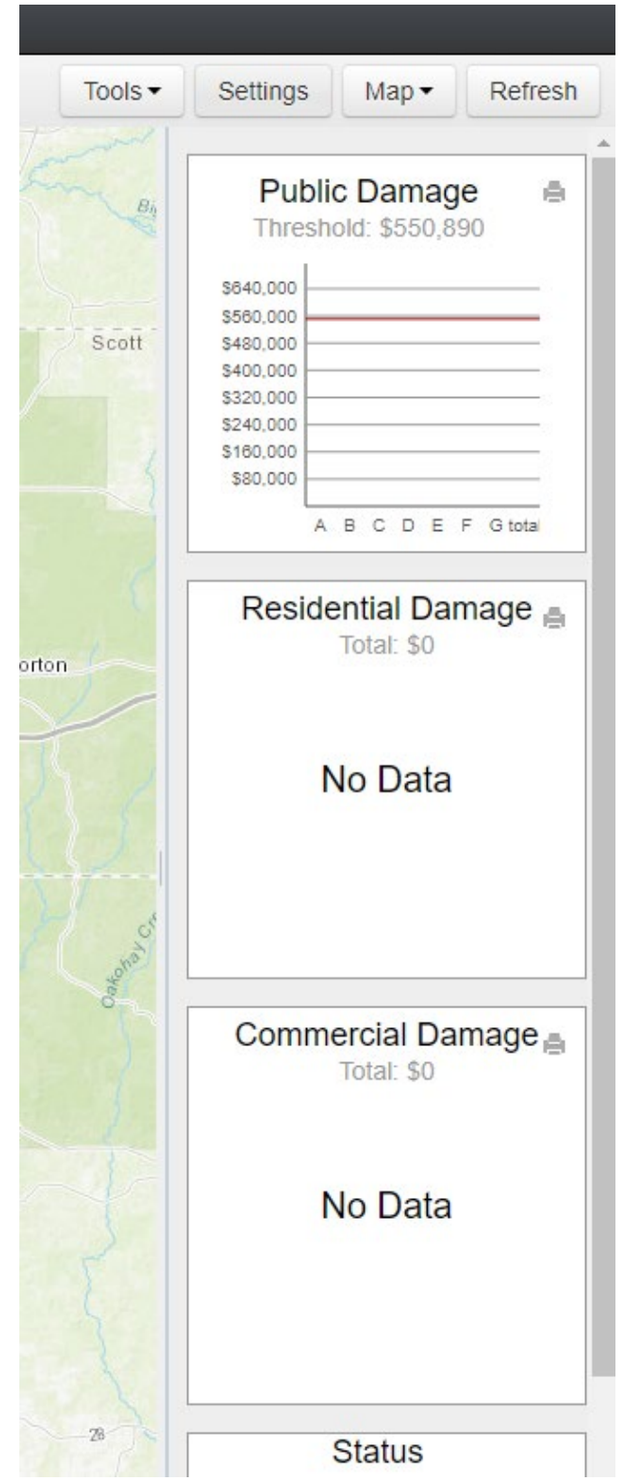



# Operations View

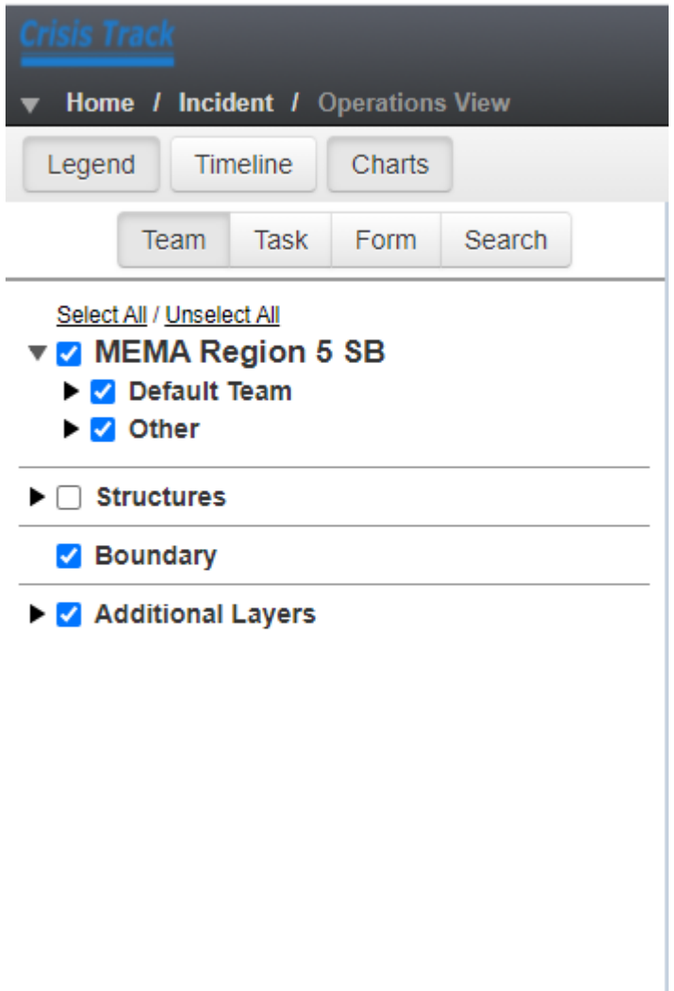
- View Charts



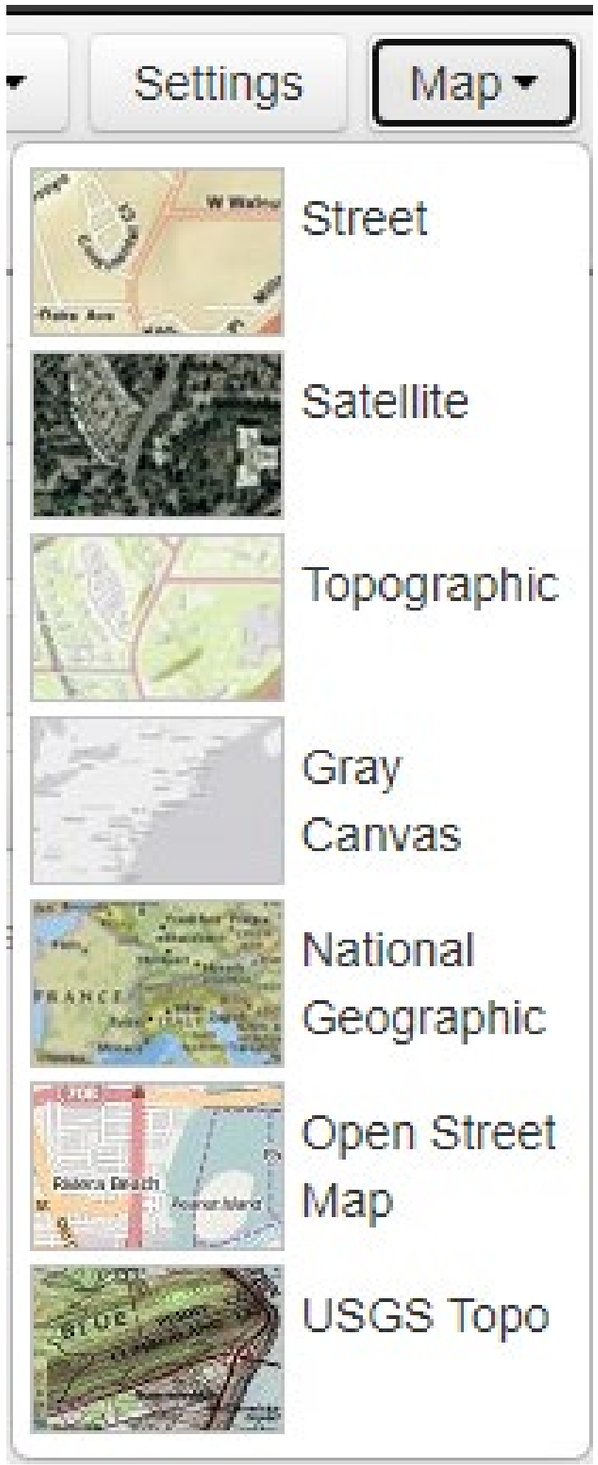
# Operations View

- Table of Contents



# Operations View

- Click Maps Button to Change
  - Street
  - Satellite
  - Topo
  - Gray
  - Nationl Geo
  - Open
  - USGS



# Practical Exercise Part 3

A storm hit the near the the County EOC last night flooding several residents along _____Rd.

Do the following:

1. Setup an incident

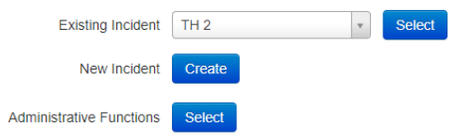
2. Draw an Area of Concern around _____Rd.

3. Plan for a damage assessment team and task to survey along _____ Rd.

4. Complete a damage assessment and a road damage entry form on the mobile application

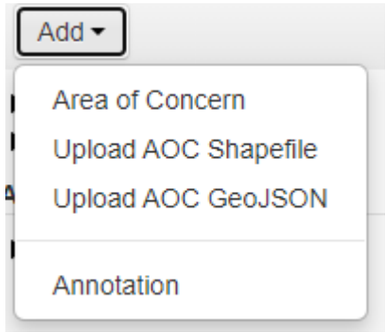
# Practical Exercise Part 3

Click Create and follow the steps to create your incident



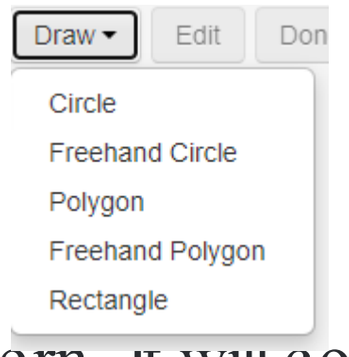

Click Footprint


Click Add then click area of concern.



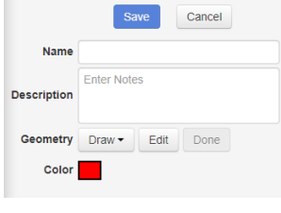

Give it a name and description

then click draw and select Freehand Polygon




Then Click and drag to draw your area of concern. It will complete when you stop holding the button.

Click Save

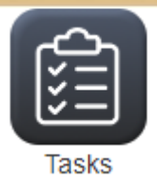



Create or use an existing team.

Create a task

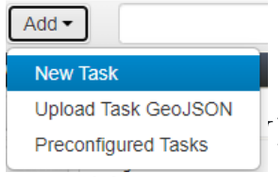
# Practical Exercise Part 3

Click on Tasks on the incident screen

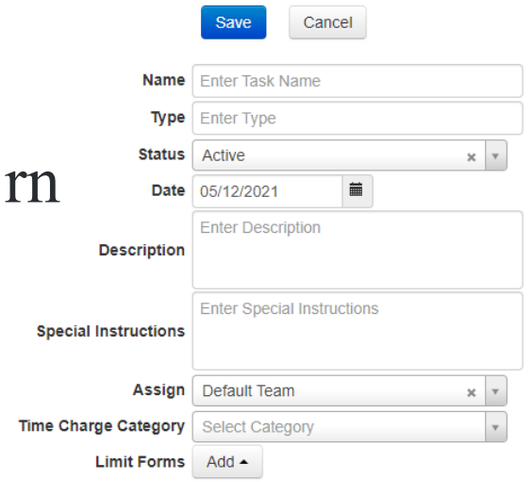



Create or use an existing task to draw a task area.

Click Add then click New Task




ive it a name and assign it the team from the last slide. Then click Save and it will redirect you to the task area map




You will draw the task area the same way you drew the area of concern

Once your task area is drawn you can go back to the incident page

You can bring out your mobile app, join your team and task, then complete your damage assessment. Make sure to select the road damage form

# Crisis Track Disaster Operations Management Basic Course

## Part 4 Administration of Crisistrack

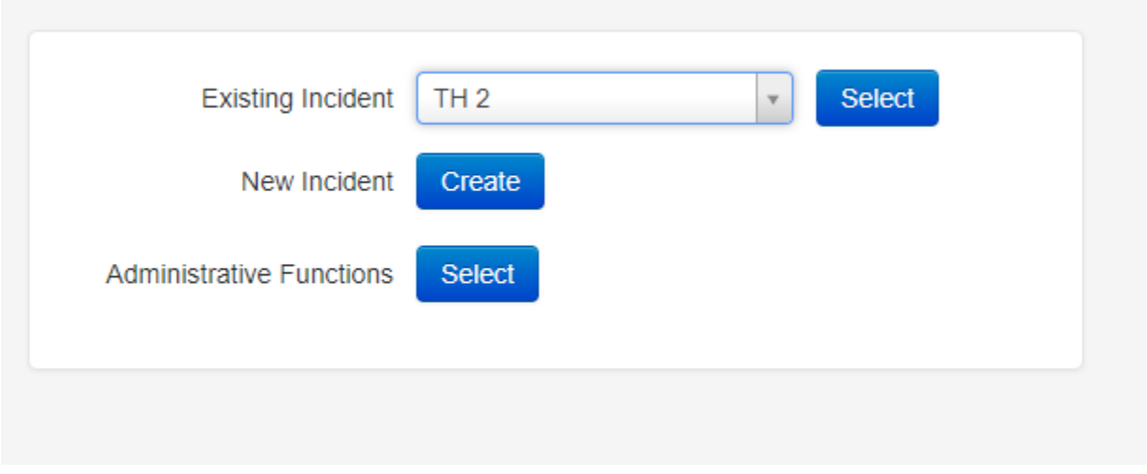
**www.crisistrack.com**
**User: memasb**
**Password: storm21**

Crisis Track

CT-101

# Admin Training Objectives

- Discuss Entry Forms
- Documents
- Time Management




- Setting up New Users
  - Create a New User
- Employees and Equipment Inventories
  - Add Employee and Equipment
  - Edit Time and Usage
- Data Updates (Done yearly and why this is important)

# Entry Forms

- Entry Form is one data record in Crisis Track
- Best Practice: With lots of form templates, filter what you need in a Task.
- Editing a form on the Web Console
- Checking for Duplicates
- Data Exports


# Documents

- Documents are form template exports and are snapshots in time
- Adding and Saving a Document
- Editing a Document
- Exporting Documents for the Incident

# Time Management

- A Time Record is a span of time that a member of a Team worked on a Task
- Time Entry: Mobile vs. Web Console
- Time Record Exports

# Practical Exercise Part 4

Your teams completed their tasks near the EOC. Now, your County Board would like a report.

Do the following:

1. Check for Duplicates using the QA tab in the Entries Module

Log into Crisistrack. Select Incident. Select Entries. Go to QA Tab

In QA Tab select Run Test.

2. Export a Residential Damage Assessment form

Log into Crisistrack. Select Incident. Select documents. Click Add.

Select Residential press Select. Click Save. Name (Ex. May 2-3 2021 Res Form)

Click Save. Click Export. Zip File will appear.

3. Export a Public FEMA 90/80 form

Log into Crisistrack. Select Incident. Select documents. Click Add.

Select FEMA 90/80 press Select. Click Save. Name (Ex. May 2-3 2021 FEMA 90/80)

Click Save. Click Export. Zip File will appear.


# Users

- **All Users have Role-based Rights**

- **Admin:** create incidents; manage resources; create users; create preconfigured team and tasks; create, edit and delete incident specific tasks (EMA DIR, EMA DEPUTY, EMA Admin Asst.)

- **Commander:** create incidents, create, edit, and delete incident specific tasks and teams (Incident Commander)

- **Users:** create teams, tasks, create and edit entries (Damage Assessment Collectors)

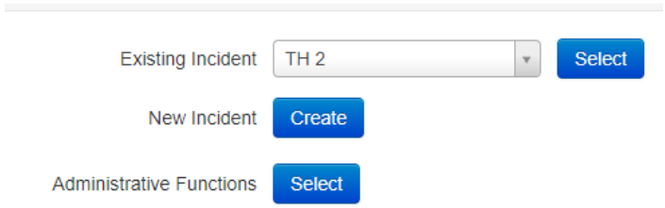
- **Viewers:** view entries and incident operations (BOS, Guest Users that do not need to input data)

# Guest Users

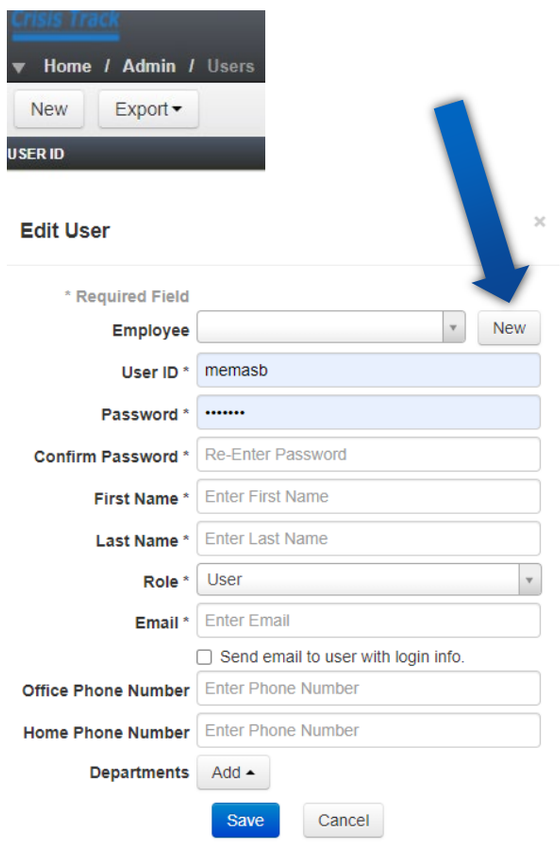
- Allows Crisis Track users from other jurisdiction to login and participate in disaster management operations for your jurisdiction
- Need to have their Crisis Track User ID
- Preconfigured Guest Users can be added to multiple incidents

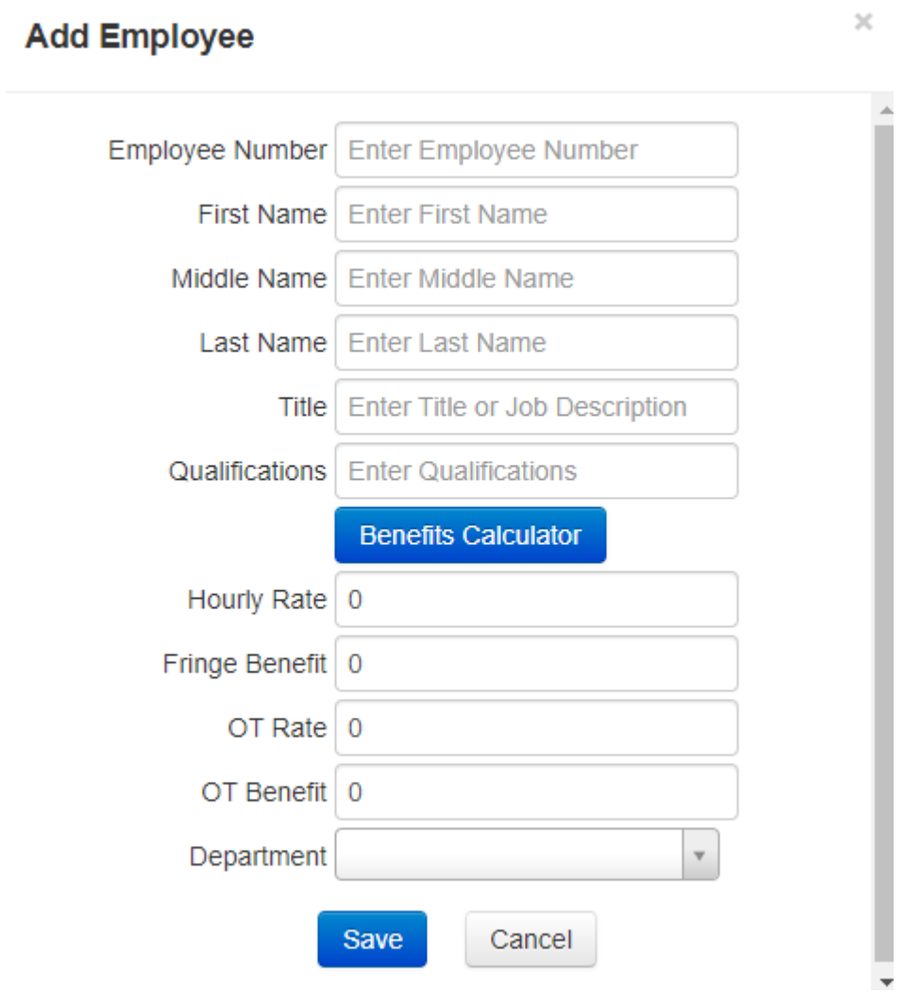
# Create a User

- Log into Crisis Track
- Select Administrative Functions
- Click Users
- Click New
- Click New
- SAVE



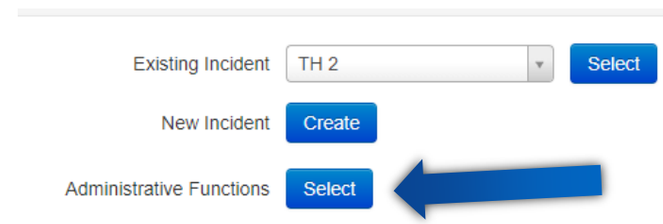

Users



# Add Employee

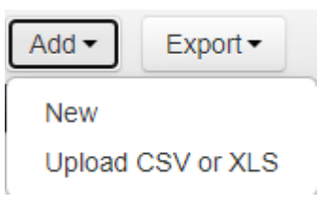
- Log into Crisis Track
- Select Administrative Functions



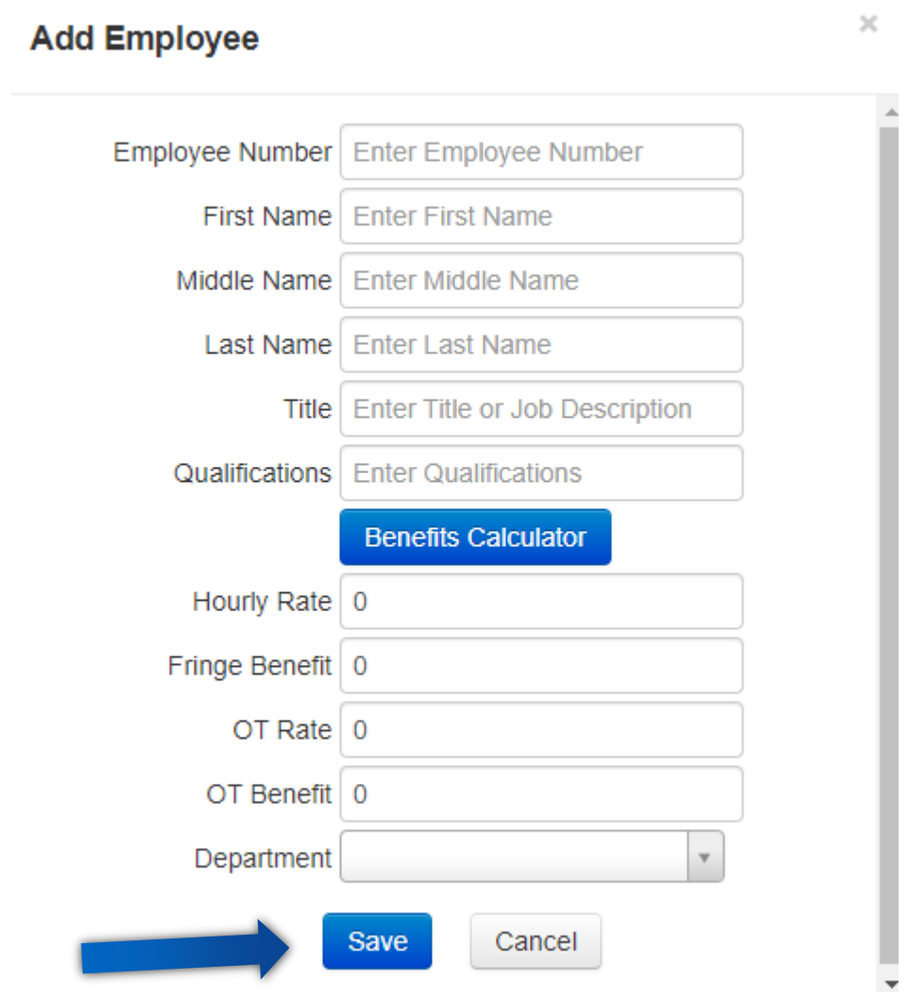

- Click Employees

Employees

- Click Add



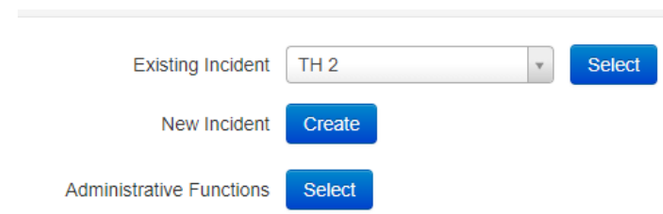

- Click New
- Fill out the form



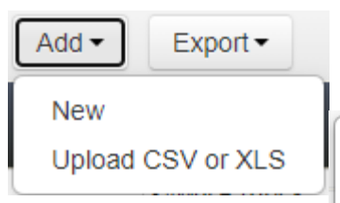

- Click Save

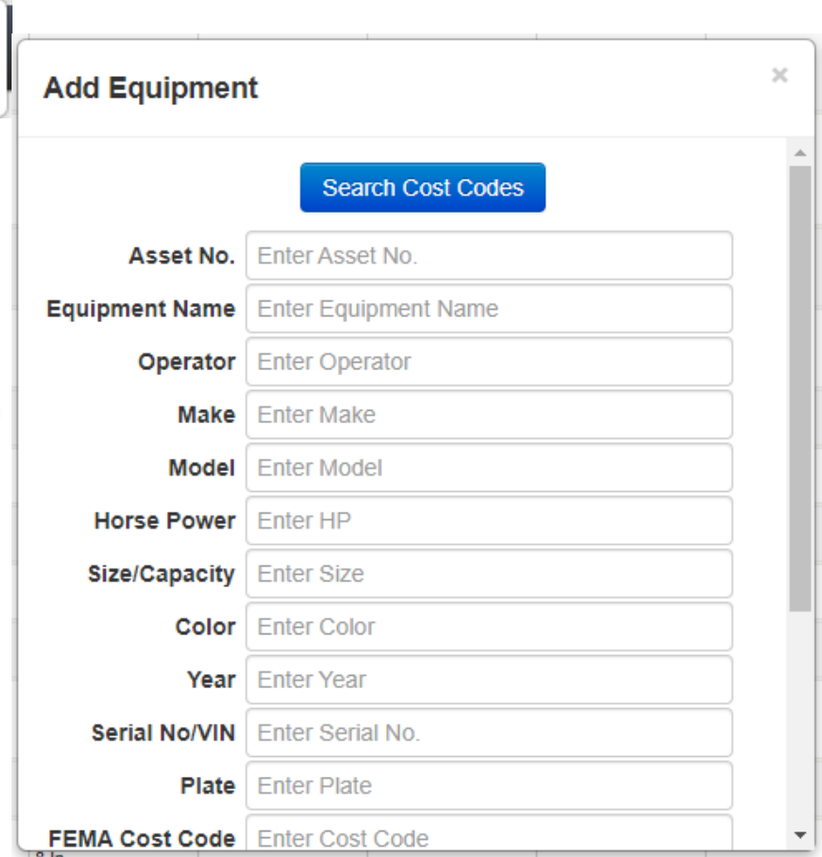
# Add Equipment

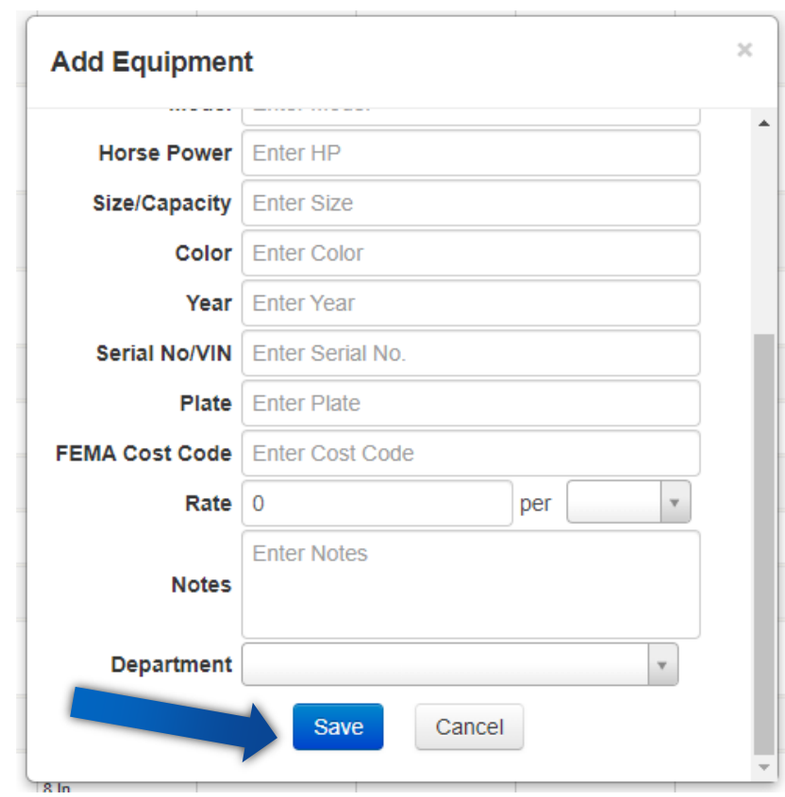
- Log into Crisis Track
- Select Administrative Functions
- Click Equipment Inventory
- Click Add
- Click New
- Fill out the form
- Click Save




Equipment Inventory

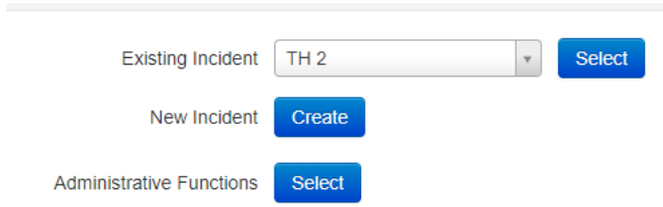


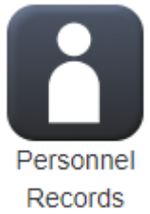



# Edit Time and Usage

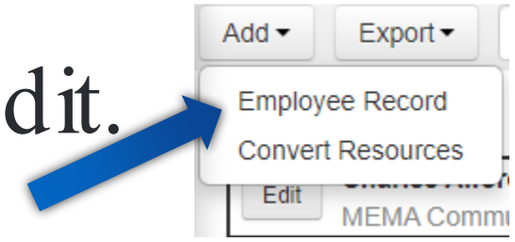
- Log into Crisis Track
- Select Your Incident



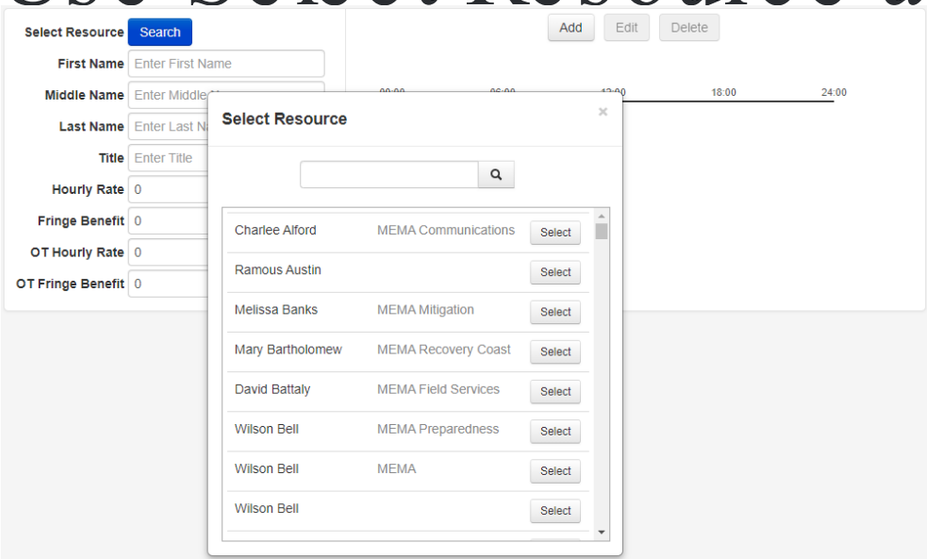

- Click Personnel Records




- Click Add to add a new record or Edit to edit.



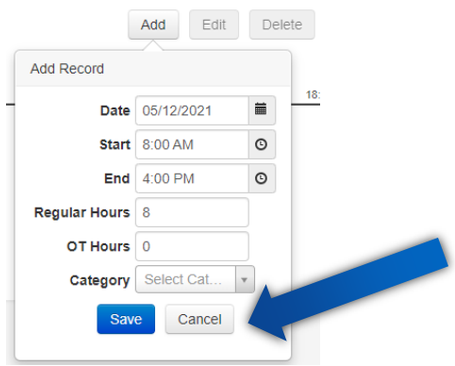

- Use Select Resource and choose your employee.



# Edit Time and Usage

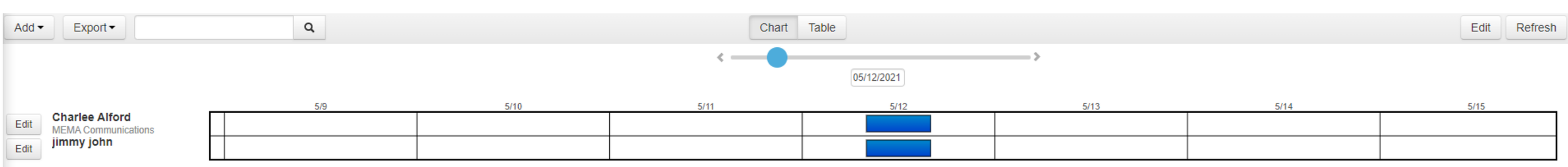
- Once your employee is selected, their information will fill the form

- Then click the add button at the top to add a time record.




- Click Save after filling out the time information.

- Select Chart at the top to see the chart of all of the entered time records.



# Data Updates

We will ask for Updated Tax Valuations from the County Assessors office yearly.

Please help us to get this information.


# Questions?

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