




AGENDA REPORT

TO: Edward D. Reiskin
City Administrator

FROM: Melinda Drayton
Interim Fire Chief

SUBJECT: Alameda County Veoci Interactive
Emergency Management Information
Technology

DATE: July 7, 2020

City Administrator Approval 

Date: Jul 21, 2020

RECOMMENDATION

Staff Recommends That The City Council Approve A Resolution Authorizing The City Administrator To Enter Into A Memorandum of Agreement (MOA) With The County Of Alameda For The City Of Oakland To Access And Use The Alameda County Veoci Interactive Emergency Management Information Technology System.

EXECUTIVE SUMMARY

The purpose of this MOA is to establish mutually agreed upon guidelines for allowing the City access and use of the County Veoci system. Veoci is an organizational resilience and crisis management web-based platform designed for developing applications from simple approval forms to coordinated response plans. Access to and use of the County Veoci system will be governed by the Alameda County Veoci Policy.

BACKGROUND / LEGISLATIVE HISTORY

Prior to October 1, 2013, the Governor's Office of Emergency Services (Cal OES) provided the Response Information Management System to all County and City jurisdictions for the purpose of coordinating response, reporting situation status, and requesting resources during an emergency or disaster. Cal OES transitioned to WebEOC as the emergency management software for the State, but only provided it to County governments. The result left cities with no streamline method for communicating with the operational area (County). This left a large gap in the operational area's ability to coordinate, gather situational awareness, and request resources.

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ANALYSIS AND POLICY ALTERNATIVES

Veoci is an interactive emergency management system intended to provide the following: enhanced situation analysis in the event of an emergency; an ability for cities to send requests to the County for incidents; and the delivery of actionable information intended to enhance public safety.

The Veoci software Memorandum of Agreement includes coordination with the following jurisdictions and agencies:

- Alameda County Operational Area
- Alameda County Fire Department
- City of Alameda
- City of Albany
- City of Berkeley
- East Bay Regional Parks
- City of Emeryville
- City of Fremont
- City of Hayward
- City of Newark
- City of Oakland
- Port of Oakland
- City of San Leandro
- City of San Lorenzo
- City of Union City

Through funding made available by the State Homeland Security Grant Program (SHSGP), County Office of Emergency Services contracted for five years of Veoci services to function as an integral component of the Alameda County emergency management system. The purchase of Veoci is intended to strengthen the capabilities of the County by maintaining an efficient, effective, and interoperable means of rapidly disseminating critical emergency information to those who respond to incidents anywhere in the County.

Veoci provides instant cloud storage, mobile/tablet application, as well as some offline capabilities. Additionally, Veoci provides 24-hour technical support, seven days-a-week to make sure that in the event of an emergency we can immediately mitigate any service disruptions. Veoci also allows for high-speed delivery of various workflows and forms using multiple devices: desktop computers, tablets, cellular phones, and the ability to fill out certain workflows and forms offline (without internet connection).

Finally, Veoci is not a form of surveillance technology (and does not have the capability to be programed as such) and is not subject to the approval procedures laid out in Oakland Municipal Code Chapter 9.64.

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If Oakland is unable to or fails to enter the MOA, the Fire Department's Emergency Management Division and other City departments would not have access to the services provided by Veoci and thus would be unable to utilize or benefit from the streamline method for communicating with the other agencies in the operational area during emergency incidents such as earthquakes, wildfires, PG&E Public Safety Power Shutdown events, or in coordinating a response to Covid-19.

FISCAL IMPACT

Approval of this resolution will have no fiscal impact.

PUBLIC OUTREACH / INTEREST

The residents and businesses benefit from enhanced coordination between the City of Oakland and the County of Alameda, as well as other regional government entities.

COORDINATION

The Budget Bureau and the Office of the City Attorney were consulted in the preparation of this report.

SUSTAINABLE OPPORTUNITIES

Economic: In keeping with the mission to protect, prevent, mitigate, respond and recover from threats and hazards that pose the greatest risk, preparation efforts to keep the City of Oakland safe and secure; and support the Bay Area as a desirable place to live, work and play.

Environmental: Veoci will allow for Oakland to effectively plan and respond to a local or regional disaster in partnership with regional agencies. The City's ability to prepare will assist mitigating immediate and long term impact to the environment.

Race and Social Equity: Collaboration and coordination across all levels of government, the private sector, special districts, non-governmental organizations, and the residents of Oakland, presents the opportunity for overcoming challenges that affect marginalized populations; not limited to the disadvantaged. Emergency management practices encourage a holistic approach for incorporating ideas of sustainability, resilience and social equity.

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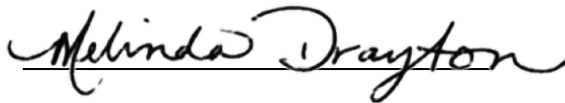
System Date: July 7, 2020

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends that the City Council approve a Resolution authorizing the City Administrator to enter Into a Memorandum of Agreement (MOA) with the County Of Alameda for the City of Oakland to access and use the Alameda County Veoci Interactive Emergency Management Information Technology System.

For questions regarding this report, please contact Jessica Feil, Emergency Services Manager, Emergency Management Services Division at (510) 238-6067.

Respectfully submitted,



MELINDA DRAYTON
Interim Fire Chief

Prepared and Reviewed by:
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Emergency Management Services Division