



# CASE STUDY: DLAN Helps Ventura County Office of Emergency Services Simplify Public Notifications

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Ventura County Office of Emergency Services (OES) simplifies public notifications using DisasterLAN (DLAN), which allows them to automatically push incident information to a public facing incident map saving time and ensuring the public is always viewing the most up-to-date information.

The VCEM Emergency Website ([www.vcemergency.com](http://www.vcemergency.com)) was designed to be a single central place to direct people to during an emergency. Along with text based notifications, the site includes an interactive incident map powered by ESRI's ArcGIS Online. Ventura County OES setup their DLAN system to directly feed information about shelter locations and road closures into the interactive map. This means that no one on Ventura's team needs to login to the map to update this information and share it with the public, it is all done automatically through DLAN's Ticket Manager and ArcGIS Online mapping tools. The system was successfully utilized in late 2018 for the Woolsey Fire to let the public know about road closures and shelter locations.

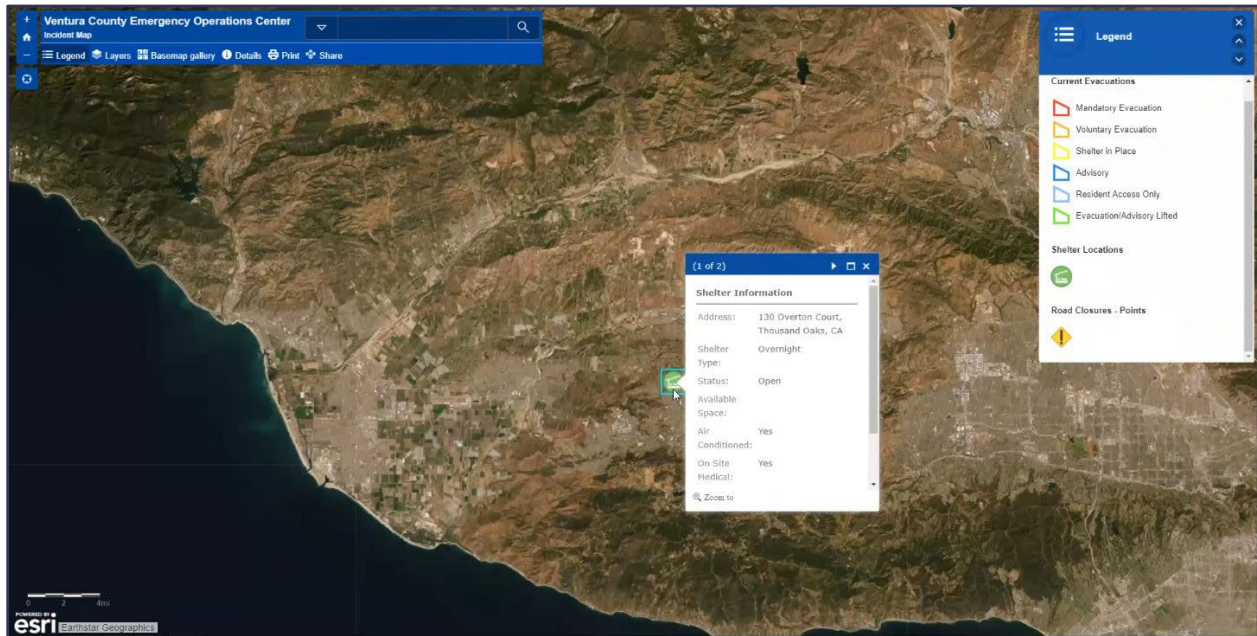


Figure 1: VCEM Emergency Website - Incident Map

DLAN is a web-based emergency management system that simplifies task, mission, and resource management. DLAN's Ticket Manager creates a common area for collaborative issue tracking and real-time information sharing using straightforward color coded statuses and priorities. Each ticket includes ticket type and kind information, which is used to determine the workflow the ticket should follow. For example, if a user selects the ticket type "request" and the kind "generator," then a generator request form would be automatically added to the ticket and the routing field would be set to logistics. These workflows are completely customizable by the client to follow their organizational processes.

Ventura County utilizes the ticket kind function in DLAN to indicate what ticket information should be pushed out to the interactive map. Currently road closures and shelters are the only ticket kinds setup to be automatically pushed out to the map, but this function could easily be expanded to other types of incident information. Ventura County is able to decide what information within a ticket should be pushed out, keeping the public informed while keeping sensitive information private. All information is updated in real-time through the County's ArcGIS Online map. This eliminates the need for responders to tell their GIS team to enter the data into the public portal separately, reducing duplicate data entry, getting important information out to the public faster, and helping to save lives and property.

**“For us it has been a game changer because it really limits the amount of different things we need to do or different areas we need to update when the incident continues to evolve.”**

**– Patrick Maynard  
Emergency Manager**

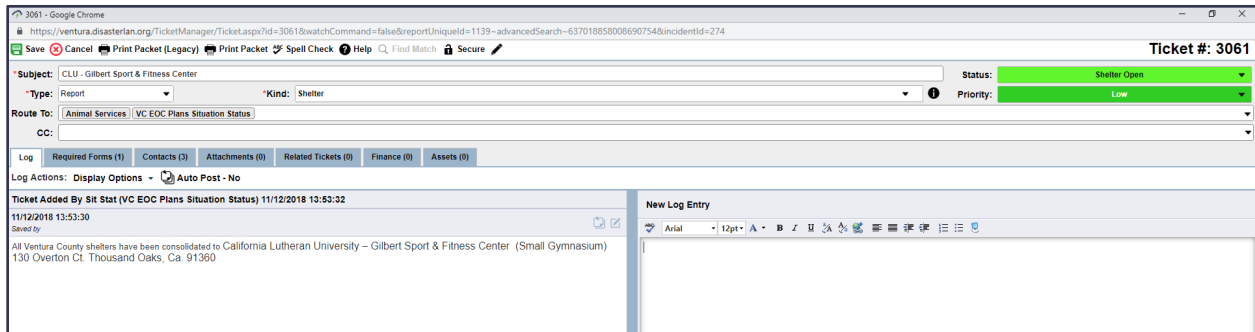


Figure 2: DLAN Ticket

## About the Authors

### Ventura County Office of Emergency Services

OES is responsible for countywide disaster planning, mitigation, response and recovery activities. OES staff work with all County departments, ten cities, public and private organizations, and community and civic groups. In the event of a disaster, OES is responsible for the County's Emergency Operations Center (EOC), and coordination of the County's Emergency Management Team, and for recovering the County's disaster response costs from the state and federal governments.

### Buffalo Computer Graphics, Inc.

DLAN is engineered by Buffalo Computer Graphics, Inc. (BCG), a veteran owned small business that has over 35 years of experience in software, hardware, and systems engineering. BCG has four primary business areas - Incident Management Systems, Mass Notification Systems, Maritime Simulation Solutions, and Custom Hardware & Software Engineering.