



DisasterLAN

Ventura County Office of Emergency Services switches to DLAN Incident Management Software

FOR IMMEDIATE RELEASE

Buffalo, NY – July 24, 2018 - After a decade of using our competitors software, Ventura County Office of Emergency Services (OES) is the latest organization to switch to DisasterLAN (DLAN) for their emergency management needs.

Ventura County is the southernmost county within the Central Coast area of California. With a population of over 850,000 people and geography ranging from beaches to mountains, OES has a unique set of potential hazards to prepare for including winter storms, droughts, and wildfires. In 2017, they decided their incident management software was no longer meeting their needs and began to search for a new system. DLAN quickly became their top choice.

One of the main reasons for the switch was a desire to be able to customize the software without having any programming knowledge. Patrick Maynard, Senior Program Administrator at Ventura County Sheriff OES noted that their old software "required knowledge of HTML to actually program what we wanted to appear and now with DLAN we simply create filters and reports to generate displays that fill whatever needs we are trying to accomplish." DLAN's administration features are easy to use and allow for a wide range of custom data displays and reports.

Another reason for the switch was the desire for a more intuitive software product that followed OES' workflows. Maynard gave the example of logging and tracking issues in a ticket like fashion similar to how they currently track police and fire calls. DLAN's ticketing system uses straightforward color coded statuses and priorities, similar to other task logging systems in use by the County.

"It was nice to have something that mimicked what we were used to in other systems. In [the old software] there were blog message boards that you would have to scroll through endlessly to find details on a particular issue, with DLAN we just open a particular ticket and the whole history of that issue is all contained within that ticket."

- Patrick Maynard, Senior Program Administrator at Ventura County Sheriff OES





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Once OES made the decision to move to DLAN, the system was immediately put to the test by the Thomas Fire, which burned approximately 281,893 acres across Ventura and Santa Barbara Counties, destroying over 1000 homes in Ventura County alone. The fire was the largest in modern California history and the seventh-most destructive wildfire in the State's history.

OES had just completed their initial DLAN training and had not yet rolled out the system to the rest of operations when the Thomas Fire began. They used the system to support the various sheltering operations and to track other logistic requests. Maynard was particularly impressed with how easily staff picked up on the software. Despite limited familiarity with it, staff were able to successfully utilize DLAN throughout the activation.

"DLAN is not overly complicated, it is intuitive, and it is still feature rich at the same time."

- Patrick Maynard,
Senior Program Administrator at
Ventura County Sheriff OES

In addition to the ease of use, Maynard also pointed out the ease of implementation. He noted how Buffalo Computer Graphics, Inc. (BCG) staff worked closely with OES to configure the system to meet their needs and made the whole process painless.

When asked what advice he would give other emergency managers about implementing incident management software, Maynard focused on the need to incorporate the system into daily operations, giving staff a reason to stay current on the system. He notes how OES has been able to incorporate functionality into DLAN that encourages people to log in on a more regular basis, such as the ability to view camera feeds and traffic. OES is still tweaking the system and adding more to it. They are currently working to integrate DLAN with their CAD systems and weather stations, giving them whole new layers of situational awareness.

BCG is glad to have the opportunity to work with the County and hopes to continue to expand its presence throughout California.

About Buffalo Computer Graphics, Inc.

BCG is a global provider of Incident Management Software, Mass Notification Systems, Maritime Training Solutions, and Custom Hardware & Software Engineering.

About 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.

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