


WebEOC® in Action: Louisiana Responds to the Gulf of Mexico Oil Spill

 A Juvare Case Study

On April 20, 2010, an explosion and fire occurred on the Deepwater Horizon oil rig 130 miles off the coast of Louisiana. Eleven workers were killed and 115 escaped. On April 22, the rig sank, unleashing a deep-sea spill that ultimately spewed 170 million gallons of crude into the Gulf of Mexico and on the shores of Louisiana.

“British Petroleum accepted responsibility for the cleanup, and the Federal On-Scene Coordinator was the U.S. Coast Guard,” explained Ms. Wendy Brogdon, Senior Operations Officer, Louisiana Governor’s Office of Homeland Security & Emergency Preparedness (GOHSEP).



The Deepwater Horizon oil rig on fire in the Gulf of Mexico, April 21, 2010

“The only say Louisiana had in the cleanup was how clean was good enough for us,” she noted. From April 24 to December 15, the Governor, along with the State Unified Command Group, met daily at GOHSEP.

The overall incident included 19,595 responders and 2,398 vessels that deployed over 1.5 million feet of oil boom. “A single command post proved impossible in this effort,” Ms. Brogdon said. “WebEOC provided the vital interconnectivity and communications needed to respond to this disaster.”

Early in the response, Governor Bobby Jindal told the press, “We have made WebEOC available for BP and the Coast Guard to use. “The Coast Guard had been using Excel for spill tracking,” according to Melton J. Gaspard, Jr., WebEOC Administrator, GOHSEP. “Once they saw the power of WebEOC, they jumped on board.”

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Senior Operations Officer,
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WebEOC Administrator,
GOHSEP

The only problem was that every 14 days the Coast Guard rotated WebEOC personnel. “But because WebEOC is so user friendly, we implemented a ‘Train the Trainer’ program allowing them to train their new incoming staff,” Mr. Gaspard said. “BP wanted to create its own oil tracking system. We asked why? We told them we’re doing it right now with WebEOC,” he said. Over the course of the activation, they gave permissions to 846 new users, created 70 new positions unique to the oil spill (including 22 response positions), opened 8,574 missions, assigned 8,625 tasks and logged 28,935 comments. The comments include the details of where they cleaned oil and how they did it. “We have detailed backup of everything that was done throughout the incident,” Mr. Gaspard said. “With so many new users, we tried to keep it simple with one WebEOC process,” he said. “We used one mission task board to collect, manage and disseminate information.”

State Agency claims were also tracked internally through WebEOC. “We added 34 agency finance positions which provided us with a system to keep the Governor informed of how much was being spent on the cleanup per day,” he said. “The silver lining in all this is that now the Governor knows the capabilities of WebEOC,” Ms. Brogdon said. “His Department Heads are also talking WebEOC and more and more state agencies want to learn and use WebEOC.”

“[Juvare] support staff have always been there for us through events like Hurricanes Gustav and Ike and now the oil spill. Know that [Juvare] always has your back,” she added.

Mission Number	Mission Type	Mission Lead	Mission Status	Priority	Request
923-111557457	Wildlife Impacted	MC 252 ICP Houma	Closed 09/23/2010 12:24:47	Medium	1 dead laughing gull recovered and transported to Grand Isle facility. LDWF recommends closure/complete
922-15152932	Wildlife Impacted	MC 252 ICP Houma	Closed 09/23/2010 08:52:19	Low	Grand Isle recovered 1 dead gull on Grand Isle beach and transported to facility. LDWF recommends closure/complete
922-15134563	Wildlife Impacted	MC 252 ICP Houma	Closed 09/23/2010 08:52:04	Medium	Grand Isle crew recovered one gull on Elmers Island and transported to facility. LDWF recommends closure/complete.
76-13455678	Oil Sighting	MC 252 ICP Houma	Closed 09/23/2010 08:51:45	High	Reported from Trinity Bayou, (coordinates 29°03' 6.9"N 90°42' 53.5"W). No oil remediation had been performed since last week's oil sighting. The camp was still set up at this location, but (0) personnel were on the island. The historic oil was coated with a thin film of sand. New oil was washing up onto the island, and fresh tar balls coated the island. The tar balls were up to 4" in diameter with an estimated coverage of (20) tar balls per square meter.

8,574 missions were tackled by GOHSEP on WebEOC during the Deepwater Horizon activation



Juvare provides Enterprise Resilience Solutions for organizations to connect to the critical resources, data and mutual assistance they need to bounce forward stronger following incidents and planned events. Juvare is in 25 countries, 50 U.S. states and some U.S. territories, serving 3,500 U.S. hospitals and 30,000 healthcare facilities and more than 50 federal U.S. agencies, 600 emergency management agencies and 80 corporations. Juvare has supported over 500,000 emergency response incidents annually.