



NC4's E Team is the leading emergency management solution with proven, real world experience to enable communication and collaboration among jurisdictions preparing for and responding to emergencies and planned events.

## Vancouver 2010 Winter Olympics

The 21st Winter Olympic Games got underway on February 12, 2010 in British Columbia, Canada. The Game's were officially opened by Governor General Michaëlle Jean at BC Place Stadium in Vancouver. The stadium was packed with thousands of spectators, along with high-ranking officials and dignitaries including International Olympic Committee president Jacques Rogge, chiefs of the Four Host First Nations, and U.S. Vice President Joe Biden.

The Game's 86 events were held in locations across the province in Vancouver, Richmond, West Vancouver and in the Resort Municipality of Whistler. As over 2,600 athletes from 82 nations competed, there were some 250,000 spectators there to witness Canada break the record for the most gold medals won at a single Winter Olympics.

## Managing the World's Highest-Profile Sporting Event

The Olympics is the highest-profile sporting event, requiring closely coordinated cross-agency, multi-jurisdictional planning, management and communication. The Vancouver Winter Games were coordinated and managed by numerous emergency managers using best-of-breed technology from NC4.

## Benefits Spotlight

### Mission:

Implement a collaborative information system to allow multiple jurisdictions to protect the thousands of athletes, public officials, media and daily visitors at the Games.

### Solution:

NC4's E Team incident management software was used to deliver cross-agency, multi-jurisdictional planning, management and communication.

### Benefits:

- ☰ Three multi-jurisdictional exercises allowed each functional area, venue and agency to review policy, plans and procedures well in advance of the start of the Games.
- ☰ Multi-jurisdictional communication ensured a common operational picture for all participating groups.
- ☰ Shared data between the different participating jurisdictions enhanced their responses and theatre-level situational awareness.

NC4's E Team has been used across the Province of British Columbia as the Emergency Management Information system (EMIS) for maintaining situational awareness and operational collaboration since June 2009. It has been the single collaboration system between the municipalities, regional districts, the province, private sector partners and, the federal government if required.

With the 2010 Olympics, the E Team system was used by several jurisdictions and municipalities as the collaboration platform for an integrated public safety response and situational awareness.

Jurisdictions utilizing the system include:

- ≡ Capital Regional District
- ≡ City of Vancouver
- ≡ BC Hydro and Power Authority (Electrical generation and transmission)
- ≡ BC Ministry of Health Services (EMS)
- ≡ BC Ministry of Public Safety and Solicitor General (Provincial Emergency Program)
- ≡ Translink (South Coast BC Transportation Authority)
- ≡ Fraser Valley Regional District
- ≡ Public Safety Canada (Federal Level)
- ≡ Public Health Canada (Federal Level)

Municipalities given access to EMBC's E Team system included:

- ≡ City of Richmond
- ≡ Metro Vancouver
- ≡ North Vancouver
- ≡ District of Squamish
- ≡ Resort Municipality of Whistler
- ≡ Squamish-Lillooet Regional District

Each agency involved in supporting the Olympics utilized the system internally, but also used the base collaboration features in E Team to share data between the different systems as needed to enhance their responses and maintain theatre-level situational awareness.

## Emergency Management B.C.

Emergency Management B.C. (EMBC) is mandated to enhance integration among all levels of government (federal, provincial, regional and local authorities) as well as first responder organizations which include municipal police and fire departments, and community-based search and rescue organizations. The goal is to improve emergency management and public safety in the province and assist British Columbians during man-made and natural disasters. EMBC coordinates all consultation, policy development and planning. It also supports deployment and on-the-ground rescue efforts across agencies to ensure an enhanced state of readiness, and provide timely response capabilities.

With daily operations typically focused on unplanned events such as wildland fires and community flooding, EMBC's coordination around the 2010 Winter Olympics and Paralympic Games required a different mode of operation.

---

## Preparations and Planning on par with Olympic Athlete Training

As the clock ticked down in the weeks leading up to the Games, the technology and personnel underwent a series of exercises and planning sessions. These sessions, aptly named Bronze, Silver and Gold, gave the participating entities the opportunity to test and validate the integration of the system with the British Columbia Emergency Response Management System (BCERMS) and hone their ability to effectively collaborate across this varied audience. Throughout the exercise and planning sessions, E Team reliability provided the many users on the system a common operational picture, enhancing their overall situational awareness surrounding this highest-profile sporting event.

In addition to the Bronze, Silver and Gold exercises, EMIS coordinated weekly E Team café sessions, a series of informal opportunities to practice and use E Team leading up to the games. EOCs and agencies were invited to play-out a scenario in a manner less structured than an exercise, but equally valuable and quite successful.

---

The 2010 Concept of Operations focused on coordinating and disseminating information for this large-scale planned event among partner agencies to heighten situational awareness across the province. EMBC utilized E Team to prepare site and planned event reports around each of the Games events. This included detailed GIS views of each venue identifying the building capacity, security perimeter zones, and blow-out gates for an emergency evacuation. These detailed reports were shared with the City of Vancouver and BC Ministry of Health Services using E Team's data sharing feature.

The Games provided EMBC with its initial opportunity to utilize E Team in support of a major activation. The use of E Team throughout the Winter Olympics has exposed their stakeholder community to the application, positioning them well to be better prepared for managing future planned and unplanned events.

## City of Vancouver Office of Emergency Management

The City places a high priority on emergency planning so that it can respond efficiently, effectively and economically to any disaster situation. Operating under a modified Incident Command System in compliance with provincially established standards, the City of Vancouver Office of Emergency Management (OEM) coordinates responses to major emergencies or disasters to ensure the preservation of life and the protection of property.

Given its size and scope, the Olympics had the potential for bringing disruption to the City. Well in advance of the Games start, the City of Vancouver OEM began planning and preparing, training close to forty users on the E Team system. For two weeks prior to the event, the OEM was activated during normal business hours. A few days before the official opening ceremonies, the OEM went operational 24/7, remaining fully operational until 2-days following the closing ceremonies.

The Vancouver Operations Centre (VOC) helped the coordination of city services throughout the Games. The main screen in the Operations Centre displayed a dashboard showing the Sitreps from the E Team Incident reports that were logged. In addition, the Sitreps of the planned events and the expected attendance and venue capacity that EMBC disseminated brought another layer of situational awareness to the VOC.

E Team proved invaluable in bringing continuity of operations across shift changes. Information captured in Incident reports could be quickly accessed by the operation centre users, giving them the ability to respond quickly and efficiently to inquiries on issues that happened on previous shifts. Incident tracking and monitoring gave them the ability to see when an issue was resolved and what actions were taken, and provided an audit trail for after-action review.

While the occurrence of problems during the course of the Olympics was low, the City of Vancouver OEM was ready to respond.

## TransLink

Covering 1,800 square kilometers in British Columbia, TransLink manages the largest transportation area in North America and is the Transportation Authority for South Coast BC. Responsible for the movement of people and goods across Metro Vancouver, TransLink oversees the regional transportation network, including public transport and major roads and several bridges. TransLink's family of companies and subsidiaries work together to provide services to 22 municipalities in Metro Vancouver, with some operations extending to the Fraser Valley Regional District. The TransLink family includes SkyTrain, Coast Mountain Bus Company, Blue Bus, West Coast Express, SeaBus ferries, community shuttles, HandyDART, transit security and transit police.

During the Olympic Games, TransLink extended their daily hours earlier and later to maximize their operational effectiveness and meet the demands of the over 1.6 million riders each day. With anticipated delays at some stations of 3 hours, riders were pleasantly surprised that waits did not extend much more than 1 hour. TransLink's transportation services reduced cars in the downtown area by 30%, reducing traffic congestion and improving air quality. They have received accolades and awards for the outstanding service they provided to the thousands of visitors to the Games, while minimizing disruptions to their normal commuter ridership.

TransLink has integrated E Team across their family of companies and subsidiaries to provide them with a common operating picture. Information is tracked in Incident reports and shared across the organization, giving users “heads-up” situational awareness. For the Olympics, TransLink was interconnected via E Team with the Transportation Management Center (and as a result, to the Vancouver Organizing Committee (VANOC)), the City of Vancouver, the Ministry of Transportation for BC, and the Integrated Security Unit run by RCMP (through TransLink Transit Police). In addition, TransLink had an E Team liaison at the Provincial Regional Emergency Operation Centre (PREOC).

## E Team Wins a Place on the Podium

NC4’s E Team is no stranger to the rigors of the Olympics, having proven itself a winner at prior Games. From its intuitive user-friendly interface, to the ability to drill down to real-time information directly from its integrated map, E Team equips organizations with the information management tools necessary to manage Olympic-sized events. E Team brings organizations a common operational picture, based on real-time, historical and GIS mapping data, with powerful information management and reporting capabilities to enhance situational awareness for rapid decision making.

“E Team proved invaluable in bringing continuity of operations across shift changes.”

Daniel Stevens, M.Sc., A.B.C.P.  
Manager, Emergency Planning  
City of Vancouver Office of Emergency Management

The E Team solution provides a complete set of web-based incident management tools that are easy-to-use and bring efficiency to managing both planned and unplanned events. E Team’s framework enables organizations to tailor the system, using as little or as much of its out-of-the-box functionality as needed.

Components of the E Team system that were relied on during the Vancouver Winter Olympics included:

- Incident and Emergency Event reporting
- Planned Events and Activities reporting
- Resource requests
- Tasks and subtasks for assigned work tracking
- Agency Situation reporting for high-level overview of a event’s impact
- Analysis and Reporting Engine (ARE) for at-a-glance dashboard views
- Full Mapping and Overlay capability
- Notification
- Data Sharing
- Security through distribution control

## More about NC4

NC4 delivers Situational Readiness solutions that empower government and businesses with accurate, timely and secure information to manage uncertainty.

NC4’s External Situational Awareness (ESA) service alerts members of events and incidents that may impact business operations. Drawing on its partnerships with government and law enforcement agencies, NC4’s Incident Monitoring Centers (NIMCs) track global events 24x7, providing early, real-time notifications.

NC4’s Situational Response offering, E Team, is a robust platform for effective incident management and reporting. It allows cross-jurisdictional information sharing, empowering emergency management personnel with a common operating picture. With proven real world experience, E Team enables rapid response to crisis situations as well as effective management of non-emergency activities.

NC4’s Extranet Secure Portals (ESP) product provides a Software as a Service (SaaS) solution, bringing government agencies and corporations a common platform for secure communication and collaboration. The ESP solution allows diverse organizations to share critical information, such as Controlled Unclassified Information (CUI), through highly secure, compartmented, web-accessible portals.

To learn more about how NC4 can benefit your organization, visit [www.nc4.us](http://www.nc4.us).

 100 N. Sepulveda Blvd.  
El Segundo, CA 90245  
877-624-4999  
[www.nc4.us](http://www.nc4.us)

© 2010 NC4