



Institute *for* Crisis, Disaster
and Risk Management



THE GEORGE
WASHINGTON
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WASHINGTON DC

Lessons Learned Repositories

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Lessons Observed and Documented vs. truly Lessons Learned and Corrected

- Communications
- Leadership
- Planning and Resulting Plans
- Public Relations
- Culture of Dependency
- Resource Constraints and Management
- Competing Priorities
- **Applicability**

Characteristics of Useful Lessons Learned Repositories

- Accessible
- Relevant
- Concise
- Common language
- Source of Information
- Means of Validating
- Recommendations – Not just what went wrong but what went right
- Corrective actions
- Others?

HSI Analysis of Repositories

- Lessons Learned Information Sharing
- Department of Defense Sites
- Naval Post Graduate School - HSDL
- Coast Guard Standard After Action Information and Lessons Learned System (CG-SAILS)
 - * Incident Specific Preparedness Review (ISPR)

University of Colorado at Boulder Natural Hazards Center

<http://www.colorado.edu/hazards/>

Information Resources

- Library and HAZLIT Database
- Web Resources
- Annotated Bibliographies
- Hazards Centers and Organizations
- Natural Hazards Observer : bimonthly periodical
- Disaster Research : biweekly e-newsletter
- Quick Response Reports
- Research Digest: quarterly on line publication
- Natural Hazards Review: joint publication with ASCE
- Disasters by Design: two decades of disaster research

Annual Natural Hazards Workshop

University of Delaware Disaster Research Center

<http://www.drc.udel.edu/>

- The Enrico Quarantelli Resource Collection
- DRC Publications
- DRC Annual Reports
- DRC on the UD Library Institutional Repository
- Research Studies

LLIS.gov at a Glance

- Online since April 19, 2004
- Over 20,000 documents, including state and local plans, after-action reports, and exclusive lessons learned
- Secure community Channels, forums, messaging, and other collaboration and networking tools
- Targeted information on homeland security and emergency management topics
- Eligibility - Individuals involved in emergency response and homeland security from all levels and disciplines are eligible to join *LLIS.gov*.

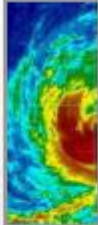
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According to LLIS -What are Best Practices, Lessons Learned, and Good Stories?

“**Best Practices** are peer-validated techniques, procedures, and solutions that have demonstrated their effectiveness in operations, training, and exercises across multiple jurisdictions or organizations.”

“**Lessons Learned** are positive or negative experiences derived from actual incidents, operations, training, and exercises.”

“**Good Stories** describe successful, innovative programs and initiatives developed by a jurisdiction that others may wish to emulate.”

CONTENT AND FEATURES ON *LLIS.GOV'S INTERNATIONAL LESSONS LEARNED PAGE*

"The LLIS.gov International Lessons Learned page is a one-stop resource for information related to lessons learned from countries across the globe. This topic-specific page offers a searchable directory of non-U.S. lessons learned and other emergency management documents. Additional features on the page include:

- International reports, plans, and strategies in emergency management;
- Lessons learned from disasters around the world;
- Notable international incidents; and
- Reports and strategies. "

Of possible relevance

Emergency Public Information and Warnings: Use of Rural Residents' Flood Information and Knowledge by Emergency Responders During the Queensland, Australia, 2011 Floods

Iowa 2011: Lessons Learned Missouri River Floods – After Action Report (Dec 2011) – Iowa HSEMD

- Incident Management: Deploying State Liaison Officers to Localities during Large-Scale Disasters
- Logistics and Resource Management: Using State Facilities as Staging Areas during Disasters

Coast Guard - ISPR

- Composition of the Team – Government at all levels, Industry, NGOs
- Categories
 - * Planning and Plan Execution
 - * Organization
 - * Resources and Readiness
- Presentation
 - * Discussion
 - * Lessons Learned
 - * Category Recommendations
 - * General Recommendations

Coast Guard ISPR General Lesson Learned and Recommendations

The lack of an autonomous Lessons Learned Program or Corrective Action Program (CAP) within the Coast Guard for past events may have resulted in missteps during the Deepwater Horizon response.

1. The Coast Guard should emphasize the **importance of lessons learned** in all initial as well as advanced Coast Guard spill response **training courses and exercises**.
2. The Coast Guard's **Corrective Action Program (CAP)** should **be reviewed** to ensure that it captures lessons learned from all incidents and exercises and **communicates them throughout the Coast Guard and the response community**.
3. The Coast Guard should ensure that the lessons learned process and CAP facilitates **a regular and frequent review by all involved in spill management and oil spill response**.