

EMAC Post-Deployment Survey Results
--

742	Total Number of Survey Responses
------------	---

1	Have you taken an EMAC training class in the last 24 months?	
----------	---	--

13%	92	Yes
87%	642	No
	734	Total Responses to Question

2	Were you deployed more than one time?	
----------	--	--

9%	64	Yes
91%	668	No
	732	Total Responses to Question

3	Please indicate the event(s) you were deployed for and the time frame of your dates of service.	
----------	--	--

Deployment Locations and Length of Service		
---	--	--

10	Hurricane Katrina - Florida
316	Hurricane Katrina - Louisiana
389	Hurricane Katrina - Mississippi
6	Hurricane Rita - Texas
43	Hurricane Rita - Louisiana
4	Hurricane Katrina - Alabama
<hr/>	
20.05	Average Length of 1st Deployment
16.16	Average Length of 2nd Deployment
17.50	Average Length of 3rd Deployment
37.50	Average Length of 4th Deployment
<hr/>	
22.80	Average # of Days Deployed

4	Please indicate what discipline your deployment is considered.	
----------	---	--

0%	3	Agriculture & Forestry
22%	159	Emergency Management
10%	74	Fire-HazMat
9%	68	Health-Medical-EMT-Ambulance
3%	23	Human Services
13%	93	Law Enforcement
0%	2	Law Enforcement - Corrections
5%	35	Law Enforcement - Sheriff
6%	45	Law Enforcement - State Police
1%	9	Public Works
4%	29	Search and Rescue
1%	8	Transportation & Highway
14%	104	National Guard
10%	76	Other
	728	Total Responses to Question

5	Were you familiar with EMAC processes and procedures prior to your deployment for Hurricane Katrina (or Hurricane Rita if that was your first response event)?	
----------	---	--

32%	232	Yes
68%	496	No
	728	Total Responses to Question

6	Please specify your work location(s).	
----------	--	--

For Internal EMAC Purposes Only	
---------------------------------	--

7	Identify your specific assignment(s).	
----------	--	--

For Internal EMAC Purposes Only	
---------------------------------	--

EMAC Post-Deployment Survey Results		
8 Was your assignment made clear before you were deployed?		
70%	504	Yes
30%	215	No
	719	Total Responses to Question
9 Were deployment conditions (living conditions and work environment) adequately described to you?		
74%	534	Yes
26%	183	No
	717	Total Responses to Question
10 Were mobilization instructions clear?		
77%	556	Yes
23%	164	No
	720	Total Responses to Question
11 Were you briefed and given instructions upon arrival?		
84%	604	Yes
16%	112	No
	716	Total Responses to Question
12 Did you report regularly to a supervisor during deployment?		
91%	653	Yes
9%	63	No
	716	Total Responses to Question
13 Were your mission assignment and tasks made clear?		
81%	584	Yes
19%	135	No
	719	Total Responses to Question
14 Do you feel that there was sufficient continuity of operations?		
65%	467	Yes
35%	251	No
	718	Total Responses to Question
15 Was the chain of command clear?		
76%	545	Yes
24%	171	No
	716	Total Responses to Question

EMAC Post-Deployment Survey Results

16 Did you encounter any barriers or obstacles while deployed. You can tell us about an issue that made your job difficult or something that you had to work to get resolved. Please keep your comments focused and brief.

b Is this an EMAC issue or a State issue?

44%	169	EMAC
56%	214	State
	383	Total Responses to Question

c Was there resolution?

48%	187	Yes
52%	206	No
	393	Total Responses to Question

a The 10 most frequently commented "EMAC" issues (** same issue in EMAC & state)

- ** Poor communication, miscommunications, & lack of coordination between Federal/state/local/agencies/EMAC and deployed personnel
- ** Lack of adequate maps of the area
- ** Inadequate lines of communications
- ** Lack of information on deployment procedures
- ** Inadequate living conditions (no place to sleep, no food, cold showers, etc.)
- ** Reimbursement issues: asked to work 12 hour shifts - worked 24 hour shifts, out of pocket expenses, expectations did not parallel with reality
- Understaffing - could not get missions signed in a timely manner and had no 24 hour coverage at EMAC desk
- Personnel not qualified for mission assignment
- ** Took too long to deploy resources, equipment, personnel
- Politics and personal agendas including discourse within teams making mission difficult

If this was an EMAC issue, was it resolved?

49%	83	Yes
49%	83	No
2%	3	No response
	169	Total Responses to Question

a The 10 most frequently commented "State" issues (** same issue in EMAC & state)

- ** Poor equipment: copiers, computers, fax machines
- ** State agencies were unprepared for emergency and incoming help - need more statewide training and better organization
- ** No clear or direct chain of command or control of mission
- ** Lack of adequate maps and priority areas were not mapped/assigned
- ** Lack of adequate communications
- Unclear mission assignments
- ** Poor coordination between agencies/state/Federal/counties
- Deployed personnel were under utilized - could have done more but mission was restricted to niche so sat and wasted time - politics limited assignments
- Many state agencies did not know how to use EMAC and bypassed the process
- ** Inadequate living conditions (men and women billeted together) and price gouging for resources: rental cars, lodging, etc. - were sent into field with no food, money, or lodging.

If this was a State issue, was it resolved?

43%	93	Yes
53%	113	No
4%	8	No response
	214	Total Responses to Question

EMAC Post-Deployment Survey Results		
17	Did you have communications while in the field?	
87%	606	Yes
13%	94	No
	700	Total Responses to Question
18	Were you adequately debriefed after completion of your assignment?	
60%	420	Yes
40%	283	No
	703	Total Responses to Question
19	Since your return home, have you identified or experienced any symptoms you feel might require "Critical Incident Stress Management " (i.e., Debriefing)?	
7%	47	Yes
93%	657	No
	704	Total Responses to Question
20	Would you want to be deployed via EMAC in the future?	
92%	645	Yes
8%	56	No
	701	Total Responses to Question
21	Identify the areas where EMAC needs improvement? (check all that apply)	
23%	88	Executing Deployment
19%	72	Command and Control
23%	89	Logistics
16%	62	Field Operations
20%	77	Mobilization and Demobilization
	388	Total Responses to Question
22	Identify the areas of EMAC that worked well.	
	EMAC A-Teams knew the EMAC process well and were helpful - different disciplines on A-Team helped to facilitate requests	
	The home state EMAC reps were very helpful in solving problems with the host state - as missions changed they kept field personnel informed	
	Minimal paperwork of EMAC is a plus	
	EMAC did a good job but problems within the states themselves made EMAC look bad	
	Many A-Team personnel came with go kits and Sat phones - were ready to go when they hit the ground	
	People on the ground did a great job despite lack of direction	
	EMAC personnel easily fit into existing structures	
	National level EMAC structure was fast and effective in identifying critical needs and matching individuals to immediate areas needing attention.	
	Knowing license and credentials were protected - allowed to focus on work	
	It seems that EMAC has a lack of the normal "Governmental Red Tape"	

EMAC Post-Deployment Survey Results		
23 a Identify what EMAC resource needs improvement? (check all that apply)		
27%	118	EMAC Education
26%	117	EMAC Training
10%	46	Electronic REQ-A Forms
10%	44	Resource Typing
12%	53	Resource Descriptions
9%	41	Broadcast Notifications
6%	26	Website
	445	Total Responses to Question
23 b Explanation		
		Need more education on what EMAC is & how it works across all disciplines including state personnel and agencies within the states and at the Dept. of Homeland Security and FEMA. Didn't know what EMAC even was before being deployed and barely knew then. State EMAs must do more EMAC training to locals and agencies within state.
		Must have standardized resource typing even to the point of having EMAC resources typed and job descriptions for EMAC A-Teams in the manual/website
		Need advanced EMAC training for A-Team members and field EMAC training for deployed personnel
		Online REQ-A is needed
		Need more assistance when filling out requests - how to do it, how to know what to ask for,
		All deployed personnel need a condensed brief course on emergency operation procedures
		Need job descriptions for EMAC A-Teams and should be included in the manual and website
		Need more training on the EMAC website
		States need to keep website updated - was still filling requests to find they were already filled or withdrawn
		Need more information on reimbursement - what will be paid for, how to get paid, etc.

EMAC Post-Deployment Survey Results	
-------------------------------------	--

24	Provide any additional comments you want us to consider in the After Action Review.
	Need 24/7 coverage at NRCC and state EOCs
	Need more training/education on EMAC for all disciplines
	Need to be told to bring own supplies, materials, staff, and transportation
	Interoperability is a concern. Reduce National Guard lingo (abbreviations) and, the National Guard definition of a mission is different than how EMAC defines a mission.
	National Guard needs to work through EMAC in requesting/assigning resources not around EMAC. I received several complaints from Assisting states on this when trying to purge all the pending National Guard REQ-As in Louisiana.
	I wish that the media would have more fully covered EMAC's exceptional performance. EMAC is a demonstration of government cooperation at its best.
	The EMAC system was fine, it was the locals that had difficulty identifying their needs.
	Forms sent out on how to send in reimbursements. Better clarification for exempt employees, are they paid hour for hour worked or just normal salary??
	States need to do more education not just on EMAC but also on just emergency response in general - chain of command, not letting politics get in the way, joint command structure, etc.
	Need more efficient deployment efforts, briefings upon arrival, leadership and accountability from officials, standard method for identifying work assignments and accomplishing missions. Within states, there needs to be more education of resource types and their roles so they can be used efficiently and effectively.