# Cal COP and Super Bowl 50 Incident Report

### *Executive Summary*

The California Common Operating Picture for Threat Awareness (Cal COP) has been in use since 2009 for the Bay Area's regional risk management program, and more recently for significant special events. Cal COP, powered by Haystax Technology, is available to all public safety agencies and there is a very large user base throughout the region. The San Francisco Bay Area hosted Super Bowl 50 (SB50) on February 7, 2016. Through planning meetings and the SB50 Data Coordination Plan, the SB50 Interoperability Committee designated Cal COP as the regional situational awareness tool for game day and the events leading up to the Super Bowl, encompassing a nine-day operational period. Cal COP provided local and regional situational awareness, and was used alongside other critical data-sharing tools by public safety agencies for SB50 operational support. In the weeks and months leading up to Super Bowl week, the Haystax team supported regional coordination and preparation activities, including conducting several Cal COP trainings, integrating a number of computer-aided dispatch systems and other feeds, and uploading multiple GIS data layers and data on hundreds of events. Additionally, the Haystax team supported Cal COP usage during Urban Shield's Yellow Command Exercise on September 11, 2015, and the Levi's Stadium/SB50 Operations Center Dry Run on January 3, 2016.

This preparation resulted in 14 operations centers throughout the Bay Area region using Cal COP in support of their activities from January 30 - February 7, 2016. Cal COP users successfully monitored critical incidents and information throughout the region. The Haystax team directly supported these activities by maintaining staff at seven operations centers, and providing remote support to the other locations. While onsite, the Haystax team provided additional training and assisted users in integrating the Cal COP workflows with other operations—creating and monitoring ongoing incidents throughout the region—to ensure comprehensive situational awareness.

**Recommendations**

In review of Cal COP activities at SB50, the Haystax team would like to provide the following five recommendations for growth of the program and Cal COP usage at subsequent events.

1. Better identify key Cal COP users who will be responsible for critical Cal COP workflows in each operations center
2. Begin daily Cal COP operational usage to better integrate Cal COP into existing workflows and ensure user familiarity with the system during large-scale events or natural disasters
3. Formalize partnerships and integrations that streamline data sharing and situational awareness within Cal COP
4. Continue to expand Cal COP and WebEOC two-way integrations
5. Share lessons learned with other UASIs