Emergency Management Operations

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Emergency Managers Face A New Normal

Costs, Size and Frequency of incidents are all increasing
Internally, Organizations Are Challenged as Well

Legacy issues can be difficult to overcome...

- Paper Processes that Do Not Scale
- Lack of Actionable Information
- Silo Point Solutions
- Limited Staff Resources
- Difficulty controlling the public message

...leading to information latency that puts decisions at risk in this new normal.
Operations Section
Has the ultimate responsibility for response...

- Emergency Management Director
- Public Information
- Finance & Admin
- Planning & Preparedness
- Operations
- Recovery & Mitigation

...coordinating all moving parts on an incident.
Supporting Operations for Emergency Management

Common Challenges

- Understand the potential impact from an incident
- Estimate and deploy limited resources
- Monitor rapidly changing conditions
- Assess and report damage
- Provide real-time operational briefs
- Communicate effectively with the public and media
Maintain Situational Awareness
Monitor changing conditions. Put your plan into action. Brief your team in real-time.

Operations Dashboard

Anticipate your next move and make more informed decisions that can save lives and property.
Conduct Damage Assessment

Understand potential impact. Conduct damage assessments. Monitor reporting thresholds for your disaster declaration.

Impact Analysis

Damage Assessment Collection & Reporting

With lives at risk and disaster recovery funds on the line, time is critical.
Manage Public Information

Disseminate critical information that raises awareness and drives action.
Emergency Management Operations
An complete and integrated system...

Maintain Situational Awareness

Conduct Damage Assessment
Damage Estimate:
$40,165,594

Manage Public Information

...that enables mission critical decisions that can save lives and property.
Demonstration: Emergency Management Operations

Emergency Management Operations Offering

The Operations offering for emergency management is expected to help communities WebGIS to prepare and manage operations for both major impacts and white. This can be done by using the provided resources and tools. This demo demonstrates:

- A typical use case for emergency management scenarios
- A real-time visualization of an event as it unfolds
- A training tool for emergency managers to practice their operations
- A way to connect with community stakeholders in real-time

Making Emergency Management More Accessible

- Real-time updates on specific events
- Interactive maps to display information
- Quick access to emergency resources
- Monitoring emergency systems
- Receiving alerts and notifications
- Commencing and executing response measures

Story Map
Prepared for the New Normal
Leading the way in Emergency Management

City of Miami, Florida

“We were the original dinosaur... We needed information yesterday, but we were getting it tomorrow... able to set up an app for us in less than a day.”

— Wade Sanders, Assistant Director of Maintenance Operations

City of Key West, Florida

“Within a matter of hours, we went from experimenting with the collector app to full blown disaster damage assessment.”

— Scott Fraser, FEMA Coordinator
Case Studies
Modern Emergency Management Operations

California Governor’s Office of Homeland Security

Fort Lauderdale’s GIS Supports Response to Hurricane Irma

Key West Collects Comprehensive Assessments after Hurricane Irma Hits
Getting Started

Modernizing Emergency Management Operations with Esri
What’s Included

Reduce deployment time and hardware maintenance costs with an online solution from Esri

• All of the apps and capabilities to:
  - maintain situational awareness
  - conduct damage assessment
  - manage public information.

• Esri implementation services to deploy your system using ArcGIS Online
  - 99.9% availability service level agreement
  - Options for on-premise deployment

• Technical transfer to your staff on how to use the system

• Access to 24x7x365 support
What’s New

• Common Operational Picture – Renamed to Emergency Management Operations Gallery

• Situational Awareness Viewer, Operations Response, Incident Status Dashboard, Public Information
  • A series of bug fixes and enhancements

• New Learn Lessons to support Emergency Management Operations
Road Ahead

• Simplify, simplify, simplify

• Special Event Planning and Operations

• Flood Planning using ArcGIS Pro

• Know Your Zone and Evacuation Status
The Community

It's not just about the technology
Please Take Our Survey on the App

Download the Esri Events app and find your event

Select the session you attended

Scroll down to find the feedback section

Complete answers and select “Submit”