Emergency Management Operations

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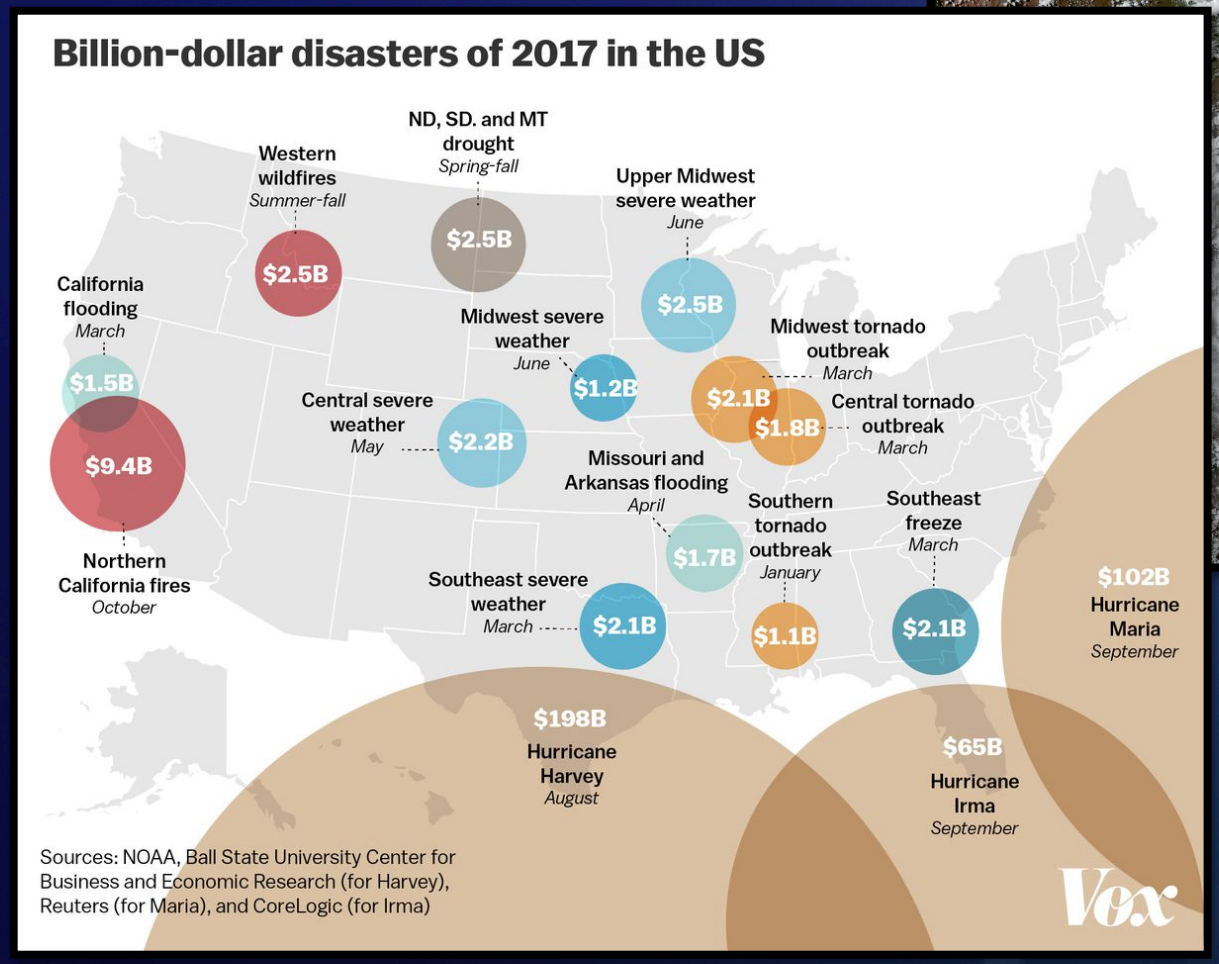
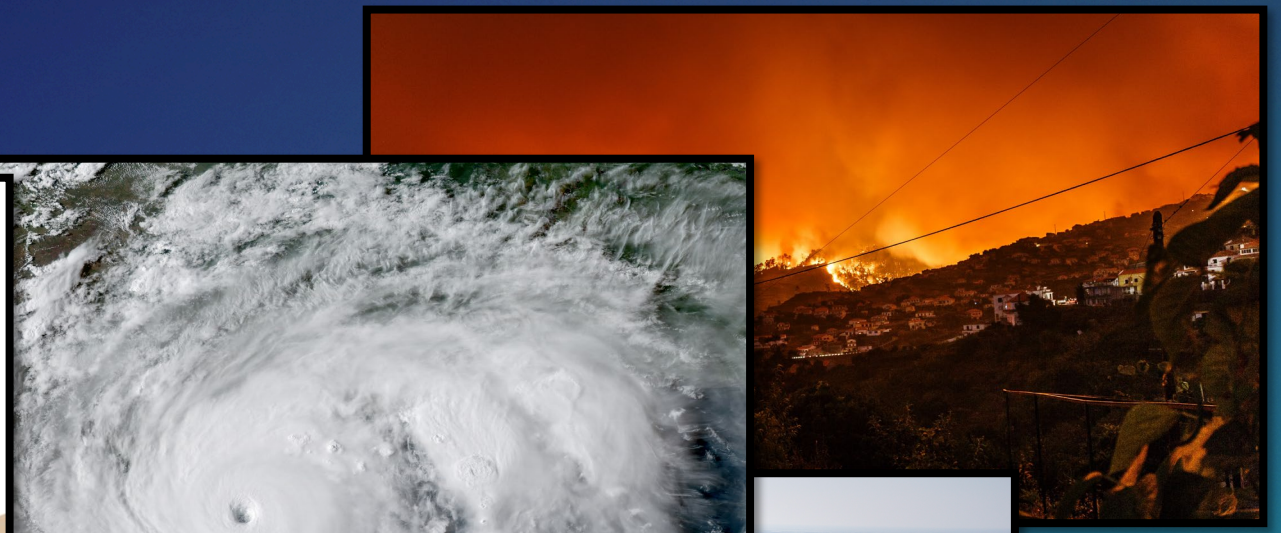
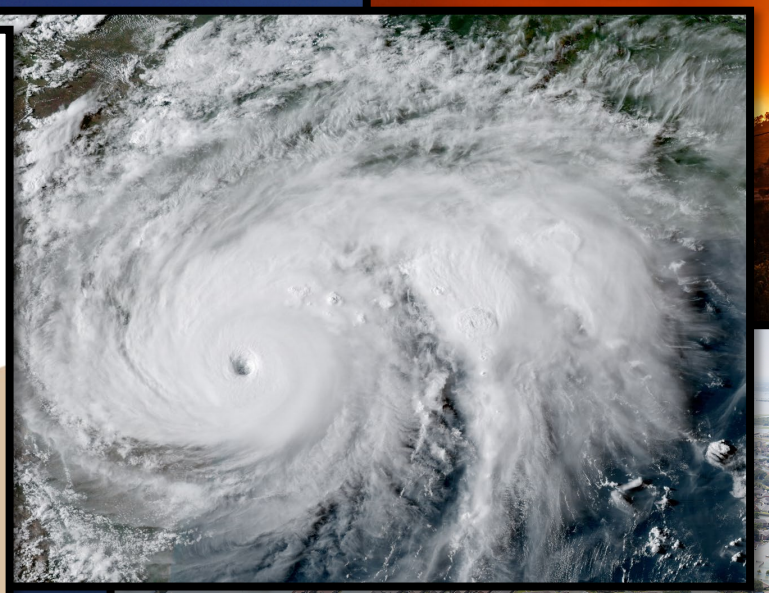
2019 Esri Southeast User Conference

Emergency Managers Face A New Normal

Costs, Size and Frequency of incidents are all increasing



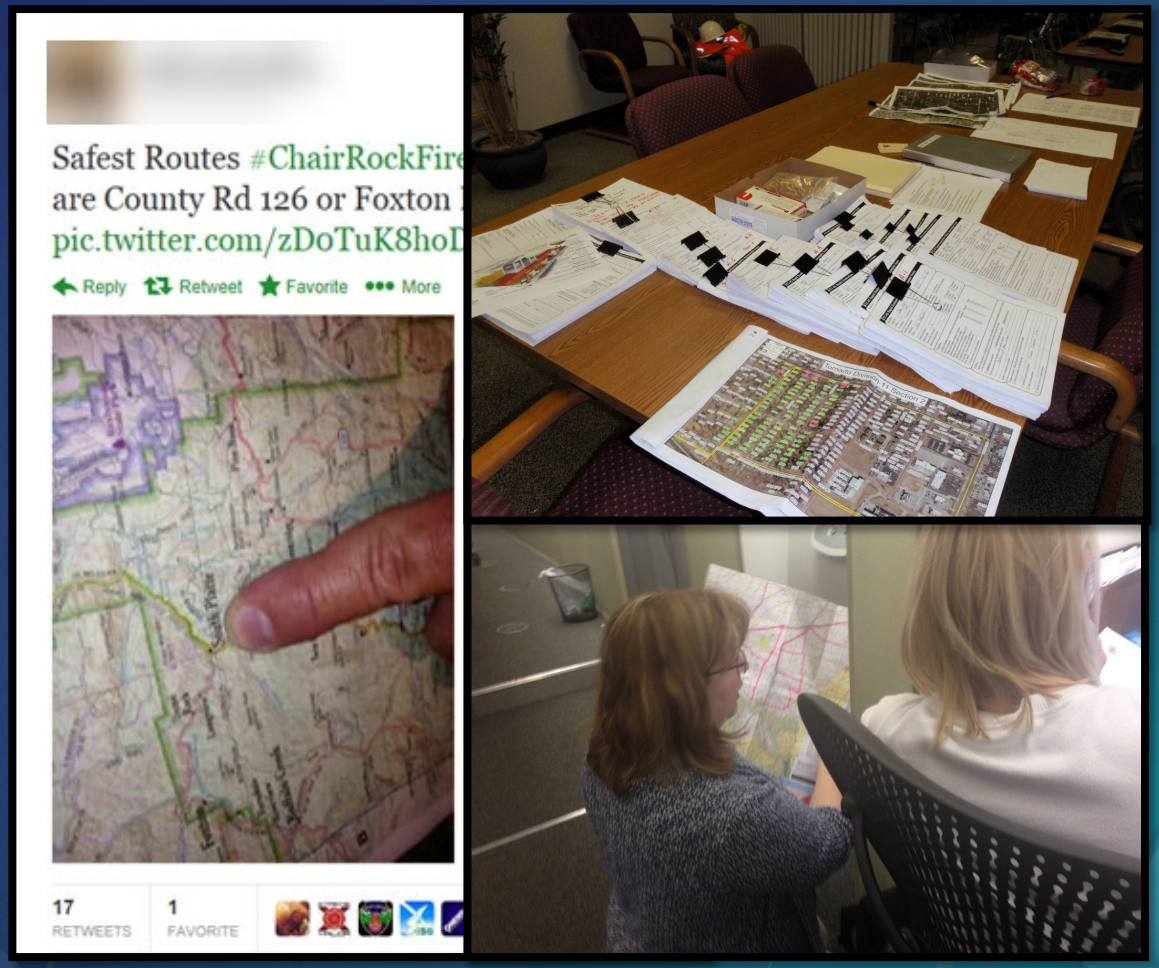




Internally, Organizations Are Challenged as Well

Legacy issues can be difficult to overcome…

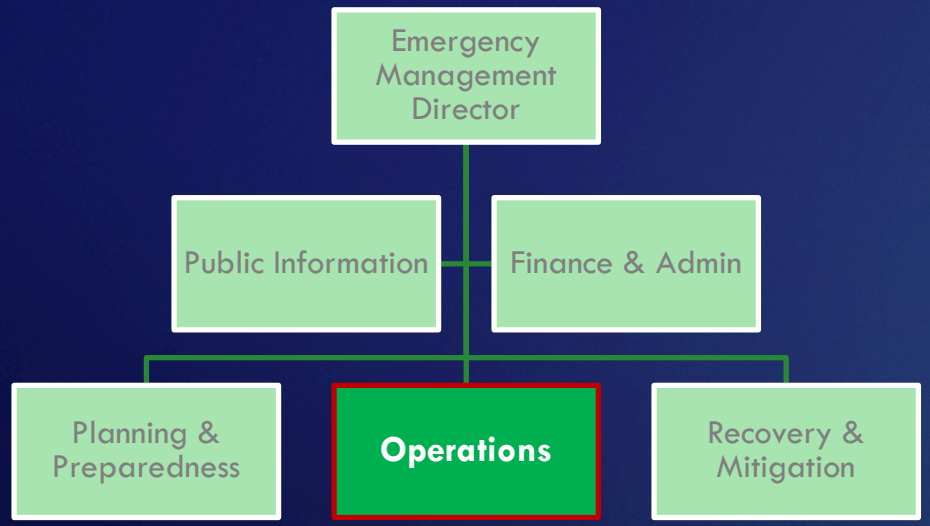
- Paper Processes that Do Not Scale
- Lack of Actionable Information
- Silo Point Solutions
- Limited Staff Resources
- Difficulty controlling the public message

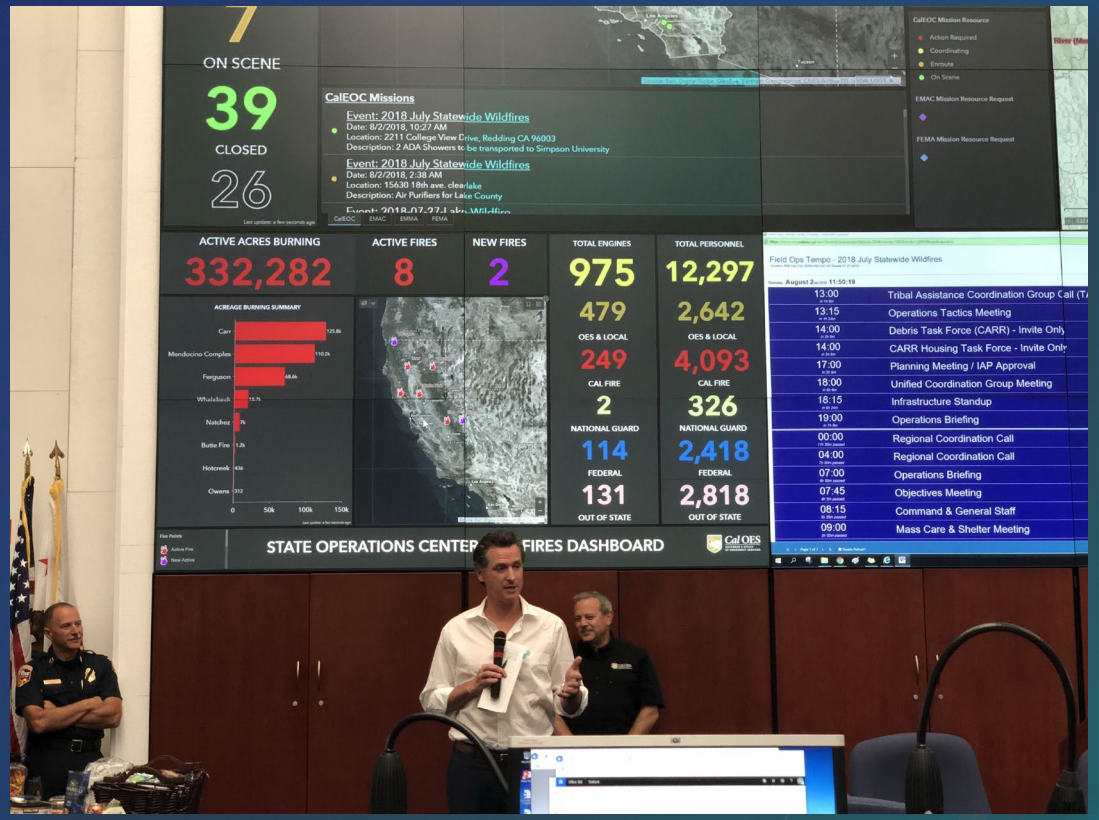


…leading to information latency that puts decisions at risk in this new normal.

Operations Section

Has the ultimate responsibility for response…





…coordinating all moving parts on an incident.

Supporting Operations for Emergency Management

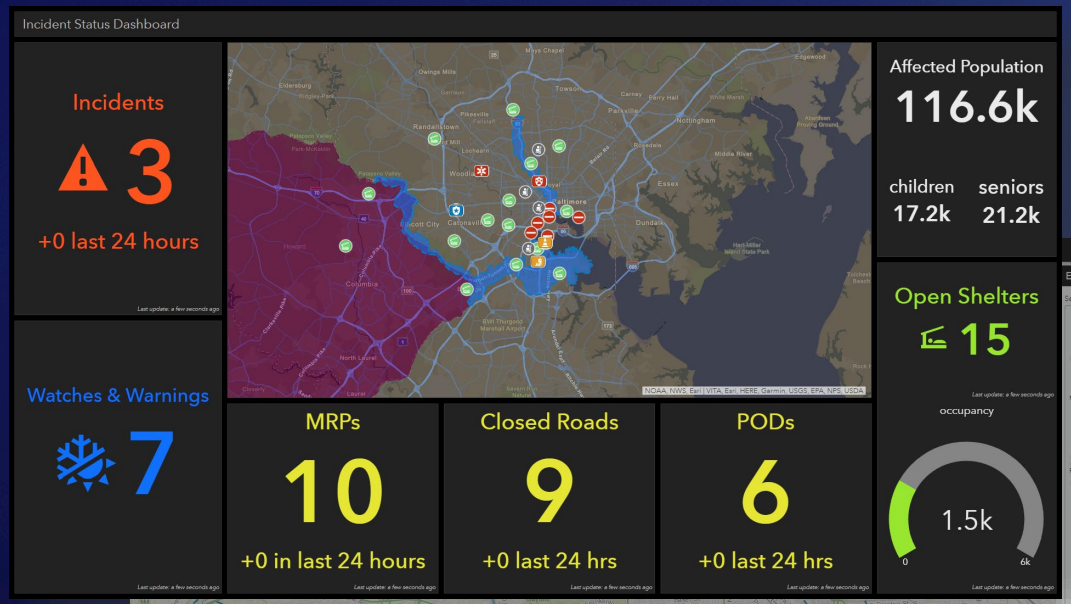
Common Challenges

- 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

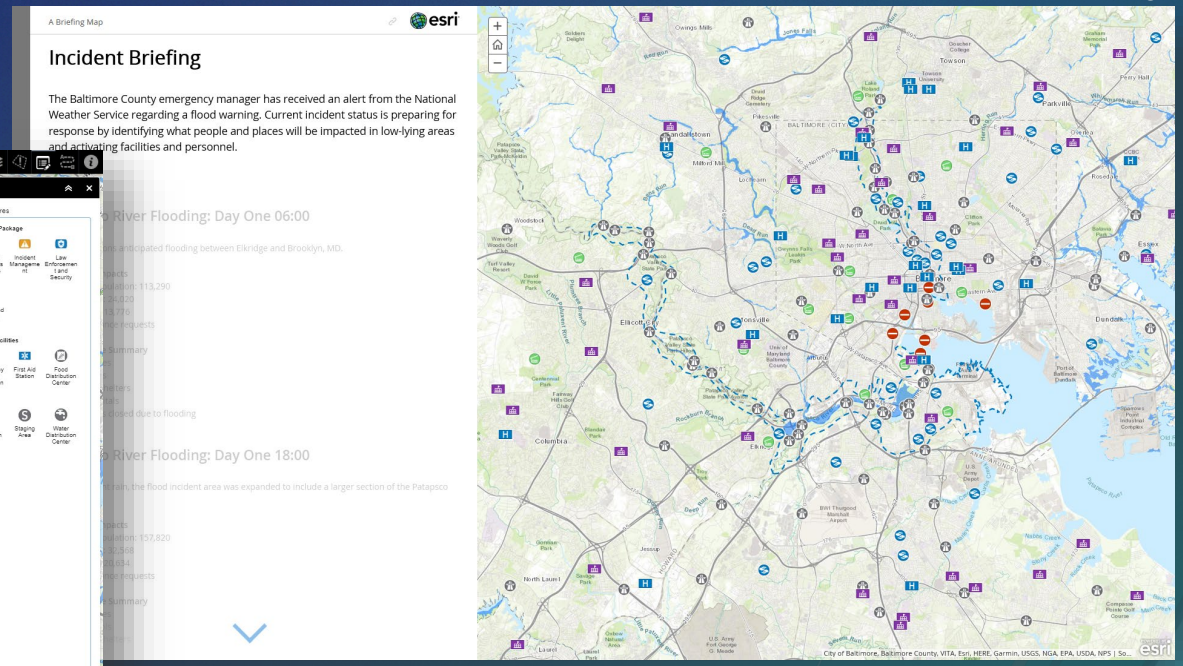
Maintain Situational Awareness

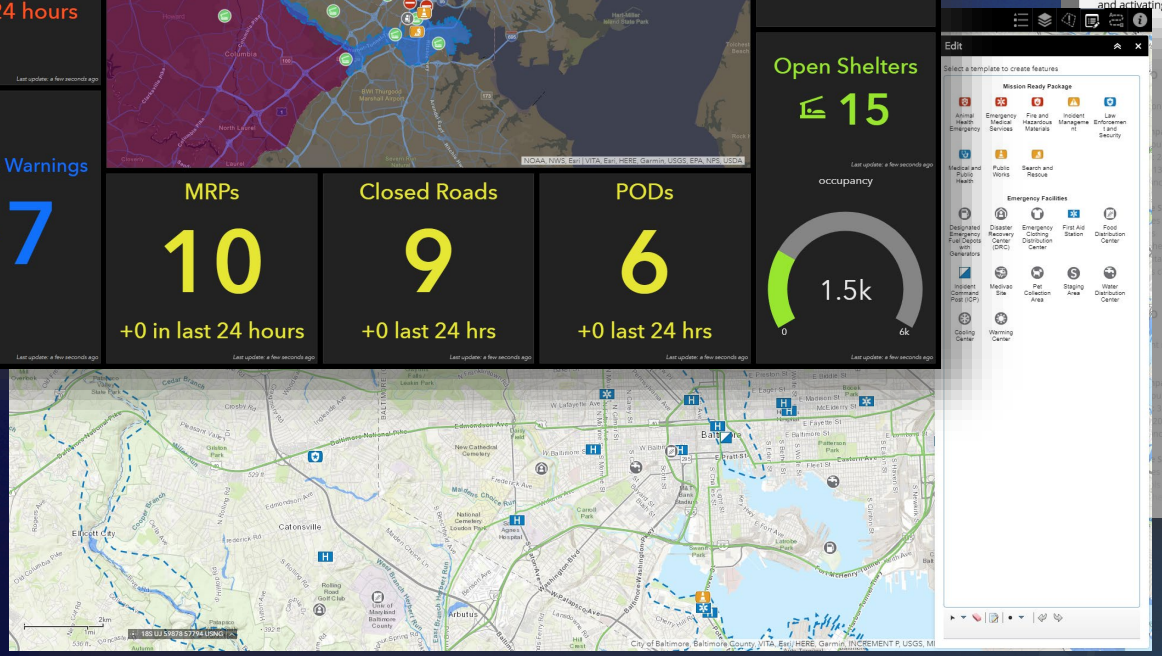
Monitor changing conditions. Put your plan into action. Brief your team in real-time.

Operations Dashboard



Operational Briefings



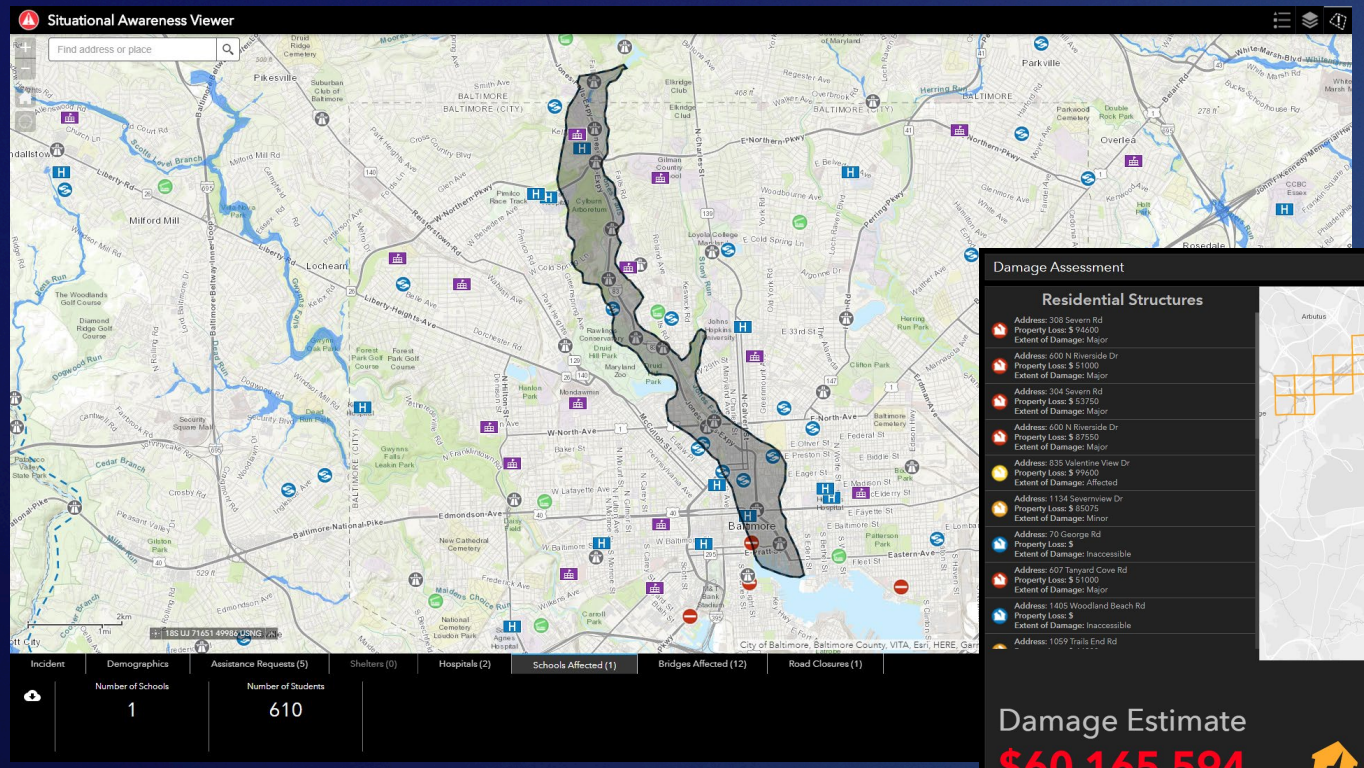


Operations Management

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

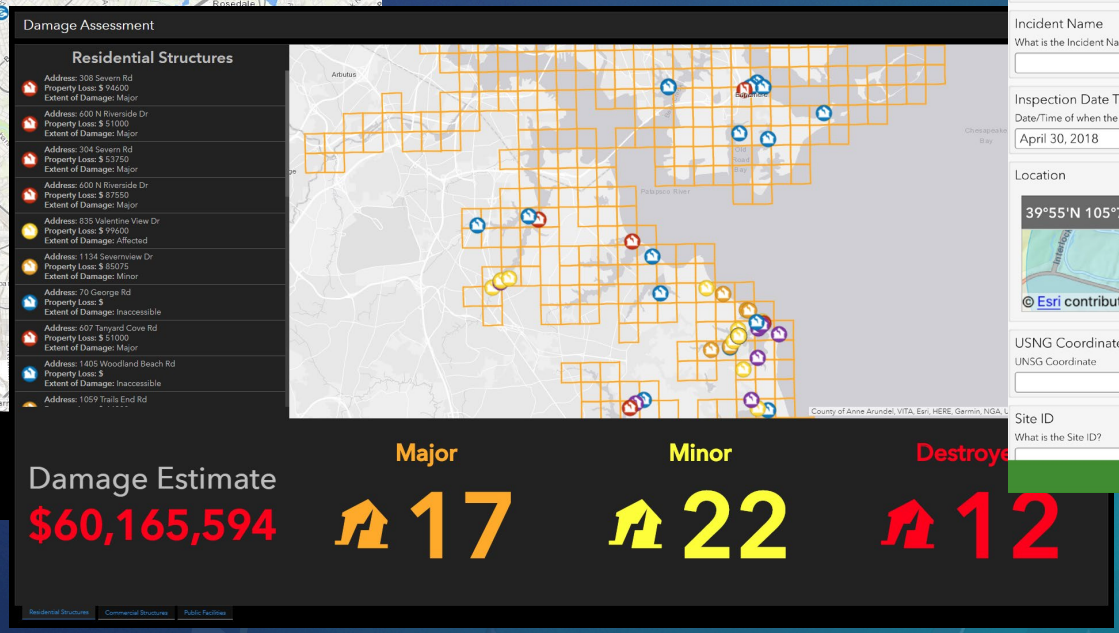
Conduct Damage Assessment

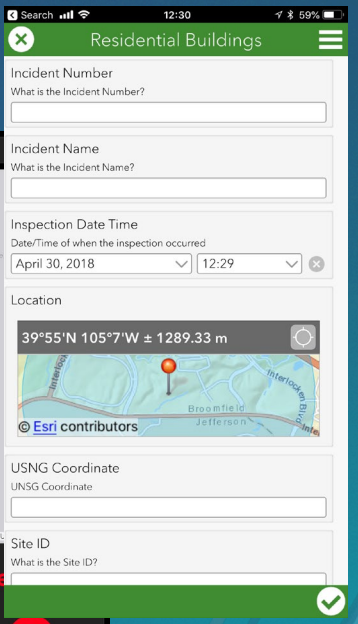
Understand potential impact. Conduct damage assessments. Monitor reporting thresholds for your disaster declaration.



Impact Analysis

Damage Assessment Collection & Reporting

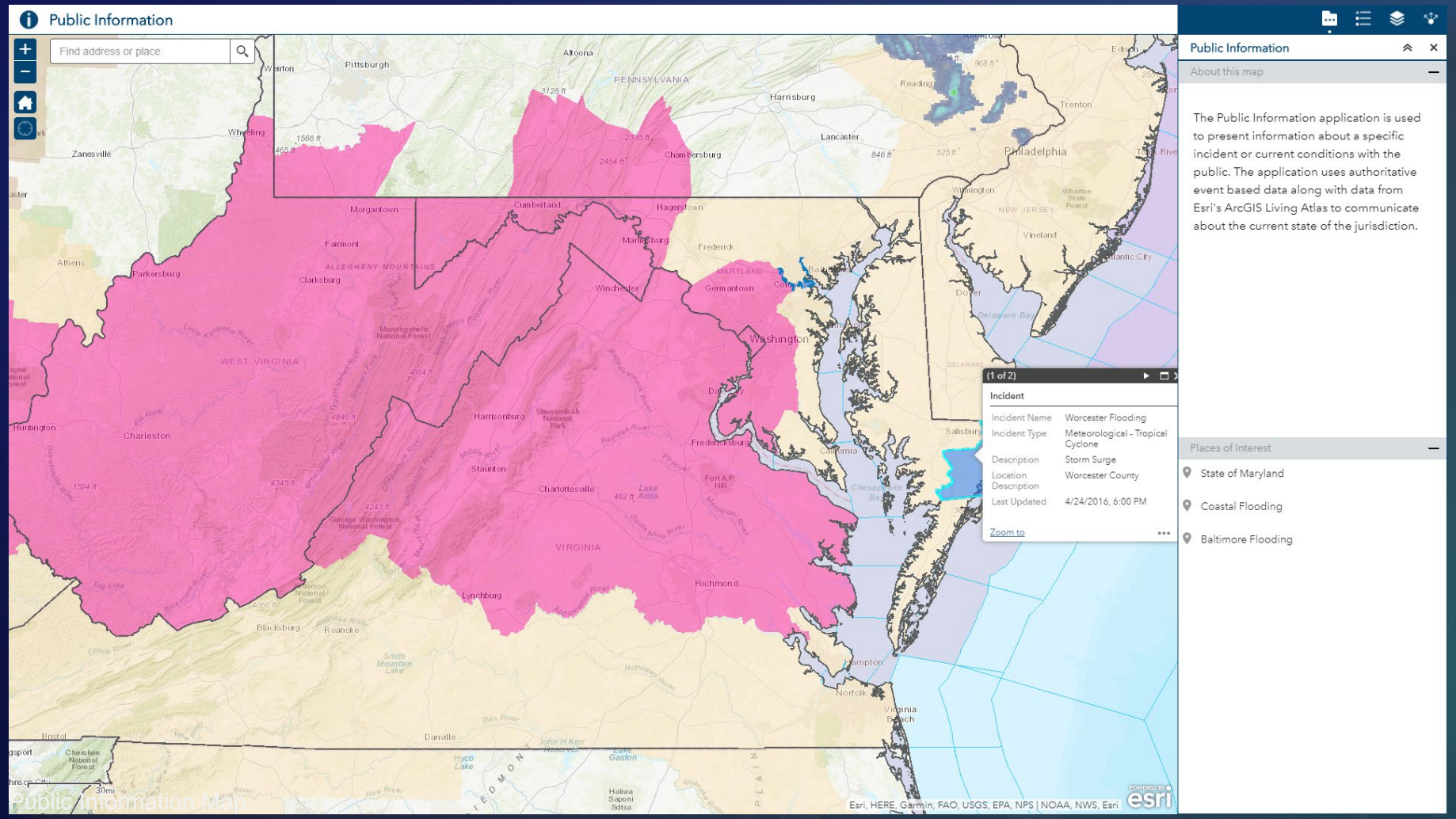




With lives at risk and disaster recovery funds on the line, time is critical.

Manage Public Information

Disseminate critical information that raises awareness and drives action.

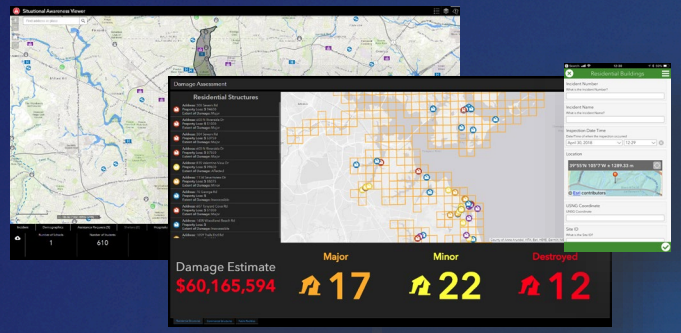


Emergency Management Operations

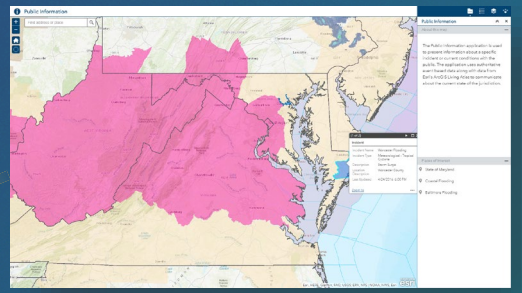
An complete and integrated system…

Maintain Situational Awareness

Conduct Damage Assessment

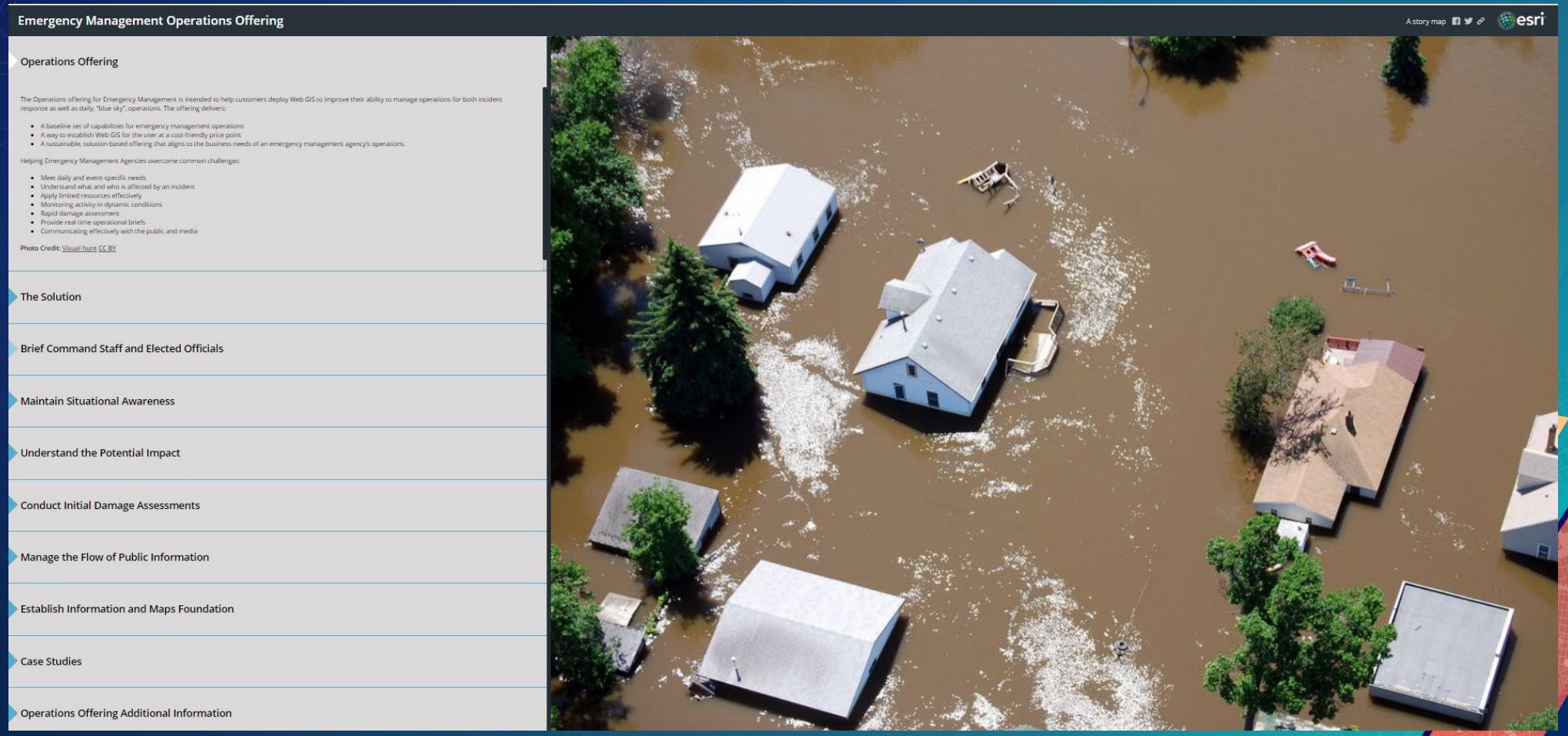


Manage Public Information



…that enables mission critical decisions that can save lives and property.

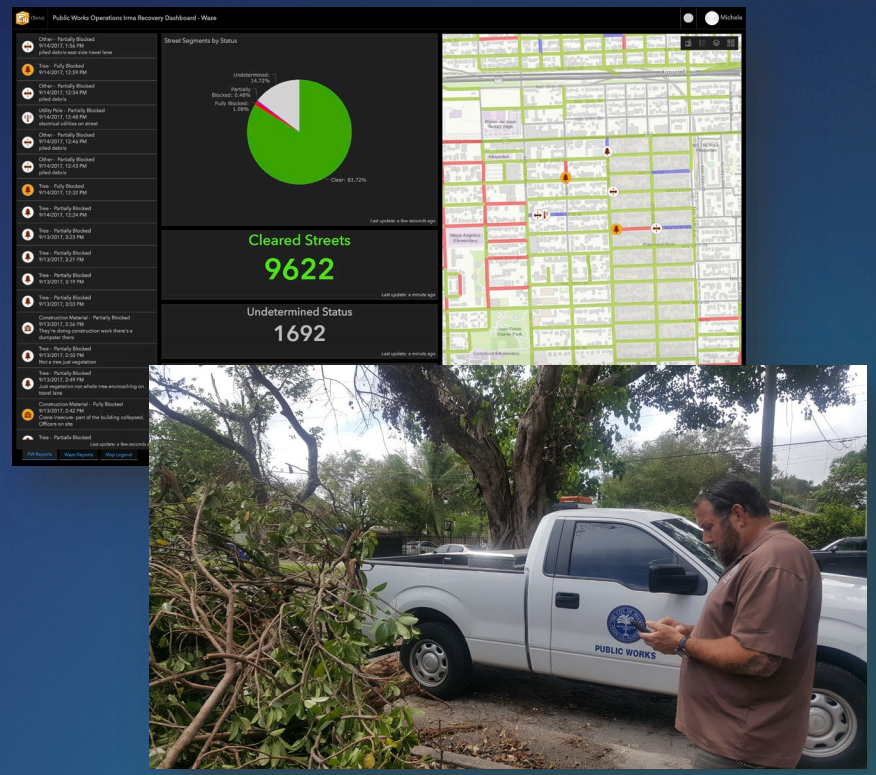
Demonstration: Emergency Management Operations



Story Map

Prepared for the New Normal

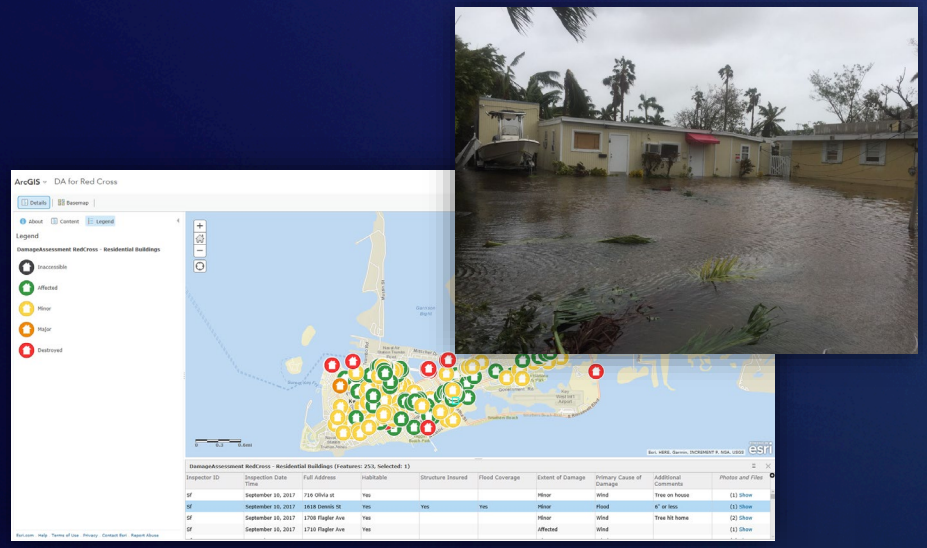
Leading the way in Emergency Management



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."

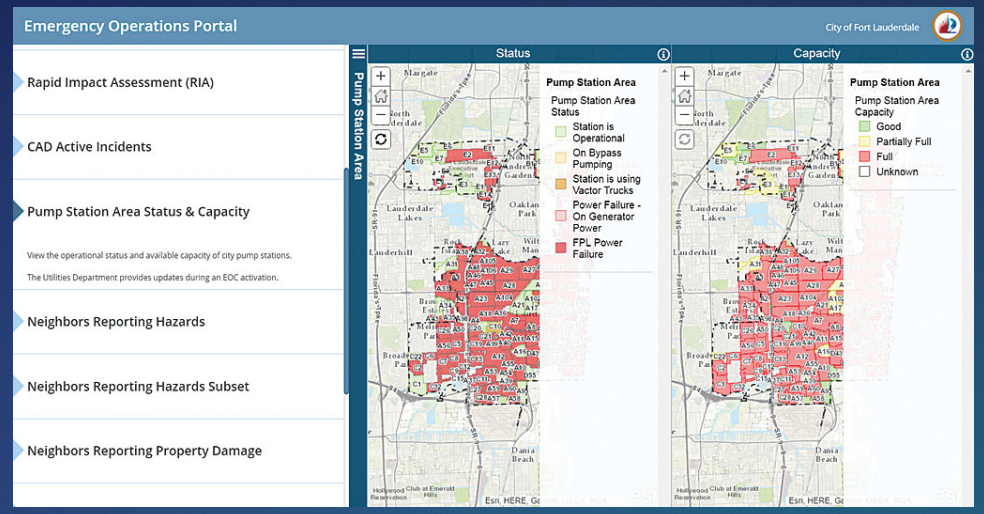
– Scott Fraser, FEMA Coordinator

Case Studies

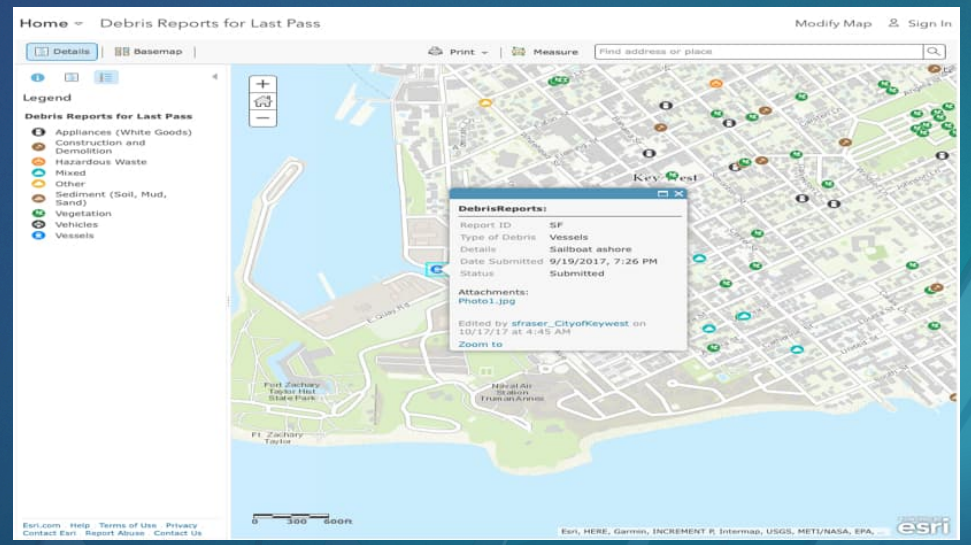
Modern Emergency Management Operations

[California Governor's Office of Homeland Security]

[Red Cross]



[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

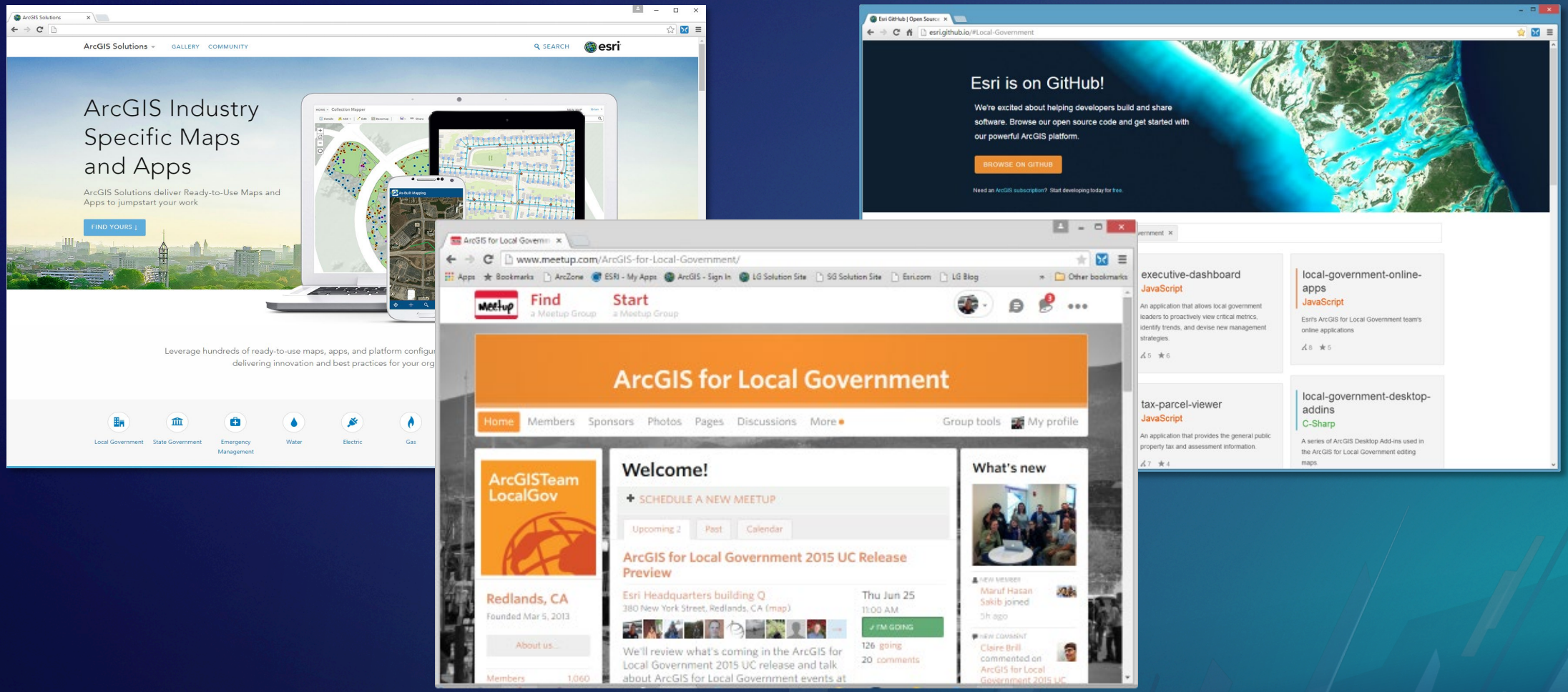
- Common Operational Picture – Renamed to Emergency Management Operations Gallery
- Situational Awareness Viewer, Operations Response, Incident Status Dashboard, Public Information
  - A series of bug fixes and enhancements
- New Learn Lessons to support Emergency Management Operations

Road Ahead

- Simplify, simplify, simplify
- Special Event Planning and Operations
- Flood Planning using ArcGIS Pro
- Know Your Zone and Evacuation Status

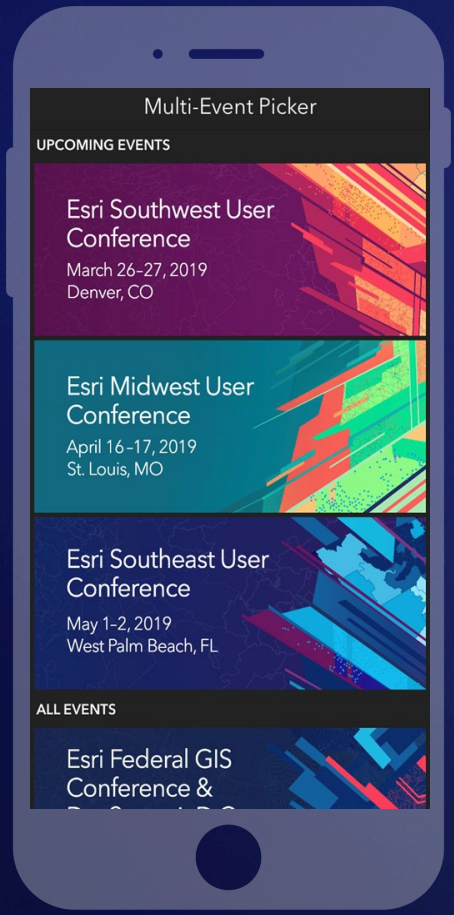
The Community

It's not just about the technology

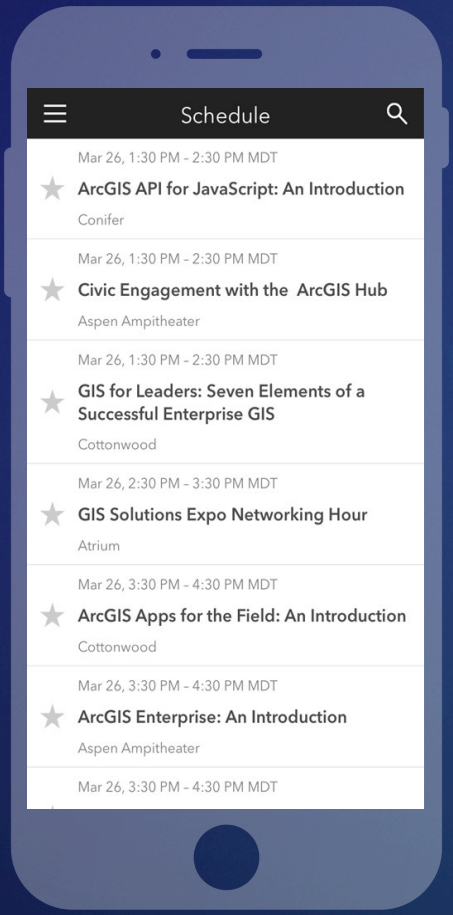


Please Take Our Survey on the App

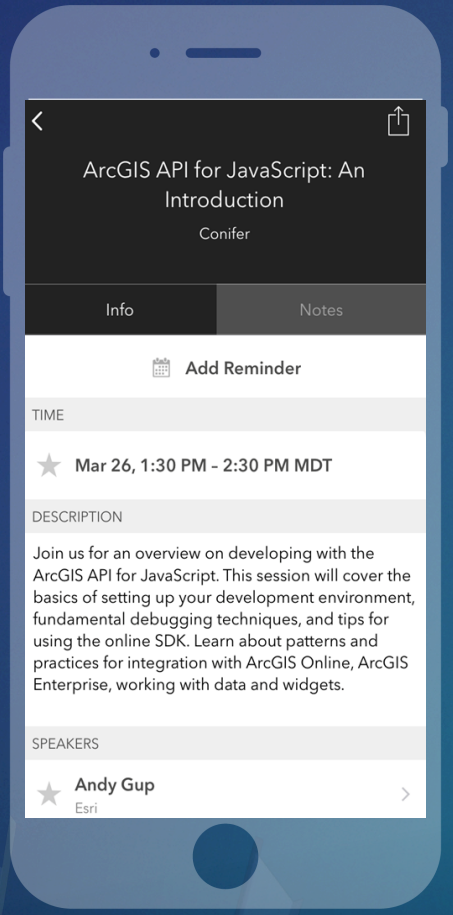
Download the Esri Events app and find your event



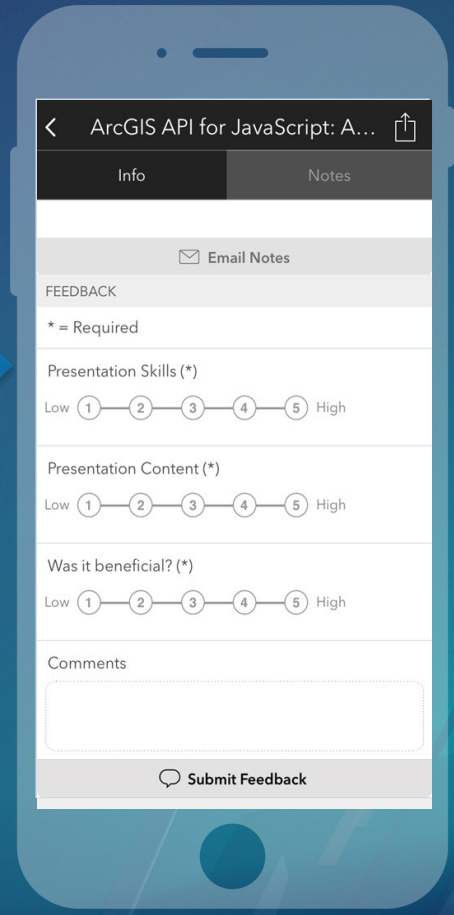
Select the session you attended



Scroll down to find the feedback section



Complete answers and select “Submit”



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