



Incident Tracking and Response Tools
Hurricane Florence and Beyond

Department of Environmental Quality



Background & Purpose

During major storm events like Hurricane Florence, DEQ is responsible for managing a wide variety of environmental incidents. With staff located all over the state, sharing information about the incidents can be complicated by power outages, timing and distance. A centralized tracking system that is capable of storing, sharing and summarizing information about the incidents was needed.

In preparation for Hurricane Florence staff from DWM and DWR felt they could build such a system utilizing ESRI online tools, but they only had about 36 hours to complete the task.

The basic requirements for the system:

- Accessible and easy to use by all DEQ staff,
- Information and tools stored in the cloud,
- Incidents geo-referenced for display in a map format, and
- Report/Summary capable for Upper Management Reporting



Incident Tracking Tool Box

Components of the Tool Box include:

- Survey 123 Data Entry Form

<https://arcgis/nGK8T>

- Incident Editing Application

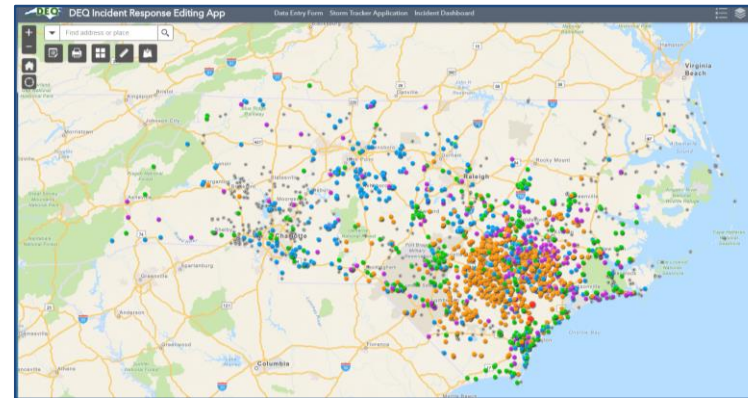
<https://tinyurl.com/NCDEQ-IncidentManagement>

- Incident Tracking Dashboard

<https://tinyurl.com/NCDEQ-IncidentTracker>

- DEQ Storm Tracker

<https://tinyurl.com/NCDEQ-sttr>



DEQ Incident Response Florence 2018

Incident Name
Provide short name for ease of tracking

Incident Description
Brief description of incident

Permit or Farm Number

Current Status
This can be edited on the base map as the incident progresses

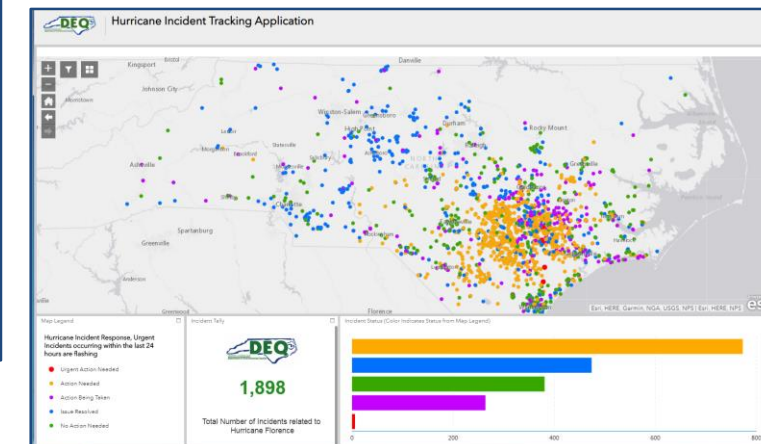
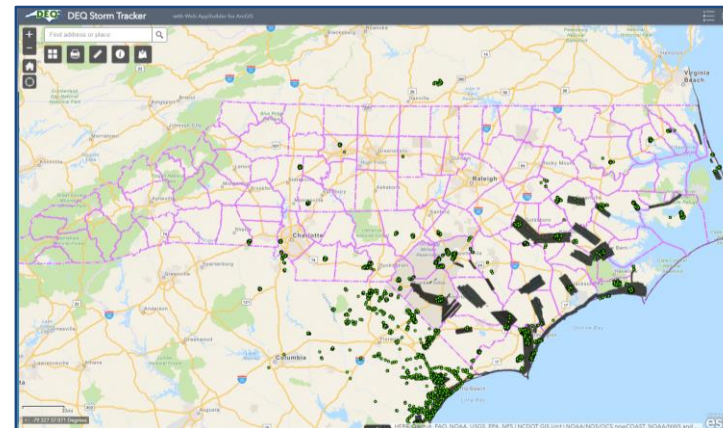
Urgent Action Needed

Action Needed

Action Being Taken

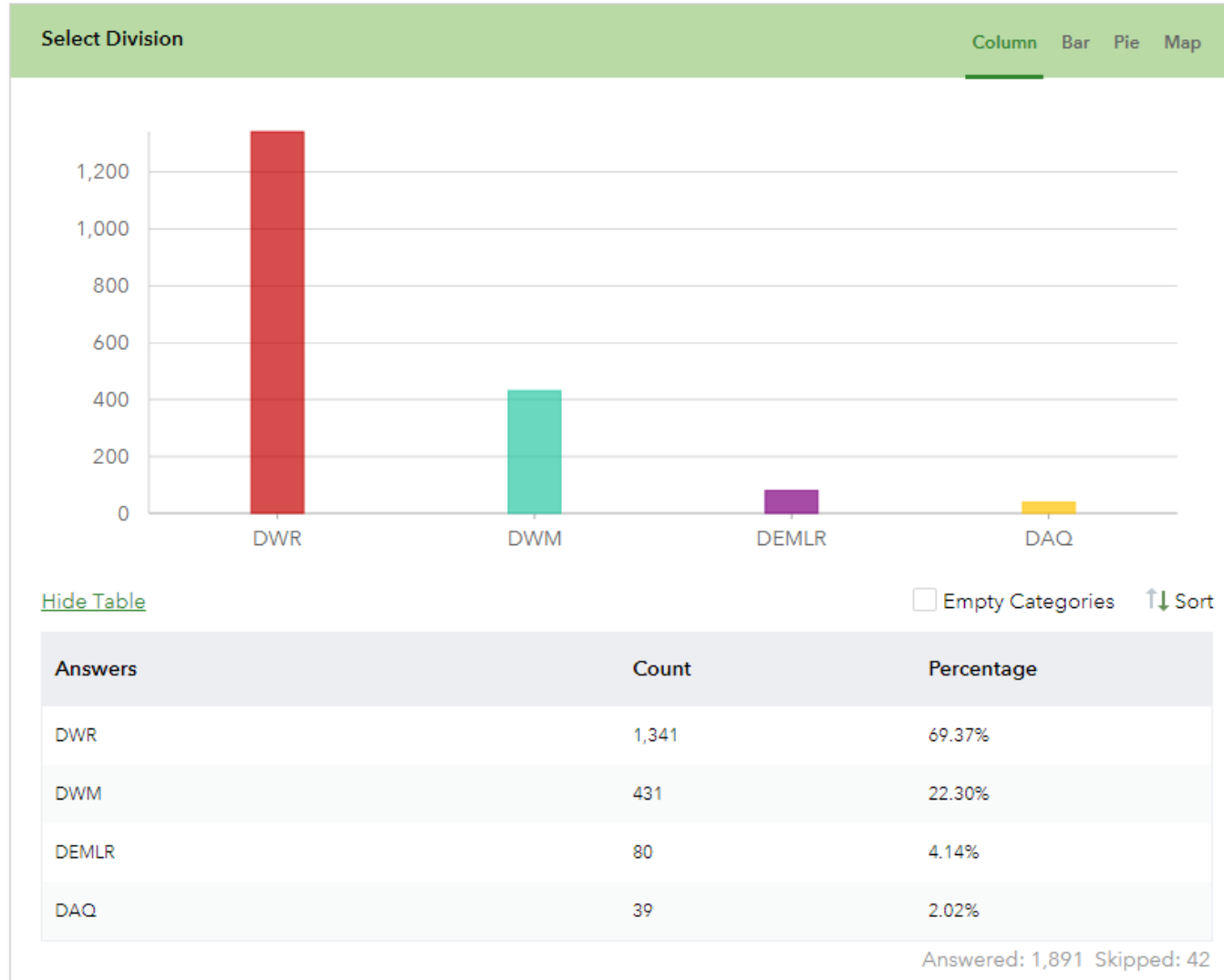
Issue Resolved

No Action Needed



Summary of Data Collected (so far)

As of October 30th 2018



Use Over Time

DEQ Incident Response Florence 2018

Overview Data Visualization Usage Settings

Usage details for the period:

September 15, 2018 - October 30, 2018

Past 45 Days

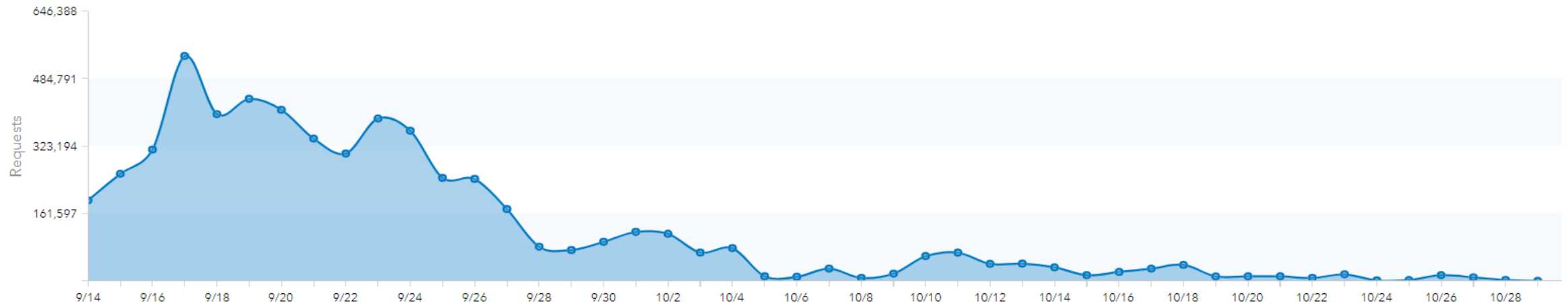
Requests this Period

5,748,626

Avg Requests Per Day

127,747.24

Usage Time Series



Pros, Cons and Lessons Learned

Pros

- Easy to use
- Upper Management was able to access information they needed
- Easy to share data and data entry with outside Agencies (EPA, Coast Guard and WRC)
- Not only tracked incidents but is aiding in tracking response efforts and DEQ work on sites that qualify to help us meet EPA match requirements for grants.

Cons

- Did not meet all needs for all divisions/programs
- Not all Divisions/Programs were able to implement use to due lack of preparation time

Lessons Learned

- Need input from all Divisions/Programs to build better system for the future
- Have system built and training conducted BEFORE next storm event
- Require login to enter and edit data for safeguarding data and sensitive information



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