ESRI HUB to the Rescue: An Incident Management Solution

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NEEDS

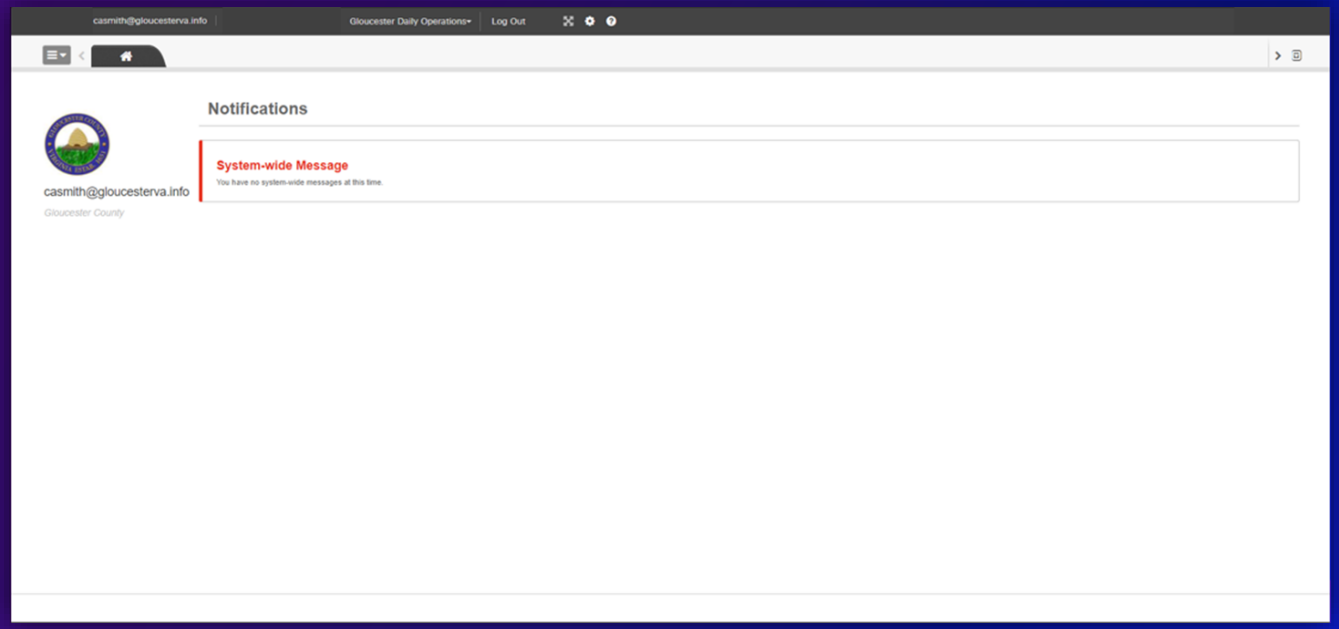
ENHANCED EOC

Better visualization of incident

User Friendly & Intuitive

Easily customizable & scalable

Paired well with staff experience and EOC environment



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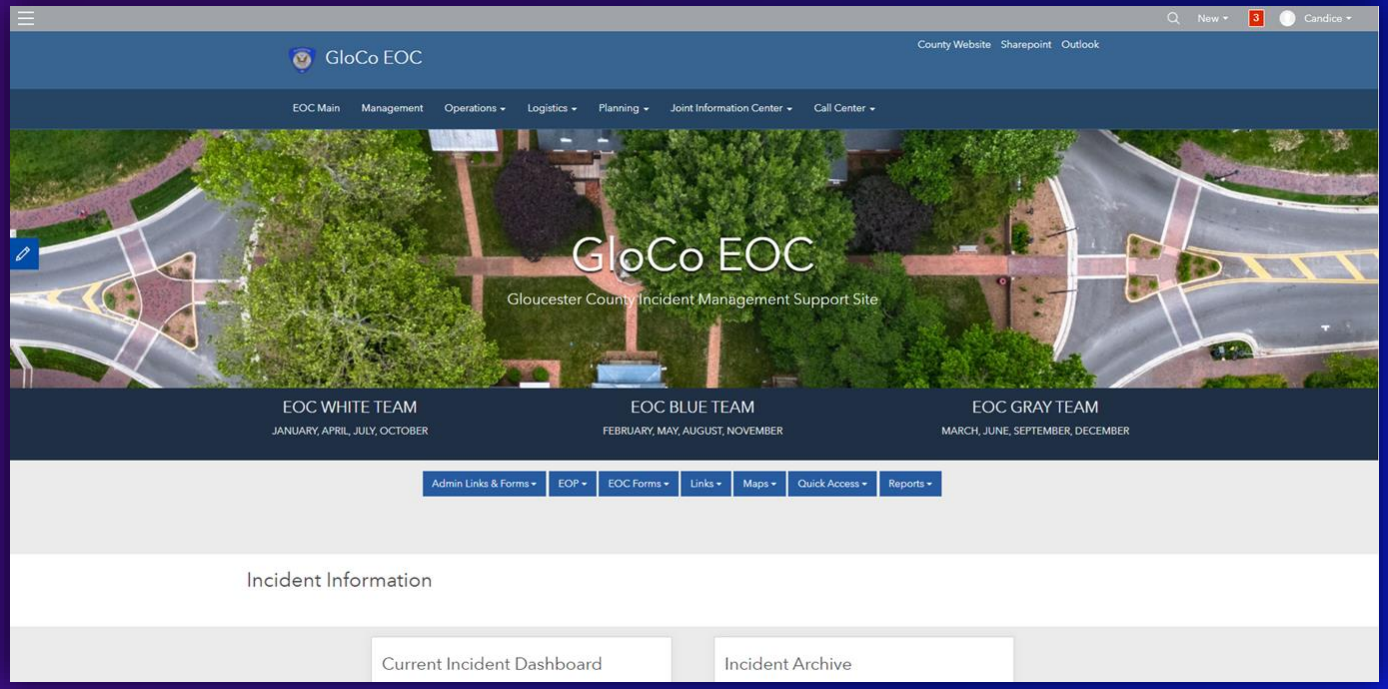

CREATION PROCESS

SIX MONTHS

ArcPro
•Created Project
•Created feature classes
•Published as web layers
AGOL
•Web Map for each EOC section/branch
•Web App Builder
•Dashboard
•GeoForm
HUB
•Layout and Design
•Added ESRI solutions
•Developed and added written content
SharePoint
•Document Storage
•Check-lists & To-do Lists
•Non-geographic based items
Implementation
•Side by side use with other product
Testing
•Tested functionality internally
•Test group

CONCEPT

Services & Support -
Infrastructure -
Public Utilities -
Debris Management -
LOGISTICS
PLANNING
- Situation Unit
- Documentation Unit
- Damage Assessment
MASTER MAP
CALL CENTER
- Public/ EOC Connection
- Public Requests
- Public Information
Animal Services -
Business Recovery -
Human Services & Mass Care -
Public Safety -
OPERATIONS
CERT
- Community Emergency Response
- EOC Support

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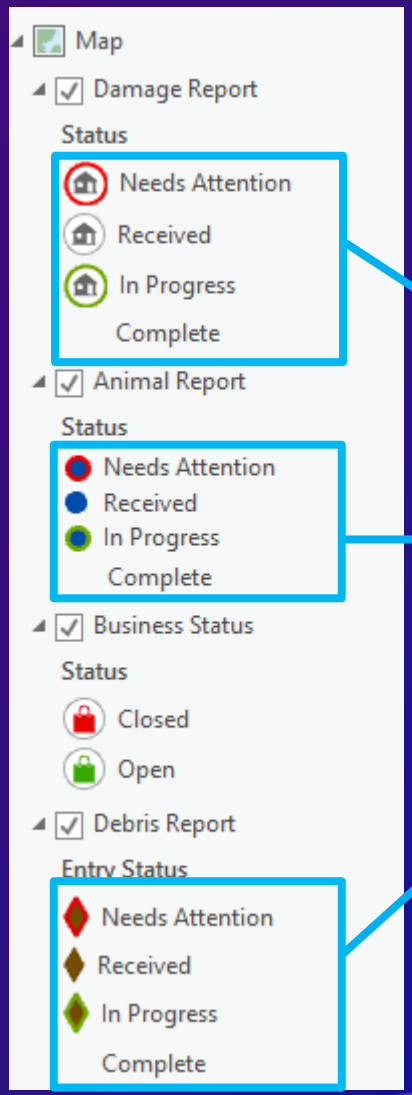
FEATURE CLASSES

EXCEL

Animal Report
Org Published: 11.02.20
Layer Name: Animal Report
Last Published: 12.07.20
Pro Last Updated: 11.25.20
SECTION
Operations
Incident Name
Date/Time
Caller Name (first, last)
Address/Location
Primary Contact Phone
Secondary Contact
Details
Priority Level
Domain: Priority
Call back
Domain: Call back
Item Status
Domain: Item Status
Section
Domain: EOC Section
Assigned Staff
Action Taken

Standard set of fields for data

ARCPRO



Symbology to show cycle of item

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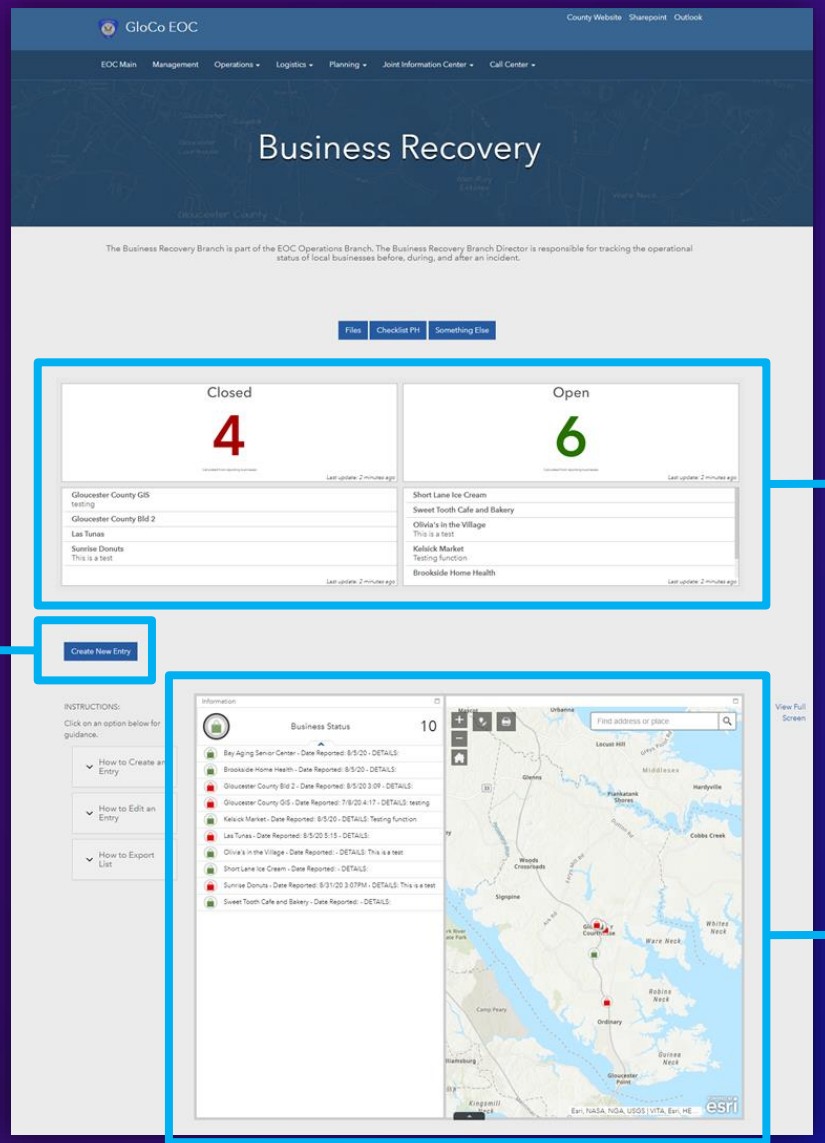
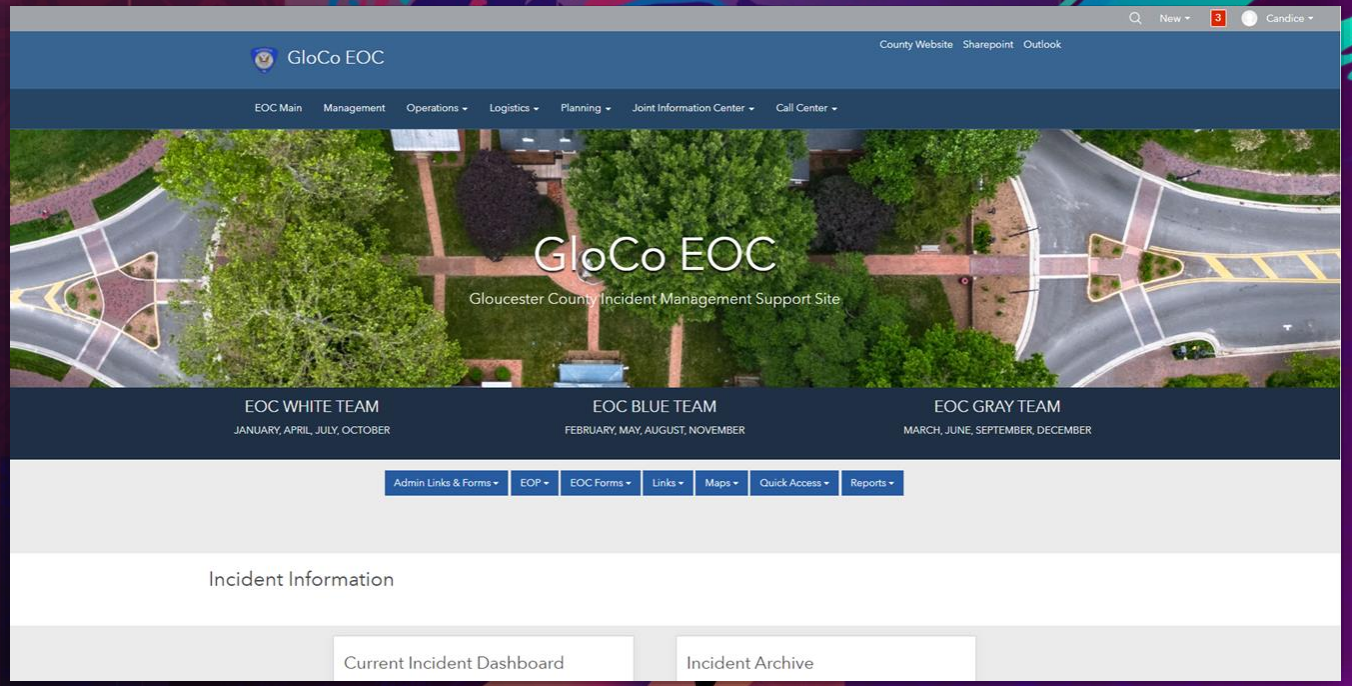
HUB LAYOUT



Geoform

Dashboard

Web App
Web Layers
Web Map



HUB IN ACTION

Candice Smith

EOC WHITE TEAM
JANUARY, APRIL, JULY, OCTOBER

EOC BLUE TEAM
FEBRUARY, MAY, AUGUST, NOVEMBER

EOC GRAY TEAM
MARCH, JUNE, SEPTEMBER, DECEMBER

Incident Information

Current Incident Dashboard

View an overview of the current incident.

View

Incident Archive

View an archive of past incidents.

View

CONTACT

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