

Using ArcGIS Online for Responding to Emergencies and Complaints

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Quick access to dam information in a geospatial format has become integral in how efficient and successful we are in responding to emergencies, like earthquakes, or when responding to dam complaints from the public. Managing this data can be complicated and time consuming. In addition, it is critical that staff can access dam information outside of the office (for emergencies that don't occur during office hours). When an earthquake event occurs, how does your team respond, especially if your team is stretched across your State and not in one central location? Being able to view, and use, the same dam and ground shaking information is crucial in emergency response. How do you (or your team) respond to complaints from the public? Sometimes the complaint is an emergency requiring a prompt response. The State of Montana Dam Safety Program has found using ArcGIS Online as a great solution for creating maps that can be shared and used by coworkers across the state. We have created a shared map that can be used for determining priority of affected dams during an earthquake, viewing Emergency Action Plans and inundation/evacuation maps, and when taking complaints from the public. A few people have access to edit the data on the map and the map is accessible to staff, regardless of location and time of day. In this presentation I will discuss how this solution has made our program more efficient when responding to earthquakes and taking calls from the public on complaints related to dams. I would also like to have an open discussion on what other states using and what has worked best for them. I propose to also provide a paper with tips and advice for developing an ArcGIS online tool for other states.