

# Lightning Talk

## Using GIS & Smart Devices to Track Volunteers During Incidents and Special Events

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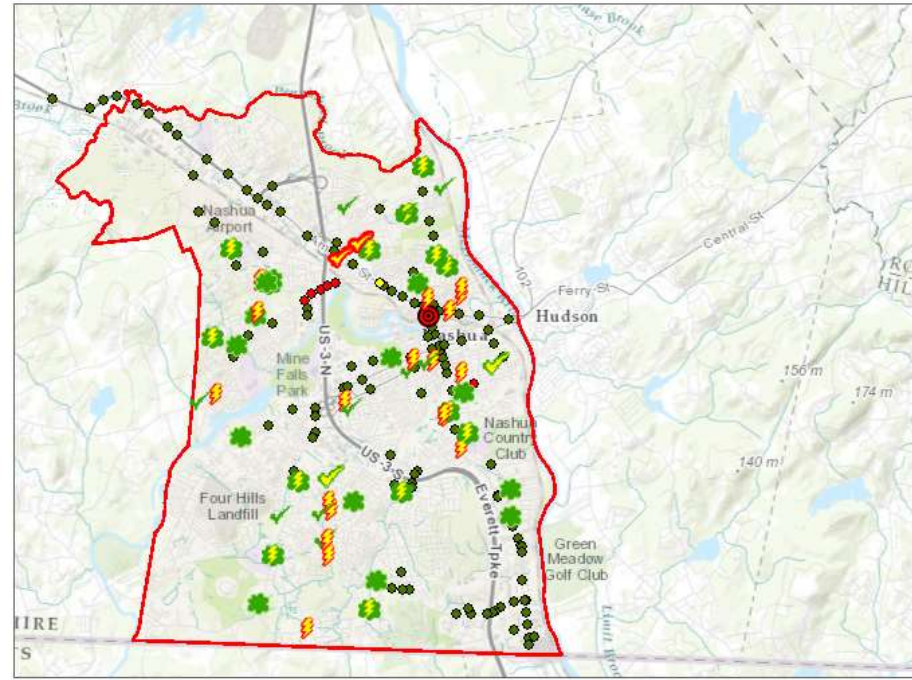
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# Lesson Learned or Model Practice Synopsis

- Nashua has seen an exponential increase of Public Safety GIS tool development since 2012
- Cocktail Napkins -> Cloud-based GIS -> Crowdsourced GIS -> Mobile GIS
- Our workers and responders are busy during and after an incident and vetted volunteers are looking for ways to help
- How can we use volunteers to verify and update geospatial information submitted by the public and responders?
- How can we track the status and location of our volunteers during special events or incidents?
- Esri Collector, Esri Workforce, and ArcGIS Online has been successfully implemented in numerous exercises, incidents, and special events.
- All **out of the box** apps and templates...no custom development.

# Using Volunteers to Collect Damage Info

**Road Obstruction Edit Map**  
Map of road obstructions used for editing of Road Obstructions during emergency operations



# Tracking Volunteer Location and Status During Incidents



# Tracking Volunteer Location and Status During Special Events



Response\_Assets - Process Notes

Response Assets

- Alerts Investigation Team
- Anti-fallen
- Command Post
- Fire - Engine
- Fire - Gator
- First Aid
- Hazmat Truck
- Law Enforcement - Car
- Mayor
- Music - Emergency Response Vehicle
- Public Information
- Staging Area - Media
- Staging Area - Parents
- Staging Area - SWAT
- Student Pickup
- Stage

Response\_Assets - Response Routes

- Emergency Vehicle - Access Route



# Outcomes Achieved in Implementation

- It's not a steep learning curve, but it isn't a straight line – training and practice is required
  - Include safety, team organization, and how to use the technology
- Road Obstructions map during 2011 “Snowtober” included approximately 50 data points (trees down, wires down, and other roadblocks)
- Same map during a smaller storm in 2014 with participation of volunteers yielded **200** accurate data points that were relayed to Public Works, Electric Company, and shared in the Common Operating Picture
- Bottom Line: We're getting more information, better status of each data point, and deploying resources quicker to fix the problem

# Take-Away Message

- If you have volunteers in your jurisdiction, leverage them to assist with GIS
- There are plenty of new mobile apps that can enhance the ability to collect information from volunteers in the field as well as track their location and status
- We have already developed a training for your volunteers that we are willing to send you...don't recreate the wheel!

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