Incident Tracking and Response Tools
Hurricane Florence and Beyond

Department of Environmental Quality
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://arcg.is/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
Summary of Data Collected (so far)
As of October 30th 2018
Use Over Time

DEQ Incident Response Florence 2018

Usage details for the period:
September 15, 2018 - October 30, 2018

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 due to lack of preparation time

**Lessons Learned**
- Need input from all Divisions/Programs to build a 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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