

Town of Southborough, MA

EOC Form

“When we saw a need to track a large number of storm-related responses in one database which was available to Fire, Police and Public Works, we turned to PeopleGIS to assist us with a workable solution. The EOC Form is a user-friendly way of tracking where different levels of response to various incidents is needed. This information is available in real time to all municipal departments and can be projected at the Town’s Emergency Operations Center. (EOC)”

- John D. Mauro, Jr., Fire Chief and Emergency Management Director

Need

The Southborough Fire Department found themselves in a difficult situation in the Winter of 2009 when an ice storm covered much of Massachusetts for days. Road closings, downed-trees and power lines, flooded basements, stranded residents, and other difficult situations bombarded the Fire Department. Working around the clock for days, the department dealt with every issue that they documented. Clearly, a system was needed to track in-coming calls for assistance and support their Emergency Operations Center (EOC). The department needed real-time mapping, prioritization, status updating, and information distribution in order to deal more effectively with crisis events.

Solution

The Southborough Fire Department created their own EOC Form using PeopleForms by PeopleGIS. The EOC Form can be used by all members of EOC Operations to enter information as it comes in via phone, radio, or word-of-mouth. All situations are categorized, mapped in real-time and time-stamped. Priorities are also assigned upon data entry and can be updated as the crisis unfolds.

Result

The Southborough Fire Department now has a custom, easy-to-use, EOC data management system that is ready when and where they need it (including in the field). Training requirements are minimal because the department built the application themselves based on their own experience. The net result is an effective emergency operations tool that staff have confidence in.

Benefits

Events that can hamper emergency response can be tracked in real-time by various town departments. The system also allows us to prioritize requests for response for a wide variety of storm-related calls.

A screenshot of the EOC Form web application interface. The form is titled "Town of Southborough, MA" and "EOC Form". It includes fields for "Incident Number", "Date Reported" (May 15, 2015), "Time Reported" (Current Time), "Incident Location" (Street Name, Street Number, Unit), "Location if no Street Address", "Incident Type" (Tree Down, Tree and Wires Down, Property Flooding, Structure Damage, Pole Fire, Medical, Police Incident, Road Washout, Wires Down, Street Flooding, Structure Flooding, Structure Collapse, Fire, Vehicle Crash, Hazardous Materials, Other), "Other Incident Description", and "Incident Status" (Response Required, Road Impassable, On Scene and Working). The interface also features a map of Southborough, MA, and navigation buttons like "Submit", "Cancel", and "Record".

For More Information:

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