

# Environment Agency Incident Management Portal Receives International Award



The Environment Agency's Incident Management (IM) Portal has been awarded a 'Special Achievement in GIS) Award at the 2018 International ESRI User Conference in recognition of its outstanding use of GIS technology. Stuart Bonthron, Esri UK Managing Director, visited the Environment Agency office in Bristol where he presented the award.

Catherine Wright, Director for Flood and Coastal Erosion Risk Management said "The Incident Management Portal is just one example of how the Environment Agency is working to improve incident response. The portal is a great example of how the Environment Agency is using technology to improve its response to environmental incidents – from flooding and droughts to tackling waste crime and improving biodiversity. It has revolutionised how we collect and use data during incidents by providing real-time

data and images to our incident rooms across the country.

"The portal has already proved invaluable during incidents and we are continuing to look at ways we can build on the system to maximise the longer term benefits from the data captured and use it to help inform future decision making. It is an honour to accept this international award on behalf of the team who have created this innovative system."

The Incident Management Portal allows teams out on the ground to capture essential information, such as photos, videos, drone footage and flood outlines, using a simple app. The portal is used by more than 2,500 field staff and 250 mapping and visuals officers in our incident rooms. Since its launch in October 2016, data has already been captured from over 5,000 locations across the country, increasing the understanding of the impacts of incidents.

The Incident Management Portal is just one example of how the Environment Agency is working to improve incident response. Since the flooding of 15/16, the Environment Agency has invested £12.5 million in new flood equipment including an additional 40km of temporary barriers, 500,000 sandbags and 250 pumps, including 12 ultra-high volume pumps. There are around 6,500 trained staff across the country, ready to respond to flooding, including 500 flood support officers and the Environment Agency have awarded a new Incident Management Logistics Contract to store and deploy the temporary flood defences.

Over 1.4 million people are signed up to the Environment Agency's free flood warning service, which sends a message directly by voice message, text or email when a flood warning is issued. Over the last year the Environment Agency has partnered with mobile phone networks to automatically add thousands of mobile customers to the service and this work will continue throughout 2018.

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