

# The Power of Relationships

## Behind the Scenes in Disaster Response



GeoGov Summit 2024 - Emergency / Disaster Management and Infrastructure

Liz Ducey - Esri National Government Public Safety Team

# Key Bridge Collapse – Disaster to Mitigation

## 12 Months Prior to Incident

“The Port of Baltimore handled trade worth \$6.963 billion in April of 2023”

- Peterson Institute for International Economics

## Restoring Vessel Transit

“This team did the unimaginable by man, and instead of 11 months, they did it in 11 weeks”

- Maryland Gov. Wes Moore

Update 1: Unified Command, Joint Information Center established for Key Bridge Response 2024



<https://www.keybridgeresponse2024.com/>

Update 37: Multimedia Release: Vessels transit newly-reopened Baltimore Federal Channel for Maryland Fleet Week





# Supporting Decision Makers



Geospatial Partners

This hub is made possible through the effort and contributions of the following partners.

MARYLAND  
DEPARTMENT OF  
NATURAL RESOURCES

Maryland  
DEPARTMENT OF  
INFORMATION TECHNOLOGY



# Key Bridge Response Hub – Behind the Scenes

## • DAY OF

- USCG requested Esri support
- NOAA and USCG kick off content sharing discussions
- USCG chose ArcGIS Online for response support

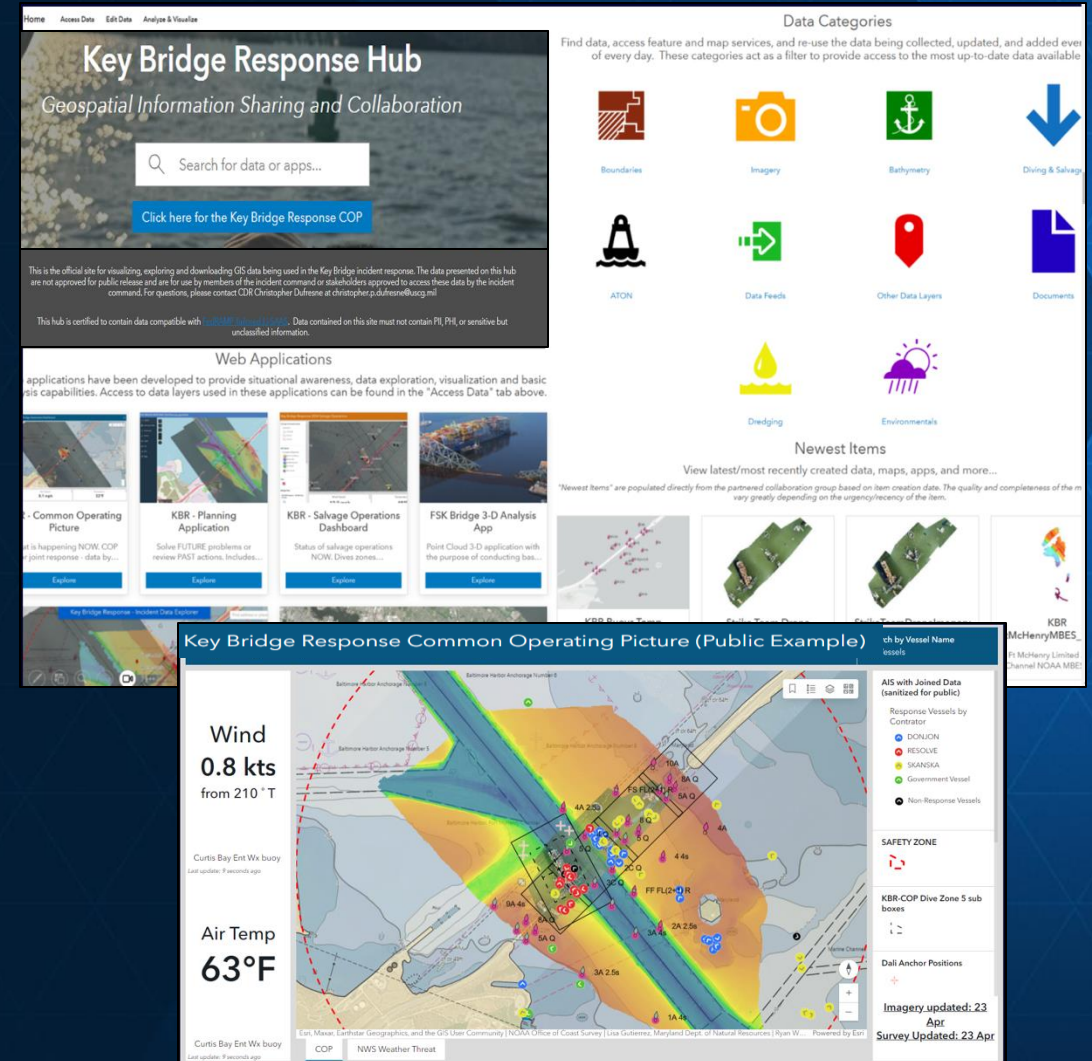
## • WEEK OF

- USCG deploys Response Hub and invites partners
- Portal connections approved with partners
- Interagency content sharing grows; data governance

**\*\*Week 2: Two Channels Cleared and Opened\*\***

## • ONGOING DURING RESPONSE

- Joint Information Center routinely leveraged the Common Operating Picture and other web applications
- Daily coordination calls to manage authoritative content





# Why Was KBR Hub Successful?

- **Relationships Behind the Scenes**

- Cross-Department, Interagency, Contractors, Vendors

- **Shared Technology Knowledge**

- Trained interagency teams leveraged the same software

- **Data Governance and Access**

- People + Software = fast, authoritative, quality data

- **Senior Leadership Trust**

- Leadership from all agency partners respected the effort

**LEARN MORE**



**GIS Collaboration in the Key Bridge  
Response**

Leveraging GIS for a Whole of Government Approach in Crisis Response



# What Can You Do?

- Talk is Cheap! Build Your Networks
- Leverage Existing/Shared Resources
- Formalize Partner Collaborations during blue skies
- Foster Senior Leadership Trust
- Broadcast Success to Encourage Future Success

**SERIOUSLY...  
LEARN MORE**



**GIS Collaboration in the Key Bridge  
Response**  
Leveraging GIS for a Whole of Government Approach in Crisis Response

Thank You!



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