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1. Broadband and GIS

Concord Light Broadband services are offered to Concord residents and businesses by CMLP – in competition with Comcast and Verizon! GIS is intrinsic to the process of providing cost-effective broadband, from initial customer inquiry through to installation, billing and reporting. Here's how:

1. **Customer Inquiry:** Residents and businesses interested in Concord Light Broadband are directed to an [online form](#), which is linked to our GIS Master Address Table. Upon selecting the Street and Number from the address look-up, they learn whether or not Broadband service is available at their location:

Concord Light Broadband 2017

Check Broadband Availability

Last Name, First Name *

What is your street address?

Street Name:

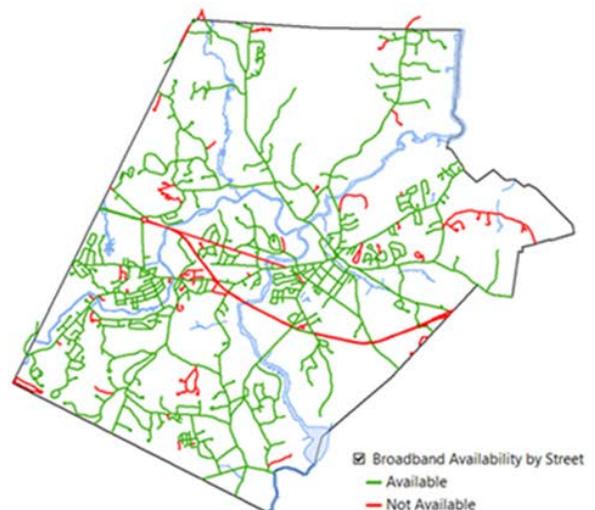
Street Number: Unit:

Based on your street address, Broadband service is:

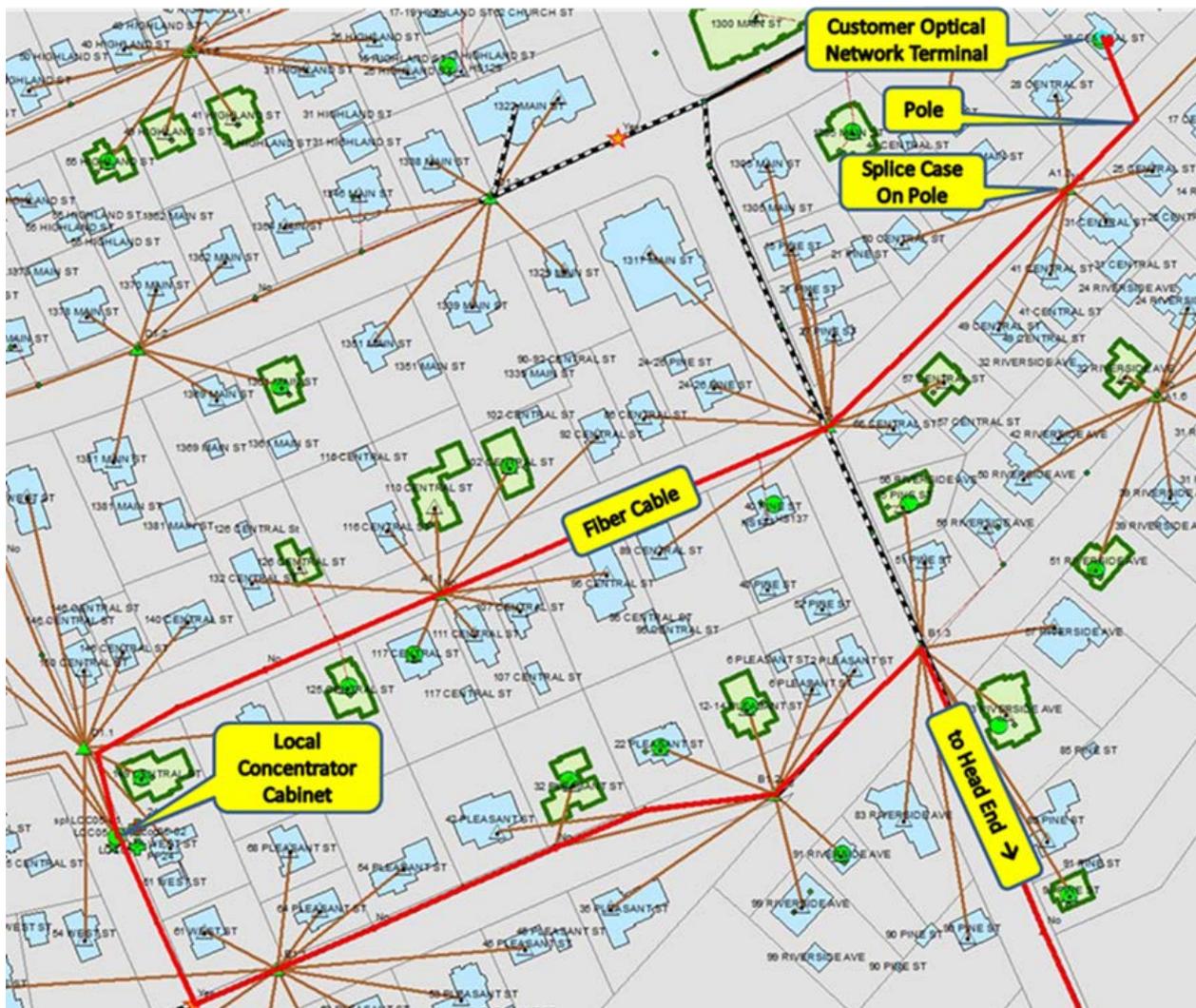
Broadband Application

Please provide both a phone number and E-mail address that we can use to contact you. CMLP will need to contact you to set up an schedule an installation.

Telephone Number

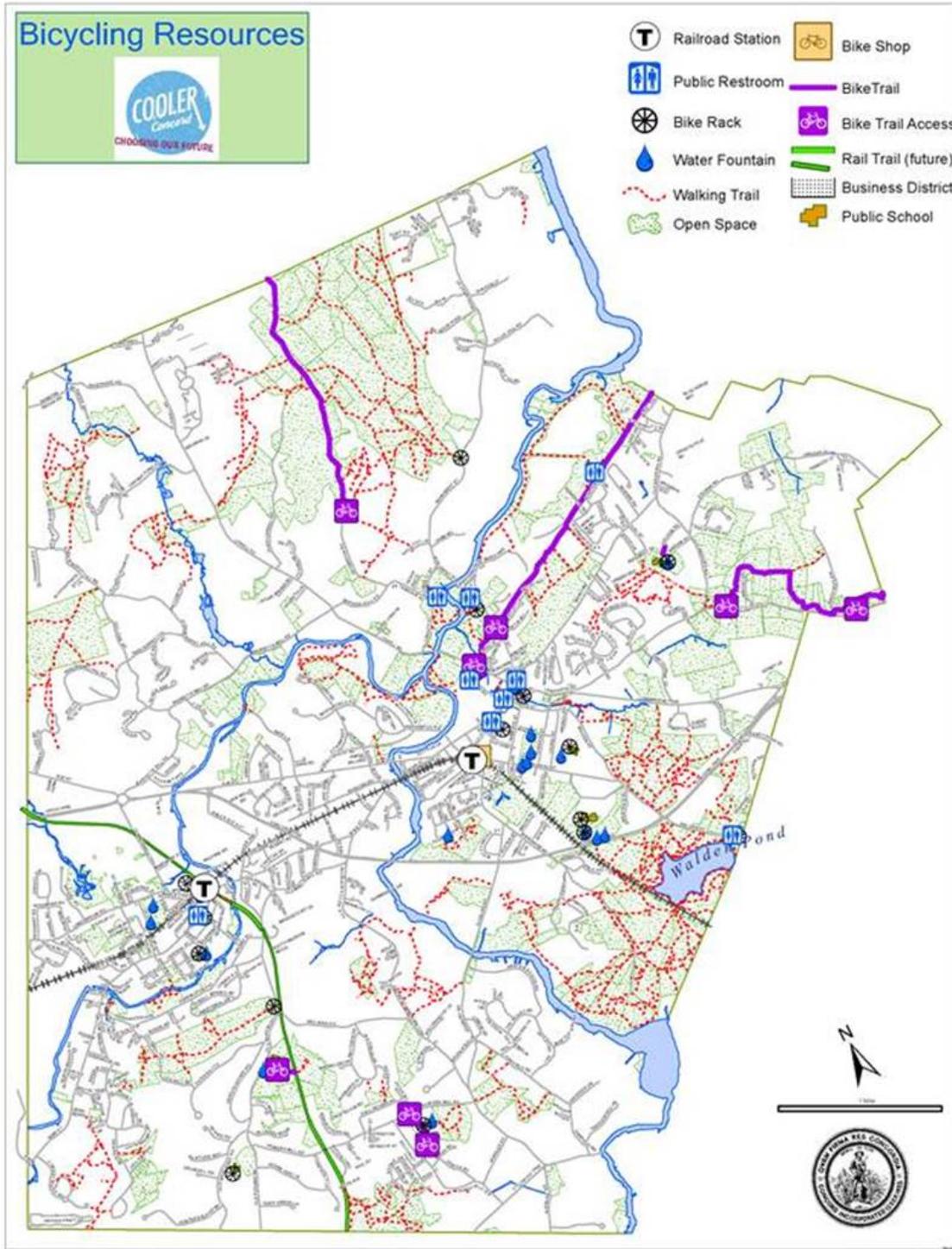


2. **Installation:** Tom Power provides the installation team with a map of the relevant equipment pre-installed in the neighborhood of the address. Once the installation is complete, he updates the map in the ESRI-based NetDesigner application, to document the final layout:



2. Maps of the Quarter

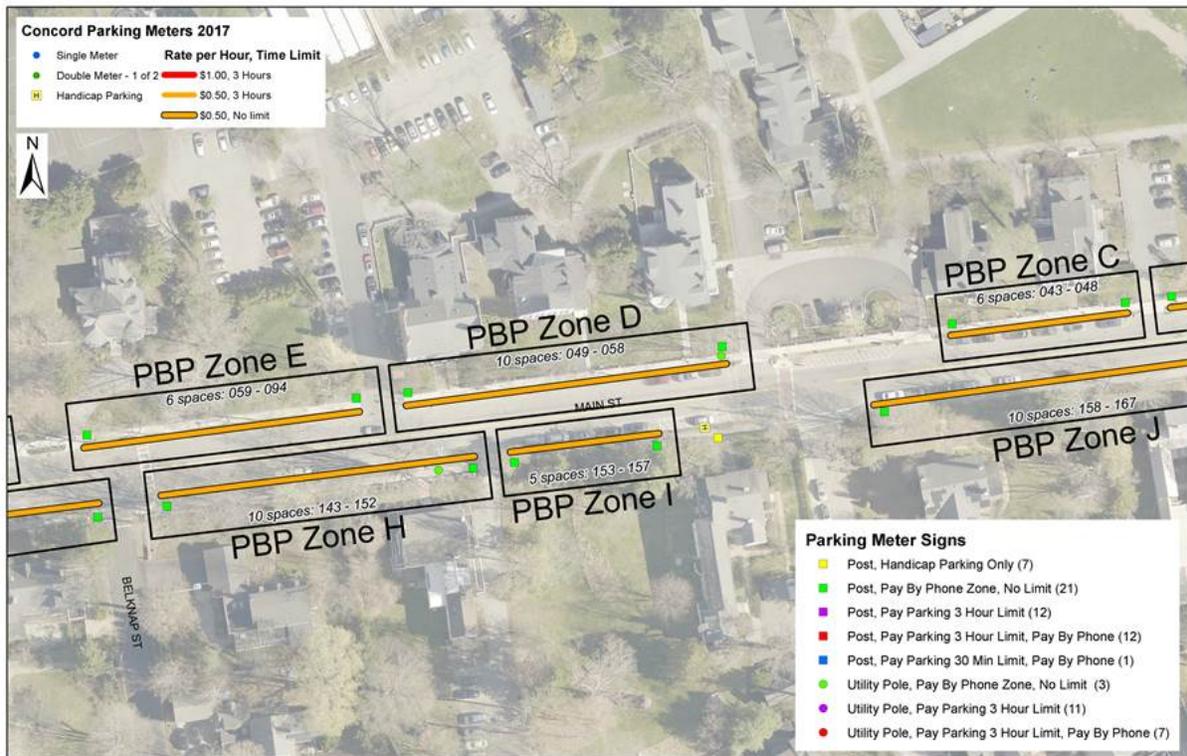
January: Bicycling Resources – in collaboration with Janet Miller for the February 4 Cooler Concord Fair.



February: Accident Report Map at Elm and Main, with signs – for Police Detective Jim Forten
 ● No Parking



March: Parking Meter-less Pay By Phone Zones created in response to Historic District Commission input



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3. How We Use GIS

Assistant Fire Chief Tom Judge and the **Fire Department** are GIS Frequent Flyers, using the online mapping tools for preplanning, permitting, and in the moment when incidents occur. Some examples:

Water Supply Preplanning

To prepare for apparatus response to individual properties, the Fire Department, in particular FF Arthur St John, measures roadway distances to potential water sources, identifying the nearest hydrants or standpipes and the associated apparatus assignments. In the case of 900 Tanglewood Drive, he found that the closest hydrant is in front of the 9 Acre Corner Dunkin Donuts – a distance of approximately 4000 feet. An out-of-town tanker would need to be called in – good to know in advance!



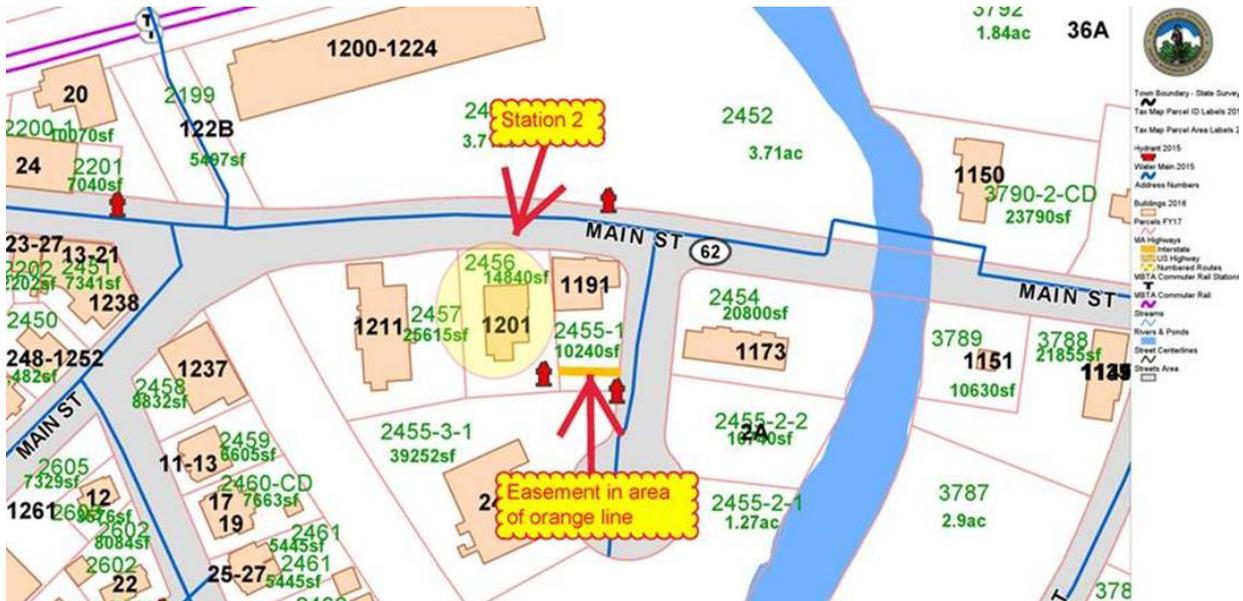
Permitting

WebGIS distance measuring tools assist Tom with checking proposed installation locations, most recently for a propane tank at 62 Powers Road:



Rebuilding in West Concord

Plans to rebuild the West Concord Station after its January 2017 fire include installation of a sprinkler system. Tom, with help from the Water Department, reviewed the location of existing underground water lines to identify the easiest one to tie into.



Nice not to have to dig up Main Street!

Emergency Response



When an E1 tornado touched down on August 22, 2016, Concord called in help from nearby towns. The Incident Command Post printed out maps of the area with buildings and addresses, then marked out house search sections for assignment to responding engine companies.

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