

# WebEOC Whistler

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## Preparedness Quote!

*Preparedness is the only way we can combat a natural disaster.*

*-John Quinlan*



**The next WebEOC Administrators meeting is:  
Tuesday, Dec 17<sup>th</sup> 2019 (8:30 AM)**

## NCR WebEOC Subcommittee Chair Report By Sarah Keally

It's been a cold start to the winter season so far with the potential for snow and ice to head our way over the next few months. Now's the time to brush up on your knowledge of the winter weather policies and procedures to exercise with your staff members on WebEOC use and boards.

We have seen much progress this year in the world of WebEOC, especially with the mobile app and ArcGIS Online Extension connection with WebEOC. We look forward to more progress and development to come in 2020.

I would like to thank the Symposium Planning Committee for all their hard work this year and support as we begin to plan for the next year. It was a great success this year and all the hard work put into it showed, with the feedback received being overwhelmingly positive!

The holiday season is upon us and I wish all the NCR WebEOC admins and our WebEOC Support Team a happy and safe season. Thank you for all you do within your jurisdictions and for the region.

*Thank  
you*

## 2019 WebEOC Symposium Report By Sarah Keally

The NCR hosted its seventh Mid-Atlantic WebEOC Users' Symposium on October 17-18, 2019. The event provided the opportunity for networking, sharing of ideas new features, integrations, and board sharing among attendees, WebEOC users and administrators. Attendees traveled from near and far including, Texas, New York, Georgia, Oklahoma and many from across the Commonwealth of Virginia.



The event was proficiently planned and executed by Sarah Keally of Fairfax County Office of Emergency Management and moderated by Joseph Dame of Loudoun County Emergency Management.



Joseph Dame & Sarah Keally

The first day began with a keynote speech from Dr. Stephen Hausman, Ph.D., regarding technology and its potential for emergency management. Additional organizational presentations are listed below:



Dr. Stephen Hausman, Ph.D.

- Esri,
- NCR
- NCR WebEOC Support Team,
- TSA, and
- PG County on ArcGIS Dashboard integrations.

The second day featured a keynote from MaryAnn Tierney (FEMA Region III Administrator) titled "*Emergency Management in a Changing World*". This presentation was well received and resonated beyond the use of WebEOC. Presentations that followed, featured mobile applications, and more GIS integration with WebEOC for tools used for situational awareness.



MaryAnn Tierney

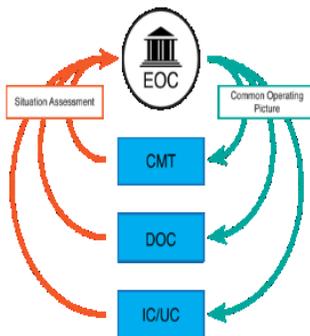
Feedback received from the event attendees was very positive and many stated that networking time was productive, enjoyable and requested more of the same format in the future.

If you are interested in joining the Symposium Planning Committee for the next event, please send an email to [Sarah.Keally@fairfaxcounty.gov](mailto:Sarah.Keally@fairfaxcounty.gov).



## NCR WebEOC DCHSEMA – New Common Operating Picture By Dante Lucas

The DC Homeland Security & Emergency Management Agency (HSEMA) has kicked off an initiative to implement a new common operating picture (COP) system-of-systems. Maturing and proliferating the District’s situational awareness capability is among the HSEMA Director’s top FY20 strategic priorities. The COP ecosystem must be able to provide District response organization stakeholders with the real-time information they need to effectively manage incidents and related consequences, as well as facilitate steady-state business process across the District Government enterprise.



To accomplish this HSEMA selected a seamless, bi-directional integration of Juvare’s WebEOC and ESRI’s ArcGIS platforms as the system’s foundation. WebEOC will primarily serve as the central database and ArcGIS will facilitate data ingestion and provide advanced data visualization/analytics. Functionality of some existing legacy and other proprietary systems will be mirrored in either WebEOC or ArcGIS where feasible or advanced programming interfaces will be developed to connect systems (i.e., Priority 5’s Touch Assisted Command and Control System and Everbridge’s Mass Notification solution).

In preparation for the initiative HSEMA worked with the NCR WebEOC Support team through the employment of an additional developer. HSEMA also initiated engaging Juvare and ESRI to consider direct technical support. In addition, HSEMA has hired a new Situational Awareness & Unmanned Aircraft System (UAS) Program Manager to spearhead this initiative. It is anticipated that the system will be come online in mid-2020 with continual development and improvement taking place for the foreseeable future.

Some work began in earnest at start of fiscal year 2020 (i.e., determining baseline position/group architecture, branding competition, building requirement for certain critical board, etc.) however there is currently a suspension of most efforts to ensure a deliberative plan is in place. In mid-December the DC Office of the Chief Technology Officer, in conjunction with Juvare and ESRI, will facilitate a two-day workshop convening representatives of the Metropolitan Police Department, Fire and Emergency Medical Services, Department of Health, Department of Human Services, District Department of Transportation, Department of Public Works, and key HSEMA staff to capture all warranted system features/functionalities and produce a comprehensive project roadmap identifying milestones, tasks, schedules, and resource assignments to most effectively institute the system.



## NCR WebEOC PWC Redesign and Implementation

By Katie Kitzmiller



**Prince William County (PWC)** is rewriting the County's Emergency Operations Plan (EOP), which includes revising the processes and procedures related to the Emergency Operations Center (EOC). This revision impacts the way that WebEOC is to be used during 'Blue Sky' operations and trainings, as well as 'Gray Sky' events and activations. PWC Emergency Management has been working with other National Capital Region jurisdictions to gather best practices, lessons learned, and to see how WebEOC is configured and incorporated into their systems; both the EOP revision and EOC restructuring require careful leveraging of existing available technologies, and our goal is to make those technologies an integral, efficient part of how we do business. Beginning in January 2020, we will be working with the NCR WebEOC Support staff through the redesign and implementation of our WebEOC system as we firm up our new processes and procedures during the EOP revision.

### Preparedness Quote

"By failing to prepare, you are preparing to fail."

—Ben Franklin

## NCR WebEOC Washington Metropolitan Airports Authority

By Gregory Vernon

On October 31, the Metropolitan Washington Airports Authority welcomed back another championship team to Washington Dulles International Airport. Since the World Series Champion Washington Nationals clinched the Series in Houston and would be returning to the D.C. area in a high profile media event, as soon as the last strikeout was made, the special event action plan was implemented, which included the continuous use of WebEOC from key stakeholders within the Airports Authority and airport tenants throughout the event. During the event, WebEOC was used to gather situational awareness, collect and document event objectives; ensure notifications and updates were distributed; support security measures; and, maintain an interactive battle rhythm. The Airports Authority continues to support the use of and the benefits of a platform to share information and maintain situation awareness.



## NCR WebEOC Spotlight

Please join in welcoming the newest members of the NCR WebEOC Support team, Joshua Gay and Patrick Melbourne.



Joshua Gay is the newest member of the NCR WebEOC Support Team. Josh was previously a 3<sup>rd</sup> Tier WebEOC Support Specialist with 7 years of WebEOC and Support experience. He recently worked for a Marketing company as a web developer and is able to bring that experience to WebEOC.

Josh is a husband to a wonderful wife, father to 3 young children and leads worship at his church through singing and electric guitar. He loves scripture study, music, movies, mobile devices, Linux, and reading about the latest trends in computing, web development and design. He works from home in Augusta, GA where he enjoys a slower pace of life in the country. Josh is excited about the things to come with the NCR Support Team.



Patrick Melbourne joined the NCR WebEOC support team in June of this year as the new Program Manager (PM). Patrick brings a wealth of experience working as a contractor in the Federal Government Contracting arena for over 30 years. He draws upon a broad body of knowledge to provide thought leadership for his team and

clients, to drive organizational transformation and to deliver results aligned to industry best practices. Patrick's definition of program management success is measured by effective innovation, increased proficiency and effectiveness in service delivery, program transparency and continuous improvement to clients.

Patrick is an enthusiastic, collaborative, servant-leader. Patrick earned a computer Science degree from SUNY Potsdam. He has been married for 24 years and is the father of 3 college-age children. He is excited about joining the NCR WebEOC Emergency Management community and is looking forward to working with NCR administrators, end-users, stakeholders, sub-contractors and vendors to deliver on their collective mission.



## WebEOC Administrator Tip

Sending notification messages via Juvare's <notification link/> tag

Juvare has introduced recently (WebEOC version 8.6.1.1) a new notification mechanism that is now handled by a tag:

- <notificationlink/>.

This new feature allows greater control when configuring and sending emails based on workflow in boards. This allows board builders to fully control the population of an email as well as the frequency in which the email notification should be disseminated. These items can be populated via board fields, HTML IDs, or even JavaScript.

With notificationlink in place, it is possible now to have a table (board/view combination) that contains a list of "canned" notifications/messages that can be sent. These are identified by the board/view attributes and then the specific record to use is specified in the notificationnamefield / notificationname attributes.

Another feature that notificationlink brings is to send a message to a list of recipients, retrieved as records, when a board / view / destinationfield combination is supplied. This would allow a simplified management of notification destinations, by simply editing records in a board.

In addition, when sending messages, notificationlink allows a direct access to the email address of any of WebEOC users, and also to all users associated with a group.

One other long awaited feature is implemented now with notificationlink. It is possible to schedule "cron" messages to go out periodically at fixed times, dates, or intervals, as defined by a specific cron pattern. Unfortunately at this time (10/12/2019) this feature does not work but Juvare is working to fix it in the next release.

