WebEOC Whistler

Preparedness Quote!

We cannot stop natural disasters, but we can arm ourselves with knowledge so many lives wouldn't have to be lost if there was enough disaster preparedness.

~ Petra Nemcova

Reminder:

- Our next NCR WebEOC Subcommittee - Quarterly
- Tuesday, Oct 04th, 2022 (10:00AM – 12:00 PM)
- MPSTOC 4890 Alliance Drive, Fairfax, VA. 22030, and Teams

NCR WebEOC Subcommittee Chair Report

By Matt Schultz

Hopefully everyone had a great Summer and is getting settled back into the swing of things, as school has started back up and Fall is just about here. We've also had an opportunity to settle into a new rhythm with the change in the subcommittee meeting schedule over the past several months. The primary and local associate admins are meeting monthly, while the quarterly meetings include the support team, Juvare, jurisdictions with an information sharing agreement, as well as federal and state partners, and guests. I hope everyone has found this format to be helpful in keeping a steady rhythm and appropriate level of engagement to keep us moving forward. It is as important now as ever to show the value of the work this subcommittee does. Below are some highlights of subcommittee items that are currently in progress or upcoming:

- o **2023 Workplan**

- I hope to have an updated workplan developed by the end of the year, so that in 2023, we can have new goals, objectives, and tasks to look forward to. In addition, we'll look at the various workgroups and decide which ones to continue or modify. I'm hopeful that some of the other ongoing regional projects will help to drive our workplan goals, such as the NCR Mass Care Cache project and the Food & Water project. In addition, I'm hopeful that we can incorporate some other ideas into WebEOC that would help strengthen operational coordination and situational awareness, such as FEMA Lifelines and a transportation-based (ESF-1) board. I welcome any ideas out there that can help strengthen collaboration and regional use of the system.

o **Information Sharing Request Updates**

- Thank you to those Admins who have contacted your assigned agency to renew expired information sharing agreements. The RESF-5 Information Sharing NCR WebEOC Policy and Procedure calls for the agreements to be renewed every 2 years. I hope to have these completed by the end of the calendar year.

o **New Administrator Orientation**

- A new presentation is being developed to help orient new administrators to WebEOC and to the NCR. It will include an overview of the structure of WebEOC in the region, a history and background of the program, a brief explanation of the contracts, the software, a 'who's who', and touches on some of the basic boards.

o **Support Team Contract**

- The support team contract is being extended for about another year while the request for proposal process continues.

We're looking forward to the first in-person meeting we've had in quite a while! Although we're offering a virtual option through Teams, I hope to see many of you in Fairfax on Tuesday, October 4th to discuss the items mentioned above, plus others. The Food & Water Summit is occurring on October 11th, which was the original date for our meeting, but has since been bumped up one week so that these two meetings aren't competing against each other. As always, if you have ideas, questions, or suggestions about the direction the subcommittee should be going, please don't hesitate to contact me.

NCR Fairfax WebEOC Highlight

By Sandy Kenyon

Fairfax County DEMS is making improvements with our Shelter Board. David Gruendel, an Emergency Management Specialist with the Department of Family Services, and Courtney Arroyo, our Community Engagement Manager, approached us with a request to allow for residents to be checked into shelters using WebEOC. Some of the features that we wish to track are how many people and pets are registered at a shelter and how many are currently on site. What the status of three different county departments (Department of Family Service, Neighborhood & Community Service, and Department of Housing & Community Development) working with the residents. If the residents have gone longer than a week of being in the shelter without all those agencies checking in with them, notifications are triggered to make sure the residents receive the appropriate county services. We are looking to utilize a key tag bar code to allow for the residents to check in and out of the shelter and to keep track of pets, wheelchairs, O2 tanks, etc.

In addition, DEMS has made a just-in-time WebEOC Orientation video on how we utilize WebEOC here. We were able to get the basics explained in just under 17 minutes. This video is also sent to users who request WebEOC access to gain a little familiarity with WebEOC before the quarterly training.

NCR Montgomery County WebEOC Update

By Matt Miziorko

Monthly drills are a key component of maintaining WebEOC user proficiency. Yet it can be difficult to maintain the interest of your user base, which can result in a reduction in drill participation. Over the past two years, Montgomery County has been struggling to sustain user interest and WebEOC knowledge. For our EOC users, we took a hard look at the nature of the drills and found the monthly drill topics to be redundant. To reinvigorate participation, we are looking at drills as a roadway to incorporate WebEOC into other office initiatives or programs. It may sound rather basic, but we are aligning drill topics with the time of year. September is the climatological peak of the Atlantic hurricane season, so the September 2022 WebEOC drill is to review the NCR Storm Tracker board. Our jurisdiction experiences most of our

power outages during large winter storms, which makes the NCR Power Outage Dashboard a natural candidate for a winter drill. After a functional exercise, we find issues with WebEOC knowledge in the After-Action Report (AAR). Part of our Corrective Action Tracking (CAT) process now is to align WebEOC drills with and WebEOC-based CAT issue. We are finding it to be a great way to pick some of the low hanging fruit on an AAR. If we update the look and feel of a board, or deploy a new board, we make it the topic of the next month's drill. This is a great way to beta test a component with over 200 people hitting the board, we know quickly if the bug has been solved or whether the new board is acting as designed. Finally, when we update the WebEOC User Guide, we upload it to the File Library and have user's login and download the guide as the monthly exercise. This has been surprisingly beneficial to users because it puts responsibility on individuals to have the latest guide on their device, and it forces our admins to maintain the document (which can be used to support your EMAP certification too).

NCR Metropolitan Washington Airports Authority Update

By Sean Odenthal

2022 Dulles Day Festival and Plane Pull on September 17

The Dulles Day Festival and Plane Pull returned to full capacity on Saturday, September 17, 2022, at Dulles International Airport. The annual event, which provides an up-close view of aircraft and airport activities, is free and open to the public. More than 12,000 per year people attended

Since 1992, the Dulles Plane Pull has been organized and sponsored by the Metropolitan Washington Airports Authority Police Department. Fundraising proceeds benefit Special Olympics Virginia athletes with intellectual disabilities. This year, $440,000 was raised for the athletes of Special Olympics Virginia. Over the past thirty years the event has raised more than $3 million.

During the event, the Dulles EOC was operational supported by Dulles Airport Operations, MWAA Emergency Management, MWAA Police Department, MWAA Fire and Rescue Department and MWAA Public Safety Communications Center. On the field, additional support was provided by the MWAA Mobile Command Post, Dulles Engineering and Maintenance Department, Reagan Airport Operations, Fairfax County Police, Loudoun County Sheriff's Office, and Sterling Volunteer Rescue Squad. WebEOC was used to provide situational awareness and monitor the event.

Congratulations goes to Chesapeake Sheriff's Office and to Helix Electric for pulling their respective 82-ton aircraft the fastest, with the Chesapeake Sheriff's Office having the fastest overall time.

WebEOC Administrator Tip
Creating a notification to email users associated to a WebEOC position

Many times, we need to notify certain users when a new record is added in a board. In the past, coding in the board was required to fire and customize the message, however now WebEOC provides an intuitive way that administrators could manage without programming knowledge.

Let's assume we have a simple board called "Weather Events" that is supposed to record weather related incidents as they occur. The board has an Input view (Input) and a display view (List). The following fields are tracked by the board, for each event:

- Subject
- EventDateTime
- EventType
- Priority (Low, Medium, High)
- Summary

Let's suppose we want to notify by email all users associated with an existing position ("Test Position") in WebEOC when a new event is added, but only when the Priority is "High".

In the Admin window, go to Process: Boards. The Boards page opens.

Locate and click the name of the board you want to map ("Weather Events"). The Board: Edit Board page opens.

Under Tools, in the Edit area, click Notifications. The Notifications page opens.

On the upper left, click + Create Notification. The Source page of the wizard opens:

Notifications: Weather Events

Source	
Input View *	Input
Display View *	List
Event *	● Create
	○ Update
	○ Create or Update

If you have any content ideas or future information you would like to see included in this newsletter, please email support@ncrwebeoc.com

For Input View select "Input".

For Display View select "List".

Since we want the notification to fire only for new records, select "Create".

We want to send this notification only when Priority is "High", so we need to make a custom setting. Click on "+ Add" next to Condition:

A modal window opens. Click on "Add Criterion". Enter the Priority field and set the condition to be equal to "High":

Create condition ✕

Priority = 'High'

| ANY ⌄ | Add Group | Add Criterion |

☐ Priority ⌄ = ⌄ High | Remove

Cancel | **Save**

Once done, click Save.

In the Description field, you can enter anything that explain what this notification is about.

Click Next. A new page opens:

Notifications: Weather Events

Channels

☐ Control Panel
☑ Email
☐ Mobile Push

Just check "Email" checkbox. Then click Next.

Next page is dedicated to select the destination of the email. We want to notify "Test position" so click on the Positions tab, then click on "+ Add Position". A new modal window opens listing all positions in WebEOC. Multiple positions can be selected, however we want to select only "Test position". Click Add to add this position. The page should look like this:

Notifications: Weather Events

Recipients

| Users | **Positions** | Groups | Fields | Other |

+ Add Position

1 entries

☐ **Position** ▲

☐ Test Position

⊗ Remove

Click Next to get to the last page for configuring the notification. This is the page where the message can be customized.

Notifications: Weather Events

Message

Short Message * | A new high priority weather event has been created

Long Message * |
A new high priority weather event has been created
Subject: {{Subject}}
Please login to WebEOC to learn more.

Board Field | Subject ⌄ | Add Placeholder

The Short Message is the email's subject, and the Long Message is the email's body. Existing fields from the board can be included to provide customized information in the message. In this example,

the Subject has been included in the Long Message. This can be done by using the Board Field dropdown, select the desired field, then click Add Placeholder. The field will be added where at the current position of the prompter.

That was all. Click on Save. The notification is created and should be listed like this:

Notifications: Weather Events
« Back to Details

Configured Notifications

+ Create Notification

Input View ▲	Event ⇕	Description ⇕	Short Message ⇕	Channels ⇕	Status ⇕	
Input	Create	Test Notification	A new high priority weather event has been created	Email	Enabled	🗑

1 - 1 of 1   Filter...   Filter   Clear

The notification is by default enabled. To disable it, but keep the configuration, click on Enabled.