WebEOC Whistler

Preparedness Quote!

SUCCESSFUL EMERGENCY MANAGEMENT RELIES UPON EXPERIENCE AND EXPERTISE.

QUOTEHD.COM   Leo Bosner

NCR WebEOC Subcommittee Chair Report

By Matt Schultz

As 2022 draws to a close, I'd like to challenge all of us to reflect on the core mission of our subcommittee, which is to enhance operational coordination and situational awareness with the goal of saving lives, property, and the environment.

At the last quarterly meeting, we discussed some of the various projects that are being worked on in the region and how they might impact this subcommittee and our mission, and vice versa. Some examples include: The NCR Mass Care Cache, the NCR Food & Water Project, the possibility of incorporating FEMA Lifelines as a process or tool, Evacuation Assistance plans, the integration of Crisis Track damage assessment software, use of the First Hour Checklist, and more. These are all opportunities to identify needs, gaps, and solutions, not just for our individual jurisdictions but for the region. Our biggest challenge, therefore, is to develop processes that are truly beneficial in this two-tier (and sometimes multi-tier) environment.

I recently had the opportunity to view a demo of some FEMA Lifelines boards from across the country, and two things stood out: 1) We are fortunate to have a group of very smart, experienced Admins and a talented Support Team in the NCR; 2) There is no other place in the country as unique as the NCR in terms of collaboration and the challenges we face as

emergency management professionals. I'd like to continue the robust discussions we've had over the past several months on this topic and how we can develop solutions that encourage continued collaboration.

One opportunity to gain fresh perspective, new ideas, and to get a sample of how others are using WebEOC is to see what folks from around the country are doing at the Juvare Users Conference, scheduled to be held in Atlanta, Georgia May 16-19, 2023. Details about the conference will be forthcoming.

Also, please remember that the Support Team is available to deliver Admin training; for now, no trainings are being scheduled other than individual requests from the jurisdictions. Please feel free to utilize the knowledge and resources that the Support Team has to offer.

If I don't have the opportunity to see or meet with some of you before the end of the year, I hope everyone has a safe, restful holiday.

Thank you

NCR WebEOC Spotlight

By Nate Partridge

Nate Partridge serves as the NCR WebEOC Administrator for the Washington Metropolitan Area Transit Authority, known as WMATA or "Metro" as a member of their Planning and Exercising team. Nate comes to WMATA from DC's Homeland Security and Emergency Management Agency, where he served for several years linked LinkedIn through various incidents, events, and special projects. Nate obtained his Master of Public Administration degree from American University in 2020, with a concentration in Homeland Security and Emergency Management. One of Nate's favorite things about the emergency management field is "if you ask any emergency manager how they became interested in this line of work, they have an unconventional and fascinating story about how they got tied up in this mess."
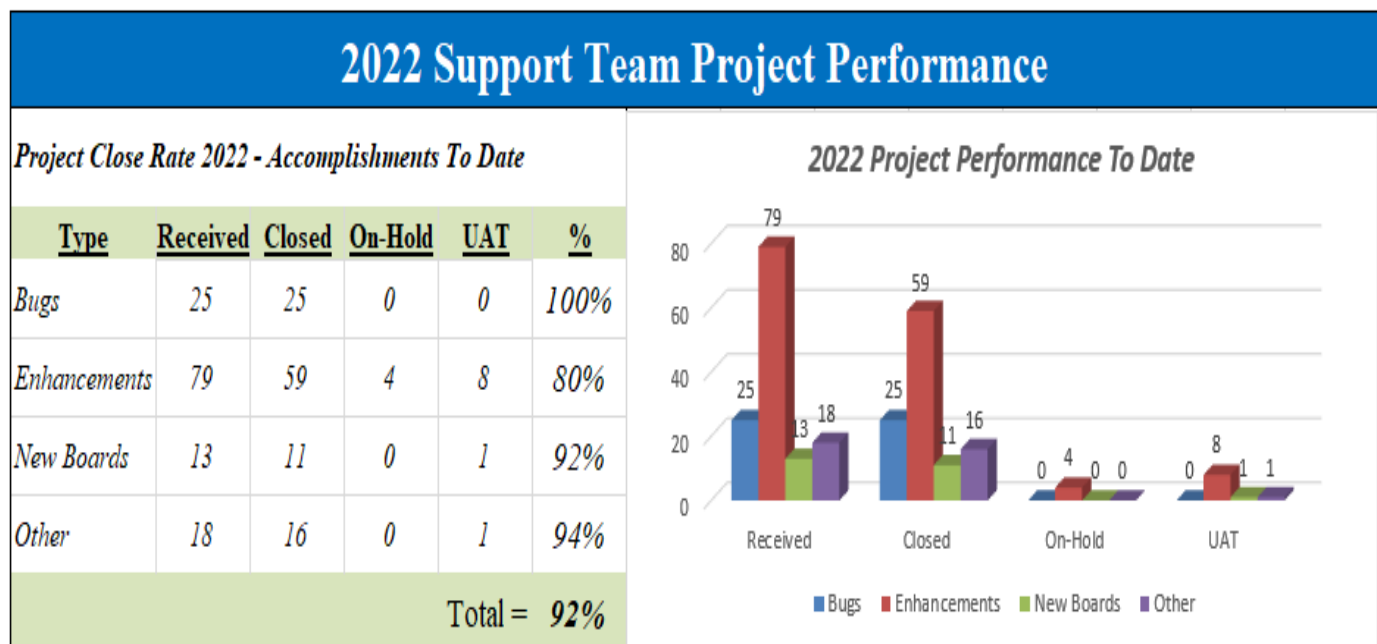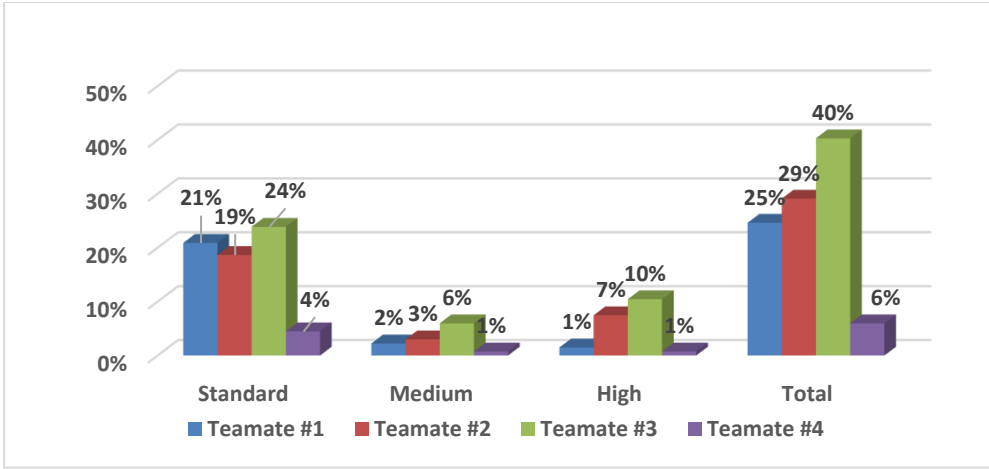
NCR Support Team Update

By Patrick Melbourne

As the year draws to a close, the support team has been fully committed to ongoing improvement and consistently delivering value. We made an effort this year to prioritize and finish all jurisdiction-initiated BEN projects and requests to improve the quality of our service. In addition, to boost code and WebEOC board development, we studied the causes for team performance. As part of our hybrid agile deployment, the team has added helpful analytics to pinpoint productivity issues, remove obstacles, and enhance performance. Throughout the year, we aimed to improve our comprehension of the distinct needs of the Jurisdictions and to continue fostering trust by providing improved products and experiences.
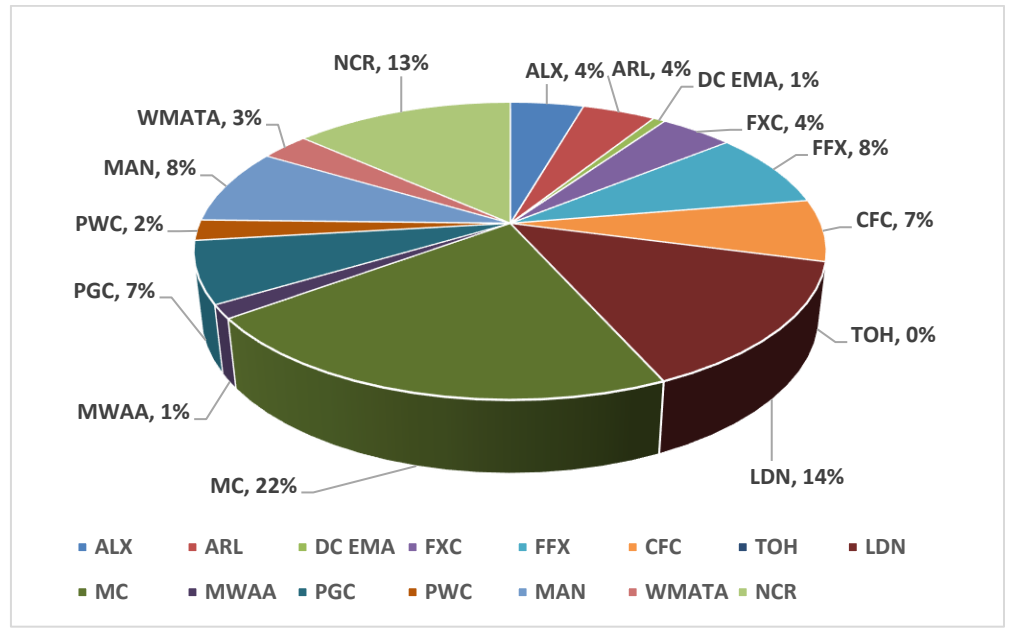
Since the beginning of this program and up until the present, we have collaborated to create and provide the high performance of our assistance. Metrics are routinely used to find, prioritize, monitor, and report issues to increase team productivity. A key step to increasing productivity and efficiency is frequently keeping tabs on the situation and monitoring progress. We encourage team members to fix what they think is broken, to take ownership, and to deal with issues as they emerge to fulfill our stated goals of iterating, improving, and then doing. The team's project close rate for 2022, workload and Jurisdiction distribution, and 2022 BEN type distribution are depicted in the figures below.
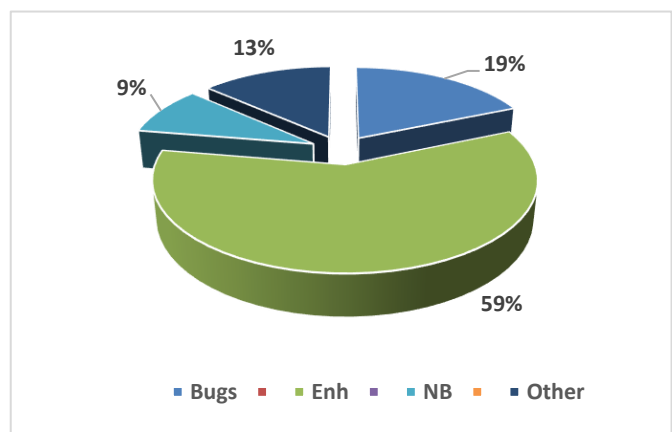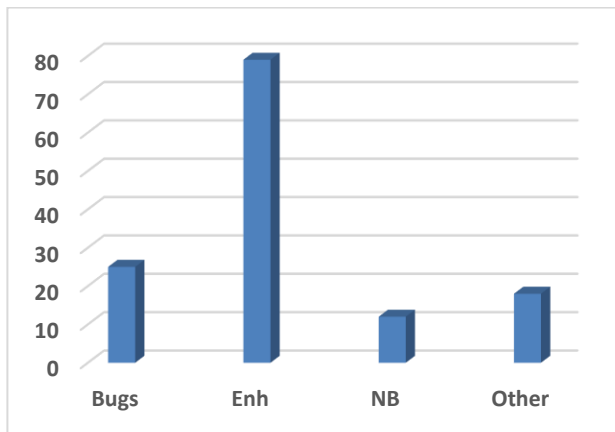
2022 Support Team Project Performance

Project Close Rate 2022 - Accomplishments To Date

Type	Received	Closed	On-Hold	UAT	%
Bugs	25	25	0	0	100%
Enhancements	79	59	4	8	80%
New Boards	13	11	0	1	92%
Other	18	16	0	1	94%
				Total =	92%

2022 Project Performance To Date

Bar chart — Received: Bugs 25, Enhancements 79, New Boards 13, Other 18; Closed: Bugs 25, Enhancements 59, New Boards 11, Other 16; On-Hold: Bugs 0, Enhancements 4, New Boards 0, Other 0; UAT: Bugs 0, Enhancements 8, New Boards 1, Other 1.

2022 Support Team Workload Distribution %

Chart: Bar chart showing workload distribution by category (Standard, Medium, High, Total) for Teamate #1, #2, #3, #4.

- Standard: Teamate #1 21%, Teamate #2 19%, Teamate #3 24%, Teamate #4 4%
- Medium: Teamate #1 2%, Teamate #2 3%, Teamate #3 6%, Teamate #4 1%
- High: Teamate #1 1%, Teamate #2 7%, Teamate #3 10%, Teamate #4 1%
- Total: Teamate #1 25%, Teamate #2 29%, Teamate #3 40%, Teamate #4 6%

Legend: ■ Teamate #1 ■ Teamate #2 ■ Teamate #3 ■ Teamate #4

2022 Project Distribution Percent By Jurisdiction

Pie chart:
- NCR, 13%
- ALX, 4%
- ARL, 4%
- DC EMA, 1%
- FXC, 4%
- FFX, 8%
- CFC, 7%
- TOH, 0%
- LDN, 14%
- MC, 22%
- MWAA, 1%
- PGC, 7%
- PWC, 2%
- MAN, 8%
- WMATA, 3%

Legend: ■ ALX ■ ARL ■ DC EMA ■ FXC ■ FFX ■ CFC ■ TOH ■ LDN ■ MC ■ MWAA ■ PGC ■ PWC ■ MAN ■ WMATA NCR

2022 BEN Request by Type Completed

Bar chart: Bugs ~25, Enh ~80, NB ~10, Other ~18

Pie chart:
- Bugs 19%
- Enh 59%
- NB 9%
- Other 13%

Legend: ■ Bugs ■ Enh ■ NB ■ Other

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

WebEOC Administrator Tip – NCR Admin
Board Update

NCR Administrators board is one of the most important boards in the NCR. It is a board where all the jurisdictions' admins can communicate and share information with each other. Jurisdictions section is a vital section as it contains contact information for the admins, IT support and additional information about the WebEOC infrastructure. It is important for the admins to keep all the information as up to date as possible in this board. Below are the steps to take to keep this section updated.

1. Visit the **NCR Administrators** from the control panel dropdown menu. Once there, click on the **Jurisdictions** on the left side menu.

2. In the **Jurisdictions** section, click on the **Edit System Info** button on top right and then click on **Edit** button for your jurisdiction.

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3. In the **System Information** section, for jurisdictions that are **self-hosted**, please update the most recent installed version numbers for the **WebEOC, Microsoft SQL Server** and the **Windows Server**. If your jurisdiction is **hosted** on a parent jurisdiction, please select that option and the information will automatically be pulled from the parent. If you are not sure, please talk to your point of contact. Also update the **Date Updated** textbox to the current date of when the information was updated.

4. Scroll down to the **Addons/Plugins Information** section and select which **Paid Plugins** and **Addons/Configuration/Assigned Plugins** are currently installed in your system. Once checked, please enter the version numbers if applicable. In the text box provided, please enter all additional **Addons/Plugins** that are not listed above with version number. Once all the information is updated, hit **Save** to complete.

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5. Click back on the **Jurisdictions** option on the side menu to go back to the Jurisdiction section, from there please look at the contact information for **Administrators & IT**.

6. If there is a new person that needs to be added to the list, click the **Add** button to add their information. Fill out their **name, phone number** and **email** and select their **role**.

7. If a contact need updating, click on the **ellipsis (…)** and **edit** the information and **save**.

From your NCR Support Team

We hope this Holiday season is the finest one ever for you and your families. As we take stock of the year's accomplishments, we wanted to thank you for your support, contributions, and appreciate your commitment to the main goals of the NCR and your hard work. As we gear up for greater achievements, we eagerly anticipate the coming years. We hope the charm of this wonderful season fills your hearts with happiness that lasts the entire year. We extend you all our very best wishes for a joyous, healthy, and profitable New Year.

Season's Greetings to you and your families!