WebEOC Whistler

NCR WebEOC Administrator Spotlight

Corey Smedley is the Deputy Fire Chief for Homeland Security and Emergency Management for the City of Alexandria, Virginia. Deputy Chief Smedley guides the strategic organizational behavior before, during and following a natural or man-made event. He also directs the activation and manages the Emergency Operations Center (EOC) as well as the City's incident plan for response to any major event. In addition, he oversees grants related to emergency management (domestic terrorism, Federal Emergency Management Agency, etc.) to include developing grant proposals and reporting. He develops the plans and objectives for improving the level of homeland security integrity and emergency management preparedness.

His goal for the City of Alexandria, as it relates to Homeland Security and Emergency Management, is to engage the community and keep them informed about how they can help if a disaster impacts the city. He wants to make sure citizens understand that emergency preparedness is the responsibility of everyone and all citizens can contribute in many ways.

Deputy Chief Smedley, has devoted his entire career to public service. He served 8 years in the Army Reserves and spent the last 21 years serving Prince George's County Fire/EMS Department. His final assignment was dedicated to human resource management, budgetary leadership, capital improvement development, asset management, special events planning and Stadium Commander for the Washington Redskins at FedEx Field.

Deputy Chief Smedley is a native Washingtonian and graduated with his Bachelor of Arts from the University of the District of Columbia and received his Masters in Management from Johns Hopkins University. In 2015, he earned his Certified Public Manager credentials from George Washington University.

NCR Resource Manager Board Update

After identifying some issues with the source data for the capability choices for FEMA resources, the NCR NIMS Officers formed a task force in March to review and address the identified resource capability choices that were unclear or encompassed many items into one capability selection. The task force is completing their changes for submission to the NCR WebEOC Support Team, which in turn will incorporate the changes into the board. Once these changes are done, Loudoun County will pilot use of the board and add various resources to ensure the board is ready for prime time.

Preparedness Quote

"Despair is most often the offspring of ill-preparedness" -- Don Williams, Jr.

Report from the NCR WebEOC Subcommittee Chair

A successfully trip yet again! Our annual group trip to the Intermedix conference is truly a highlight of the year for me. I always enjoy getting a few days with the whole group to network, learn and have some fun too! I believe that new initiatives and projects have been sparked by a presentation or discussion from the conference and look forward to seeing what new developments will be made following.

The WebEOC project has been very active in 2016 and this activity looks to be poised for more of an increase over the next few months with the enhancements to WebEOC version 8 in the minor 8.1 release and all of the idea sharing from the Intermedix conference.

We have had some new faces join the subcommittee and I look forward to seeing what they bring to this project now and in the years to come.

WebEOC 8.1

The NCR Jurisdictions are scheduled to upgrade to version 8.1 the week of June 13. Two new features that will be helpful to users are the new version provides a scroll bar on the control panel when the control panel is lengthy and extends beyond the current window size. Second, the ability to rearrange the tabs when multiple are open.

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

Planning for the 2016 WebEOC Symposium

Matt Miziorko from Montgomery County is the planning committee chair for the 2016 WebEOC Symposium. If you are interested in helping Matt with this effort, please email him at Matthias.Miziorko@montgomerycountymd.gov .

Loudoun County Leverages WebEOC Platform

by Jeff Fletcher

Loudoun's use of WebEOC began in 2005 with a couple of boards that tracked information during significant events. Since then, the system has grown to over 25 active, operational boards, with nearly 500 users filling more than 100 positions. While this is similar to many other jurisdictions, the element that Loudoun is most proud of is the growth in day-to-day use by multiple agencies within the County.

In July of 2011, the local WebEOC Administrator in collaboration with the NCR Support Team reached out to Loudoun County Public Schools (LCPS) and offered WebEOC as a platform to enhance and automate their daily operations. What began with a simple Dispatch board used by LCPS Dispatchers to track alarms and other incidents has grown into a suite of boards that are used by 55 LCPS employees on a daily basis. The Safety and Security Division has eight unique boards that are utilized to track work tickets, inventory, alarms, patrol units, and the nearly 15,000 card access IDs worn by all LCPS employees. They help manage their office by using a project management board and a staff status board. This group has brought unique challenges in development and deployment and they continue to push the envelope for WebEOC performance. Their participation has resulted in numerous technical and process-related enhancements to the entire WebEOC system.

The success with LCPS encouraged other departments to use WebEOC on a daily basis. Office of Emergency Management (OEM) personnel utilize eight boards to manage and track administrative and operational matters. Employees track and update status of programs and projects, log operational activities, categorize and track plans, manage assets, and document Threat and Hazard Identification and Risk Assessments (THIRA) components all through the use of custom WebEOC boards. The Fire Department also uses WebEOC to manage their disciplinary report system, projects, and public affairs promotions.

Loudoun is proud of the accomplishments in the area of daily use and continues to leverage WebEOC to provide a stable, reliable platform to track administrative and operational processes whether they are in the office or on the EOC floor. Guest accounts are available. Contact Jeff Fletcher or Joe Dame if you would like to learn more about Loudoun's system.

Fairfax County WebEOC Update by Paul Lupe

Fairfax County was one of the initial jurisdictions in the National Capital Region (NCR) to purchase and utilize WebEOC. The counties Office of Emergency Management has provided management and oversight to the UASI funded regional project for both software licensing and contracted support through ManTech since its inception. Today over 1,000 employees have accounts to the WebEOC system within Fairfax County and utilize the system to manage information during EOC activations, track corrective action progress and facilitate information sharing both internally and with our partners throughout the NCR. The County also hosts the Town of Herndon, Town of Vienna, City of Falls Church, Fairfax County Public Schools and the NCR Incident Management Team on their system.

The County is currently working on improving its "Battle Rhythm" board, implementing a barcode solution for checking in EOC participants and improving the incident action plan creation process through a WebEOC board solution. The Office of Emergency Management has also begun implementing training and board configurations for the Department Operation Centers throughout Fairfax County agencies to allow for seamless information exchange with WebEOC during EOC activations. The County has 15 identified Department Operation Centers (DOC) that may activate to support agency specific tasks and management during large disasters or planned events.

Intermedix 2016 Summit

From May 3rd through May 6th representatives from the National Capital Region WebEOC subcommittee to the regional emergency managers attended the national Intermedix conference to learn more about the WebEOC software system, network with peers from across the nation and to present best practices utilized here in the NCR.

Two members from the NCR WebEOC team presented topics during the conference, sharing concepts developed locally in our region with a national audience. Walter English from the City of Fairfax presented on the ability to use WebEOC for exercise design and management. Jim McClelland from Montgomery County gave a presentation on the use of WebEOC to manage a continuity of operations program.

Information was also presented about the future of WebEOC and the roadmap for feature enhancements over the next year. Many new features will ease the navigation and use of the WebEOC control panel, while others will enhance the system's ability to support mapping capabilities for displaying content contained within WebEOC visually.

WebEOC Release 8.1 separated the Self Registration and Forgotten Password feature. Once you upgrade to version 8.1 you will need to uncheck the "Allow Self-registration?" and ensure the "Allow Password Reset?" is checked if you want your users to be able to reset their own passwords. Allowing users to reset their own passwords does require that your system be configured to send emails. Access to these settings is located in your administrator's section under the "System" tab and then the "General" section.