WebEOC Whistler

NCR WebEOC Administrator Spotlight

Grelia Steele is the Emergency Program Manager for Prince William County Office of Emergency Management.   In her role, Ms. Steele is responsible for: overseeing emergency preparedness programming, developing and maintaining internal and external partnerships, and maintaining the technological aspects of emergency management.

Ms. Steele is an emergency management professional with international experience and has focused her career in developing emergency preparedness programming to improve the preparedness culture across the nation. She is a 2012 Department of State Fellow, where she represented Arlington County Office of Emergency Management in an exchange program with the Republic of Turkey. She served as a subject matter expert in bridging the gap between non-profits and government to enhance collaboration, the workshops she has led to understanding of the importance of government transparency and the major role non-profits represent in emergency management.

In her most recent role as Volunteer Coordinator with the Arlington County Office of Emergency Management, she developed numerous preparedness programs. The most notable is the Emergency Preparedness Canvassing Model; this model has been used regionally and nationally as a tool to prepare vulnerable communities that are not technologically connected. Ms. Steele holds two Bachelor Degrees from Virginia Commonwealth University in Homeland Security and Emergency Management and a second in Political Science. She holds numerous local, state and federal certifications in the Public Safety Field. She resides in Prince William County with her husband and son.

NCR Resource Manager Board Update

The NIMS Officers, representatives from Loudoun County's Office of Emergency Management and a representative from the NCR WebEOC Support Team will meet on Tuesday, March 1st to outline a plan and schedule to review and update the source data file used to specify resource capabilities and determine the resource type. This is in response to issues identified by Loudoun County as they were entering resources; and the group has determined before more resources are entered, the data source file needs to be reviewed and revised to ensure the typing capability selection process is reflective of the resource type.

> **Reminder** The NCR General Announcements and NCR Significant Events boards have been replaced by the NCR Awareness and Information board. If you haven't deleted the old boards from your system, please do so.

Report from the NCR WebEOC Subcommittee Chair

The new WebEOC is here and has already been put to the test! As most of the National Capital Region transitioned to WebEOC version 8, with a brand new look and feel, Winter Storm Jonas brought piles of snow and Emergency Operation Center activations across the region. The timing provided a real world test of the changes WebEOC 8 has brought about and feedback has been very positive.

While minor board adjustments have been identified, the overall feedback from the region has been favorable to WebEOC 8 with most users enjoying the new interface as more intuitive to new users and easier to navigate.

I want to thank all of the NCR WebEOC administrators for their hard work in making the transition to WebEOC 8 a coordinated effort in a very short time period. This has allowed for continued consistency across the NCR WebEOC system.

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

The New WebEOC

Many jurisdictions were able to fully test the New WebEOC (8.0) in response to Winter Storm Jonas hitting the Washington D.C. area in January. There were a few issues discovered here and there but overall the new version was well received and the response from the user population was favorable.

Planning for the 2016 WebEOC Symposium

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

Preparedness Quote

"Emergency preparedness is a team sport." **-- Eric Whitaker**

City of Alexandria WebEOC Update by Corey Smedley

The **City of Alexandria**, Office of Emergency Management, has created an Emergency Management Liaison (EML) Program. The program's goal is to ensure an adequate number of essential personnel are trained for a Coordinated City-Wide Emergency Response. WebEOC remains an essential tool for that coordinated response. Therefore, a priority within the EML program is to update Alexandria's WebEOC platform and to consistently integrate WebEOC into our everyday use. Each EML will be responsible for and trained in the use of WebEOC. In order to understand the WebEOC program, individuals will be trained to:

- Submit Agency/Department Situation Reports
- Operate within internal Agency/Department Operations Center (DOC)
- Operate within the City Emergency Operations Center
- Maintain incident/event data collection/analysis and dissemination
- Provide technical support to the incident/event operations as directed
- Serve as a Point of Contact (POC) for their specific agency during all major emergencies and events

WebEOC is a tool that helps manage all aspects of Emergency Management from Planning through Recovery. "The more partners we have understand, embrace and adopt the usage of the tool (WebEOC) the more efficient we will be in emergency situations. " Corey Smedley, City of Alexandria Emergency Manager Coordinator.

Arlington County WebEOC Update by Christine Williams

Arlington County has been an active user of WebEOC for the past ten years. Our primary use is during Emergency Operations Center (EOC) activations and to manage other significant events that may not require EOC activation. However, the staff of the Office of Emergency Management (OEM) does use WebEOC on a daily basis by creating forms and documents within WebEOC that are used by OEM for our normal operations. This enables our staff to keep their WebEOC skills sharp. Our system is administered by OEM with local technical support provided by our Department of Information Technology and by the NCR support team.

Arlington County updated to the new WebEOC Version 8.0 on Wednesday, January 6, 2016. We established a *WebEOC Boot Camp Program* which was slated to begin on Friday, January 22, 2016, with the purpose of training our users on the new version. The first part of the boot camp consisted of 30 minute training sessions every Tuesday and Thursday through the end of February. During the second part of the program, we conducted four week long drills during the month of February. All users were required to participate in all four drills. If they completed these drill successfully, then they get a reprieve from the annual mandatory training class for 2016. I also posted the generic video which highlighted the changes and the tip sheet that was provided by our WebEOC Support Team to our WebEOC general file library. As the administrator, I was pleased that we had a robust plan of attack to get users acclimated with the new version very quickly.

Unfortunately, Winter Storm Jonas struck on the day of our first class. So much for the well planned attack! Not only did we need to activate our EOC, but we ran a virtual activation for four days. Quite the challenge needless to say. We had a few glitches along the way, but all in all the virtual activation ran very efficiently. A few lessons learned: A specific policy on OEM's expectations during a virtual activation needs to be written. Arlington's WebEOC procedures need to be altered slightly to accommodate the virtual piece. This will also result in the need to have some modifications made to a few of our boards, quite possibly the need to design a new board or two. Never a dull moment in the world of WebEOC!
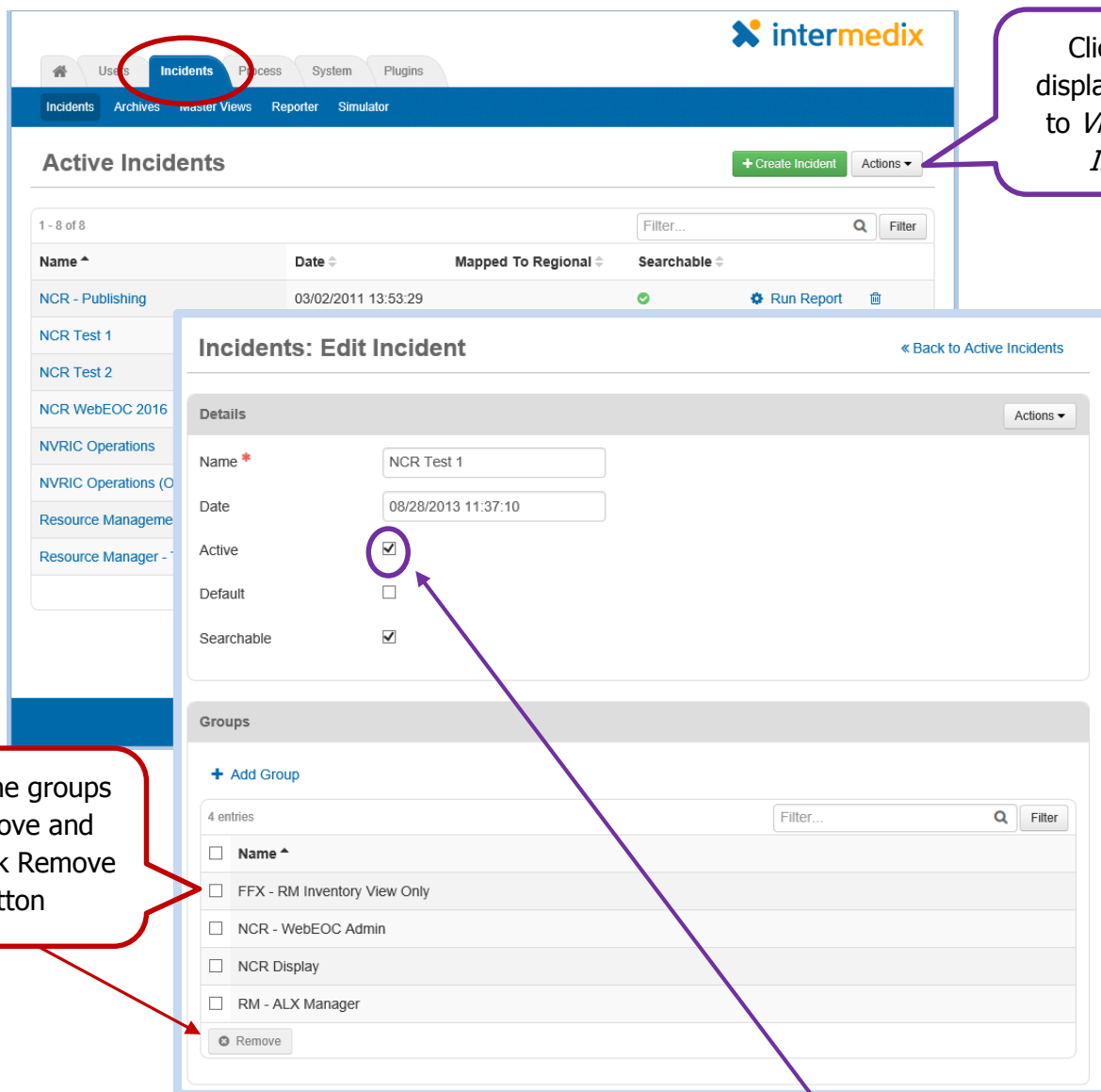
City of Fairfax Report by Walter English

The **City of Fairfax** has been a user of WebEOC since it was brought here to the region over 10 years ago. With the new version of WebEOC 8 being released at the beginning of 2016 we are able to look back and see the many changes and great things we have done with WebEOC throughout the years. 2016 has brought many events thus far for us to break in the new version and give it a good true test. We are excited how it handled and for the future growth of the system with this new version.

It is recommended that you periodically review and clean up your WebEOC system and determine whether incidents may be changed to Inactive Status making the incident no longer available to users. *(Any incident prior to WebEOC 8.0 that was archived, can be viewed within the Incidents tab in the Archives section.)*

To remove an incident from full access**,** you have two options.

1) **If there is a group that still needs to access the boards within an incident**, unassign the groups that no longer should have access. Access the administrator view (by clicking on the gear in your header). Click the Incidents tab and locate the incident that you want to discontinue access.

Click here to display the option to *View Inactive Incidents*

Check the groups to remove and then click Remove Button

2) **If all incident activities are complete and access is no longer needed**, access can be removed by unchecking the Active checkbox for the incident. This action can be reversed.