



Responder News/WebEOC

By: Robert Harper, WA State, EMD Public Information Officer.

Following months of design and testing, Washington Emergency Management Division (EMD) will operate its new expanded WebEOC program in a series of full-scale exercises during the spring and summer of 2010.

WebEOC is a web-based program that provides quick internal operations center access to position logs, significant events, logistical requests, press releases, and staffing. It also has the capability to attach documents and to include maps.

The EMD system links to similar information in other participating counties, cities, federal agencies and tribes. In all, EMD has 1,400 WebEOC subscribers.

Debbie Bostwick, who serves as EMD's WebEOC developer and consultant, began work in mid-2009 to redesign the WebEOC system to make it more usable to staff in the Emergency Operations Center. Much of the work required development of WebEOC boards to handle specific support function duties such as logistics tracking and press release posting.

Bostwick used the 2010 Olympics preparations as a test bed for the new WebEOC because the Olympics would include both multi-agency exercises and activations of a Bellingham Operations Center. Participants in the 2010 training reported the redesigned system gave them more ability to maintain situational awareness and to track the actions of scores of local, state and federal agencies.

The next challenge for Bostwick was to integrate the new WebEOC system into the State Emergency Operations functions. She took the results of the 2010 Olympics preparations and began to work with a group of EOC support function leads. In a series of work sessions through the fall and winter of 2009-2010, Bostwick carefully tailored the WebEOC system to the specific operational needs of the EOC sections.

'The work was slow at times, but I saw that each change made the system more usable for the state

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EOC," said Bostwick.

"Bostwick's ability to logically integrate WebEOC into our EOC operations has changed it to a desired communications tool as opposed to the Achilles heel that many people considered it when I arrived in 2007," said Wendy Freitag, EMD's External Affairs Supervisor. "Her ability to conduct east-to-follow training on how it can be used to manage work flow and communications more efficiently within the EOC has been much appreciated by our user community."

The test of the WebEOC revisions will come in EMD's three full-scale response exercises slated for the spring and summer of 2010. Lit Dudley, EMD's Exercise and Training Manager, said Bostwick's work already is a success. "I know we've made it difficult. Chalk it up to being difficult to create a new set of tools for old, antiquated processes used by old, antiquated 'we've always done it that way' type of people. Thanks for hanging in there with us. You've done well." ...

Contributions to the Profession

Six separate contributions in areas such as professional membership, speaking, **publishing articles**, serving on volunteer boards or committees and other areas beyond the scope of the emergency management job requirements.

For more information visit:

<http://www.iaem.com/certification/generalinfo/cem.htm>

If you would like to share a WebEOC Story or need WebEOC Support, contact:

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WSDOT Road Conditions and Closures

By: Joe Schmit, WSDOT Emergency Management Specialist.

"At WA State Department of Transportation (WSDOT) we have utilized WebEOC not only during emergencies but during major projects, such as the Hood Canal Bridge replacement. It served as a reliable tool to allow communication between EOC's and the Washington State Ferries Operations Center. WebEOC has also followed us into many winter storms and flooding events which helped maintain accurate event data and situational awareness throughout."

"We have made WebEOC the standard application in our department's EOC's for information sharing during disasters and major incidents. Rather than being stuck with a standardized toolset, we have been able to tailor WebEOC to work for us. The ability to utilize a standard internet connection or even a smart phone allows for our staff to stay connected to the EOC from virtually anywhere."

WSDOT uses WebEOC as the primary tool for the departments Common Operating Picture.

Master View



State Road Conditions and Closures Board

Incident: JIC Training - Spokane Last Updated: 6/8/2010 at 15:10:39

Filter By: All Regions Add Record Save as PDF

Total Number of Roads Closed: 1 Total Number of Roads Restricted: 1 Total Number of Roads Open: 1

WSDOT Region	County	State Route	Direction	Start MP	End MP	Road Status	Closure Conditions	Effective Date/Time	Update Date/Time	Edit	History
Southwest	Klickitat Co.	141	NB	25	30	Open	Collision Fatality	06/08/2010 15:04:09	06/08/2010 15:07:25	[Edit]	[History]
Olympic	Pierce Co.	007	NB	14	14.8	Restricted	Debris Blocking	06/08/2010 15:03:03		[Edit]	[History]
Olympic	Lewis Co.	005	Both	68	88	Closed	Water Over Roadway	06/08/2010 15:01:21		[Edit]	[History]

Our primary focus when it comes to information sharing is the status of the State Highway System. Currently we use a board that has been developed in conjunction with ESi, WA EMD and WSDOT called "WSDOT Road Conditions and Closures". This board enables us to quickly sort and identify open, closed and restricted state routes.

Detailed View



WSDOT ROAD CONDITIONS AND CLOSURES BOARD

JIC Training - Spokane

Record Details Last Updated: 6/8/2010 at 15:11:59

WSDOT Region	County	State Route	Direction	Start MP	End MP	Road Status	Closure Conditions	Description	Effective Date/Time	Update Date/Time	Edit	Return
Southwest	Klickitat Co.	141	NB	25	30	Open	Collision Fatality	Fatality collision. WSP is investigating. ----- UPDATE Road is open and collision is clear. WSDOT ADMIN at 15:07:00 on 6/8/2010 ----- PRIOR RECORD Direction: NB Start MP: 25 End MP: 30 Status: Closed Update Effective Date/Time: 06/08/2010 15:07:25 WSDOT ADMIN at 15:07:40 on 6/8/2010 ----- PRIOR RECORD Direction: NB Start MP: 25 End MP: 30 Status: Closed Update Effective Date/Time: 06/08/2010 15:07:25	06/08/2010 15:04:09	06/08/2010 15:07:25	[Edit]	[Return]

We use, through the use of WebEOC's data export feature, the board data in .csv (comma separated

value) format to create a map through GIS. That map is used to provide overall situational awareness in our EOC as well as the State EOC at Camp Murray.



We have an additional view that we have created that is easy to read on a small screen device (i.e. BlackBerry or PDA) This allows users who are generally in the field during disasters to stay connected and the loop.

One of best improvements made to this board is the capability to keep a running history of events on a specific route. We found that if we were to modify a record multiple times, the data that was once there was lost. Then when it came time to write an after actions report or provide documentation to FEMA, we were in a bind.

Input View

Entry Sort Filter

Report As: WSDOT-ADMIN

WSDOT ROAD CONDITIONS AND CLOSURES BOARD

SELECT WSDOT REGION: Olympic

SELECT STATE ROUTE: 005

SELECT COUNTY: Lewis Co.

DIRECTION: Both

START MP: 68

END MP: 88

SELECT ROAD CLOSURE CONDITION: Water Over Roadway

CONDITION/REASON FOR CLOSURE DESCRIPTION: The roadway is impassable due to floodwater over the roadway.
UNKN when road will be re-opened

ROAD STATUS: Closed

EFFECTIVE DATE/TIME: 6/8/2010 15:01:21

YOUR NAME: Joe Schmit

[Save] [Save] [Cancel] [Return to List]

Another great feature we added to the board was the capability to count records. During the storms of 2009, we were constantly asked the question of "How many roads are closed?" Sounds easy, but it wasn't. We had at one time over 141 total incidents going on and stopping to count each record was cumbersome, time consuming and tedious. We were able to resolve this issue by inputting some simple expressions into the code to calculate the total number of close, open and/or restricted roads and display those numbers on the front page for easy access...

Edit View

Report As: WSDOT-ADMIN

WSDOT ROAD CONDITIONS AND CLOSURES BOARD

WSDOT REGION: Southwest

STATE ROUTE: 141

COUNTY: Klickitat Co.

DIRECTION: NB

START MP: 25

END MP: 30

SELECT ROAD CLOSURE CONDITION: Collision Fatality

Description: Fatality collision. WSP is investigating.

UPDATE

Road is open and collision is clear.

New Entries/Updates:

You must click the UPDATE button to write to your board and then click the SAVE button to write the record to the Road Conditions and Closure Board.

[Update]

ROAD STATUS: Open

UPDATE DATE/TIME: 06/08/2010 15:07:25

YOUR NAME: Joe Schmit

[Save] [Cancel] [Return]

Washington State Guard uses WebEOC

By: CPL, Russ Sonmore, Operations Sergeant 2 BN INF BDE, WSG



The Washington State Guard (WSG) conducts emergency management exercises as part of its ongoing mission to stand ready for response. As part of the Vancouver BC Olympics, the WSG drilled and exercised their Liaison Officer (LNO) functions in case it of a real world activation. LNO soldiers were given statewide weather, public disruption and terror scenarios then simulated responses where LNOs deployed to a number of local jurisdictions as well as the Olympic Coordination Center.

The uniform web-based incident management tool used for such exercises designed to capture data, communicate and coordinate efforts is WebEOC. Debbie Bostwick, WebEOC Administrator, devoted time to train LNO soldiers and help create a chat mechanism as an on-going effort to develop custom functionality meeting the needs of the state and the WSG.

In this exercise normal communication was disrupted as part of the play. The ability for deployed LNO soldiers to perform effectively, without standard communication equipment, was met by using the chat function in WebEOC. LNO soldiers were able to monitor each other's station remotely by chatting in WebEOC when certain events were occurring. This allowed certain counties to keep up on orders and important announcements when otherwise they had no clue messages had went out through conventional channels. An example would be Pacific County received information on certain terrorist activities and then consulted adjoining counties through chat such as Lewis County. Using chat revealed not all counties received the information due to down communication.

While chat is an informal method of communication and certainly not meant to take the place of the embedded and standardized channels it was a great tool when nothing else seem to function...

RACES Quarterly Exercise

By: John Rader, EMD RACES Station Manager



On Saturday May 29 the Amateur Radio Emergency Service (RACES / AREC®) team at Camp Murray held one of our Quarterly EOC to EOC exercises. In this exercise EOC's throughout Washington try to contact each other and also Camp Murray. We have Net Control stations located in Ephrata, Spokane, Seattle and British Columbia that help us by checking in stations on a net. They keep a check in log and in the past these logs have been sent to us by email.

On Saturday we gave WebEOC a try. Off site stations and operators in the RACES room logged on and kept an electronic log of radio traffic. The off site Net Control operators checked stations into and out of the net using the Station Check in board in WebEOC. I was hearing from folks in the RACES room that using WebEOC was easier than paper once they figured out how to use it to do their logging. Those in the room could see what the other operators were logging and we all could see what the off site folks were doing. When we got done we printed out logs from our exercise. It was great to have logs that were legible.

Hand written logs are difficult to read At the end of an exercise. The off site folks were saying that they liked using WebEOC because they had a better idea of what we were doing in the RACES room. At first folks were a bit reluctant to start learning something new but they all tried and by the end of the exercise they were convinced WebEOC a useful tool.

One point that was brought out during our after action review was that by using WebEOC during an event folks could participate from their home stations. If there was an event that should shut down all roads in the region, the Camp Murray RACES team can still function as long as internet access is available. Some folks might have a limited time frame in which to help during an event and their time would be better spent with a radio and logging on WebEOC rather than stuck traffic. We will definitely continue to use WebEOC in our exercises...

WebEOC features in the near future?

From Kent Cawley, ESI Regional Manager and Special Events AR, AK, ID, LA, MS, NM, OK, OR, TX, WA

Board Library in WebEOC Version 7.4 was presented in the Product Roadmap presentation at the User Conference. ESI is projecting a first quarter 2011 release for 7.4.

The vision for the Board Library is an admin feature in WebEOC that allows administrators to download and import status boards that are hosted by ESI. The Board Library will be searchable and will contain instructions for use, screenshots and a description of the functionality offered by each status board. In many ways it will be analogous to the Apple App Store, but will be free. The boards will be developed by ESI.

Links

WA State WebEOC	https://fortress.wa.gov/mil/webeoc7/eoc7
Esi Community	http://www.esi911.com/esi/index.php
NW Region WebEOC Users Group.....	http://listserv.wa.gov/cgi-bin/wa?A0=WSWUG
WA State EMD Web site.....	http://www.emd.wa.gov/index.shtml
Training and Exercise Web page.....	http://www.emd.wa.gov/training/training_index.shtml
Free High Quality Photos MorgueFile	http://www.morguefile.com/
Flickr Photo Source	http://www.flickr.com/
HTML, JavaScript, and CSS Tags.....	http://www.plus2net.com/html_tutorial/site_map.php

WebEOC Calendar

June 2010.....	Virtualize & Upgrade to WebEOC 7.2
06/17/10 8:00 - 5:00 pm	DOE Exercise
06/21/10 10:00 - 11:00 pm.....	Evergreen EOC Tour
06/21/10 2:00 - 4:00 pm	OFM WebEOC Training
07/07/10 9:00 - 11:30 am.....	CGS Annual Refresh Training
07/20 - 21/10 12:00 am - 11:59 pm	CGS Dress Rehearsal (Ingestion) Exercise
08/31/10 - 09/01/10 12:00 am -11:59 pm	CGS (Ingestion) Evaluated Exercise
July 2010	ESI Demo Resource Manager

Credits: A special thanks to WebEOC on the Move Issue 1 contributors

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