

Emergency Operations and Response Protocols

January 18, 2012

Objectives

- Provide overview of how the University prepares for emergencies
- Review an emergency response
- Case Study: Campus-Wide Bomb Threat Evacuation

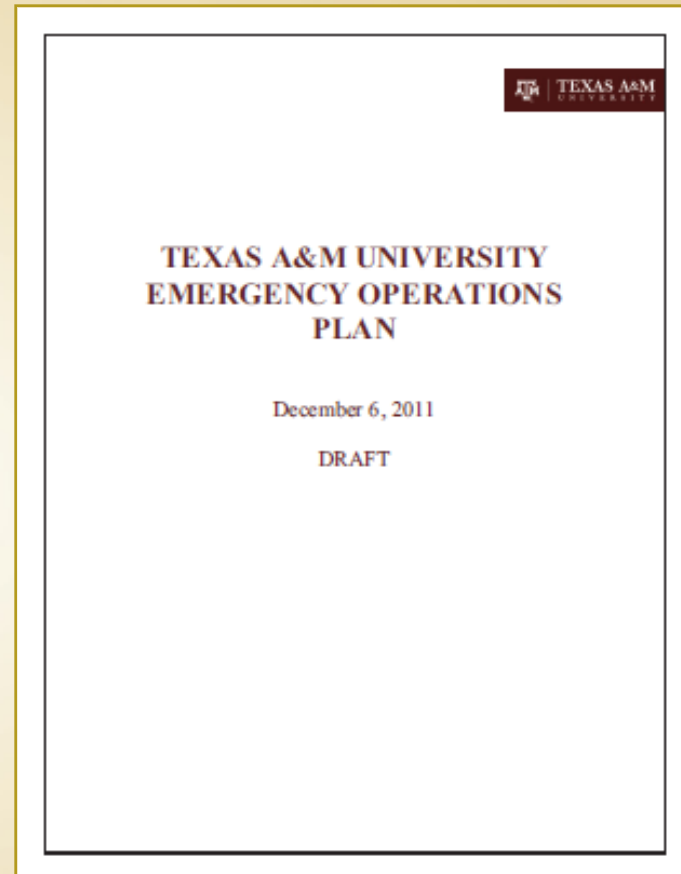
How Does the University Prepare

- Interjurisdictional
Emergency Management
Plan

- www.bcdem.org

- TAMU Emergency
Operations Plan

- www.tamu.edu/emergency



Train Together

- National Incident Management System / Incident Command System Training
- Law Enforcement – ALERT Training



Exercise Together



- Exercise Together
 - Test emergency plans
 - Departmental to Multijurisdictional Exercises
 - Types
 - Table-Top
 - Functional
 - Full-Scale

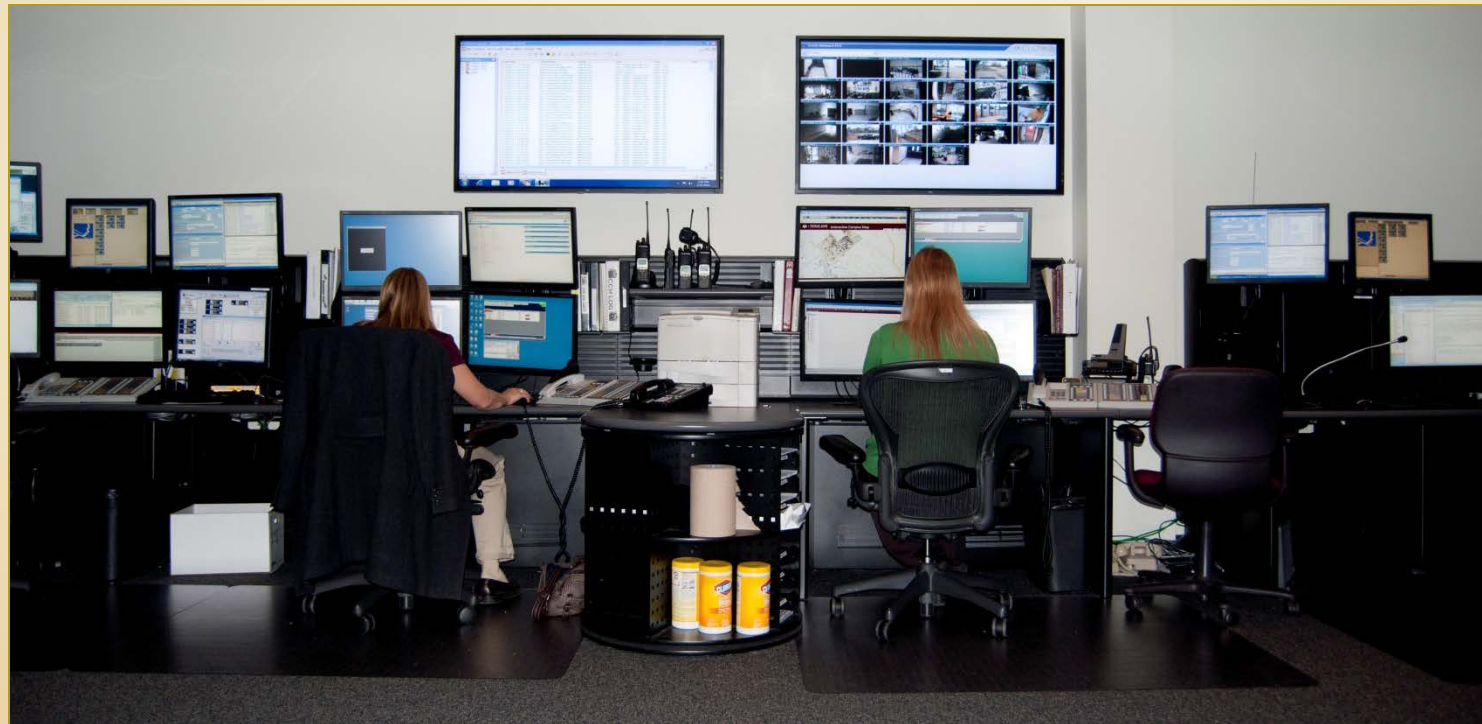
Respond Together

- Small Scale Event / Incident
 - UPD, EMS, EHS, FS, TS, CSFD
- Large Scale Event / Incident
 - University Departments
 - Local emergency response partners
 - Example:
 - Event – Home Football Game
 - Incident – Campus-Wide Bomb Threat

Emergency Response Scenario

Emergency Happens

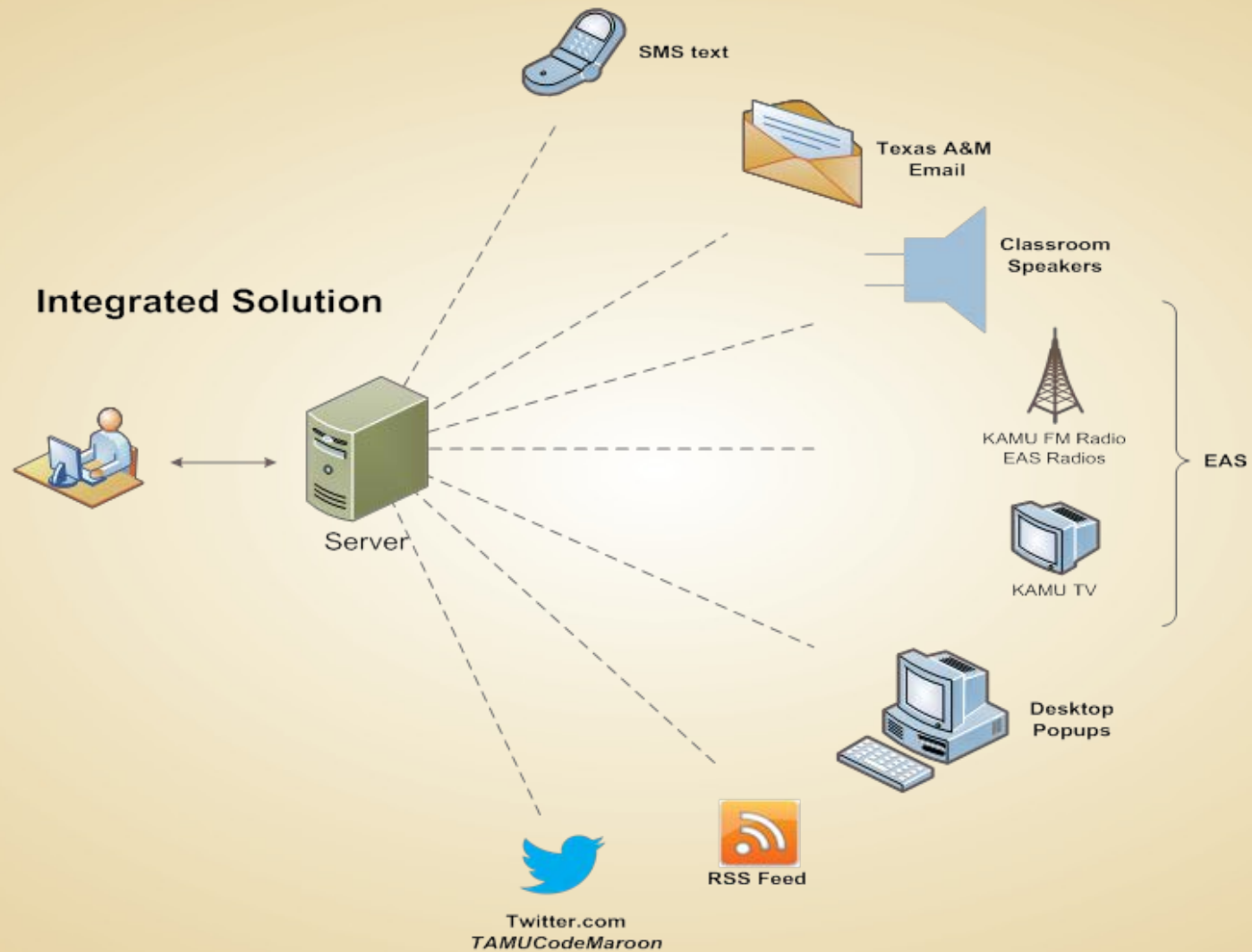
- Call is placed to 911
(9-911 from a campus phone)



What does a Dispatcher do?

- Dispatcher assesses the situation based on information provided by the caller
- Provides emergency instructions if needed
- Decisions
 - What resources should be sent to the scene? (i.e., police, fire, EMS)
 - Do we need mutual aid?
 - Should a Code Maroon Message be drafted?
 - Who within our chain-of-command should be notified?

Mechanics behind Code Maroon



Emergency Website – <http://emergency.tamu.edu>

- CM alerts updated automatically
- Additional emergency information updated as information becomes available.

The screenshot shows the Texas A&M Emergency Website interface. At the top right, there are navigation links: "About Texas A&M | Campus Maps | Directory | Search". The main header features the Texas A&M logo and name. The page is divided into several sections:

- Emergency:** Dial 911 (9-911 from a campus phone)
- Facility Emergency:** Dial 845-4311 (5-4311 from a campus phone)
- Safety Hotline:** 845-SAFE
- Resources:**
 - University Police
 - Emergency Phone Numbers
 - Emergency Preparedness
 - Code Maroon
 - Media Resources

The main content area is titled "Emergency Information" and features a dark red banner with a yellow warning triangle icon and the text "CODEMAROON". The banner text reads: "Texas A&M President R. Bowen Loftin Responds to Off-Campus Shooting Incident". Below the banner, there is a quote from President R. Bowen Loftin: "This is a sad day in the Bryan-College Station community. As most of you know, a traumatic incident occurred a few blocks from our campus today. We are deeply saddened to learn about the deaths of three individuals, including a law enforcement officer. My thoughts and prayers, as well I am sure of the entire Aggie community, go out to the families and close friends of those who died so tragically, those who were injured and anyone else personally impacted by this senseless act of violence. All of us at Texas A&M will do whatever we can today and in the coming days to serve in any way possible to ease the pain, tensions and concerns of all affected." Below the quote, it identifies R. Bowen Loftin as President, Texas A&M University.

Below the banner, there is an "Update" section dated "August 13, 2012 05:47 PM". The text states: "College Station Police Department is continuing to secure the scene. Please avoid the area. For updates regarding this incident, please visit the City of College Station Website at www.cstx.gov."

Below the update, there is a "Code Maroon issued:" section with the title "Texas A&M President R. Bowen Loftin Responds to Off-Campus Shooting Incident". This section contains the same quote from President R. Bowen Loftin as seen in the banner section, followed by his name and title: "R. Bowen Loftin, President, Texas A&M University".

At the bottom, there is another "Code Maroon issued:" section with the text: "Update on active shooter. CSPD reports that the shooter is in custody. Continue to avoid the area. 12:44PM".

Responders Arrive on Scene

- Assess for scene safety
- Set up Incident Command Post (ICP)
- Organize resources and respond to emergency appropriately
- May establish Staging Area dependent on incident size and scope
- Activate EOC, if needed



Emergency Operations Center (EOC)

- Community EOC
- Located in
Downtown Bryan
- Partnership with:
 - College Station
 - Bryan
 - Brazos County
 - TAMU



Emergency Operations Center

- Purpose – support the ICP and on-scene response
 - Resource Coordination and Management
 - Mutual Aid / State / Federal Resources
 - Volunteer Organizations
 - Information Management
 - University Administration
 - Campus community
 - Emergency Public Information and the Joint Information Center

Joint Information Center

- Central location that facilitates consistent messaging across multiple jurisdictions and/or disciplines
- JIC ensures the timely and coordinated release of accurate information by providing a single release point of information.



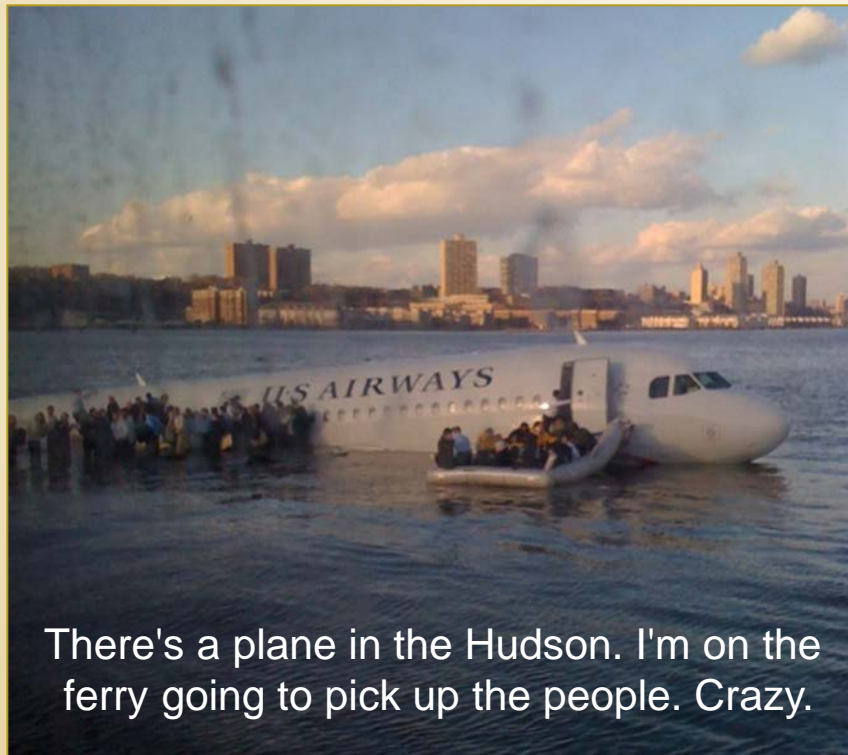
KXXV News Channel 25

Emergency PIO Group

- Public Information Officers from:
 - City of Bryan
 - City of College Station
 - TAMU – Marketing & Communications
 - Brazos County
 - College Station Fire Department
 - College Station Police Department
 - Bryan Police Department
 - Brazos County Health Department
 - Blinn College

Public Information Challenge

- Social media has changed the face of emergency public information



- Social media is FAST.
- Social media is NOT controlled.
- Everyone is now a reporter.

Janis Krums' Tweet:
Jan 15, 2009 - <http://twitpic.com/135xa>

Demobilization and Recovery

- Demobilization - Send resources home once they are no longer needed.
 - Example: Ambulances return to service once there are no more medical injuries
- Recovery – the process by which we return to normal operations
 - Incident Clean-up – fire, hazmat, accident scene, etc.

Long-term Recovery

- Continuity Plan – a plan which builds resiliency by preparing to continue essential business functions across a wide range of potential emergencies
 - Institutional Plan – Annex J of EOP
 - Departmental Plans
 - CRG

Post-Emergency

- After Action Review – opportunity to discuss the response
 - Sustains and Improves
 - Results in an after action report (AAR) and improvement plan



Case Study:

Campus-wide Bomb Threat Evacuation

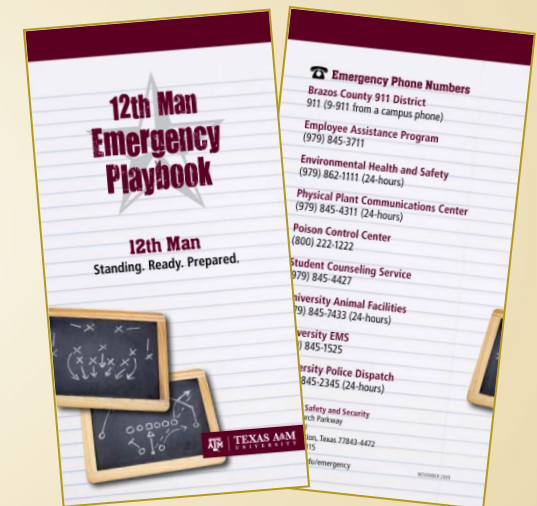
Campus-wide Bomb Threat Evacuation

- Call received at UPD Dispatch
- Notifications made to Administration
- Code Maroon Issued
- Information posted on Emergency Website
- Incident Command Post and Staging Area Established
- Mutual aid requested from other LE agencies

- EOC established in Downtown Bryan
- JIC established at the EOC
 - Media briefings held consistently throughout the incident
 - Information continued to be posted to emergency website
- After all clear – ICP demobilized
- Return to normal operations – following Monday

What should you do in an emergency?

- Know how to protect yourself first. Then, you will be better equipped to help others.
- Emergency Procedures
 - 12th Man Emergency Playbook
- PSA's / Videos
 - Emergency Preparedness Video



Resources

- Emergency Preparedness Website:
<http://www.tamu.edu/emergency>
 - TAMU Emergency Operations Plan
 - 12th Man Emergency Playbook
 - Disaster Guides
- University Police Department Website:
<http://upd.tamu.edu>
 - Shots Fired Videos
 - Crime Prevention Resources

A large, circular, braided metal sculpture of the Texas A&M University logo, featuring a five-pointed star and the letters 'A&M' intertwined. It is positioned on the left side of the slide, casting a shadow on the surface below it.

Questions

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