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.

Emergency Information

Texas A&M President R. Bowen Loftin Responds to Off-Campus Shooting Incident

“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 as 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.”

R. Bowen Loftin
President, Texas A&M University

Update
August 13, 2012 08:47 PM

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.csx.gov.

Code Maroon Issued:

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President, Texas A&M University

Code Maroon Issued:

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.
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

There's a plane in the Hudson. I'm on the ferry going to pick up the people. Crazy.

Janis Krums’ Tweet:

• Social media is FAST.
• Social media is NOT controlled.
• Everyone is now a reporter.
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
Campus-wide
Bomb Threat Evacuation: Continued

• 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
Questions

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