

After Action Report
Emergency Facility Notification Exercise
March 14, 2008
(for Emergencies and or Drills/Exercises)

Introduction and Background -

ISU Public Safety and Facilities Services created a drill to evaluate the ability of ISU to notify personnel on the Emergency Notification Phone Tree, evaluate the response time of Facilities Services Personnel to respond for lockdowns, and to evaluate the response time of ISU Officers to an emergency.

Type/Location of Event/Drill/Exercise -

Emergency Notification & Lockdown Drill @ Facilities Services (Bldg 18) & Officer Response Drill at College of Education (Bldg. 62).

Chronological Summary of Event/Drill/Exercise -

- 0945 Exercise began with simulated call coming from College of Education of shots fired.
- 0945 Steve Chatterton advised office staff to begin phone trees and advised Linda Tobias to begin simulation of emergency alert message on homepage, emergency mass email message, a message on the 3936 emergency phone line and a message on the travelers radio.
- 0946 Dispatch simulated call to PPD of shots fired at College of Education.
- 0946 Dispatch also dispatched Public Safety Officer Kendall to College of Education to test his response time.
- 0946 Dispatch called Jesse Scruggs to notify him test was starting.
- 0946 Carol Prescott called George Kom to lockdown Bldg. 18. Was not able to make contact with him by phone due to having the incorrect phone number.
- 0946 Carol Prescott called Anna Weskerna & Bonnie Knutson to have them start calling phone tree lists assigned to them and to assist George Kom in lockdown of Bldg. 18. Anna Weskerna stated George Kom was there and she would advise him to lockdown Bldg. 18.
- 0946 Jesse Scruggs called his personnel to have them start testing the time it took them to get to a building and lock it down.
- 0947 Linda Tobias posted message to ISU website, simulated typing and sending a mass email message to campus, simulated placing a message on the 3936 emergency phone line, and simulated placing a message on the traveler's radio station.
- 0948 Public Safety Officer Ryan Kendall arrived at College of Education.
- 0955 George Kom called to say Bldg.18 was in Lockdown.
- 0957 Linda Tobias completed her emergency message tasks to the ISU homepage, campus-wide email, the emergency phone line and the traveler's radio
- 1015 Time test was completed by Jesse Scruggs' personnel (Jesse's Summary is attached)
- 1018 Carol Prescott contacted George Kom to advise that drill was complete & to unlock Bldg. 18.
- 1019 The notification phone tree lists were completed.

Response From Outside Services (as appropriate): - Simulated calls were made to Pocatello Police Department and Fire.

Interacting Systems, Agencies and Programs:

Public Safety and Facilities Services worked together to ensure lockdown and notifications were completed in a timely manner.

Improvements, Conclusions, Recommendations:

Overall the exercise took 34 minutes to complete.

It took 2 minutes for the Public Safety officer to respond to College of Education Bldg. 62.

It took 9 minutes to lockdown Facilities Services Bldg. 18.

It took a total of 30 minutes to simulate locking all building exterior doors. The average length of time it took Jesse's people to respond and lock down a building was approximately 4 minutes.

It took Linda Tobias 10 minutes to simulate emergency messages to the ISU homepage (1 minute), campus-wide email (1 minute), the emergency phone line (2 minutes) and the traveler's radio (6 minutes). Linda had some minor problems with the 3936 emergency phone line. Telecom has corrected the problem.

It took one person 29 minutes to complete their section of the emergency notification phone tree and it took another person 10 minutes to complete their section. The average amount of time it took for each emergency phone tree list to be completed was 21 minutes.

It was discovered that some numbers were incorrect on the emergency notification phone tree and the lockdown personnel contact phone numbers. This information has been corrected.

Instructions to personnel making emergency notification calls weren't clear as to whether they keep calling even after they leave a message with someone other than the person on the phone tree. Carol Prescott has revised the instructions telling the callers to leave a message, but to continue to attempt to make personal contact with the individual.

One possible way to shorten notification time with regard to the phone trees would be to provide extra copies of the phone tree so the calling can be split between more individuals in departments making the phone notifications. Those in charge of their portion of the list also need to notify Public Safety when they complete their portion of the notification tree.

Although Bldg. 18 was properly locked down and curtains were drawn in offices where there were windows, not all personnel in Bldg. 18 followed lockdown procedures by closing their office doors, taking cover, turning off lights, etc.

We also found that prior to the test public information (media information) was incorrect as to where the drill would be conducted and the extent of the drill. University Relations contacted the media and had this information corrected.

We also had personnel from other departments and buildings on campus who were confused as to which building would be locked down. They were contacted and given the correct information.

Officials at School District 25 have asked to be on the notification list and their contact information will be added.

Training Needs -

Recovery Activities - n/a

References: Maps, charts, training materials, etc. used - n/a

After Action Report Supporting Documents (types of documentation you might include: Action plans written during operational activities or training exercises, ICS/EOC forms, unit activity logs and journals, written messages, function and position checklists, public information and media reports, FEMA developed forms, Other forms or documents used during an emergency or training exercise): List them here and attach to report -

Emergency Facility Notification Exercise Plan for March 14, 2008

Notes taken by Carol Prescott during drill

Emergency Notification Phone Trees used by assigned personnel

Summary of Facilities Services Personnel Response (from Jesse Scruggs)

Copy of Channel 6 media's internet reports on the exercise