

EOC Follow-up

March 26, 2009 Table-top Exercise

In attendance: Gary Hoss, Danny Glass, Lesli Sachs, Nancy Wolford, Debbie Joy, Kathy Smith, Linda Hayes

Below are comments from a few sections who participated in the EOC:

I. Message Documentation Unit

1. *Role of Our Position* - Emphasis should be made to all EOC units when we re-convene for additional training, that Brian and I do not assign priority to reports as they come in – we merely take a record of the each ‘Major Incident or Significant Information Report’ and disseminate copies of each of those reports while keeping the original.
2. *Using different numbering systems for ‘Report and ‘Incident’ record keeping*– During the run-through this caused quite a lot of confusion as both Reports and Incidents using a numbered sequence. Perhaps using letters (or another method) to clearly differentiate between Reports and Incidents.
3. *Uniform Definitions* – Additional clarification as to what defines a ‘Major Incident’ is and when an Incident Number should be issued.
4. *Clarity of Information* – We should also emphasize to all Units that it is vital to provide as much information about location as possible. When taking reports, we will need as much Room/Building (if possible) or location information that can be obtained.

The necessity to provide as much information as possible is also vital when reporting number and names (spelled correctly) of injured or dead and their names, especially as have to assume that we might not be able to contact the person issuing the report to retrieve additional information. As Joe mentioned, this information needs to be done accurately the first time as it will be distributed to family members and media.

5. *Runners as a defined role* – As I mentioned to you following the run-through, this would be critical to (a) get copies of each report made and distributed and (b) keep track of where originals are and make sure they get back to Brian and I as soon as they have been copied. During the course of the exercise, two originals went missing. This would be the critical element of their role as reports were coming in every 2-3 minutes that need to be recorded and distributed ASAP, giving us no room to fall behind. If possible,

each Unit could have their own runner or the Planning Unit could have our own set of two runners – with different colored vests so all units know who the runners are.

6. *Numbered Map* – I also mentioned following the run-through and placed it on the Wish List, that each building should be labeled on the birds-eye view maps. A designation could also be made for different parts of campus not numbered such as parking lots and playing fields.
7. *Labeling Inboxes and Outboxes* – The Message Documentation Unit Leader's inbox should be clearly marked and every unit should know where it's located on the Planning table. Also for each Unit, the inboxes and outboxes need to be clearly defined for Runners picking up or delivering Major Incident or Significant Information Reports. Lastly, we need to make clear that even the Planning Chief also needs a copy of each of these reports as well.

II. Planning Section

1. Please create a folder and an email folder for the EOC so information is readily accessible to you.
2. I have attached responsibilities of each Section as there were many remarks on the discomfort felt by working in a vacuum.
3. I have also attached a copy of the current assignments to all positions in the EOC this Document is called <Easy to Read List> you can change its name but please keep in mind when a revision comes thru it will most likely have this title.
4. Below is a table of our section. I would like each primary and alternate to debrief with one another and send me or the group an email. Brian and Mike in Message the Documentation Unit have done so and I think that each pair will be valuable info. You can do it via email or face to face would be great. I will send Brian's and Mike's along to you in a separate email.
5. We will meet as a group when we return from Spring Break and I am open to suggestions on time/date. We MUST meet by 4/24/09 otherwise we simply won't care anymore and it will go out of our vision. For that meeting we can set an agenda out of these emails. Additionally we will plan time for the working of our Section: paperwork, charts, refrigerator, espresso machine...

III.

1. I think it's important that the EOC section team leaders are institutionalized into the Campus Safety Committee in some way. This could be done by making them members or it might be done by holding a meeting for EOC section team leaders on a quarterly or

semi-annual basis. If they come together regularly to review their start-up checklist, activity log, major incident or significant information reports, and other materials they would become more familiar with them. For many people, today's exercise was either their first exposure to our plan or they haven't engaged with the plan since the last training in 2006.

2. We also need to better train our personnel PRIOR to the next table top exercise. Yesterday's training session should have included a "dry run" where the section chiefs stood in front of the room, checked off the first two boxes on their start-up checklist and at least one mock incident report was completed and circulated. This would have helped prepare our staff visually for today's exercise. Simply going through the forms does not adequately prepare the staff for what will transpire when the "bullets begin to fly".
3. I have not seen each section chief's start-up checklist but I do think they each need to identify a runner for their section early in the process. That was a problem today. The Planning Section had a runner but other sections did not.

IV.

1. I would like to suggest however, that the lecture portion of the exercise (the previous day) could really benefit the exercise portion if more time were spent on the practicalities of the hands-on exercise. I would have found it very helpful if all the people in our group had been seated together for at least some of the time so that we could take some time to talk about our duties, and maybe have a chance to practice filling out the numerous forms, figuring how, who, and so on. And then get a 'big picture' view of the how the whole information flow is supposed to work among all the groups.
2. It seemed like we spent at least an hour hearing the history of nims/sems, which is somewhat interesting, but of no practical use when it comes to doing the exercise. By the time we got to the explanation of the functions and forms it was the end of a long lecture and it was getting pretty rushed by that point – and that's the heart of the matter.