Emergency Management
at William and Mary

Update for the Board of Visitors

September 2007

W. Samuel Sadler

Chair, Emergency Management Team

One Year Ago (*September 2006*)

- Fully-functioning and practiced Emergency Management Team (EMT) in place

- Email the only notification system (1-3 hour delivery)

- Components of an Emergency Response Plan, but not compiled in a comprehensive document

- Components of a Continuity of Operations Plan (COOP), but not compiled in a comprehensive document
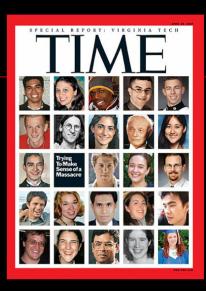
September 2006 – April 2007

- Emergency Management Team issues an RFP for an emergency notification system
- Entered into contract negotiations with vendors
- Developed a backbone for the College's Emergency Response Plan and COOP Plan

April 2007

- Crisis at Virginia Tech

- Discussion at April BOV meeting included proposal that we add sirens to W&M's Emergency Notification System

Since May 2007 . . .

- Completed installation and testing of the NTI Group's Connect-ED emergency notification system.

- Completed the required components of Emergency Response Plan and COOP, submitted both to the State

- Purchased, installed and tested the audible alarm system

- Refined emergency communications plan

- Drafted protocol for use of the NTI System

- Have begun laying out "next steps"

NTI®
The NTI Group

Connect-ED®

Recent Tests of the System

- **September 18, 2007** – Campus Center Incident
  NTI system, no alarm or static web

- **September 21, 2007** – Community notified
  about upcoming test of the Emergency Notification System

- **September 24, 2007** – Scheduled Test of System
  NTI system, Static webpage, Sirens
  The sirens did NOT function properly, no sound

- **September 26, 2007** – Successful Siren Test

What went well . . .

- Notification time cut from 3 hours to 15 minutes (less for website info)
- System includes contact information for virtually ALL undergrads, 85+% of grad students, 50+% of faculty and staff – no other college in VA reports such high percentages
- 98.1% success in delivery of phone/text notices
- Redundancy built into the system
- Awareness on campus and in community is high
- Strong approval for implementing the system

Lessons learned . . .

- Audible alarm/sirens did not work initially – now fixed
- Will need to run a full test of the system again this semester, and at the start of the next semester
- Addressing concerns about the speed of message delivery – first attempt took 1 hour, I.T. worked on system and second attempt was 15 minutes
- Need to keep messages BRIEF
- Cell coverage is inconsistent in Williamsburg, affects the delivery of phone and text messages

More lessons learned . . .

- We are encountering unrealistic expectations that notification will be IMMEDIATE

- Special Populations have unique needs – childcare center staff and parents, Christopher Wren Society, etc.

- Faculty want to know more about their role in emergency situations

- Static web page vs. Emergency Box on the W&M homepage

Questions?