

Emergency Management at William and Mary



Update for the Board of Visitors
September 2007

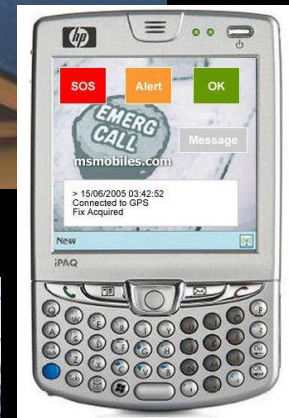
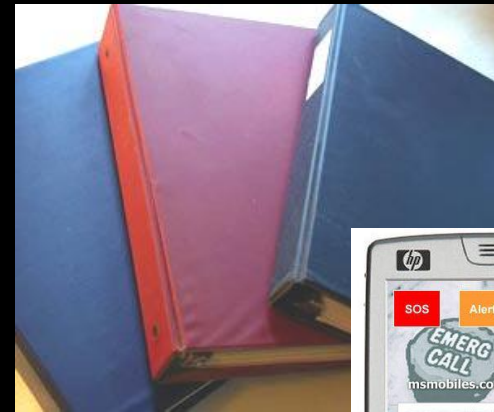
W. Samuel Sadler
Chair, Emergency Management Team

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”



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?

