



Campus Safety and Security

Minutes

April 30, 2007

Intent

Streamlining and Strengthening Campus Crisis Responses



- **Six Crisis Action Steps**
- **Crisis Action Team (CAT) Process**
- **Crisis Action Playbook**
- **Communication Tools**
- **News Media Plan**
- **Follow-on Actions**
- **Campus Safety and Security Week**

Crisis Response is a Process

Six Action Steps



1. Conduct Situational Analysis

***Known *Unknown *Key Information Gaps**

2. Review Course of Action Responses

***Preplanned, rehearsed playbook of scenarios**

***External augmentation & resources (Fire Department, etc.)**

3. Decide Course of Action

(Chancellor, Chancellor's Rep. or Campus VC)

***Three T's – Trust, Training, Teamwork**

***CAT Recommendation**

Six Action Steps



4. Implement Response (C3I)

(Continuous Command, Control, Communication and Intell)

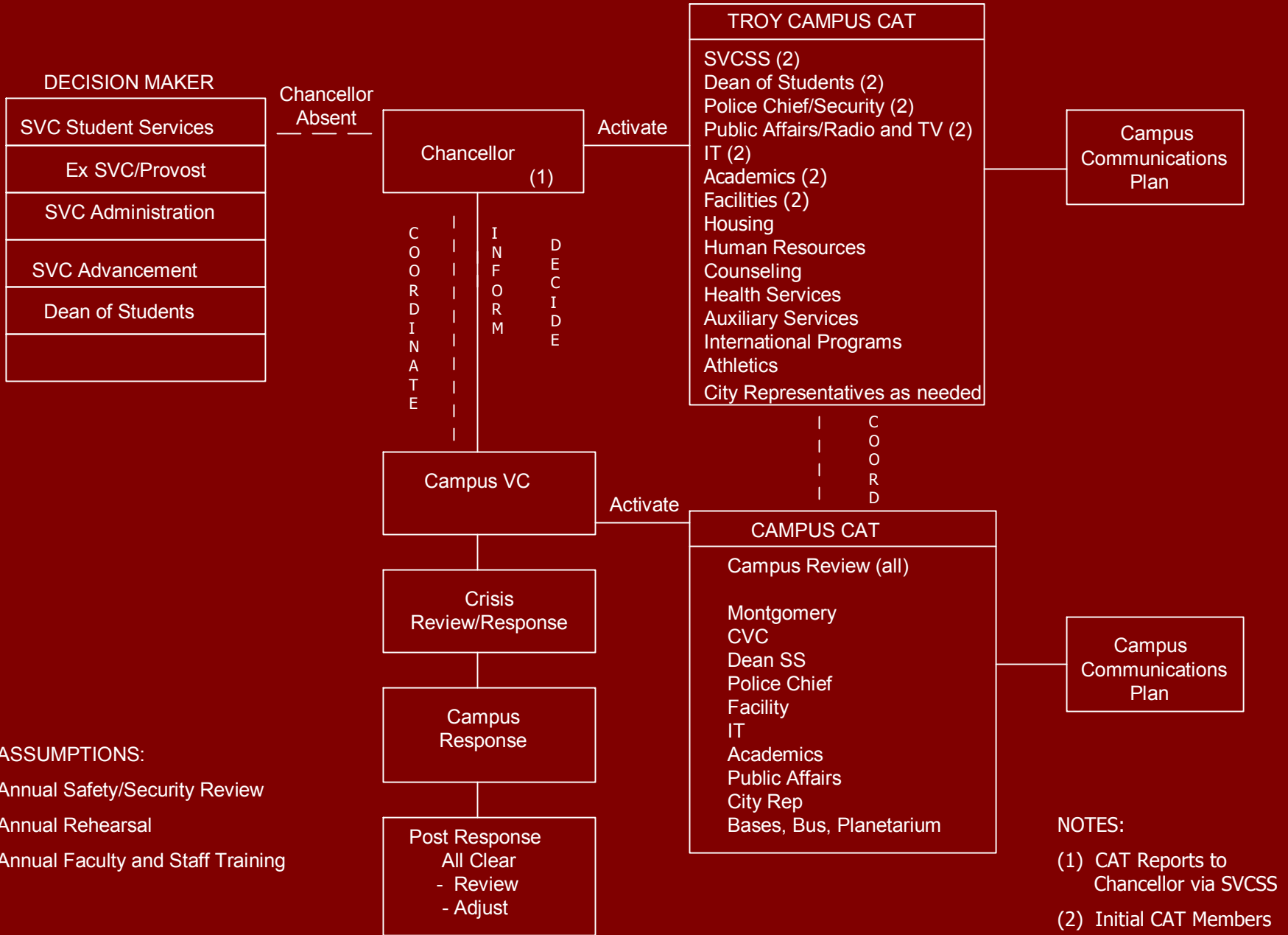
5. Continue Post-Response Actions (All Clear)

*Counseling *Casualty Process *Damage Assess

6. Conduct Post-Response Review (Improvements)

CRISIS ACTION TEAM (CAT)

DECISION PROCESS



Crisis Action Playbook

Nine Campus Scenarios w/Key Actions (Handout)

- Adverse Weather
- Fire/Bomb Threat
- Student/Faculty/Staff Threat
- Campus Serious Injury/Death
- International Student Incident
- Serious (Violent) Incident
- Health Issue
- Major Facility Issue
- Campus Disturbance



Communication Tools

Robust, Redundant, Reliable, Rehearsed



➤ **Central e-mail system, university-wide**

Redundant sites, alternate power, rehearsed monthly

➤ **sos.troy.edu: central site for emergency communication now—being developed for expanded campus use**

Special server allows for non-interruption of other processes

➤ **Telephones: voicemail capable Troy and PC campuses; Montgomery Dothan and UC on separate systems**

➤ **e2campus (text message capability): implementation underway for fall 2007**

Key messages sent in 1/10 second

Student plus parent notification

Message development, training, promotion required

Ability to notify 2000 phone numbers per minute (key administrators, faculty, RA's)

Communication Tools

Robust, Redundant, Reliable, Rehearsed



➤ Greg's WiFi "Bullhorn" System

Wall mounted loudspeakers in key buildings

Internet activated pre-recorded messages

Three (3) built for test by Greg Price

➤ Flat Screen Monitors (student center & key academic buildings)

Begin fall 2007 installation on Troy campus (Dothan has now)

➤ DI Method: Shouting Still Effective

Use of voice with or without bullhorns

➤ Troy Campus Siren System

Weather alert (EMA sound)

Second alert sound (check information sources)

Being developed fall 2007

News Media Plan (In Place)



➤ 29 August: Richard Brundage-crisis course training

➤ Troy campus media center

➤ Combination of Rane Auditorium, Stadium Club, SID suite

(access, equipment, awareness by media)

➤ Alternate Sites: Trojan Center Theater or Claudia Crosby Theater

Follow-on Actions

| Actions | Responsibility |
|--|---|
| Assess ability to secure/lock classrooms (card access) | Facilities |
| Determine types of chemicals stored/used in class buildings or campus facilities | Academics/ Facilities |
| Review types of fire extinguishers for appropriate emergency use | Facilities/ Student Services |
| Employ flat screen televisions in academic buildings for announcements | Academics/ Auxiliary Services |
| Enhance current landline phone systems to broadcast emergency information | IT/ Communications |
| Implement text message capability with broadcasting capability | IT/ Communications w/working group |
| Prepare decision making matrix when key leaders are absent from campus | Chancellor/SVC's Policy |
| Conduct major campus rehearsal in early fall of emergency actions, part of safety and security week | Student Services w/working group |
| Review campus and classroom procedures for evacuation and communication | Faculty/Facilities syllabus |
| Prepare one page emergency action response card | Student Services w/working group |
| Determine an alternate command post from the AAB | Chancellor/SVC's |



Follow-on Actions



| Actions | Responsibility |
|--|--|
| Expand use of CCTV in all residence halls and in other key buildings (Troy) | Student Services, Academic/Facilities |
| Conduct campaign to have all university personnel acquire and use campus ID cards | Auxiliary Services, Campus VC's, Student Services/Academics |
| Purchase voice recorders to capture incoming calls to campus police departments | Campus Police |
| Install fire alarms in key campus areas | Campus VC's, Facilities |
| Implement planned new campus warning system on Troy campus | Student Services |
| Provide training in life saving measures, CPR, etc. for resident assistants, faculty, and staff | Student Services with School of Nursing |
| Establish a crisis call center for parents (Stadium Club phonathon area) | Student Services/ IT/ Advancement |

Declare Campus Safety and Security Week 24-28 September 2007



- Establish the safety and security week as part of the campus calendar
- Conduct a series of faculty and staff workshops on crisis actions, evacuation routes, and emergency procedures
- Spend class time to review campus action plans
- Assemble crisis action team to review action plans and communication processes
- Conduct communication rehearsal using all systems (web, text, sirens, broadcast, etc.)
- Review facilities for safety (fire alarms, extinguishers, hazardous materials, etc.)
- Request local police and fire department assistance in review and training
- Execute emergency action plans on all campuses with an announced fire drill (fall 2007 scenario)