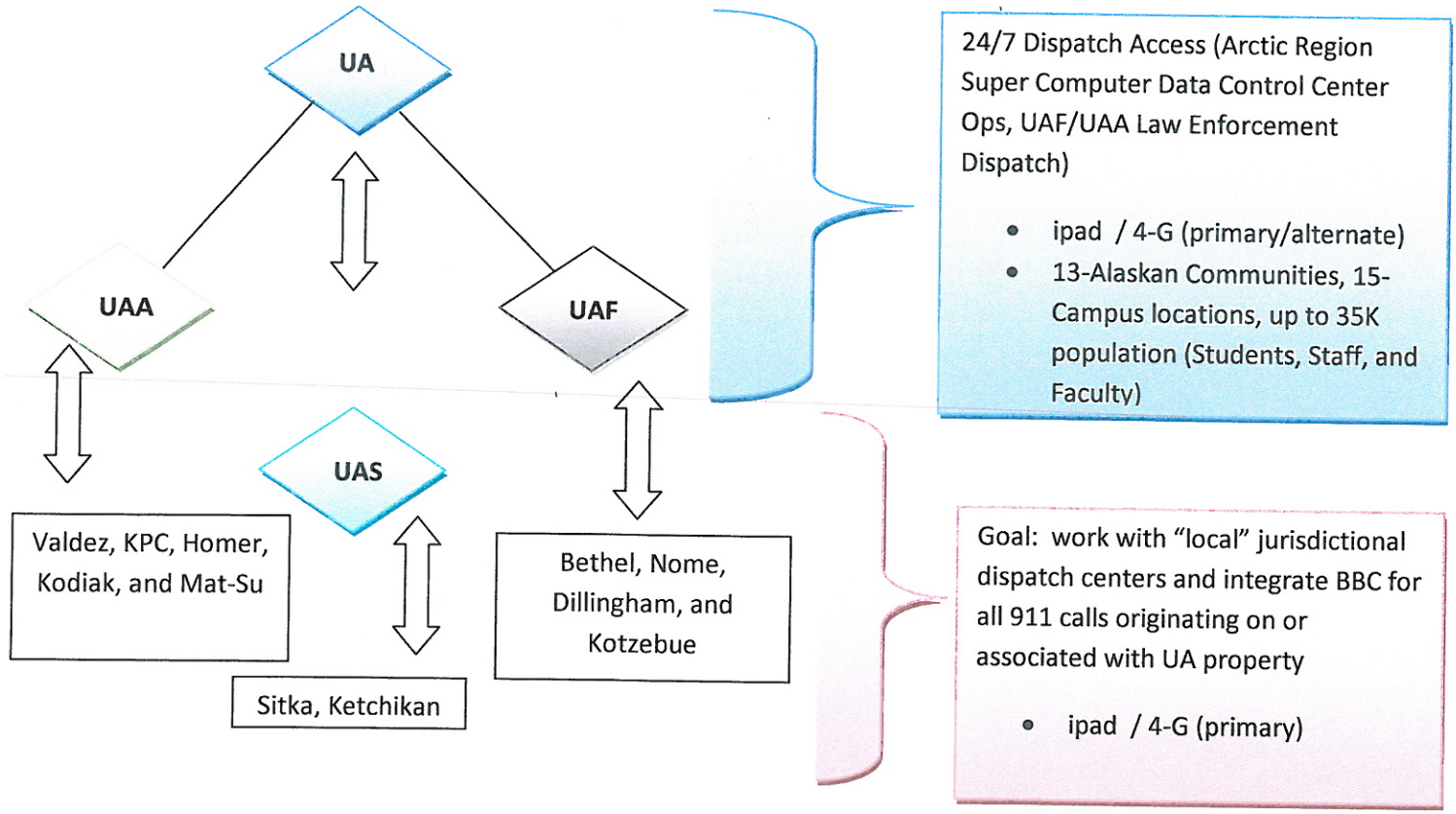
UA Crisis Communication Framework

UA Network, BlackBoard Connect, and Virtual Incident Management



Impact

Real-Time Emergency Management Information Sharing
Efficient; via mobile devices; enable IMT personnel to share critical information to decrease response times.

Multimedia Communications
Utilize communication capabilities

Real-Time Reporting and Tracking of Critical Resources
Improve communication to the field while increasing safety and accountability.

Unified Communications Solutions – Plan, Prepare, Recover
Facilitate and enhance critical inter/intra agency collaboration during disaster response, training continuity of operations (COOP) and preparedness exercises, while reducing travel, downtime and resource and logistical challenges.

Continuity of Operations (COOP)
Communication framework provides a range of reliable remote access methods; gives IMT the ability for virtual EOC operations to provide essential-services for PAR.

University of Alaska (System)

Actions:

SW EM used exercise to leverage training resources to deliver campus community with IMT Framework for regional response and recovery collaboration. IMT at all three MAU's participated as well as Kodiak, PWSCC, Bethel, and Ketchikan

- *Incident Management Team*
  - Identified and filled Command/General Staff positions for System IMT
  - Development of Campus IMT methodology (FEMA All-Hazards Type-3 Team)
    - Training (Field Mentoring)
    - Broker Authority Having Jurisdiction (AHJ) for State of Alaska-UA/EM will offer expertise and co-project management support-national trend is to use comprehensive exercise opportunity (planned event ICS-C/G Staff involvement) **State of AK standardization of Incident Management, C/G staff manpower pool**
    - Cultivated sheltering alliance with UAS Student Recreation Center occupants (Guard, UAS, Juneau, and Red Cross)
    - Field Medical Station (UAA) options (AK Public Health Preparedness Partnership)
      - Ability to care for injured PAR-alternate care sites/options
- *Communications:* Evaluate the ability to establish and maintain connectivity to support a continuous flow of critical information amongst PAR and multi-jurisdictional, command centers/agencies (ref. UA Crisis Comm Framework)
  - Evaluate the ability to provide and receive interoperable voice, data, and video communications
  - Alert Notification **(Blackboard Connect Implementation Strategy On-Going)**
  - Evaluate IT Network Capabilities
- *Emergency Public Information and Warning*: Activate plans, procedures, and policies for coordinating, managing, and disseminating public information and warnings.
  - Establish joint information center (JIC)
  - Activate emergency public information
  - Public information is disseminated according to Incident Action Plan
  - Assess Amateur Radio Capability

Outcomes:

SW IMT Framework needs the ability to provide Essential Service

- Need power generation (alternate) for Arctic Region Super Computer
  - UA System, Alaska Volcano Observatory, Earthquake Information Center, and KUAC (emergency Broadcast System) **IMPACT**
- IT Support
- Student Housing (temporary Shelter) (PAR)
- Alternate Care Site (PAR)
  - Provide COOP training, standardized software, implementation strategy, evaluate

Strengths:

- MAU leadership willingness to participate

University of Alaska-Emergency Management (EM)
Quarterly Readiness Committee Meeting Agenda
June 14, 2012 (2pm Sherman Carter)

UA	UAF	UAA	UAS
President Gamble	Chancellor Rogers	Chancellor Case	Chancellor Pugh
Rick Forkel-UA/EM Director	Randy Pommenville-EM Coordinator	Ron Swartz-EM Coordinator	Dan Garcia-Acting EM Coordinator
Julie Baecker-UA/Chief Risk Officer	Doug Schrage-Fire Chief	Rick Shell-Police Chief	Keith Gerken-Facilities Director
	Sean McGee-Police Chief		
Russ Steiger-EHS Director	Pat Pitney-VCA	Bill Spindle-VCA	James Danielson-AVCA
Functional Area Advisory representation as needed	EM rep from each extended campus	EM rep from each extended campus	EM rep from each extended campus

Next Meeting Sept (date/time TBD)

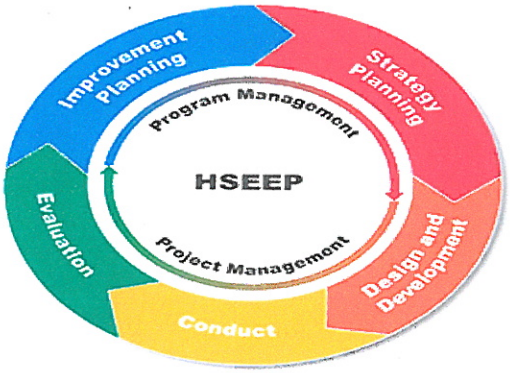
Conference call in number will be used.

1-800-893-8850/PIN: 9465540

Extended Campus Representatives: TBD Agenda Items will be briefed and/or discussed with President Gamble prior to each meeting. President Gamble may Chair the meeting pending his availability. MAU Coordinators need to ensure Chancellors, VCAs, and other IMT members are briefed on relevant readiness items. Chancellors and VCA's are always welcomed to participate in the meetings. Our goal is to have consistent representation from the three MAU's and extended campuses to participate at least every other quarter. UA/IMT members are encouraged to attend. Agenda Items will be briefed and/or discussed from SW through MAU to included extended campus

Agenda

- Impact of April State Preparedness Conf **(Forkel)**
  - Largest attended conference in State of Alaska history since 2004; 233 attendees
  - UA/EM had representation from 13 of its 15 campuses
  - IMT, Campus Sheltering, and HEOA subject matter expertise delivered presentations
- FY13 UA Campus Preparedness Workshops **(Forkel/Swartz)**
  - Format and Function
  - Locations, funding, and Timeline
- Implementation of Alert-Notification Capability
  - Update on implementation strategy **(Forkel/Mullins/Kowalski/MAU)**
  - **Ref. memo-8May**
- Implementation of Continuity of Operations (COOP) practices (critical for identification and evaluation of UA essential-services during any disruption)
  - Alternate Power Source for ARSC/Butro **(Forkel)**
  - Kuali Ready Project **(Forkel/Mullins)**
  - COOP template for MAU with Student Housing **(Swartz)**
  - Facility Services
  - IT Network
  - Research Priorities
    - MAU POC's
- UAS EM position update **(Forkel/Danielson)**
  - Announced on AK Jobs 11May
- Forecast Alaska Shield 2014 (projected for March 2014) **(Forkel/Swartz)**
  - Earthquake
- EM UA Standards **(Pres G/Forkel)**
- Around the System…



As a result of the AS2012 Power Disruption FSE conducted in February 2012; this IP has been developed specifically for the University of Alaska Emergency Management Stakeholders. These recommendations draw on the After Action Report and the feedback received from participants.

Core Capability	*Recommendation*	*Responsible Stakeholder*	*Start Date*	*Completion Date*
Communication IAW HEOA, NIMS, ICS	• Structured implementation of a System Alert-Notification System • Crisis Communication Plans: ICS 205/A (training, workshop, 205/A, exercise) • Notification Planning and Capability • Initial Response Protocols (ICS 201)	**UA/EM** **MAU/EM**	**Apr 12** **Apr 12** **Apr 12**	**Oct 12** **Apr 13** **Apr 13**

IMT Training IAW FEMA Core Capability (TCL)	• Continue quarterly training sessions and use past AAR's for improvement
	  ○ Periodic training with local first responders
	  ○ Identify ICS command element members and design protocols (CCERT-CIMT-SWIMT)
		UA/EM
		MAU/EM
			Sustain	**Maintain**

COOP Essential Services	• Promote COOP Culture • Implementation strategy for Kuali Ready • Alternate Power for ARSC and SW IMT • Develop Research Priority Lists	**UA/EM** **MAU/EM**	**Apr 12**	**Oct 13**

Pre-IAP and Response Policy Development BOR/UA Pres Office	• Develop Incident Action Plans for providing Essential Services
	  ○ Student Housing Campuses
	  ○ Research Facilities
	  ○ Enhance Temporary Sheltering capability
	  ○ Evaluate Alternate Medical Care and Field Medical Sites
	• System IMT Policy
	  ○ Response Authority
	  ○ Training/Exercise Requirements
		MAU/EM -Housing Sites -Research
		UA/EM
			Apr 12
			Apr 12
				Oct 13
				Oct 13