Campus Emergency Response, Communication, and Classroom Safety

Multi-Lilly Workshop
October 11, 2007

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Emergency Management Unit
AGENDA

Introductions/Review of Agenda
  Exercise: Top Ten List of What to Do in the Event of…..
General Overview of Emergency Management
Classroom Safety Concerns and Communication
  Lessons Learned from Virginia Tech on how to handle an “active shooter”
    What might we do
Alert and Notification
  ETXT, Reverse911, media release, pagers, MSUAlert, E-mail, web-site, Siren systems
  Exercise: Technology Demonstration
In an emergency, what do we ask from you…..
  Emergency Action Teams
    Coordinators, Leaders and You
    Knowledge of how to evacuate or “shelter-in-place”
Individual level preparedness
  Ability to obtain and disseminate timely messages
  Oversight within the research area, classroom or your office spaces of others
  Exercise: Preparedness
  Table Groups and Discussion
Question/Answers
Exercise: Top Ten List of What to Do in the Event of.....

1. You will be given a list of ten actionable items to review.
2. Please individually answer the questions based on your CURRENT knowledge of practices, procedures, and protocols
3. Please take 3 minutes to complete
Emergency Management.....in ten minutes or less

Who leads the initiative
Proactive planning examples
   Boldness by Design
   Emergency Operations Plan
Exercises to test our readiness
   Types of Exercises and examples
Facilities we utilize
   Emergency Operations Center
      Multi-disciplinary
      Technological innovations
   Mobile Command Post
      “In the Field” command
      Remote connectivity and equipment
How we compare to other institutions
Classroom Safety Concerns

Classroom Safety is just SAFETY that includes a recognition that others will look to us for guidance.

Why do we need to prepare and how will we do it?
April 20, 1999 Columbine High School, Littleton, Colorado
Eric Harris and Dylan Klebold go on a shooting rampage after filling their school with explosive devices. 12 students and a teacher are dead. 24 others are wounded. Klebold and Harris shoot and kill themselves.

September 13, 2006, Dawson College, Montreal, Canada
25 year old Kimveer Gill opens fire at the main entrance of a campus building before making his way inside. After being shot in the arm by police, Gill turns the gun on himself. One student dies and 19 more are wounded.

April 16, 2007, Virginia Tech University, Blacksburg, Virginia
Seung-Hui Cho, 23, kills two students in his residence hall marking the beginning of the deadliest school shooting in United States history. Nearly 3 hours later, 32 people were dead and 25 wounded. Cho killed himself.

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PART ONE: COLUMBINE AND THE ACTIVE SHOOTER
Columbine: The Attack

- Eric Harris and Dylan Klebold fired 188 shots, killing 13 and wounding 24 in under 20 minutes.
- 76 explosive devices planted at the school, 2 diversionary devices, 13 found in their cars, and 8 in their homes, totaling 99 explosive devices.
- Two propane bombs in cafeteria could have killed 600+ if they had worked properly.
- The original plan called to kill as many people with the bombs as possible and then kill others as they exited the school.
- Their hatred of the world and their school was well documented and although they had a kill list, not a single person on it was killed. They wanted a spectacle of death and destruction and had no intention of living.
- Well planned, poorly executed
Columbine: Lessons Learned

- Incidents are spontaneous
- Suspect(s) are unpredictable
- Pre-incident signs were evident
- Incidents involve target rich environments
- First responders were outgunned and not sufficiently trained
- Tactical intervention too late to effectively resolve the situation
- Multi-jurisdictional issues evident
Columbine: Learning from Tragedy

- Most important: Changed attitude of sitting and waiting for the “cavalry” (SWAT) to go in as soon as possible and putting an end to the threat.

- Gave birth to new tactics and training and the idea of the “active shooter”.
“Active Shooter” Defined

- Suspect(s) using a weapon in an ongoing assault causing the immediate death or serious injury of multiple victims.
- The situation is not contained and there is immediate risk of continued danger to other victims.

+ Our philosophy: They can’t kill our kids!
The “Active Shooter”

- Desire is to kill and seriously injure without concern for his/her safety or threat of capture.
- Normally has intended victims and will search them out.
- Accepts targets of opportunity while searching for or after finding intended victims.
- Will continue to move throughout building/area until stopped by law enforcement, suicide, or other intervention.
PART TWO: RESPONDING TO ACTIVE VIOLENCE ON the MSU CAMPUS
At a Glance: The Campus

- Main Campus spans approximately 8 square miles
- 23 Residence hall buildings and apartment complexes
- 676 total buildings on campus
- 27 miles of roadway and 100 miles of sidewalks
Unlike K-12 school systems, MSU facilities do not feature:

- Intercoms in classrooms
- One centralized administrative office
- Controlled visitor access points
- Similar monitoring and control of students and other people on campus
- Dense campus facility make-up
Campus Wide Response to a Violent Act

• Keeping in mind the size of our campus and the number of people on any given day, it is impossible to effectively “lock down” the entire campus.

• In the event of any violent act, the MSU Police Department will respond immediately to the situation and initiate its Emergency Operations Plan and its Alert & Notification System.
Michigan State University
Police Department

• 68 fully-sworn officers
• Specialized units including: K-9, Motorcycle, Mountain Bike, CSI, Detective Bureau and joint Special Response Team (SWAT)
Michigan State University Police Department

• Emergency Management Division dedicated to emergency planning, training and awareness
• Works closely with East Lansing Police Department, Ingham County Sheriff’s Department, Michigan State Police, surrounding agencies and multiple federal law-enforcement agencies.
Michigan State University
Police Department: Emergency Management

- Proactive training for all police officers and the community for emergency preparedness, response, and recovery.
- Develops Emergency Action Teams and Plans for each building on campus.
- Coordinates planning and training and shares information with local, county, state and federal agencies.
- Develops and maintains campus notification systems.
Two special police response units may be called into action in the event of an armed encounter.

Armed Critical Incident Response Teams (ACIRT)
- All MSU police officers and mutual aid agencies trained in this protocol and recertify bi-annually
- Rapid-response, national best-practice protocol to stop the threat from someone actively using a weapon
- Calls for first 4-5 responding officers to enter a facility of an active threat situation and confront the perpetrators
- Allows life saving action to be taken until a tactical team (next slide) arrives
On-Scene Response

Special Response Team (SRT)
- Local tactical team includes MSU Police
- Uses scenario-based training
- Can activate a full variety of resources to assess and respond to a situation in which someone is threatening the community
- Requires a minimal period of time to activate, equip, and arrive at the scene
On-Scene Response

- Other major response assets including a mobile command post, FLIR (forward looking infrared radar) Unit which detects the presence of individuals not visible to first responders based on body heat emission and explosives detecting K-9’s.
- If needed, the MSU Police will be supported by surrounding agencies including the East Lansing Police Department, Meridian Township Police Department, Lansing Police Department, Ingham County Sheriff’s Department and the Michigan State Police. The East Lansing Fire Department also trains to support the MSU Police Department in these situations.
In an emergency, the Chief of Police has the duty and authority to activate the Emergency Operations Center (EOC). This center is located in a secure location and is designed to coordinate resources for university-wide response and recovery. During an emergency, the EOC involves over 40 representatives from all areas and disciplines throughout the University to provide a coordinated planning center for handling events.
Campus Wide Response: Resources Involved

- MSU Counseling Center and associated units
  - Provide grief counseling, critical incident stress management, and associated care to our community
- Division of University Relations
  - Provides timely information to media and instructions to community
- Crime Scene Investigation
  - Gathers evidence for case management and prosecution of offenders
  - Personnel cross-trained in hazardous materials incidents
- Investigations Unit
  - Coordinates with all local, county, state, and federal assets to effectively investigate and prosecute those responsible.
Campus Wide Response:

Emergency Action Teams

Alert and Notification Systems

Media Relationships and Resources
PART THREE: WHAT TO DO IF YOU ARE INVOLVED IN AN INCIDENT
General Safety Suggestions

• Familiarize yourself with the layout of buildings you work/live/frequent. Evacuation routes are posted in all buildings.

• Participate in your building’s evacuation and lockdown drills.

• Familiarize yourself with the location of “Greenlight” Emergency phones.

• Program the non-emergency number for the MSU Police Department into your phone

(517) 355-2221

• Report suspicious activity or persons to the MSU Police.
CALL 911

If you witness any armed individual shooting at people on campus or hear gunshots, immediately contact the MSU Police by calling 9-1-1. Provide the police dispatcher with as much information as you can. Do not hang up unless told to do so. If in doubt, still call 9-1-1. If 9-1-1 is busy, continue to attempt to make contact.
If you are in a building...

Secure the immediate area – whether classroom, bathroom, or office.

- Lock the door. This may require advanced planning to ensure ability to lock the door – key and type of lock.

Know your EAP building exits and which way the doors swing (classrooms-out, offices/labs-in)

- Block the door using whatever is available - desks, file cabinets, books, other furniture… but not yourself!

- If the shooter enters your room and leaves, lock/barricade the door behind him.
If you are in a building...

Doors, Windows, Openings, and Noise

- Close blinds
- Block windows
- Turn off radios and computer monitors if necessary
- Silence cell phones (but don’t turn them off!)
- Signs can be placed in interior doors, windows, but remember the shooter can see these too
- Place signs in exterior windows to identify the location of injured persons
- After securing the room. People should be positioned out of sight and behind items that might offer additional protection - walls, desks, file cabinets, etc
- Keep occupants calm and quiet
Un-securing an area

- The perpetrator will not stop until his/her objectives have been met, unless interrupted or engaged by law enforcement.

- Consider the risk exposure created by opening the door.

- Attempts to rescue people should only be made if that can be done without further endangering the persons inside a secured area.

- The perpetrator may bang on the door and yell for help to entice you to open the door.

- If there is any doubt to the safety of the individuals inside the room, the area needs to remain secured.
Contacting MSU Police

• Dialing 911 from a cell phone or University phones will connect you with MSU Police Dispatchers.

• There are over 200 “Greenlight” Emergency phones located throughout campus which connect directly to MSU Police Dispatch.

• If you cannot get through to 911, the MSU Police Non-Emergency number can be reached at 517-355-2221.
What to report

- Your specific location
  - Building name
  - Office/classroom number

- Number of people at your specific location

- Injuries
  - Number of people injured
  - Types of injuries
What to report

• Assailant(s)
  • Specific location- where are they now
  • Number of assailant(s)
  • Race, Ethnicity and Gender
  • Clothing color and style
  • Physical features – height, weight, facial hair, glasses
  • Type of weapons (rifle/shotgun, handgun, bombs)
  • Do you recognize the shooter? What’s his/her name?
  • Have you heard explosions separate from gunshots? Do you see or smell smoke?
  • Backpack or other item being carried?
Police Response

- MSU Police will immediately respond to the area.
- It is important for you to convey to others that help is on the way. Remain inside the secure area.
- The MSU Police goals are to locate, contain, and stop the “threat” (shooter, bomber, etc.)
- The safest place for you to be is inside a secure room.
- The shooter/bomber will not flee when law enforcement officers enter the building, instead he/she will have new targets to shoot.
- Remember the perpetrator’s mindset is not escape. His/her goal is to kill and injure as many people as he/she can.
Police Response

Injured persons

- Initially, responding officers will NOT treat the injured or begin evacuation until the threat is neutralized.
- You may need to explain this to others in an attempt to calm them.
- Once the threat is neutralized, officers will begin treatment and evacuation.
Police Response

Evacuation

- Safety corridors will be established. This may be time consuming.
- Remain in secure areas until instructed otherwise.
- You may be instructed to keep your hands on your head.
- You may be searched.
- You will be escorted out of the building by law enforcement personnel.
• We can no longer predict the origin of the next threat.
• Assailants in some recent incidents across the country were not students or employees.
• There were no obvious specific targets and the victims were unaware they were targets, until attacked.
On the web...

- [www.police.msu.edu](http://www.police.msu.edu) – MSU Police Website
- [www.msu.edu](http://www.msu.edu) - information updates
Alert and Notification

ETXT
Reverse911 (R911)
“MSUAlert”
Emergency Action Team Pagers
Siren systems
Other:
  Public or Media sources
  MSU Mass Distribution E-mail
Internet: MSU Home Page
ETXT: User Access

MSU Faculty, Staff, and Students access the website at http://etxt.msu.edu or www.police.msu.edu and follow link

MSU Net ID used for authentication

Secure login over SSL
Welcome Area Screenshot

ETXT

My Subscriptions
- 517-555-1479: My personal cell phone
- 734-555-0248: Mom's work cell
- private@example.com: My personal e-mail

Emergency Text Message Notifications

This is a list of e-mail addresses, cellular phone text message devices, or alpha-numeric pager devices where you will receive emergency notifications. Emergency text messages will only be sent for extreme situations.

To add another subscription, please click ADD in the menu. To remove an existing subscription, please click REMOVE in the menu.

For more information on the use and operation of this system, please visit our frequently asked questions area.
Add Subscription

Add page allows user to subscribe a cell phone SMS number, a pager, or an e-mail address
Remove Subscription

Simple selection of devices on record allows easy deletion from list.
How it is used:

• Special area allows users to send a 150 character message to all subscribed users
• All messages and senders logged for audit
• This is an e-mail list management system
• The system has robust capability to distribute large quantities of messages at high speeds
• The master lists can be purged annually
Reverse 911 (R911)

Database of existing phone numbers
Issues with a Centrex-based system
How to launch
What will the messages sound like
Future implications of this technology
   County-wide application
Interface within Region’s Emergency Managers
MSUAlert

Phone dedicated to an individualized message informing the community of hazards or actions to take
Can be changed similar to a voice mail greeting
Limited in size and will direct persons to other sources for information (i.e., Media sources, MSU Home page, and/or E-mail)

Phone number:
(517) 432-5378
888-MSU-Alert [(888) 678-2537]
Emergency Action Team Pagers

All buildings/areas have Emergency Action Teams (EAT) formed

The pagers are issued to at least one individual responsible for each of those teams

MSU Police can activate a text-style message to those pagers or groups of pagers (similar to ETXT and size limitations)

Those teams will then activate “phone-trees” or similar notification protocols
Local and County Siren Systems

MSU Siren System:
Activated by the MSU Police Cadet Desk upon order of the Supervisor in Charge
It produces a series of single-tone on rotating siren-heads, mounted on several key areas of campus (Manly Miles, Kellogg Center, Communication Arts, Farmlands)

Ingham (or other) County Siren Systems:
Those vary based on the location but are activated through the Ingham County Sheriff’s Department
Familiarize yourself with the siren system in your own local area

ALL of these systems are not intended to reach person INSIDE. They were developed to reach populations that are outside and need to seek cover

THERE ARE NO “ALL CLEAR” TONES WITH THESE SIRENS
OTHER: Media, Public address systems, or Website/Email

Media:
- Releases via University Relations OR MSU Police (in real-time emergencies)
- Released across many major outlets in the area (TV10, TV6, Fox 47, etc)
- WKAR TV/Radio serve as the Emergency Broadcasting service for Ingham County (activated by Ingham County Emergency Management)

Public Address systems:
- Fire alarm panels (if so equipped)
- Police or Fire apparatus with speakers
- Other hand-held devices

Web-site or Electronic Mass Mailings
- Later in priority for creation or distribution
- MSU Police will gain access to the MSU Home Page in recognized emergencies to control messages to that site on instructions for the community
Testing our Technology

We will use the cellphone numbers you provided to launch two types of tests:

Reverse911: an audible message to the receiver instructing the person what to do or not to do

ETXT: text message to a cellular device demonstration
What Would We Ask of You…

Emergency Action Teams

- Each building on campus and Farmland Research areas
- Trained to implement the plan for their particular location
  - Evacuation
    - Suspicious packages, bomb threats, explosion, hazardous material release, fire, severe weather (i.e., tornado, high winds)
  - “Shelter-in-Place”
    - “lock down” within a building due to hazardous materials or human threats
- Almost 200 employees trained as Emergency Team Leaders
  - Advise responders in emergency situations
  - Assist with evacuation, accountability or notification of occupants
  - Provide critical knowledge about special considerations for their buildings
E.A.T. (continued)

- Emergency Team members occasionally:
  - Review role of the emergency coordinator or leader
  - Prepare the building for evacuation/sheltering drills
  - Consider first aid and identify persons with Red Cross or American Heart Association certifications within their building
  - Know the evacuation routes and procedures
  - Understand sheltering in place recommendations
  - Can identify rally sites when an evacuation is ordered
  - Know how to operate any PA systems available in emergencies
  - Know where the heating, ventilation, or air conditioning (HVAC) system manual shut-offs are located
  - Know where the emergency generator systems are within their buildings
E.A.T. (continued)

• All MSU buildings are posted with notices that include:
  – Emergency evacuation routes and rally points
  – Fire extinguisher locations and fire rated stairwell locations
  – Fire pull station locations
  – Emergency shower, eyewash station, and gas shutoff locations
  – Emergency phone locations
  – People with different abilities entrance/exit locations
  – Severe weather shelter locations

• To learn more about the emergency action teams:
  http://www.dpps.msu.edu/eoc/eaction.asp
Individual Level Preparedness

Have you prepared plans for your families or significant others of common incidents?

Do you know what your role is for classroom safety?

Leadership
Calm in the face of disruption
Built this relationship early in the semester via discussions, syllabus or inserts, links

Do you have a plan in your mind of how you will respond?

We have some handouts to assist with this
Exercise: Preparedness

Each table(s) will be given an exercise to accomplish
You will work as a team to answer the questions posed at the end of the scenario
The goal is to come to consensus on response and preparedness concerns
You will have a Team Spokesperson report your results to teach to the rest of the group
You have 15 minutes to review and be ready to report
Each team will have 5 minutes to report their results to the larger group
There are four general scenarios that test our knowledge of how prepared we might be
Thank you for your participation!

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