ANNUAL REPORT

2018

Addressing the Emergency Management Needs of the UT Austin Campus Community

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# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVERVIEW</td>
<td>4</td>
</tr>
<tr>
<td>LEADERSHIP</td>
<td>5</td>
</tr>
<tr>
<td>STATEMENTS</td>
<td>6</td>
</tr>
<tr>
<td>ORGANIZATION</td>
<td>7</td>
</tr>
<tr>
<td>HOW WE WORK</td>
<td>8</td>
</tr>
<tr>
<td>YEAR IN REVIEW</td>
<td>9</td>
</tr>
<tr>
<td>PROGRAM AREAS</td>
<td>10</td>
</tr>
<tr>
<td>LOOKING AHEAD</td>
<td>16</td>
</tr>
<tr>
<td>BECOMING A DISASTER RESILIENT UNIVERSITY</td>
<td>17</td>
</tr>
</tbody>
</table>
OVERVIEW

ABOUT

The Office of Emergency Preparedness (OEP) implements programs and projects in emergency and disaster planning, training, mitigation, response, and recovery. We are tasked with creating a comprehensive emergency management program for the University to save lives, protect property, promote continuity of operations, and reduce the overall effects of large-scale disasters. In addition to planning for the entire campus, OEP assists departments with developing their emergency plans and acts as the primary liaison between the University and outside government emergency management agencies.

OEP is part of the Office of Campus Safety and works closely with the other Campus Safety departments, Environmental Health & Safety and Fire Prevention Services. OEP also works closely with other campus partners including, the University of Texas Police Department, Facilities Services, Athletics, Parking & Transportation Services, and the Dean of Students in order to build a disaster resilient university.

Although OEP is a small department, our team is passionate about and dedicated to ensuring The University of Texas is ready for whatever comes its way. With the help of our partners, we are building a disaster resilient university that can bounce back from anything so that our community can quickly get back to changing the world.
FROM THE DIRECTOR

Welcome to the 2018 Office of Emergency Preparedness Annual Report. As we reflect back on 2018 and toward 2019, we continue to use the word resiliency. In the Office of Emergency Preparedness, resiliency to us is the ability to overcome all kinds of challenges and bounce back more powerful, wiser, and stronger. This report will provide a glimpse into the many different types of challenges that OEP faced in 2018 and the strategies and actions taken to overcome those challenges. These accomplishments could not have been completed without the continued support and partnership of many other departments across campus and the region. I invite you to learn from this report the successes and challenges the Office of Emergency Preparedness has had over the past year and the exciting goals, objectives, and opportunities to come over the next year as we continue to empower resiliency across The University of Texas at Austin.

Jonathan
JONATHAN ROBB
DIRECTOR,
OFFICE OF EMERGENCY PREPAREDNESS

THE UNIVERSITY OF TEXAS STOPS FOR NO STORM

The picture on the left is the Chairman of the Board of Regent's telegraphed response to a suggestion that UT Medical Branch close after the 1900 hurricane that hit Galveston Island. (See utsystem.edu/office/chancellor/blog/teams-stop-no-storm.)

Today, this sentiment reflects the philosophy of the Office of Emergency Preparedness and the whole of the University to keep performing our mission no matter what.
STATEMENTS

VISION, MISSION & VALUES

The Office of Emergency Preparedness leads the university in becoming disaster resilient by enhancing capabilities required to prepare, respond, recover, and mitigate potential hazards and safety risks.

The Office of Emergency Preparedness enriches the university academic and research mission by being an innovative leader in emergency management both in higher education and the global emergency management field.

VALUES

- Service: We are customer service oriented and offer responsive, reliable and seamless support.
- Stewardship: We are exceptional caretakers of the resources entrusted to FAS.
- Integrity: We perform our work in a transparent, honest, accountable manner. We also commit to meeting all compliance and reporting standards.
- Innovation: We are creative and innovative in our service to the campus community.
- Diversity: We believe the best ideas are born from sharing viewpoints, opinions, and perceptions from colleagues with varied backgrounds and experiences.
- Teamwork: We work collaboratively across our organizations on common objectives and develop efficient and cost effective systems and processes for campus.
The Office of Emergency Preparedness is under the Campus Safety office within the Financial and Administrative Services portfolio. Units under this portfolio continually strive to improve service to the campus and the broader community while meeting compliance and reporting standards.
HOW WE WORK

COLLABORATION

Everyone in the campus community plays a critical role in helping ensure the University is prepared. OEP can only fulfill its mission by working closely with other campus departments such as the University of Texas Police Department, Fire Prevention Services, Environmental Health & Safety, and Facilities Services.

CONNECTING THE DOTS

Before, during, and after a crisis, OEP works diligently to help all of the departments involved in responding to an emergency work together. This makes crisis response more efficient and ultimately makes the University more resilient.

CAMPUS SAFETY & SECURITY COMMITTEE

OEP is a part of and works very closely with the Campus Safety & Security (CSAS) Committee. This committee’s mission is to provide strategy and guidelines for campus-wide security initiatives that affect the University community. The CSAS committee is made up of a cross-section of University constituents, from a multitude of interest areas, with the goal of creating consensus on issues impacting campus safety.
YEAR IN REVIEW

HIGHLIGHTS

**EMERGENCY MANAGEMENT**

- **11** Emergency Operations Center activations in support of special events including home football games and commencement

**AWARD**

- **1** Everbridge Impact Award for innovatively using text messages during commencement.

**EMERGENCY MANAGEMENT**

- **40,032** Bottles of water distributed during the city-wide boil water notice

**TRAINING & EXERCISES**

- **8** Staff conducted eight different safety presentations for floor managers or other groups

**CAMPUS SAFETY**

- **29** New building emergency plans developed

**TRAINING & EXERCISES**

- **7** Exercises that OEP participated in or coordinated

**CAMPUS SAFETY**

- **96** Safety hubs installed.

**CAMPUS SAFETY**

- **17** Staff met with 17 different departments to address their individual safety concerns.
Emergency Management & Planning is OEP’s core function. OEP’s responsibilities for this program area include:

- Leading the University’s efforts in all phases of Emergency Management: Mitigation, Preparedness, Response, and Recovery;
- Developing and maintaining the University’s Emergency Operations Plan and its Annexes for Infectious Disease, Severe Weather, Restricted Access and Building Management, Academic Continuity, and Business Continuity;
- Developing Incident Action Plans for special events and incidents that occur on campus;
- Liaising with external agencies involved in emergency response on campus and other community partners;
- Coordinating the emergency response to any incident that occurs on campus;
- Coordinating emergency management notification systems, and
- Directing the Emergency Operations Center during incidents or special events.

OEP strives to fulfill these responsibilities with excellence and dedication. By working with our campus partners, we can lead the University on the path to becoming truly disaster resilient.
Accomplishments

• Responded to a city-wide boil water notice to ensure that all university community members had access to safe drinking water while on campus.
• Coordinated emergency operations for special events, including home football games and commencement.
• Launched WebEx communication system for the Emergency Operations Center and Emergency Command Center.
• Completed required UT System audit of University’s emergency management program.
• Completed guidebooks for the Core Crisis Management Team and Emergency Operations Center Staff.
• Expanded deployment of desktop emergency alert system to colleges, schools, and units.

Future

• Begin the process of accreditation through the Emergency Management Accreditation Program (EMAP).
• Complete Emergency Support Function Annexes.
• Complete Hazard Mitigation Plan.

Special Event EOC Activations

Every fall, tens of thousands gather on campus to cheer on Longhorn Football. One of the jobs of the Office of Emergency Preparedness is to help make sure everyone can enjoy the game safely. To do this, we bring together partners in law enforcement, emergency medical services, campus safety, campus services, athletics, and more in the Emergency Operations Center. Assembling in one location helps make sure that everyone can quickly coordinate efforts to solve problems and respond to incidents during the game.

Helping to support the Longhorns and getting to work closely with all of our partners is definitely one of the most rewarding parts of our jobs every fall.
In late October 2018, Central Texas experienced unprecedented rainfall. As a result, water treatment facilities for the City of Austin were overwhelmed. Because of this, the city was forced to issue a boil water notice. This meant that tap water could not be used for drinking, washing dishes, brushing teeth, or for animals.

The boil water notice was issued early in the morning of October 22. The Office of Emergency Preparedness immediately sent a campus-wide text message to make sure our entire campus community was aware of the situation.

OEP knew that in order to get through the crisis, we would need to enlist all of our campus partners. Facilities Services worked to cover all water fountains on campus to ensure that no one would use them. They also helped reduce campus’s water consumption by turning off outdoor decorative fountains and landscaping irrigation systems.

The boil water notice left our on-campus residents particularly vulnerable. About 7,000 students live in campus dormitories and do not have access to stoves for boiling water. These students also depend on the University for meals and it was critical that our dining facilities had access to safe water for cooking. Fortunately, University Housing and Dining
rose to the occasion and made sure that plenty of drinking water was available for its residents. Because their staff worked hard to prepare clean water for cooking, meal service continued without any issues.

However, while these preparations were critical, they didn’t go far enough. OEP and Campus Safety wanted to make sure that everyone on campus had access to safe drinking water while they were here. Campus Safety bought bottled water by the truckload and Emergency Preparedness spearheaded the efforts to distribute that water.

Once again, we enlisted our campus partners for help. Texas Union, Recreational Sports, and the Student Services Building all dedicated staff and resources to setting up water distribution sites at their facilities. Parking and Transportation Services provided staff to help distribute water. Events and Construction Services helped move pallets of water all over campus. Students from many different campus organizations volunteered to help distribute water. For seven days, the university worked together to distribute more than 40,000 bottles of water to our university community.

The boil water notice was lifted by the city on Sunday, October 28 and the campus returned to normal. OEP is very grateful for all of the support of our campus partners that made our response to this crisis a success.
As one of its member departments, OEP has several responsibilities that support Campus Safety. These responsibilities include:

- Working with Building Managers to develop and maintain Building Emergency Plans;
- Supporting department-owned Automated External Defibrillators (AEDs); and
- Meeting with campus departments to address emergency-related safety concerns such as evacuation and shelter-in-place.

In these ways, OEP helps make the university safer every day.

**Accomplishments**

- Installed 96 safety hubs on campus.
- Developed 29 new Building Emergency plans.
- Met with numerous departments to address emergency-related concerns.
- Conducted multiple safety and emergency preparedness presentations.
- Hosted four building manager meetings to provide important safety information.
Future

- Launch UT Ready program with new educational materials and emergency information signage.
- Develop Building Emergency Month Program.
- Launch Public Access Defibrillator Program.
- Increase training and awareness of Automated External Defibrillator (AEDs) and Bleeding Control Kits (tourniquets).
- Increase outreach and education presentations to the campus community.

SPOTLIGHT ON SAFETY HUBS

One of the first safety hubs on campus in the Flawn Academic Center.

In 2017, OEP launched a new “safety hub” program designed to put critical life safety equipment in every building on the main campus. The safety hubs are located within a well-trafficked entrance of a building and include:

- An Automated External Defibrillator (AED);
- Bleeding Control Kits (Tourniquets);
- A sign with the building name and address; and
- An emergency call box that goes directly to UTPD Dispatch.

Throughout 2018, OEP worked tirelessly with our campus partners to install 96 safety hubs in all of the academic and general purpose classroom buildings on the main campus.

While we hope this equipment is never needed, we are thrilled to be making this life-saving equipment available to the entire campus community.
TRAINING & EXERCISES

Training & Exercises are a key part of our program. Training helps ensure that our staff and the University’s staff involved in emergency response are always ready for anything. Exercises are important as they are how we test our emergency plans and procedures and make sure that they work. OEP’s responsibilities related to training and exercises include:

- Organizing university-wide exercises;
- Ensuring training for Emergency Operations Center staff;
- Assisting with department-level exercises; and
- Participating in training to ensure the staff is knowledgeable about all aspects of emergency management.

School of Nursing Disaster Drill.

Trainings and Exercises Participated In

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<tr>
<td>2017</td>
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<td>2018</td>
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Accomplishments
• Conducted first ever training program for University executive staff involved in emergency response.
• Participated in National Tabletop Exercise with hundreds of other universities regarding campus disruption during large-scale events.
• Staff attended both the Risk Management in Higher Education and International Association of Emergency Management conferences to learn about advancements in the field.
• Staff participated in a total of seven different exercises related to emergencies on campus.

Future
• Conduct Point of Dispensing Exercise.
• Begin mini-tabletop series to address partner concerns and increase engagement.
• Develop Training and Exercise Multiyear Plan.
• Conduct training for executive and Emergency Operations Center staff.
• Test procedures for activating the Emergency Operations Center both in person and virtually.

SPOTLIGHT ON THE NATIONAL TABLETOP EXERCISE

In September 2018, staff from OEP, UTPD, and Campus Safety attended the National Tabletop Exercise hosted by the University of Texas at San Antonio. This event brought together campus safety and emergency management leaders from hundreds of institutions of higher education all across the country.

The topic of this exercise was civil unrest during a large-scale event. Through this, we found that we were overall very prepared for this scenario and also identified areas for improvement. This exercise helped improve our partnerships and prepare for whatever might come our way.
LOOKING AHEAD

ACREDITATION

In 2019, the Office of Emergency Preparedness will continue to pursue accreditation through the Emergency Management Accreditation Program (EMAP). EMAP is designed to provide a process of assessment and accreditation backed by industry standards that foster excellence and accountability in emergency management. This process results in a self-assessed and peer-reviewed accreditation that helps ensure the University has all appropriate resources and plans before, during, and after an emergency.

FULL SCALE EXERCISE

The Office of Emergency Preparedness is planning a Point of Dispensing (POD) exercise for the Fall of 2019. If an emergency occurs that requires the mass distribution of medication, the University will establish a POD for University community members. The exercise we will conduct will help test the University’s procedures for establishing a POD and ensure that we are prepared for a public health emergency.

UT READY CAMPAIGN

Next year, the Office of Emergency Preparedness is looking forward to launching a new public education campaign we’re calling UT Ready. With the constant turnover of students, educating our community on emergency procedures and personal preparedness is a constant challenge. The UT Ready campaign will include promotional materials such as pocket guides and giveaways with useful information as well as emergency procedure signage to be posted in all of the classrooms on campus. Our goal is to make the campus not just ready, but UT Ready.

PREPARING THE UNIVERSITY OF TEXAS AT AUSTIN SO IT CAN START CHANGING THE WORLD
BECOMING DISASTER RESILIENT

OUR ULTIMATE GOAL

Disasters can occur at any time and cause a wide range of damage. Many times, the damage could be limited or prevented through comprehensive pre-disaster planning and mitigation. Resiliency is the ability to minimize the potential impact hazards have to a particular area. The Office of Emergency Preparedness strives to develop and implement resiliency efforts across campus to make the University of Texas at Austin a disaster resilient university.

A disaster resilient university recognizes the threats that are posed to its particular campuses, develops, and implements actions that will minimize or mitigate these threats. The commitment to become a disaster resilient university cannot be completed without an extensive partnership and collaboration with many on- and off-campus stakeholders. The programs, plans, and actions that our office develops and implements are designed to withstand the effects of the possible hazards by limiting the losses and interruptions to the University, thus becoming a disaster resilient university.

Celebrating Commencement and the Class of 2018. UT Austin Facebook.