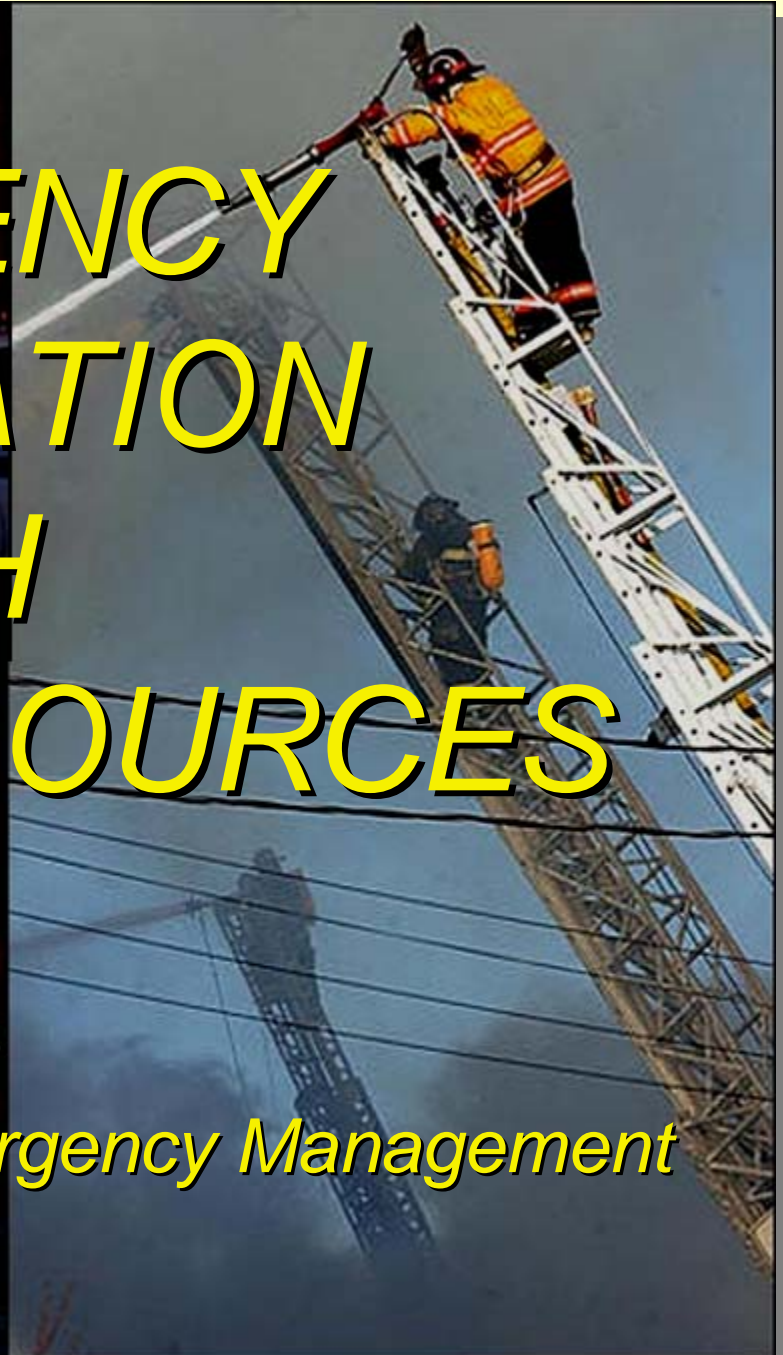


EMERGENCY NOTIFICATION WITH LIMITED RESOURCES



*Low Stowell
Vermont Emergency Management*

CAVEAT

- There is no one right answer for everybody.
- What I will cover is what Vermont did.
- Hopefully other jurisdictions can benefit from our experience.

INTERACTION AND QUESTIONS

- Sharing of your notification system experiences is encouraged as we proceed.
- Please be concise.
- I may have to cut questions and comments short if we fall behind but I have allowed some time for interaction.

BASIC PREMISE

- All of the king's men and all of the king's horses are not very useful if the king has no effective way to summon them to Humpty Dumpty's correct location in a timely manner.
- Therefore notification in Vermont RERP has been an issue receiving a lot of attention in the last few years.



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VERMONT (VT) FACTS

- VT is 45th out of 50 states in geographical size.
- Vermont is 49th out of 50 states in population.
- Montpelier, VT is the smallest state capital in the U.S. with a population of less than 9,000.
- VT has 255 cities (9), towns(242*) and gores(4)*.
- Vermont has an average of 12 homicides a year.

VERMONT FACTS

- There are 14 Counties in Vermont but they provide very few governmental services.
- Most governmental services come from either municipalities or the state.
- There are approximately 1155 sworn police personnel in Vermont.
- Vermont has one of the smallest Emergency Management Offices in the U.S.
- Vermont has high per capita taxes.

NOTIFICATION HISTORY

- In 1995 Vermont had one dispatcher position in its state warning point.
- Notifications drills and tests were done weekly at 10:00 AM for EPZ responders and only on preparatory drills and evaluated exercises for state responders.
- All notifications from the two nuclear plants in or near VT came to the state warning point.
- Vermont used a voice pager system for which service was problematic.

GRADUAL IMPROVEMENTS

- In 2000 Vermont implemented a General Emergency- Fast Breaker capability in response to the "soon to be established" FEMA requirements.
- An alternate State Warning Point was established near but not in the ten mile EPZ of Vermont Yankee.
- Both State Warning Points are more robust with additional dispatcher positions and additional equipment.
- Improved dispatcher training and procedures.
- Drills & tests are done on most shifts and all days of the week.

State Warning Point Console



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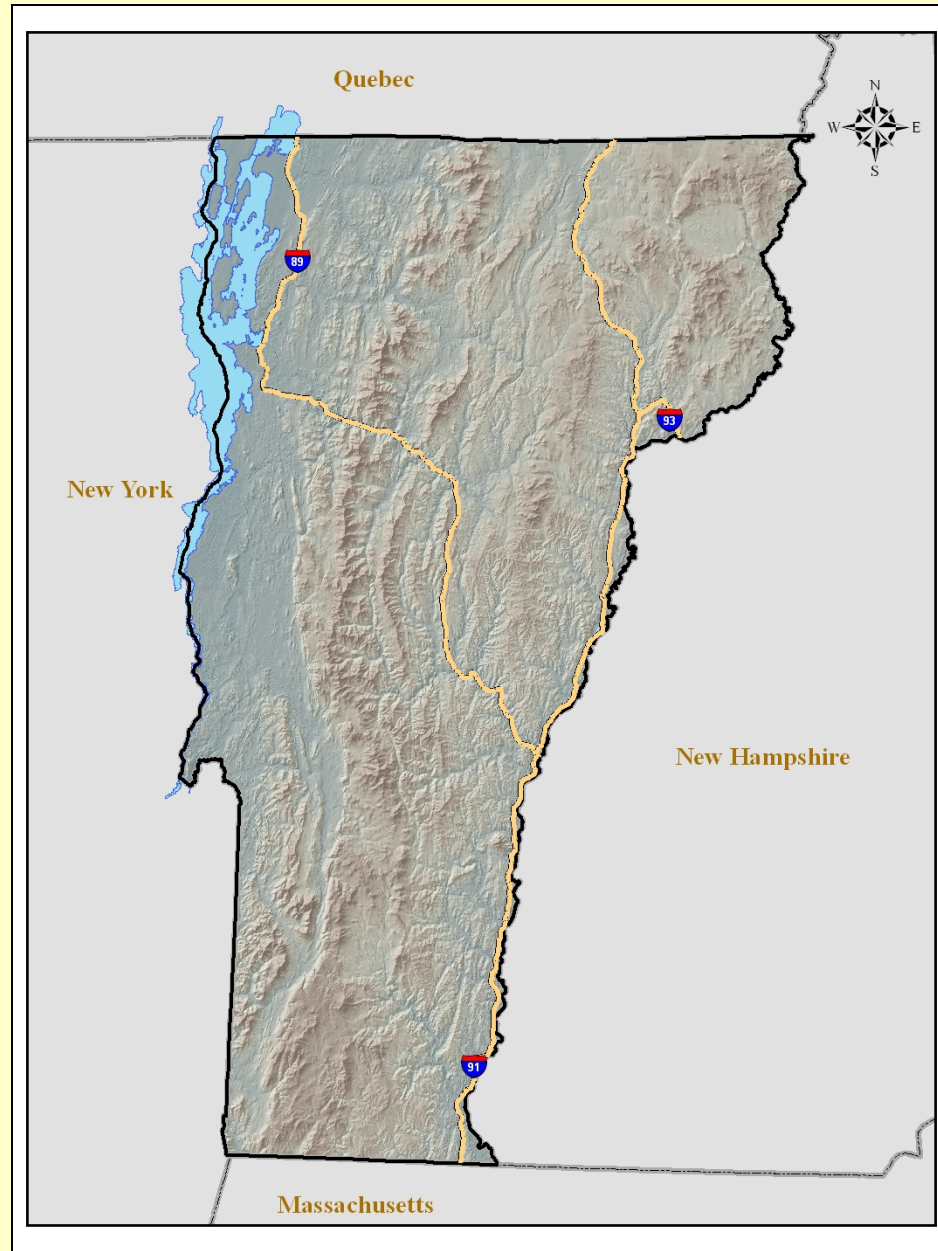
10

PROGRESS STARTED

- It was determined in 2000 that Vermont desperately needed an improved notification system.
 - This started a six year effort to acquire a system that would meet our needs at a price that we could afford.
 - Challenge: Matching up money availability with system availability that met our needs and that we could afford.

TYPICAL HAZARDS IN VT

- Flash flooding from ice jams or heavy rains.
- Wind, ice or snow storms causing power outages.
- Big snow storms closing highways.
- Hazardous material spills
- Nuclear Power Plant in Southeast VT.



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NOTIFICATION CHALLENGES

- Topography makes wireless difficult.
- Low population density makes it less profitable.
- Public resistance to towers (NIMBY).
- Non traditional responders.
- Individual for notification strategy.
- Wide range of technological acceptance.
- Ever changing phone company strategies.

Available Choices

- Constantly changing array of products and vendors in the market place.
- Not all vendors respond to small dollar RFPs.
- Limited but changing funding sources.
- Features VS Dollars.
- Customization VS "off the shelf".

In-House VS Out-House

- The system in our house and under our control?
 - More front end costs and work.
 - Lower reoccurring costs.
- Contract for a service at a remote location under someone else's control?
 - Cheaper front end.
 - Less implementation work.

OLD SYSTEM ISSUES

- Manually activating multiple pager groups one at a time.
- Manually answering each response one at a time.
- Manually attempting contact with non-responding persons.
- Actual emergencies generated many calls that competed for the dispatcher's time.
- Training competent dispatchers a challenge.

OUR NEEDS

- Allow single dispatcher operation.
- Make rapid notifications.
- Handle multiple emergencies simultaneously.
- Activate multiple notification devices.
- Real time monitoring of responses.

MORE NEEDS

- Provide complete hard copy reports.
- Provide responders with incident details.
- Fit into our emergency plans.
- Provide us control over the process.
- Fit our budget!!!

What do you think our biggest challenge was?

- A. Finding the money?
- B. Technical issues?
- C. Convincing management of the need?
- D. Convincing dispatchers and responders?
- E. Finding a good system and vendor?
- F. Procurement rules?

WHAT WE SELECTED

- We upgraded our Public Safety Department voice mail system to the "Call Pilot" system.
- We purchased the "ConnexALL" notification software.
- We purchased a server, another T-1 and some other hardware.
- We developed the expertise to manage the system in house.

THE CONNEXALL SYSTEM

DAC-ConnexALL: Device Assignment Client 13:44:30 February 14, 2007

File Default Access Go Online Settings Help

Active Alarms Virtual Callpoints Assignments Manual Paging Communications

Assignment Plans (Training: Manual)

Vermont Dept of Public Safety

Actual Events Junk Plan A Simulation

Drills and Exercises Junk Plan B

Callpoints (223)

Vermont Dept of Public Safety

.Group within Group Test Page Alec Portalupi Anne Skrocki

.Numerical Town Test Page Alfred Chesley Barbara Farr

A.Marc Metayer Andrew Campagne Bellows Falls Union HS

Aaron Sylvester Anne Clark Bob Haslam

Callpoint to Device Assignments

Vermont Dept of Public Safety

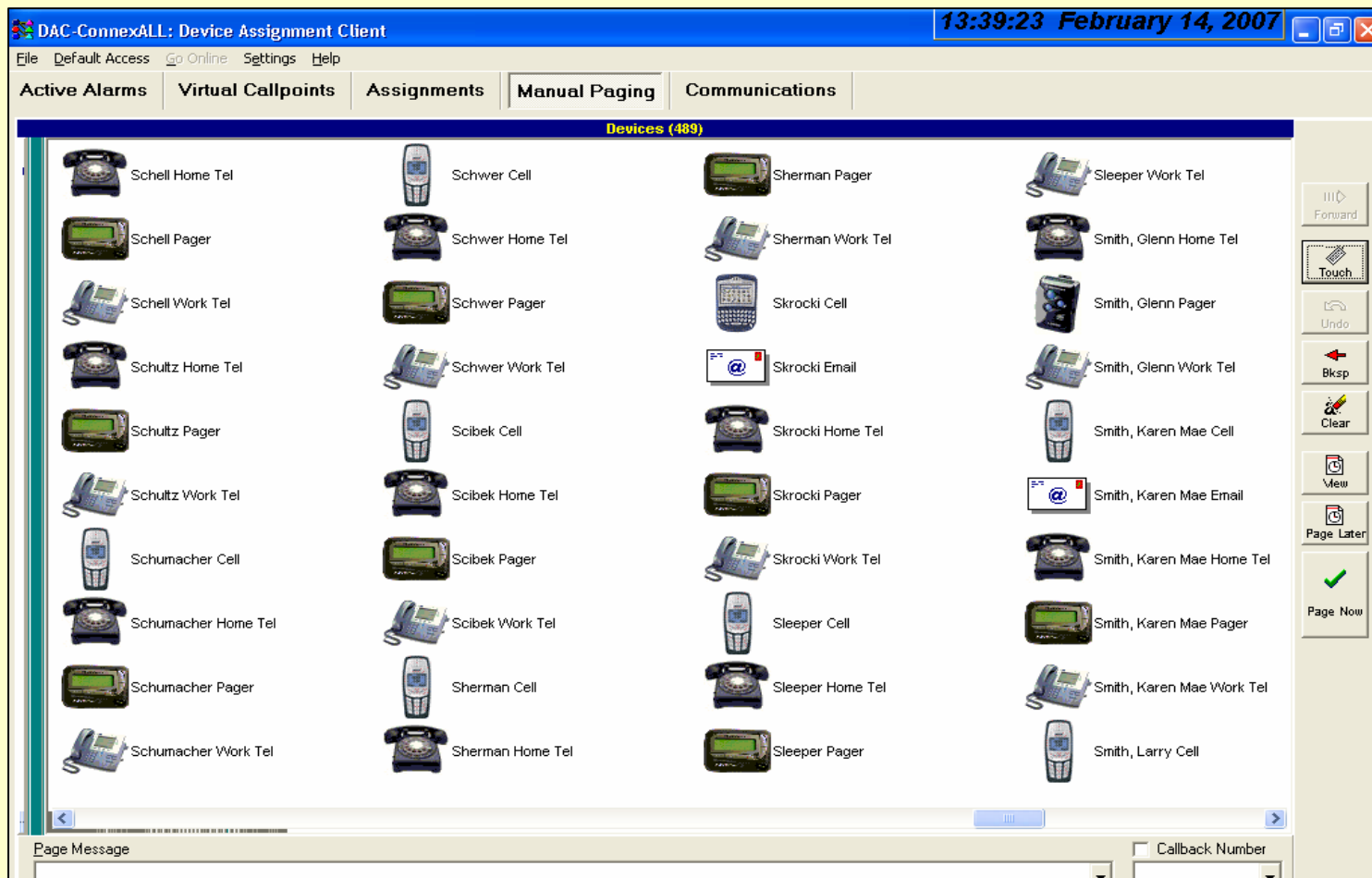
Primary (0) Secondary (0) Backup (0)

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DEVICES IN THE DATABASE















































RESPONDERS IN THE DATABASE


DAC-ConnexALL: Device Assignment Client 12:07:28 February 14, 2007

File Default Access Go Online Settings Help

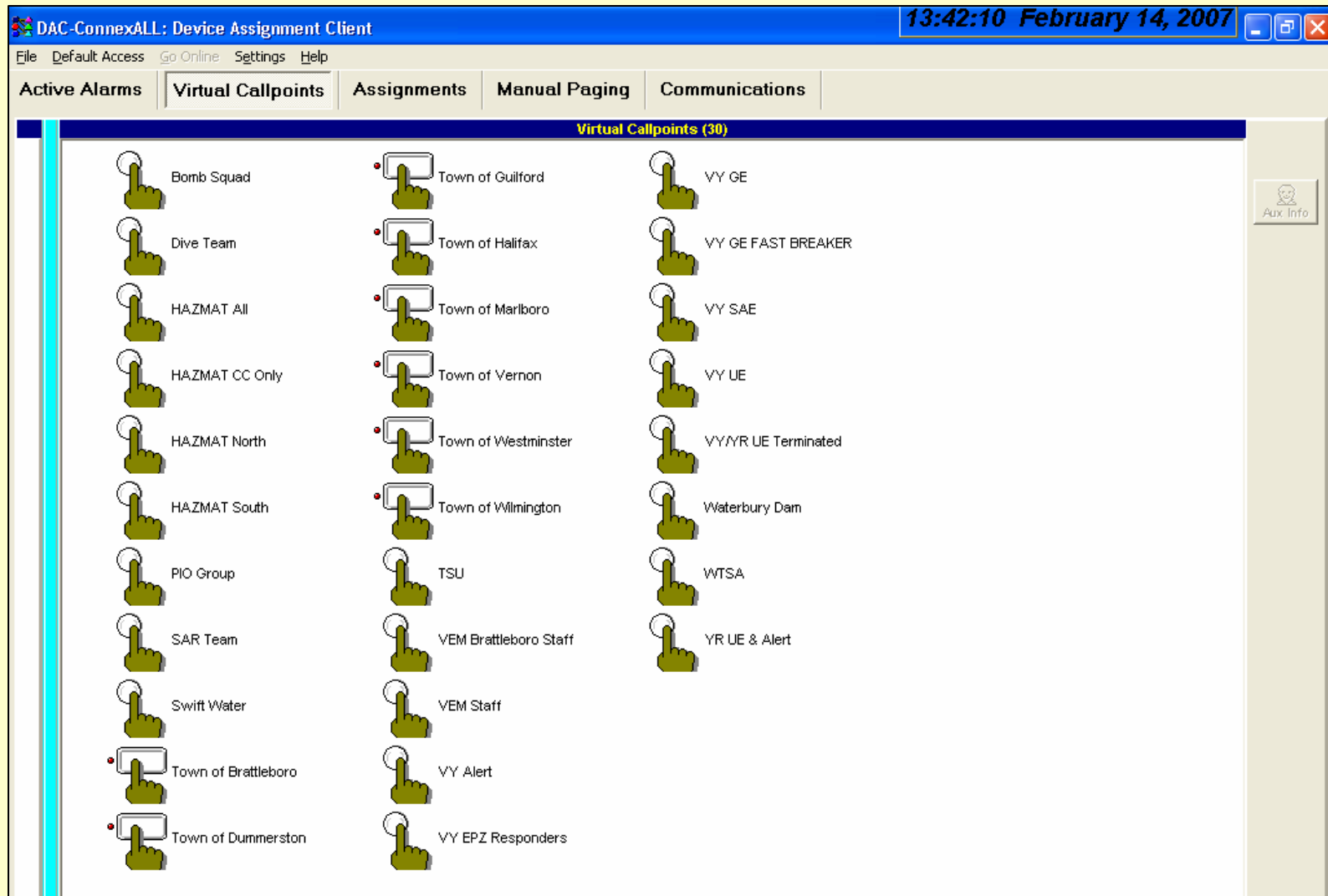
Active Alarms **Virtual Callpoints** Assignments Manual Paging Communications

Virtual Callpoints (151)

 A. Marc Metayer	 Brian Penders	 Dan Manz	 Dennis Malloy
 Aaron Sylvester	 Bruce Martin	 David Cote	 Diane Sargent
 Alec Portalupi	 Bruce Wolkenbrod	 David Hannum	 Francis Auman
 Alfred Chesley	 Carol Lynch	 David Lane	 Frank Cioffi
 Andrew Campagne	 Charly Dickerson	 David LeCours	 Gary Moore
 Anne Clark	 Chester Briggs	 David O'Brien	 Gary Schultz
 Anne Skrocki	 Chris Herrick	 David Scibek	 Glenn Moore
 Barbara Farr	 Chris Tackson	 David Smith	 Glenn Smith
 Bellows Falls Union HS	 Christine Brown	 David Stanton	 Halifax Town C
 Bob Haslam	 Christopher Reinfurt	 David Stonecliffe	 Herbert Meyer
 Brian Dubie	 Chuck Schwer	 Dennis Holman	 Hugh O'Donnell

 Aux Info

TOWN & AGENCY CALLPOINTS



CONNEXALL ESCALATION LEVELS

PRIMARY	SECONDARY	BACK UP
Pager Group	Individual Pager	Remaining devices
	One phone (Cell Phone)	All devices of back up officials
	(after 10 minutes)	(after 10 more minutes)
April 6, 2007	E. Notification	26

SAMPLE NOTIFICATION PLAN

<u>PAGER CARRIER</u>	<u>PRIMARY</u>	<u>SECONDARY</u>	<u>BACKUP</u>
Joe Primary	Pager group	Pager & cell	Joe's + Susie's & Norm's phones
Mia Alternate w/ pager	Pager group	Pager & cell	Mia's + Susie's & Norm's phones
Susie no pager	None	None	Only if no response or covering
Norm no pager	None	None	Only if no response or covering

MANUAL PAGING

- There is a capability to notify a small group of people who are in the data base in a dispatcher selected way.
- It is called manual paging
- The dispatcher selects who and what devices are to be notified.
- There is no timed escalation.
- Alpha or numeric messages may be sent.

DEPLOYMENT QUESTION

- Most of our notifications in RERP are to people who have deployment built into their implementing procedures based upon ECLs.
- Special teams in DPS including some RERP teams require specific knowledge of who can respond to a specific location at a specific time.

LESSONS LEARNED

- Select workgroup members carefully.
- Brainstorm “solutions” rigorously. There is often a downside to the “solution”.
- Look for system flexibility. Technology and agency policies change constantly.
- Implement in phases.
- Test things often and completely.
- It will take longer than it should take.



MORE QUESTIONS?

- If not, thank you for attending.
- If you think of a question when you get back home, give me a call.

Lew Stowell

Vermont Emergency Management

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