

Evacuation on March 24—Follow Up and Lessons Learned  
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My observations:

1. Management involvement: There was no direct communication to managers as to what purpose they could serve. After evacuating buildings and securing areas, the SS managers moved to traffic detail -- on their own, based on observations. They witnessed several managers in cars leaving campus. SS managers were ready to be deployed but no directions/requests were provided.
2. Radio communication: What worked was the ability to hear what was going on and to make requests as necessary. No directions were ever provided.
3. Command Center: Need for a 'secondary' command center when getting to building 46 is not possible (logjam of traffic, in this case).
4. Child Development Center: Because there was no understanding of what was happening, we were unable to explain to parents what they should do. We did not understand for quite some time that the CDC went into lockdown and that parents would not be able to retrieve their children until an all clear. Many parents had difficulty getting onto campus due to traffic congestion.
5. Searching Buildings: When one safety officer was dispatched to Student Services, he was asked what the search protocol was -- in other words, are there specific things we should do when searching? All available Student Services were able to assist in searching 9C, 9B, 9E, 9D, 16B, 16C, 16D. All SS managers as well as myself did not have access to some of the areas due to different keys.

So all in all, it was a trying situation with a lot of room for improvement, but overall, I think we did the best we could do. The fact that Irene and I were involved was helpful -- a first, actually. I did not see any representative of HR or IT around to provide technical assistance or input.

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