

Knight, Frank

Major Frank Knight
9-11-07

From: Harrell, George
Sent: Tuesday, August 14, 2007 10:28 AM
To: Lieberman, Michelle
Cc: Seitz, Kevin; Sheerer, Marilyn; Kisida, Ken; Avin, Griffin; Koch, Bill; Bagnell, William Everett
Subject: Lighting

In response to your e-mail, here are the items that have been started, under construction or completed this summer by Facilities Services in regards to lighting safety:

1. Construction of College Hill pedestrian walkway (all new lighting to create a safe passage from Jones Dorm to College Hill Drive) – anticipated completion - Sept. 14.
2. Health Science "C" Lot taken offline. complete
3. Construction on the Wright Fountain area will begin in September(will increase light level readings in the center of campus)
4. Lighting improved in 14th Street parking lots CH10, 15 & 16 and Health Science Lot SM22. complete
5. Improved lighting on the South side of Jenkins Art Building – added fixtures in Kiln area. Net result – added lighting to entire South side of building. complete
6. Increased foot candles by adding fixture to existing pole in the parking lot on the south side of Mamie Jenkins. complete
7. Added addition light poles to the walkway on the north side of Fletcher Hall from 5th Street to Dowell Way. complete
8. Relocated fixtures west of Graham & east of Spilman – will increase light levels in area. complete

(Cover Sheet)

Recommendations of the Emergency Communications Assessment Team

In April 2007, Marilyn Sheerer requested a university-wide team form to assess East Carolina University's emergency communications procedures, and to make both short-term and long-term recommendations to enhance the current operation.

The Emergency Communications Assessment Team took a global view of emergency communication assessing the University needs for both sending and receiving emergency information and researched systems available to accomplish these actions. Below is a summary of the recommendations in order of priority. Details and rationale follow on subsequent pages.

- **IMPLEMENTATION OF PIER:** Because of its SMS text-messaging and web-based backup database, the assessment team recommends the university continue to implement PIER and make it relevant to its emergency communications operations. This system was initially acquired and recommended by UNC-General Administration. It also enhances internal communication with campus emergency response groups. (see Fig. 1) Estimated annual cost: \$7,500/yr., plus \$1,000 to \$10,000 for usage costs (for text messaging and phone calls). Implementation and FY 06/07 contract approved. Need funding and recurring budget for future years.
- **VOIP NETWORK PHONES:** Because of the VOIP phones' ability to push tone, text, and voice notification to phones that possess the Informacast software, the assessment team recommends the university prioritize installing these phones in campus classrooms and laboratories, as well as continue its plan to install these phones across campus. VOIP hallway speakers are also recommended. (see Fig. 2) Costs: xxx. Software licenses for 3000 phones was approved and purchased in FY 06/07. Health Sciences Campus is not using VOIP phones but should be considered for this upgrade.
- **OUTDOOR NOTIFICATION/SIRENS:** Because ECU has no means of warning people outside of occurring or imminent hazards, such as tornadoes or civil disturbances, the assessment team recommends that the University commission a consultant to study how best to utilize both sirens and exterior VOIP speakers as has been done at UNC-W and is being done at UNC-CH and NC State. (see Fig. 5 for details) Estimated cost:\$120,000.

• **EMERGENCY OPERATIONS CENTER:** Because the existing EOC is not fully equipped to serve as the EOC, the team recommends a new facility be found or constructed. (see fig. 7) Cost: ?

• **STAFF AND FACULTY TRAINING:** Because it is useful to have a trained and capable faculty and staff, the assessment team recommends that two existing staff training programs, the EH&S Safety Representative and the ECU PD Building Captain assess and cross-train their respective programs. Further, the assessment team recommends that the Faculty Senate support the development of a classroom emergency training program to instruct faculty members how to respond to various classroom and lab emergencies. (see Figs. 8 and 9) Estimated cost: none (use existing staff and programs)

• **CAMPUS CELL PHONE RECEPTION:** Because of the numerous "dead" spots on campus for cell phone reception, the assessment team recommends to continue to improve reception. The university's plan to add cell phone towers on campus and signal repeater installations by an outside vendor satisfies this recommendation. (see Fig. 3) An RFP is being issued for this service by Scott Buck. Health Science Campus should be a priority.

• **PLASMA SCREENS:** Because the campus' plasma screens are not linked to any one system, the assessment team recommends that their operators be inventoried and contacted to assist with posting emergency information when needed. (see Fig. 4) Estimated cost: none. Additional plasma screens should be considered and installed. Estimated cost: .

Other: Continue to assess new technology and other available systems to further enhance and improvements to the emergency communications system. Cost: to be determined.

• **USE OF ONLINE NETWORKS:** Because of the concerns about liability and the university's inability to send or control verifiable messages to online communities such as MySpace and Facebook, the assessment team does not recommend using these communications tools at this time. (see fig. 6).

• **BLUE LIGHT PHONES:** Because of operational problems and the need to re-wire the entire system to make it compatible with our current phone system, the Team does not recommend pursuing this system as an outdoor warning system until it is upgraded or replaced.

Emergency Communications Recommendations

The Emergency Communications Assessment Team took a global view of emergency communication assessing the University needs for both sending and receiving emergency information and researched systems available to accomplish these actions. There are many needs and uses for emergency communications. Where possible, the assessment team opted for enhancing systems the University already had purchased or is in the process of implementing or could implement through existing infrastructure. The recommendations below describe the need, the system of choice and the recommendation.

1. IMPLEMENTATION OF Public Information Emergency Response (PIER):

In September, 2006, the UNC General Administration contracted with Audience Central, Inc., to make its PIER Emergency Communications System available to the UNC constituent institutions. Twelve of UNC's sixteen constituent campuses purchased individual PIER sites to use in emergency situations and implementation is underway. It is on schedule to be fully operational when Banner HR is finalized in October. Faculty, Staff, Student, and family member contact information is being gathered and uploaded into the PIER database. The PIER system will be used only for emergency communications, such as SMS text messaging, Text-to-Voice messaging, email notification, recall automated phone dialing of campus emergency responders, and family member notifications of emergency situations. It can also be used to enhance communications with campus emergency teams. The annual cost of this system is \$7500/yr., and the usage costs (for text messaging and phone calls) may range between \$1,000 to \$10,000/ year depending on the frequency of need for use.

SMS TEXT MESSAGING: An important aspect of PIER is its text-messaging capability. Immediately following the shooting at Virginia Tech, the Administration identified the need to have cell phone text messaging as a means of communicating emergency information quickly to the campus community, especially students. Efforts to collect text-message capable cell phone numbers from faculty, staff, students and family members are underway. Over 1200 parents signed up during new student orientation to receive this service. Parents of current students will be provided the opportunity to sign up via a special web site designed for this purpose. **COST:** three cents per cell phone called.

- 2. Voice Over Internet Protocol (VOIP) NETWORK PHONES:** Aside from the ALERT computer pop-up message system developed by ITCS, ECU does not currently have a means of pushing emergency notification, information, or instructions out to its constituents. VOIP phones (Cisco), in combination with Informacast software, gives ECU emergency services the ability to push tone, text, and voice notifications through the Cisco phones to alert the campus of emergency situations. Additionally, individuals can send a "Distress Signal" from the phone's location to the ECU PD. This function is especially needed in classrooms and labs to provide faculty members with the ability to "call for

assistance" for medical emergencies or criminal activity. Recently, ITCS purchased 3000 software licenses for Informacast and are in the process of installing this software in critical areas where VOIP phones have been installed.

The Emergency Communication Assessment Team recommends that the University support the rapid completion of VOIP phone implementation and Informacast software throughout the core campus. This initiative should include classrooms and labs with 911 calling only and Resident Hall RA offices. The infrastructure for these phones in classrooms and labs is already in place. Finally, it is recommended that VOIP hallway speakers are installed in key locations in buildings (i.e. lobbies) in future building renovation projects to provide emergency communication and instructions throughout the renovated building. The total cost of implementing the VOIP phone recommendation is \$. Annual maintenance will cost \$. Other costs include _____ at \$.

It should be noted that the Health Sciences Campus does not utilize VOIP technology in their phone system and therefore can not receive emergency notifications via VOIP. The PIER Team is working to insure key personnel on the Health Sciences Campus receive emergency notifications so the HSC Administration can issue warning via their communication system. It is recommended that the University consider implementing VOIP phones and software through out the Health Sciences Campus and in satellite locations.

3. **OUTSIDE NOTIFICATION/SIRENS:** ECU has no means of sending general external warnings to notify people walking on core campus, Health Science campus or North Recreation Fields (especially visitors) of occurring or imminent hazards such as tornadoes or civil disturbances. The Emergency Communication Assessment Team researched several options to remedy this: upgrading the existing Blue Light phones, Installing Sirens, and Installing VOIP External speakers.

SIRENS: While sirens seem to be a viable way of alerting the ECU campus and surrounding areas of an immediate emergency, some concerns have been expressed about its role in the campus' larger emergency communications system. Current research indicates that sirens and the message they are attempting to send are not universally understood by college aged populations. Training would be needed to teach our campus population the single action to take when a siren sounds. This appears to be the best means to make this system efficient for such a transient population. Coordinating the siren with specific voice and or email messages would also be needed. Finally, the geography of our campus would require several sirens to ensure effective coverage. Sirens will be needed on the core campus, the Health Sciences Campus and at the North Recreation Fields. **COST:** Estimated \$120,000. The Department of Homeland Security has grants available to cover 75% of cost and installation of sirens and these grants should be pursued.

VOIP OUTDOOR SPEAKERS: The Emergency Communication Assessment Team also investigated the use of VOIP outdoor speakers to provide voice notification of an emergency and to provide specific directions on what actions to take for protection. This could enhance the warning that sirens provide. Issues of range, comprehension and echo are of concern, yet this remains a viable option in part because the messages sent through the Cisco phone could easily be delivered to the general campus through the speakers. COST: \$700 per speaker. Twelve or more speakers may be needed to obtain the desired coverage on core campus and twelve or more needed to provide coverage of North Recreation Center and the Health Sciences Campus.

Because of the complexity of range, voice comprehension and siren/speaker placement, the Emergency Communication Assessment Team recommends that the University hire a consultant to study how best to utilize these technologies, and to ascertain the best locations and systems to accomplish emergency notifications outdoors by using the infrastructure already in place. Once a satisfactory plan is in place, the consultants can assist the University in drafting and applying for the Department of Homeland Security grant. COST: Estimated \$30,000.

BLUE LIGHT PHONES: It was found that these phones, while functional as an emergency contact to the police department, are incompatible with our current communication infrastructure and would require total rewiring and possibly refitting all the phones to be able to be used as an outside warning system. The Team does not recommend pursuing this option until this system is being considered for replacement or as new blue light phones are being installed/replaced.

- 4. Emergency Operations Center (EOC)** The Sweethearts Room in Todd Dining Hall is currently designated as the University's EOC. This facility has become increasingly used for functions other than dining, which makes it prone to be unavailable when needed for emergencies. ECU needs a facility that can be made available for activation as an EOC to provide direction, control, and coordination of university activities to respond to various threats to the institution. The facility can be used for other functions when not needed as an EOC, but the designation for EOC should take precedent over any other use. This facility should be equipped with phone, data and TV connections linked to a protected data node. This could also be designed to be a protected alternate communications site for ECU PD. Emergency generator power (outlets, lights, HVAC, hot water, etc.) should be available to power this facility if municipal power is interrupted. Finally, the facility should have several large rooms, one for active EOC activities and one or two for administrative meeting rooms or sleeping quarters. Showers and food preparation facilities should also be available in close proximity if not within the building. Housing, Police, BSOM, ITCS and Facilities Services each have EOC's they use during emergencies and can serve as a Campus EOC backup if needed, but do not meet the need for a central EOC during large

emergencies. A new police facility would be a good location for a central EOC that can serve other times as training and meeting room. The Team supports the designation of a central EOC and recommends a plan be established to develop or construct a facility (new or renovated) that will be available for use as a central EOC as needed by the University. COST? To be determined.

5. **STAFF SAFETY REP/BUILDING CAPTAIN TRAINING:** When an emergency occurs, it may take several minutes or more for trained emergency responders to arrive to assess the situation and provide direction and control for the occupants and visitors of that building. Furthermore, if the emergency is widespread, there may not be enough emergency responders to provide direction and control to all the facilities affected. The best counter to these situations is to have trained personnel in each department and building who can provide direction to the occupants and visitors as to what actions to take to protect themselves until emergency personnel arrive. Currently there are two campus programs designed to train staff members to serve in this role: the EH&S Safety Representative program and ECU PD Building Captain.

The Team supports the continuation and expansion of these programs to address emergency actions and control. These programs should expand participants' training to include their role and responsibilities during emergency situations such as evacuations, bomb threats, chemical spills, sheltering-in-place, civil disturbances, etc. These groups can be cross-trained with the ECU Police and EH&S to enhance response to emergency situations and provide needed direction and control until emergency responders arrive. Topics can be developed and coordinated between EH&S and Police and presented by the respective departments. This can be implemented University wide with current personnel and with little cost to ECU. EH&S has a training presentation on PowerPoint that they are working with ECU Police to expand.

6. **FACULTY MEMBER TRAINING:** Sometimes emergencies occur in a classroom where the instructor must take charge of classroom emergency management. Several faculty members expressed the need for classroom emergency management training to provide them with the skills needed to handle situations such as injury, evacuation, shelter-in-place and civil disturbance.

The Emergency Communication Assessment Team recommends that the Provost and the Faculty Senate strongly consider the development of a classroom emergency actions training program to instruct faculty how to respond to various emergencies which may occur in and around their classroom/lab. This should include response to tornadoes, medical emergencies such as trauma, convulsions, classroom disruptions, mental health concerns, lockdown, evacuations and other classroom emergencies. This training program can best be developed using input from expert faculty throughout our university. The Team recommends that this program be developed and endorsed by the Provost and the Faculty Senate which would give it validity, and specificity. This program can be presented in person,

videotaped, and made available on the web, and/or through Blackboard to meet the varied needs and learning preferences of our faculty. This can be implemented with minimal cost to ECU except for the time resources of the faculty involved.

7. **CAMPUS CELL PHONE RECEPTION:** Currently, there are numerous "dead" spots for cell phone reception and transmission due to building structure and construction. An effort through ITCS, ECU's Telecommunications, and Business Services to improve this condition by installing additional cell phone towers on campus and signal repeaters in affected buildings is being explored and will be implemented following bid and contract. This will enhance everyday cell phone reception in residence halls and classroom buildings ensuring the accuracy of PIER emergency text messaging when an emergency occurs, and allow for 911 and other emergency calls to be made from cell phones from these areas of campus. Since VOIP is being implemented throughout the core campus and not yet planned for the Health Sciences Campus, the team recommended that cell phone reception enhancements be prioritized for the Health Sciences Campus first to insure the reception of emergency messaging.
8. **PLASMA SCREENS:** Plasma screens are a visual means of providing local information to visitors of that facility. The plasma screens being installed around campus are not linked to any one system and are under the control of the individuals who purchased them. The Emergency Communication Assessment Team recommends that these plasma screens and their operators be inventoried and their operators contacted to gain their assistance to post emergency information on these screens during an emergency. Unless Plasma Screens are linked together to give emergency management the ability to provide uniform emergency messaging, future purchases should include an agreement to post emergency information as a requirement for purchasing approval. These screens can be used as departmental bulletin boards to allow us to remove current bulletin boards and enhance the esthetics of our buildings and eliminate fire code issues.
9. **MySpace/Facebook:** Following the Virginia Tech tragedy, some sources suggested using MySpace or Facebook as a means of disseminating emergency information. Our research indicated that due to the way these sites operate, ECU could post emergency information, but could not control what others could post on these sites, effectively neutralizing rumor control. Security and liability were also concerns.
10. **OTHER:** As technology improves and expands, new or better systems of mass emergency communications will evolve. The team recommends that these new or enhances systems continue to be assessed and considered to augment or replace

existing systems that are slow or difficult to activate quickly or that would improve coverage and accuracy of emergency notifications.

<p>Systems Reviewed</p> <p><u>Text-to-Phone</u> PIER OT Air Teleflip Air-2-Web Mobile Campus Campus Connection Connect-ED E2Campus My Wireless Reminder Myspace/Facebook</p> <p><u>Classroom Alerts</u> VOIP Informacast Alert-us Ritron WSI</p>	<p><u>Mass Calling Systems</u> PIER VOIP Informacast Safety-Net Code Red</p> <p><u>Sirens</u> <u>VOIP Informacast</u> American Signal Whelen</p>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Members of the Emergency Communications Assessment Team:

Faculty:

Beth P Velde, Michael Felts

Student Life:

Michelle Lieberman, Lucia Brannon, Charles Peele, Todd Johnson, Aaron F Lucier

ECU Police Department:

Jermaine Cherry, Derri, Gaskins Stormer

Health Science Campus:

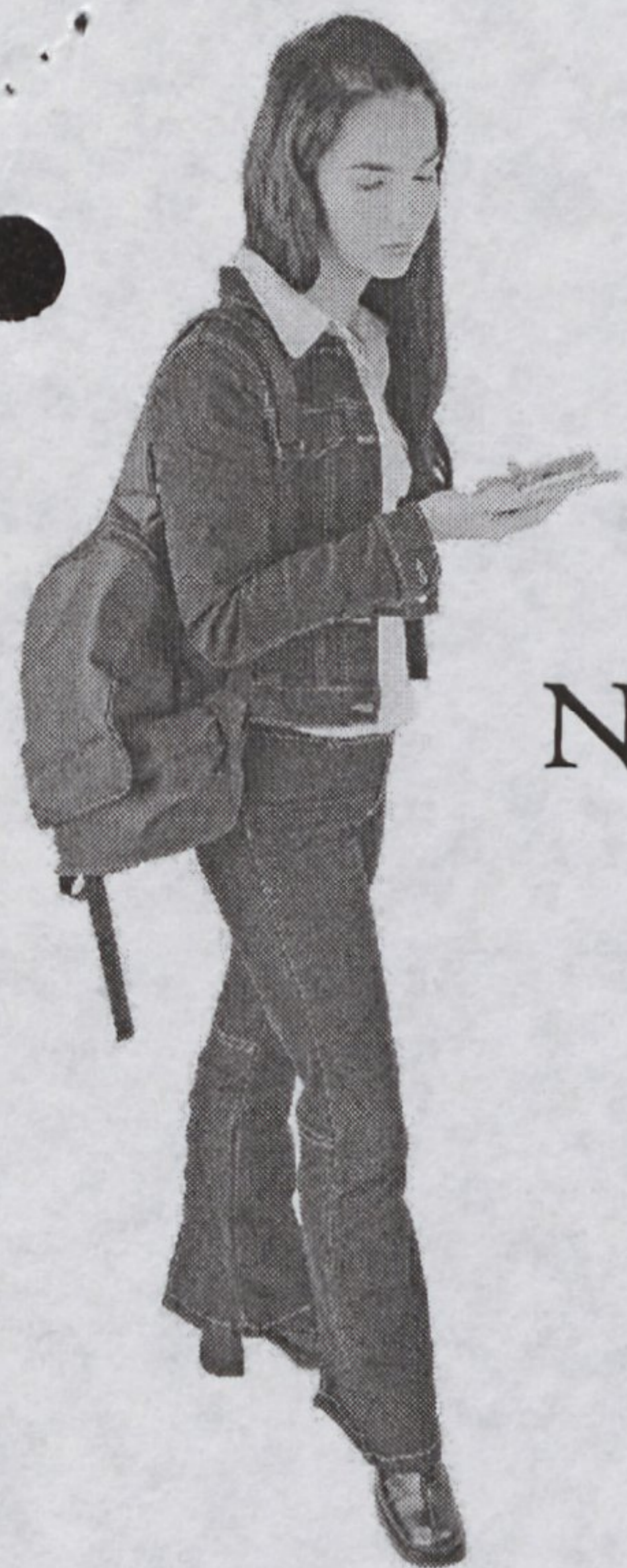
Petra Rouse

Administration & Finance

Leslie Craigle, Tom Pohlman, Ashley Sierant, Martin Jackson, Billy Long, Rita Bilbro, Carol Davis,

News Bureau:

Erica Plouffe Lazure, Jeannine Manning Hutson,



Are you getting the message?

NOW is the time to learn about East Carolina University's
Emergency Response System.

Sign-up today to get text messages about
campus emergencies & class cancellations!

Follow instructions online:

www.ecu.edu/alert

The ECU emergency communications system can now distribute urgent information as a text message to cell phones, voice message to telephones, email messages, and more! But we must have your current contact information in the system. Go to the ECU ALERT web site for instructions!

If you register a cell phone number to receive text messages about campus emergencies, any text message charges are the responsibility of the cell phone owner. Only critical notices and emergency messages will be sent to cell phones.

Don't have a Cell Phone? Emergency messages are provided other ways:

- ECU email (check your ECU email account frequently!)
- ALERT web site: www.ecu.edu/alert
- Pop-up ALERT computer screen messages
(you must download the free software from the ALERT web site.)
- Campus emergency hotline, 328-0062
- Local tv and radio

By providing a cell phone number individuals are agreeing to incur any charges associated with receiving text messages, and consenting to ECU sharing this information with ECU service provider AudienceCentral, Inc. for the sole purpose of providing ECU's emergency messaging system.



East Carolina
UNIVERSITY

Need Emergency Help from the ECU Police?
Dial 9-1-1, Call 328-6787, or use a Campus Bluelight Phone.