2019 – 2020
Office of Emergency Management Annual Report
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EXECUTIVE SUMMARY

The University of Tennessee Office of Emergency Management is responsible for providing university officials with guidelines to assist campuses/institutes/units in the development and maintenance of plans and procedures that meet emergency prevention/mitigation, preparedness, response and recovery requirements within the National Incident Management System and the Tennessee Emergency Management Plan.

These plans and procedures help ensure that all campuses/institutes/units are able to respond appropriately in the case of emergencies or disasters which could occur within or around the university community in order to minimize negative effects on persons and property and facilitate recovery from these incidents. Most immediate emergency response actions that involve protection from harm to persons and property are executed at the local and regional level.

Therefore, the UT System emergency management program provides general guidelines that assist campuses/institutes/units in responding to emergencies and establishes procedures to monitor the emergency preparedness activities of campuses/institutes/units. The System guidelines specify requirements that campuses/institutes/units must meet to adhere to state and federal requirements.

This report will provide an overview of the various campus level events, exercises, successes and challenges for what has been an unprecedented 2019-2020 fiscal year. It will also provide a look ahead to the 2020-2021 fiscal year by listing the goals of each campus and institute and well as priorities for the System office.

Special thanks to all of our campus emergency managers and campus police officers for their around-the-clock efforts in planning and ensuring that our campuses remain safe environments for UT students, faculty, staff and the general public on an annual basis, especially during this past year, as we have been able to continue in-person learning on all of our campuses despite the challenges that COVID-19 have presented.
UT SYSTEM ACHIEVEMENTS

- Hosted a system-wide emergency management retreat in the fall of 2019. All UT campus emergency managers attended along with the system risk management team.
- Established a system-wide task force entitled the UT Crisis Response Team to foster increased collaboration between campuses/institutes/units and learn what resources could be used internally in the event of a crisis on a UT campus.
- Updated the system-wide emergency management policy and implemented required training for emergency managers and executive administration.
- Represented the UT System on the higher education committee within the Emergency Management Association of Tennessee. The committee fosters communication and best practices from institutes of higher education throughout the state.
- Continued an emergency management peer review system based on the standards set by the Emergency Management Accreditation Program (EMAP).
- Implemented a system-wide agreement with LiveSafe to provide a similar alert system on each campus/institute/unit. The application allows for users to report incidents directly to campus police and has a “follow” feature where one can allow a friend or family member to track them via the app.
- UT System President Randy Boyd visited all campuses in February to review their emergency management program, as well as discuss how Clery and Title IX issues are reported.
- Mike Gregory, director of emergency management, graduated from the Institute for Public Service’s Certified Public Manager program.
- Established a basic training program for system employees on the newly created public safety page at safety.tennessee.edu/emergency.

UT SYSTEM EVENTS IN 2019-2020

*Actual Disaster, Emergencies and Disruptions*

- Began meeting with campus emergency managers in February as the COVID-19 pandemic began to threaten the United States.
- President Boyd issued an order in conjunction with the campus Chancellors to transfer all classes to remote learning in March due to COVID-19. Remote learning was in place during the summer semesters and employees at both the system and campus levels were given the option to telecommute.
- The campuses returned to in-person learning for the fall semester with all campuses offering a hybrid option of learning.
UT SYSTEM TRAINING

• Completed annual requirements for the Tennessee Emergency Services Coordinator, which is a series of training and exercises that are required by the Tennessee Emergency Management Association.
• UT System executive team completed a TEMA led COVID-19 tabletop exercise prior to the start of the fall semester.

UT SYSTEM GOALS FOR FY 2020-2021

• Successfully and safely transition all campuses into the spring and summer semesters in the COVID-19 environment.
• Hold a system-wide discussion-based exercise to test communications between campuses/institutes/units.
• Host two annual meetings of system-wide emergency managers, one of which will include emergency managers from the Tennessee Board of Regent schools.
• Successfully transition to the new UT Tower and develop safety protocols that adhere to TVA security protocols.
• If approved, successfully on board our new campus (Martin-Methodist College) into our emergency management program.
UT KNOXVILLE CAMPUS ACHIEVEMENTS
Includes UT Knoxville, UT Institute of Agriculture and UT Space Institute

- Maintained a flexible and capable emergency operations center during the COVID-19 pandemic.
- Introduced Veoci, an emergency management software, as the campus platform for situational awareness during emergencies and planned events.
- Established a Veoci process to assist the campus contract tracing team to track COVID-19 cases.
- Facilitated the creation of a Scenario 2 Plan. This was a plan based on a reduction of campus operations, due to COVID-19 impacts, after a returning to campus during the fall semester.
- Developed a Veoci workflow for creating and approving research laboratory health and safety plans.
- Created a Research Recovery Plan that is focused on securing all on campus research projects.
- Wrote an isolation housing support plan for Massey Residence Hall.
- Completion rate for campus Building Emergency Action Plans: 88%.
- Emergency Response Team, which includes the Policy Group and the Emergency Operations Center Staff, participation rate: 90%.
- Office of Emergency Management Director serving as Past President of the state Emergency Management Association (EMAT).
- Ensured student protests around social injustice this spring remained safe and peaceful.
- UTSI conducted comprehensive testing of fire alarm system in 8101, Main Academic Building to eliminate false alarms caused by dust and/or vibrations.
- UTSI Leadership team was very effective in responding to COVID-19 pandemic. Appropriate and decisive actions were taken to protect the campus population resulting in only one positive case to date. Accommodations were made to allow for disruptions in academics and research while implementing new strategies such as social distancing, telework and video conferencing to maintain continuity of operations.
- UTSI was able to supply personal protective equipment including hand sanitizer, mask, disinfectant wipes and some face shields to all individuals on campus very quickly.

UTK EVENTS IN 2019-2020
Actual Disaster, Emergencies and Disruptions

- Campus response to the COVID-19 pandemic.
- Activated the Disaster Relief Management team to coordinate relief for the middle Tennessee tornado.
- UTSI experienced a major disruption due to COVID-19 outbreak. Normal operations were interrupted as a result and this caused some short-term issues with research and courses until accommodations were made.
- There was a small fire in a UTSI restroom after hours due to an electrical issue. Damage was approximately $1,000 and no injuries occurred. Fire department was dispatched. Only ABC extinguishers were used.
UTK TRAINING

• Hosted a Tennessee Emergency Management Agency Higher Ed Pandemic table top exercise.
• UTK trained 8930 campus personnel in a variety of emergency preparedness related deliveries.
• Planned and conducted EOC section training for primary and alternate section chiefs.
• Completed Level 1 and Level 2 Veoci training.
• Provided input to the Return to Campus training modules. Below are the various modules and numbers of participants:
  o Return to campus employees: 8,873
  o Return to campus students: 11,540
  o Return to classroom: 4,007
  o Return to instructional labs: 448
• UTSI personnel completed approximately 101 combined hours of emergency preparedness-related training this year. 80% of campus population had some form of emergency training.
• UTSI completed a combined total of 58 training hours for COVID-19 for a 90% completion rate for campus population.

UTK GOALS FOR FY 2020-2021

• Leverage the opportunities for improved processes and cross-functional integration used during the pandemic response.
• Improve pandemic response processes established for the fall semester to be better prepared for the spring semester.
• Identify a structured approach for personnel augmentation for recovery from a major disaster.
• Reestablish the emergency management program cycle paused during pandemic response.
• Update and post new exit plans for occupied buildings at UTSI.
• Install additional surveillance cameras this year, including license plate identification capability at UTSI.
• Erect cell phone tower on the property to improve communications at UTSI.
UT CHATTANOOGA CAMPUS ACHIEVEMENTS

- Facilitated recovery efforts from the following three federally-declared disasters:
  - February 2019 - flooding
  - February 2020 through current - COVID-19 pandemic
  - April 2020 - tornado storm cell
- Started a new, comprehensive safety and security committee to address all manner of associated concerns.
- 90% of emergency plans and documents completed in order to achieve accreditation by the Emergency Management Accreditation Program.
- Held a Safe Walk across campus and a Safety Forum with the Student Government Association.
- Ensured student protests around social injustice this spring remained safe and peaceful.
- Pre-semester inspection of the entire Housing stock ensures rooms are move-in ready from a safety and emergency perspective.

UTC EVENTS IN 2019-2020

**Actual Disaster, Emergencies and Disruptions**

- **August 17, 2019:** Around 8 p.m. on the Saturday before the start of classes on the following Monday, a transformer at Boling Apartments failed. Most of the 400 residents in the housing complex were freshmen. The full emergency operations center team activated by 8:30 p.m. The high temperature that day was in the mid-90s F. Without power for air conditioning, the EOC moved quickly to secure alternate housing arrangements for all students in the Boling complex who wanted to move. In the end, any student who wanted to sleep elsewhere facilitated their own arrangement. Power was restored at 4:15 a.m., Sunday morning. The EOC closed at 5 a.m.
- **August 28, 2019:** A civilian called the City of Chattanooga Police Department administrative phone line to report a suspicious person with a rifle near UTC. After a UTC-ALERT was sent to the campus community, a student reported that a person matching the description was inside Fletcher Hall (Rollins College of Business), which was later determined to be erroneous. Campus, city, and other jurisdiction law enforcement agencies responded. Ultimately, it was discovered that the suspicious person was actually a plainclothes city police officer walking toward their personal residence from their personal vehicle parked on the street while carrying their police-issued weapon. The UTC EOC was activated, and UTC Police had a unified command post with the City.
  - **October 23, 2019:** TEMA met with the Chancellor’s Executive Leadership Team, to discuss TEMA’s review of UTC’s active shooter preparedness documentation. Later that evening, UTC hosted a public town hall meeting to discuss the incident and answer questions from the campus community. Invited speakers were campus Emergency Services leadership, Hamilton County emergency management, City of Chattanooga Police, and the Tennessee Emergency Management Agency.
- **September 11, 2019:** A fire sprinkler head had a sizeable leak, but the leak was just slow enough not to trigger the alarm. The location was the ceiling of Holt 322, UTC’s newly renovated Biology building, and the flooding migrated down to the second and first floors. UTC is still working to repair damaged equipment and furniture.
• September 12, 2019: A water main that services much of downtown ruptured on a Thursday evening. The campus was forced to cancel operations for Friday through Sunday. Classes resumed on Monday. Water was transported in from out of state for the energy plant cooling towers, due to all available potable water from the immediate surrounding areas was directed at medical and critical care facilities. The UTC emergency operations center was open around the clock and a rotation of UTC Emergency Services personnel acted as our liaison within the Hamilton County EOC during the entirety of the event.
• November 12, 2019: A leak developed in an underground steam line that provides heat to Boling Apartments. All 132 displaced residents independently found sleeping arrangements until heat was restored the next day.
• February 1, 2020: A fire resulted from a refrigerator shorting out in the University Center food court early on a Saturday morning. Fortunately, Aramark Food Service staff found the fire smoldering along a wall and extinguished it before the fire could spread. Only one of the four food court tenants was impacted.
• February 7, 2020: The Tennessee River flooded onto the football practice facility, Scrappy Moore Field. Newly remodeled from the February 2019 flooding, the cleanup and repairs were easier this time.
• February 2020: Emergency Services helps to manage COVID-19 conversations and preparations across campus. These efforts continue to this day and include:
  o EOC activation and campus coordination
  o Drafting and reviewing plans, and engaging partners to enact plans
  o Regular conversations with UT System Administration and other campus emergency managers
  o Scheduling and conducting capacity surveys in all buildings and outside spaces
  o Installing straps on unusable seats (due to COVID-limited capacity)
  o Sourcing, ordering and deploying PPE
  o Sending out daily COVID case counts to the UT Executive Leadership Team.
• April 12, 2020: A powerful tornado hammered Chattanooga and parts to the east (FEMA Declaration insurance claim). The Metro Building roof was overwhelmed with rain, which intruded into the offices and classrooms on three floors of the College of Health, Education and Professional Studies. Only the replacement of some furniture remains from completing this project.
• June 8, 2020: An unexpected hot day hit the Greenhouse when we were waiting on delivery of a part to fix the air conditioning. Losses of research plants is still being tallied.
• June 26, 2020: A Black Lives Matter protest was held on Chamberlain Field. The event was organized by a UTC student in connection with the local BLM leaders. The EOC was staffed with Emergency Services, Student Affairs, local law enforcement, and TN Homeland Security. No incidents occurred.
• The campus is still working to close out previous disasters of severe flooding from February 24, 2019 (FEMA Declaration insurance claim) and a research freezer that thawed on June 19, 2019.
UTC TRAINING

- January 10, 2020: Participated in an exercise with Campus Recreation, simulating a drowning victim at the Aquatic and Recreation Center (ARC). Campus Police and Hamilton County EMS also participated. The participants were ARC student and staff life guards. The exercise included a hot wash.
- The multiple EOC activations allowed for refining call out lists and preparing campus department for how to respond to and work within the EOC structure.
- Training on how to create a Continuity of Operations Plan was provided to more than 10 campus departments. Most of these departments have a seat in a typical EOC activation.

UTC GOALS FOR FY 2020-2021

- Facilitate continuity of operations planning efforts with several campus departments.
- Assist in making the new police dispatch center fully operational.
- Conduct a full-scale exercise with the Hamilton County Emergency Management Agency.
- Complete all steps and documents necessary to apply for Emergency Management Accreditation Program accreditation.
- Launch the LiveSafe app.
- Switch UTC-ALERT registration to opt-out to ensure better saturation with the campus community.
UT MARTIN CAMPUS ACHIEVEMENTS

- UTM’s primary focus has been COVID-19 for the majority of the year.
- Updated the campus emergency response plan on pandemics due to COVID-19.
- Campus participated in a number of table-top exercises this year that provided great training and further advanced the UT Martin emergency management policy group.
- The pandemic has created a close-knit group of community organizations in Weakley County in which UT Martin was more involved with than in the past and created long lasting relationships that will benefit the public safety team.
- Led multiple volunteer efforts to help distribute food at a local “We Care Charity” to those affected by COVID-19.

UTM EVENTS IN 2019-2020
Actual Disaster, Emergencies and Disruptions

- COVID-19 was obviously the largest event that impacted the campus during this time. Below is a timeline of events during the pandemic.
- March
  - Determination of essential versus non-essential personnel
  - Determined location of isolation rooms
  - CDC signage placed around campus
  - Students were sent home through the end of the semester
  - Cleaning supplies were ordered
  - Employees were urged to telework
  - Housing waiver process started
- April
  - Essential employee IDs were made
  - Started looking ahead to at summer activities (camps, orientation, campus tours)
  - Housing/meal plans refunds started
  - “Soaring Forward” reopening task force identified
  - President’s task force identified
  - Determined phased reentry plans
  - PPE distribution began
- May
  - Began looking at scenarios to return to class
  - First COVID-19 training pushed out
  - Installation of plexiglass began
  - First discussion of a hybrid reopening plan
  - Determined that classes would start a week earlier with no breaks and end Thanksgiving week
  - Human Resources began a series of “Checking In” zoom calls for faculty/staff on current conditions
• June
  o Discussions began on testing
  o Daily self-check initiated
  o Discussions began on classroom disinfecting
  o Signage was developed to post throughout campus (mask requirement, seating closed, etc.)

• July
  o Discussion on phases and how to get to Phase 3
  o PPE stockpiling for fall semester
  o Began discussing faculty requests for fall
  o Hand sanitizer stands placed at building entrances
  o Posting of signage across campus completed

**UTM TRAINING**

- UTM held an earthquake table top exercise on 11/19/2019.
- On 1/29/2020 an active shooter table top exercise was held at the Martin Police Department and attended by Weakley County EMA, Sheriff’s Department, local healthcare organizations, and local school organizations.
- On 2/26/2020, UTM teamed up with Weakley County EMA, Martin PD, West TN Healthcare Volunteer Hospital as well as two nearby nursing homes to conduct an active shooter drill at the hospital.
- UTM held a COVID-19 table top exercise on 3/16/2020 attended by the Emergency Management Policy Group along with local healthcare representatives and local EMA Director.
- Numerous COVID-19 training across campus as CDC guidelines changed.

**UTM GOALS FOR FY 2020-2021**

- Conduct a series of COVID-19 debriefing meetings to include a full overview of UTM’s response. Once we have summarized areas of issue, a full review of UTM’s Emergency Response Plan section on Pandemics will be completed.
- UTM will participate in the 2020 Great Central U.S. Shake Out Earthquake Drill in October 2020.
- Plans to include conduct a more in-depth review of the functionality of our Emergency Response Plan.
- The Department of Public Safety Director will assist in testing the broadcast speaker that sits atop the Humanities Building. There will also be a test of the Rave system for both text delivery and email delivery on this date.
- UTM will be rolling out the LiveSafe App.
- Participation at the Local Emergency Planning Committee (LEPC) meetings for Weakley County as well as the West Tennessee Emergency Management Association for Homeland Security District 9.
• Participated in a tabletop exercise organized by the UT System and Tennessee Emergency Management Agency to test pandemic preparedness. The exercise focused on pandemic preparedness and IT security.
• Prepared a hazardous material spill contingency plan – This plan includes a quick guide for campus and shared this with the Local Emergency Planning Commission (LEPC) and first responders.
• Toured the campus with Tennessee Emergency Management Agency Director Patrick Sheehan.
• UTHSC representatives attended the Fall 2019 UT System Emergency Managers meeting.
• The campus security camera system was augmented to give authorized user additional ability to monitor conditions around campus or to review past incidents.
• Upgraded Campus-wide Zoom licenses, for increased remote capacity and secure communications.
• Upgraded and installed the primary disaster recovery appliance for campus enterprise systems.
• Upgraded campus phone network, allowing for redundant connections in the case of a major disaster.
• Significantly upgraded campus networking infrastructure, increasing overall bandwidth and wireless signals throughout campus.
• Completed a penetration test (pen test), assessing the perimeter security and gaps within our technology enterprise.
• Achievements related to the UTHSC COVID-19 pandemic response:
  o Set up and managed drive-thru COVID-19 test sites staffed primarily by student volunteers from the College of Medicine, Nursing and Dentistry.
  o Established on-campus locations for both COVID-19 sample collection and rapid laboratory analysis.
  o Established a website with information and resources, FAQs and campus updates.
  o The Plough Center GMP facility produced hand sanitizer for front line healthcare workers and other UT Campuses.
  o The Regional Biocontainment Laboratory conducted research to identify drugs that treat the virus.
  o Prepared to manage a 401-bed alternate-care hospital capable of providing care to less-acute COVID-19 patients.

EVENTS IN 2019-2020
Actual Disaster, Emergencies and Disruptions
• COVID-19 pandemic response at UTHSC included transitioning to online classes, closing the campus during the safer-at-home phase, returning to campus under COVID-19 health and safety guidelines and the ongoing management of the campus pandemic response.
• On July 24, 2020 a sink hole developed in the drive behind the 920 Madison Avenue building requiring the road be closed for repairs.
**UTHSC Training**

- Campus Safety and Research Safety Affairs personnel participated in monthly emergency response training along with a review of the Incident Command System, hazardous material spill response, response to indoor environmental quality incidents (e.g. gas leak, odor complaint, etc.), and radiation incident response.

**UTHSC GOALS FOR FY 2020-2021**

- Maintain a safe and healthy campus during the ongoing COVID-19 pandemic response.
- Evaluate pandemic response and revise campus pandemic response plan in the event of future incidents.
- Complete UT System Incident Command System training.
- Attend Memphis-area local emergency planning committee meetings.
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