

Dartmouth College

Clery Act Compliance Summary – Annual Test of Emergency Plans Calendar Year 2023

In coordination with other emergency agencies as applicable, Dartmouth conducts annual emergency management and response drills and exercises to test emergency procedures such as tabletop exercises, field exercises, and tests of the emergency notification systems on campus. The scenarios for these exercises change from year-to-year and include many departments from across the campus. Past exercises have included campus health crises, active shooter situations, bomb threats and weather emergencies. These tests, which may be announced or unannounced, are designed to assess and evaluate the emergency plans and capabilities of the institution. Each test is documented and includes a description of the exercise, the date and time of the exercise, and whether it was announced or unannounced. Over the last year, emergency responses, activities, and exercises have included the following:

- In May 2023, the Office of Emergency Management participated alongside several other universities/colleges in a tabletop exercise organized by Tulane University (LA) simulating a call for assistance through the National Intercollegiate Mutual Aid Agreement (NIMAA) in response to a hurricane impacting the gulf coast region of the United States. The exercise focused on navigating the processes of receiving a request, affirming the institution's capabilities to accommodate the request, and responding to the request for assistance.
- In August 2023, the Office of Emergency Management facilitated a functional exercise simulating a potential explosive device being discovered on campus. The exercise focused on Emergency Operations Center (EOC) operations which would support Dartmouth's response to an incident on campus and interagency coordination between local emergency response agencies and Dartmouth.
- In November 2023, we conducted a full-scale test of DartAlert, our multimodal emergency notification system, and tested messaging via email, text message (SMS), website crawler, workstation computer screen pop-up, and phone calls. The OMNS sirens were also tested. This test was announced to the Dartmouth and Hanover communities.
- Every residence hall engages in at least one evacuation drill per quarter term (4 evacuation drills each year), carried out in conjunction with Residential Operations and the Hanover Fire Department. These drills are both announced and unannounced.
- Outdoor Mass Notification System (OMNS) conducts a daily silent test of its operability, and any issues are immediately addressed.

When conducting campus-wide emergency tests, drills, and exercises, the Department of Safety and Security and the Office of Communications roll out a communication plan that includes communication to Town of Hanover Officers, to the Upper Valley community via the local newspaper (the Valley News), to the Dartmouth community via the VOX Daily emails, prior and the day of test, as well as via the student-run newspaper, The Dartmouth. Some tests, like silent tests, or DartAlert announcements which are clearly labeled as a test, do not require announcement in advance.

Objective 1: Bomb Response EOC Activation

The strengths and areas for improvement for each capability aligned to this objective are described in this section.

Capability 1: Stand Up Emergency Operations Center

Strengths

The capability level can be attributed to the following strengths:

Strength 1: check-in Form 211 and Position Checklists were readily available

Strength 2: hardware (VoIP phones, cable TV, Zoom link) was active as designed

Strength 3: EOC Plan was available as a resource

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 1: Telephone directory/resource list not yet available

Analysis: online directories and web browsers could supply some of needed information

Area for Improvement 2: others outside OEM do not know how to activate hardware

Analysis: checklists in place for the room are outdated

Area for Improvement 3: larger laminated campus maps could be helpful

Analysis:

Capability 2: Maintain Common Operating Picture

Strengths

The capability level can be attributed to the following strengths:

Strength 1: Simulated Situation Report from Unified Command given by EOC Manager

Strength 2: Written Incident Objectives supplied to participants

Strength 3: direct communication between section chiefs allowed for good situational awareness and chronological logging by Planning

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 1: scheduling updates did not occur

Area for Improvement 2: campus map was too small & available markers did not work

Area for Improvement 3: Organization chart of assignments was not completed

Capability 3: Crisis Communications

Strengths



The capability level can be attributed to the following strengths:

Strength 1: patrol supervisor in EOC served as good liaison with Unified Command

Strength 2: DartAlert new template (email mode) was created and delivered to a control group

Strength 3: Communications Officer explained plan for monitoring social media, and delivering crisis updates to stakeholders and the press

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 1: theory of activating Crisis Call Center was discussed, but a plan or checklist for using AnswerNet has not yet been developed

Area for Improvement 2: sending a DartAlert from a new template was delayed due to technical issues/unfamiliarity within the website

Area for Improvement 3: Liaison Officer position was not staffed and interoffice communication had to be done by others