Proctor Preparedness Training - Tier 3
Emergency Communications at CSU
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How it all started - with lipstick.....

Assumptions
- No method of communications will ever be close to perfect; therefore multiple methods of communication will be used
- Different methods of communications are appropriate for different circumstances
  - E.g. difference between 'alerts' and 'communications'
- Individuals will have to assess the situation, use appropriate judgment, and sometimes 'take charge,' especially building proctors
- We generally prefer to use our own communications systems, for control, reliability and coverage reasons
Communications Technologies

- Web – takes awhile to compose and post something, a 'communications' medium
- Email – takes minutes to compose and send something, but can take up to 15 minutes for delivery to entire campus; listservs quick
- Telephone – almost immediate, but limited in number of participants
- Text alerts – minutes, if infrastructure is working and not saturated
- VoIP portable phone kit for CSUPD

“Meet Me” Telephone Call-Ins

- “Meet me” conference call ins
  - Limited to 50 participants who must call in to the “meet me” number, uncontrolled who calls in
  - One “meet me” number per VP/Dean (next slide)
  - Must be pre-arranged: dial in to a preset number, at time, date
  - Do not need to be pre-scheduled, but there are “preferred” times to call in
  - Rings until 2nd person dials in, times out after awhile
  - Do a test!

“Meet Me” Call in Assignments

<table>
<thead>
<tr>
<th>Unit</th>
<th>“Time”</th>
<th>Unit</th>
<th>“Time”</th>
</tr>
</thead>
<tbody>
<tr>
<td>VPIT</td>
<td>10:00 AM</td>
<td>VPAS</td>
<td>2:00 PM</td>
</tr>
<tr>
<td>CLA</td>
<td>10:00 AM</td>
<td>COE</td>
<td>2:00 PM</td>
</tr>
<tr>
<td>Facilities</td>
<td>10:00 AM</td>
<td>VPOSP</td>
<td>2:00 PM</td>
</tr>
<tr>
<td>CNR</td>
<td>10:00 AM</td>
<td>CSFS</td>
<td>2:00 PM</td>
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<tr>
<td>Engineering</td>
<td>10:00 AM</td>
<td>CSU Legal</td>
<td>2:00 PM</td>
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<tr>
<td>Facilities</td>
<td>11:00 AM</td>
<td>COB</td>
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<tr>
<td>CNS</td>
<td>1:00 PM</td>
<td>VPASI</td>
<td>2:00 PM</td>
</tr>
<tr>
<td>Libraries</td>
<td>1:00 PM</td>
<td>VPGA</td>
<td>2:00 PM</td>
</tr>
<tr>
<td>CSUPD</td>
<td>9:00 AM</td>
<td>VP (AIDL, BL3, RBL3, BRB)</td>
<td>Anytime</td>
</tr>
<tr>
<td>President’s Office</td>
<td>8:00 AM</td>
<td>VP (AIDL, BL3, RBL3, BRB)</td>
<td>Anytime</td>
</tr>
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</table>
Pre-set Conference Calls

- An individual dials a specific 491 number that is pre-set to dial out to up to 50 pre-assigned participants
- Message “Please stay on the line. The campus emergency and warning notification system is being activated. An important conference will begin within one minute.”
- Usually initiated by PST, CSUPD, etc.
- But, most can be accessed by anyone
  ▫ Choice: restrict to on-campus lines? Generally, “no.”
- How many have experienced one or more?

Pre-set Conference Calls (cont’d)

- One pre-set for general purposes
  ▫ Only goes to 'top 50'
- One pre-set each for each of:
  ▫ Four quadrants of main campus
  ▫ Foothills campus
  ▫ South campus
  ▫ Others, special purpose

Pre-set Campus Regions Map
Cell Phones

- **RAVE Alert**
  - Using eID, login to RAMweb 'Applicants and Current Students'
  - Under the 'Records' heading, click on 'Change My Text Messaging Options' and enter your phone number
  - Text message limits: 160 characters, better to limit to 60 or so
  - [CSUPD Alert] or [CSUPD Test Alert]
  - Used for 'alerts,' i.e. commands; not for general communications, except possibly a 'stand down' notice
  - Examples: 'Stay away from Moby gym.' "Lock yourselves in."
  - Accessible via the RAVE home page, to specific individuals, who must log in using their eID
  - Delivery is very fast, minutes to 30,000 users, if the infrastructure is working well
  - Example: Severe weather alerts

Other Telephone Technologies

- **E911 (Enhanced 911)**
  - Calls placed through CSU's telephone switch transmits caller ID and building/room info, provided input correctly by departmental HR staff
  - Cell calls are routed to City, along with Latitude / Longitude location info
  - 30 meter accuracy, if GPS enabled
  - If on campus and no Fire/EMS required, transferred to CSUPD for their action. Otherwise, City notifies CSUPD and dispatches appropriate response teams

E911 and ‘Amber Alerts’

- Activated by any authorized LETA Government Partner. Alerts may be sent to an individual, a group, or by geographical region. When sent by geographic region, alerts are sent based on info in the 911 database, or entered by citizens registering cell phones to receive alerts.
  - Sign your cell phone up at: http://www.leta911.org/
For More Information, Contact

- Telephone questions
  - Jim Hebbeln, telephone switch tech, 491-1014
- Rave questions
  - Randy Miotke, RAVE support, 491-7733
- Email questions
  - James Cizek, Unix manager, 491-7432
- General questions
  - Scott Baily, ACNS/Telecom, 491-7655
  - Pat Burns, VP for IT, 491-1833

Questions

- Are most welcome!