

**Tarrant County College**

**Warnings & Notifications  
Annex**

**RECORD OF CHANGES**

CHANGE #	DATE OF CHANGE	DESCRIPTION	CHANGED BY

# APPROVAL & IMPLEMENTATION

## Warnings & Notifications Annex

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Vice Chancellor for Administration and General Counsel

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Date

# WARNINGS & NOTIFICATIONS ANNEX

## I. AUTHORITY

A. Refer to Section I of the Basic Plan for general authorities.

## II. PURPOSE

The purpose of this annex is to outline the organization, operational concepts, responsibilities, and procedures to disseminate timely and accurate warnings to TCC Students, Faculty, Staff and District officials in the event of an impending emergency situation.

## III. EXPLANATION OF TERMS

### A. Acronyms

BSOC	Border Security Operations Center
CIS	Criminal Intelligence Service
EAS	Emergency Alert System
EMC	Emergency Management Coordinator
FAOC	FEMA Alternate Operations Center
FEMA	Federal Emergency Management Agency
FNARS	FEMA National Radio System
FOC	FEMA Operations Center
HSIN-CI	Homeland Security Information Network-Critical Infrastructure
HSOC	Homeland Security Operations Center
IC	Incident Commander
ICS	Incident Command System
IPAWS	Integrated Public Alert and Warning System
JIC	Joint Information Center
JIS	Joint Information System
LWP	Local Warning Point
NAWAS	National Warning System
NIMS	National Incident Management System
NOAA	National Oceanic & Atmospheric Administration
NRF	National Response Framework
NWS	National Weather Service
PIO	Public Information Office or Officer
SOC	State Operations Center
SOP	Standard Operating Procedures
TDEM	Texas Division of Emergency Management
TLETS	Texas Law Enforcement Telecommunications System
TEWAS	Texas Warning System

## B. Definitions

1. Area Warning Center. Area Warning Centers disseminate national and state warning messages to a multi-county area of responsibility. The State's 36 Area Warning Centers are operated on a round-the-clock basis by the Department of Public Safety. Each center is equipped with a variety of primary and alternate telecommunications systems.
2. Texas Fusion Center (TFC). The TFC is composed of three entities co-located in the DPS Headquarters building. These entities include the State Operations Center (SOC), the Border Security Operations Center (BSOC), and the Intelligence Center. The SOC and BSOC monitor and coordinate, as necessary, state emergency and border activities. The Intelligence Center, under the Criminal Intelligence Service (CIS) of the Department of Public Safety (DPS), functions on a 24-hour basis to receive and respond to reports from the public and local, state, and federal law enforcement agencies. CIS commissioned officers and analysts from the CIS and federal agencies staff the Intelligence Center. When warranted, the Intelligence Center disseminates actionable intelligence and investigative leads to CIS District Command staff and/or Regional Joint Terrorism Task Forces and/or local law enforcement. The Intelligence Center also remains in communication with the DHS through several communications networks. The Director, Texas Office of Homeland Security, is apprised of any activity or threats potentially impacting the State of Texas.
3. TLETS. TLETS is a statewide telecommunications network connecting state and local law enforcement agencies and warning facilities. TLETS is the state warning network's primary "hard copy" communications system.

## IV. SITUATION & ASSUMPTIONS

### A. Situation

1. See the general situation statement and hazard summary in Section IV.A of the Basic Plan.
2. The District can expect to experience emergency situations that could threaten public health and safety, along with private and public property and necessitate the implementation of protective actions for the District community at risk.
3. Emergency situations can occur at any time; therefore, equipment and procedures to warn the District community of impending emergency situations must be in place and ready to use at any time.
4. Power outages may disrupt systems that carry warning messages and provide public instructions.

### B. Assumptions

1. Timely warnings to the District Community of impending emergencies or those which have occurred may save lives, decrease injuries, and reduce property damage.

2. Electronic news media are the primary sources of emergency information for the general public.
3. Some people directly threatened by a hazard may ignore, not hear, or not understand warnings issued by the District.
4. Provision must be made to provide warnings to functional and access needs groups such as the hearing and sight-impaired.

## V. CONCEPT OF OPERATIONS

### A. General

1. The primary objective of our warning system is to notify of emergency situations and disseminate timely and accurate warnings and instructions to the District population at risk from the threat or occurrence of an emergency situation. Rapid dissemination and delivery of warning information and instructions may provide time for citizens to take action to protect themselves and their property.
2. The District currently operates its own Police Communications Center and has working agreements established with local city or county dispatch/communications centers. All centers operate as 24/7 (24 hours per day, 7 days per week) warning points to receive 8911, 9-1-1 calls and emergency messages from the state warning system.

### B. Receiving Warnings

The District may receive warning of actual emergency situations or the threat of such situations from the following:

#### **National and State Provided Warning**

##### **National Warning System**

The National Warning System (NAWAS) is a 24-hour nationwide, dedicated, multiple line, telephone warning system linking federal agencies and the states. It disseminates civil emergency warnings. NAWAS is a voice communications system operated by the Federal Emergency Management Agency (FEMA) under the Department of Homeland Security, and controlled from the FEMA EOC in Washington, D.C., and the FEMA alternate EOC in Olney, Maryland. NAWAS is used to disseminate three types of civil emergency warnings to state and local governments:

1. Attack warnings
2. Fallout warnings
3. Natural and technological emergency warnings

Warnings from the FEMA operations center are coordinated with the Department of Homeland Security operations center and relayed through the FEMA Regional Communications Center in Denton to the state warning point at the State Operations Center (SOC) in Austin. The state warning point further disseminates the civil emergency warnings through the Texas Warning System. The FEMA national radio system, a network of high frequency radios, serves as a backup for NAWAS.

### **Texas Warning System**

The Texas Warning System (TEWAS) is a state level extension of NAWAS. It consists of a dedicated telephone warning system linking the state warning point at the SOC with area warning centers located in DPS offices around the state and with the seven NWS offices in Texas.

The state warning point relays national emergency warnings received on NAWAS to the area warning center using TEWAS. Area warning centers disseminate warnings they receive to LWPs via teletype messages on the Texas Law Enforcement Telecommunications System (TLETS). The District will receive warnings disseminated by telephone or radio with local dispatch centers, as well as through email directly from the SOC to the District Director of Emergency Management.

TEWAS may also be used by the SOC to disseminate warning messages from the governor or other key state officials to specific regions of the state.

### **Homeland Security Information Network**

The Homeland Security Information Network - Critical Infrastructure (HSIN-CI) is an unclassified network that immediately provides the Department of Homeland Security operations center with one-stop 24/7 access to a broad spectrum of industries, agencies, and critical infrastructure across both the public and private sectors. HSIN-CI delivers information sharing, alert notification services to the right people, those that need to know and those that need to act.

### **National Weather Service Provided Warning**

National Weather Service (NWS) weather forecast offices, the NWS river forecast centers, the Storm Prediction Center, and the National Hurricane Center issue weather warning messages.

NWS disseminates weather forecasts, watches, and warnings via the NOAA Weather Wire Service, which is a satellite communications system that broadcasts to specialized receiver terminals. In Texas, NWS weather products, such as watches and warnings, are transmitted by NOAA Weather Wire to the SOC. The SOC, as the state warning point, retransmits these weather messages to appropriate area warning centers and LWPs by TLETS and email.

### **District Community Provided Warning**

The students, faculty, staff, and guests of the District may provide warning of emergencies discovered. This may occur in person, by phone, or through the 8911 or 9-1-1 system.

### **Business and Industry Provided Warning**

Companies that experience a major fire, explosion, hazardous materials spill, or other emergencies that may pose a threat to campus health, safety, and property have a general duty to notify local officials of such occurrences. Such notifications are generally made through the 9-1-1 system. Companies reporting emergencies that may pose a risk to the District are expected to recommend appropriate actions to protect people and property.

## **C. Dissemination of Warnings to the Public**

Warnings will be disseminated for immediate threats to the District community. In the initial stages of an emergency situation, the Director of Emergency Management or designee under the direction of the Vice Chancellor for Administration & General Counsel/Vice Chancellor for Communications & External Affairs or the Chief of Police will:

- Determine if a warning needs to be issued
- Formulate a warning (using pre-scripted messages if available)
- Disseminate the warning

The systems described in this annex will be used to issue warnings and instructions to the District Community. To facilitate dissemination of warning and instructions, a set of pre-scripted warning messages and public information messages suitable for use in likely emergency situations has been developed.

### **The TCC Emergency Notification System**

The District's official emergency notification system is a framework of multiple products owned or contracted by the District to create a seamless, multi-modal, and segmented medium to reduce points of failure and deliver appropriate situational messages.

The District maintains 13 means of broadcasting emergency notifications. Not all emergencies require whole-system activation and system delivery options include, but are not limited to:

- Text Messaging
- Cisco Network Phones
- Network Computers
- Alert Beacons
- Digital Signage
- Text to Speech Fire Panel integration
- Recorded Phone Messaging
- Website
- BRG Emergency Message Clocks
- Social Media
- Email
- Public Address Audio Broadcast
- Mobile Phone App

### **Text, Voice Message and Email Notification Function**

Text and voice messaging is a rapid means of notification for the District. Messages sent by this method are District-wide and may only be targeted to all employees, all students. Messages may be sent during immediate emergencies, for District delays or closures, to relay critical information to the District community, or during system tests. Enrollment to receive these messages is automatic unless the student, faculty, or staff opts out of the system enrollment. External agencies, such as food service, Early College High School Administrators, and bookstore staff, operating on District property are offered external agency enrollment in order to receive messaging.

The email functionality of the emergency notification system is designed to be supplemental to the immediate notification of text and voice messaging. Email may be used for supplementing immediate alerts, notification of upcoming system testing by other means, campus delays or closures, to relay critical information to the campus population, or during system tests. Notification by email may experience significant delays as large numbers of emails may take systems time to process and deliver.



## Social Media Notification Function

Social media notifications are supplementary functions of the alert system. Utilizing social media messaging, the District may reach beyond the student and employee population to include guests on campus, the public, and the media. Notification by social media may be made for immediate alerts, notification of upcoming system testing, campus delays or closures, to relay critical information to the campus population, or during system tests.

## Facility Notification Function

The facility notification functions of the emergency notification system are targeted notifications based on location. For emergencies, disasters, or threats thereof, that may impact a campus or within the immediate vicinity of a campus, the District may activate facility notification components of the system. These include alert beacons, BRG Emergency Messaging Clocks, amplified speaker broadcasts, public address systems, network computer and Cisco phone screen override, and digital signage override. Facility notifications may be used for immediate alerts, to relay critical information to the campus population, or during system tests.

## Outdoor Warning

Any outdoor warning systems in place on or near District facilities are outdoor sirens operated by local city officials respective to their location. The District is not responsible for the activation, or testing of these systems.

## Route Alerting & Door-to-Door Warning

The District community may be warned by using police vehicles equipped with sirens and public address systems. Response personnel going door-to-door may also deliver warnings. Both of these methods are effective in delivering warnings, but they are labor-intensive and time-consuming and may be infeasible for large areas. Door-to-Door warning method may be required for those with impairments of vision or hearing.

## Warning Special Facilities and Populations

Special populations and facilities will be warned of emergency situations by available methods to include:

- **Visually-impaired:** Alert beacons, text-to-speech broadcast, route alerting, door-to-door notification.
- **Hearing-impaired:** Alert beacons, SMS text message, computer desktop override, Cisco Phone override, digital signage override, route alerting, door-to-door notification
- **Non-English speaking:** Route alerting, door-to-door notification.

## D. Actions by Phases of Emergency Management

### 1. Prevention

- a. Establish an effective emergency notification system and appropriate operating procedures. Extend the system to keep up with growth. Adopt new methods of warning that increase the ability to reach throughout the District.
- b. Conduct public education designed to prevent students, faculty, and staff from taking unnecessary risks during emergency situations.

### 2. Preparedness

- a. Test the emergency notification systems on a regular basis.
- b. Prepare pre-scripted warning/instruction messages for known hazards.
- c. Conduct public education on emergency notification systems and the actions that should be taken for various types of warnings.

### 3. Response:

- a. Activate emergency notification systems to alert the District Community of the emergency situation and provide appropriate instructions.
- b. Conduct media monitoring to determine the need to clarify issues and distribute updated District instructions
- c. Discontinue warnings when no longer required.

### 4. Recovery

- a. Advise the District community when the emergency situation has been terminated.
- b. If necessary, provide instructions for return of the District community and safety information relating to the incident situation.

## VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES

### A. General

1. The Vice Chancellor for Administration & General Counsel will establish general policies for emergency warning and fund personnel and equipment to operate the appropriate warning systems.
2. The Chief of Police is responsible for operating the LWP and coordinating operation of the local warning system.

### B. Task Assignments

1. The Vice Chancellor for Administration & General Counsel will:
  - a. Outline general policies on the District's emergency notification systems.
  - b. Approve with the Vice Chancellor for Communications & External Affairs emergency public information to be released to the public through the news media or other means.
2. The Police Chief will:
  - a. Staff and operate the local warning point.
  - b. Provide units and personnel for route alerting and door-to-door warning when requested
3. The Police Communications Center will serve as the LWP and will:
  - a. Receive and, if necessary, verify and acknowledge warnings of emergency situations.
  - b. Make notification to Police Executive Staff of emergency situations or conditions that could cause such situations as required.
4. The Director of Emergency Management will:
  - a. In coordination with the Vice Chancellor for Administration & General Counsel and Police Chief, develop operating procedures for the emergency notification systems.
  - b. Ensure the operational readiness of all components of the emergency notification systems.

- c. Train departmental staff on operation of the emergency notification systems.
  - d. When the EOC is activated, assist in the development of warning messages and Special News Advisories.
  - d. Educate the District community regarding the use of the warning system.
5. The Vice Chancellor for Communications & External Affairs will:
- a. Develop procedures to facilitate the release of coordinated emergency public information to amplify basic information provided in warning messages.

<b>VII. DIRECTION &amp; CONTROL</b>
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**A. General**

- 1. The Vice Chancellor for Administration & General Counsel and the Police Chief shall provide general guidance to the Director of Emergency Management for emergency notification activities.
- 2. The Police Chief shall provide specific guidance for the operation of the LWP.
- 3. The Director of Emergency Management has the primary responsibility of this annex and the emergency notification systems.

**B. Line of Succession**

The line of succession for the Vice Chancellor for Administration & General Counsel is:

- 1. Vice Chancellor for Communications & External Affairs
- 2. Chief of Police

The line of succession for the Police Chief is:

- 1. Assistant Police Chief
- 2. Captain
- 3. Administrative Lieutenant

The line of succession for the Director for Emergency Management is:

- 1. Manager of Emergency Management

## VIII. READINESS LEVELS

### A. Readiness Level IV - Normal Conditions

- a. Emergency incidents occur and District officials are notified. One or more departments or agencies respond to handle the incident; an incident command post may be established. Limited assistance may be requested from local jurisdictions pursuant to established inter-local agreements.
- b. The normal operations of the District are not affected, but examples may include but not limited to:
  - 1) Water leak
  - 2) Vehicle accident
  - 3) Personal injury
  - 4) Temporary equipment failure

### B. Readiness Level III - Increased Readiness

1. Monitor the situation.
2. Inspect emergency notification systems to insure they are fully operational. .

### C. Readiness Level II - High Readiness

1. Monitor the situation.
2. Develop draft warning messages for the impending threat.
3. Alert personnel for possible emergency operations; identify personnel for increased staffing during primary vulnerability period.
4. Identify requirements for route alerting and door-to-door warning.
5. Consider activation of the EOC to provide for increased situation monitoring and to conduct pre-planning.

### D. Readiness Level I - Maximum Readiness

1. Monitor the situation.
2. Place selected off-duty personnel on standby to increase staffing if necessary
3. Designate units for route alerting and door-to-door warning.
4. Activate the EOC for increased situation monitoring, planning, and resource management.

## **IX. ADMINISTRATION & SUPPORT**

### **A. Agreements & Contracts**

Should local resources prove to be inadequate during an emergency, requests will be made for assistance from other local jurisdictions, other agencies, and industry in accordance with existing mutual-aid agreements and contracts.

### **B. Reports & Records**

1. The Police Communications Center shall maintain activity logs recording:
  - a. Warnings received.
  - b. Key personnel notified and the actions they directed to be taken.
2. The Incident Command Post (ICP) and the EOC shall maintain logs of their activities as outlined in Section IX of the Basic Plan.

### **C. Maintenance of Equipment**

All warning systems owned by the District will be maintained in accordance with the manufacturer's instructions for those systems.

## **X. ANNEX DEVELOPMENT & MAINTENANCE**

### **A. Development**

The Director of Emergency Management is responsible for working with other departments in the development, maintenance, and improvement of this annex. Each department tasked will develop standard operating procedures that address assigned tasks.

### **B. Maintenance**

This annex will be reviewed annually and updated in accordance with the schedule outlined in Section X of the Basic Plan.

## **XI. REFERENCES**

FEMA, *National Warning System Operations Manual*.

FEMA, *Comprehensive Preparedness Guide (CPG-101)*

## XII. EMERGENCY MESSAGES & WHAT TO DO

The following are the types of emergency notifications that will generally be sent. Below the message template are the guidelines that are to be followed.

### 1. EVACUATION

Message Template:

**TCC Campus/Building: An EVACUATION ORDER has been issued - TAKE ACTION NOW. Evacuate the premises immediately, and await further instructions.**

What to Do

When the building alarm sounds or an evacuation signal is given:

1. Remain calm.
2. Shut down any hazardous operations or processes and render them safe, if possible. If an unsafe situation exists that will not allow a shutdown before evacuating, report this to the police.
3. Close windows and doors, but do not lock doors when you leave.
4. Leave room lights on.
5. Take your jacket or other clothing needed for protection from the weather.
6. Follow the exit route on the diagrams posted in the buildings. Be prepared to use an alternate route and evacuate toward the safest exit.
7. Exit in an orderly manner, without running, crowding or panicking.
8. Do not use elevators.
9. Find evacuation chairs located near all stairs leading to the ground floor.
10. Do not return to your office/classroom for last-minute items.
11. Do not re-enter the building until emergency staff give the "all clear" signal.

As you exit the building, the Police Department may use the public address (PA) system on their police cars to give verbal warnings and instructions. Responding emergency personnel will establish evacuation distances. Distance is determined by the nature of the incident, wind direction and public safety.

Faculty/Staff Responsibilities

You should take attendance daily, to account for your students.

If you have to evacuate the building:

1. Take charge and remain calm.
2. Ensure all students with special needs are assisted in evacuating. If necessary, have other students help.
3. Tell students not to worry about taking book bags or books.
4. Take your attendance sheet with you.
5. Keep all students together, and take attendance when you reach the designated safe area.
6. Request students not leave campus in their vehicles, since this can add to the confusion.

If the situation involves weapons, you should raise your hands, palms open, for police personnel while exiting the building. All TCCD faculty and staff are responsible for the safe evacuation of all students and/or campus visitors in the event of an evacuation.

## 2. SEEK SHELTER

Message Template:

**TCC Campus/Building: Seek Shelter Immediately - Move and Stay away from doors and windows -**

**Seek interior rooms without windows on lowest floor possible - Avoid large expansive rooms**

**Remain in safe location until further notice**

What to Do

If a warning is issued, you should:

1. Take shelter immediately.
2. Seek shelter in a permanent building or low-lying area using your hands to shield your head, if you're outdoors.
3. Evacuate your vehicle and seek shelter in a permanent building or low-lying area, if you're in a vehicle. Never seek shelter under an overpass.
4. Move to an interior room, if you're in a building.
5. Avoid rooms on higher floors or with a large roof expanse, and stay away from windows.
6. Lie face down, along an interior wall, head covered. If possible, get under heavy furniture for protection from falling debris.
7. Try to remain calm and assist others who may need help.
8. Stay in shelter point until the "all-clear" has been given.
9. Check for potential hazards and avoid power lines and fallen debris.

The safest place to take shelter from severe weather, particularly tornadoes, is in a first-floor interior room or restroom clear of windows and glass doors. Anyone located in structurally sound buildings that can provide shelter should stay there and not exit the building.



### 3. REMAIN IN THE BUILDING

Message Template:

**TCC Campus/Building: For your safety, please remain in the building. There is a dangerous situation outside.**

What to Do

Remain calm and know that the police are investigating an incident outside and it is safer for everyone to remain inside.

Continue about your business but stay away from doors and windows.

If you see something suspicious, report it to the Police Department.

Remain in the building until you have been advised that it is ALL CLEAR from danger.

## 4. LOCKDOWN

Message Template:

**LOCKDOWN - LOCKDOWN - TAKE ACTION NOW - There is a TCC Campus Emergency- leave if you can. If you cannot safely leave, Stay in your room or building, turn out lights, close blinds, lock or barricade doors, hide under furniture, stay away from doors and windows, Silence your cell phones. Await further instructions.**

### What to Do

#### Police Protocol

If you witness any armed individual shooting at people on campus or hear gunshots, immediately contact the TCCD Police Dispatch at 817-515-8911. Provide the police dispatcher with as much information as you can. Do not hang up unless told to do so.

Officers from TCCD as well as from the surrounding city, county and state agencies will likely be the first responders on the scene. As police officers move into an affected area or facility, rescue efforts will be delayed until the shooter is located and stopped or no longer a threat to life safety.

If you are wounded or with someone who may be wounded, these officers will bypass you in their search, as they must find the shooter(s).

To assist police, please stay calm and patient during this time, to prevent any interference with police operations. If you know where the suspects are or have their descriptions, tell the police. Rescue teams will follow shortly to aid you and others.

If you encounter police, keep your hands empty and in plain view at all times. Do not speak to the officers until they speak to you. Listen to their instructions and do exactly what they say. If you are evacuating, carry nothing that could be mistaken for a weapon.

Rescue teams composed of other police officers with emergency medical assistance will follow shortly after the first responding officers enter the building. They will attend to the injured and remove everyone safely from the area or building.

What to do if the shooter is:

#### Outside the Building

- Turn off all the lights, close and lock all the windows and door.
- Get all occupants on the floor and out of the line of fire, if you can do so safely.
- Move to a core area of the building, only if safe to do so, and remain there until police give the "all clear" sign. Unknown or unfamiliar voices may be the shooter's method of giving false assurance. Do not respond to command until you are certain a police officer issues them.

## Inside the Building

Escape the area via the nearest exit or window, only if it is safe to do so. Leave books, backpacks, purses, etc. in the room. Keep your hands above your head when you exit and listen for instructions that may be given by police officers outside.

### If you cannot safely exit the building:

Stay where you are and secure the door. If the door cannot be locked and the door opens in, use a door wedge or heavy furniture to barricade the door. Also cover any windows that may be in the door.

- Turn off the room lights.
- Lie on the floor or under a desk and remain silent.
- Wait for the police to come find you.

## In Hallways or Corridors

Get in a room that is not already secured and secure it.

Do not hide in restrooms or run through a long hall to get to an exit, as you may encounter the shooter.

### In Large Rooms or Auditoriums

If the gunmen are not present:

- Move to and out of the external exits and toward the police unit.
- Keep your hands on your head.
- Do what the police tell you.

## Inside the Room with You

There is no set procedure for this situation.

If possible, call 817-515-8911 and talk to the police dispatcher. If you cannot speak, leave the line open so police can hear what is going on.

Do not provoke the shooter(s).

If they are not shooting, do what they say and don't move suddenly.

If they start shooting, you need to make a choice:

- Stay still and hope they do not shoot you
- Run for an exit while zigzagging
- Attack the shooter

The last two options can be very dangerous, but no more than doing nothing and dying in place. A moving target is harder to hit than a stationary one, and the last thing the shooter will expect is to be attacked by an unarmed person. Any option may still have a negative consequence.

This is not a recommendation to attack the shooter(s), but is instead a choice to fight when there is only one other option. Attempting to overcome the shooter(s) with force is a last resort that should be initiated only in extreme circumstances.