Division of Public Safety Action Steps for Managing Emergencies

- Notice of a campus emergency usually begins with information received at PennComm (215-573-3333 - personal phone or 5-1-1 - campus phone) in the Division of Public Safety Headquarters, 4040 Chestnut Street Philadelphia, PA 19104-3020

- Immediately after receiving information about an emergency incident, PennComm dispatches personnel and resources to the scene of the emergency. Any personnel or resources dispatched to a scene of an emergency are part of the Incident Response Team (IRT)

  - Depending on the type and scope of the emergency, the time of day and/or expected duration of the emergency, a DPS conference call may be initiated via the UPennAlert Emergency Notification System

    - During the conference call, the nature and conditions of the emergency incident are discussed and

      - The need for a UPennAlert communication, text and e-mail, and Penn Siren Outdoor System (SOS) siren and message and DPS Web site (www.publicsafety.upenn.edu) Digital Display are initiated to keep the Penn community informed about an evolving emergency.

      - If deemed necessary, a message will be broadcasted across PennComm’s Multi-Agency Emergency Radio Network (MERN) to organizations in University City

        - MERN comprises the organizations as follows:
          - University of Pennsylvania
          - Children’s Hospital of Philadelphia
          - Drexel University
          - Hospital of the University of Pennsylvania
          - Penn Presbyterian Medical Center
          - University City District Base
          - University of the Sciences
          - Wistar Institute

      - The Division of Public Safety Emergency Operations Center (EOC) will be activated at the discretion of Vice President for Public Safety or designee.

        - The persons working in the EOC are the Incident Management Team (IMT)
- The IMT supports and documents all aspects of an incident or incidents occurring on campus
- The IMT liaisons with city, state federal agencies to manage large-scale incidents affecting all or part of the Philadelphia region
- The IMT provides information to the Vice President of Public Safety for dissemination to the Crisis Management Team (CMT) usually convening in College Hall
  - The CMT administers all policy related aspects for the University
    - The phone numbers for incoming calls from Penn affiliates to the EOC are 215-573-7184, 7185, 7186 and 7187
    - Outgoing calls from the EOC are made over 215-573-6674 and 6675
    - 215-746-2400 Sound Station (star shaped speaker system) line will be used for conference call use with the City EOC, CMT, etc.
    - The e-mail address for the EOC is dpseoc@publicsafety.upenn.edu
    - The Fax number for the EOC is 215-573-7042

According to the University’s Crisis Management Plan (CMP) the DPS manages emergency incidents according to the levels as follows:

**LEVELS OF EMERGENCY RESPONSE**

**Normal Operations (Watch):** All agencies, organizations and services are functioning normally.

**Pending or Potential Critical Incident (Warning):** A potential incident or event that may impact the University within twenty-four (24) hours. Examples include the threat of severe weather or a terrorist warning. The Division of Public Safety will alert the University to the potential danger through its communication outlets.

**Isolated or Limited Critical Incident (Level 1 Emergency):** An isolated or limited critical incident requires a response but can be managed within the normal framework of University operations. Neither the IMT nor the CMT need to be activated, although individual members of both may be required to participate in the response. Examples include an assault on a student, or faculty member, or a chemical spill of a limited and containable nature.

**Localized Critical Incident (Level 2 Emergency):** A localized critical incident is a significant department or building incident that can be resolved with existing University resources or with normal assistance from City response agencies. An incident of this level requires coordination among those responding to the incident but does not give rise to major policy or public relations concerns. Such an incident has limited impact on the University community beyond those using the space or building in which it occurred. The IMT is convened in order to ensure a coordinated response to the situation, but the CMT is not activated. Individual members of the CMT may be called
upon to assist in the response according to their function in the University. Examples include a building fire or steam leak.

**Major Critical Incident (Level 3 Emergency):** A major critical incident is a significant or catastrophic emergency that impacts all or a sizable portion of the campus or University community. Operational response efforts and policy decisions must be coordinated. The CMT and the IMT both are activated to address the situation. Examples include a large scale protest, a major flood or hurricane, a terrorist attack or an accidental release of biological or chemical hazards not confined to a single or limited location.

**NON−EMERGENCY CRISIS**

**Non−emergency Crisis:** A non−emergency crisis is an event or series of events presenting significant policy or public relations issues, but not requiring a sustained response by emergency personnel such as fire or police. Due to the nature of the crisis, the major stakeholders of the University must coordinate policy and communications responses. The CMT is convened, but the IMT is not. Examples include the death of student that has political implications or a highly publicized research accident.

**Division of Public Safety Facts**

The Division of Public Safety (DPS) comprises 178 personnel, 118 of which are sworn University of Pennsylvania Police Officers. The dedicated men and women of DPS are responsible for enhancing the quality of life, safety and security of our community. The Division accomplishes its mission through the delivery of a comprehensive and integrated safety and security program, in partnership with the community that we serve. Each department in the DPS collaborates to responds quickly to emergency events in order to protect people and property and mitigate factors causing the emergency.

Departments under the Office of the Vice President for Public Safety:

- Finance & Administration
- Fire & Emergency Services
- Penn Police Department
- PennComm & Emergency Communications
- Security Services
- Security Technology
- Special Services