

Communicating Effectively During A Crisis From Alternate Workspaces

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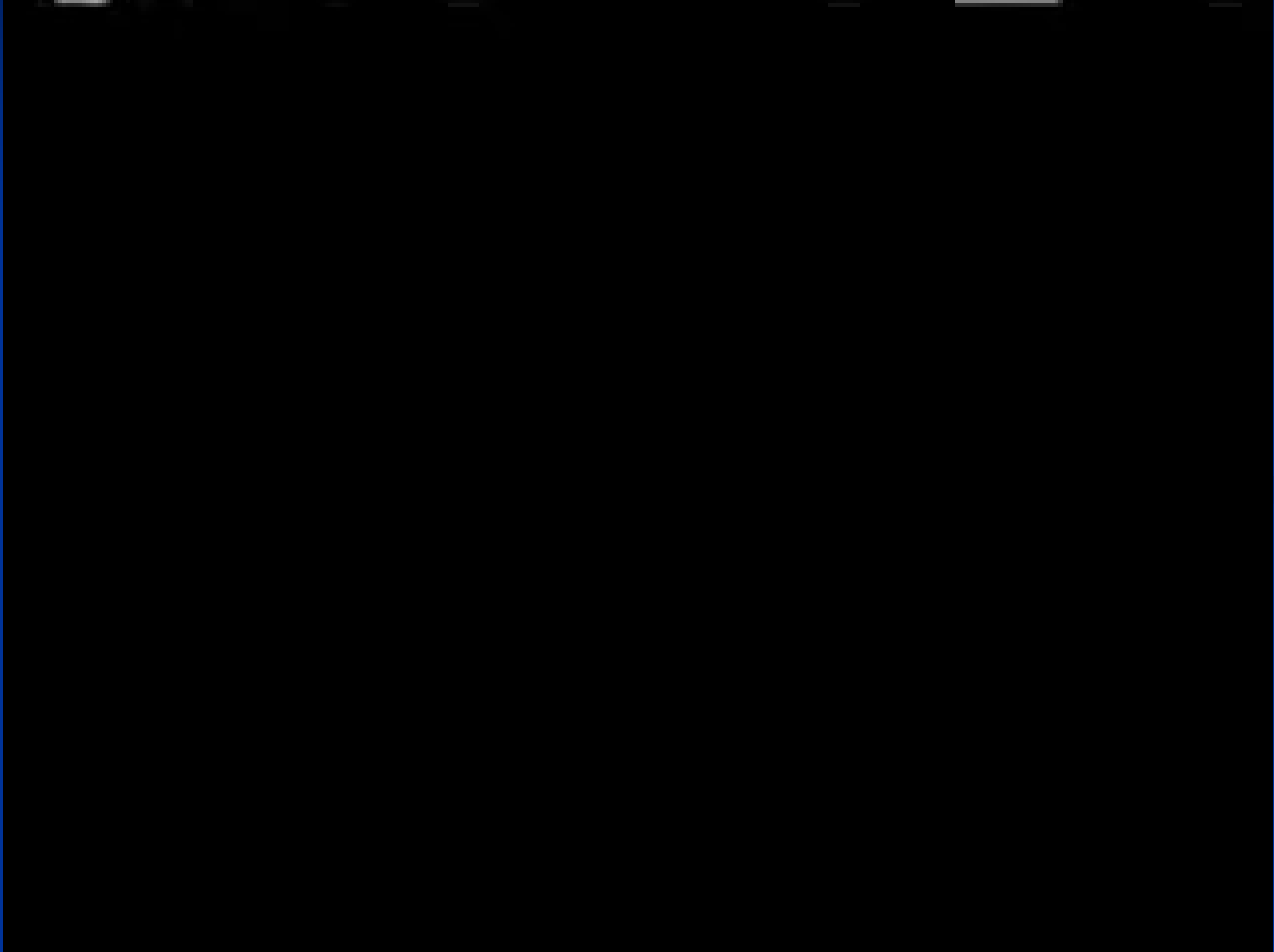


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Panelists

- Steve Seton – Region 7
- Ray Worley – HQs COOP
- Mike MacDougall – Region 1
- Michael Hillard – EPA/OEI

Do you have a Plan?



Why do we prepare?

- It's the law. HSPD-20, EO 12656, FCD-1
- Management tool.
- Improves communication.
- Strengthens the existing mission.
- Smart thing to do.

Lessons Learned

- Cell phone lines go down in catastrophic events.
- Text and direct-connect systems live longer.
- Sat-phones cannot be relied upon.
- Hurricane Katrina –
 - 77,000 displaced federal employees
 - Web site usage for communication
- GETS and WPS are viable and valuable tools to have during catastrophic events.
 - 93% effective during 9-11 and Aug 2003 power outage in NYC.

Other Agency Lessons

- Telework examples
 - OPM (Western Group)
 - USDA / Risk Management Agency

EPA Tools

- EPA Portal
 - COOP page
 - Document storage for reference
 - Devolution / Back-up Region or office procedures
 - Communications directories
- Exercises
 - Tabletop
 - Interagency
 - Full-scale deployment

Q & A

will be at the end of the presented sessions.