

# **2020 – 2021 UT System Emergency Management Annual Report**

*This report includes annual campus safety  
reviews from the UT System and our  
campuses in Knoxville, Chattanooga, Martin,  
and the Health Science Center in Memphis*



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## EXECUTIVE SUMMARY

The University of Tennessee Office of Emergency Management is responsible for providing university officials with guidelines to assist campuses/institutes/units in the development and maintenance of plans and procedures that meet emergency prevention/mitigation, preparedness, response and recovery requirements within the National Incident Management System and the Tennessee Emergency Management Plan.

These plans and procedures help ensure that all campuses/institutes/units are able to respond appropriately in the case of emergencies or disasters which could occur within or around the university community in order to minimize negative effects on persons and property and facilitate recovery from these incidents. Most immediate emergency response actions that involve protection from harm to persons and property are executed at the local and regional level.

Therefore, the UT System emergency management program provides general guidelines that assist campuses/institutes/units in responding to emergencies and establishes procedures to monitor the emergency preparedness activities of campuses/institutes/units. The System guidelines specify requirements that campuses/institutes/units must meet to adhere to state and federal requirements.

This report will provide an overview of the various campus level events, exercises, successes and challenges for what has been an unprecedented 2020-2021 fiscal year. It will also provide a look ahead to the 2021-2022 fiscal year by listing the goals of each campus and institute and well as priorities for the System office.

Special thanks to all of our campus emergency managers and campus police officers for their around-the-clock efforts in planning and ensuring that our campuses remain safe environments for UT students, faculty, staff and the general public on an annual basis.



## UT SYSTEM ACHIEVEMENTS

- Held a system-wide discussion-based tabletop exercise that involved each campus cabinet and executive leadership team of the UT System. The exercise featured an overseas incident with UT students on an international trip and an accident with the university airplane. The exercise produced a great discussion among the leadership groups including the production of continuity planning for each campus.
- The UT System emergency management team held an in-person retreat May of 2021 in Nashville which was the first group meeting in-person since the beginning of the pandemic. The team reviewed each campus' COVID-19 responses and policies in planning for the fall of 2021.
- Welcomed UT Southern to the UT System family and incorporated their emergency management team to our monthly update meetings. A full UT Southern report will be included in next year's annual report.
- Began meeting with the Tennessee Valley Authority (TVA) and the Public Building Authority (PBA) representatives on the upcoming move of the UT System into the newly named UT Tower on the TVA campus in downtown Knoxville.
- Reviewed annual UT System plans and introduced a new coordinated response plan which streamlines communications between campuses in the event of an emergency.
- Implemented TVA campus policies and procedures into the rewrite of the UT System emergency management plan.

### UT SYSTEM EVENTS IN 2020-2021

#### *Actual Disaster, Emergencies and Disruptions*

- No actual events in 2020 - 2021 outside of the COVID-19 pandemic.
- The System office continued to work with each campus to ensure that on campus learning took place in the fall of 2020 and continued into the spring semester of 2021.

## UT SYSTEM TRAINING

- Completed annual requirements for the Tennessee Emergency Services Coordinator, which is a series of training and exercises that are required by the Tennessee Emergency Management Association.
- Took part in two TEMA-led tabletop exercises which featured a winter storm and an earthquake.

## UT SYSTEM GOALS FOR FY 2021-2022

- Host two annual in-person meetings of system-wide emergency managers, one of which will include emergency managers from the Tennessee Board of Regent schools.
- Successfully transition to the new UT Tower and on-board all UT System employees with new safety measures.
- Develop a ransomware policy to the UT System Emergency Management plan.
- Identify emergency management software that would assist in providing updates/campus status
- Develop a recovery plan for events that do not directly impact the university but where university resources are requested.



## UT KNOXVILLE CAMPUS ACHIEVEMENTS

*Includes UT Knoxville, UT Institute of Agriculture and UT Space Institute*

- Worked through multiple configurations of a flexible and capable Emergency Operations Center (EOC) operation and special task forces to address the COVID-19 pandemic.
- Successfully reopened campus under completely new operating parameters to include a pooled saliva testing program, the redesigning of hundreds of classrooms, the deployment of miles of signage, and the distribution of 50,000 return to campus health and safety kits.
- Automated the campus contract tracing and COVID support system.
- Managed COVID-19 vaccine clinics and provided 12,788 doses of the vaccine.
- Reviewed the campus emergency management program with campus stakeholders so that they could provide input on the direction of the program.
- Updated the Hazard Mitigation Plan.
- Updated the Threat and Hazard Identification and Risk Assessment document.
- Completion rate for campus Building Emergency Action Plans: 89%.
- Emergency Response Team, which includes the Policy Group and the EOC Staff, participation rate: 94%.
- Updated the First Year Studies program to include emergency preparedness content.
- Added an outreach and training position to the Office of Emergency Management.
- UT Space Institute (UTSI) campus has returned to full staff as of March 2021 after returning to campus. No positive cases were reported until August.
- Due to the precautions and effective measures implemented by the UTSI Interim Executive Director, research activities were not affected by COVID.
- UTSI recently completed a successful summer intern program without incident and the program experienced zero impact from COVID-19.
- UTSI has maintained adequate supply of PPE to support the needs of the campus.

UTK EVENTS IN 2020-2021  
*Actual Disaster, Emergencies and Disruptions*

- Campus response to the COVID-19 pandemic.

UTK TRAINING

- Conducted a joint pandemic exercise with Tennessee Emergency Management Agency (TEMA) and Tennessee Higher Education Commission (THEC).
- Conducted Civil Disturbance tabletop exercise (TTX).
- UTK trained 25993 campus personnel in a variety of emergency preparedness related deliveries.
- Assisted in development of Emergency Management Association of Tennessee (EMAT) TTX.
- Participated in Knox County Combined Complex Terrorism Attack exercise.
- Due to recent capital maintenance work, UTSI had two successful fire drills in the same day and have remained up to date on required training.

UTK GOALS FOR FY 2021-2022

- Leverage the opportunities for improved processes and cross-functional integration used during the pandemic response.
- Adjust pandemic response processes to assist in the transition from emergency response to better identify and mitigate communicable disease outbreaks through sound public health procedures.
- Identify a structured approach for personnel augmentation for recovery from a major disaster.
- Reestablish the emergency management program cycle paused during pandemic response.
- Adjust to the unfortunate passing of Chris Armstrong, the UTSI Safety officer/EM Coordinator and the retiring of the Safety Assistant, by maintaining the Integrity of the Safety Department at UTSI with newly assigned personnel.
- Maintain the flexible protocols that have enabled UTSI to operate safely and effectively and adjust to the changing challenges of operating with COVID-19 as an ongoing threat.





## UT CHATTANOOGA CAMPUS ACHIEVEMENTS

- COVID-19 preparation and response (more detail in the following section).
- Panelist for online incoming student orientation, Zooms twice a week.
- Facilitated of Continuity of Operations Plans with six campus departments.
- Assisted in making the new police dispatch center fully operational.
- Switched UTC-ALERT registration to opt-out for students. Now, all available student cell phones enabled for text messaging, are automatically imported from the student records database. Created an online form for new employees, which is more efficient and effective than previous method.
- UTC-ALERT messages sent to 2,000% more campus computer screens.
- Updated all the computers in the emergency operations center.
- Drafted all emergency plans drafted in order to achieve accreditation by the Emergency Management Accreditation Program. Next year, the procedures will be created.
- Pre-semester inspection of housing with work orders submitted.

### UTC EVENTS IN FY 2020-2021

#### *Actual Disaster, Emergencies and Disruptions*

- COVID-19 preparation and response:
  - Twice daily emergency operations center-type team conference call.
  - Daily case county email to executive leadership team.
  - Room capacity determinations in coordination with Provost's office.
  - Plexiglass shields at front office locations.
  - Floor stickers in every building.
  - Thousands of chair straps installed.
- Still managing cost recovery from previous years' incidents:
  - February 2019, flooding
  - June 2019, freezer thaw destroys research
  - April 2020, tornado storm cell
- August 11, 2020: Report of water on the auxiliary basketball/volleyball court at Maclellan Gym. Investigation focuses on two possible sources: roof or exterior seeping through block wall. Roof repairs completed and Auxillary Court floor replaced. Claim expanded to adjoining wrestling floor, which also has termite damage. Repairs in progress there.
- August 27, 2020: Boling Apartments - Lightning strike damages fire panel. Twenty-four-hour fire watch needed for 14 days until replacement installed. Costs covered by insurance, less the deductible.

- September 4, 2020: Boling Apartments - power outage caused by failure of worn-out power infrastructure. Power was restored within four hours. Costs were not covered by insurance.
- November 9, 2020: Boling Apartments, Community Room - unknown resident left items on stove eye, which was turned on. As a result, a small fire activated the sprinkler. There was water damage to furniture, estimate at approximately \$1,500 in damage. No injuries.
- December 12, 2020: Metro Building - roof drain was overwhelmed by rainstorm. Flooding occurred in the similar area as the April 2020 flood, which was during a tornado event. Total costs are less than deductible.
- March 6, 2021: Parking Lot 2 - underground utility expansion discovered in an abandoned heating oil underground storage tank. Coordinated all aspects of the tank's removal and closed it within four days of its discovery.
- April 21-25, 2021: Nine (9) commencement ceremonies held in McKenzie Arena. Emergency Services personnel staffed all of the events. Disposal facemasks were provided to patrons if needed.

### UTC TRAINING

- ICS-100 delivered in the emergency operations center to more than 50 personnel in multiple campus departments.
- Staff member earned a Level 1 certificate from the Federal Emergency Management Agency (FEMA) as a Professional Continuity Practitioner.
- Staff member earned certificates from National Fire Protection Agency online training on multiple codes.

### UTC GOALS FOR FY 2021-2022

- Test the Continuity of Operations Plans for Emergency Services and Safety and Risk Management.
- Conduct and/or participate in a full-scale exercise.
- Complete all steps and documents necessary to apply for Emergency Management Accreditation Program.



## UT MARTIN CAMPUS ACHIEVEMENTS

- UTM continued being innovative in our strategies to protect our campus during the Pandemic as we worked through various phases of reopening campus.
- UTM was successfully able to continue virtual classes.
- UTM experienced continued success in teleworking from home and rotating office schedules as needed to help with social distancing.
- Campus utilized Coronavirus Aid Relief and Economic Security (CARES)/Higher Education Emergency Relief (HEERF) funds to continue to critical operations at UTM well into the future. This includes but was not limited to:
  - Equipment for distance learning classrooms on campus and at our Centers
  - Equipment/software for the music department
  - Chemistry lab equipment/software to allow networking for virtual labs
  - Physical plant updated cleaning equipment that will be of great use in the future.
  - Provided laptops and Wi-Fi hotspots for students without internet connectivity.
  - Various other updates made that allowed UTM to seamlessly operate during the height of the pandemic, which will continue to benefit the campus.

### UTM EVENTS IN 2020-2021

#### **Actual Disaster, Emergencies and Disruptions**

- UTM did not have any actual disasters, emergencies, or disruptions aside from the continuation of combatting the COVID-19 pandemic.

### UTM TRAINING

- Hosted a Tennessee Emergency Management Association (TEMA) tabletop drill regarding the pandemic on August 3, 2020.
- Hosted a Tennessee Emergency Management Association (TEMA) tabletop drill regarding election unrest on September 22, 2020.
- Hosted a Tennessee Emergency Management Association (TEMA) tabletop after-action planning exercise regarding the pandemic on November 30, 2020.
- The chancellor hosted biweekly town hall virtual sessions to answer pandemic-related questions from employees.
- The chancellor hosted biweekly town hall virtual sessions to answer pandemic-related questions from parents.
- Signage is routinely updated to communicate campus policies and procedures regarding COVID-19 mitigation.

### UTM GOALS FOR FY 2021-2022

- Environmental Health and Safety will facilitate mitigation measures to safely return the campus and centers for in-person classes for Fall 2021.
- The senior leadership team will participate in a non-pandemic emergency management tabletop exercise in October 2021 to simulate situational responses.
- UTM's Emergency Response Plan section on pandemics will be updated based on lessons learned during the pandemic, as well as, ensuring all the information is current.
- Attend Weakley County Local Emergency Planning Committee (LEPC) and West Tennessee Emergency Management Association for Homeland Security District 9 meetings.

- Achievements related to the UTHSC COVID-19 pandemic response:
  - Maintained updated COVID-19 guidelines in response to changes in local case counts.
  - Maintained COVID-19 community resources accessible through the UTHSC website.
  - Coordinated and communicated COVID-19 management practices by maintaining a standard operating procedure updated regularly to reflect current public health guidelines.
  - Provided COVID-19 testing to UTHSC personnel.
  - Provided COVID-19 vaccine and boosters to UTHSC personnel.
- Participated in a Lab Animal Care Unit (LACU) tabletop emergency response exercise and review of COVID-19 response.
- Updated the campus Hazardous Material Spill Contingency Plan - Quick Guide and shared this with the Local Emergency Planning Commission (LEPC) and first responders.
- Developed a draft Water Intrusion Plan to minimize the impact of water events, define response procedures, and specify how water and fungal damage will be addressed.
- Information Technology Services implemented the National Institute of Technology (NIST) Cybersecurity Framework (CSF) standardizing to industry-recognized cybersecurity controls.
- Conducted asset inventory of all end-user machines to ensure these machines are accounted for and contain the required security management tools.
- Adopted the CIS Center for Internet Security (CIS) benchmark controls which harden all servers and end-user machines to a standard, secure configuration.
- Conducted a business impact analysis on critical systems to ensure recovery plans exist and reduce risk to events such as Ransomware attacks.
- Built strong working relationships with federal partners; specifically, the Federal Bureau of Investigation (FBI) and Cybersecurity and Infrastructure Security Agency (CISA), fully embracing the federal and private sector partnership.
- Implementing Zero Trust infrastructure which authenticates every user and every machine, every time, from everywhere only allowing access to the solutions required to conduct an individual's work.
- Created the Security Preparedness and Response (SPAR) training program which educates users on preparing for cyberattacks and how to respond if attacked.
- Re-architected the Vulnerability and Patch Management Program that further reducing the risk factor to the enterprise.

- Created the Internet of Things (IoT) security program and further segmented and segregated the IoT devices to prevent attacks against the infrastructure and critical systems that rely on these IoT devices.

### **EVENTS IN 2020-2021**

#### **Actual Disaster, Emergencies and Disruptions**

- COVID-19 pandemic response at UTHSC saw continued online cases for students and the maintenance of campus guidelines were frequently updated to reflect changes in public health guidance.
- A February winter storm resulted in frozen pipes and subsequent water damage in at least three buildings on campus.
- Campus Safety responded to three chemical spills and 13 indoor air quality incidents including several related to natural gas.

### **UTHSC Training**

- Campus Safety and Research Safety Affairs personnel participated in monthly emergency response training and exercises, hazardous material spill response, response to indoor environmental quality incidents (e.g. gas leak, odor complaint, etc.), and radiation incident response.

### **UTHSC GOALS FOR FY 2021-2022**

- Maintain a safe and healthy campus during the ongoing COVID-19 pandemic response.
- Complete UT System Incident Command System training.
- Complete the asset inventory of all end-user machines to ensure these machines are accounted for and contain the required security management tools.
- Complete the business impact analysis on critical systems to ensure recovery plans exist and reduce risk to events such as Ransomware attacks.

## EMERGENCY MANAGEMENT CONTACTS



UT System - Mike Gregory - 865-974-5028 - [mike.gregory@tennessee.edu](mailto:mike.gregory@tennessee.edu)

UT Knoxville - Brian Gard - 865-974-3061 - [bgard1@utk.edu](mailto:bgard1@utk.edu)

UT Chattanooga - Robie Robinson - 423-425-5741 - [robie-robinson@utc.edu](mailto:robie-robinson@utc.edu)

UT Martin - Monte Belew - 731-881-7777 - [mbelew@utm.edu](mailto:mbelew@utm.edu)

UT Health Science Center - Tim Barton - 901-448-7374 - [tbarton4@uthsc.edu](mailto:tbarton4@uthsc.edu)

UT Southern - Daniel McMasters - 931-424-7334 - [dmcmaste@utsouthern.edu](mailto:dmcmaste@utsouthern.edu)

UT Space Institute - Chris Armstrong - 931-393-7208 - [carmstr1@tennessee.edu](mailto:carmstr1@tennessee.edu)

UT Space Institute - Leo Bonner - 393-7298 - [lbonner@tennessee.edu](mailto:lbonner@tennessee.edu)

### TEMA Emergency Services Coordinator (ESC) Contacts for the University of Tennessee

Mike Gregory

Brian Gard



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