



FLORIDA INTERNATIONAL UNIVERSITY

*Miami's Public Research University*

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**OFFICE OF THE PRESIDENT**  
***MEMORANDUM***

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**TO:** DR. DOUGLAS WARTZOK, INTERIM PROVOST AND EXECUTIVE VICE  
PRESIDENT

DR. KENNETH A. JESSELL, CHIEF FINANCIAL OFFICER AND SENIOR VICE  
PRESIDENT

**FROM:** MARK B. ROSENBERG  
PRESIDENT

**SUBJECT:** PRESIDENTIAL DIRECTIVES – EMERGENCY MANAGEMENT/ALERT SYSTEMS

**DATE:** MAY 17, 2010

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After reviewing Dean R. Alexander Acosta's report and subsequent recommendations as they relate to the March 25, 2010 incident, I am delineating specific directives that I am requesting to be addressed immediately. *There are a number of recommendations not addressed here that will require further information before action steps are taken.* The directives for immediate action are as follows:

- Identify with greater specificity the varied types of incidents that may confront the university community and develop an emergency response plan for each
- For each type of emergency identified, develop a specific alert plan that includes a pre-drafted emergency response alert message
- For each type of emergency identified, develop a pre-approved activation criteria that if met, triggers an emergency response alert
- Determine the causes for the incomplete transmission to subscribers from the WENS system on March 25th and develop appropriate corrective action for my review and approval
- Require an immediate review of the WENS system performance after every use
- Ensure that all individuals holding WENS system access authority have the system privileges necessary to issue alerts to all WENS subscribers

- Prepare a policy for adoption that includes an “opt-out”, that increases the subscription base of Panther Alerts, and the case of residents, faculty and staff would require mandatory subscription
- Ensure that secondary information sources such as the Help-line are updated immediately to include the latest emergency response alert information
- Ensure that web-based secondary information sources are updated immediately to include the latest emergency response alert information
- Conduct an appropriate review for additional or newly available alert technologies to ensure FIU’s alert system uses the most appropriate available technologies
- Conduct a review of integrating technology that would centralize the activation of various alert technologies into one system
- Develop a clear chain of emergency notification call list, a system with robust redundancy designed to ensure that individuals who are on the list are contacted immediately
- Review the emergency response alert system technology testing schedule, with a particular focus on testing technologies during peak loads and at times designed to ensure that individuals on-campus at varied times (morning, afternoon, or evening) become familiar with the emergency response alert system
- Develop a plan and schedule for conducting university-wide field exercises on non-weather related scenarios
- Develop a plan and schedule in conjunction with regional law enforcement partners and emergency management professionals to participate more broadly in table tops and field exercises
- Develop a plan to improve the familiarity of university faculty and staff with the emergency response alert system
- Immediately conduct after action reviews of all field exercises, mutual training scenarios and actual campus incidents

These directives must be acted upon immediately and no later than June 1, which marks the beginning of the 2010 Hurricane Season

If you have any questions or concerns, please contact me at (305)348-2111.

Thank you for your prompt attention to these directives.