Crises Communication Systems at UCAR

Presented to the UCAR Board of Trustees-Audit and Finance Committee
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Types of Crises Communication at UCAR

- Potential violence
- Weather
- Infrastructure
- National Emergency
- Local Emergency
- Division or Program Emergency
- Natural Event
- Political
Communication Issues During A Crises

• May occur during off hours
• Different communication methods
  – Company phones, personal phones, cell phones, email, website, rumor mill, wiki, television, radio
• Everybody wants to know everything about everyone…at the same time
• Command Center becomes a bottle neck
Crises Communication Systems at UCAR

- All Staff voice mail
- All Staff email
- UCAR/NCAR/F&A/SaSS Web sites updates
- Television, radio
- Call in “Hotline” 303-497-1100
- Wiki-follow crises in near real time
Wiki Demonstration

• Situation
  – Fire Alarms come in, 3 different buildings
  – Reports of toxic gas comes in, 1 building
  – Lower floors are flooding
  – Archives flooding
  – Fire Department arrives
  – Building evacuated
  – Power lost
  – Computers damaged