

NATIONAL CAPITAL REGION'S
PrepareAthon!SM
BE SMART. TAKE PART. PREPARE.

EMERGENCY PREPAREDNESS COMMITTEE
2014 Education Program



Lessons Learned Session

- What happens when bad things occur at or near your facility?
- What do you and your team do?
- Who is part of your team of resources?
- What notifications are made and to who?
- What issues/challenges do you need to deal with?
- What does a recovery (partial or full) look like?
- What are the potential lingering effects of events/incidents?
- How/did events change how you plan for future events?

Lessons Learned: *It Happened Near my Building.....*

- Presenters

- Karen Hunt – Sr Property Manager – Brookfield

- **Water Main Break, building unable to operate for multiple days**

- Katherine Nettle – Vice President – Cassidy Turley

- **Active Shooter at Neighboring Building - Short Duration**

- Joe Donovan – Sr Vice President – Beacon Capital

- **Active Shooter at Neighboring Building - Extended Duration**

EMERGENCY PREPAREDNESS COMMITTEE
2014 Education Program



Water Main Break

Karen Hunt, Sr Property Manager, Brookfield

- Setting the stage
 - Area – Conn Ave. @ N Streets NW.
 - Early Thurs morning (5:40AM) 5/31/2012
 - Security Officer returning from roving duties at 1250 Conn Ave found water coming thru front door into lobby.
 - Immediate outreach occurred to Engineers and Management. An emergency alert was sent to tenants prior to 7am asking them to delay their arrival at property.
- Investigation
 - 12" water Main failed at Conn and N St.
 - Water infiltrated building via main electrical vaults on N Street and down garage ramp.
 - 1250 Conn Ave as well as other bldgs experienced infiltration of water into lowest levels of Garage.



Water Main Break

Karen Hunt, Sr Property Manager, Brookfield

- Impacted
 - Main Electric Switchgear, Generator and Fire Pump
 - Sump Pumps/Garage Drains
 - Elevators (freight elevator to P2)
 - Parking Operations
- Immediate Actions undertaken
 - Engineering – shut down all power to upper floors, main electric room not accessible for hours.
 - Mgmt
 - Communicate BLAST message to tenants (Send Word Now) @ 6:40 AM. of situation. Building Closed!
 - Outreach to local leadership – Incident Command System
 - Outreach started to ramp up “Key” Crisis Vendors – Disaster Firm, etc.
 - Roughly **4 Ft of water in electric vault and 2 ft in garage**



Water Main Break

Karen Hunt, Sr Property Manager, Brookfield

- Timeline of Clean up

- WASA delayed in response while Pepco shut off power to area.
- FD assisted with initial pumping
- Disaster Svcs firm deployed early afternoon.
- Other “ Key” vendors at ready to assess damage and work thru weekend to be available for systems review, dry out and re-start
- Security beefed up to perform fire watch
- Engineering shifts staggered for round the clock support thru weekend.
- Ongoing communication to tenants maintained (SWN and Hot Line updates) throughout weekend.
- Indoor air quality tested as clean up work continued to confirm no issues.
- Lost one vehicle in total – one pick up parked overnight.

- Lessons Learned

- Table Top sessions (Golden Triangle sponsored and internal Brookfield) drilling not only response but also communication during emergencies.
- Use of communication tools (SWN and Hot line) allowed for periodic updates to occur effectively.
- Having Vendors involved in table tops allowed for us to understand capabilities and smooth response to situation.
- Use/practice of Incident Command System allowed for entire Brookfield organization to support task at hand & periodic updates to Sr mgt.
- Welcome breakfast coordinated on Monday for all tenants
- Review, assess and caulk all Bldg. penetrations below grade
- Time line to completely close out insurance claim – **2 years** and requires constant vigilance and management to make sure nothing slips thru the cracks

Active Shooter at Neighboring Building – Short Duration

Katherine Nettle – Vice President – Cassidy Turley

• Family Research Council

- American conservative Christian group and lobbying organization.
- Hdqtrs located at 801 G St NW (near Verizon Ctr. and Portrait Gallery).
- Groups has taken stands on various topics – abortions, stem cell research, **against LGBT causes**, etc.
- So. Poverty Law Ctr declared group as a “Hate” Group in 2010

• Location and my teams responsibility

- Pepco hdqtrs – 363,918 SF, 700 +/- employees
 - ALL Sr Execs occupy space
 - Critical facility during emergencies for obvious reasons
- Cassidy Turley team
 - Eng’g – 6 (1 Chief, 5 eng) tenure – 6 – 12 yrs.
 - Admin – 1, 8 years at property
 - Me – 3 years
- Security – Onsite/Directed by Pepco
- Emergency Plans Coordination
 - Tested – 1x per qtr – Evac’s, Table Tops, etc.

Active Shooter at Neighboring Building – Short Duration

Katherine Nettle – Vice President – Cassidy Turley

• Incident

- 8/15/12 Va. Resident (Floyd Caukins-28) entered lobby and asked to be admitted to FRC. Mr. Caulkins had recently volunteered at LGBT Ctr.
- Lobby guard (Leonardo Johnson-46) engaged individual as to purpose for visit, gun pulled, shot in arm
- Floyd subdued by Johnson until LE arrived
- Individual sited So Poverty Law CTR as source
- Caulkins sentenced to 20+ yrs in prison.

• Challenges

- Event evolved quickly.
- Location of Mgt office – PH area of bldg vs 1st floor hampered ability to monitor incident.
- Media descended onto area and created degree of chaos throughout the day.
- Retail tenants more than office bldg impacted by cordon areas.

• Lessons Learned

- Neighboring properties or tenants can have direct impact on operations of bldg – protests, etc. – KNOW your neighbors!!
- Networking with others within neighborhood positive in case displaced – coordinate actions before incident, talk and support ea. other
- Ability to have multiple communication links key to quick outreach when necessary – input and output key
- Lockdown procedures reviewed w Pepco and Admiral after incident to confirm roles and duties – who, what, when, etc.
- Public Parking – what would have happened if shooter used our public pkg area to place car?

Active Shooter at Neighboring Building – Long Duration

Joe Donovan – Sr. Vice President – Beacon Capital Partners

• Navy Yard Shooting

- 9/16/13 8:00AM – Aaron Alexis went to work to kill people, target bldg 197 at Navy Yard.
- Incident lasted for **69 mins** (most AS events are over within 2 – 5 mins).
- During response conflicting messages were posted as to “true” number of shooters involved.
- Response involved **over 100** first responders (!!) and command vehicles.

• Challenges with response

- Navy Yard is a military Base, not patrolled by DCMP.
- Onsite (Navy Yard) security team responded to incident and locked gates.
- 911 calls referred to bldg 197 vs TRUE address of bldg which is how GPS system is set up in emergency mgt systems.
- Layout of office bldg are cubicles – **3,300 within the bldg.**

Active Shooter at Neighboring Building – Long Duration

Joe Donovan – Sr. Vice President – Beacon Capital Partners

- **Area/Neighborhood**

- Cordon area – 3rd to 11th St's M to O Sts – **27 Blocks shut down**
- Area contains schools which immediately locked down
- How many shooters?
- Lock down/shelter in place or not for businesses?
- Emails were rec'd from properties near WH to SIP. WHY?
- Volume of response by Agencies caused traffic nightmares and challenges with response.
- Self deploying first responders caused confusion and may have lead to false alarms of add'l shooters.

- **Lessons Learned & suggested actions for all**

- MPD identified 70+ observations from incident.
- **READ** the After action report and **apply** to your facility, discuss with your tenants.
- Understand the design of your tenant spaces to understand if issues will exist if a response required at your facility
- Conduct training for Shelter in Place incidents with tenants!!
- Facility (Bldg 197) will not re-open till Feb 2015 (17 months after incident)!

Break – 7 - 10 Mins

- Use the Facilities
- Grab some Coffee, refreshments and some lite food
- Try to stay away from making calls and focusing on I-Phones/BB's
- **Meet someone new, exchange business cards, learn a bit about them**

Lessons Learned: *It Happened at My Building.....*

- Presenters
 - John Wilson, Sr Property Manager, JBG Companies
Earthquake – Aug 2011
 - Kathy Burgess Corby, General Manager, J Street Companies
Managing After an Internal Flood Situation
 - Carol Goodart, General Manager, Jones Lang LaSalle
Managing After/Ahead of Weather Events

Recovering from Earthquake – Aug 23, 2011

John Wilson, Sr Property Manager, JBG Companies

-

- Location of property – Navy Yard Area, SE area of DC
- Building Specific's:
 - Building – 2.0 Mil Gross/1.5 Mil Occ'd
 - Staff – 14 Eng's, 4 Admin Mgrs
 - Tenants – 5,500 people, 27 Facility support, Security provided by DOT and FPS
 - Parking – 1100 cars
 - Systems -
 - HVAC – 4 Chillers;5 CT;2,200 VAV; 4 Boilers
 - Elev's – 33 Pax; 4 Freights
 - Fire – 2 Siemens, 22 Dry Sys
 - 4 Emer Gen, 10,000 g diesel tank
 - Operate 24/7; 72 hrs w/o utilities



Recovering from Earthquake – Aug 23, 2011

John Wilson, Sr Property Manager, JBG Companies

- Background on:
 - Incident – Region wide event 5.8 EQ at 1:51PM. EQ felt from Boston to Charleston, SC to Detroit, Mi.
 - Issues to deal with once shaking stopped:
 - Shelter in Place – 5,500 people – DOT Evacuated
 - Base building systems
 - Recovery - Communications
 - Inspections & Safety
- Challenges identified
 - Elevator Entrapments - 1
 - Elevator Systems – Major DAMAGE, 5 months to repair
 - Fire systems - OK
 - HVAC systems – 1 Boiler
 - Water systems - OK
 - Other – Structure, Gas, Fire Pump, Fuel, Leaks
- Lessons Learned
 - Elevator Recall, Boiler Check
 - Shelter In Place

Recovering from Earthquake – Aug 23, 2011

John Wilson, Sr Property Manager, JBG Companies



Managing After an Internal Flood Situation

Kathy Burgess, General Manager, J Street Companies

- **Background on:**

- Property & Team
 - Lowrise suburban property in Va.
 - Mgt team manage multiple properties, engineer assigned to bldg
- Incident
 - **Early Am in January** Eng contacted by tenant on 3rd flr of serious water issue on floor, water had run for a while over wkend.
 - Upon arrival, **found 3 in's of water on 3rd floor**
- Issues to deal with once water shut off:
 - Outreach to resources
 - Outreach to Tenants
 - Building closed
 - Locate Source of issue
 - Contact Risk Mgr/Carrier/Adjuster

- **Challenges identified**

- Heat pump coupling failed in at perimeter, piping schedule 40 PVC
- Water laced with Gylcol – Yikes!!
- Water migrated down onto other floors/areas of bldg (elevators spared!)
- Volume of drywall/carpet needed to be dried and removed

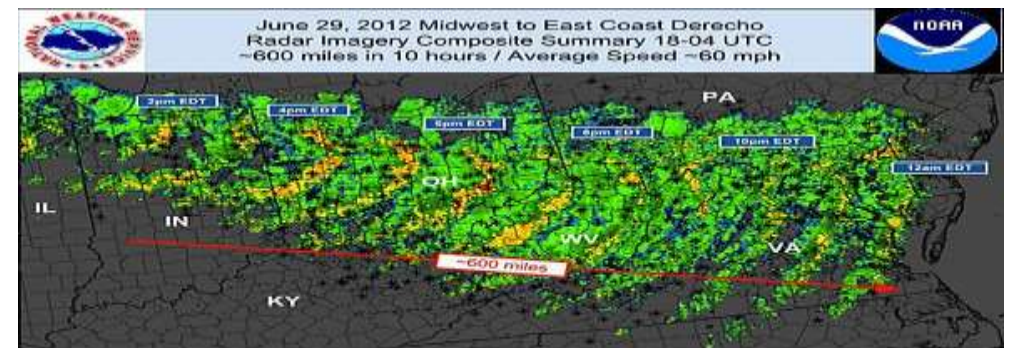
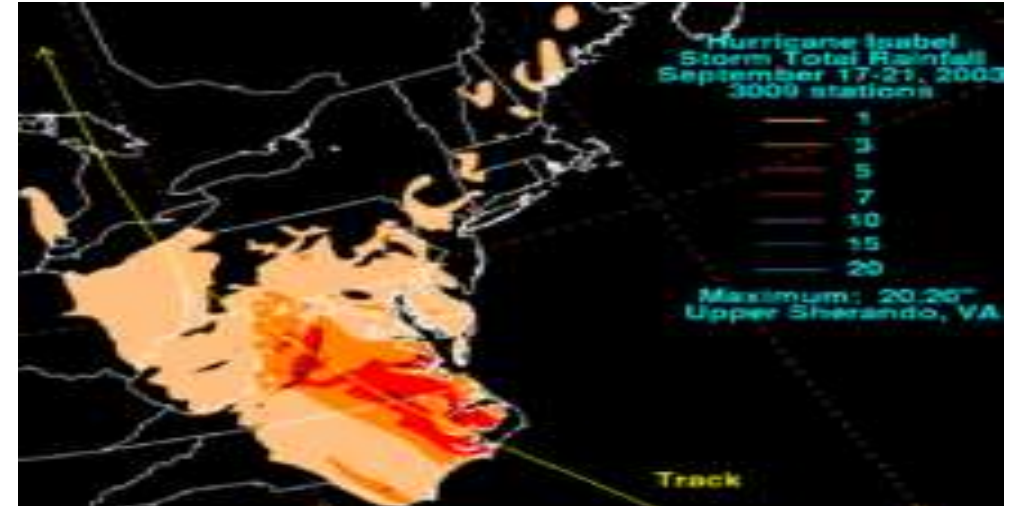
- **Lessons Learned**

- Water had to be disposed of in drums and properly disposed of.
- Failure of coupling was an early warning signal – HVAC piping (PVC to Copper) replaced on flrs 2 and ½ of 1 completed, bal to be completed as leases roll
- Understand leases and requirements of tenants insurance requirements
- Water events take time to recover from – Total time for tenant 20 days

Managing After/Ahead of Weather Events

Carol Goodart, General Manager, Jones Lang LaSalle

- DC Area has been impacted by
 - Hurricane Isabel ('03 – 1.2 Mil lost power)
 - Derecho (6/29/12 -2.5 Mil lost power in Va.)
 - Hurricane Hanna ('08 -
 - Hurricane Ernesto ('06 – 600K w/o pwr, 11 in rain)
- Events like this have ability to affect:
 - Life Line Sector Services
 - Water, Power, Telecom, etc.
 - Teams ability to respond/maintain operations/”battle rhythm”
 - Tenants operations
 - Stretch or challenge vendor resources
 - Being able to effectively communicate



Over 500 preliminary thunderstorm wind reports indicated by *
Peak wind gusts 80-100mph. Millions w/o power.

Summary Map by G. Carlson
NWS Storm Prediction Center

Managing After/Ahead of Weather Events

Carol Goodart, General Manager, Jones Lang LaSalle

- **Hurricane Isabel – Sept 18, 2003**

- Foreseeable emergency, allowed for prep, 1.2 No power

- **Challenges experienced:**

- Extended power outages in area created communications challenges
- Communications every four hrs maintained.
- 24 hour coverage established, w hotel rooms secured to provide rest.
- Fire watch established
- Municipal water supply contaminated, followed local authority directions to system stabilized.
- Gen Set ran for three days, lack of diesel fuel in area, resulted in total blackout.
- Monitored news via crank radio
- Power and water returned on Sunday to allow for orderly re-start of property.

- **Lessons Learned**

- PM team pay attention to weekly testing of gen set and include off site monitoring as part of test to notify team of start and clearance.
- Have separate plans in place for during and after business hrs for power outage.
- Keep emergency supplies checked and updated at start of each hurricane season (June 1st) – flashlights, food, water blankets, hand sanitizers, etc.
- Ensure each team member is prepared at home and have plans in place
- Have signage (magnetic) made ahead of time to post on doors regarding closing
- Pre-approved checklist for before, during and after event

Managing After/Ahead of Weather Events

Carol Goodart, General Manager, Jones Lang LaSalle



Managing After/Ahead of Weather Events

Carol Goodart, General Manager, Jones Lang LaSalle

- **Derecho – June 29, 2012**

- **Late Fri night, surprise event, 2.5 Mil no power**

- **Challenges experienced:**

- Temperatures – hot and humid reaching 100 for several days
- Hotels were only accepting cash for stays, WTOP announced which groups were accepting credit cards.
- Emerg supplies in stores running out at stores power outage played out.
- Both Bldg and Tnt gen sets activated Tnt gen set provided cover for IT and HVAC and only had limited fuel supplies (25 hrs), diesel fuel obtained from outside area.

- **Lessons Learned**

- Local radio (WTOP) was key to providing public information for evolving conditions/recovery.
- Resources outside area (diesel fuel) were key to meet demands for recovery.
- Team – stay prepared personally incl keeping car at or above ½ full tank and cash on hand.
- Keep personal and work emergency supplies updated and checked.
- Confirm offsite monitoring send out alerts/calls to team when gen sets (Bldg and Tnt) go on
- Have multiple vendors for diesel fuel – close, 30 and 50 miles away

Wrap up & Next Steps

- Events (internal and external) can and will impact your properties
- Preparedness is non-competitive and as such in everyone's best interest to work together
- BOMA Preparedness Guide is a solid tool to assess your properties program against. Last updated Fall 2013 – www.BOMA.ORG
- Practice, with all groups/individuals, will pay dividends in stabilizing and returning property to “Normal Operations” to identify potential gaps.
- Make Emergency Preparedness a part of Team meetings, if not already done
- Talk with your leadership/ownership about roles and duties during emergencies – who, what, when, where and how.
- Engage tenant groups as to their preparedness and back up plans if displaced by events.