Department of Emergency Management

Strategic Plan  2020 – 2025
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## Record of Changes

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<tr>
<th>Date of Change</th>
<th>Section Changed</th>
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<tr>
<td>8/2019</td>
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[Remaining rows are placeholders for future changes]
EXECUTIVE SUMMARY

Florida International University (FIU) has quickly become one of the nation’s leading public research universities. FIU is the second largest university in Florida and the fourth largest university in the nation. The majority of FIU’s operations located in Miami, one of the most vulnerable cities to hurricanes due to its location.

The Department of Emergency Management (DEM) is responsible for developing and maintaining a comprehensive, all-hazards emergency management program to protect students, faculty, staff, visitors and university infrastructure. The purpose of this strategic plan is to identify the goals and strategies that DEM seeks to accomplish over the next five (5) years that will further strengthen the University’s resiliency against natural and human-generated disasters.

DEM scheduled a Strategic Planning Meeting on August 2, 2019. The meeting allowed for the department to review and assess the goals outlined in the 2016-2021 DEM Strategic Plan, brainstorm future strategic goals, and identify how DEM will measure success. Once goals were identified, the department aligned them with the FIU Next Horizon 2025 Strategic Plan. Specifically, DEM’s goals associated closely with the university strategic plan’s priority: “Assure Responsible Stewardship.”

- G1: Establish a flexible workforce structure in support of efficiency, productivity, and retention
- G2: Ensure that all investments are in support of the university and its mission
- G3: Optimize operations and sustainability performance

The following summarizes the department’s 2020-2025 Strategic Plan:

<p>| Department of Emergency Management 2020-2025 Strategic Plan Summary &amp; Alignment |
|-------------------------------------------------|--------------------------------------|----------------------------------|----------------------------------|</p>
<table>
<thead>
<tr>
<th>DEM Strategic Priorities</th>
<th>Strategic Goals</th>
<th>Performance Goals</th>
<th>FIU Next Horizon 2025 Strategic Plan</th>
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</thead>
<tbody>
<tr>
<td>Preparedness</td>
<td>Goal 1: Enhance University Preparedness</td>
<td>Attain EMAP reaccreditation by 2024.</td>
<td>G2, G3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hire additional staff positions by 2025.</td>
<td>G1, G2</td>
</tr>
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<td></td>
<td></td>
<td>Establish an internship program by 2021.</td>
<td>G1, G2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Further develop the Disaster Volunteers Program by establishing partnerships and maintaining recruitment.</td>
<td>G1, G2</td>
</tr>
<tr>
<td>Response</td>
<td>Goal 2: Improve Response Capabilities</td>
<td>Train Emergency Operations Center staff on the use of WebEOC® by 2022.</td>
<td>G3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Have a fully functional alternate EOC (equipment, plans, testing) by 2023.</td>
<td>G2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Complete FIU EOC renovations by 2021.</td>
<td>G2</td>
</tr>
<tr>
<td>Recovery</td>
<td>Goal 3: Enhance Recovery Efforts</td>
<td>Test the University-Wide Recovery Plan by 2022.</td>
<td>G3</td>
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<td></td>
<td></td>
<td>Further develop, train, and test the museum and library recovery plans by 2022.</td>
<td>G3</td>
</tr>
<tr>
<td>Mitigation</td>
<td>Goal 4: Develop Mitigation Strategies</td>
<td>Conduct a threat and hazard identification and risk assessment every two years.</td>
<td>G3</td>
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<td></td>
<td></td>
<td>Close out the projects outlined in the 3-Year FIU Infrastructure Plan by 2021.</td>
<td>G2, G3</td>
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The FIU University Safety Council provided feedback and accepted this document on November 22, 2019.
MESSAGE FROM THE DIRECTOR

I am pleased to present the 2020-2025 strategic plan for the Division of Operations and Safety’s Department of Emergency Management. As the paradigm in higher education shifts in content, delivery and funding, Florida International University recognizes the opportunity this shift presents to rethink how best to continue our mission of preparing the next generation of students with the skills necessary to meet future challenges. The Department of Emergency Management is excited to be a part of this process as we continually assess and adjust to strengthen our foundation as a leader in progressive emergency management and disaster resiliency.

This five-year strategic plan will identify the intended direction for enhancing the University’s capabilities to plan for, respond to, mitigate against, and recover from any natural or human generated emergency or disaster. This direction is part of a coordinated effort requiring the commitment and cooperation of all of our students, faculty, staff and visitors, as well as our local, state and federal, private and non-profit partners.

The Department of Emergency Management’s core mission is to ensure that members of the University community and its infrastructure are ready when the next disaster strikes and resilient enough to recover as quickly as possible so that the University can regain operational status and return to a sense of normalcy. This can only be accomplished through continued outreach and education in personal preparedness at home and at work, training and exercising of key staff, developing and maintaining internal and external partnerships and incorporation of the latest technologies into all phases of emergency management.

A disaster resilient university is everyone’s responsibility and I look forward to leading the way in cultivating a culture of preparedness as we move forward to turn ideas into action.

Sincerely,

Amy B. Aiken, CEM®
Assistant Vice President, Operations and Safety
Director, Emergency Management
WHO WE ARE

Florida International University (FIU) has quickly become one of the nation’s leading public research universities. According to U.S. News & World Report, FIU is ranked as one of the top 100 public universities in the country. There are 24 programs ranked among the top 100. Known as a university with one of the largest international student bodies and faculty, FIU is the second largest university in Florida and the fourth largest university in the nation. In 2018, FIU enrolled more than 57,000 students. FIU’s student, faculty, and staff population is greater than the populations of 29 of 67 counties in the state of Florida. FIU is home to the Herbert Wertheim College of Medicine, FIU College of Law, three museums, and multiple regional academic locations. A hospitality management program in Tianjin, China in cooperation with Tianjin University of Commerce is one of many degree programs offered abroad. The majority of FIU's operations located in Miami, one of the most vulnerable cities to hurricanes due to its location.

FIU is classified as a “R1: Doctoral Universities – Very high research activity” by the Carnegie Foundation for the Advancement of Teaching. The University emphasizes research as a major component of its mission and has major research projects located locally and aboard. FIU has students and faculty around the world in its study aboard, international student exchange, and student-led Alternative Breaks programs. The University has a significant responsibility to its community to ensure that it is prepared to face adverse situations and be resilient against emergencies and disasters that may interrupt normal operations at any of its locations. The Department of Emergency Management (DEM) is responsible for developing and maintaining a comprehensive, all-hazards emergency management program to protect students, faculty, and staff, visitors and university infrastructure. The program has a robust training and exercise schedule and strives to have adequate plans and procedures in place to mitigate against, plan for respond to, and recover from a large-scale emergency or disaster. Our priorities are to protect life, ensure safe working conditions, and resume normal operations as quickly as possible following any major disaster or large-scale emergency.
**Strategic Plan Framework**

**Our Mission...**

Guide the University’s all-hazard preparedness, response, recovery, and mitigation needs by coordinating information and resources to protect our students, faculty, staff, and visitors, and restoring operations as soon as possible.

**Our Vision...**

To develop a robust emergency management program and disaster resilient university that serves as a model for other institutions of higher education within the United States and abroad.

**Purpose of Strategic Plan...**

To identify the goals and strategies the Department of Emergency Management seeks to accomplish over the next five (5) years that will further strengthen the University’s resiliency against natural and human-generated disasters.
STRATEGIC PRIORITIES

➢ PREPAREDNESS – Provide the students, faculty, and staff of FIU with the knowledge and training they need to be better prepared at home, school, and work for any natural or human generated disaster by expanding our training and exercise program to more departments and levels of staff and increasing campus outreach programs.

➢ RESPONSE – Improve response capabilities to all planned and unplanned events by enhancing collaboration and coordination across university departments and with our external partners.

➢ RECOVERY – Train and test the newly developed university-wide recovery plan. Work with university departments to develop effective continuity of operations plans.

➢ MITIGATION – Work with the University Infrastructure Committee and other university departments to incorporate mitigation strategies into university infrastructure.

EMERGENCY MANAGEMENT CYCLE
GOAL 1: ENHANCE UNIVERSITY PREPAREDNESS
DEM WILL MAINTAIN ACCREDITATION THROUGH THE EMERGENCY MANAGEMENT ACCREDITATION PROGRAM

In 2019, the FIU emergency management program was granted full accreditation status by the Emergency Management Accreditation Program (EMAP). EMAP is an independent non-profit organization that fosters excellence in emergency management programs by establishing rigorous industry standards for programs to implement and follow. Accreditation represents a significant achievement and commends the work accomplished to achieve compliance with industry standards. To maintain accreditation, DEM will have to comply with the sixty-four industry-recognized standards, upkeep emergency plans and planning products, report progress to the EMAP Commission each year, as well as enhance university emergency plans by developing hazard-specific annexes.

INCREASE DEM STAFFING LEVELS

As the University expands in population, physical locations, research, and complexity, so does the need for additional professional emergency management staff. Within the next five (5) years, as budgets and priorities allow, it is the goal of DEM to add the following positions:

PLANNER II
The FIU Ready program is one of many continuity planning tools used by DEM to maintain normal university operations in the face of disruptive events. There are more than 140 departmental continuity plans stored on FIU Ready. This person will be responsible for maintaining the university continuity of operations plan (COOP) and activities. The individual will further develop the university and department COOPs, train faculty and staff on their plan, work closely with university units to address resource needs, and testing of their departmental COOPs.

TRAINING AND EXERCISE COORDINATOR
Administrative staff participate on a regular basis in all-hazard exercises to ensure that timely decision making and appropriate actions are taken. The needs filter down to all university units to instill a culture of preparedness and enable better response and a quicker recovery. This position will work with special event committees, regional academic locations, museums, local, state, and federal agencies, and private and non-profit organizations to conduct necessary training, exercises, after-action reports, and strengthen internal and
external partnerships and collaborations culminating in a full-scale exercise for the University.

**INTERNSHIPS**

As an institution of higher education with a strong emergency management program and existing local, state, and federal partnerships, a solid undergraduate and/or graduate internship program in emergency management is warranted, not only to prepare tomorrow’s leaders, but to tap into the potential that exists within our students. It is the goal of DEM to create meaningful internships. An internship program also provides an opportunity for DEM to partner with FIU’s Academy for International Disaster Preparedness.

**DISASTER VOLUNTEERS**

As part of the 2017 Hurricane Irma After-Action Review, the University found it imperative to better engage the University community as well as provide support necessary to effectively activate and run emergency operations such as sheltering. An adequate and trained workforce is one of the most critical elements of a successful operation. With the support of the Office of the President, DEM will introduce and manage the FIU Disaster Volunteers Program. The Disaster Volunteers is a cadre of trained and motivated FIU students, faculty, and staff who may be called upon to assist the University with sheltering operations, administrative services, logistical support, call center operations, or other disaster-related tasks either before, during, or after a disaster. Volunteers are trained in topics such as hands-only CPR/Stop the Bleed, shelter operations, poison hazards, extreme weather, etc. DEM will enhance the program by establishing internal and external partnerships, continue to recruit volunteers each year, and leverage technology to better administer the program.
GOAL 2: IMPROVE RESPONSE CAPABILITIES
WEBEOC TO ENHANCE EMERGENCY MANAGEMENT COORDINATION

Staying current with advancing and changing technologies is important to the University’s ability to respond quickly and effectively to a disaster. WebEOC® is a web-enabled collaborative crisis information management system designed to provide real-time situational awareness to any authorized user, anywhere. The application is used to support the management of all-hazards incidents or planned events. WebEOC® status boards provide the ability to create, post, transmit, and share information. Other boards include activity log, significant events, incident action plan, agency situation report, EOC situation report, and resource request/mission task.

CONTINUE TO ENHANCE THE ALTERNATE EOC

An alternate EOC location has been established at our Biscayne Bay Campus (BBC). BBC is located on Biscayne Boulevard in North Miami and the campus is nearly 200 acres and hosts about 7,000 students. A series of exercises have been conducted at this alternate EOC location to further test the capabilities of the room and technology. Resources need to be purchased to develop its functionality. Additionally, activation and deactivation procedures needs to be drafted. Another exercise needs to be conducted to continue to train staff and identify and address needs.

EXPANSION OF EOC

The FIU EOC provides a central location from which the EOC staff and the executive policy group can facilitate university-wide coordination and executive decision-making in support of an emergency response. The EOC carries out this function through: a) information collection, analysis, and dissemination, b) priority setting, and c) resource management. Through planning, training, and exercising, DEM ensures that the EOC maintains an optimal level of readiness. Following Hurricane Irma (2017) and as part of the 3-Year University Infrastructure Improvement Plan, the University found a need to further enhance the primary EOC on the second floor of Parking Garage 5 at the Modesto A. Maidique Campus (MMC). These investments will upgrade the facility to better support incident management staff and response and recovery operations. DEM and stakeholders intend to expand the EOC by adding ancillary support functions such as showers, enhancing security access, and increasing the facility's capacity, to name a few. DEM will also have to update procedures to reflect the infrastructure changes to the upgraded facility. Overall, the enhancements will help the University become more resilient to disasters.
**GOAL 3: ENHANCE RECOVERY EFFORTS**

**TEST THE UNIVERSITY-WIDE RECOVERY PLAN**

Recovery is the most lengthy and complex area of emergency management and often not thought about enough until after a disaster strikes. Following a disaster, FIU will immediately mobilize all of its resources to restore operations and return to normal. In 2018, with funding support from Miami-Dade County Office of Emergency Management, DEM developed a uniquely-designed, comprehensive university-wide recovery plan. The plan included a wide-array of standard operating procedures addressing the University’s essential functions. DEM hopes to test the plan by 2022.

**DEVELOP AND TEST MUSEUM AND LIBRARY RECOVERY PLANS**

The FIU has three museums: 1) The Patricia & Phillip Frost Art Museum on MMC, 2) Wolfsonian-FIU Museum in Miami Beach, and 3) the Jewish Museum of Florida-FIU in Miami Beach. Additionally, FIU has six libraries: 1) Green Library (FIU’s main library) on MMC, 2) Glenn Hubert Library on BBC, 3) the Wolfsonian Library at the Wolfsonian-FIU Museum, 4) the Engineering Library at the Engineering Center, 5) the Law Library on MMC, and 6) the Medical Library on MMC. These facilities have distinctive disaster recovery challenges such as insurance, material collections preservation, and security. DEM has been working with museum and library staff to further develop their emergency plans. DEM hopes to train staff and eventually, test recovery plans.
GOAL 4: DEVELOP MITIGATION STRATEGIES

CONDUCT A COMPREHENSIVE THREAT AND HAZARD IDENTIFICATION AND RISK ASSESSMENT

As the University increases in size and scope of its operations, continually assessing the threats and hazards that may impact operations and effect our most important resource, our people, becomes more complex. DEM has conducted a threat and hazard assessment and has taken steps to develop plans to address those hazards and threats. It is critical to continue to conduct a comprehensive threat and hazard identification and risk assessment every two (2) years so that the University has a better sense of the University’s strengths and vulnerabilities and strategies to address them.

WORK WITH UNIVERSITY INFRASTRUCTURE COMMITTEE TO IMPLEMENT MITIGATION STRATEGIES

Mitigation is a way to lessen the impact of a disaster on a community through preparedness, structural hardening and infrastructure projects. The Local Mitigation Strategy (LMS) is a whole community initiative designed to reduce or eliminate the long-term risk to human life and property from hazards. FIU is a member of the Miami-Dade County LMS and has submitted projects to be included on the County’s list of mitigation projects. DEM is also a member of the University Infrastructure Committee. The goal is to closely collaborate with FIU Facilities Management Department and other stakeholders to identify, prioritize, and implement mitigation strategies that will protect the University’s growing infrastructure. Following Hurricane Irma (2017), the University Infrastructure Committee identified infrastructure hardening projects that the University would invest in within the next three years. Projects include purchasing bathroom and shower trailers, fuel trailers and tanks, hurricane shutters, and generators. These projects are expected to be completed by 2021. Additionally, the University Infrastructure Committee and DEM hopes to identify new mitigation projects and opportunities.
**PLAN DEVELOPMENT, MAINTENANCE, AND REVISION**

The FIU Department of Emergency Management 2020 – 2025 Strategic Plan will be developed, evaluated, maintained, and revised in accordance to the schedule and procedures set forth in the *Standard Operating Procedures for Plan Development, Maintenance, and Revision*. 