

Oak Ridge Emergency Management Forum



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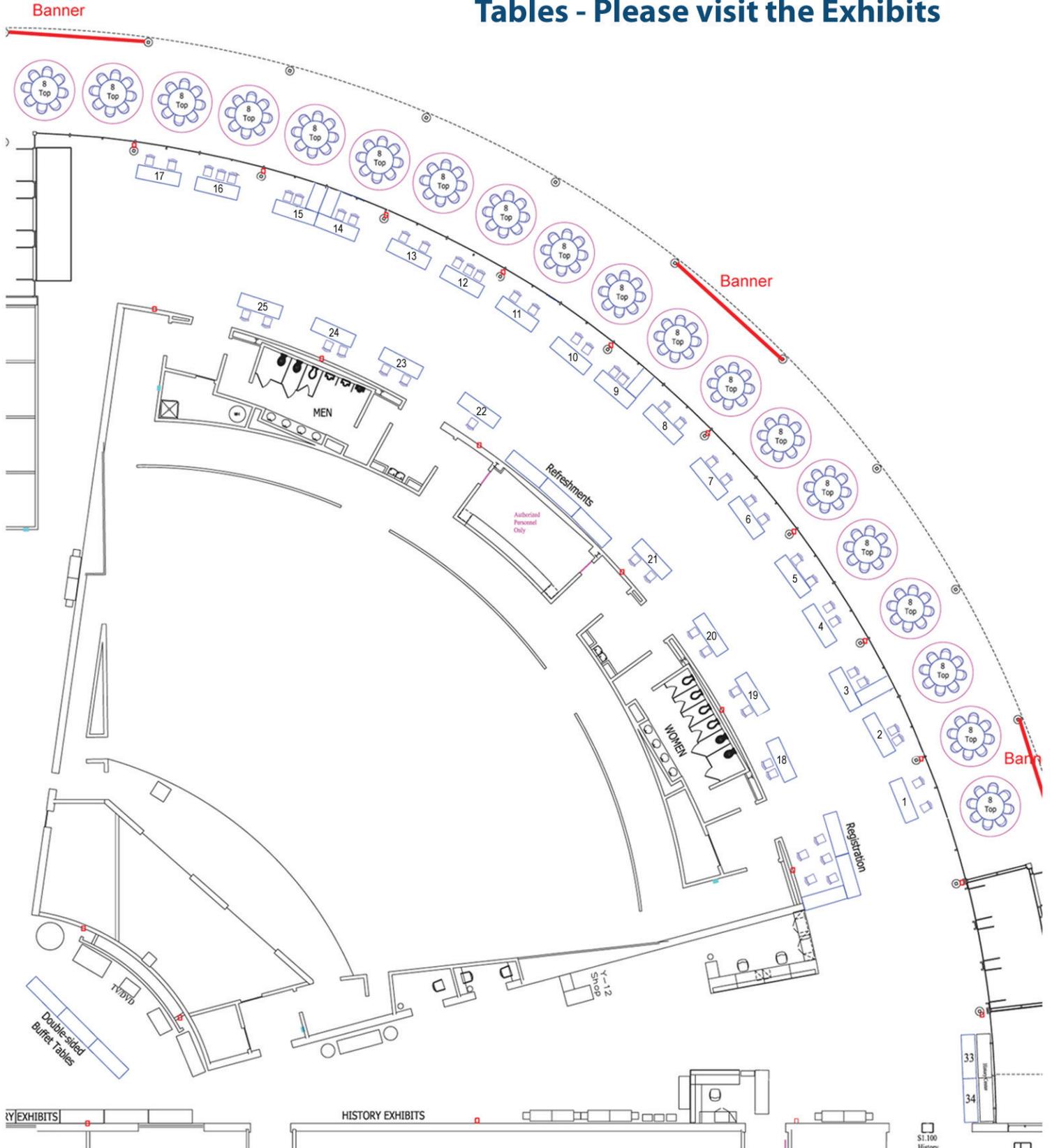
Hosted by:
U.S. Department of Energy's
Oak Ridge Office

October 15, 2015
8:00 a.m. - 4:40 p.m.
New Hope Center

The First 72 Hours:
Preparation - Coordination - Response

2015 Oak Ridge Emergency Management Forum

New Hope Center Indoor Exhibit Numbered
Tables - Please visit the Exhibits



2015 Oak Ridge Emergency Management Forum
“The First 72 Hours: Preparation - Coordination - Response”

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**2015 Oak Ridge Emergency Management Forum
“The First 72 Hours: Preparation - Coordination - Response”**

IN MEMORIAM

THE 2015 OAK RIDGE EMERGENCY MANAGEMENT FORUM STEERING COMMITTEE LOST TWO OF OUR MEMBERS SOON AFTER OUR FIRST PLANNING MEETING FOR THIS FORUM. BELVIA PAYNE, SECURITY & EMERGENCY SERVICES MANAGER FOR URS | CH2M OAK RIDGE LLC, AND LIN CHILCOAT, DEPUTY, ANDERSON COUNTY EMERGENCY MANAGEMENT AGENCY, PASSED AWAY WITHIN A FEW WEEKS OF EACH OTHER. THE CONTRIBUTIONS OF THESE OUTSTANDING WOMEN TO OUR FORUM AND TO OUR EMERGENCY RESPONSE COMMUNITY WILL ALWAYS BE REMEMBERED.

LIN CHILCOAT, DEPUTY, ANDERSON COUNTY EMERGENCY MANAGEMENT AGENCY



**BELVIA PAYNE, SECURITY & EMERGENCY SERVICES MANAGER,
URS | CH2M OAK RIDGE LLC**



2015 Oak Ridge Emergency Management Forum
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2015 FORUM AGENDA

Wednesday, October 14, 2015 Two Workshops and a Training Program, Y-12 New Hope Center

- **9:00 – 11:00 a.m.** **Damage Assessment Workshop** (TEMA Workshop)
- **1:00 – 4:00 p.m.** **Integrating Resources During Severe Events** (VOAD Workshop)
- **8:00 a.m. – 5:00 p.m.** **Critical Decision-Making** (NNSA EOTA Training Program – CDM100)

Thursday, October 15, 2015 **8:00 a.m.** Registration, Networking, Interior/Exterior Exhibits Open

OPENING GENERAL SESSION (Note: No open refreshments in the auditorium, please)

8:55 a.m. **Honor Guard** – *Brannon-Kreis Post 149 American Legion Morgan County, Tennessee*

9:00 a.m. **Opening General Session and Welcoming Remarks**

Leon Duquella, Chair, EM Forum, Emergency Management Team, DOE Oak Ridge Office
Don Thress, Acting Manager, U.S. Department of Energy Oak Ridge Office
Goeff Beausoleil, Manager, National Nuclear Security Administration Production Office Y-12
Dewey Woody, Chief Operating Officer, Tennessee Emergency Management Agency

9:30 a.m. **Proclamation by Tennessee State Senator Randy McNally**

9:40 a.m. **Keynote: Overview of the DOE/NNSA Emergency Management Program; New Directions**
Jose Berrios, Director, Office of Emergency Management and Policy, National Nuclear Security Administration

10:15 a.m. **Networking Time (Coffee, tea, and water are available and exhibits are open)**

10:45 a.m. **Oak Ridge Reservation Site Briefings: ETTP, Y-12, and ORNL**

East Tennessee Technology Park, Darryl Bonner, Emergency Management Technical Lead
Y-12 National Security Complex, Robert Gee, Senior Manager, Emergency Services
Oak Ridge National Laboratory, Michele Wolfgram, Emergency Management Team Manager

11:45 a.m. **Instructions on Lunch, Exhibits, and Afternoon Break-Out Sessions**

Leon Duquella, Chair, EM Forum, Emergency Management Team, DOE Oak Ridge Office
Lunch is available for purchase at the Outdoor Plaza; Exhibits/Demonstrations Open

AFTERNOON GENERAL AND BREAKOUT SESSIONS (Title, time, and location details on next page)

1:00 – 1:50 p.m. **Break-out Session 1:** Wamp Auditorium and the Media Center Area

1:50 – 2:10 p.m. **Networking Time;** Visit the Exhibits and Refreshments Areas

2:10 – 3:00 p.m. **Break-out Session 2:** Wamp Auditorium and the Media Center Area

3:00 – 3:10 p.m. **Brief Break; Exhibits Remain Open**

3:10 – 4:00 p.m. **Break-out Session 3:** Wamp Auditorium and the Media Center Area

Attendees are asked at this time to move to Wamp Auditorium for a brief closing plenary session

CLOSING GENERAL SESSION

4:05 p.m. **Lessons Learned from Integrating Resources at the Blount County Train Derailment**
Kevin Eichinger, Environmental Protection Agency, Region IV, Atlanta, Georgia

4:35 p.m. **Honor Guard** – *Brannon-Kreis Post 149 American Legion Morgan County, Tennessee*

NOTE: Exhibitors will be offering demonstrations throughout the day. Please visit the exhibits

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AFTERNOON BREAK-OUT SESSIONS

NOTE: Exhibitors will be offering demonstrations throughout the day. A list of exhibitors and maps of their locations are contained in the Forum Program.

TIME	WAMP AUDITORIUM	MEDIA CENTER AREA
1:00 – 1:50	<p>Title: The First 72 Seconds: Making Critical Decisions During an Emergency Situation</p> <p>Moderator: Dave Wallace, Acting Team Lead, Emergency Management Team, Department of Energy Oak Ridge Office</p> <p>Speaker: David Linthicum, NNSA EOTA</p>	<p>Title: The First 72 Minutes: Social Media Communications & Applications</p> <p>Moderator: Laura Kidd, Emergency Management Laboratory, ORISE/ORAU</p> <p>Speaker: Holly Hardin, Emergency Management Laboratory, Oak Ridge Institute for Science and Education/ORAU</p>
1:50 – 2:10	<p>Networking Time; Indoor and Outdoor Exhibits and Demonstrations Open – Please Visit the Exhibits</p>	
2:10 – 3:00	<p>Title: The First 72 Hours: Technology Applications for Response</p> <p>Moderator: Stuart Bayne, AWD Management Services, Inc.</p> <p>Speakers: Ivan Konermann & Jon Nystrom, Public Safety Team, Esri</p>	<p>Title: The First 72 Hours: Integrating Response Resources – A Recap</p> <p>Moderator: Dr. Charles R. Yard, Environmental Consultant, TDEC DOE Oversight Division</p> <p>Panelists: TEMA, VOAD, TDEC, ARC, RACK, EMA Representatives</p>
3:00 – 3:10	<p>Networking Time; Indoor and Outdoor Exhibits and Demonstrations Open – Please Visit the Exhibits</p>	
3:10 – 4:00	<p>Title: Critical Incident Stress and Post-Disaster Psychology</p> <p>Moderator: Dr. Paul Terry, Associate Professor, Dep’t of Public Health, University of Tennessee – UT Medical Center</p> <p>Speakers: Dr. Becky Bolen, Professor, University of Tennessee Dianne Britton, LCSW, American Red Cross</p>	<p>Title: Communications Outages in the First 72 Hours: How Can One Call Home?</p> <p>Moderator: Thom Kerr, Emergency Management Training Coordinator, Oak Ridge National Laboratory</p> <p>Speaker: Tom Serio, Manager, Business Continuity/Disaster Recovery, Verizon Wireless</p>
<p>CLOSING GENERAL SESSION</p>		
4:05 – 4:35	<p>Title: Lessons Learned from Integrating Resources at the Blount County Train Derailment</p> <p>Speaker: Kevin Eichinger, United States Environmental Protection Agency, Region IV, Atlanta, Georgia</p>	
4:35 – 4:40	<p>HONOR GUARD RETRIEVE THE COLORS: Brannon-Kreis Post 149 American Legion Morgan County, Tennessee</p>	
<p>Reminder: Please complete the evaluation form located at the back of this program or at the Forum website.</p>		

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BREAKOUT SESSION SUMMARIES

1:00 – 1:50 p.m.

Auditorium: The First 72 Seconds: Making Critical Decisions During an Emergency Situation

The ability to make sound, timely decisions during an emergency event is critical. Good problem solving and decision making can avert tragedy and help the community recover from the event more quickly. Conversely, poor decision making (or the absence of decisions) potentially can result in injury or death to victims or responders. But the repercussions don't stop there. Poor decisions in the early stages of an event can make the responders' jobs more difficult and more dangerous. In addition, they can give rise to much more critical or complex decisions later on, to say nothing of the effect on community relations. Mr. David Linthicum will highlight the need to learn how to make decisions promptly, precisely, and positively.

Media Center: The First 72 Minutes: Social Media Communications & Applications

Social media transforms into a tool when disasters hit. Whether it is Facebook, Twitter, Instagram, or other platforms, there's no denying social media has changed the way people communicate. Its use as a tool during trying times proves how important it has become. By pooling together community efforts, social media provides disaster-stricken communities with vital resources. This presentation will address the explosion of social media and how it has affected our styles and types of communications. Ms. Holly Hardin (ORAU/ORISE) will overview social media and mobile applications for emergency preparedness, response, and recovery. Ms. Hardin will also describe the opportunities social media offers during the first 72 minutes of an event.

2:10 – 3:00 p.m.

Auditorium: The First 72 Hours: Technology Applications for Response

The most challenging time for emergency response is the first few days after an event. Communications can be intermittent or non-existent, information is not flowing, and effective response is hampered by a limited understanding of a dynamic situation. Effective pre-planning and focused implementation of technology can help address these limitations. In today's application and capability-rich world, people expect ubiquitous access to information and focused tools. People have apps and capabilities on smart phones that rival what command centers had ten years ago, and expect this capability to be usable by anyone without much training. Users also expect that technology will be flexible and allow for adaptation to unique or evolving situations. This session will cover how GIS has been used to address recent real world incidents and events. The same capability that is adaptive, scalable, and easy to use for major events and incidents also can support crisis management agencies on a daily basis.

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BREAKOUT SESSION SUMMARIES (CONTINUED)

2:10 – 3:00 p.m.

Media Center: The First 72 Hours: Integrating Response Resources – A Recap

On Wednesday, October 14, two, important workshops were conducted; one led by the Tennessee Emergency Management Agency (TEMA) and the other by East Tennessee Chapter of Voluntary Organizations Active in Disasters (VOAD). The TEMA-led workshop titled, “Damage Assessment Workshop” featured representatives from the many agencies involved in assessing damage as a result of emergency events. This workshop also revisited some of the recent, major events affecting large areas of Tennessee, including the 2014 tornadoes and the 2015 ice storms. The VOAD-led workshop focused on how organizations, private and public, are intended to integrate as one team in its pursuit of event mitigation and recovery. Also, participants representing the region’s emergency management agencies described how responses occurred to the events of the past year or two.

This breakout session will focus on the most important outputs from the Wednesday workshops. These outputs may enable State and area agencies and voluntary organizations to identify training and other action items that will result in more fully integrated and efficient efforts at event response, management, and recovery.

3:10 – 4:00 p.m.

Auditorium: Critical Incident Stress and Post-Disaster Psychology

The purpose of this presentation is to discuss how our brain helps us respond to life-threatening and life-altering events, and the 5-step approach the American Red Cross (ARC) uses to help people cope with these extraordinary threats. Since evolutionary times, human brains have been hard-wired to respond to significant threats by triggering a cascade of chemicals and signals to multiple systems that allows persons to respond in ways that best assure survival. Given the circumstances of the threat, persons might alternately fight or flee, appear dazed and detached from their surroundings, seek support, or become fiercely protective of their loved ones. To work with persons in these states of high agitation and distress, ARC first creates an environment of safety, a necessary precursor for persons to return to a calm state. At that time, persons again have access to higher parts of their thinking brain that were temporarily off-line. With ARC’s assistance, individuals are then motivated to utilize their own coping skills and resources to regain control of their and their families’ lives.

Media Center: Communications Outages in the First 72 Hours: How Can One Call Home?

Today, we all rely on our wireless phones and devices to do our jobs as well as to support our family life. But what happens when a disaster strikes? What is being done not just to restore a signal, but to keep it up prior to and during an event? And what does a response consist of? This session will focus on how Verizon Wireless plans and prepares for disaster events and what their response capabilities consist of, including discussions on Cells on Wheels (COWs) and Cells on Light Trucks (COLTs). The value of partnerships is essential to a comprehensive recovery, and Verizon Wireless fully understands the concept. See how they support and assist government agencies and first responders with assets as well as responding to community needs.

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WELCOME FROM THE SPONSORS, HOST, AND FORUM MODERATOR

DON THRESS, ACTING MANAGER
DEPARTMENT OF ENERGY OAK RIDGE OFFICE



U.S. DEPARTMENT OF
ENERGY

DEWEY WOODY, CHIEF OPERATING OFFICER
TENNESSEE EMERGENCY MANAGEMENT AGENCY



Department of
Military

TEMA

GOEFF BEAUSOLEIL, MANAGER, NPO Y-12
NATIONAL NUCLEAR SECURITY ADMINISTRATION



HOSTED BY UNITED STATES DEPARTMENT OF ENERGY OAK RIDGE OFFICE
LEON DUQUELLA, CHAIR, OAK RIDGE EMERGENCY MANAGEMENT FORUM



U.S. DEPARTMENT OF
ENERGY

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OVERVIEW OF THE DOE/NNSA EMERGENCY MANAGEMENT PROGRAM; NEW DIRECTIONS

JOSE BERRIOS, DIRECTOR
OFFICE OF EMERGENCY MANAGEMENT AND POLICY



U.S. DEPARTMENT OF
ENERGY

UNITED STATES DEPARTMENT OF ENERGY
NATIONAL NUCLEAR SECURITY ADMINISTRATION

1000 INDEPENDENCE AVENUE SW
WASHINGTON, D.C. 20585

PHONE: (202) -586-5000

Jose Berrios is a performance-driven professional with over twenty-four years of honorable military service, all with the United States Army. Having retired from the U.S. Army in September 2014, Mr. Berrios transferred a successful, executive-level management and leadership experience to the National Nuclear Security Administration (NNSA). With his experience, he also carries a reputation for meeting the most challenging organizational goals and objectives. Mr. Berrios is a recognized Subject Matter Expert in the following areas:

- Chemical, Biological, Radiological, Nuclear, and High Yield Explosives operations;
- Combatting Weapons of Mass Destruction;
- Emergency Management and Response;
- Consequence Management; and
- Antiterrorism and Force Protection.

Mr. Berrios completed his undergraduate work at Iowa State University with a Bachelor of Science (B.S.) degree in Microbiology-Zoology. After graduating, Mr. Berrios began his 24 year career in the U.S. Army and while serving in the Army he pressed forward with many additional educational achievements. Those achievements include a Master of Arts in Military Strategic Studies (USMC), a Master's degree/Certificate in Environmental Management from the University of Maryland, and two, intensive, one-year programs in the Joint Forces Staff College.

Mr. Berrios started his military career like many foot soldiers and he demonstrated the quality of a performance-driven professional by rising through the ranks from an Assistant S3, to Platoon Leader, Detachment Commander, to Commander, to Executive Officer, to Assistant Chief of Staff, and to Chief of Plans and Force Management.

In 2015, Mr. Berrios came to work for the NNSA and serves as the Director of the Office of Emergency Management and Policy (NA-41). He was asked to serve for NNSA because of his very strong background and because he has demonstrated a consistent track record in forging strong partnerships across organizations and motivating diverse teams of professionals to ensure continued top performance and organizational success.

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OAK RIDGE RESERVATION SITE BRIEFINGS

**EAST TENNESSEE TECHNOLOGY PARK SITE
OVERVIEW**



**DARRYL BONNER, TECHNICAL LEAD
EMERGENCY MANAGEMENT TEAM**

**EAST TENNESSEE TECHNOLOGY PARK
URS | CH2M OAK RIDGE LLC**

PHONE: (865) 241-2587

E-MAIL: DARRYL.BONNER@ETTP.DOE.GOV

Darryl Bonner has twenty-five years combined experience that includes emergency management, environmental compliance and industrial hygiene for DOE Oak Ridge Environmental Management contractors. Darryl has worked 13 years in Emergency Management with emphasis in the Technical Planning Basis program element. Darryl works at the East Tennessee Technology Park and currently serves as Technical Lead for the UCOR Emergency Management in the Security and Emergency Services organization providing support to the Emergency Management Lead and the Emergency Management Program Manager.

Darryl has a bachelor's degree in Chemical Engineering from Washington University in St. Louis and a Master's of Science in Public Health from the University of Alabama in Birmingham.

East Tennessee Technology Park Emergency Management Program (VISION 2020)

- Overview of the ETTP; its missions, past and present
- Types of hazards at ETTP
- Park Shift Superintendent Operations
- City of Oak Ridge Fire Department
- Response Assets

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**OAK RIDGE RESERVATION SITE
BRIEFINGS**



**Y-12 NATIONAL SECURITY COMPLEX SITE
OVERVIEW**

**ROBERT GEE, EMERGENCY SERVICES SENIOR MANAGER
CONSOLIDATED NUCLEAR SECURITY, LLC**

Y-12 NATIONAL SECURITY COMPLEX

**PHONE: (865) 576-5707
E-MAIL: ROBERT.GEE@CNS.DOE.GOV**

Robert Gee has applied his background in nuclear, biological, and chemical military defense, with an undergraduate degree in Biology, to the field of emergency management. Mr. Gee is employed by Consolidated Nuclear Services (CNS) LLC as the senior manager of Emergency Services organizations at the Y-12 National Security Complex (NSC).

Mr. Gee is also a member of the DOE Region 2 Radiological Assistance Program. His previous experience includes 10 years as an Operational Health Physicist at the DOE Savannah River Site and the Oak Ridge Reservation and 5 years as a Senior Emergency Preparedness Analyst at the Y-12 NSC.

In addition, he served as a United States Army Officer for 4 years where his duties included Nuclear, Biological, and Chemical Defense. Mr. Gee has a Bachelor of Science degree in Biology and 36 hours of graduate course work in Nuclear Engineering.

Y-12 National Security Complex Site Overview

- Overview of the Y-12 NSC and its missions, past and present
- Current activities/events/transformations
- Types of hazardous material
- Fire Protection Operations
- Plant Shift Superintendent Operations and Mutual Aid Entry Process

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OAK RIDGE RESERVATION SITE BRIEFINGS



OAK RIDGE NATIONAL LABORATORY SITE OVERVIEW

MICHELE WOLFGRAM, MANAGER

**EMERGENCY MANAGEMENT TEAM, UT BATTELLE
OAK RIDGE NATIONAL LABORATORY**

PHONE: (865) 574-1199

E-MAIL: WOLFGRAMML@ORNL.GOV

Michele Wolfgram has over sixteen years of experience in the emergency management field and has spent the majority of that time specializing in hazards analysis and consequence assessment. Ms. Wolfgram joined the Oak Ridge National Laboratory (ORNL) in 2009 and is currently serving as the Emergency Management Team Manager.

Her prior experience includes positions of increasing responsibility in both emergency management and nuclear safety for a subcontractor company at sites across the Department of Energy (DOE) complex. Michele received her Bachelor of Science degree in Chemical Engineering from the University of Rochester.

ORNL Site Briefing

- Overview of the ORNL and its missions, past and present
- A status report on the Emergency Management Program at ORNL
- Overview of site emergency response resources
- Overview of onsite and offsite notifications processes
- Overview of partnerships with area organizations
- Primary hazards at ORNL

Get Connected to the 2015 Oak Ridge Emergency Management Forum!

We encourage you to download our mobile guide to enhance your Forum experience. You'll be able to plan your day and browse exhibitors, speakers, and general Forum info. The app is compatible with iOS and Android devices. Scan the following image with your mobile phone (QR-Code reader required, e.g. 'Red Laser', 'Barcode Scanner'). The guide will be listed under the “Download Guides” section of the application.



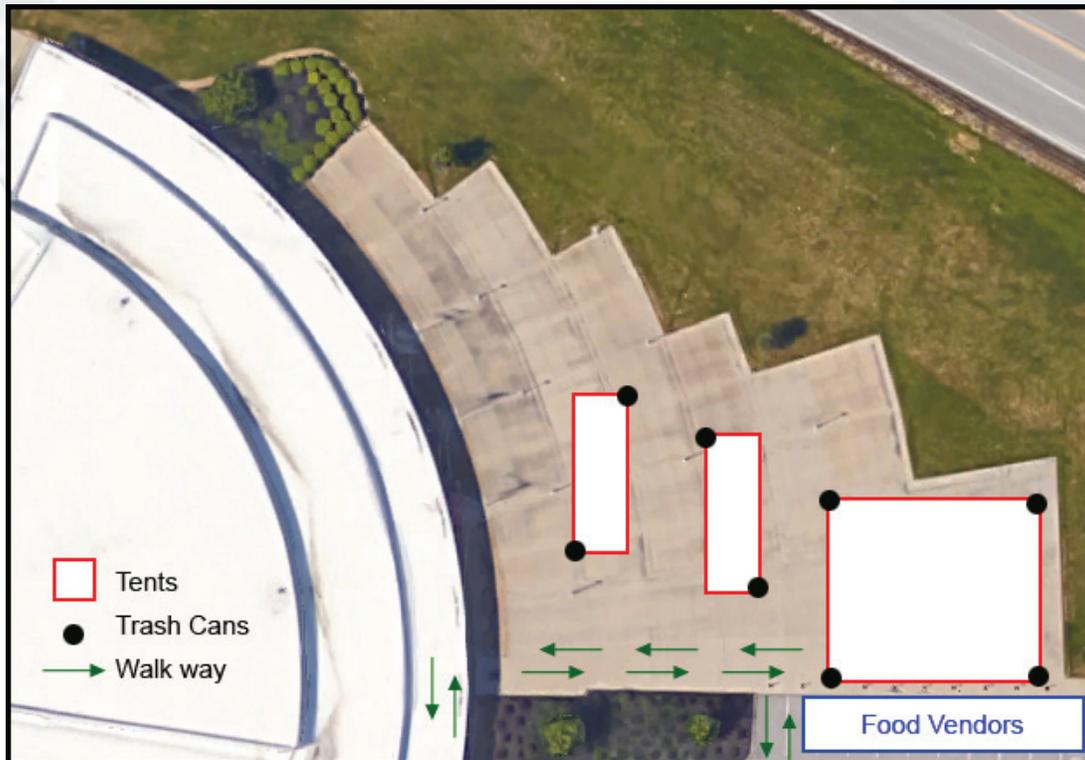
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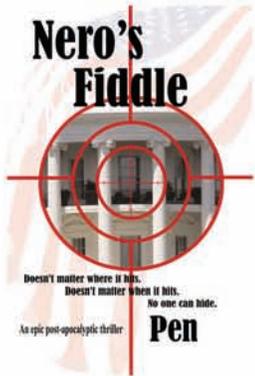
Enroll at the Forum Registration Desk and 0.5
Continuing Education Units (CEUs) can be yours for
attending Thursday's Forum.

FORUM LUNCH PLANS



Exhibiting Organizations

2015 Oak Ridge Emergency Management Forum
"The First 72: Preparation - Coordination - Response"



TENNESSEE CONSOLIDATED NETWORK
FOR EMERGENCY COMMUNICATIONS
AND TECHNOLOGY



COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION



OAK RIDGE
National Laboratory



Knox County
Health Department
Every Person, A Healthy Person



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**THE FIRST 72 SECONDS: MAKING CRITICAL DECISIONS DURING
AN EMERGENCY SITUATION**

MODERATOR: DAVE WALLACE, ACTING TEAM LEAD, DOE ORO EMERGENCY MANAGEMENT TEAM

DAVID LINTHICUM, INSTRUCTOR

**NATIONAL NUCLEAR SECURITY ADMINISTRATION
EMERGENCY OPERATIONS TRAINING ACADEMY**

ALBUQUERQUE, NEW MEXICO

PHONE (EOTA): (505) – 845-6617

E-MAIL: DAVIDLINTHICUM@AOL.COM



David Linthicum is a 30 year veteran of the Bernalillo County Sheriff’s Department with over a decade of law enforcement executive and command experience. David began his career as a 19-year old deputy working his way up the ranks to Chief Deputy. Among his many assignments through the years are field training officer; traffic officer; the Commander of the Special Weapons and Tactics (SWAT) team; and Director of the regional academy. Chief Linthicum has extensive training in many areas including critical incident command, crisis and general police management, tactics, firearms, accident investigation, defensive and pursuit driving, dignitary protection, civil disturbance, riot control, law enforcement aviation, and disaster preparedness. Chief Linthicum holds numerous instructor certifications within these areas. Chief Linthicum is a graduate of the Federal Bureau of Investigations National Academy (FBI/NA) and the FBI Southwest Command College. He holds various certifications including Executive Level Certification from the State of New Mexico and Basic Management Certification from the University of New Mexico.

As the third largest law enforcement agency in New Mexico, the Sheriff’s Department had an overall budget of \$32 million dollars, 300 sworn officers and 130 civilian staff. The department provides law enforcement services to 750,000 residents in 1,169 square miles. Chief Linthicum was assigned as the Operations Bureau Commander, and was responsible for the planning, assignment, and direction of work activities for 200 sworn officers and 100 civilian personnel. In his position Chief Linthicum was required to analyze laws, methods, and technological advancements in crime detection and law enforcement. In this assignment, Chief Linthicum prepared and delivered news releases to communicate the effective performance of department personnel and operations. Linthicum reviewed and developed department plans for quality assurance and improvement and was responsible for the 32 million dollar budget and some \$3 million dollars in grant funding.

In September 2005, Chief Linthicum, led a team of emergency responders from Bernalillo County to the disaster area left by Hurricane Katrina. During their 10-day stay, the team rescued over 200 people, arrested looters, and provided patrol activities in devastating conditions. The response was 24/7 providing security, medical attention, search and rescue, and law enforcement services to area residents. The team was highly effective as the first law enforcement response into the disaster area of New Orleans, Louisiana. David retired from the Bernalillo County Sheriff’s Department in July 2011. Through his company, 7-Point LLC, he provides professional services to Federal and State agencies. In 2014, David was appointed as the Administrative Judge for the New Mexico Law Enforcement Academy Board. In this role, he reviews and makes recommendations for officer certification disposition to the Board on all misconduct cases throughout the State.

A Synopsis:

- The ability to make sound, timely decisions during an emergency event is critical.
- Poor decision making can result in injury or death and in complicating or worsening a situation.
- Decision making can give rise to prompt and safe resolutions or give rise to the need to make more critical or complex decisions later.

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**THE FIRST 72 MINUTES: SOCIAL MEDIA
COMMUNICATIONS & APPLICATIONS**

ORISE

OAK RIDGE INSTITUTE FOR SCIENCE AND EDUCATION

**MODERATOR: LAURA KIDD, EMERGENCY MANAGEMENT
SPECIALIST, ORISE/ORAU**

**HOLLY HARDIN, M.S, MEP, EMERGENCY MANAGEMENT
SPECIALIST, PROJECT MANAGER 2**

**EMERGENCY MANAGEMENT LABORATORY
OAK RIDGE INSTITUTE FOR SCIENCE & EDUCATION**

PHONE: (865) 574-8846

E-MAIL: HOLLY.HARDIN@ORAU.ORG

Ms. Holly Hardin has a background in forensic science and emergency management with a focus in training and technology development. She develops and disseminates public affairs technology training courses for government agencies and clients in the nuclear industry, in addition to supporting emergency public information training and exercise support for the Oak Ridge Reservation (ORR). Ms. Hardin is the Oak Ridge Institute for Science and Education (ORISE) Emergency Management Issues Special Interest Group (EMI SIG), Emergency Public Information Subcommittee Coordinator and a first responder in the Oak Ridge Reservation Joint Information Center (JIC).

A Synopsis:

- The explosion of social media and how it has affected our styles and types of communications
- Social media and mobile applications for emergency preparedness, response, and recovery
- Opportunities social media offers during the first 72 minutes of an event

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THE FIRST 72 HOURS: TECHNOLOGY
APPLICATIONS FOR RESPONSE



MODERATOR: STUART BAYNE, EMERGENCY MANAGEMENT
SPECIALIST, AWD MANAGEMENT SERVICES, INC.

IVAN KONERMANN
PUBLIC SAFETY TEAM
ENVIRONMENTAL SYSTEMS RESEARCH INSTITUTE, INC.

JON NYSTROM
NATIONAL GOVERNMENT, PUBLIC SAFETY TEAM
ENVIRONMENTAL SYSTEMS RESEARCH INSTITUTE, INC.

380 NEW YORK STREET
REDLANDS, CALIFORNIA 92373-8100

PHONE: (909) - 793-2853
E-MAIL: SUPPORT@ESRI.COM

Ivan Konermann has been a member of the Federal team and Public Safety team since joining Esri in 2001. He is currently working with Emergency Management Agencies to expand their resources and ability to prepare for and respond to events. In past two years, Mr. Konermann has participated in several hurricane exercises and CAPSTONE 2014 as a geospatial advisor, with a focus on making technology usable. He has over 16 years of experience with geographic information systems (GIS) in many different operational and intelligence environments where he focused on stakeholder engagement to assist in solution-creation that met real-world needs.

Mr. Konermann led the Esri team that focused on Special Operations customers for 8 years, and since then has worked in the broader federal and public safety space. He is a graduate of the United States Military Academy and served as an Infantry Officer in the United States Army.

Jon Nystrom has more than 15 years' experience in the information technology sector focusing on computerized mapping technologies including GIS, and the related applications that have been able to bridge the gap between GIS and Emergency Management support for Global Disaster Response efforts.

Mr. Nystrom's domain expertise includes: applying geographic and analytical processes in response scenarios, delivering critical information products to mission operators and response managers. He has also developed a strong understanding of the collaborative environment and technologies which emergency personnel rely upon to deliver critical information to the right place, at the right time during complex emergencies.

A Synopsis:

- Technology applications can help mitigate the challenges facing responders in the days following an emergency.
- GIS is being used in many ways to address recent real world incidents and events.
- The same capability that is adaptive, scalable, and easy to use for major events and incidents also can support crisis management agencies on a daily basis.

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**THE FIRST 72 HOURS: INTEGRATING RESPONSE RESOURCES –
A PANEL SESSION RECAP**

**MODERATOR: DR. CHARLES R. (BUD) YARD, ENVIRONMENTAL CONSULTANT,
TENNESSEE DEPARTMENT OF ENVIRONMENT AND CONSERVATION**

ESTEEMED PANELISTS

Chris Bell, Director, Morristown-Hamblen County Emergency Management Agency

As Director of the Morristown-Hamblen County Emergency Management Agency since November 2011, Chris Bell serves as the point-person to coordinate the activities of local, state, mutual aid, and federal agencies in the event of a man-made or natural disaster. Prior to his service as an Emergency Management Director, Chris was self-employed as a dynamic leadership-motivational speaker. Chris graduated with a B.S. Degree in Business Management/Marketing from ETSU and achieved a Masters of Divinity from the Southeastern Baptist Theological Seminary. Today, Mr. Bell continues to speak at conferences on topics of Leadership, Team Building, and Vision Casting.



Bob Crane, Tennessee Emergency Management Agency (TEMA)

Bob Crane has worked as a District Coordinator for TEMA for 5 years in the East Tennessee Region. Prior to TEMA, Bob worked with the State Department of Health in the Emergency Response Division, served as a Bioterrorism officer, and was in Law Enforcement (Federal Forest Service and Deputy Sheriff) in Pennsylvania. Mr. Crane also spent 10 years as a Corporate Human Resource Manager over 14 plants in 9 states. Mr. Crane completed a Bachelor of Science degree in Psychology and has worked toward his Master's degree in Public Administration. Bob serves as the TEMA representative for the East TN Chapter of VOAD.



Jim Fetzer, UMC Holston Conference, Radio Amateur Club of Knoxville

Jim Fetzer is a quiet, road-tested, accomplished performer. With more than 40 years' experience in local, state, Federal law enforcement and physical security operations and assessments, Jim has served in a variety of roles. Jim has served as a TVA Plant Security Operations Training Manager, a consultant to various Federal agencies, a water systems security subject matter expert, and an author of a variety of security-related publications. Jim has a BS Degree from Penn State University, graduate work from the University of Virginia, and is a graduate of the FBI National Academy. Currently, Jim serves as the United Methodist Church Holston Conference (VA, TN, and GA) Disaster Response Coordinator and is the Director of Disaster & Emergency Response with the Radio Amateur Club of Knoxville, TN.



John Jarrard, Disaster Relief Volunteer, American Red Cross

John Jarrard has served 13 years as an active “Disaster Relief” volunteer with the American Red Cross. He is a volunteer “External Relations/Government Liaison” manager with the Red Cross and is an “Advanced” disaster relief instructor. He is a recent past Chair of the East Tennessee Chapter of the Voluntary Organizations Active in Disaster (VOAD) and is also a Southern Baptist disaster relief worker. Jarrard retired from the University of Tennessee in 2001 as an Assistant Vice-President. John's last several deployments include responses to major ice storms (KY and TN) and major tornado events (Norman, OK, Chattanooga, TN and Green County, TN).



Martie Carpenter, Manager, Air Pollution Control Program, Knoxville EFO

Martie Carpenter, Environmental Manager 3, serves as the Manager of the Air Pollution Control program for the Knoxville Environmental Field Office (EFO) of the Tennessee Department of Environment and Conservation (TDEC). Under her leadership, The Division of Air Pollution Control in the Knoxville EFO directly serves a large number of counties in East Tennessee. The Division and Martie, as the EFO Air Pollution Control Program Manager, face challenges on a daily basis while the Division office carries out many duties including control and abatement activities, adopting and enforcing regulations, and conducting source visits and compliance inspections.



Jody Zorsch, Director, Morgan County Emergency Management Agency

Jody Zorsch is very active in state-wide emergency management activities. For 5 years in the 1990's, Jody was a volunteer with the Anderson County Emergency Management Agency. For seven years, she served as a fire fighter with the Claxton Volunteer Fire Department. Jody is a long-time member of the Board of Directors of the Emergency Management Association of Tennessee (EMAT), is past-President of EMAT, and is currently its Treasurer. Since 2003, Jody has served as, Director of the Morgan County Emergency Management and Homeland Security Agency.



2015 Oak Ridge Emergency Management Forum
“The First 72 Hours: Preparation - Coordination - Response”

**CRITICAL INCIDENT STRESS
AND POST-DISASTER PSYCHOLOGY**

**MODERATOR: DR. PAUL D. TERRY, PHD, MPH, FACE, ASSOCIATE PROFESSOR
UNIVERSITY OF TENNESSEE/UT MEDICAL CENTER**

**REBECCA BOLEN, PH.D.
PROFESSOR & CHAIR,
TRAUMA TREATMENT GRADUATE CERTIFICATE PROGRAM
UNIVERSITY OF TENNESSEE – KNOXVILLE**



**PHONE: (865) 974-3206
E-MAIL: RBOLEN@UTK.EDU**

**DIANNE BRITTON, LICENSED CLINICAL SOCIAL WORKER,
AMERICAN RED CROSS**



**PHONE: (865) 607-5151
E-MAIL: DIANNE@DIANNEBRITTON.COM**

Dr. Rebecca Bolen, Ph.D., is a Professor at the University of Tennessee, College of Social Work. Her area of expertise is trauma, with a more specific interest in child maltreatment. She has studied, researched, and taught about traumatic experiences and their effects for over 20 years, and over the last several years, she has taught masters and doctoral-level courses on neuroscience, including the neuroscience of trauma. Dr. Bolen has published three books as an author, co-author, and co-editor, has made numerous presentations at academic conferences, and has many papers in professional journals. She was awarded her Ph.D. from The University of Texas at Arlington (School of Social Work), after which she served on the faculty at the Boston University School of Social Work, where she received tenure. Dr. Bolen has been at the University of Tennessee since 2004.

Dianne Britton holds a Master's Degree in Clinical Social Work and has almost 30 years of service to the Knoxville area. Currently, she provides crisis response services to business, corporate, school and church settings. She is available through several crisis response firms to provide both telephone and onsite services to businesses and employee assistance programs. She volunteers for the American Red Cross for both Disaster Services and Service to the Armed Forces and acts as the local and state mental health lead for the Red Cross.

Her skills have been used following terrorist acts, murders, workplace accidents, robberies, downsizing, aircraft and bus crashes, illness, threats of violence and unexpected employee deaths. Through private companies, the Substance Abuse and Mental Health Services Administration, the Episcopal Church and the American Red Cross, she has provided emotional and psychological interventions to communities following hurricanes, floods and wildfires. She has provided services both nationally and abroad to military members and their families before, during and after deployment.

A Synopsis:

- Our brains are hard-wired to help us respond to life-threatening and life-altering events.
- Our human brains release cascades of chemicals and signals in responses to significant threats.
- Responding to extraordinary threats under the 5-Step American Red Cross approach can help highly stressed persons return to more calm states.
- We humans can learn to handle severe stress. Humans can learn to make sound decisions under stress.

COMMUNICATIONS OUTAGES IN THE FIRST 72 HOURS: HOW CAN ONE CALL HOME?

**MODERATOR: THOM KERR, EMERGENCY MANAGEMENT TRAINING
COORDINATOR, OAK RIDGE NATIONAL LABORATORY**



**TOM SERIO, MANAGER
BUSINESS CONTINUITY/DISASTER RECOVERY
VERIZON WIRELESS**

**777 NW 51ST STREET, SUITE 600
BOCA RATON, FLORIDA 33431**

PHONE: (561) – 995-5677

E-MAIL: TOM.SERIO@VERIZONWIRELESS.COM

Tom Serio has over 25 years of experience in business and Information Technology, with a focus on disaster recovery preparedness, business continuity planning, and crisis management throughout his career.

On the Business Continuity/Disaster Recovery team of Verizon Wireless, Serio leads the company's outreach program, working with federal, state, and local emergency responders, as well as enterprise customers. Additionally, he is a member of the Verizon Wireless Crisis Response Team in disaster and community response efforts during and post events.

Previously, Serio was Director of Business Continuity Management for Office Depot, responsible for domestic and international corporate recovery plans, incident management, support for small/medium businesses and outreach on awareness and preparedness.

Serio is one of the founders of the South Florida Disaster Resiliency Coalition, a private-public partnership between the four counties of Southeast Florida (Palm Beach, Broward, Miami-Dade and Monroe).

A Synopsis:

- Today more than ever, society relies on wireless phones and devices for all kinds of service and support.
- When disaster strikes and the signal is gone, Verizon implements its disaster response plans.
- When the public needs a signal the most, most have no idea what happens behind the scenes.
- Response capabilities include Crisis Response Teams, Cells on Wheels and on Light Trucks.
- Integrating private and public sector emergency response resources during and after disasters is essential to mitigating loss and restoring services.

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CLOSING PLENARY SESSION

**LESSONS LEARNED FROM INTEGRATING RESOURCES
AT THE BLOUNT COUNTY TRAIN DERAILMENT**



**KEVIN EICHINGER, INDUSTRIAL HYGIENIST,
FEDERAL ON-SCENE COORDINATOR**

UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

**ATLANTA FEDERAL CENTER
61 FORSYTH STREET, SW
ATLANTA, GEORGIA 30303-3104**

**PHONE: (404) -562-9900
PHONE: (800) 241-1754
FACSIMILE PHONE: (404) 562-8174**

Kevin Eichinger is a Federal On-Scene Coordinator and Industrial Hygienist with the United States Environmental Protection Agency (EPA) Emergency Response Program. Mr. Eichinger coordinates the Federal response to the accidental or deliberate release of oil or other hazardous materials, including biological, chemical and radiological agents, or uncontrolled hazardous waste. He serves on EPA's Type II Incident Management Team and fills the Incident Commander, Operations Section Chief, Division/Group Supervisor and Safety Officer Positions. Mr. Eichinger also serves as a technical expert in the field of industrial hygiene as it relates to the health and safety of EPA emergency response staff engaged in high-risk field activities at uncontrolled hazardous waste sites.

A Synopsis:

On July 1, 2015, at approximately 2300 hours, a rail car carrying ~26,000 gallons of Acrylonitrile was breached and partially derailed on a CSX Rail Line in Maryville, Blount County Tennessee. Acrylonitrile, a highly flammable liquid, caught fire as the railcar was leaking. Authorities issued an evacuation in a 1.5 mile radius of the site impacting between 5,000-6,000 residents. Multiple Local, State and Federal Agencies responded to mitigate the emergency and protect human health and the environment.

This presentation will discuss the complexities of this incident and outline the challenges and successes when managing multiple response plans, monitoring and sampling data, and remediation plans.

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**THE 2015 OAK RIDGE EMERGENCY MANAGEMENT
FORUM STEERING COMMITTEE**

CHAIR: LEON DUQUELLA, EMERGENCY MANAGEMENT TEAM, DOE ORO

**RODNEY BARNES, FIRE PROTECTION AND EMERGENCY MANAGEMENT PROGRAM MANAGER,
NATIONAL NUCLEAR SECURITY ADMINISTRATION PRODUCTION OFFICE Y-12**

**STUART W. BAYNE, EMERGENCY MANAGEMENT SPECIALIST,
AWD MANAGEMENT SERVICES, INC.**

**JIANGANG CHEN PHD, ASSISTANT PROFESSOR,
DEPARTMENT OF PUBLIC HEALTH, UNIVERSITY OF TENNESSEE**

RANDY FAIR, DIVISION DIRECTOR, DOE OFFICE OF SCIENCE, ORNL SITE OFFICE

**JIM FETZER, DISASTER RESPONSE COORDINATOR, HOLSTON CONFERENCE, UNITED
METHODIST CHURCH; DIRECTOR OF DISASTER & EMERGENCY RESPONSE, RADIO AMATEUR
CLUB OF KNOXVILLE**

**DIANN FIELDS, PUBLIC AFFAIRS SPECIALIST, PUBLIC AFFAIRS OFFICE,
DOE OAK RIDGE OFFICE**

JOHN GARRITY, TRAINING COORDINATOR, NSPS LLC

**ROBERT GEE, EMERGENCY SERVICES SENIOR MANAGER, Y-12 NATIONAL SECURITY
COMPLEX, CONSOLIDATED NUCLEAR SECURITY Y-12 LLC**

**HOLLY HARDIN, PROJECT MANAGER, OAK RIDGE INSTITUTE FOR SCIENCE AND EDUCATION,
OAK RIDGE ASSOCIATED UNIVERSITIES**

**JACK HUCKABEE, EMERGENCY MANAGEMENT OPERATIONS SPECIALIST 1,
AWD MANAGEMENT SERVICES, INC.**

**COLIN ICKES, INFORMATION OFFICER, KNOXVILLE/KNOX COUNTY EMERGENCY
MANAGEMENT AGENCY**

JOHN JARRARD, VICE- CHAIRMAN, AMERICAN RED CROSS OF EAST TENNESSEE

**THOM KERR, EMERGENCY MANAGEMENT TRAINING COORDINATOR,
OAK RIDGE NATIONAL LABORATORY, UNIVERSITY OF TENNESSEE – BATTELLE**

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**THE 2015 OAK RIDGE EMERGENCY MANAGEMENT
FORUM STEERING COMMITTEE (CONT)**

**LAURA KIDD, EMERGENCY MANAGEMENT SPECIALIST, OAK RIDGE INSTITUTE FOR
SCIENCE AND EDUCATION, OAK RIDGE ASSOCIATED UNIVERSITIES**

**MELYSSA NOE, EMERGENCY MANAGEMENT COORDINATOR, DOE OAK RIDGE OFFICE
OF ENVIRONMENTAL MANAGEMENT**

**JON PACK, EMERGENCY MANAGEMENT PROGRAM MANAGER,
Y-12 NATIONAL SECURITY COMPLEX, CONSOLIDATED NUCLEAR SECURITY Y-12, LLC**

JOHN PARSHALL, TENNESSEE VALLEY AUTHORITY, KNOXVILLE, TENNESSEE

**ROGER PAUL, FIRE CHIEF, Y-12 NATIONAL SECURITY COMPLEX,
CONSOLIDATED NUCLEAR SECURITY Y-12 LLC**

BRAD ROQUEMORE, DEPUTY FACILITIES MANAGER, LAWLER-WOOD Y-12, LLC

**LARRY ROSE, BUSINESS MANAGER, OFFICE OF SECURE TRANSPORTATION,
AGENT OPERATIONS EASTERN COMMAND,
NATIONAL NUCLEAR SECURITY ADMINISTRATION**

**DR. PAUL TERRY, ASSOCIATE PROFESSOR, DEPARTMENT OF PUBLIC HEALTH,
UNIVERSITY OF TENNESSEE/UNIVERSITY OF TENNESSEE MEDICAL CENTER**

**MACK THOMAS, EMERGENCY SERVICES SPECIALIST,
URS | CH2M OAK RIDGE LLC**

**DAVID TINDELL, ENVIRONMENTAL SPECIALIST, TENNESSEE EMERGENCY
MANAGEMENT AGENCY**

**BRAD WALKER, EMERGENCY MANAGEMENT SPECIALIST,
UNIVERSITY OF TENNESSEE – KNOXVILLE**

**DAVE WALLACE, ACTING TEAM LEAD, EMERGENCY MANAGEMENT TEAM,
DOE OAK RIDGE OFFICE**

**BEN WILLIAMS, PUBLIC AFFAIRS SPECIALIST,
DOE OAK RIDGE OFFICE OF ENVIRONMENTAL MANAGEMENT**

**DR. CHARLES R (BUD) YARD, ENVIRONMENTAL CONSULTANT, TENNESSEE
DEPARTMENT OF ENVIRONMENT & CONSERVATION, DOE OVERSIGHT DIVISION**

**JODY ZORSCH, DIRECTOR, MORGAN COUNTY OFFICE OF EMERGENCY MANAGEMENT
AND HOMELAND SECURITY**

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2015 Oak Ridge Emergency Management Forum Evaluation Form

To better meet your needs and to plan future activities, please complete the following form. Please leave your completed form at the Forum registration desk or with the break out session moderator in the last breakout session. Forms can be faxed to (865) 576-9772 or completed online at www.emforum.science.energy.gov.

Affiliation: (Check one)

- | | | |
|---|--|--|
| <input type="checkbox"/> County EMA | <input type="checkbox"/> DOE/NNSA Contractor | <input type="checkbox"/> Public Advisory Group |
| <input type="checkbox"/> State of Tennessee | <input type="checkbox"/> Fire | <input type="checkbox"/> Public Health |
| <input type="checkbox"/> EMS | <input type="checkbox"/> Hospital/Medical | <input type="checkbox"/> Public Information |
| <input type="checkbox"/> DOE | <input type="checkbox"/> 911 Coordination | <input type="checkbox"/> Disaster Response |
| <input type="checkbox"/> NNSA | <input type="checkbox"/> Law Enforcement | <input type="checkbox"/> Other _____ |

Instructions: <i>Check one box in the right-hand columns that reflects your opinion of the following statements.</i>	Disagree	Neutral	Agree		
1. The Forum provided an opportunity to network with emergency management professionals.					
2. The Forum increased my knowledge of emergency management topics.					
3. Presentations were relevant to my needs.					
4. Seating was sufficient (sessions not too crowded).					
5. Indoor displays and outdoor exhibits were accessible (Exhibit area not too crowded).					
6. Please provide feedback on any or all of the above statements.					
7. Evaluate the breakout session topics. <i>Check one box in the right-hand columns that reflects your opinion of the session topics.</i>	Did Not Attend	Not Okay	Okay	Good	Great
Session 1 The First 72 Seconds: Making Critical Decisions During an Emergency Situation					
The First 72 Minutes: Social Media Communications & Applications					
Session 2 The First 72 Hours: Technology Applications for Response					
The First 72 Hours: Integrating Response Resources – A Panel Session Recap					
Session 3 Critical Incident Stress and Post-Disaster Psychology					
Communications Outages in the First 72 Hours: How Can One Call Home?					
8. Please provide feedback on any or all of the breakout sessions you attended.					
9. Please provide feedback on the indoor displays and/or the outside exhibits.					
10. Please provide feedback on the Forum website.					

Thank you for your feedback!

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11. What did you like best about the Forum? What did you like least about the Forum?

12. Please provide feedback on the Forum location. Easy to find? Parking okay?

13. Please provide feedback on the morning and afternoon refreshments. What else would you like to see?

14. Please provide feedback on the lunch vendors and options, such as, were they convenient, affordable, and were the choices okay?

15. What improvements would you recommend for future Forums?

16. Suggestions for future topics:

Record additional comments below.

2015 Oak Ridge Emergency Management Forum

**New Hope Center
Outdoor Exhibit Layout
Please visit the Exhibits**



Thank You, Oliver's Restaurants and Catering, for providing beverages.

Thank You, Brannon-Kreis Post 149 American Legion Morgan County, for providing an Honor Guard.

Thank You, Covenant Health/Methodist Medical Center of Oak Ridge, for providing gift bags and giveaway items for Forum attendees.

Thank You, Oak Ridge Convention and Visitors Bureau, for providing gift bags for Forum attendees.

Thank You, CEW Advertising, for providing classy Forum buttons and gift bags for Forum attendees.

A Very Special, **Thank You**, to all exhibiting organizations.



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