



## LCPS Event Response Resources

-DRAFT 1.0-

### General Safety Capabilities

There are several systems in place that enhance safety and security throughout the District. Some of these include:

- 1) Crisis Team – A team of administrators and critical support service staff are organized into a “Crisis Response Team”. This group meets regularly to plan responses to situations that might arise at an LCPS facility. This group also debriefs after any incident to discuss what went right, what went wrong, and ways to improve the LCPS emergency response capability.
- 2) Integrated VoIP phone and 911 system – A Cisco voice over IP (VoIP) system connects all campuses and administrative offices, with about 1600 extensions. This system includes the Cisco Emergency Responder (CER) system. In the event that a 911 call is placed from any location on the LCPS phone system – several things occur:
  - a. Call is routed to the correct the Public Safety Answering Point (PSAP) (MVRDA, White Sands, or NMSU)
  - b. A temporary (3 hour) association is automatically established between the calling extension and an external direct inward dial (DID) number (specific to each school). This allows PSAP to return a call directly to the reporting phone / extension even if that extension is not normally available from the public telephone network (i.e. bypasses the “front desk”). This is the number that is presented as the calling number to the PSAP.
  - c. An email and phone message is placed to several members of the LCPS Crisis Team indicating that a 911 call has been placed, and provides the calling extension
  - d. The above group is tasked with investigating the call within 5 minutes to determine the nature of the emergency, and whether additional assistance is required.
- 3) Website – The LCPS website([www.lcps.k12.nm.us](http://www.lcps.k12.nm.us)) is equipped with an “emergency banner” feature that allows an emergency message to appear at the top of every page. This banner can be changed remotely by any member of the Crisis Team. Coordinated by the LCPS Public Information Officer (PIO) office.
- 4) School Messenger (reverse 911) – The School Messenger system provides a mechanism to contact parents automatically by telephone. When used in normal mode, it can place about 1000 calls per hour. In emergency situations, calls are placed from a remote call center, and the system can place about 30,000 calls per hour. Calls can be generated by any criteria contained in the LCPS student or staff information data base (by school, grade, teacher, etc.). The ability

to send email and text messages is being added (feature is available now, but the collection of email addresses and text numbers is just beginning).

- 5) Inbound Hotline –A 24hr hotline (647-LCPS) can be set with a pre-recorded message to inform parents on a particular situation (such as weather delays). Coordinated by the PIO office.
- 6) Inbound Call Routing - Calls inbound to any school can be diverted to designated answering points (or any other location) to help manage telephone inquiries in the event a school is unmanned (such as an evacuation or data network failure), or when call volume requires (such as when a lockdown causes parents call for information).
- 7) Comprehensive wireless coverage – WiFi coverage is currently available virtually everywhere inside every LCPS building. That is being expanded to provide “fence-to-fence” coverage that will include the grounds and buildings of all LCPS properties.
- 8) Surveillance Cameras – Several schools are equipped with network based video surveillance systems. Mayfield and Onate high schools, Lynn and Zia middle schools, and Conlee elementary have multiple camera systems in which video is digitally stored for later review. Mesilla, BT Washington, and Jornada Elementary have more limited systems, which can only show live information. All systems can be viewed remotely across the LCPS network if required.
- 9) Access Control – Every school campus is equipped with a minimum of 1 electronic card controlled entry door. Emergency responders have been issued cards that will open these doors, and also report to LCPS security monitors that an entry has been made for follow-up.
- 10) Intercom access – The intercom system (building wide paging) at most schools can be accessed from any LCPS location when needed.
- 11) Battery backup – Since many of the above systems rely on a functioning network within the building, and a connection to the central Data Center, virtually all critical network devices and school data cabinets are battery backed up to provide 30-60 minutes of run time without grid power. Protected devices include network switching equipment, wireless access points, phones, cameras, etc.



Phone Bank

## **Admin Office Emergency Operations Center (EOC)**

A conference room at the LCPS Administrative office has been equipped to act as the EOC in the event that the Crisis Response Teams is activated. Resources available include:

- 1) UPS / Generator power – The room is fed from the main Data Center battery backup system, which is in turn backed up by a 150 KW natural gas generator.
- 2) Computer resources – 1 desktop and 4 laptop computers are available. Wireless access allows any LCPS computer to be added to the network as needed.
- 3) Projector – A computer projector and Smart Board are attached to the desktop system
- 4) Video Conferencing – A Polycom video conferencing system can connect to any H.323 system in the world.
- 5) Television – A 40" LCD TV serves both the video conference system and can receive Comcast TV signals.
- 6) Phone Bank – two portable 8 unit phone banks can provide instant phone access for the crisis team, or to act as a phone pool to handle large numbers of incoming or outgoing calls.
- 7) LCPS 2-way radio – A 2-way base station allows communication to any LCPS walkie talkie via a repeater on A-Mountain. Every school has 10-30 radios that work on this system.
- 8) Conference Phone – A Cisco conference phone can facilitate telephone conferences.
- 9) Weather Radio – An automatic weather radio is available to monitor weather broadcasts.
- 10) Software Systems Access – From the EOC, all LCPS safety systems can be accessed. This includes video surveillance, electronic door access system, student and staff information systems, School Messenger (reverse 911) system, and VoIP call system manager.



### ABC-RV Event Support Vehicle

LCPS maintains a 40' recreational vehicle equipped to provide support for both school events (such as video production) as well as emergency events. It is configured as a forward work / technical area, and has a second area that can be used as a conference room (including video conferencing) as well as additional technical space. From a network perspective, it has all the functionality of any LCPS school, and can easily provide a platform to support a variety of events. Resources available include:

- 1) UPS / Generator power – one 5500 VA generator feeds the normal RV functions and primary computer / data / phone systems. A second 4000 VA generator can be used for powering external systems as needed.
- 2) Computer resources – 1 desktop and 2 laptop computers are always on-board. Wireless access allows any LCPS computer to be added to the ABC-RV network as needed. A color printer / copier is available. A complete data network is integrated into the vehicle.
- 3) Internet Access – The ABC-RV network, and any associated computing devices, can access the Internet in several ways.
  - a. Wired – A cable can be run to a school or facility data port. This provides a minimum of a 50Mbps connection to the Internet.
  - b. Wireless – The RV can link with the LCPS wireless network at any school or property via the "fence to fence" wireless network. This provides a minimum of a 50Mbps connection to the Internet.
  - c. 3G – A Verizon 3G router provides reduced bandwidth connection to the Internet when no other option is available.
- 4) Wireless – In addition to an on-board access point broadcasting the standard LCPS SSIDs, a special wireless SSID is available to allow emergency responders to link wireless devices easily.
- 5) Software Systems Access – From the ABC-RV, all LCPS safety systems can be accessed. This includes video surveillance, electronic door access system, student and staff information systems, School Messenger (reverse 911) system, and VoIP call system manager.
- 6) Video Conferencing – A Polycom video conferencing system can connect to any H.323 system in the world via the Internet.
- 7) Television – A 37" LCD TV serves both the video conference system and can receive over-the-air TV signals. A DVD / VCR is also available.
- 8) LCPS 2-way radio – A 2-way mobile unit allows communication to any LCPS walkie talkie via a repeater on A-Mountain, and is also programmed with all local school channels and squelch codes. Every school has 10-30 radios that work on this system. In addition, 2 walkie talkies are carried on-board, one with all local school channels and squelch codes.

- 9) Portable PA – A 1600 watt PA system, with 4 speakers, mixer, microphones, and CD / DVD is available on-board. The system can operate with just the speakers set up outside, or the entire mixer / amp console outside depending on the requirements.
- 10) Video Production / Web Casting – The ABC-RV is configured to become a mobile video production studio. A Tricaster video production system can be carried that permits up to 6 cameras, 2 digital DVR decks, and full production graphics to be broadcast live and/or on the web. A complete complement of cameras, video cables, and accessories can be easily accommodated to handle virtually any venue. When combined with the Portable PA cabinet above, a complete audio / video production environment is realized.
- 11) Weather Radio – An automatic weather radio is available to monitor weather broadcasts.
- 12) Outside seating – The RV carries tables, chairs, and canopies to set up an outside workstation if needed.
- 13) Phone Banks – The ABC-RV can also be set up with the portable phone banks, which allow a remote “call center” to be set up anywhere. This could be used in situations such as a school evacuation where a high call volume needed to be handled from concerned parents, or as a resource in the event a school is used in an emergency shelter role.
- 14) Emergency equipment – The ABC-RV is equipped with a wide variety of gear for emergencies or events. This includes traffic cones, cable ramps (to allow cables to safely cross roadways), first aid equipment, safety equipment (vests, glasses, and hard hats), low power walkie talkie systems, water, etc.

