



Disaster Scenario Tabletop Simulation Participant Handouts



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Disaster Management Tabletop Simulation Agenda

Purpose and Ground Rules	9:30-9:40
Disaster Simulation	9:45-10:45
Break	10:45-10:55
Continue Disaster Simulation	10:55-12:00
Reflection	12:00-12:30



Daily Update Handouts

Cut and hand out to participants on the proper scenario “days.”



August 9 Updates

August 9: Marty Kelly

8/9/07 – Your wife left with the kids and does not know the damage that was done to your home. She will attempt to return tomorrow. The news reports look like there was a lot of flooding.

August 9: Cathy Brown

8/9/07 – You spent the day preparing for the storm.

August 9: Katherine Warnick

8/9/07 – You prepare for the storm.

August 9: Pam Birtolo

8/9/07 – You are out of town and all flights have been cancelled from Jacksonville to Palm Beach in case you wanted to return home today. You will have to wait and see if any airports are open tomorrow or if your flight was cancelled.



August 10 Updates

August 10 Update: Attendees Unaffected

Planning note: Hand these slips out in envelopes to the employees who are not affected by the disaster.

You are unaffected by the storm.

You are unaffected by the storm.

You are unaffected by the storm.

You are unaffected by the storm.

You are unaffected by the storm.

You are unaffected by the storm.

You are unaffected by the storm.

You are unaffected by the storm.

You are unaffected by the storm.

You are unaffected by the storm.



August 10 Update: Technical Issues

- 4 Computers have been reported as damaged.
- 3 Power cords have been reported as damaged.
- 3 Printers have been reported as damaged.

August 10: Marty Kelly

8/10/07 – Your wife was unable to return to the area because the roads are blocked by trees and debris and downed power lines. She will try again in the morning.

August 10: Cathy Brown

8/10/07 - Fortunately, no one was hurt at your home during Hurricane FLVS. However, you did sustain some damage as a large tree fell through your roof and water damage occurred in your dining room. At this time you are without power and phone. You do have a cell that is working.

August 10: Nate Askew

8/10/07 - Thankfully most of the devastation across Central Florida has missed your neighborhood. However, you are currently without power and phone because of fallen trees. Your neighbor works for the electric company and has told you that estimates for regaining utilities range from a couple of days to a week. You currently have the use of your cell phone and will probably be spending much of the time over the next couple of days cleaning debris from your yard and assisting your neighbors.

August 10: Pam Birtolo

8/10/07 – According to your family, your home was unaffected by the storm. You are supposed to be flying out today to Orlando but the airport has been closed. All airports north of Titusville to Jacksonville are closed today. It appears that many in the area will reopen on the 11th. The Orlando Airport is reported to be partially reopening on the 11th.

August 10: Katherine Warnick

8/10/07 - You are lucky in that most of the major damage passed by you. Your neighborhood does have downed trees and power lines. However, you lost some shingles from your roof and your car sustained some minor damage. Being the good citizen that you are, you will spend significant time over the next couple of days helping out those in your neighborhood that sustained far more wind damage. Your power and telephones are out and you are not getting cell service though you can text message.



August 10: People down 4 days (refer to excel file)

8/10/07 - Your home survived the storm with no damage. However, your significant other is very annoyed with you because you drove the car last and did not put it into the empty garage. Your car has sustained major damage as a large tree is now resting upon it. At this time you are without power and phone. You have a cell that is working.

August 10: People down 4 days (refer to excel file)

The hurricane swept over your home. You were able to avoid most of the damage that occurred across central Florida. However, power and telephones are out for you. Cell phones are working. You have trees down in your yard and trees blocking your neighborhood road.

August 10: People down 4 days (refer to excel file)

Thankfully most of the devastation across Central Florida has missed your neighborhood. However, you are currently without power and phone because of fallen trees. Your neighbor works for the electric company and has told you that estimates for regaining utilities range from a couple of days to a week. You currently have the use of your cell phone and will probably be spending much of the time over the next couple of days cleaning debris from your yard and assisting your neighbors.

August 10: People down 4 days (refer to excel file)

You are lucky in that most of the major damage passed by you. However, you lost some shingles from your roof and your car sustained some minor damage. Being the good citizen that you are, you will spend significant time over the next couple of days helping out those in your neighborhood that sustained far more wind damage.

August 10: People down 4 days (refer to excel file)

You have been spared major damage from the storm. You have one broken window from a tree limb but it was in the garage and nothing got damaged from the rain. You are without electricity and power. Normally you have great cell service because of your close location to a cell tower. However, you realize something is wrong when you try to use your cell and after walking the neighborhood see that the tower is damaged.

August 10: People down 4 days (refer to excel file)

The hurricane has now past your home and luckily you were able to avoid any damage to your structure. However, your car did get damaged by blowing debris. Further, there are numerous trees down around the neighborhood including a tree that fell from your yard onto your next door neighbor's home. Power and telephones are out for you but you do have a cell phone that is working.



August 10: People down 4 days (refer to excel file)

Thankfully most of the devastation across Central Florida has missed your neighborhood. However, you are currently without power and phone because of fallen trees. Your neighbor works for the electric company and has told you that estimates for regaining utilities range from a couple of days to a week. You currently have the use of your cell phone and will probably be spending much of the time over the next couple of days cleaning debris from your yard and assisting your neighbors.

August 10: People down 4 days (refer to excel file)

You are very lucky in that your home escaped all damage. You did lose a couple of trees in your yard and one narrowly missed your car. At this time, you are without phone and power but thankfully you have your cell phone.

August 10: People down 1 week (refer to excel file)

Fortunately, no one was hurt at your home during Hurricane FLVS. However, you did sustain some damage as a large tree fell through your roof and water damage occurred in your dining room. At this time you are without power and phone. You do have a cell that is working.

August 10: People down 1 week (refer to excel file)

You are lucky in that most of the major damage passed by you. However, you lost some of your roof. You were able to stop the water before it destroyed anything but you will need to get it repaired quickly. Also, your car sustained some minor damage. You have no electricity, telephone, and you've been warned not to drink or use the water.

August 10: People down 1 week (refer to excel file)

Your home survived the storm with no damage. However, your significant other is very annoyed with you because you drove the car last and did not put it into the empty garage. Your car has sustained major damage as a large tree is now resting upon it. At this time you are without power and phone. You have a cell that is working.

August 10: People down 1 week (refer to excel file)

No one was hurt at your home. However, a water main broke outside your home and you have some major flooding issues in your home, yard, and the road. You have no electricity or telephone though you do have your cell. However, you are only able to text message at this time.



August 10: People down 1 week (refer to excel file)

Your home sustained some minor damage. Unfortunately, your significant other is very unhappy with you because you left the car outside and it sustained major damage due to the tree that is now resting on it. The roof is crushed and you can't open the doors. Your cell phone has very little power left. You could charge it up in your other car. Unfortunately, your one cell phone charger is inside the crushed car and you can't retrieve it. You do not have electricity or telephone at this point.

August 10: People down 1 week (refer to excel file)

A tornado hit your neighborhood and destroyed your roof. You had major leaking and broken windows throughout your home. However, your car seems untouched. Your yard has a lot of items, trees, and debris from the neighbors. You have no electricity or telephone. Unfortunately, yours and your family's cell phones were destroyed by the leaking and are no longer working.

August 10: People down 1 week (refer to excel file)

Unfortunately for you, a tornado touched down in your neighborhood. It seemed to only hit yours and a couple of houses near you. Your car was picked up and is now upside down and through your garage door. You have lost part of your roof. You have a lot of debris from your neighbor's house which looks like it is worse off than yours. You have no electricity or telephone and have been warned not to drink the water. You do have your cell and cell charger. However, you don't think you will be able to charge it in the car. You have 1 bar of power left on your cell.

August 10: People down 1 week (refer to excel file)

Fortunately, no one was hurt in the hurricane. However, metal siding from nearby houses damaged your houses. Numerous windows were blown out allowing water to come in. Further, the siding hit your car and scratched it up. You have debris throughout your yard. You have no electricity and no telephone. You do not have cell service though you can text message.

August 10: People down 2 weeks (refer to excel file)

Your home sustained no wind damage but unfortunately the overflowing of Tampa Bay meant that water seeped into your home – hopefully you have flood insurance. Further, your neighborhood and surrounding areas look like a war zone with trees down and homes partially or completely destroyed. You have no electricity, water, phone, or cell phone coverage though you can text message.

August 10: People down 4 weeks (refer to excel file)

Good thing you are moving because your home in Tampa has been severely damaged from Hurricane FLVS. You need to take this time to take care of yourself and your family who are thankfully all safe and okay. You have no power, water, phone, or cell phone coverage though you can text message. Currently, you have a moat around your home.



August 10: County and School Information

Pinellas County Schools:

Pinellas County is home to more than 112,246 kindergarten through high school students.

There are 104 Elementary Schools, 31 Middle Schools, and 18 High Schools (including charter schools.)

Hillsborough County Schools:

Hillsborough has 190702 students in Elementary, Middle and High School.

There are 133 Elementary Schools, 44 Middle Schools, and 25 High Schools.

75 Middle Schools

43 High Schools

85,020 Students

25% = 19 Middle Schools (1 week) – 21255

25% = 19 Middle Schools (2 weeks) – 42510 (21255)

25% = 19 Middle Schools (3 weeks) – 63765 (21255)

15% = 11 Middle Schools (4 weeks) – 76518 (12753)

10% = 7 Middle Schools (2 months) – 85020 (8502)

78,100

25% = 11 High Schools (1 week) - 19525

25% = 11 High Schools (2 weeks) – 39050 (19525)

25% = 11 High Schools (3 weeks) – 58575 (19525)

15% = 7 High Schools (4 weeks) – 70290 (11715)

10% = 3 High Schools (2 months) – 78100 (7810)

163121 Middle and High School Students Affected



August 11

August 11 Update: Employee Returning Home

You are able to go to your home today. Your home sustained no wind damage but unfortunately the overflowing of Tampa Bay meant that water seeped into your home. You had 10 inches in your home. Further, your neighborhood and surrounding areas look like a war zone with trees down and homes partially or completely destroyed. You have no electricity, water, phone, or cell phone coverage though you can text message.

August 11 Update: Employee Returning Home

Too bad your move to Gainesville didn't take place sooner because your home is in really bad shape. You've lost numerous walls and it's lucky that any are standing at all. You had flooding throughout. You also lost your car due to flooding. Obviously you have no telephone or electricity. You do have your cell with very limited power.

August 11: Marty Kelly

8/11/07 – You are able to return home after flying in to Gainesville and renting a car. You are able to go to your home today. Your home sustained no wind damage but unfortunately the overflowing of Tampa Bay meant that water seeped into your home – hopefully you have flood insurance. Further, your neighborhood and surrounding areas look like a war zone with trees down and homes partially or completely destroyed. You have no electricity, water, phone, or cell phone coverage though you can text message.

August 11: Update Technical Issues

- 3 Computers have been reported as damaged.
- 2 Power cords have been reported as damaged.
- 3 Printers have been reported as damaged.

August 11: Update Technical Server Issues

A handful of help tickets have come in relating to VSA being down.



August 11 Update: Estimates for student/school returns

Zone 1	Pinellas	50% out for 4 weeks
	Hillsborough	50% out for 2 weeks
Zone 2	N. Manatee	10% out for 2 weeks
	Polk	70% out for 1 week
	S. Pasco	20% out for 4 days
Zone 3	Orange	
	S. Lake	80% out for 4 days
	N. Brevard S. Seminole	20% out for 1 week



August 12

August 12: Update Technical Issues

- 5 Computers have been reported as damaged.
- 4 Power cords have been reported as damaged.
- 2 Printers have been reported as damaged.

August 12: Update Technical Server Issues

- A large number of help tickets have come in today relating to VSA being down.
- A large number of help tickets have come in today relating to Lotus Notes being down.



August 13

August 13: CEO Question

Would it be advisable for the staff to work from home if it gave them more ability to get work done since the Internet is out?

August 13: Update Technical Issues

- 4 Computers have been reported as damaged.
- 1 Power cords have been reported as damaged.
- 1 Printers have been reported as damaged.

August 13: Complaints – Day 5

- 500 Voicemail Waiting
- Call volume is 20% above normal for Monday.
- 70 going to voicemail each day.
- 40 complaints on teachers



August 14

August 14: Update Technical Issues

- 3 Computers have been reported as damaged.
- 2 Power cords have been reported as damaged.
- 1 Printers have been reported as damaged.

August 14: Complaints – Day 6

- 570 unanswered voicemail
- 20% higher call volume
- 40 complaints on teachers



August 15

August 15 update: CEO

Don't forget to set the threat level according to the DM Plan.

8/15

You receive a call on your personal line from the State DOE. They have been trying to reach the school and left a message on Monday, 8/13 but still have not heard back from FLVS. They are requesting assistance in Hillsborough and Pinellas Counties and will be forwarding some specific information in the next couple of days.

Note: Only give this out if no help is given to cover the phone calls on Monday.

August 15: Update Technical Issues

- 3 Computers have been reported as damaged.
- 3 Power cords have been reported as damaged.
- 2 Printers have been reported as damaged.

August 15: Complaints – Day 7

- 640 unanswered voicemail
- 20% higher call volume
- 60 complaints on teachers
- 10 email complaints on teachers
- 10 email complaints on voicemail not being answered
- 10 emails/calls to the state about teachers



August 16

August 16 update: State DOE

The State DOE is requesting help with students in Pinellas and Hillsborough. It is estimated that over 15,000 students will be without their home school for 2 months. The state is requesting help with $\frac{1}{2}$ of the HS Students (4000) to ensure they graduate on time and $\frac{1}{4}$ of the MS Students (2000).

Furthermore, the State is requesting that FLVS hire as many displaced teachers as possible on a temporary basis to help meet this need.

August 16th: Complaints – Day 8

Rest of Care Bears return

710 voicemail waiting

20% higher call volume

80 complaints on teachers

10 email complaints on teachers

20 email complaints on voicemail not being answered

10 email/calls to the state about teachers



August 17

August 17: CEO Update

It would be advisable to set up a task force to deal with the requests from the state.

Note: Only give this out if no task force or special committee is mentioned or created.



August 23

August 23: Brian Marchman

Since it's the year of the Gator (or possibly the decade) and you are a graduate of that fine institution, you are able to not only fix your own home but also restore power to the neighborhood by using 10 scavenged 9-volt batteries, duct tape, and bailing wire. Go Gators.



Travel Itineraries



Your Itinerary

Passenger Name
MARTIN KELLY

Flight 1

NORTHWEST AIRLINES #1641
Depart : Tampa (TPA) at 5:40 PM - August 7, 2007
Arrive : Madison (MSN) at 9:33 PM – August 7, 2007
Class : Coach Seat: 21A Meal(s): Food for purchase

Flight 2

NORTHWEST AIRLINES #1077
Depart : Madison (MSN) at 6:01PM – August 10, 2007
Arrive : Tampa (TPA) at 11:51PM – August 10, 2007
Class : Coach Seat: 23F Meal(s): Food for purchase

Fare Summary

Your total fare (including tax) for 1 passenger(s) is \$ 280.40 USD .

Return information:

Tampa airport is closed 9-12th at a minimum
No airports north of Titusville open on 10th
Orlando Airport reopened on 11th

Possible airports for return flight:

Orlando, Jax, Daytona – 11th
Tallahassee on 11th
Pensacola on 10th
Fort Lauderdale, Miami, Fort Myers on 10th



Your Itinerary

Passenger Name
PAM BIRTOLO

Flight 1

UNITED AIRLINES #164
Depart : Orlando (ORL) at 6:10 PM - August 7, 2007
Arrive : Madison (MSN) at 10:05PM – August 7, 2007
Class : Coach Seat: 16C Meal(s): Food for purchase

Flight 2

UNITED AIRLINES #107
Depart : Madison (MSN) at 6:01PM – August 10, 2007
Arrive : Orlando (ORL) at 11:56PM – August 10, 2007
Class : Coach Seat: 23F Meal(s): Food for purchase

Fare Summary

Your total fare (including tax) for 1 passenger(s) is \$ 280.40 USD .

Return information:

Tampa airport is closed 9-12th at a minimum
No airports north of Titusville open on 10th
Orlando Airport reopened on 11th

Possible airports for return flight:

Orlando, Jax, Daytona – 11th
Tallahassee on 11th
Pensacola on 10th
Fort Lauderdale, Miami, Fort Myers on 10th



Your Itinerary

Passenger Name
KAY JOHNSON

Flight 1

UNITED AIRLINES #164
Depart : Orlando (ORL) at 6:10 PM - August 7, 2007
Arrive : Madison (MSN) at 10:05PM – August 7, 2007
Class : Coach Seat: 16C Meal(s): Food for purchase

Flight 2

UNITED AIRLINES #107
Depart : Madison (MSN) at 6:01PM – August 10, 2007
Arrive : Orlando (ORL) at 11:56PM – August 10, 2007
Class : Coach Seat: 23F Meal(s): Food for purchase

Fare Summary

Your total fare (including tax) for 1 passenger(s) is \$ 280.40 USD .

Return information:
Tampa airport is closed 9-12th at a minimum
No airports north of Titusville open on 10th
Orlando Airport reopened on 11th

Possible airports for return flight:
Orlando, Jax, Daytona – 11th
Tallahassee on 11th
Pensacola on 10th
Fort Lauderdale, Miami, Fort Myers on 10th



Your Itinerary

Passenger Name
JERRY EARLEY

Flight 1

DELTA AIRLINES #1641
Depart : Daytona Beach (DAB) at 5:45 PM - August 7, 2007
Arrive : Madison (MSN) at 9:31 PM – August 7, 2007
Class : Coach Seat: 15A Meal(s): Food for purchase

Flight 2

DELTA AIRLINES #1077
Depart : Madison (MSN) at 2:30PM – August 10, 2007
Arrive : Daytona Beach (DAB) at 8:15PM – August 10, 2007
Class : Coach Seat: 20C Meal(s): Food for purchase

Fare Summary

Your total fare (including tax) for 1 passenger(s) is \$ 220.40 USD .

Return information:

Tampa airport is closed 9-12th at a minimum
No airports north of Titusville open on 10th
Orlando Airport reopened on 11th

Possible airports for return flight:

Orlando, Jax, Daytona – 11th
Tallahassee on 11th
Pensacola on 10th
Fort Lauderdale, Miami, Fort Myers on 10th



Your Itinerary

Passenger Name

BRIAN MARCHMAN

Flight 1

NORTHWEST AIRLINES #1641

Depart : Tampa (TPA) at 5:40 PM - August 7, 2007

Arrive : Madison (MSN) at 9:33 PM – August 7, 2007

Class : Coach Seat: 21A Meal(s): Food for purchase

Flight 2

NORTHWEST AIRLINES #1077

Depart : Madison (MSN) at 6:01PM – August 10, 2007

Arrive : Tampa (TPA) at 11:51PM – August 10, 2007

Class : Coach Seat: 23F Meal(s): Food for purchase

Fare Summary

Your total fare (including tax) for 1 passenger(s) is \$ 280.40 USD .

Return information:

Tampa airport is closed 9-12th at a minimum

No airports north of Titusville open on 10th

Orlando Airport reopened on 11th

Possible airports for return flight:

Orlando, Jax, Daytona – 11th

Tallahassee on 11th

Pensacola on 10th

Fort Lauderdale, Miami, Fort Myers on 10th



Reflection

Spend some time with your team to answer the following questions:

1. What concerns do you have with the current version of the Disaster Management Plan as it relates to your department?
2. What concerns if any do you have with the current version of the Disaster Management Plan as it relates to other departments and/or the school?
3. What insights did you gain from this simulation?