



ARKANSAS STATE
UNIVERSITY

Fall 2024 Fire Drills

After-Action Report/Improvement Plan

November 4, 2024

This After-Action Report/Improvement Plan (AAR/IP) aligns exercise objectives with preparedness doctrine and related frameworks and guidance. This AAR meets Homeland Security Exercise and Evaluation Program (HSEEP) guidelines. Exercise information required for preparedness reporting and trend analysis is included.

EXERCISE OVERVIEW

Exercise Name	Fall 2024 Fire Drills
Exercise Dates	September 23 & 24, 2024
Planning Date	August 15, 2024
Hotwash Date	October 11, 2024
Scope	This exercise is a drill, planned for approximately 5 minutes at each residence hall. Exercise play is limited to activating the fire notification system in each building, monitoring the receipt and response by occupants, examining the notification system for any failures, and documenting all observations.
Focus Areas¹	Protection, Mitigation, Response
Capabilities²	<ul style="list-style-type: none"> ▪ Community Resilience ▪ Infrastructure Systems ▪ Operational Coordination ▪ Planning ▪ Public Information and Warning
Objectives	<ul style="list-style-type: none"> ▪ Determine the operational status of fire notification systems ▪ Examine the ability of occupants to recognize hazard communication messaging ▪ Examine the occupant's response to hazard communication messaging ▪ Examine the ability of staff to encourage and guide evacuation efforts ▪ Evaluate the effectiveness of previous public information programs ▪ Examine for hazards that may compound fire risk/consequence
Hazard	Uncontained Fire
Scenario	Fire alarm activation signals the potential for a fire in the respective residence hall or living quarters.
Sponsor	Arkansas State University
Participating Organizations	Office of Emergency Management, University Housing, University Police Department Dispatch
Point of Contact	Wyatt Reed , Emergency Operations and Occupational Safety Specialist Office of Emergency Management Arkansas State University WReed@AState.edu or (870) 972-3352

¹ Selected from National Preparedness Goal's Five Mission Areas (DHS, 2015)

² Selected from National Preparedness Goal List of Core Capabilities (DHS, 2015)

Analysis of Capabilities

Table 1 includes the exercise objectives, aligned capabilities, and performance ratings for each capability as observed during the exercise and determined by the evaluation team.

Objective	Capability ³	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
Determine the operational status of fire notification systems	Community Resilience	X			
	Infrastructure Systems		X		
	Public Information and Warning	X			
Examine the ability of occupants to recognize hazard communication messaging	Community Resilience	X			
	Infrastructure Systems	X			
	Planning	X			
	Public Information and Warning	X			
Examine the occupant's response to hazard communication messaging	Community Resilience	X			
	Planning	X			
Examine the ability of staff to encourage and guide evacuation efforts	Community Resilience	X			
	Operational Coordination	X			
	Planning	X			
Evaluate the effectiveness of previous public information programs	Community Resilience	X			
	Planning	X			
	Operational Coordination	X			
Examine for hazards that may compound fire risk/consequence	Community Resilience	X			

Table 1. Summary of Core Capability Performance

³ Selected from National Preparedness Goal List of Core Capabilities (DHS, 2015)

Rating Definitions:

Performed without Challenges (P): The targets and critical tasks associated with the capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. The performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws.

Performed with Some Challenges (S): The targets and critical tasks associated with the capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. The performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified.

Performed with Major Challenges (M): The targets and critical tasks associated with the capability were completed in a manner that achieved the objective(s), but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks for the public or for emergency workers; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws.

Unable to be Performed (U): The targets and critical tasks associated with the capability were not performed in a manner that achieved the objective(s).

The following sections provide an overview of the performance related to each exercise objective and associated capability, highlighting strengths and areas for improvement.

Capability Definitions:

Community Resilience: Enable the recognition, understanding, communication of, and planning for risk and empower individuals and communities to make informed risk management decisions necessary to adapt to, withstand, and quickly recover from future incidents.

Infrastructure Systems: Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.

Operational Coordination: Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.

Planning: Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.

Public Information and Warning: Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken and the assistance being made available, as appropriate.

Residence Hall Breakdowns:

This area will identify the strengths and weaknesses of each residence hall as it relates to exercise objectives and core capabilities.

Living-Learning Communities (LLCs)

Living-Learning Community (LLC) #1

Time: 3:20 | Number Evacuated: 24

- **Observations:** Exercise excelled all requirements.

Living-Learning Community (LLC) #2

Time: 2:37 | Number Evacuated: 16

- **Observations:** Exercise excelled all requirements.

Living-Learning Community (LLC) #3

Time: 3:12 | Number Evacuated: 21

- **Observations:** Exercise excelled all requirements.

Living-Learning Community (LLC) #4

Time: 2:15 | Number Evacuated: 26

- **Observations:** The assembly area was not well utilized.

Living-Learning Community (LLC) #5

Time: 3:52 | Number Evacuated: 19

- **Observations:** Exercise excelled all requirements.

Living-Learning Community (LLC) #6

Time: 3:32 | Number Evacuated: 22

- **Observations:** Exercise excelled all requirements.

Miscellaneous Residence Halls

Arkansas Hall

Time: 5:15 | **Number Evacuated:** 56

- **Observations:** Additional staff would be beneficial. Some residents struggled to use the identified assembly area.
- **Response:** Reinforcement of the correct assembly area in post-drill communications should occur. Staffing needs will be better planned for in the exercise design phase.

Kays Hall

Time: 6:45 | **Number Evacuated:** 76

- **Observations:** Exercise excelled all requirements. RAs did an outstanding job!

University Hall

Time: 4:45 | **Number Evacuated:** 80

- **Observations:** One resident entered after the drill commenced.
- **Response:** Residents should not reenter the building for any reason. Identify appropriate messaging to residents to reinforce this.

Northpark Quads

Northpark Quad #1

Time: 4:31 | **Number Evacuated:** 61

- **Observations:** Exercise excelled all requirements.

Northpark Quad #2

Time: 5:18 | **Number Evacuated:** 76

- **Observations:** Exercise excelled all requirements.

Northpark Quad #3

Time: 3:47 | **Number Evacuated:** 57

- **Observations:** Exercise excelled all requirements.

Northpark Quad #4

Time: 4:53 | **Number Evacuated:** 53

- **Observations:** Exercise excelled all requirements.

Northpark Quad #5

Time: 5:35 | **Number Evacuated:** 65

- **Observations:** A resident entered the building after the drill commenced to check on a relative. Additionally, UPD Dispatch reported challenges with receiving the alarm from this building.
- **Response:** Residents should not reenter the building for any reason. Identify appropriate messaging to residents to reinforce this. Resets were done on the building and UPD software and a test alarm was eventually received. Should follow up with Life Safety to verify all issues are corrected. Use as an example in future training sessions as a reason to have redundant alarming (caller + FA panel).

Pack Place

Pack Place #1

Time: 4:30 | **Number Evacuated:** 37

- **Observations:** Evacuation assembly areas are not fully utilized.
- **Response:** Continue to educate on the importance of utilizing the nearest exits in conjunction with assembly areas.

Pack Place #2

Time: 5:20 | **Number Evacuated:** 53

- **Observations:** Evacuation assembly areas are not fully utilized.
- **Response:** Continue to educate on the importance of utilizing the nearest exits in conjunction with assembly areas.

Red Wolf Den

Red Wolf Den #1

Time: 2:47 | **Number Evacuated:** 20

- **Observations:** Exercise excelled all requirements.

Red Wolf Den #2

Time: 1:51 | **Number Evacuated:** 10

- **Observations:** Exercise excelled all requirements. Some residents reported challenges hearing alarm systems.
- **Response:** An issue with the fire alarm system has been identified and reported to Life Safety for repair.

Red Wolf Den #3

Time: 2:58 | **Number Evacuated:** 10

- **Observations:** Exercise excelled all requirements.

Sorority Houses

Zeta Tau Alpha

Time: 2:35 | **Number Evacuated:** 8

- **Observations:** A resident reentered the building and then evacuated again.
- **Response:** Residents should not reenter the building for any reason. Identify appropriate messaging to residents to reinforce this.

Alpha Gamma Delta

Time: 1:31 | **Number Evacuated:** 3

- **Observations:** Exercise excelled all requirements.

Alpha Omicron Pi

Time: 2:15 | **Number Evacuated:** 14

- **Observations:** Exercise excelled all requirements.

Chi Omega

Time: 1:39 | **Number Evacuated:** 6

- **Observations:** Exercise excelled all requirements.

Delta Zeta

Time: 0:43 | **Number Evacuated:** 7

- **Observations:** Exercise excelled all requirements.

The Circle:

The Circle Building #1

Time: 6:43 | **Number Evacuated:** 10

- **Observations:** Exercise evacuation timing is slow for this building.
- **Response:** Identify ways to encourage quick evacuation of buildings.

The Circle Building #2

Time: 3:23 | **Number Evacuated:** 3

- **Observations:** Exercise excelled all requirements.

The Circle Building #3

Time: 2:38 | **Number Evacuated:** 3

- **Observations:** Exercise excelled all requirements.

The Circle Building #4

Time: 3:15 | **Number Evacuated:** 17

Observations: Exercise excelled all requirements.

Strengths

Strength 1 (Staff Leadership): Overall, leadership by Housing staff has improved concerning this exercise. It is noted that RAs are continually growing in their confidence in the appropriate action to take and the correct procedure to follow. Additional growth opportunities are available and will be explored, but overall this is a strength. **(Capability: Community Resilience, Operational Coordination, Planning)**

Strength 2 (Knowledge Of and Adherence to Procedures): Fewer issues are noted of failure to comply with established procedures and increased usage of assembly areas. No student conduct referrals were needed in this exercise. Staff were receptive and engaged in fulfilling exercise needs and requirements. **(Capability: Community Resilience, Planning)**

Areas for Improvement

Area for Improvement 1 (Re-Entry): One issue noted numerous times was residents re-entering the building. It should be communicated to residents the expectation for them to evacuate the building promptly and remain evacuated until cleared by appropriate response personnel. **(Capabilities: Community Resilience, Public Information and Warning)**

Area for Improvement 2 (Fire Safety Systems): While fire safety systems in residential areas are generally well-maintained and invested in, vulnerabilities in monitoring systems have been noted during this drill. Relevant stakeholders should work to review the effectiveness of monitoring systems, while the importance of notifying a public safety answering point or the on-campus dispatch center should continue to be stressed among residents and resident staff. **(Capabilities: Planning, Public Information and Warning)**

Area for Improvement 3 (Messaging): While public awareness campaigns in general have increased on campus, continuing to communicate not only response information but also policy expectations as well as good fire safety prevention habits should continue. **(Capability: Planning, Community Resilience, Public Information and Warning)**

Appendix A: Improvement Plan

This IP is developed specifically for Arkansas State University as a result of the Fall 2024 drills conducted in September of 2024:

Area for Improvement	Corrective Item	Implementation Plan	Primary Responsible Organization	Organization POC
Re-Entry	Communication of Expectations	Communication with residents about expectations regarding appropriate procedures should be communicated during initial resident meetings and followed up with reminders throughout the year.	University Housing (Primary) Emergency Management (Secondary)	University Housing: Natalie Eskew or Jenny Keller Emergency Management: Wyatt Reed or Ronnie Gilley
	Inspection, Testing, & Maintenance Plan	Evaluate plans and programs for the inspection and maintenance of fire alarm systems; specifically, evaluate testing plans of monitoring capabilities.	Emergency Management (Primary)	Emergency Management: Wyatt Reed or Ronnie Gilley
Fire Safety Systems	Fire Safety Training	Continue explaining the importance of notifying UPD by phone of fire alarms to RAs and other University Housing staff.	Emergency Management (Primary)	Emergency Management: Wyatt Reed or Ronnie Gilley
	Safety Messaging	Safety messaging and information campaigns should increase, both proactively and reactively. This includes sending a consistent stream of preparedness and preventative information to residents as well as corrective information and guidance as needed.	University Housing (Primary) Emergency Management (Secondary)	University Housing: Natalie Eskew or Jenny Keller Emergency Management: Wyatt Reed or Ronnie Gilley