

AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Dept. of Education and the Arts, Office of the Cabinet Secretary

Project/Event: Emergency response to storm-related state of emergency

Prepared by: Tiffany D. Redman Date of Review: 7/30/12

In responding to the following questions, please use additional sheets as necessary.

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Kay H. Goodwin	Cabinet Secretary	Lead
Tiffany Redman	Special Assistant to Cabinet Secretary	Notification Phone coverage
Robin Taylor	Cultural Program Manager	Notification
Rachel Gray	Accountant Auditor IV	Phone coverage

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

No Role

AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: WV Library Commission

Project/Event: Emergency response to storm-related state of emergency

Prepared by: Karen Goff & Harlan White Date of Review: _____

In responding to the following questions, please use additional sheets as necessary.

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
HARLAN WHITE	Info sys MGR	Travel/Telephone support
CRIS SPRADLING	INF sys ADMIN II	Telephone support
FRED VICKERS	Info sys Coord.	TRAVEL/telephone support

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

See Attachment

Please provide a detailed summary of your Agency/Commission's role in responding to the State of Emergency:

65% of the States 174 public libraries were affected by the storm. 80% of those were in the Western and Southern regions. 100% of the outages were initially power related. However, after power was restored, most library connections were still down due to either equipment or Frontier problems.

Shortly after arriving in our offices, libraries started calling us to help as citizens were desperate to use the internet PCs to contact family members and friends. Network system operators immediately contacted Frontier to start opening tickets and job logs to bring these circuits up. Our staff was able to monitor these outages via our SNMP system.

Anytime it was determined that problems were related to equipment, we would immediately head that way with replacement parts.

The majority of our libraries were up and running within 3 days, many hours were spent on the phone and on the road to make sure our patrons had all the resources the Library Commission provides available and operational.

What went well and why?

The staff's ability to help libraries days before we had power at home speaks volumes. We were able to oversee the entire network via our monitoring system long before library's started calling in.

Having our network monitoring system is a vital part of our everyday mission so having it available and online in this situation was gold. It helped us prioritize and ensure all affected libraries were placed in a job queue and monitored until the job was completed.

Having a handful of dedicated people willing to work extra hours was definitely the key to success.

What can be improved and how?

Since we are talking about a weather related disaster, I'm sure people would be looking for assistance with food and shelter first. However, after that folks try to find ways to notify loved ones, and in rural areas of our state, that usually means the public library.

Remember, the Army that knocks out supply lines and communications usually wins the war. We were happy to restore online communications to our libraries so that everyone had a chance to reach relatives and have one less thing to worry about.

I can't think of anything that we could have done differently that would have helped anymore than what we did. Kudos to the power crews Frontier and the WVLC network personnel.

Goodwin, Kay H

From: Goff, Karen E
Sent: Tuesday, July 03, 2012 3:58 PM
To: Goodwin, Kay H
Subject: FW: Storm Coverage so far....

Katzen



From: Myrick, John P
Sent: Tuesday, July 03, 2012 3:43 PM
To: Goff, Karen E
Subject: Storm Coverage so far....

WEATHERING THE STORM

WV Public Libraries help communities cope

The storms which hit West Virginia on the night of June 29th during a record-setting heat wave did little to dampen or stifle the spirits of the state's public librarians, who despite their own personal issues at home provided friendly service and support to their communities.

With the majority of the state without power, many libraries were forced to close their doors. Like the **South Charleston Public Library**, most of those libraries with power opened as usual, providing cool places to charge cell phones and laptops and offer Internet access to those who found themselves without it. Some, like the **Kanawha County Public Library**, altered or expanded hours to provide cool spaces for the public. Kanawha County also waived fines for its patrons for the week.

Many librarians reported that they were seeing unseen faces in the library, and were quick to invite those new users back. South Charleston Library Director Barbara O'Hara put it best saying there's "*nothing like feeling necessary to your community.*"

As of press time, no direct damage to any library facility (other than tree limbs down) has been reported, although many WV library staffers had damage at their homes. Our thoughts here at WVLC are with them at this time.

AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Educational Broadcasting Authority

Project/Event: Emergency response to storm-related state of emergency

Prepared by: BILL ACKER Date of Review: 7.26.12

In responding to the following questions, please use additional sheets as necessary.

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Engineers:

At WNPB-TV-a total of 17 different TV and radio sites

Brett Phillips
Rodney Swisher
Danny Wilson
Art Austin
Chris Vincent

With the power outages in the northern part of the state this crew visited all sites beginning at Cooper's Rock to make certain generators were running and transmitters were on. (Note that the WNPB-TV antenna incident kept WNPB from broadcasting. However, the microwave to both panhandles and radio were kept on air where generators existed.) Moreover, action at the station was required as the fiber connection to Morgantown went out.

At WSWP-TV-a total of 6 different TV and radio sites

Jeremy Scott
Tommy Belcher
Tom Belcher

The storm blew micro-wave dishes out of alignment both in Beckley and Charleston. The crew visited all transmitter and transmission sites to insure generators were running and fueled as needed. Jeremy called an emergency tower crew to realign microwave dishes. Once done the television feed was restored to all state television transmitters and translators.

AT WPBY-TV-a total of 10 different TV and radio sites

Dave McClanahan
Ernie Maggard
Jeff Queen
Jim Dennison

Restoring power at the WPBY-TV transmitter site and Parkersburg were priorities for this crew. Included in the actions was insuring that 600 Capitol Street continued broadcasting the FM signal and microwave dishes were realigned.

Other personnel involved

Bill Acker
Craig Lanham
Mike Fizer
Jeff Beam

Acker coordinated all actions and approved all emergency purchases.

Lanham, Fizer, and Beam worked on the lost fiber connection to Morgantown and maintaining Master Control operations.

All engineers continued on duty to supply fuel to the various generators in the system until power was totally restored.

After Action Review Questionnaire

Agency/Commission: *West Virginia Center for Professional Development*

Project/Event: Emergency response to storm-related state of emergency

Prepared by: Dixie Billheimer

Date of Review: July 18, 2012

In responding to the following questions, please use additional sheets as necessary.

Key Participants:

Name	Job Title	Role in Emergency
Dixie Billheimer	Chief Executive Officer	Contacting COO and Staff members
Lorrie Smith	Chief Operations Officer	Contacting CEO and staff members

Please provide a detailed summary of you Agency/Commission's role in responding to the state of emergency.

The WVCPD contacted staff member to let them know that only essential services should report to work on Monday as requested by Governor Tomblin.

What went well and why?

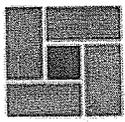
(What were the successful steps taken towards achieving your objective?)

Successes	How to Ensure Success in the Future
Successfully contacted all staff members	Continuously update contact information for all employees

What can be improved and how?

(What could have been done better? What can your agency/commission do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
The WVCPD had only limited necessary response to this state of emergency. Our communication was satisfactory in contacting all staff members.	



Volunteer West Virginia

The State's Commission for National and Community Service

Agency/Commission: Volunteer West Virginia, Inc., the non-profit arm of the WV Commission for National and Community Service

Prepared by: Krista Bradshaw

Date of Review: July 30, 2012

Key Participants:

Moya Doneghy	Deputy Director	Tracked incoming donations and issued funds to food banks
Krista Bradshaw	Office Manager	Received incoming donations and issued thank-you letters; Coordinated effort with Governor's Office

Detailed Summary:

Volunteer West Virginia, Inc., the non-profit arm of the state's Commission for National and Community Service, acted as the fiscal agent for donations received for food banks to aid victims of the storms. To date, we have received 50 donations totaling \$132,962 and disbursed those funds to state food banks. These donations came from corporations, state agencies, and individuals. Donors receive thank-you letters within a week of the receipt of the donation. We will continue to process and disburse donations as long as we receive them.

Successes:

- Received \$132,962 in donations
- Quickly established a workflow for the processing of donations
- Used simple templates for organizations to follow

What Can Be Improved:

- Could expand the number of food banks that receive funds



Agency/Commission: Volunteer West Virginia/WV Commission for National and Community Service

Prepared by: Mitzi Vince

Date of Review: July 30, 2012

Key Participants:

Mitzi Vince, Communications Coordinator, Communications

Detailed Summary:

Volunteer West Virginia, the state's Commission for National and Community Service, provided outreach regarding volunteer opportunities related to storm recovery. An e-newsletter was distributed that listed information about donating money to food banks, the locations and volunteer needs of Red Cross shelters/cooling stations, location of volunteer command centers, and service projects coordinated by AmeriCorps members in the state. Information regarding these opportunities was also posted on the volunteerwv.org website and distributed via social media sites like Facebook, Twitter and the Volunteer WV blog.

Successes:

- 274 E-Newsletter "Opens," with a number of email responses back with more detailed questions
- Approximately 30 AmeriCorps members volunteered with Red Cross as a result of Volunteer West Virginia encouragement
- Approximately 10 individuals said they contacted Red Cross as a result of Volunteer West Virginia social media outreach

What Can Be Improved:

- Enhanced communication with state & local emergency offices about the information that needs to be distributed to the public regarding the need for volunteers

AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: WV. Division of Culture + History

Project/Event: Emergency response to storm-related state of emergency

Prepared by: Heather Jenkins Date of Review: 7/26/12

In responding to the following questions, please use additional sheets as necessary.

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Randall Reid-Smith	Commissioner	Notified Key Personnel
Mark Lynch	Facilities Mgr.	Coordinated Inspection + Recovery
Conelyn Gillespie	Security Chief	Coordinated Security/Custodial
Greg Ballageer	Maint. Supervisor	Building Check

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Commissioner Reid-Smith notified the Agency directors that only Key Personnel would be needed July 2, 2012 following the emergency. The directors then notified employees.
 Mark Lynch, Conelyn Gillespie, + Greg Ballageer came in to supervise + secure the building.

What went well and why?

(What were the successful steps taken towards achieving your objective?)

SUCSESSES	HOW TO ENSURE SUCCESS IN THE FUTURE
Contact all employees	- Create emergency contact list
	- Formalize Protocol.
Building Check & Secure	- create written formalized protocol.

What can be improved and how?

(What could have been done better? What can your agency/commission do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

WHAT CAN BE IMPROVED	RECOMMENDATIONS
Contact method.	not all employees had telephone service. (cell or land)
	Create an expanded contact list to help
	make it easier to get in touch with the employees.

AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Division Of Rehabilitation

Project/Event: Emergency response to storm-related state of emergency

Prepared by: Donna L. Ashworth Date of Review: July 23, 2012

In responding to the following questions, please use additional sheets as necessary.

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Donna L. Ashworth	Acting Director	Assigned staff duties for the emergency.
Marijane Waldron	Acting Assistant Dir.	Assured office coverage in all field offices.

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The Division has 32 field offices, as well as our central offices in Charleston and Nitro. All offices, except for our Oak Hill Branch Office and Lewisburg Branch Office, were open and available to provide services to our clients. Additionally, we posted emergency directions for boil water advisories in our offices so that anyone entering the building would receive this information. It was our concern that many citizens did not have access to radios or emergency updates, so we posted emergency directions for boil water advisories and other emergency advisories in our offices.

