Power Outage Response Considerations

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Communication: What Just Happened!?

OVERARCHING THEMES

1. WE ARE AWARE, HELP IS ON THE WAY, WE WILL KEEP YOU UPDATED
2. TREAT ADULTS LIKE ADULTS, DON’T WITHHOLD RELEVANT INFORMATION
3. ONLY PROVIDE INFORMATION THAT IS ACCURATE AND CONFIRMED

- Who to notify - Tenants, stakeholders, neighbors, unaffected tenants, authorities, etc.
  - Depends on impact and duration.
- How to notify - we know, help is coming/we’re working on it, we’ll keep you posted
  - Continue to provide updates even if situation has not changed
  - Pre-scripted, pre-addressed e-mails to save time (message maps)
  - Tenant Relations in-person at entrance
  - Mass Notification System
  - Preprinted “emergency signage” (i.e. this door closed, power outage impacts)
- What to say
  - Confirmed updates, impacts on systems, anticipated recovery time
  - Don’t forget the ALL CLEAR
  - System limitations (i.e. don’t use toilets, use freight elevator call button)
  - Remind tenants of alternate resources (i.e. WiFi at Peet’s Coffee)
- Think in terms of “Incident Command”
- Example: PM = COMMS, SECURITY = ACCESS, ENGINEERING = SYSTEMS
- Information Sources
  - Twitter, TV News, AM/FM Radio, Designated PG&E Contact, City agencies
- Make a plan and test it: Communications always fails in emergencies,
  - Practice more and fail less
- CHECKLISTS, CHECKLISTS, CHECKLISTS

Access: Who Goes There!?

OVERARCHING THEMES

1. DON’T RUSH TO APPEASE AND OPEN THE FLOODGATES
2. YOU CAN MAINTAIN ACCESS CONTROL EVEN WITHOUT POWER
3. HAVE A PLAN IN ADVANCE

- If Access Control system is lost, how will entrants be screened?
- Will you allow entrance “up” via stairwell for convenience?
- Assume opportunistic “bad guys” are in the area
- What triggers a full building closure/evac?
- Consider in terms of key events (i.e. generator failure)
- Consider in terms of timing (i.e. if more than two days)
- Garage Access – any changes?
- CHECKLISTS, CHECKLISTS, CHECKLISTS
Systems: What still works!?

OVERARCHING THEMES

1. **KNOW YOUR STUFF!** "WHAT DOES THIS BUTTON DO?"
2. **KNOW THE BACKUPS FOR YOUR STUFF (UPSTREAM AND DOWNSTREAM DEPENDENCIES)
3. **ESTABLISH MEMORANDUMS OF UNDERSTANDING**

   o Tour building systems regularly for familiarity
   o Backup Systems – don’t assume all systems will be go (i.e. digital phones, e-mail, etc.)
     o Analog Lines – will work without power (digital phones may not)
     o Building Status Hotline – simple, cheap, effective
     o BOMA Net – shared radio channel
     o Satellite Phones – major emergencies may overwhelm cell towers
     o Cell Phone Portable Power
   o Ask “what if” questions about all systems
     o How is it backed up? (UPS, batteries, emergency circuit)
   o Elevator Function – which elevators and how?
   o CHECKLISTS, CHECKLISTS, CHECKLISTS