Big Cities Phone Briefing

Boston Marathon Bombings

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Boston Marathon Terrorist Bombing

- **Four phases**
  - *Bombing*
  - *Presidential Visit*
  - *Man Hunt*
  - *Repopulation*

Day 1–Bombing

- **Ems assisted 97 people in 22 minutes**
- **3 fatal on scene**
- **No fatalities from transported patients**
- **300 injured**
- **Law Enforcement Command Post set up at local hotel**
  - *About 300 responders*

Immediate Resources needed

- **Equipment requests –**
  - *Cell Phones*
  - *GETS cards – helped a great deal*
  - *Cell phone chargers*
  - *Cell On Wheels (COW)*

Facilities/Services

- **Family Assistance Center**
- **Set up by 6PM**
- **Feeding Centers**
  - *Staffed by Salvation Army*

Shelter

- **1 shelter; 50 temporary residents; 8 overnight – displaced from hotels**
- **Red Cross present, but didn't help with shelter or hotel vouchers**
  - *Said this wasn't a natural disaster*
  - *Said outside of scope*
- **Grief counselors at all sites**

Donations Management

- **Overwhelmed**
- **EOC Fielded many calls for donating money or shelter**
- **Mayor created "One Fund" for donations. (day 2)**
  - *Helped immensely*

Patient Information

- Hard to get, hospitals were not forthcoming with names
- Couldn’t notify families
- Couldn’t send families to correct hospitals

Day 2-Bombing

- **Objectives**
  - *Set up facility to organize runner logistics*
  - *Hand out bags*
  - *Hand out metals*

Other Issues

- Passports/IDs left in evacuated hotels
- Residents of the area left pets inside their homes
- Equipment requests for light towers
- Presidential Declaration issued

Day 3 – Bombing

- Running family assistance center for grief support
- Still no access inside perimeter

Day 4 -Presidential Visit

- No issues – Federally handled
- Also Developed reentry plan for residents and businesses – phased approach

Day 5 - Man Hunt

- Developing public safety message for Shelter in Place
- Law Enforcement IC established in Watertown

Shelter in Place – Man Hunt

- **Initially two towns but eventually entire city**
- **Good public adherence to orders**
- **residents did not understand shelter in place definition**
- **6 pm press conference – lifted SIP order**
  - *No capture, but lifted order anyway*
  - *Suspect discovered after order lifted*

Day 6 - Repopulation

- **Evidence collection slow process**
- **Emergency Managers allowed to walk crime scene in order to adjust reentry plan**
- **FBI allowed work to take place on scene**
  - *Allowed faster recovery*
  - *Vendor removed viewing stand and finish line*
- **Continually in conversation with FBI regarding timeline**
  - *couldn't get a good answer*
  - *timeline always shifting*

Day 7 - Repopulation

- **Unveiled reentry Plan**
- **phase approach**
  - *5 Phases*
- **Had established an email for businesses**
  - *Emailed nightly*
- **FBI needed entry to all buildings**
- **Contacted businesses and used locksmith to get keys for EOD detection**
  - *Very difficult to organize*
- **Business out for 8 days, but they were very patient**

Day 8 - Repopulation

- **FBI held short memorial for victim's families and released crime scene**
- **Cleaning/pressure wash of crime scene**
  - *Bio hazards*
  - *FBI spray paint*
  - *Secure structural damage*

Day 9 - Repopulation

- **Began at 10am**
- **Released block by block**
  - *Each group escorted to properties by city employees*
  - *New group each hour*
- **Lesson Learned - Some blocks had 100 some blocks had 600 people**

Day 9 - Repopulation

- **City checked in with businesses throughout the day**
- **Unexpected large amounts of:**
  - *Biohazard cleaning*
  - *Spoiled food*
  - *Rodents*

Day 10+ – Current Status

- **Public access restored**
- **Business center still open - economic injury support**
- **Local bank support of businesses**
- **Grief counselors available to anyone**
- **Reimbursement**
  - *100s of law enforcement requested*
  - *100s of law enforcement self -dispatched*
  - *Issues with continue for months*

UASI

- **Everything we purchased was used**
  - *Communication systems*
  - *Bearcats*
  - *Bomb robots*

Reverse 911

- **Everbridge tool**
- **Sent voice calls to all of Boston**
  - *"White pages"*
  - *Opt into categories*
  - *School lists*
- **Success rates**
  - *Text was great*
  - *Voice was very disappointing*
    - *Very long time to complete calls*
    - *Everbridge and Verizon each blame each other*
    - *Everbridge hesitant to provide reports*

Coordination – Who Lead

- **Law enforcement was incident command**
- **EOC**
  - *Family assistance center*
  - *Support and resources*
  - *Shelter*
  - *Reentry plan (all involved)*
- **Try to shorten time frame**
- **L.E. issues**
  - *P.D. help not requested many self- deployed*
- **EMAC wasn't requested – short time**

Red Cross Issues

- **No guidance but showed in force**
  - *Didn't want to call hotels*
  - *Didn't support shelter*
  - *City had to keep shelter open for 8 people*
  - *ARC was at State not in local EOC*

Media

- **Good on first day**
  - *Adhered to the no questions rule*
- **Day 2 wanted all of our plans to find out why "something like this could happen"**
  - *Plans were not provided*
  - *Reassured that we had plans*
- **Day 3 – nicer overall**
- **Now –media requesting info on**
  - *Number of staff activated*
  - *What exercises have taken place*
  - *Grant equipment*
  - *Cost*

The Shelter in Place Decision

- **State requested mass transit shut down**
  - *Once Mass transit shut down, had to close everything*
- **Originally 2 neighborhoods – Mayor's decision for regional SIP**
- **Cabs stopped – there was a rumor of bombs in cabs**
- **Many had to stay at work – hospital workers especially**
- **There was no official travel ban**

Information Sharing

- **State and Boston did not provide a rep 1st day, but saw everything through WebEOC**
- **WebEOC used**
  - *Don't really like it – too wordy*
- **UC was used loosely**
  - *Mostly PD collaborating*
- **Mayor – pulled all in to share information**
- **Formalized UC never created**
- **Limited info from FBI. JTTF good source for updates**

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