

## 9-11 Summit Survey Results

**How many respondents?** As of Friday, September 20, one hundred and twenty seven (127) conference participants responded to our online survey.

31% are panelists

69% are attendees

**Where are respondents from?** Conference participants come from across the country – representing thirty two states and the District of Columbia. New Yorkers make up 25% of participants; the next largest group is from California (10%).

**What kind of work do they do?** A majority of conference participants (61%) represent State Courts; while 12% come from Federal Courts. The remainder include representatives from academia, Bar Associations, and related non-profit organizations. Just under 6% are from state or federal government. Three quarters (73%) of conference participants are judges, state court administrators, or federal court administrators.

Judges	22%
State Court Administrators	39%
Federal Court Administrators	11%
Attorneys	6%
State Gov't/Law Enforcement	6%
Academic/Emergency Prof'l	4%

**What emergency or disaster experiences have conference participants had?** Nearly all conference participants have had experience with some kind of emergency or disaster. Experience with weather related conditions is the most common. However, nearly one third of conference participants have had experience with an act of terrorism; and, more than one-third (36%) have had experience with a feared act of terrorism.

Disabling winter weather	53%	Constr/industrial accident	17%
Feared act of terrorism	36%	Tornado	14%
Flood	32%	Earthquake	7%
Act of terrorism	30%	Air crash	2%
Fire	28%	Bioterror attack/threat	2%
Hurricane	21%	Bomb threats	4%
Threatened act of terrorism	28%	None	7%
Civil unrest	22%		

**How prepared are conference participants?** The majority (64%) represent organizations that have an emergency/disaster preparedness or response plan. Most of the remainder (32%) represent organizations that have discussed creating a plan though they do not currently have one in place.

**What elements go into a successful emergency/disaster preparedness or response plan?** There is widespread agreement among our participants about what should be included in a successful plan.

- 92% Note that evacuation plans should be included
- 80% - 89% Mention: procedures for protecting or restoring data; procedures if electric power is lost; restoring communications; safety and security of the physical plant; formal relationships with emergency management agencies; alternative work sites; assembly sites for evacuated employees; and bomb threats as issues that should be included.
- 70% - 79% Mention: biological threat; mail handling procedures; post-emergency evaluation; formal training sessions; counseling, support and debriefing programs for employees; and, formal relationships with law enforcement and/or legislative and executive branches of government.

Other issues that were mentioned included; the need for special consideration in dealing with sitting jurors, the importance of testing and exercises, and alternative transportation.

**What written materials should be included in a comprehensive Emergency/Disaster Preparedness or Response Plan? (Check all that apply.)** There is also widespread agreement on the content of written materials.

- 94% Written manual or plan
- 89% Written chain of command to be followed in an emergency
- 87% Task Lists or Check Lists for responsible individuals to use during an emergency
- 81% Quick-Reference Guides for employees and visitors to use during an emergency
- 68% Training manuals
- 64% Critical Evaluation forms to be completed after actual emergencies
- 62% Critical Evaluation forms to be completed after drills

**What percentage of financial responsibility should each of the following institutions bear for Emergency Preparedness or Response Plans for the judiciary?** Respondents look first to state government and then to federal government for funding emergency response plans.

**Median Percent of Financial Responsibility Assigned by Respondents**

- 26% State government
- 17% Federal government
- 16% State Administrative Office of the Courts
- 13% Local government (County / City / Town / Village)
- 11% Local courts
- 9% Federal agencies responsible for emergency management
- 4% Other
- 1% Private foundations / grant money

**Percent of respondents who think that each of the following institutions should bear no financial responsibility for Emergency Preparedness or Response Plans for the judiciary.**

**Percent of Respondents Who Assign NO Financial Responsibility**

- 71% Federal agencies responsible for emergency management
- 62% Federal government
- 60% Local courts
- 55% Local government (County / City / Town / Village)
- 54% State Administrative Office of the Courts
- 40% State government
- 95% Private foundations / grant money

**What emergency preparedness and response issues are conference participants most interested in discussing or learning about at the Summit?**(116 respondents)

- 27% seek detailed information about emergency response planning and what to include in plans
- 19% mention post-disaster recovery issues
- 14% express concerns about communication and coordination (with other agencies and with the media)
- 13% hope to get address funding issues and funding sources
- 9% mention evacuation or alternative work sites
- 9% mention bioterrorism or data recovery issues
- 9% mention risk assessment and issues surrounding court shutdowns
- 9% mention basics of courthouse security including getting staff to take security and emergency response seriously

All open-end responses appear on the following pages.

### **Responses to:**

#### **What emergency preparedness and response issues are you most interested in discussing or learning about at the Summit?**

- 1) What are priorities for such a plan; what should be done first before addressing less important tasks. 2) How one should go about preparing and implementing a plan. 3) What items are fundable now; what items may be future considerations.
- 1) Basic immediate protocols and responses 2) Establishing appropriate chains of command 3) What to do if lines of communication are severed. 4) Establishment of public address systems for Administrative Judges.
- 1) Evacuation plans and drills. 2) Guidelines to help evaluate a possible threat and the proper level of response. 3) Communication
- 1) Alternate work sites; 2) Communications during an emergency; 3) Developing a partnership with others in the community; 4) Transportation for court employees, and; 5) Maintain necessary security during emergencies.
- 1) Alternative locations for conducting court hearings; 2) The need to prioritize different court functions immediately after an emergency; 3) Prisoner movement in an emergency; 4) Communication to the public; 5) Employee evacuation plans.
- Alternative hot backup computer sites.
- Alternative sites
- Alternative Work Sites, Power Recovery, Bomb Threat Procedures
- Approaches to obtaining sufficient funding in an austere fiscal climate.
- Budget issues and funding opportunities.
- As a Health & Safety Professional, I have been involved with Emergency Preparedness and Disaster Drills for the past 15 years. I have encountered many forms of emergencies and have developed management plans for Hospitals, Colleges & Universities, as well as private corporations. The most important issues include a written plan, Pre-Emergency Planning and Post-Emergency Actions.
- Assisting the public with various legal problems which may be encountered following a disaster.
- Avoidance issues re-establishing effective services
- Biological preparedness and anti-terrorism plans.
- Biological threat and psychological effect and assistance to employees after threat or attack.
- Bioterrorism considerations and off site or redundant information system capabilities and courthouse physical security planning. How to generate interest in Security
- Consequence management post-biological attacks.
- Planning by the legislative branch and county commissions.
- Bomb threat, mail handling, managing emergency situations, training
- Bomb threats
- Bomb threats and violence/threats against judges and court staff.
- Business continuity planning; what other states are doing regarding physical security for facilities (hence jurists and staff) in light of bifurcated funding streams (e.g., localities responsible for court operational funding, but not necessarily taking lead responsibility to provide "necessary" security; and what is "necessary" security realistically?
- Charitable response to natural disasters
- Communications and public information in a crisis
- Communications
- Effective use of media during emergencies Awareness of the potential impact of comments by officials
- Evacuation

- My area of expertise is in media relations for a state court system. I would like to discuss the difficulties involved in dealing with the media during a major disaster or act of terrorism.
- Contingency Planning and Emergency Preparedness Manuals and documents.
- Contingency plans for continuing to operate court in the event of a Emergency/Disaster to include what issues you would need to address to conduct jury trials. Recognizing that most of the information you need to pull citizens in for a jury trial would be inaccessible, how would you prepare to assemble a jury in the event you loose your building and all your records.
- Coordination among not-for-profit, bar and other volunteer organizations and the court system.
- Coordination among responding agencies and entities.
- Coordination between the various agencies involved in the courts
- The proper roles of the various agencies that may be involved in such emergencies and how they are established in advance.
- Court Admin. & Practice issues; Safety & Security issues for the Courts. A meaningful exchange of information between jurisdictions both state and federal.
- Court Administration and Practice Issues - The Aftermath Safety and Security Policies - Safeguarding Court Records
- Disruption of services and restoration of court functions.
- Records Emergency Plans
- Data recovery and hot site planning
- Developing Plans
- Developing plans, testing plans and training about plans
- Emergency contingency planning, testing and plan refinement.
- Emergency planning process and preparations. What can and should court systems be doing to be prepared to meet emergencies as effectively as possible?
- Emergency/Disaster Preparedness and Response Plans
- Evacuation planning and protocols, NBC issues, screening and access issues.
- Essential functions that must be available during and immediately after a disaster.
- Evacuations and all types of post-disaster relief efforts.
- Evaluation and assessment of actual risk. i.e: how to avoid shut downs every time a local "yahoo" calls in a bomb threat. Can this be done effectively by limiting access to areas available for depositing charges or chemical agents?
- Examples of evacuation procedures and communication methods during emergency- How to recover "normalcy" during emergency. How do you get qualified counselors to help staff immediately after emergency and how do you use them as time goes on? How do you get staff to feel "safe" after an emergency ?
- Experiences of those who have had to manage through disasters, lessons learned, things to avoid, best practices.
- Experiences on use of emergency plans, to improve what we have.
- Experiences of other state courts as well as funding for emergency preparedness.
- Financing Emergency Management Plans ; Communicating and educating regarding Emergency Management Plans Government/Community Emergency planning coordination
- How other jurisdictions have handled their problems, noting their successes and those areas where things could have been better.
- How secure must a courthouse be. Do the employees need to be searched to the same extent as the public.
- How the legal profession as a whole responds to emergency situations and assists the public in recovery efforts.
- How to assess the credibility/seriousness of threats. How to maintain calm among the staff and the public.
- How to develop an emergency preparedness plan with existing resources.
- How to establish a dedicated source of funding from state and federal governments.
- How to get judges and court staff to take security seriously. Security is fine and important as long as "I or We" are not inconvenienced by the measures.
- How to obtain funding

- I am most interested in dealing with natural disasters such as earthquakes. One issue for us after 9-11 was employees fear of what might happen locally versus the need to continue service to the public.
- I am most interested in learning from the experiences of other jurisdictions and discovering resources that can be used in training.
- I am primarily interested in hearing from the New York City folks who experienced first hand the destructive effects of 9/11. What were the immediate and long-term impacts on court operations? What did they do to respond to the immediate emergency?
- I am so interested in what has been developed elsewhere as security standards specifically for the courts.
- I am interested in how we make the courts safe for the public and staff, yet with minimal sacrifice to the court as an accessible institution.
- I am very interested in learning to protect data. I am also interested in learning how to deal with a situation in which a court building is shut down due to an act or threat of terrorism.
- I would appreciate information concerning measures courts should take to insure the physical security of the courthouse including the perimeter, entrances, and employee and visitor screening. I would appreciate information and ideas on funding sources for enhanced security other than legislative appropriations. I would appreciate information on screening mail, parcels and deliveries to the courthouse.
- I would like to see other emergency response plans and standard operating procedures from other states.
- I'm interested in learning about what information needs to be included in a comprehensive emergency preparedness plan.
- In NYC we experienced severe disruption of phone service. We became very dependent on e-mails and web sites for getting up-to-date information. My firm issued Blackberry wireless e-mails to all attorneys because they worked when phones did not. We also experienced many bomb threats and evacuations with follow-on disruption.
- All of this is hard to plan for. Our prior contingency plans focused on floods, hurricanes, and power outages more than this eventuality of a terrorist attack. Random bombings and building security remain concerns
- Incident command, mutual aid, standard operating procedures, medical emergency powers, alternative work sites, HAZMAT law
- Leadership
- Lessons learned from actual personal experience
- Necessary preparation for security of buildings and employees in anticipation of threats involving violence, explosives and biohazards, and safest procedures in response to explosive and biohazard attacks; any needed special security measures to protect particular classes of employees, building areas or facilities; necessary coordination among executive and judicial agencies
- Needed legislation
- Planning and implementation procedures and organization
- Possible communication options; simplification of emergency plans; lessons learned from others that have faced critical situations.
- Post emergency recovery
- Pre planning and Recovery
- Preparation for response to assist victims and families
- Preparation for such an event
- Preparation of a disaster recovery plan
- Procedures that would allow local courts to suspend activities based on emergency situations on Statewide basis without having to rely on Governor's Executive Order, etc.
- Processes used for emergency planning. Resources available to courts to implement plans. Experiences of other jurisdictions.
- Protecting the Courts, how to handle prisoners, shortfalls in federal, state, and local statutes.
- Real experience in preparing/testing/implementing business continuity plans.
- Recovery issues. (informational and operational )
- Recovery to as normal operations as can be expected.
- Relocation and recovery operations
- Responses in event of Civil unrest or acts of terrorism
- Restoration of court services; communication protocols
- Restoring data integrity

- Risk Assessment and vulnerability identification.
- Safeguarding court records
- Safety and security issues, chemical and biological terrorism, communication issues with a disaster
- Sample plans from other jurisdictions; -Training (who conducts it, who updates plans, etc...)--time intensive and useless unless kept current; -How to get buy in from Court administrators who say, "it'll never happen here..."
- Security for courthouses
- Strategic partnerships necessary for the expeditious continuation of services after an emergency occurs.
- Strategies for acquiring funding support Information on protecting information stored electronically
- Terrorism and civil unrest
- Terrorism response plans Intelligence gathering and exchange New Terrorism Security Training for all court personnel
- Terrorist emergency
- Terrorist threats, natural disaster preparedness
- The need for early crisis intervention for managers and staff. The need for pre-incident education/training for managers and staff.
- Threat assessment for the judicial branch and security protocols for judges while at work and going to and from work.
- Treatment of incarcerated individuals: keeping the court records safe: notice and preparation
- Use of an Administrative Order or law by other states. Examples of state emergency plans. Backup computer systems, when primary fails or is destroyed. Public information plans and guidance to public
- We have learned from the WTC attack that some people were told not to evacuate. This direction probably resulted in the death of many people. How can we assure our workers that a direction not to evacuate will not result in the same tragic end?
- Weather related emergencies....bomb threats....Courthouse security
- What are the best, cheapest, fastest, ways courts can improve their performance in this area.
- What cooperation Federal and State courts and Federal and State agencies can expect in the event of an emergency? Should these cooperation be formalized in each other's COOP? For example, an alternate location to hold court or for a disaster recovery team to meet.
- What elements need to be included in emergency preparedness plans, given the experience of the NY courts.
- How to bring the other necessary players, such as law enforcement, to the table to ensure a comprehensive plan. How to best test, de-brief, and revise the plan in simulations before actually needing it. How to coordinate with state and federal agencies to ensure the local level has the best "real" information, not rumor.
- What emergency plans other states have implemented sources for funding for creating and implementing
- What is a realist approach to plan for emergency.
- What is the true level of threat absent political and media rhetoric. Our state is cutting state government -how do we pay?
- What other Courts are doing in regard to preparedness.
- What resources would Albany provide for cleanup after the resolution of run-of-the-mill emergencies, i.e., court records damaged by floods or the replacement of equipment which has been likewise damaged?
- What to do when funding is not available...and the funding is unavailable as a direct result of the terrorist attacks last year.

# 9-11 SUMMIT

## Participant Survey

This survey is for participants in the 9-11 SUMMIT.

Please answer **every** question. Results of this survey will be made available to all participants and attendees at the 9-11 Summit.

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1. Are you  a panelist  an attendee

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2. Where are you from?

If other, please specify:

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3. What is your organizational affiliation?

If other, please specify:

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4. What position do you hold?

If other, please specify:

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5. What emergencies or disasters have you encountered in your current position or in another similar position?

**Check all that apply.**

- Act of terrorism
- Civil unrest
- Construction or industrial accident
- Disabling winter weather
- Earthquake
- Feared act of terrorism
- Fire
- Flood
- Hurricane
- Threatened act of terrorism

- Tornado  
 None  
 Other - Please Specify:
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6. Does your organization have an emergency/disaster preparedness or response plan?  Yes  No

**IF NO:** Has the organization discussed creating such a plan?  Yes  No

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7. In your opinion, what elements must be addressed for a successful Emergency/Disaster Preparedness or Response Plan?

**Check all that apply.**

- Alternative work sites  
 Assembly sites for evacuated employees  
 Biological Threat  
 Bomb Threat  
 Counseling, support and debriefing programs for employees  
 Evacuation Plans  
 Post-emergency evaluation  
 Formal training sessions  
 Formal relationships with Emergency Management Agencies  
 Formal relationships with law enforcement agencies  
 Formal relationships with legislative and executive branches of federal, state or local governments  
 Mail Handling Procedures  
 Procedures for protecting data  
 Procedures if electric power is lost  
 Restoring communications  
 Restoring lost data or damaged physical records  
 Safety and Security of the physical plant  
 Other - Please Specify:
- 

8. In your opinion, what written materials should be included in a comprehensive Emergency/Disaster Preparedness or Response Plan?

**Check all that apply.**

- Written manual or plan  
 Written chain of command to be followed in an emergency  
 Quick-Reference Guides for employees and visitors to use during an emergency  
 Task Lists or Check Lists for responsible individuals to use during an emergency

- Critical Evaluation forms to be completed after drills
- Critical Evaluation forms to be completed after actual emergencies
- Training manuals
- Other - Please Specify:

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**9.** Please indicate what percentage of financial responsibility each of the following institutions should bear for Emergency Preparedness or Response Plans for the judiciary.

The total should be 100 %.

- % Local courts
- % Local government (County / City / Town / Village)
- % State Administrative Office of the Courts
- % State government
- % Federal agencies responsible for emergency management
- % Federal government
- % Private foundations / grant money
- % Other - Please Specify:

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**10.** What emergency preparedness and response issues are you most interested in discussing or learning about at the Summit?