



TSAG Case Studies Workshop and Webinar
2009 Fort Hood, Texas
Army Base Shooting Incident:
A Multi-Agency Emergency

August 3, 2010

Sponsored by the ITS Professional Capacity Building Program, ITS Joint Program Office, Research and Innovative Technology Administration, U.S. Department of Transportation



The **Transportation Safety Advancement Group (TSAG)**

Multidiscipline forum to *promote technology for public safety* and provide guidance to the US DOT, ITS Joint Program Office.

TSAG members are dedicated to enhancing traveler and emergency responder safety on our nation's roadways through advancing the application of ITS and related technologies and the promotion of inter discipline and inter agency cooperation.



ORGANIZATIONAL STRUCTURE



ITS Joint Program Office
Public Safety Program Coordinator

ITS America
Vice President of Programs



TSAG Chair

TSAG Vice-Chair

Immediate Past Chair

ITSA Safety Forum Representative

Executive Committee

Transportation Safety Advancement Group Membership
Comprised of Eight (8) Transportation & Public Safety Interest Communities, Two (2) Members Each

Academic & Research

Emergency Communications

Emergency Management

Emergency Medical Services

Fire & Rescue

Law Enforcement

Technology and Telematics

Transportation Operations

U.S. Department of Transportation Modal Agency Representatives

NHTSA

FRA

FTA

RITA

FMCSA

FHWA



TSAG Case Studies Workshops Series

Support TSAG charter to *promote technology for public safety* through workshop objectives to:

- Clarify actual circumstances of the case study
- Discuss established response policies, protocols and procedures
- Review public safety technology applications
- Identify unique management and response circumstances and challenges
- Review technology based successes, failures, and lessons-learned



*Fort Hood, Texas Shooting
Incident*

*TSAG Case Studies Workshop
August 2010*



Workshop Intent

- *Focus on the need to review the connections, both in relationships and technology, between the defense community and the civilian first responder community called to support in force protection incidents.*



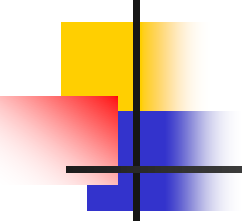
Workshop Outline

- *Session One*
 - *Overview of the Incident*
 - *The Event – Incident Circumstances and First Responder Actions*
- *Session Two*
 - *Interagency Coordination Applications*
 - *Key Public Safety Technology Applications*
- *Session Three*
 - *Scene Management/Victim Evacuation/Trauma Center Support*
- *Wrap-Up Discussion*
 - *Successes, Failures & Lessons Learned*
- *Closing Remarks*



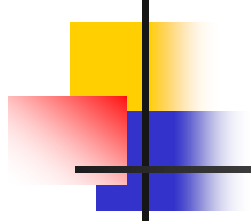
Session One

- *Overview of the Incident*
- *The Event – Incident Circumstances and First Responder Actions*



*“Those who cannot remember
the past are condemned to
repeat it”*

-George Santayana



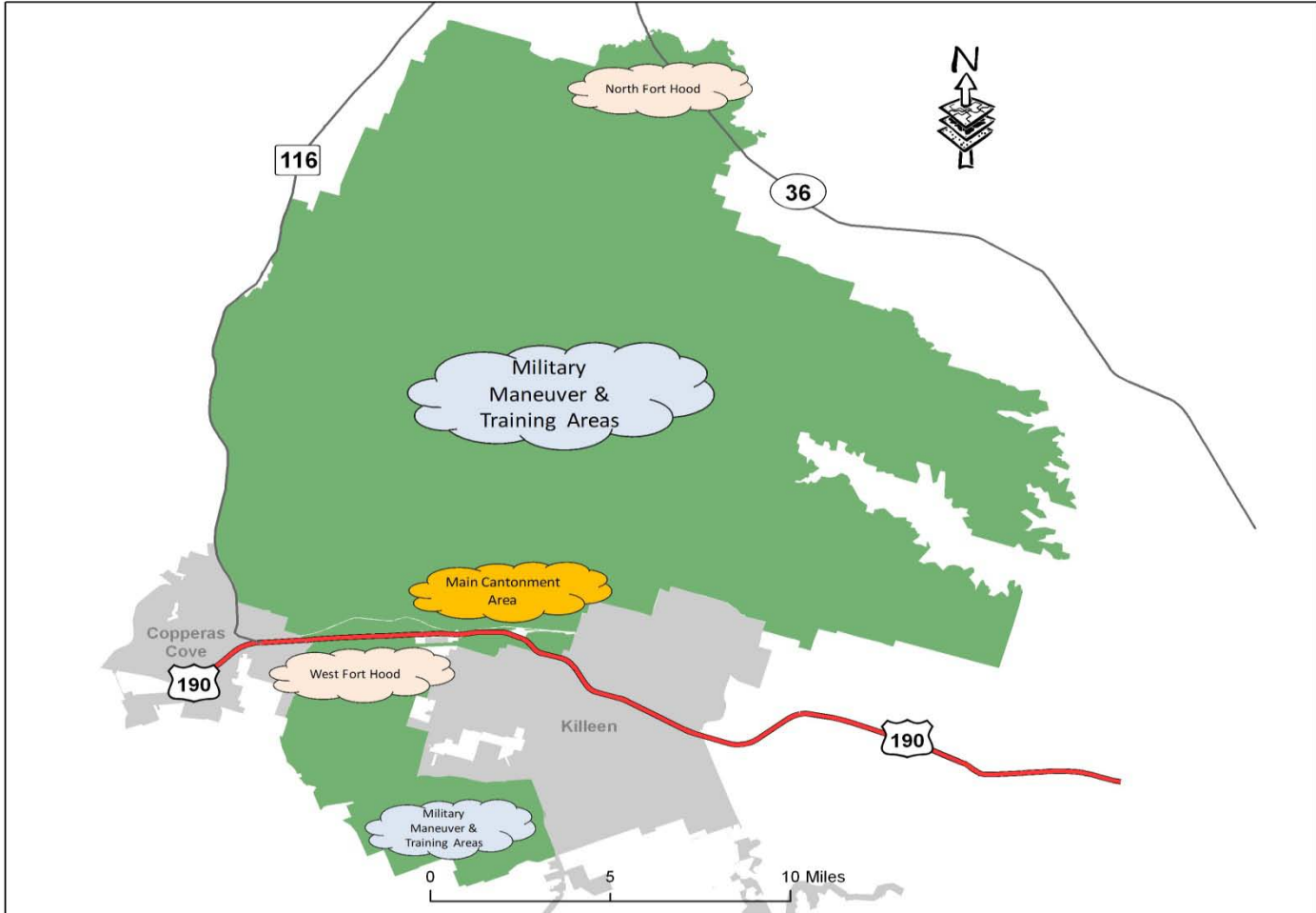
Video Presentation



Setting the Stage

- *Fort Hood is the largest military installation in the free world.*
- *Home to approximately 70,000 soldiers and their families.*
- *Consists of three sections:*
 - *Main Cantonment*
 - *West Fort Hood*
 - *North Fort Hood*

Fort Hood Map





Regional Context

- *Fort Hood is located in the Central Texas Council of Governments region.*
- *Region is larger than six U.S. States.*
- *Regional population of over 500,000.*
- *Seven Counties and Thirty-three cities.*
- *Main transportation arterials are US Hwy 190 and IH-35 to the east.*



Incident Overview

- *Single gunman*
- *Total incident time from 9-1-1 call to assailant apprehension about five minutes.*
- *13 people killed*
- *43 wounded or injured*
- *Initial incident handled completely by Fort Hood personnel*
- *Fort locked down for over seven hours.*



The Initial Response

- *9-1-1 calls were the first notification of the incident.*
- *Two civilian police officers who had been directing traffic on post respond to the 9-1-1 call.*
- *Shooter is shot and casualty response begins.*



The Casualty Response

- *Two ambulances and an incident command vehicle arrive on scene within three minutes of the call.*
- *Ultimately ambulances and EMS personnel from throughout the region responded to treat and evacuate the wounded and injured.*
- *Victims treated at the military hospital and two local hospitals, one a trauma center.*



Questions?



Session Two

- *Interagency Coordination Applications*
- *Key Public Safety Technology Applications*



Interagency Coordination Applications

- *Background*

- *Historical shift from post-centric response to regional response.*
- *Region-wide Mutual Aide Agreements*
 - *Indemnification and Liability Issues*
- *Regional Response Protocols*
 - *Multi-Agency Coordination Center*
 - *Regional Medical Operations Center*



Tiered Response System

- *Concept is that an incident escalates and strips a jurisdiction's ability to respond, other levels are activated.*
- *Three tracks, command, resources, and medical.*
- *Command stays on-site based upon jurisdiction, resource and medical tracks activated as needed.*
- *Local, County, **Regional**, State*



Key Public Safety Technology

- *9-1-1*
- *Interoperable Radio Communications*
- *Incident Management*
- *Mass Notification*
- *Data Communications*

Technology Focus

9-1-1

- *Military 9-1-1 System*
- *Answers calls placed from military phones.*
- *Basic 9-1-1, no automatic data feeds.*
- *Drives military driven response to incidents.*
- *Civilian 9-1-1 System*
- *Answers calls placed from private lines and cell phones on post.*
- *Enhanced 9-1-1, full number and location notification feeds.*
- *Drives both military and civilian response to incidents.*



Call Routing

- *Current agreements results in all calls other than official military being routed off-post to Bell County Communications.*
- *During this incident most calls were cellular so they were answered off-post.*
- *Current agreements result in those call being transferred back to post on administrative lines.*
- *This transfer strips all data from the call.*
- *Once the scope of the incident was realized, Bell County Communications stayed on the line to transfer data to Fort Hood.*



Technology Focus

Interoperable Radio Communications

- *The region uses a mix of 800 Mhz. and VHF radio systems.*
- *Fort Hood uses an 800 Mhz. system which is encrypted for security purposes.*
- *Interoperability is gained through the use of Director IP translator consoles which electronically patch disparate systems together.*
- *Protocol in mutual aide incidents is for Fort Hood to switch off their encryption so civilian entities can communicate during the response.*



Technology Focus

Incident Command

- *The nations first responders utilize the National Incident Management System (NIMS).*
- *NIMS provides a consistent framework and template for preparation for, response to, and recovery from emergencies.*
- *The military uses a different system that is not fully compatible.*



Technology Focus

Mass Notification

- *The region uses an Emergency Notification System (ENS) to keep the public informed during emergencies.*
- *ENS allows mass communication utilizing telephone databases.*
- *The military uses a system of loudspeakers (big voice) as a part of their response.*



Technology Focus

Data Communications

- *New technologies are being deployed which are currently unavailable to military installations.*
- *WebEOC – Currently in use to manage resources during response.*
- *Live Scan – Currently in use to provide biometric identification.*
- *Fat Pot – Data fusion software for increased situational awareness.*
- *Next Generation 9-1-1 – Provides digital technology to the current system, expanding the range of response options.*



Session Three

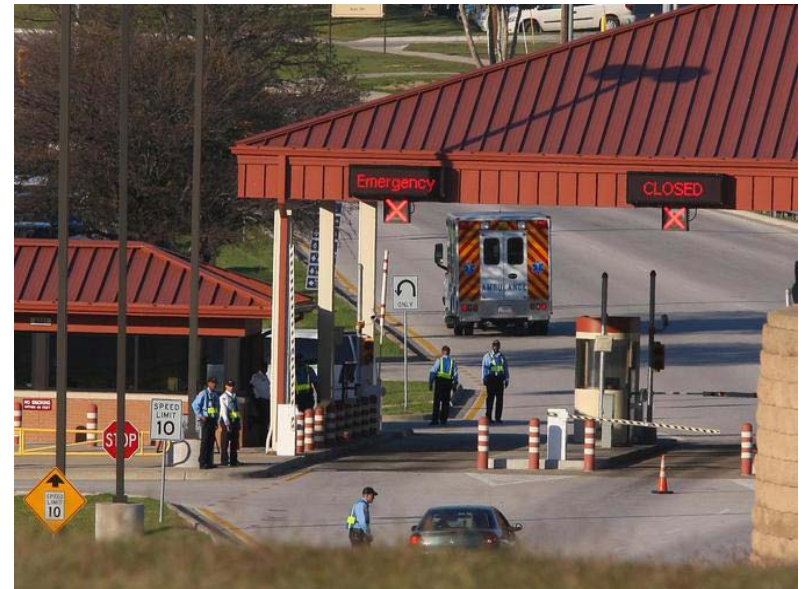
- *Scene Management/Victim Evacuation/Trauma Center Support*



Video Presentation

Scene Management

- *Intelligent Transportation Systems*



Trauma Center Support





Wrap-Up Discussion

- *Successes*
 - *Rapid response and action*
 - *Civilian mobilization and support*
 - *Situational control (lock-down)*
- *Failures*
 - *Communication Issues (9-1-1 and Radio)*
- *Lessons Learned*
 - *Technology Issues (ITS, ENS, E9-1-1, Data)*
 - *Credentialing Shortfalls*
 - *Lock down issues (communications, schools, response)*



Closing Remarks

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