

In

Page 1 of 1

From: Charles Jennings <cjenning@jjay.cuny.edu>
To: wtc@nist.gov
Cc: dlowe@nist.gov
Subject: WTC Draft Final Report Comment Form for Report: NCSTAR 1

Information Submitted on: 8/5/2005.

Name : Charles Jennings
Affiliation : John Jay College
Email Address : cjenning@jjay.cuny.edu
Phone : 9144226400
Report Number : NCSTAR 1
Page Number : 19
Paragraph : paragraph 4

Comment : Tone alert capability could be useful for distress signalling, but alternate technologies including using MDC1200 identifiers with a distress button or a separate digital communications network for accountability could be more effective given the limitations on frequencies during a major incident.
Comment Reason : NIST, as a technology agency, should identify alternative means for improving accountability and ability to signal emergencies on such incidents.

Revision Suggestion :

2005 WTC Report Comment Application 1.0, dlowe@nist.gov, rev. 6/21/2005

From: Charles Jennings <cjenning@jjay.cuny.edu>
To: wtc@nist.gov
Cc: dlowe@nist.gov
Subject: WTC Draft Final Report Comment Form for Report: NCSTAR1-8

Information Submitted on: 8/5/2005.

Name : Charles Jennings
Affiliation : John Jay College
Email Address : cjenning@jjay.cuny.edu
Phone : 914-422-6400
Report Number : NCSTAR1-8
Page Number : 1
Paragraph : bullet points after first paragraph
Comment : NIST needs to identify minimum needs for technology infrastructure and information to manage complex incidents of this type. The basic deision support infrastructure in place at FDNY was essentially unchaged from 1993 despite lessons learned at the first event and massive technological change in the industry.
Comment Reason : self evident. Needs for lessons learned nationally for policy formation.

Revision Suggestion :

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Information Submitted on: 8/5/2005.

Name : Charles Jennings
Affiliation : John Jay College
Email Address : cjenning@jjay.cuny.edu
Phone : 914-422-6400
Report Number : NCSTAR1-8
Page Number : xlix
Paragraph : paragraph 3

Comment : The inability to establish a unified command was a major failure, and the rationale for explaining this should be elaborated as a matter of policy, discipline, or environmental factors.

Comment Reason : self evident. Unified command is a major objective of NIMS and federal efforts to promote incident management.

Revision Suggestion :

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Name : Charles Jennings
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Email Address : cjenning@jjay.cuny.edu
Phone : 914-422-6400
Report Number : NCSTAR1-8
Page Number : xviii
Paragraph : Paragraph 6, first sentence.
Comment : NIST set out to interview 100 firefighters. According to the report, only 68 were interviewed, and of those, only a handful appeared to have operated inside the towers above grade level.
Comment Reason : Methodological validity of firefighter comments and experience hinge on wide and representative participation in interviews.

Revision Suggestion : Indicate more precisely the assignment of personnel interviewed from the FDNY and if cooperation was received. If not, were barriers presented by City Attorney, FDNY leadership, or organized labor?

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Email Address : cjenning@jjay.cuny.edu
Phone : 914-422-6400
Report Number : NCSTAR1-8
Page Number : xlix
Paragraph : paragraph 2, last sentence
Comment : The lack of liaison officers at each command post jeopardized incident outcome and was a violation of procedure.
Comment Reason : self evident. If existing practices were not applied, they should be reinforced as lessons for future responders and policy makers.

Revision Suggestion :

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X-Sieve: CMU Sieve 2.2
From: Charles Jennings <cjenning@jjay.cuny.edu>
To: wtc@nist.gov
Cc: dlowe@nist.gov
Subject: WTC Draft Final Report Comment Form for Report: NCSTAR1-8
Date: Fri, 05 Aug 2005 17:15:02 -0400
Organization: NIST/BFRL Web Site
X-Mailer: SA-SMTPMail 1.0 (<http://www.aspstudio.com>)
X-MailScanner:
X-MailScanner-SpamScore: sss
X-MailScanner-From: cjenning@jjay.cuny.edu

Information Submitted on: 8/5/2005.

Name : Charles Jennings
Affiliation : John Jay College
Email Address : cjenning@jjay.cuny.edu
Phone : 914-422-6400
Report Number : NCSTAR1-8
Page Number : xlii

Paragraph : Last paragraph, next to last sentence.

Comment : While principals interviewed indicated that they thought that firefighting on upper floors was not a reasonable option, there was no indication that this belief was translated into a strategic or tactical incident objective, nor that it was communicated to firefighters operating at the scene.

Comment Reason : self evident.

Revision Suggestion : Please elaborate on if these priorities were communicated to responders.

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To: wtc@nist.gov
Cc: dlowe@nist.gov
Subject: WTC Draft Final Report Comment Form for Report: NCSTAR1-8
Date: Fri, 05 Aug 2005 15:06:40 -0400
Organization: NIST/BFRL Web Site
X-Mailer: SA-SMTPMail 1.0 (<http://www.aspstudio.com>)
X-MailScanner:
X-MailScanner-SpamScore: sss
X-MailScanner-From: cjenning@jjay.cuny.edu

Information Submitted on: 8/5/2005.

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Report Number : NCSTAR1-8
Page Number : 24

Paragraph : Paragraph 1, sentence 2.

Comment : Referring media inquiries to an agency during an ongoing emergency, particularly when information will be directed to trapped occupants, is not appropriate. Emergency services should have a means for directly speaking with the press.

At an EOC, or a dedicated location, a "live feed" capability with a dedicated spokesperson to read instructions to the trapped occupants via the media.
Comment Reason : At mass events such as this, there is a clear need for timely and definitive communication to civilians and responders in an affected area. Using existing means are ineffective, as we have seen.

Revision Suggestion : Consideration should be given to setting up a facility for shared "live feeds (audio and video) in the 9-1-1 or EOC of a City to permit real-time provision of information culled from incoming 9-1-1 calls that can identify emergent issues, such as evacuation routes, stairwells obstructed, staying off roof, etc.

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