



**TEXAS TECH UNIVERSITY**  
**HEALTH SCIENCES CENTER**  
*at Amarillo*

Emergency Operations Plan  
September 2013

Approved by the TTUHSC Amarillo Administration

A handwritten signature in black ink, appearing to read 'M. E. Hooten', written over a horizontal line.

Michael E. Hooten, EdD, FACHE  
Regional Dean, School of Allied Health Sciences  
And Assistant Vice President Finance and Administration

**Purpose:** The purpose of this TTUHSC Amarillo Emergency Operating Plan (EOP) is to establish responsibility for the development of task assignments and updating the distribution of the EOP.

**REVIEW:** This plan will be reviewed before September 1 of every year (EY) by the TTUHSC Amarillo Chief of Police; Director, Facilities, Maintenance, and Operations; and Safety Services Manager, with recommendations for revisions, forwarded to the TTUHSC Amarillo Vice President for Finance and Administration by September 1.

## 1. STATEMENT OF PURPOSE AND AUTHORITY

This Emergency Operations Plan (EOP) is designed to rapidly and efficiently mobilize the TTUHSC Amarillo resources to respond to any emergency which may affect the **TTUHSC campus in 0 - 24 hours that can be handled with local resources.**

In the event the emergency operations extend **beyond 24 hours and require additional resources**, the Incident Command System (ICS) will be established in accordance with the National Incident Management System (NIMS) guidelines. See Attachment A.

Implementation of this plan may occur under the following circumstances, depending on the nature and circumstances of the emergency:

- External disasters
- Internal disasters

Emergency operations consider the need to prevent, mitigate, prepare, respond, and recover when a disaster is imminent or strikes. Announcements will be made by “Stat!Alert” emergency messaging system, overhead paging, phone (call tree), TV, radio, and/or the campus “Amarillo All” email.

If conditions permit pre-planning, all available information will be provided to the Assistant Vice President for Finance and Administration (AVPFA) and the TTUHSC staff (police, physical plant and safety services) for determination of the need for implementing this Plan (EOP). In the event of a crisis (tornado, fire, explosion, etc.) where an immediate response is required, this Plan will be implemented according to the instructions contained herein.

Because of its geographical location and the nature of the work performed at TTUHSC-Amarillo, the institution is subject to emergencies from the following contingencies:

- Blizzards, ice storms, heavy snowdrifts
- Tornado
- High winds
- Severe Thunderstorms, hail, and flash flooding
- Fire and/or explosion
- Utility outage or shortage

- Hazardous material spill
- Radiation accident/incident
- Civil disturbance
- Active shooter

The TTUHSC has five building locations that are located within the Harrington Regional Medical Center complex:

- 1300 Coulter – School of Pharmacy
- 1310 Coulter - Pharmacy Academic Center;
- 1400 Coulter - School of Medicine and School of Allied Health Sciences;
- 1400 Wallace – Women’s Health and Research Institute;
- 1406 Coulter – Amarillo Research building.

The TTUHSC has operations in off campus space

- 7120 I-40 Park West –Correctional Healthcare
- 1901 S Medi-Park Drive, Suite 2051, Amarillo 79106

Emergency incidents would have the greatest affect upon the faculty, staff, students, patients, and visitors during normal operations, Monday through Friday, 8:00 am to 5:00 pm.

The primary purpose of this Emergency Operations Plan is to respond to external and/or internal disasters by providing a system of prompt, effective emergency care for victims of any disaster, natural or man-made, which occurs within the TTUHSC at Amarillo facilities. Every department needs to review and familiarize themselves with their role and responsibilities in the EOP.

## 2. LOCAL EMERGENCY SITUATIONS

Emergencies which are not of a magnitude requiring activation of the Emergency Operations Center will be handled through normal administrative channels. The emergency, hazard, or disaster would probably come to the attention of the TTUHSC Police. The individuals required to report to the scene, or to be contacted, will normally be notified by the TTUHSC Amarillo Police Department. Depending on the circumstances and the nature of the problem (fire, explosion, tornado, chemical, biological, radiological, public disturbance, etc.), the physical presence of some or all of the following individuals may be required.

- Dean, School of Pharmacy; 354-5463
- Regional Dean, School of Medicine; 354-5401
- Regional Dean, School of Allied Health Sciences; 354-5589
- Regional Dean, School of Pharmacy; 356-4000 ext 341
- Assistant Vice President for Finance and Administration; cell 679-0594
- Officer in Charge (OIC), TTUHSC Police; 354-5568, cell 206-2805
- Director, Facilities Operations and Maintenance; 354-5647, cell 679-2101

- Manager, Safety Services; 354-5441, cell 316-0918
- Assistant Dean for Finance and Administration, School of Medicine; 354-5403
- Assistant Dean for Finance and Administration, School of Pharmacy; 356 -4000
- Manager, Communications and Marketing; 354-5412, cell 881-4326
- Director, Information Technology Services; 354-5404
- Manager, General Services; 354-5415
- Director, Ambulatory Clinic. 354-5555, ext. 240

#### External Community Units

- Amarillo Police Department
- Amarillo Fire Department
- Ambulance 911
- Potter County Sheriff Department
- Randall County Sheriff Department
- Department of Public Safety
- Federal Bureau of Investigation
- Alcohol, Tobacco, and Firearms

### 3. EMERGENCY OPERATIONS CENTER

#### A. Activation and Mobilization

Contact communications will be made by land line, cellular phone, or hand held radios. The activation of the Emergency Operations Center for the purpose of mobilizing forces to meet any natural disaster or civil disturbance shall be at the order of the AVPFA; TTUHSC Police Department; Safety Services Department; and Facilities Operations & Maintenance. In the absence of key personnel, the Emergency Operations Center will be activated by a designated representative from these departments. These individuals are responsible for notifying those members of the TTUHSC at Amarillo community necessary to meet a given emergency situation. Department heads are responsible for alerting their subordinate personnel and assembling those persons necessary to meet the emergency. The decision to call up forces other than those identified above will reside with the AVPFA, who serves as the Director of Emergency Operations.

#### B. Personnel Staffing in the Emergency Operations Center

The Emergency Operations Center shall be staffed by a minimum number of command personnel and only those deemed necessary to meet the existing emergency situation. One representative from each of the following areas will be required to report to the Emergency Operations Center upon notification:

- 1: The Deans / Regional Deans of each school
- 2: AVPFA
- 3: TTUHSC Police Department
- 4: Safety Services
- 5: Communications and Marketing

## 6: Facilities Operations & Maintenance

No person other than those specifically notified will report to the Emergency Operations Center. Those persons so identified as members of the Emergency Operations Center will be responsible for formulating programs for notification of their subordinate personnel and coordination of the total effort.

### C. Locations: (but not limited to these, dependent upon the situation)

Primary: The Emergency Operations Center will activate in the TTUHSC Academic Bldg., 1400 Coulter. Persons receiving formal notification of an alert shall report immediately to the 4<sup>th</sup> floor conference room, 1400 Coulter. An assessment will be made to continue operations in this location, or relocate for more effective operations.

Secondary: In the event of a severe weather threat and /or disaster, the EOC will locate in B 450, Physical Plant conference room, 1400 Coulter.

## 4. DUTIES AND RESPONSIBILITIES OF EMERGENCY OPERATIONS STAFF

A. TTUHSC Police- It will be the responsibility of the representative of this department to make estimates of the extent and the character of the disaster and report this information immediately to the Director of Emergency Operations. Throughout the disaster situation, the police will be responsible for the collection and dissemination of intelligence information for planning purposes. Based on this information, the Director will make the decision of action to be taken and the mobilization of forces sufficient to meet the emergency situation. Police responsibilities include taking charge of the affected area until such time as relieved by proper authority. Primary responsibilities will be to maintain traffic control in and out of the area as well as preserving law and order. As the first persons on the scene, TTUHSC Police personnel will aide in the evacuation of the injured until medical help arrives. This department will provide communication from the scene to the Emergency Operations Center in order to facilitate the organization of rescue and relief operations.

B. AVPFA - The representative from this office will be responsible for remaining in continuing communication with the TTUHSC administration in Lubbock. The representative from this office will clear for distribution, through the Director of Communications and Marketing, all official warnings and/or PR information released to the news media. This representative will facilitate contact between the aforementioned persons for the purpose of planning and decision-making relative to the particular emergency situation.

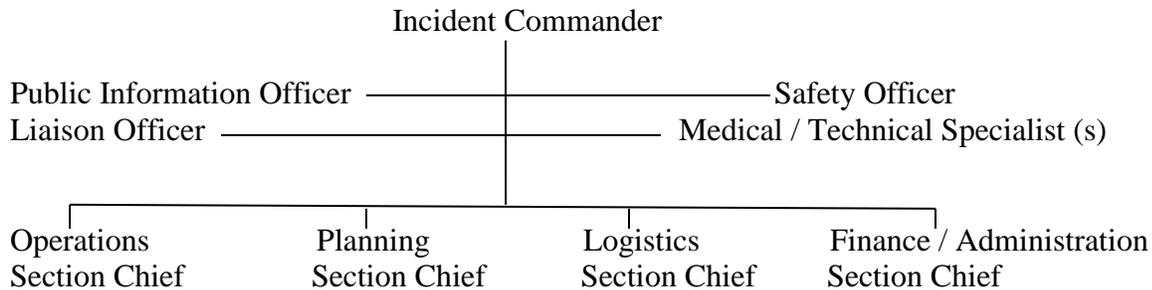
C. Safety Services- The representative from this department will coordinate their efforts with those of the police, fire-fighting forces, and medical services. This representative will be responsible for surveying the casualty area in the interest of public health and safety. Potential chemical, biological, and radiological problems will be monitored.

D. Facilities Operations & Maintenance- It will be the responsibility of the representative from this department to mobilize those forces necessary to meet the emergency situation. This representative will be responsible for coordinating all requests for supplies and personnel needed by the disaster teams in regards to the facilities operation and for making arrangements for obtaining and delivering these resources to the affected area. Personnel within these forces should perform any action which would lessen the chance of a secondary disaster. If the disaster has been one which breaks gas mains and power lines, all gas valves and electric power to the affected area should be turned off at once. It will also be the responsibility of this department to clear debris from blocked streets, entrances and roads as soon as possible. Additional available forces, not otherwise employed, will be utilized in providing assistance to any other forces needing additional manpower.

E. General Services/ Medical Stores/ Pharmacy - It will be the responsibility of these departments to provide medical supplies to the disaster site and transportation of the various teams into the affected area if needed.

## 5. INCIDENT COMMAND SYSTEM

- A. Depending upon the extent and duration of the emergency, the Incident Commander will establish an Incident Command Center. The size and number of sections, branches and divisions will be based upon the extent and duration of the emergency / disaster.
- B. Example of the emergency operations staff (ICS) organization



Branches and units are established as needed for each section

Communication and incident tracking with the city of Amarillo emergency management office may be also made through the Web EOC system.

## 6. DEPARTMENT PLANS

A. Department plans must address general responsibilities of departments and their employees during an emergency/disaster, as well as department-specific activities for protecting resources and equipment. Detailed departmental plans are developed and maintained by each department. A copy of each plan should be provided to the Office of Safety Services.

Departmental plans should include a continuity of operations plan (COOP) which include, but are not limited to the following:

1. Risk and vulnerabilities assessment;
2. Identification of key staff and means by which to contact them;
3. Whether the department will be operational during an emergency;
4. Identification of Essential and Non-essential personnel job duties;
5. An outline of the orderly shutdown of departmental processes;
6. Identification of alternative sites for department functions;
7. Identification of alternative locations for storage of supplies, records and other critical business items, if the primary department location must be vacated;
8. An outline of the process for restoring department services following an emergency event;

The institutional plan is intended to ensure that personnel in the institutional administration, academic administration, and business administration who are responsible for responding to emergency situations know specifically what functions they are to perform to accomplish the mission assigned to their departments. Departmental plans should be patterned after the institutional plan, concisely stating the mission assigned to that department, and defining the processes needed to accomplish the mission.

B. Personnel of each department should know:

1. Their emergency classification (essential, non-essential, etc.)
2. The location of the payroll policies that will apply during the emergency
3. When to leave, as well as when they return to work

To ensure the desired outcome during a real situation, departmental in-service education and practice drills should be sufficiently detailed and frequent enough to provide a thorough understanding of the plan as it applies to each employee.

## 6. EMERGENCY CODE PROCEDURES

- a. Code RED -denotes a fire emergency within the structure. Refer to Emergency Fire procedures for your department for evacuation routes and accountability in the assembly area. The Amarillo Fire Department will respond in support of campus operations.
- b. Severe Weather WATCH and WARNINGS - thunderstorms or tornadoes are expected and could become severe. If a tornado is seen in the area, a WARNING will be issued.
- c. Code BROWN- Tornado or severe weather has been sighted in vicinity or on a collision course with TTUHSC buildings. If emergency sirens are sounding, you should seek shelter immediately in designated shelters or the center of the building.
- d. Code GREEN- denotes a minor or major internal disaster situation in which TTUHSC buildings sustained damage and/or created circumstances, which necessitated immediate relocation and evacuation of the buildings.
- e. Code BLACK- denotes a bomb threat has been received. If the Police Sergeant and AVPFA agree to evacuate a building, you should evacuate using fire evacuation routes to exit and move away from the building.
- f. Code ORANGE- emergency situations requiring immediate assistance for reasons such as the inability to control a combative patient, theft, robbery, or workplace violence.
- g. Code BLUE- denotes a medical crisis, and response by involved medical personnel should be immediate.
- h. Code WHITE- evacuation of a building (used for fires, internal disasters, or any situation requiring evacuation of a building).
- i. Code PINK- child missing.

## 7. INTERNAL DISASTER – CODE GREEN

A. Introduction- Within the Health Sciences Center facilities, the potential exists for an internal disaster. Some of the more obvious potential causes of an internal disaster are explosions, chemical spills or a flash fire. Any one of these disasters could result in multiple casualties. Through the implementation of this Internal Disaster Plan, the employees and professional staff of TTUHSC at Amarillo will be fully prepared to receive, screen, and give prompt and adequate care to the injured.

To insure personnel preparedness, drills will be held periodically to test the effectiveness of this Plan. Evaluations of each drill will be used to strengthen the Plan as necessary. The coordination, planning, and implementation of the internal disaster drill will be under the control of the TTUHSC. It must be stressed, however, that there is no time for prior notification in an internal disaster and reaction time must be immediate. All personnel concerned must be thoroughly familiar with the procedures contained in this Plan in order to be able to respond immediately.

B. General Information- In the event of a large scale internal disaster, many of the procedures in an external disaster plan would apply. However, since an internal disaster is one which will occur in close proximity to persons who can readily give medical assistance, certain procedures must be altered to provide a more rapid activation of medical personnel to remove victims and begin treatment. Accordingly, implementation of this procedure will provide rapid and adequate medical care to victims of an internal disaster. Procedures must be flexible to fit the situation.

Notification of Personnel- In the event of an internal disaster, any employees who become aware of the disaster will report it immediately to the TTUHSC Police Department, 354-5568, or 9-911, stating the location and nature of the disaster (explosion, fire, gas leak, etc...). When TTUHSC Police receive this information, the dispatcher will notify:

Texas Tech Police Department on-duty personnel  
Officer in Charge (OIC) TTUHSC Police  
AVPFA  
Director, Facilities Operations and Maintenance  
Manager, Safety Services

They will report to the scene of the disaster to assess what action is to be taken. The number of casualties may be few enough or the nature of the injuries minor enough that the persons in authority will decide that the disaster plan need not be activated in its entirety. Should this be the case, only appropriate personnel will be recalled.

If it is determined that the Internal Disaster Plan should be implemented, TTUHSC Police will implement the Internal Disaster Plan. “Code Green” will be announced at the appropriate facilities and the plan will be put into action.

## 8. MEDICAL RESPONSE TO AN EMERGENCY INCIDENT

A. Professional Staff Responsibility- The AVPFA in conjunction with TTUHSC Police Department, Safety Services, and Facilities Operations and Maintenance, shall have full responsibility for the implementation of the Internal Disaster Plan. The first physician on the scene will assume responsibility until relieved. Depending upon the number of casualties requiring hospitalization, it may become necessary to appoint a physician to screen the casualties and make decisions as to where they should be transported.

### B. Function and Supervision of the Triage Area

Incident Medical Director - If the Disaster Plan is implemented, the Regional Dean, School of Medicine will assume the duty of "Incident Medical Director" or will appoint someone else to assume this function. The Incident Medical Director will assess the situation and determine the personnel requirements to assist with removal and transportation of victims. The Medical Director will call the TTUHSC dispatcher 354-5568 and request that they notify all available personnel to report to " \_\_\_\_\_ " (disaster scene). The dispatcher will then notify TTUHSC Police of this status. The Medical Director will assign personnel reporting to the scene to: Clean up debris to enable removal of victims (As soon as possible, the Facilities Operations & Maintenance Department will assume charge of debris removal.)

1. Remove victims in hazardous area to safer / designated triage areas.
2. Make an on-scene inspection to determine the number of victims who require immediate attention and report the results to the On-Scene Disaster Supervisor.
3. Direct transportation carts to those victims requiring immediate attention and removal (if applicable).
4. Insure that patients are lifted properly.
5. Insure that medical supplies and disaster tags are brought to the scene or to holding areas as needed

Location- If a triage area is necessary, it will be established as close to the disaster area as possible. The first physicians on the scene will determine the location of the triage area, and will notify the Incident Command Center of its location (if ICS has been activated) and will announce its location. Members of the triage group should be sent to this area to assist with receiving patients, if required.

Medical Staffing - Whenever possible, one RN will be assigned to each triage physician. The RN's function will be to supervise the triage area to insure that patient inflow, screening, and outflow is handled in an orderly fashion.

Manpower pool- Non-medical personnel may be directed to report to a location (auditorium, classrooms, or basement) so as to be available for non-medical duties, i.e. patient transport, supplies, and running messages.

Disposition of Victims

While the TTUHSC will provide emergency services during a critical on-campus event, the local Amarillo emergency medical services (EMS) are the primary responder during a disaster with the Northwest Texas Healthcare System providing surgery and inpatient bed capacity.

Victims with minor injuries will be sent to the TTUHSC, 1400 Coulter, to the nearest clinic.

Victims with major injuries will be sent to Northwest Texas Hospital.

Critical victims and victims in acute distress will be sent to Northwest Texas Hospital for immediate treatment.

Red-tagged victims requiring hospitalization will be sent to Northwest Texas Hospital.

Last priority will be given to observation patients who may be placed in a holding area.

Disaster victims requiring respiratory therapy functions, who are ambulatory, or wheelchair patients, will be sent to Northwest Texas Hospital.

Victims waiting for beds, x-rays, or lab work will be referred to Northwest Texas Hospital.

Radiation contamination victims will be transported to Veterans Hospital, Amarillo, Texas.

Victims who are found dead at the scene will be transferred to Northwest Texas Hospital.

## SAMPLE DEPARTMENT ANNEX

### Department

- I. Authority
  - a. Emergency Management Guidelines, TTUHSC Operating Policy 76.01
  - b. Emergency Operations Policy, TTUHSC Amarillo
- II. Purpose – to provide for disaster and emergency response
- III. Mission
- IV. Concept of Operations
  - a. Functions
  - b. Essential personnel
  - c. Key phone numbers
  - d. Key radio channels
  - e. Organization chart
- V. Execution
  - a. Office responsibilities
  - b. Office assignments

ANNEX - A

Department: Texas Tech HSC Police

- I. Authority
  - a. Emergency Management Guidelines, TTUHSC Operating Policy 76.01
  - b. Emergency Operations Policy, TTUHSC Amarillo
- II. Purpose – to provide for disaster and emergency response
- III. Mission – to take reasonable precautions to protect life and property and provide consistent framework for incident management at all levels regardless of the cause, size, or complexity of the incident.
- IV. Concept of Operations
  - a. Functions – First Priority: Life Saving, Second Priority; Incident Stabilization, Third Priority: Property Preservation
  - b. Essential personnel – All members of the TTUHSC Police Department Amarillo.
  - c. Department members will report directly to the Sergeant for assignment.
  - d. Support departments: Amarillo Police Department 806-378-3038, Amarillo Fire Department 806-376-8218, Potter County Sheriff office 806-379-2900, and Texas Tech Police Lubbock 806-742-3931.
  - e. Key phone numbers Amarillo Campus – Police office 806-354-5568, Sergeant 806-206-2805 and Guard # 806-679-4392.
  - f. Key radio channels – Standard Police Radio will be used by TTUHSC Police. Citizen Band radios (channel 7) will be utilized as a backup radio by Command personal.
- V. Execution
  - a. Responsibilities: The first responder to arrive must assume command and size up the situation by determining: nature and magnitude of the incident, hazard and safety concerns and need to secure or isolate the area.
  - b. Assignments: Determined by Incident Commander or the incident.
  - c. Work schedule will be twenty-four hours with 12 hour shifts. Shift assignment set by Sergeant.

ATTACHMENT "A"

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) SUMMARY

A. BACKGROUND

1. The National Incident Management System (NIMS) is a comprehensive, national approach to incident management that is applicable to all jurisdictional levels and across functional disciplines. This system is suitable across a wide range of incidents and hazard scenarios, regardless of size or complexity. It provides a flexible framework for all phases of incident management, as well as requirements for processes, procedures, and systems designed to improve interoperability.

2. NIMS is a multifaceted system that provides a national framework for preparing for, preventing, responding to, and recovering from domestic incidents.

B. COMPONENTS

1. Command and Management. The incident management structures employed by NIMS can be used to manage emergency incidents or non-emergency events such as celebrations. The system works equally well for small incidents and large-scale emergency situations. The system has built-in flexibility to grow or shrink depending on current needs. It is a standardized system, so personnel from a variety of agencies and geographic locations can be rapidly incorporated into a common management structure.

a. Incident Management System (ICS). A system that can be used to manage emergency incidents or non-emergency events such as celebrations.

1) FEATURES OF ICS

ICS has a number of features that work together to make it a real management system. Among the primary attributes of ICS are:

a) Common Terminology. ICS requires the use of common terminology, such as the use of standard titles for facilities and positions within an organization, to ensure efficient and clear communications.

b) Organizational Resources. All resources, including personnel, facilities, major equipment, and supply items used to support incident management activities must be "typed" with respect to capability. This typing will minimize confusion and enhance interoperability.

c) Manageable Span of Control. Span of control should ideally vary from three to seven direct reports. Anything less or more requires expansion or consolidation of the organization.

d) Organizational Facilities. Common terminology is used to define incident facilities, the activities conducted at these facilities, and the organizational positions that can be found working there.

e) Titles: All ICS positions have distinct titles.

f) Reliance on an Incident Action Plan. The Incident Action Plan, which may be verbal or written, is intended to provide supervisory personnel a common understanding of the situation and direction for future action. The plan includes a statement of objectives, organizational description, assignments, and support material such as maps. Written plans are desirable when two or more jurisdictions

are involved, when state and/or federal agencies are assisting local response personnel, or there has been significant turnover in the incident staff.

g) Integrated Communications. Integrated communications includes interfacing disparate communications as effectively as possible, planning for the use of all available systems and frequencies, and requiring the use of clear text in communications.

h) Accountability. ICS is based on an orderly chain of command, check-in for all responders, and only one supervisor for each responder.

## 2) UNIFIED COMMAND

a) Unified Command is a variant of ICS used when there is more than one agency or jurisdiction with responsibility for the incident or when personnel and equipment from a number of different agencies or jurisdictions are responding to it. This might occur when the incident site crosses jurisdictional boundaries or when an emergency situation involves matters for which state and/or federal agencies have regulatory responsibility or legal requirements.

b) ICS Unified Command is intended to integrate the efforts of multiple agencies and jurisdictions. The major change from a normal ICS structure is at the top. In a Unified Command, senior representatives of each agency or jurisdiction responding to the incident collectively agree on objectives, priorities, and an overall strategy or strategies to accomplish objectives; approve a coordinated Incident Action Plan; and designate an Operations Section Chief. The Operations Section Chief is responsible for managing available resources to achieve objectives. Agency and jurisdictional resources remain under the administrative control of their agencies or jurisdictions, but respond to mission assignments and direction provided by the Operations Section Chief based on the requirements of the Incident Action Plan.

## 3) AREA COMMAND

a) An Area Command is intended for situations where there are multiple incidents that are each being managed by an ICS organization or to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. Area Command becomes Unified Area Command when incidents are multi-jurisdictional.

b) The organization of an Area Command is different from a Unified Command in that there is no operations section, since all operations are conducted on-scene, at the separate ICPs.

b. Multiagency Coordination Systems. Multi-agency coordination systems may be required for incidents that require higher-level resource management or information management. The components of multi-agency coordination systems include facilities, equipment, EOCs, specific multi-agency coordination entities, personnel, procedures, and communications; all of which are integrated into a common framework for coordinating and supporting incident management.

c. Public Information. The NIMS system fully integrates the ICS Joint Information System (JIS) and the Joint Information Center (JIC). The JIC is a physical location where public information staff involved in incident management activities can collocate to perform critical emergency information, crisis communications, and public affairs functions. More information on JICs can be obtained in the U.S. Department of Homeland Security (DHS) publication,

National Incident Management System, dated December 2008.

2. Preparedness. Preparedness activities include planning, training, and exercises as well as certification of response personnel, and equipment acquisition and certification. Activities would also include the creation of mutual aid agreements and Emergency Management Assistance Compacts. Any public information activities such as publication management would also be preparedness activities.

3. Resource Management. All resources, such as equipment and personnel, must be identified and typed. Systems for describing, inventorying, requesting, and tracking resources must also be established.

4. Communications and Information Management. Adherence to NIMS-specified standards by all agencies ensures interoperability and compatibility in communications and information management.

5. Supporting Technologies. This would include any technologies that enhance the capabilities essential to implementing the NIMS. For instance, voice and data communication systems, resource tracking systems, or data display systems.

6. Ongoing Management and Maintenance. The NIMS Integration Center provides strategic direction and oversight in support of routine review and continual refinement of both the system and its components over the long term.