



NATIONAL AQUARIUM IN BALTIMORE

# Isabel

September 19, 2003

Putting Our Plan Into Action!

LEPC





- **#1 attraction in the State of Maryland**
- **1.6 million visitors a year**
- **Home to approximately 16,500 specimens and more than 660 species of animals**
- **Non-for-profit educational/attraction**
- **Buildings – Pier 3 Main, Pier 4 Marine Animal, Fells Point Warehouse & Candler 8<sup>th</sup> Floor**

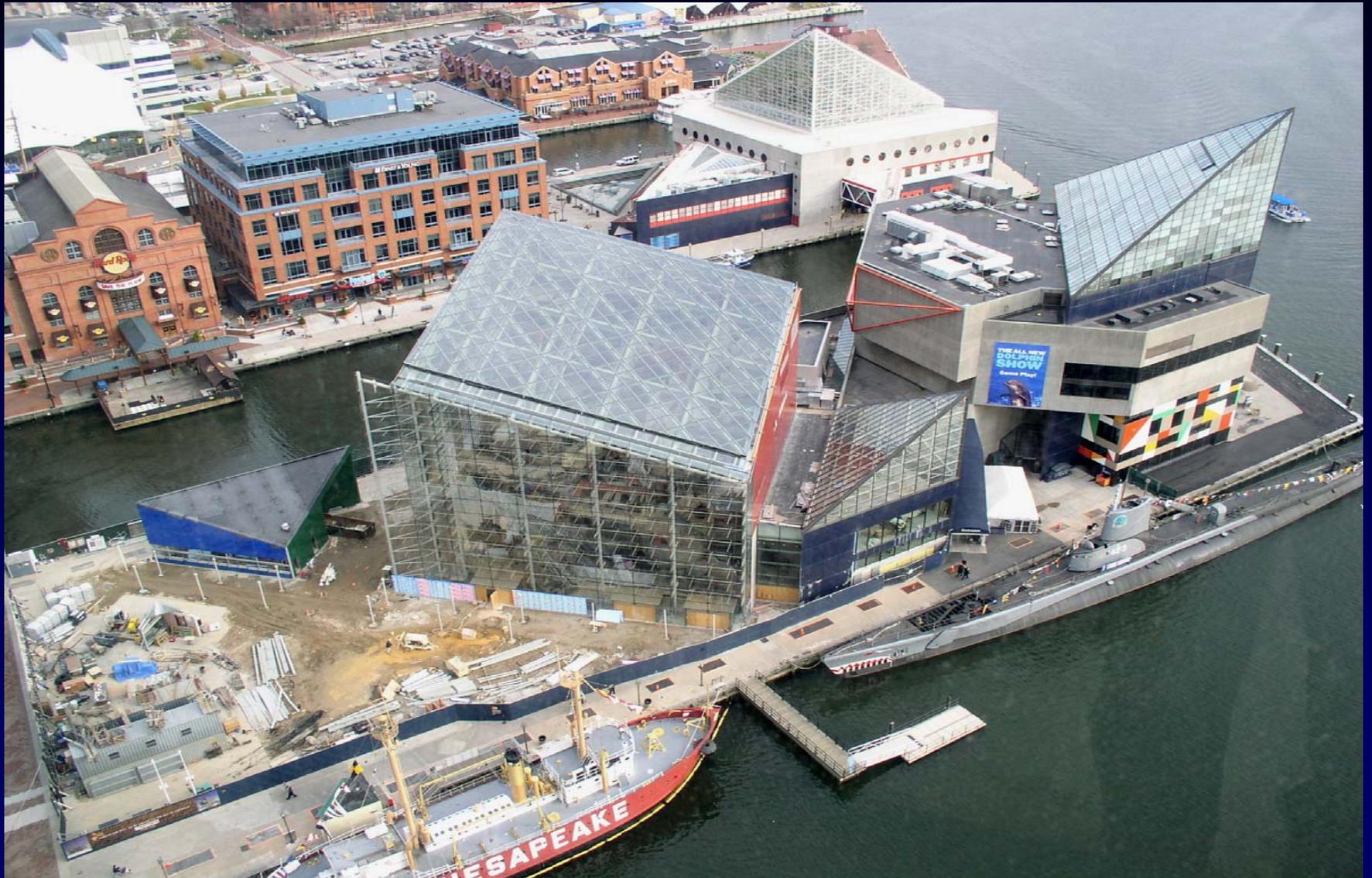


# Isabel Plan?

- Planning meetings 4 days out.
- Safety of staff & safety/health of animals.
- Reviewed concerns (what ifs I.e. generator).
- Property & construction area.
- Double check all written plans, contacts, vendors on notice, insurance companies, legal.
- Staff who would “volunteer” to be at the aquarium facilities during the storm. Project “Izzy” Core Team (22). Wednesday 9/17



# Construction zone too!





**Storm surge flooding of 4 to 6 feet above normal tide levels is still possible in the Chesapeake Bay and the tidal portions of adjacent rivers = minor flooding P3, P4.**





# Health/Safety of the Animals!





# Preparation

## Thursday







# Pier 3 & Pier 4 islands 7:00 A.M. 8.14 storm surge Ft. McHenry.



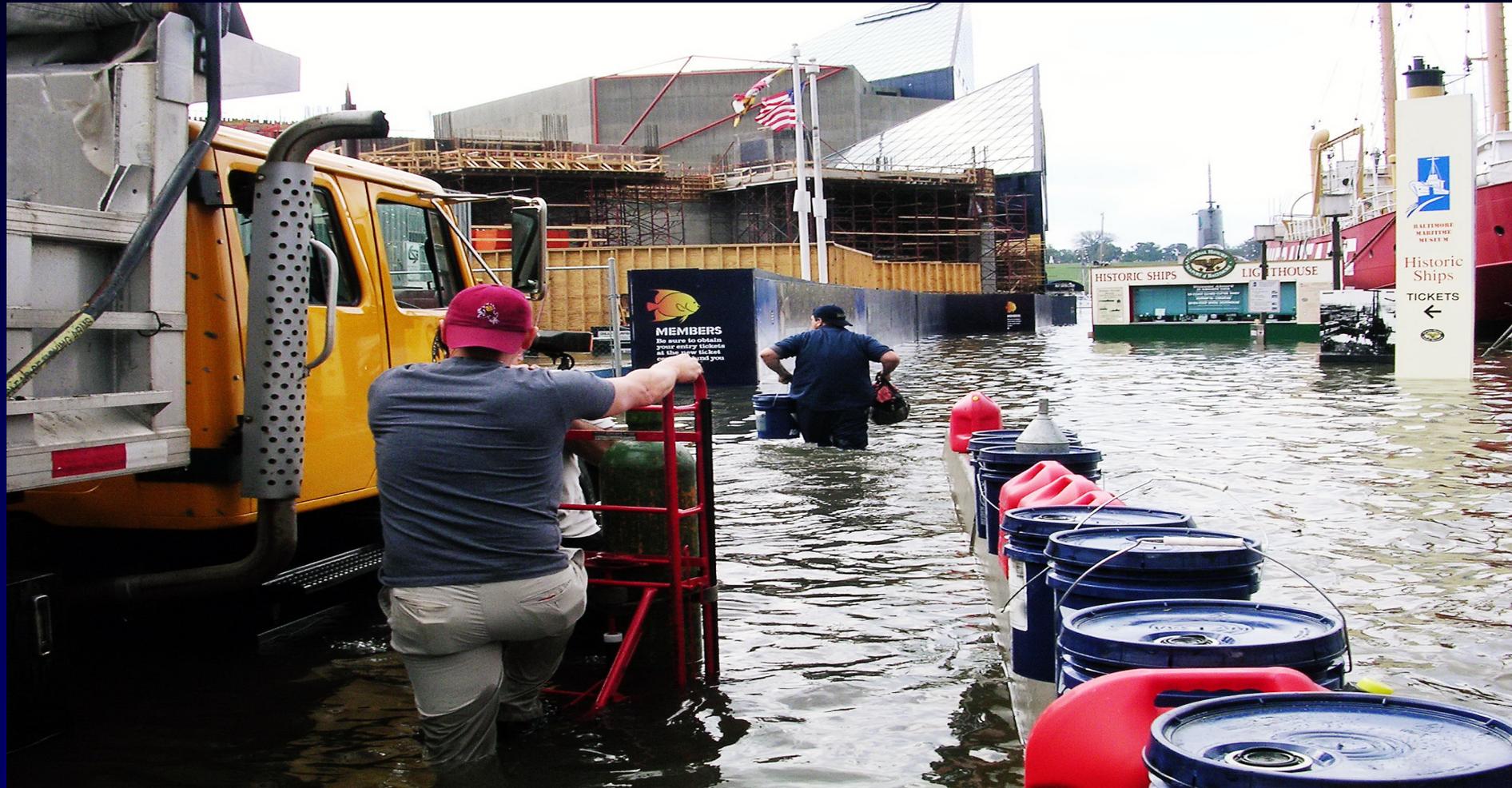


# Marine Mammal south is holding!





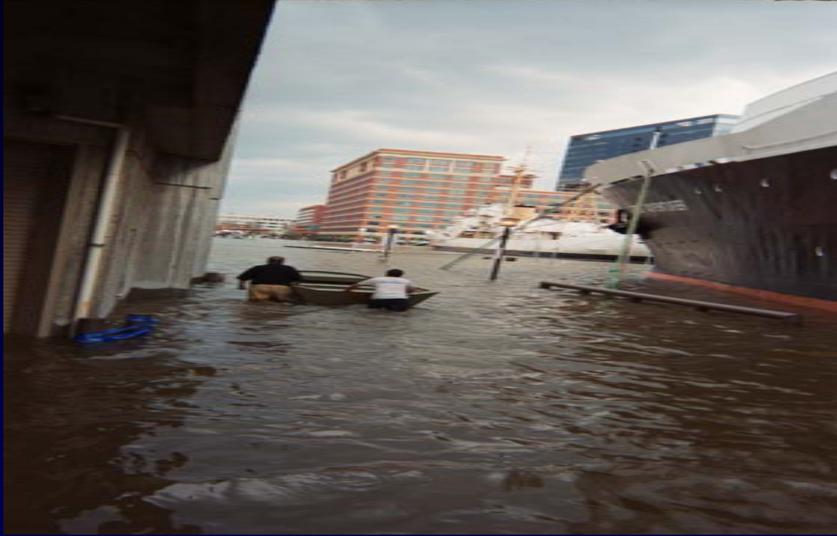
# Generator failure, 4AM 9/19







# Friday morning incoming support team.







Friday morning, when will we open?





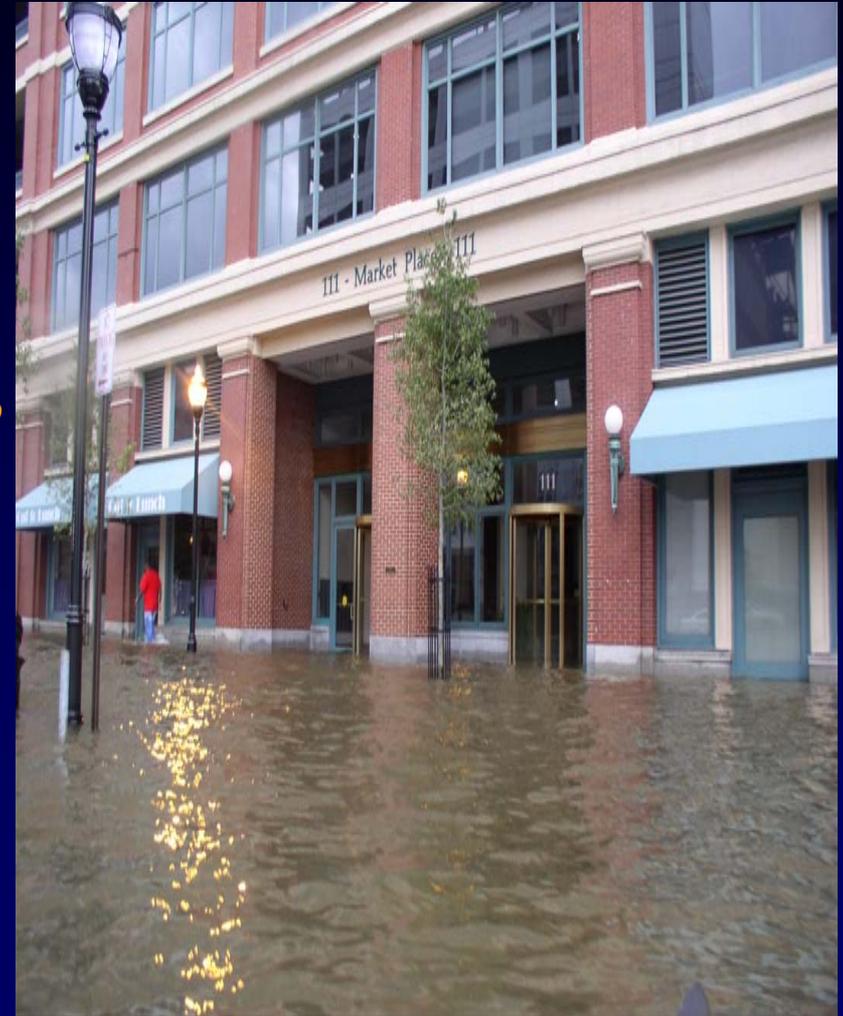
# Candler takes a hit!





# Candler Building is shut down!

- **Back-up command center.**
- **HR, Marketing, Accounting, IT, Membership, Reservations, 62 staff.**
- **Off limits HAZMAT for two weeks!**
- **Payroll, pay invoices?**
- **Communication with landlord.**





**Regroup**  
**Review**  
**Prioritize**  
**Teams**  
**Action**  
**Recovery**



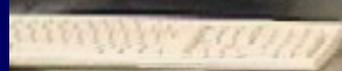


WELCOME TO ...  
CAMP ISABEL!

HO  
9:30 ARR  
9:45 Sha  
10:45 Occ  
CL  
11:30 Dolph  
1:00 CL  
ATRIUM  
2:00 CL 1-  
ATRIUM  
MEI L



Sen





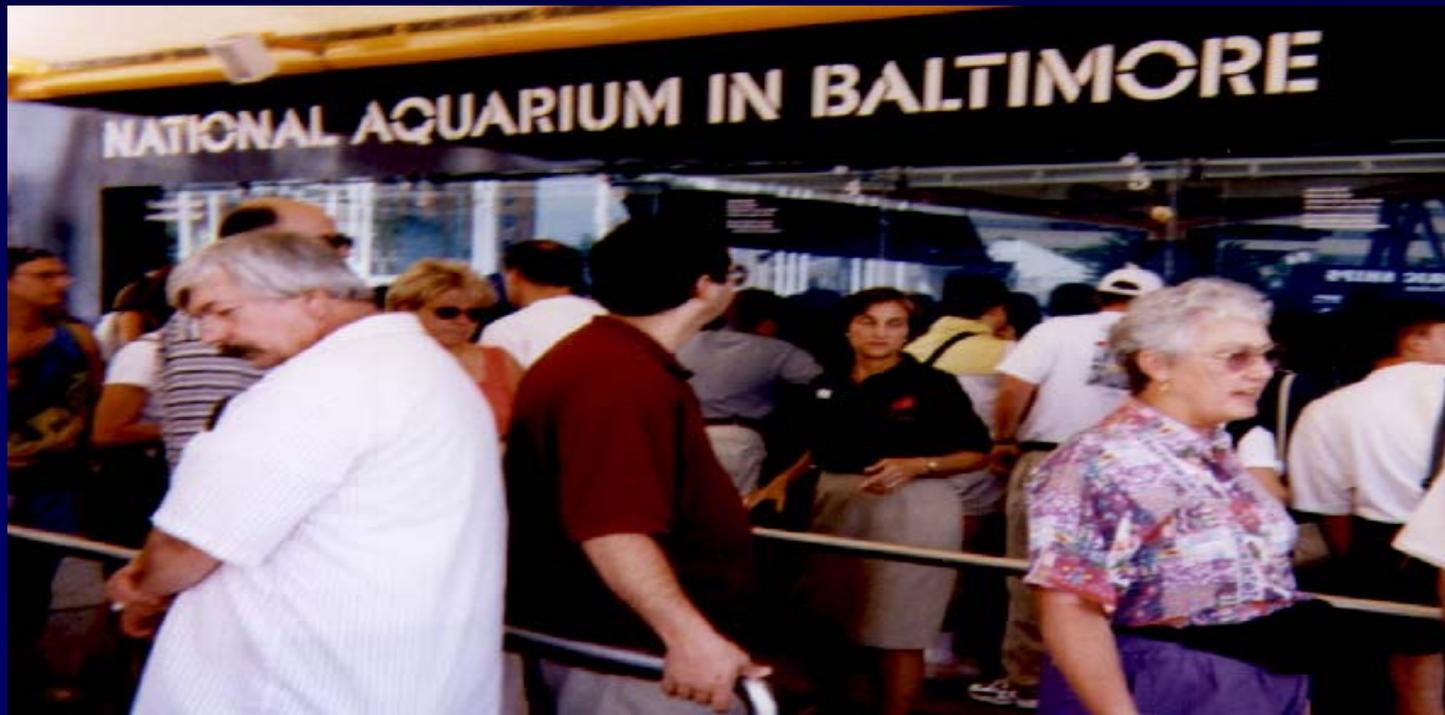
# Recovery





Open for business Sunday 9/21/2007!

*“We were reminded of how resourceful our staff is....The reason that we were open and running when some of our neighbors were not are that we were prepared with a sound disaster plan and an able staff.”*  
*Dave Pittenger, Executive Director*





# Review of What Worked

- Safety of staff paramount (what if plans).
- Full support from the aquarium senior management team.
- Disaster team structure; roles & responsibilities.
- Communication, communication, finding solutions.
- Team relationships, internal & external.
- Expectations w/vendors, contractors & insurance company before the event.
- Debriefing, review the incident.
- Update the plan, communicate to all.