INCIDENT COMMAND SYSTEM AT THE RESPONSE TO THE TERRORIST ATTACKS IN TURKEY IN 2003

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ATTACKS IN ISTANBUL

- 1st group (15 November 2003)
  - Targeted two synagogues
- 2nd group (20 November 2003)
  - Targeted a bank and a consulate general
- 53 people lost their lives and 718 people were injured,
- Bulding damages
  - 9 heavily damaged
  - 18 moderately damaged
  - 43 slightly damaged
  - 259 with window damages

ATTACKS IN ISTANBUL

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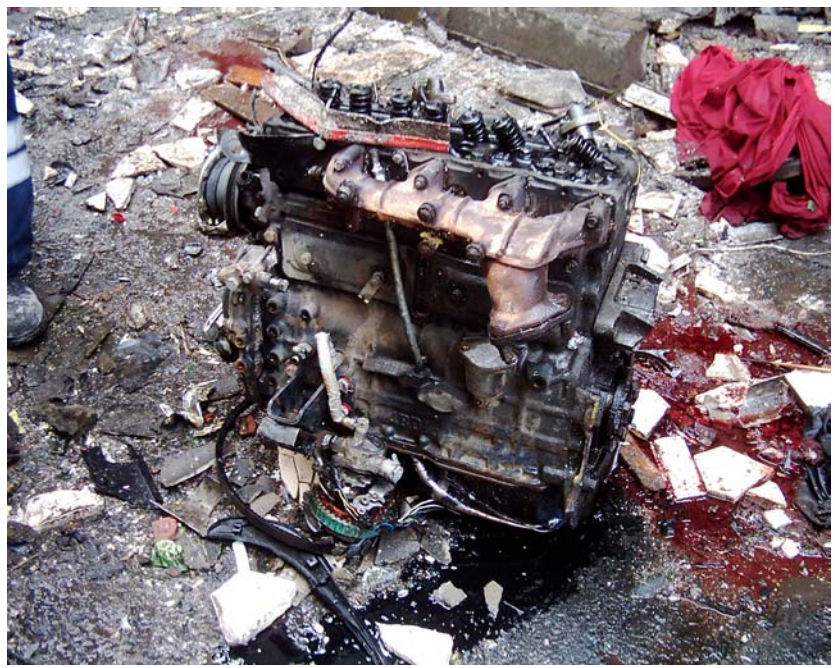

ATTACKS IN ISTANBUL

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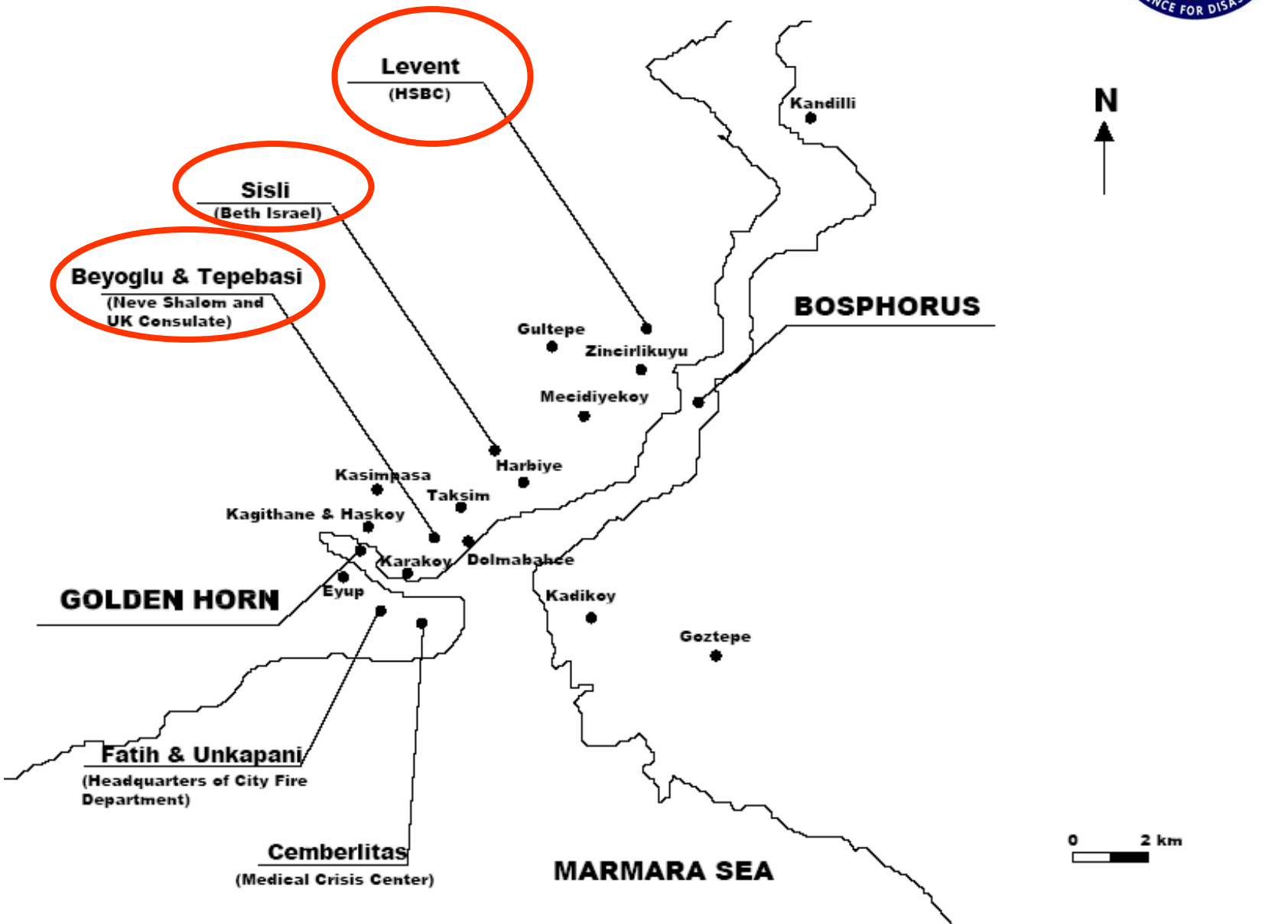

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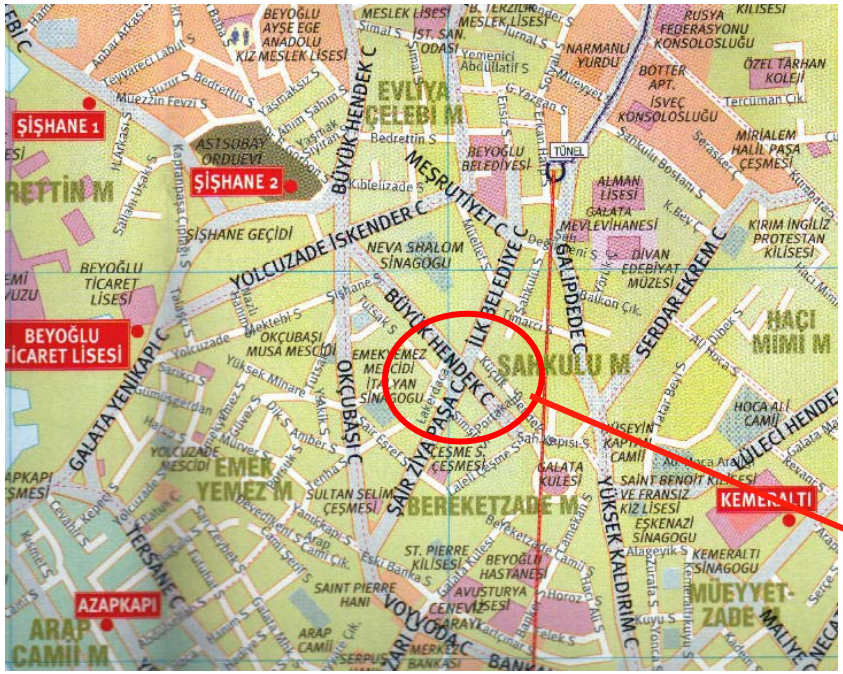

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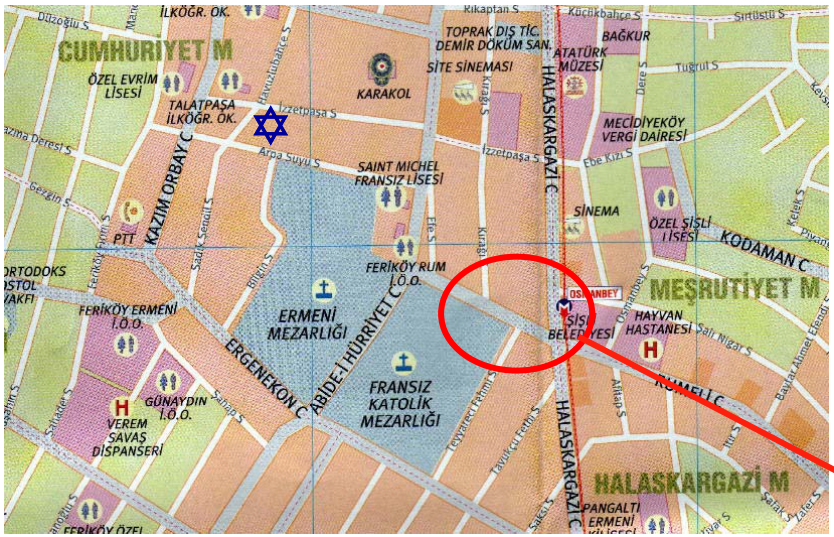
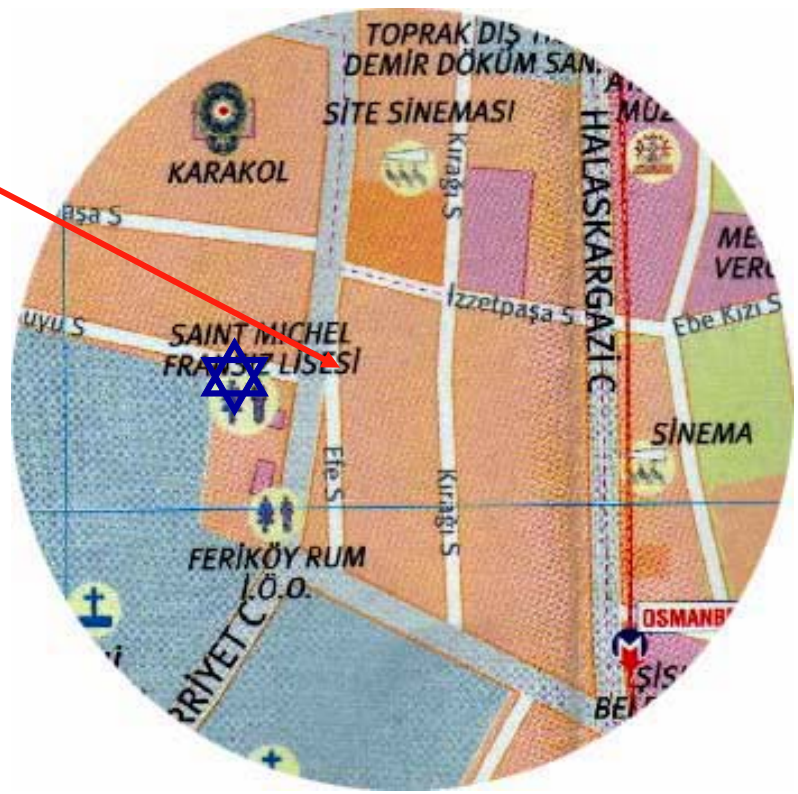
Neve Şalom Synagogue

Incident Place

15.11.2003

ATTACKS IN ISTANBUL





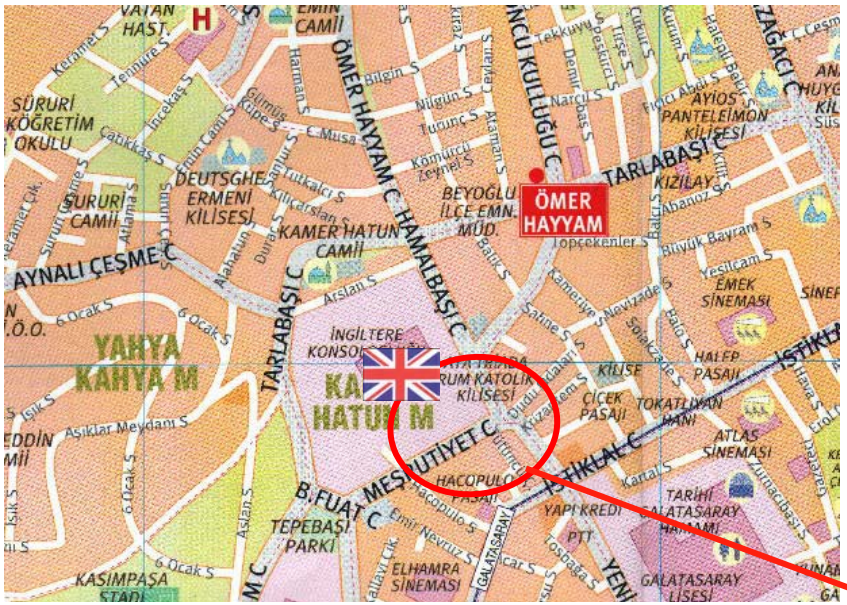
Şişli

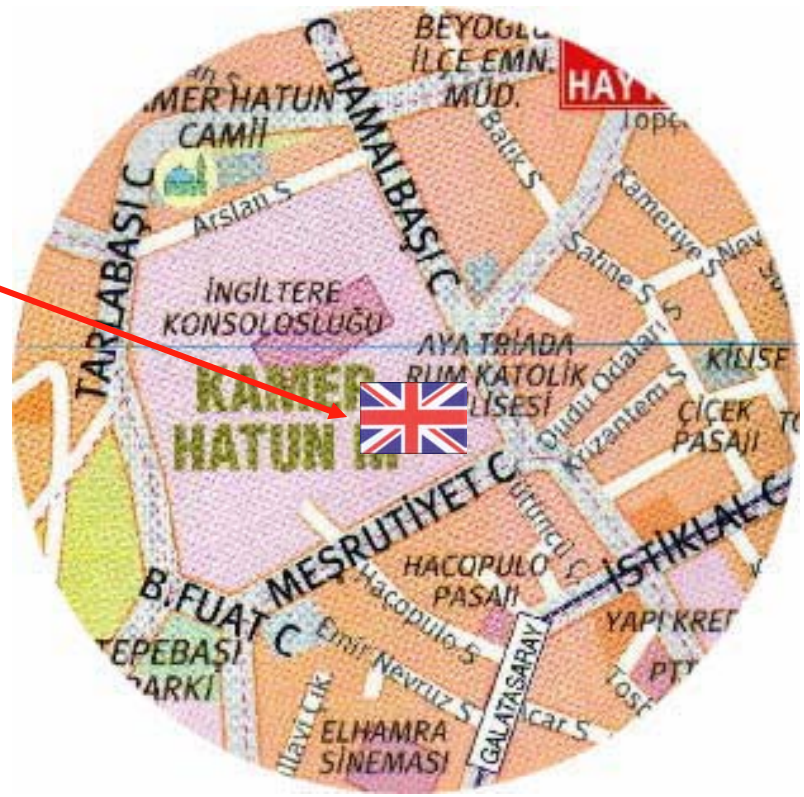
Beth Israel Synagogue

Incident Place

15.11.2003

ATTACKS IN ISTANBUL





Beyoğlu

UK Consulate General Buildings

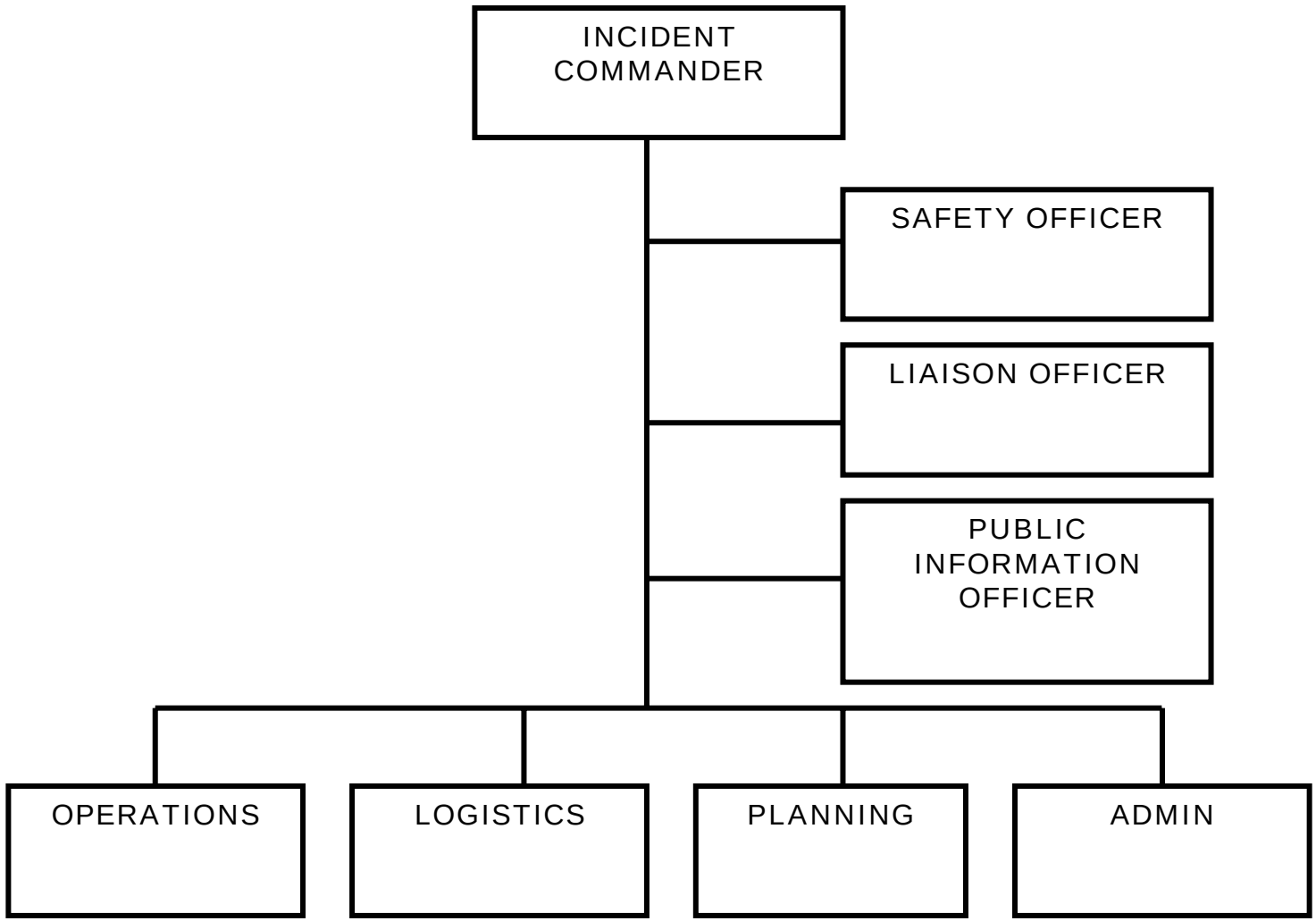
Incident Place

20.11.2003

RESPONSE ACTORS

- Police
- Crime scene investigations directorate
- State head court of republic
- Fire department
- Medical teams
- Civil Defense
- Metropolitan municipality
- Provincial municipalities
- Directorate of public works and settlement
- Search and rescue NGOs

INCIDENT COMMAND SYSTEM



MEDICAL SERVICES

- Within few minutes, hospitals nearby were shifted to plan “A”,
- Medical teams were first on-site,
- No reported problems of lack of sufficient number of ambulance (26 out of total 54 ambulances reached to the scenes in the first 15 minutes),
- No triage areas.

SEARCH AND RESCUE OPERATIONS

- Being performed by Fire department, Civil Defense and search and rescue NGOs,
- High number of volunteers,
- No staging area during all attacks,
- Not well enough arranged shift and working hours,
- No additional precaution for health of staff,
- No decontamination process was applied.

CRIME SCENE INVESTIGATION

- Attacked areas were announced as crime scene,
- Unauthorized people were not accepted to the scene,
- Casualties were not moved by teams without the official permission of the Prosecutor,
- Authorization problems at the beginning,
- Potential problems of losing some evidences.

MEDIA MANAGEMENT

- High attention from both national and international media,
- Showing causalties pictures ,
- Incorrect news given by the media,
- Panic wave being created among the community,
- Some media staff entering the zero point with no permission,
- Lack of proper information flow to the media,
- Ethical rules of media being criticized.

LESSONS IDENTIFIED

Successes:

- Quick deployment of responders,
- No communication problems among the responders,
- Rapidly securing the affected area (at the second group of attacks),
- Quick identification of casualties,
- Support from NGOs.

LESSONS IDENTIFIED

Challenges:

- No proper conduction of Incident Command System,
- Some group of officials walking on possible evidence areas,
- Some unrelated and authorized people on site at the beginning,

LESSONS IDENTIFIED

Challenges:

- Lack of triage area,
- Lack of joint information center or a similar structure,
- No specific public information officer to relay information.

LESSONS IDENTIFIED

Suggestions:

- Triage area, decontamination corridor, personnel safety, evidence safety to be provided better,
- Follow up of where the casualties are sent to,
- Involvement of NGOs into the mechanism,
- Better consideration of secondary devices,

LESSONS IDENTIFIED

Suggestions:

- Better precautions if there are visits of high level officials,
- Press spokesman to be assigned,
- Better information flow,
- Better media management,
- Integrated emergency management instead of a more technical perspective.

THANK YOU FOR YOUR ATTENTION

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