

Seattle Emergency Communications Hubs 2015 Year In Review (page 2)

Social Media (Feb 2015)

Kate Starbird, UW Associate Professor, talked to us about how social media is used during disasters, especially for collaboration

- In a disaster, people will want to use it, ASAP
- Each hub needs a plan for getting a social media person, in the event of...
- Twitter is what most people will use AS the disaster happens. So if any messages are getting out, quickly try and determine what hashtags will give you the most information. If your area wants to use a hashtag to pass local information, you might talk about that ahead of time.
- Facebook is generally used by people as the disaster goes on, so when communications are being restored, start monitoring pages that will be most relevant to your area, as well as the City's social media.
- Consider using Next Door for preparedness and outreach, especially to post upcoming drills and organizing meetings.



Kate Starbird, from the UW, bringing us all up to speed on the importance of social media in disasters.



Over 85 people attended the Social Media event

Dark and Stormy Drill (May 2015)

We set 5 objectives to practice in our drill.

- Quality of information flow
- On the job training of people
- Priority Reporting flow
- Shift change practice
- Night time practice



The drill this year was a 9.3 earthquake scenario. We always welcome citizen actors.



Loyal Heights Hub welcomes their volunteers.

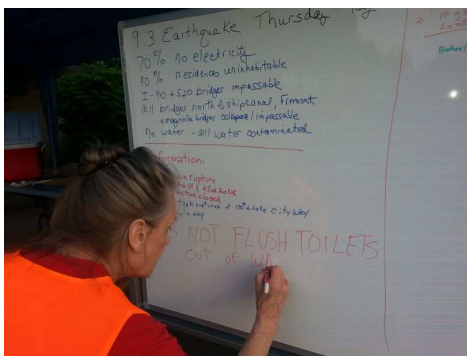
10 Hubs participated in the May "Dark and Stormy Drill; Lake City Fred Meyer, Broadview Grace Lutheran, Loyal Heights Park, Kirke Park, Shilshole, Ballard Commons, West Magnolia Playfield, West Queen Anne Playfield, Hiawatha Playfield, Ercolini Park



Along with the Hub volunteers, the Seattle Auxiliary Communication Service team (Ham radio operators) worked the communications links to and from the City.



At the Lake City hub, they practiced keeping maps updated on reported areas of trouble



Lake City also has giant white boards for posting information that neighbors will want to know.



The crew at the Ballard Commons Hub

After the drill, the Hub Captains meet to do an "After Action Review" of what they learned during the drill. Those observations will be the basis of new challenges in the next drill.



The Hub at Hiawatha Playfield went into the evening, lots of lanterns put to use.



Lake City actors display their "misfortunes" that they had to bring to the hub.

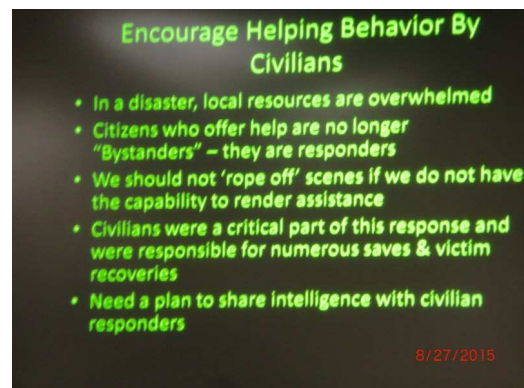
SR 530 Response Presentation (Aug 2015)

Tom Richardson, Seattle Fire Dept and Urban Search and Rescue Team Leader, told of his experiences at the SR 530 Landslide response :

- Volunteers will show up! This triggered the November workshop on Volunteer Management.
- First Responders are more open to spontaneous volunteer help after the Oso response.
- We need to talk with our potential resources that will be available to us well in advance of a disaster.
- Safety, Safety, Safety
- Battlefield Promotions will happen.
- Technology can't be ignored.
- The need for situational awareness is very high.



Tom Richardson covered both the technical aspects of the landslide search as well as the human side of the response



One of Tom's key slides as relates to Hubs: be prepared to use people who step up to help.

Sheltering Part 1 (Sept 2015)

This was a working session to discuss how the Hubs can help our community partners set up an ad-hoc shelter, if need be.

- There are very few facilities registered as shelter locations with the Red Cross, so we will be dealing mostly with “ad hoc” shelters.
- This discussion was to learn what it would take to set up a safe, temporary shelter location.
- It was not to train us to run a shelter, but rather to be of help to others who might need some guidance.
- Dave Nichols provided some starter tip sheets and check lists that we can give a potential shelter on the day of, so they can prepare before opening their doors.
- Jill Watson, City of Seattle Sheltering Coordinator, will be at the January 2016 Hub Cap meeting to talk about what the City’s perspective on ad hoc shelters.

Seattle Department of Transportation Presentation (Oct 2015)

Lawrence Eichhorn, SDOT Emergency Manager, presented the departments preparedness and response plans.

- One Emergency Relocation SDOT work group is located in West Seattle and one is north of the Ship Canal.
- SDOT will have lots of demand, and doesn’t have enough equipment to respond everywhere, will need to use the Incident Command System to order in equipment.
- Bridge replacement planning – which does not include a direct replacement for the Ship Canal Bridge.
- You should review the [presentation](#) for bridge locations and other important hazard locations



"Eich" Eichhorn gave a very thorough perspective of the plans SDOT has in place, based on an all Hazards approach and the Incident Command System.

This was such a popular event we had to bring in more chairs and ended with standing room only.

Table Top for Volunteer Management (Nov 2015)

This practice exercise posed the question: "how will we work with people who show up at a hub wanting to help"? We tried different ways of matching skills to needs, assigning people and tracking them for safety's sake. And we learned a lot!

- Hubs should consider a Volunteer Coordinator position or function (responsibilities need to be defined.)
- A Volunteer Intake form could expedite incoming volunteers- with skill check boxes and place to write experience that the volunteer can fill out themselves

- Hubs need to think about a system to manage the NEED/Resources cards with the Volunteer assigned. (see below for an more detailed description)
- This type of table top exercise worked really well to understand the issues.



Intense concentration at the Ballard table.



We held this table top at the [Verity Credit Union](#) (thank you) and filled the room with people and energy.



A new method of summarizing and matching is tested. Lots of creative solutions, all summarized for future action.



We were joined by the scouts from BSA Troop 827, and they had great input. This activity helped several of the scouts on their "Emergency Preparedness" Badge.



Heavy thinking going on at the Magnolia-Queen Anne table

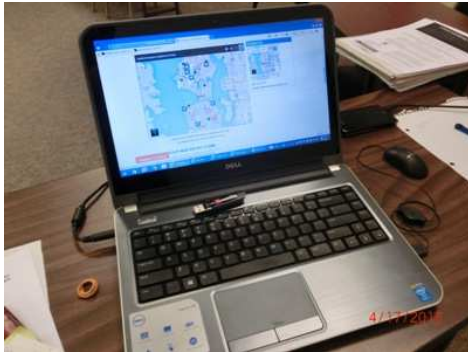


More work on the form

In addition to our drills and educational sessions, we had many other activities in 2015.

Major Accomplishments

- New website <http://seattleemergencyhubs.org/> established in April with [NeighborLink Map](#), over 400 people on email list
- Secured \$18,000 from City Council to purchase equipment as “Hub In A Box” for new hubs in 2016
- Lake City Hub Obtains 501(c)(3) status for the Hub
- New hubs added at Greenwood Senior Center, Phinney Neighborhood Center, Epic Life Church, Alaska Junction, and Madison Park.
- Hubs closed or consolidated in Queen Anne/Magnolia, Capital Hill, Wallingford.
- Neighborhoods exploring hubs in: North Beacon Hill, Northgate, Hawthorne Hills/Viewridge, Eastlake, Roosevelt, Belltown/Downtown, and South Park.



Getting our new website up and running was a major project. We think the NeighborLink Map will help keep people connected for community preparedness.



Debbie Goetz, our City of Seattle Office of Emergency Management was major force for us this year, here she helps register groups on the NeighborLink Map.

Outreach tables:

Lake City Lions Club Breakfast, WS Bee Festival, WS Summer Festival, Morgan Festival, Ballard Seafood Days, Delridge Days, Night Out, Ballard Sustainable Festival, Northwest Citizen Corps CERT Expo, Safety Day at the Lake City Farmers Market, Rainier Beach Halloween Boo Bash, Fauntleroy Fall Festival, “Light Up The Beach” in Rainier Beach, Lake City Winter Celebration and several library “SNAP/Preparing for the Big One” events.

Hub Members attended a variety of Night Out Events, providing emergency preparedness information, including Alert Seattle information.



Rainier Beach participated in the Halloween Boo Bash



The local Safeway let Rainier Beach have a window display



Summertime table at the High Point Bee Festival. Yes, that's a giant bee in the background. We talk preparedness in the most interesting places.



Info and mini-wind up flashlights as table giveaways, lots of smiles for the flashlights

Mini drills, practices, skill building

Jan 10, Lake City Hub open house and demo.

Feb 9, PhinneyWood Disaster Games.

Mar 14, special mentoring session for new hubs.

April and July, 6 Hub Captains take ICS 300 class at City of Seattle.

May and Nov, MIQA (Magnolia-Interbay-Queen Anne) Hub Captain attended 2 modules of “Map Your Hazards” education by Brittany Brand, PhD., Boise State University, at North Seattle College.

June 6, Greenwood Hub drill.

June, Lake City Hub Attended Advocacy and Lobbying Workshop, sponsored by Wayfind.

Sept 12, Madison Park and Rainier Beach Hubs are relief and cargo stations during Seattle Greenways and Disaster Relief Trials Cargo Bike practice event.

Sept 16, PhinneyWood drill.

Oct 10, Lake City equipment drill.

Oct, MIQA Hub Attended Western Washington Medical Services Team Training on Psychological First Aid at Overlake Hospital.

Nov, MIQA Hub attended second “Map Your Hazards” workshop at King County OEM.



Participants at the kick off Greenwood Hub table top Hub practice



Lake City practiced equipment set up and tear down, the best way to check that all your equipment is still in working order.



The PhinneyWood group of hubs held a late summer practice drill



The PhinneyWood drill also included a full set up by Auxiliary Communications Service Ham radio volunteers



Greenwoods first drill was a test of holding things down on a windy day



Greenwood volunteer working the message taker table

Presentations

Jan 13, Lake City Hub presents to City Council

Mar - April, Seattle pre-Hub-A-Thon briefings for SNAP, CERT and Block Watch about the Hubs and working together

Mar, provided briefing about Hub role at Auxiliary Communications Service (ACS) training session.

April 15, Hubs present at Partners In Emergency Preparedness regional conference

May, MIQA (Magnolia-Interbay-Queen Anne) hubs co-presented at Magnolia Community Council public meeting on Public Safety and at meeting of Queen Anne Community Council's Safety Committee.

Jun 4, Hub presentation to Sno-Valley CERT and Radio Club

July 10, presented Hubs at Wallingford Meaningful Movies "Cascadia: The Hidden Fire"

Nov 21, presented Hubs at Queen Anne Meaningful Movies "Cascadia: The Hidden Fire"

Nov, Presented to American Legion in Magnolia on MIQA-EPC hubs and Seattle SNAP program



We met with SNAP, Block Watch and CERT people in the month before the Hub-A-Thon NeighborLink Map release, here at Montlake.



Hub-A-Thon meeting at Beacon Hill, talking preparedness and connecting.

Organizing work

Jan, MIQA surveys community, revises website, presents information to Magnolia-Queen Anne District Council.

Jan, Lake City Hub renews memberships in the Lake City Neighborhood Alliance and the North District Council

Jan 29, PhinneyWood Hubs kick off event

Feb 26, Greenwood Hub Emergency Preparedness event

Feb, MIQA launched new website: miqabeprepared.org. Have over 100 subscribers as of this date.

April 21, Lakewood Seward Park Hub organizing event

June 22, met with Seattle Police Department Assistant Chief Perry Tarrant to provide a briefing on Hubs and discussion of the OEM Budget for outreach.

Nov, Magnolia Hub sponsors multi church discussion on preparedness in Magnolia and how the churches can work together.

Dec, Magnolia Hub invited to participate on newly-created Safety Committee of the Magnolia Community Council

Dec, Multiple Hubs meet with researchers from City College, London to develop a new mapping app, to be used to map community hazards and resources.



The Greenwood Hub Preparedness Event had information booths, kids activities and a zombie preparedness kit as a door prize



We had a table at this years CERT Expo, to create partnerships with people trained in CERT skills.

Hubs in the News

April 25, Nepal Earthquake prompts reminder coverage of the West Seattle Hubs, includes link to the “What are the Seattle Emergency Communications Hubs” video.

<http://westseattleblog.com/2015/04/deadly-nepal-quake-brings-preparedness-reminder-two-weeks-before-already-scheduled-emergency-communications-hubs-drill/>

May 9, 2015 Dark and Stormy Drill video clips

- http://youtu.be/q_xeLM0LMSQ (Queen Anne)
- <http://youtu.be/oTtHmH0Shs8> (West Seattle)

Dark and Stormy Drill coverage in local papers:

- Magnolia Hub, Scouts from BSA Troop 72 and FEMA Corps participation.
<http://www.queenanneneews.com/Content/News/News/Article/Magnolia-prepares-for-possible-disaster/26/337/37467>
- West Seattle Hubs

<http://westseattleblog.com/2015/05/happening-now-2-west-seattle-emergency-communication-hubs-part-of-tonights-citywide-quake-scenario-drill/>

Sept 9, 2015, Phinney Hub holds “get Prepared” community meeting (after New Yorker timing).

<http://www.king5.com/story/news/local/seattle/2015/09/03/big-one-article-keeps-some-thinking--preparedness/71669940/>

Dec 30, 2015 KOMO-TV video about Vancouver Island quake captured by new test warning system at UW, and Hubs and personal preparedness <http://komonews.com/news/local/seattle-neighborhoods-develop-hubs-as-earthquake-preparation>

We hope you enjoyed our review of 2015 and we look forward to doing more good work in 2016



Seattle Emergency Communications Hubs