

Seattle Emergency Communications Hubs



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We'll cover today....

- What are the Seattle Emergency Communications Hubs?
- How they formed and how they function
- How this all-volunteer network works
- How to start a new hub - the basics
- Partnerships





Brief History

- Nisqually earthquake – 2001
- Windstorm – 2006
- Across city connections – 2007
- 27 Hubs by 2009
- 47 Hubs by 2015
- 85 new hubs added in “P-Patches”
- 146 Hubs in 2019



December 2006

Pictures courtesy of The West Seattle Blog



Queen Anne /
Magnolia / Interbay

Wallingford

West Seattle

LEVELS OF PREPAREDNESS





Simply Put, A Hub is...

- A community gathering site that activates in the event a major disaster occurs that makes it impossible to share information in conventional ways.
- A place to meet and exchange needs, resources, and information with neighbors and the city, and help the community respond quickly and effectively.

Hubs' Commodity Is *Information!*

Thursday May 1

70% no electricity
 40% residences uninhabitable
 I-90 + S20 bridges impassable
 All bridges north of Ship Canal, Fremont
 + Magnolia bridges collapse/impassable
 No water - all water contaminated

Information:

- Water main rupture
 NE 123rd St & 42nd Avenue
 Intersection closed
- Gas tank ruptured at 130th & Lake City Way
 Stay a way

**DO NOT FLUSH TOILETS
 OUT OF WATER**

Curfew 10pm - 5am
 Gas rationing max 10gal.
 Stay off roads & highways unless absolutely necessary

Lost & Found
 1. 10 gal water bottle
 2. 10 gal water bottle
 3. 10 gal water bottle
 4. 10 gal water bottle
 5. 10 gal water bottle

Baker (at University)
 Schools are sheltering students



TOOLS

SHELTER

Not Immediate action

Client Name Client
 Subject
 Description

A blue bulletin board with various papers, forms, and handwritten notes pinned to it. The board is organized with sections for 'TOOLS', 'SHELTER', and 'Not Immediate action'. There are also several forms with columns for 'Client Name', 'Client', 'Subject', and 'Description'.

Gather and Convey Information in a Clear, Organized, Inclusive Way



Emergency Communication 4 ALL Picture Communication Aid

FREE SPACE (for your custom message)

I can't speak but I can hear and understand you. My technology needs to be charged. My vital information is on the back of this page. Please contact my family.

Ask me questions if you need to, but please wait patiently for my replies.

I will point to where I hurt.

MY NAME IS	Lim. my	Blind	Infect	Allergy	Disability	Help	Bathroom
WHO	You, yours	Broken	Need/Want	Blanket	Disaster	Home	Visitor
WHERE	She, her, hers	Burn	Rescue	Clothes	Emergency	Hospital	Wheelchair
WHAT	He, his, him	Choke	Spill	Cold	Family	Sick	Wind
WHEN	They, them, their	Communicate	Talk	Danger	Fire	Pets	Worried
WHY	We, our	Evacuate	Understand	Danger	Flood	Shelter	Worse/Worst
HOW	YES	Hurt/Hip	Wait	Communicate	Head/Hot	Seizure	NO

0	1	2	3	4
5	6	7	8	9
A	B	C	D	E
F	G	H	I	J
K	L	M	N	O
P	Q	R	S	T
U	V	W	X	Y
Z	?	.	!!	SPACE

The Picture Communication Symbols
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Hubs Serve as Community Gathering Places

Exchange of Information, Needs, and Resources



Hubs with ACS*-Certified Ham Radio Operators

- Communicate between Hubs and City about life safety issues, damage extent, and shelter needs
 - Obtain situational information, including City resources and responses
 - Share local information, needs, and resources



*ACS = Auxiliary Communication Service



A Hub is NOT...

- a government agency.
- an emergency shelter site.
- a fire/medic station.
- somewhere to expect to find food or supplies.

No “One Size Fits All” Hub

- Volunteers will identify their focus, their capabilities as they move forward
- Hubs can be radio centric or not
- Hubs can use procedures and forms that differ from others
- New models of Hubs are emerging—P-Patch, culturally-based, faith-based, single-building highrise





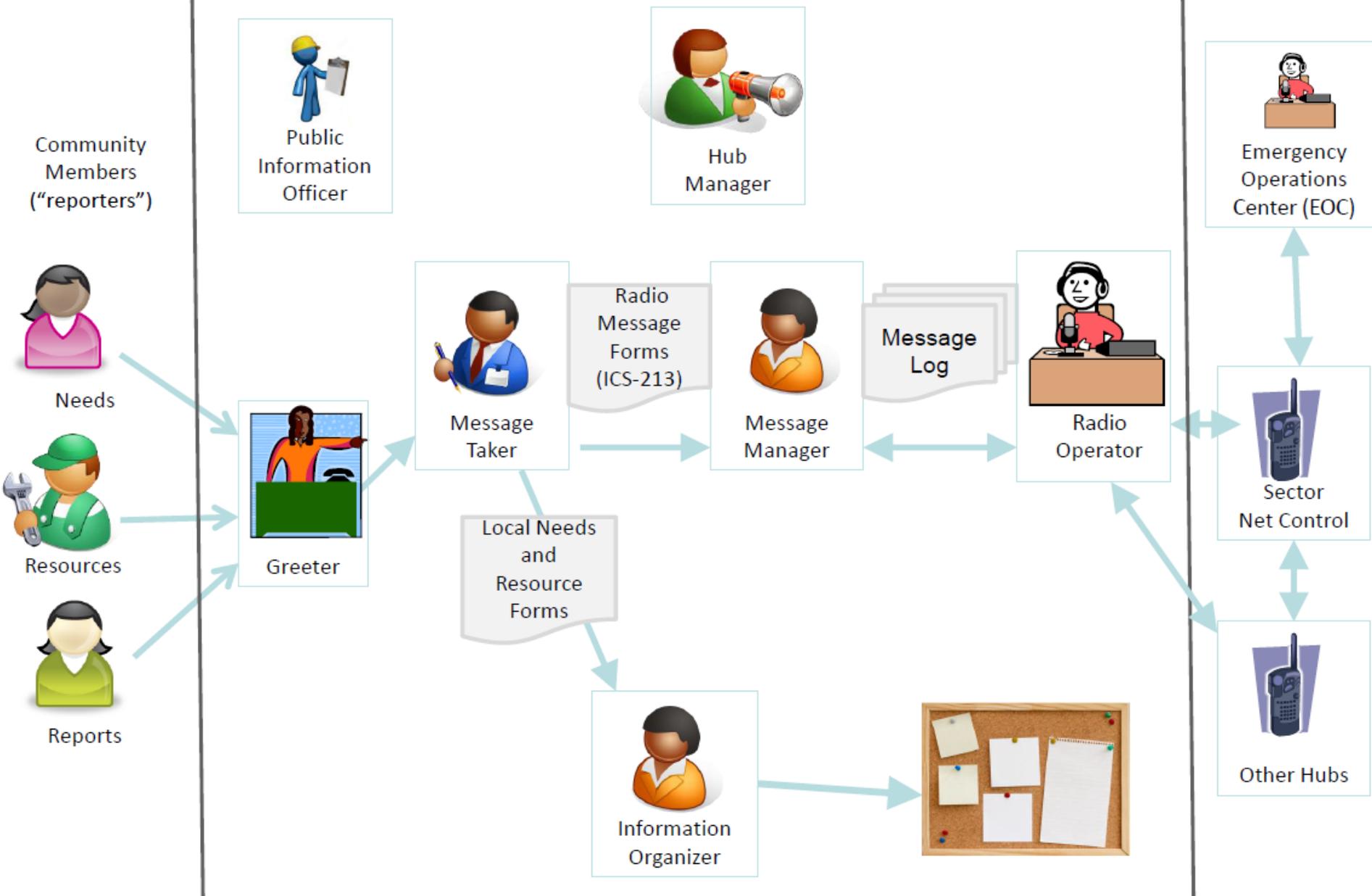
How the Hubs function

- Nothing at the designated site until activation.
- Volunteers bring supplies and “set up shop” under an agreement with the site owner.
- Gather information and convey it in an organized way.
- The focus is community information sharing and helping each other help themselves, instead of waiting for first responders.

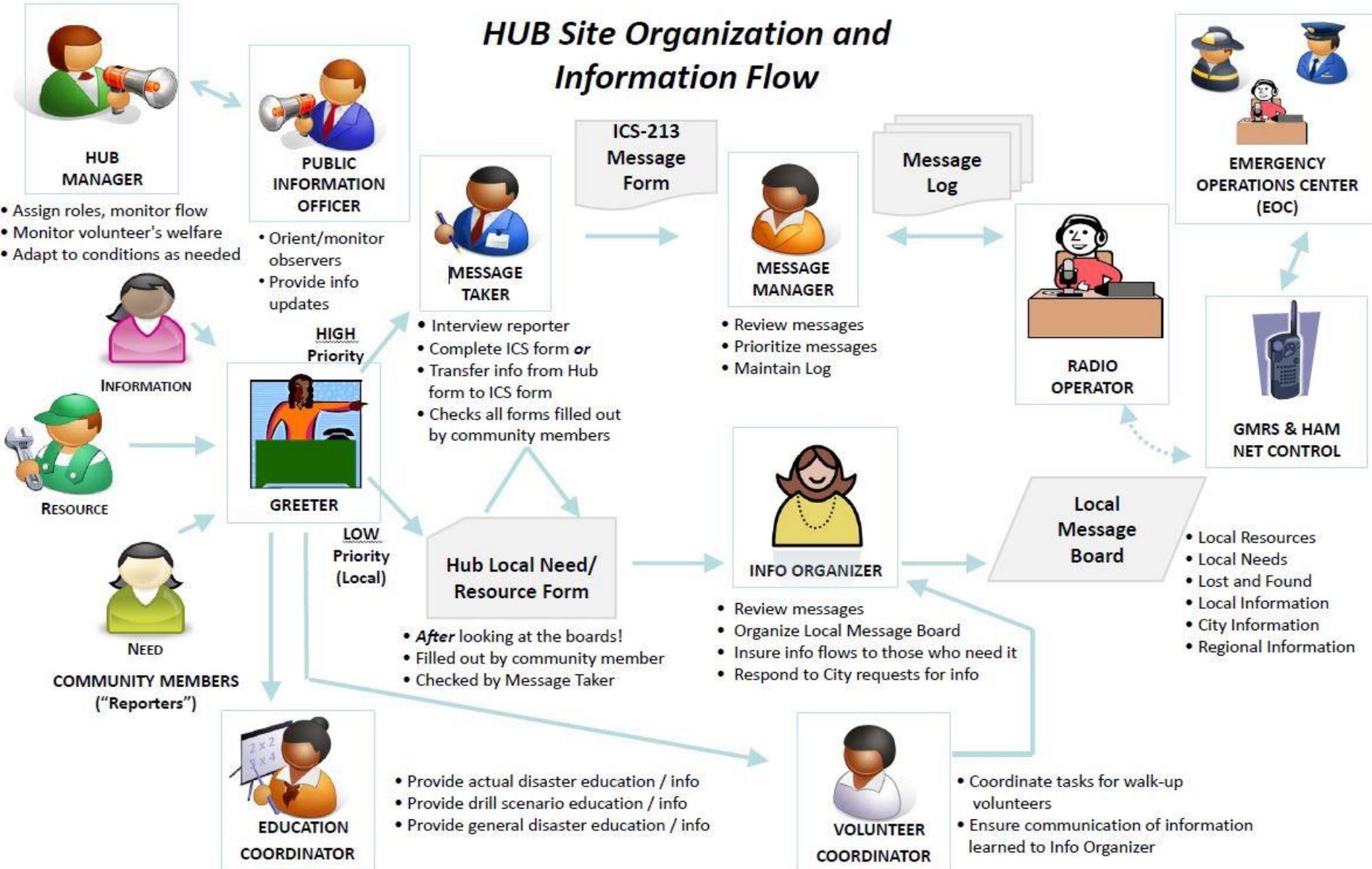
A Hub in a Box



HUB site organization and Information Flow



HUB Site Organization and Information Flow



Hub Manager

- STOP BREATHE ASSESS ACT
- Set-up Hub, encourage people to stay calm
- Assign roles based on resources, training, talent
- Monitor flow, adapt operations as situation demands
- Adapt Hub operations & flow as situation demands
- Be aware of safety and security of Hub & personnel
- Use frequent rotations or breaks to avoid fatigue, stress
- If you feel fatigued or stressed, ask for a break



Greeter

- Stay calm
- You are the first point of contact
- Listen to their problem carefully
- Determine if it can be resolved locally, or if it needs to be elevated for broadcast
- Help people with Needs and Resources forms
- Help people think for themselves
- Set expectations about prioritization, if possible
- Watch for potential volunteers, send to Hub Mgr
- If you feel fatigued or stressed, ask for a break

Hub Message Manager

- Stay calm
- Receive form(s) from Message Taker
- Scan the form for legibility, confirm info if necessary
- As multiple forms come in, always order by priority
- When ready, pass form(s) to Radio Operator
- Maintain form log to track what has been transmitted
- Pass ACS incoming info to Hub Manager for posting
- If you feel fatigued or stressed, ask for a break



Volunteer Coordinator

- Stay calm
- Set up area so waiting volunteers are easily found
- Incorporate impromptu volunteers based on skills
- Make assignments, ensure task is understood
- Ensure volunteers complete tasks, reassign
- Work with Hub Manager for next shift volunteers
- Thank all volunteers for their service!
- If you feel fatigued or stressed, ask for a break

Hub Radio Operator

- Stay calm
- Scan the form for legibility, get clarification as req'd
- Make contact with Net Control, transmit as directed
- Confirm multiple forms are still ordered by priority
- Transmit data on forms, break between fields
- Log the call in the Communication log
- If you feel fatigued or stressed, ask for a break



Hub Communications Message Taker

- Stay calm
- Listen to their problem carefully
- Fill out each field in the form with essential info
- Ensure entries are clear, concise, legible
- Enter date/time info, priority, assign a number
- Route to Message Manager
- If you feel fatigued or stressed, ask for a break

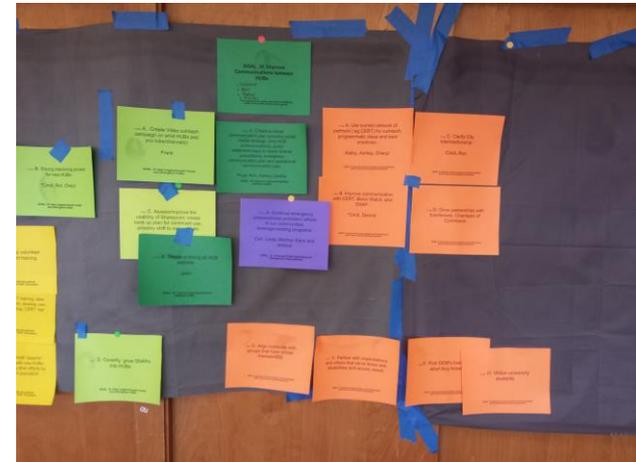
Drills and Training

- Full up drills,
- The pre-drill training to practice
- Joint and single tabletops
- Summits and workshops



Seattle Hub Captains Network

- Any Hub Captain can attend monthly meetings, use Email for additional information
- Collaborating freeform first few years
- Leadership Retreats 2013, 2016, 2018
- Commitment to helping train and sustain

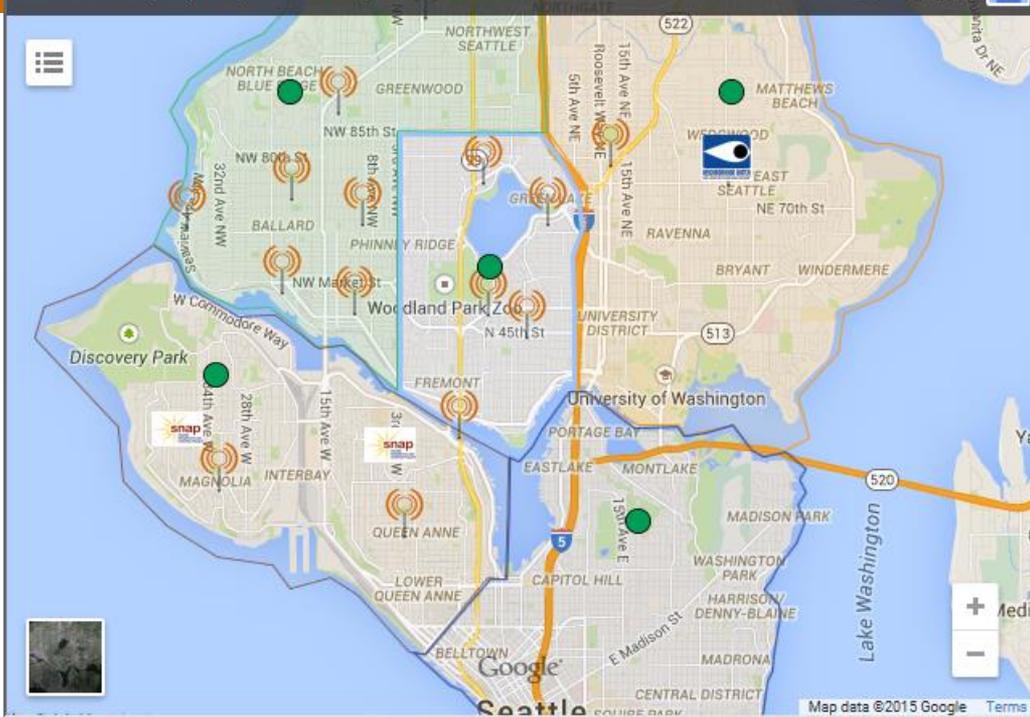




Seattle Hub Captains Network

- Key tools: Website, Hub Cap email list & Google Drive
- NeighborLink Map
- Mail Chimp email list for newsletter, 1,200 plus subscribers
- Bi –monthly meetings
 - In person, may have to try teleconferencing
 - Off months used for sector level meetings

Seattle Emergency NeighborLink Map



Seattle Hub Interactive Map to build emergency Neighborhood links

SNAP - Magnolia

SNAP Location 3913 W Barrett St, Seattle, WA 98199
SNAP Coordinator Carla Kotila
Meeting Location Detail Meet at the end of the driveway
Email carlakotila@hotmail.com

West Central CERT



1 of 1

Description Certified Emergency Response Team (CERT) Members listed below live in this Sector and are associated with their nearest Hub or by neighborhood.

CERT Member Joe Villarino
Email: joevillarino@gmail.com

Wedgwood - Presbyterian Church Block Watch

Meeting Location 35th NE & NE 80th, Seattle, WA 98115
Email blockwatch@wedgwoodcc.org
Website <http://wedgwoodcc.org/wedgwood-block-watch>
Report Activity <https://groups.google.com/forum/?fromgroups#forum/wedgwood-block-watch>

Morgan Junction Park (Morgan Junction Hub)

Hub Location: At Morgan Junction Park, 6413 California Ave SW, Seattle, WA 98118
Hub Captain: Cindi Barker
Email: cindibarker@gmail.com
Phone: 206-933-6968
Website <http://seattleemergencyhubs.org/west-seattle/>
X Coordinates: -122.3874177
Y Coordinates 47.5457335

Seattle Hubs Activities 2018 Training

Field Exercises

- No Power, No Bars – City wide exercise: regional extended power outage scenario
- Victory Heights & NE Sector Field Exercise
- Meadowbrook Hub Field exercise

Workshops and Classroom training

- Joint Formidable Footprint Tornado Scenario Exercise, with KC Medical Reserve Corps and American Red Cross
- “Is West Seattle Prepared” 3 hour workshop, held twice
- Eight Hubs hold “Hub 101” training sessions

Urban Survival Skills Fairs

- Sustainable NE Seattle Resiliency Skills Fair
- NE Sector Urban Survival Skills Fair



Seattle Hubs Outreach Activities 2018

Outreach tables at community festivals:

- North Garfield SNAP organizing meeting
- Beacon Hill Disaster Skills Training
- Fautleroy Community Association Food Fest
- High Point Bee Festival
- Beacon Hill Festival
- Roxhill Community BBQ
- Morgan Junction Festival
- West Seattle Summer Fest
- Eastlake Movie In the Park Night
- Lake City Summer Festival
- Magnolia Festival
- Delridge Days
- Rainier Beach BAAMFest
- Daejeon Park Hub Open House
- Laurelhurst Salmon Bake
- Seattle Public Utilities Employee Fair
- Wedgwood Community Picnic

Outreach tables at City or Business events

- South Seattle Home Show
- Solid Ground Preparedness Basics training
- Holland America Employee Preparedness Fair
- Starbucks Partners Preparedness Fair



Seattle Hubs Activities 2018 Outreach

Presentations about the Hubs

- Eastlake Community Council
- University House Retirement Home
- Leschi Community Association
- West Alaska Junction SNAP group
- Panelist, CERT Expo, Whole Community Resilience
- FEMA Region X Youth Preparedness Council
- Tyree Scott Apartments (Low Income Housing facility)
- Martin Court Apartments (Low Income Housing facility)
- Madrona Community Council, with Sandi Doughton, Seattle Times
- High Point Ready To Work ESOL Literacy program
- Disaster Trivia Night





How do I start my own hub?

- Meet your neighbors and organize!
- Connect with an existing community group in your area
- Find a natural gathering place in your neighborhood
- Contact us to get a mentor
- Train, train, train!

4 Phases to starting a new Hub

- Phase 1 – Commit, core team, and starter steps
- Phase 2 – More decisions and starting to practice
- Phase 3 – Training, drilling, engaging the whole neighborhood
- Phase 4 – Sustaining skills and interest





Phase 1 – Commit, core team, and starter steps

- Commit means find your energizer bunny; the leader or co-leader (hub captains) who will get things going and find some core volunteers
- Start discussion with your community group to get those first volunteers
- First decisions are where is your hub going to gather, and how to get your basic gear



Phase 2 – More decisions and starting to practice

- More gear and storage decisions
- How to gather and communicate with your core group
- Arranging for briefings and tabletops with your own group
- Making decision about using radios at your hub
- Community outreach to gain more volunteers
- Attending Hub Cap Network meetings



Phase 3 – Training, Drilling, engaging the whole neighborhood

- Training, Drilling, engaging the whole neighborhood
- Community outreach to gain more volunteers
- Encourage whole team to attend training opportunities offered
- Learn how to set up outreach tables for your community event
- Establish communications channels with new partners

Phase 4 – Sustaining skills and interest

- Continue to add new people, new partners and new training
- Bring people in with thoughtfulness
- Care and feeding of your hubsters and the burnout factor



One Size does not fit all

- Neighborhoods differ
- Skill sets and interest levels differ
- Innovation happens everywhere and takes time to spread
- No one ever reads the book

West Seattle Emergency Communication Hubs	Hub Book
Purpose: After a catastrophic emergency West Seattle Hubs will activate emergency communication hubs that will have the ability to relay messages between local hubs and between the hubs and the city of Seattle. This guidebook is designed to explain the activities of the hub to a volunteer, and covers roles and responsibilities for key hub positions.	Hub Roles Guidebook

Different ways to do the same thing



NEEDS	RESOURCES	BULLETINS
<p>#4 0930 need battery recharge location</p> <p>#1 0915 need refrigerator for insulin</p> <p>#3 0900 need location of functional ATM</p> <p>#7 1005 wife in labour - no 911</p> <p>#9 0935 multiview accident 2600 Ave W #W Barret need assistance</p> <p>#15 1145 FireStation 41 has sewer backup - needs plumber & pumping equip</p>	<p>#2 0915 has solar-a-gram recharge batteries</p> <p>#5 0935 working ATM @ Village Starbucks</p> <p>#6 0937 no cold food @ A&C Grocery BFC @ Browns has refrigerator</p> <p>#8 1010 Dr can volunteer medical help</p> <p>#13 1125 landline for emergency calls</p> <p>#16 1108 plumber avail to help</p> <p>#17 1156 FireStation 41 has medicine unit all injuries or all issues go there</p>	<p>#11 1030 Parks facilities open Sun & Mon daylight hours only all field reservations honored</p> <p>Compartmented sewage pumping → overflow spills NO swimming in natural bodies of water until further notice AVOID contact with spills</p> <p>#12 1130 EOC Hospitals over crowded Only go there for life threatening conditions</p> <p>Potable water available @ Community Centers Bring your own containers</p> <p>Flush toilets with nonpotable water/sea water - if no seepage or backup continue use</p>



Partnerships

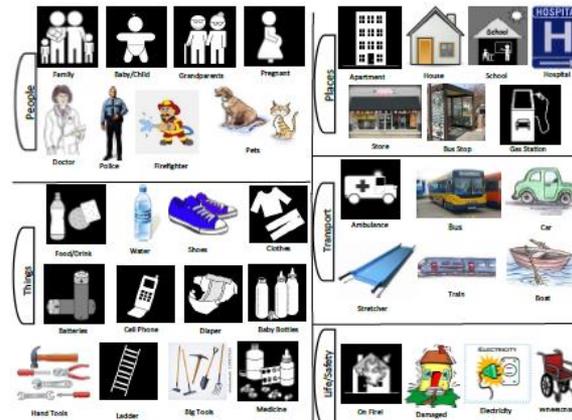
In reality, partnerships are going to be what make this all work:

- Local community groups and businesses
- Organizational / governmental
- Faith based organizations
- Services



Partnership Projects

- Mapping App
- Graphics Communication Card
- Self Help Posters
- Community Care Centers post-disaster



WATER

Water Requirements

Drink per day:
1/2 gallon = 2 quarts = 8 cups

Do not ration water.
Drink what you need today.
Find more for tomorrow.

Allocate another 1/2 gallon for cooking and personal hygiene.

HOW MUCH DO YOU NEED?

3.2 Liters = 16 CUPS

8 = 8

BODY WEIGHT / 2 1 = 8 WATER HELD

Water Sources

Turn off your water supply. If you cannot locate your street shut-off valve, there will be another valve where the water main enters your house.

Water Heater Tank:

- Turn off breaker or gas line to water heater.
- Turn off the cold-water supply at the water heater. Allow water to cool down.
- Attach a hose to the water heater's drain valve, or put a bowl beneath the valve.
- Open a hot-water faucet elsewhere in the house.
- Open the drain valve. Expect some sediment.
- Purify if water quality is questionable.

Other Sources:

- Meltd ice cubes
- Canned fruit or vegetable juice
- Toilet tank

Do not drink from the toilet bowl.

How to Purify Water

Boiling (best)

- Four water filters through coffee filters or clean cloth to remove particles.
- Boil water for 1 minute at a rolling boil.
- Allow to cool.

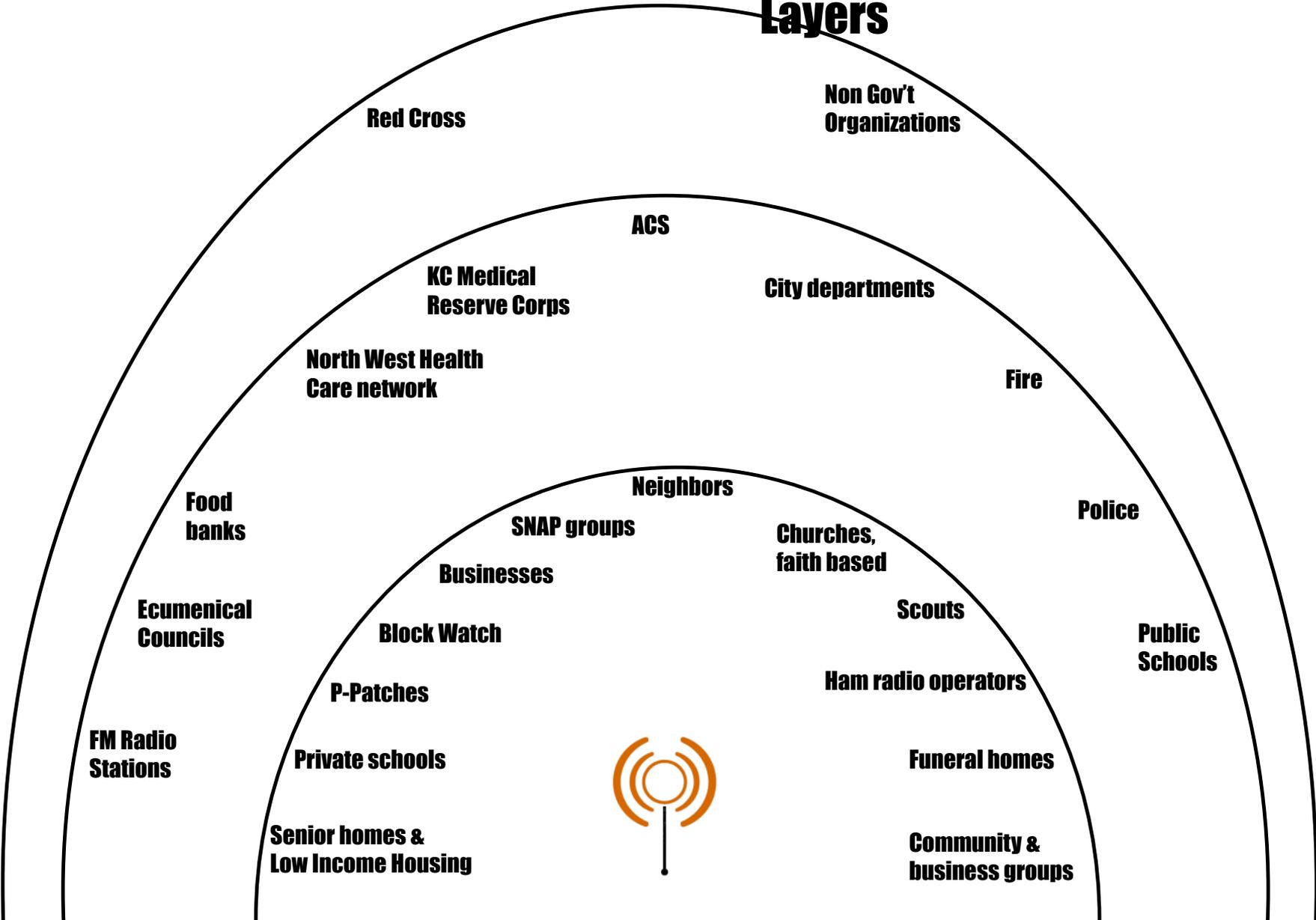
Bleach

- Use only regular bleach, not scented or with other added chemicals.
- Filter water, as above.
- Mix 1/8 teaspoon per gallon (~8 drops)
- Double this for cloudy water.
- Wait 30 seconds.
- Water SHOULD have a VERY SLIGHT chlorine odor.

Purification will not remove fuel or chemicals. If water contains fuel or chemicals, DO NOT drink it. Find another water source.

More Info

2018 – 2020 Hub Partner Layers



Red Cross

Non Gov't Organizations

ACS

KC Medical Reserve Corps

City departments

North West Health Care network

Fire

Food banks

Neighbors

Police

SNAP groups

Churches, faith based

Ecumenical Councils

Businesses

Scouts

Public Schools

Block Watch

Ham radio operators

FM Radio Stations

P-Patches

Funeral homes

Private schools

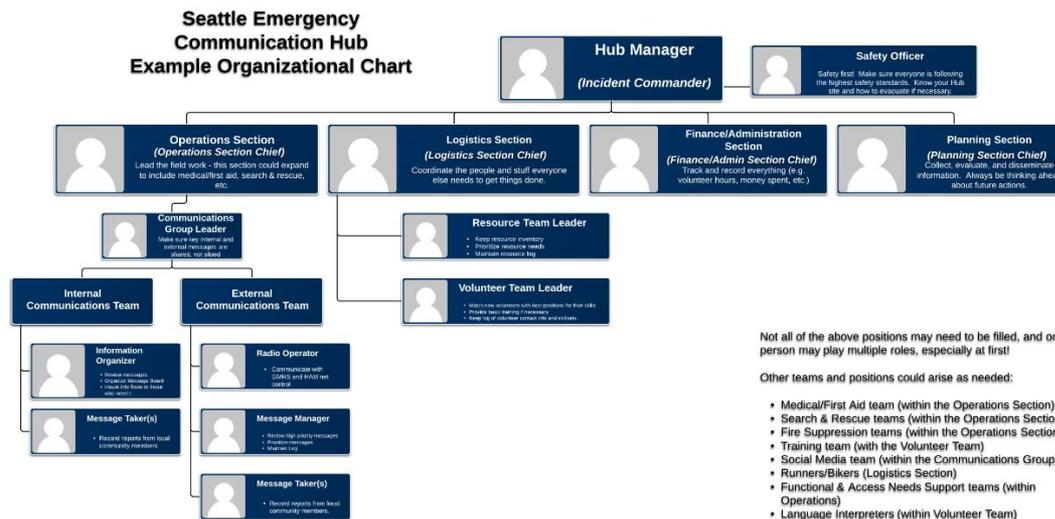
Senior homes & Low Income Housing



Community & business groups

Continued Evolution

- Funding is always a concern
- How does ICS fit with the Hub model
- Sustainment and leadership transitions





The 3 Big Take-aways

- Ground up organizing
 - Participants should own it
- Ongoing support is essential
 - For the long haul - build and sustain
 - Connections, creativity and adaptability
- Impervious to cyclical impacts
 - Funding & budgets
 - Political changes

Thank You - Questions?



Seattle Emergency Communications Hubs

Seattleemergencyhubs.org





Seattle Hub Mission

- **A Seattle Community Emergency Hub is a pre-determined location where neighbors and community members are likely to gather to begin exchanging information and resources among themselves without outside assistance from City services.**
- **A Seattle Emergency Communications Hub is an enhanced Community Emergency Hub. It has a core of trained volunteers with additional skills who can collect information on local situations, needs, and resources and assist in the allocation of resources to needs. They can relay information between Hubs, the Auxiliary Communications Service, or other locations so that it reaches those in need. Hub volunteers also aid the City of Seattle in encouraging neighbors to be individually and collectively prepared for a disaster.**

The hub mission is accomplished SOLELY through community volunteers.