

DISASTERCOM



DERA Newsletter

42 Years of Service

December 2004

Interstate 10 Bridge Pensacola, FL
Photo taken **during** storm surge event
Hurricane Ivan, 2004



Speedy Bridge Repair

Hurricane Ivan caused over 3300 feet of bridge superstructure to drop into the bay; over 24 pile bents were destroyed, and numerous 225 ton 60' spans had to be repositioned

Florida DOT selected the team of Gilbert Massman-Parsons, using the design-build procurement method to perform emergency repairs necessary to reopen the bridge

The west-bound side of the bridge opened a full 6 days ahead of the contracted 24 days. Work now continues on the eastbound structure and is expected to be open to traffic in less than the required 90 days after notice-to-proceed.

!!!!!! Join Us !!!!!
26th Annual International Disaster Management Conference
February 3-6, 2005
The Rosen Center, Orlando, Florida
DERA Collaborative Planning Session for
Haiti Emergency Communications Support

In September, heavy rainfall from then-Tropical Storm Jeanne sent a wall of water and mud into Gonaives, Haiti. Thousands have died, and the human misery resulting from the flooding will continue for many months to come.

DERA quickly formed a Special Project initiative and sent a team down to resurrect the ham radio infrastructure. Meanwhile, DERA Special Project coordinator, in conjunction with Many Waters Resource Network, organized a team of 26 volunteer radio operators here in the US and Bermuda. Doug and Rebecca Douglas, N8SAQ and N8SAS arrived in Haiti on October 19 at around 10 AM. "They actually were on the radio with us by 11:15," she said, "which was really exciting to all of us who were monitoring."

(See *inside for more information*)



Haitian flood victims stand in water to get water to drink.
[Photo Juno: Clervil Junior Clerveau. EverythingHaitian.com]

DisasterCom is the quarterly newsletter of DERA International. News items and articles are always welcome.

ISSN 1521-1592

Editor: **Catherine Lawhun**

Membership in this Nonprofit Association is open to all who share our commitment to effective disaster preparedness and response.

See Back Page for Membership Application

The Disaster Preparedness and Emergency Response Association, International

P.O. Box 797, Longmont, CO 80502 (USA)

E-Mail: DERA@disasters.org

News Items: Editor@disasters.org

<http://www.disasters.org>

DERA International

P.O. Box 797
Longmont, CO 80502

DERA is a Nonprofit, U.S. IRS 501(c)(3)
Disaster Service and Professional Association
Established in 1962
Incorporated in the State of Wisconsin.
Newsletter ISSN 1521-1592.

Officers

Steven Keene, Chair, Board of Trustees
Milwaukee, Wisconsin

Wesley R. Biggs, Chairman of the Board
Gladstone, Missouri

Executive Director, Vacant

Robert R. Dockery, Director and Trustee
Asheville, North Carolina

Randy Helback, General Counsel
Milwaukee, Wisconsin

Dr. Marian Olson, Director
Golden, Colorado

Lynn L. Lucchetti, Director
Albuquerque, New Mexico

Tony Mendes, Director
Denver, Colorado

Dr. Floyd Shoemaker, Director
Littleton, Colorado

Jerry Cassidy, Director
Aurora, Colorado

Partnerships & Affiliations Include



E I I P



From our Chairman: Announcing the arrival of Kristina Biggs

Kristina Carol Biggs was born on Tuesday Nov. 16 at 3:37 am. She weighed 6 lbs 11 oz and was 18 inches long. Baby is doing great now she is home and gaining weight.



DERA Chairman Wesley Biggs holding his new daughter.

!!!!Congratulations Wes and Tina!!!!

A word from your Editor

Once again DERA has been instrumental in effecting a significant improvement in communications capabilities in a disaster torn area. Our Special Project to Haiti in the wake of Hurricane Jeanne is still ongoing.

Our success was due to a team effort involving over 26 volunteers. I would like to publicly express DERA's appreciation to new member Bill Brogan, KA1PA, who was a crucial link in planning the entire operation and preparing the donated equipment. Bill also worked tirelessly in the aftermath of Hurricane Ivan in multiple counties in Florida. DERA also thanks Robert Rathbone, AG4ZG, who ran our net control diligently in the face of sometimes irritated frequency hounds. Hats off as well to Michael Johnson, N0VX, who ran our web based volunteer coordination database and of course our traveling team, Doug & Rebecca Douglas for their courage and dedication to a country in need.

We also wish to thank our gracious hosts in country, Bernard Russo, HH2B and his lovely wife Tessa. Last

but not least we must commend our own Jay Wilson, who, while faced with the tasks of planning for the needs of the US during the imminent arrival of Hurricane Jeanne, was so moved by the plight of our less fortunate neighbor to the south that he declared Haiti to be our top priority and allocate DERA's resources to accomplish this project.

Phase 1 assessments are now accomplished and the need for coordinating our efforts to move forward is necessary. We are holding a collaborative planning session in conjunction with the International Disaster Management Conference 2005 in Orlando, Florida February 3-5. Please attend if at all possible and if you cannot, please contact me and we will provide a conference call number to facilitate your participation by phone. Simply send an email to editor@disaters.org For Project highlights an updates visit www.manywaters.org/Haiti.htm

Thank you so much for your support.
Your editor,

Catherine Lawhun

*President of
Many Waters Resource Network, Inc.
providing volunteer engineering
professionals for disaster response
nationwide. 888-570-1344*

Customized Training and Exercises
For
Government - Business - Industry

Specializing in

EMERGENCY PREPAREDNESS

Vulnerability Assessment

Utilities & Critical Infrastructure

RAM-W Certified



Contact us for a brochure or visit our Web Site:

www.cpti.us

Phone (303) 880-8908
CPTI, P.O. Box 351057, Westminster, CO 80035

The radio communication project in Haiti is about our compassion for others who live so close but have so little. It is about responding to a natural disaster. But it is also about us. Hurricane preparedness requires accurate weather measurement. Hurricane hunter planes can fly into the center of a storm. But they can only stay for relatively short periods of time. Accurate and timely measurements of changing pressure, temperature, and wind speed in the path of oncoming storms greatly improves our ability to accurately forecast their movements. Permanent weather stations may not be in the center of the storm, but their data is continuous. Forecasters can put the Hurricane Hunter data together with the readings from outlying reporting stations and get a much better picture of where a storm is headed and how it might develop.

Look at the map. Haiti sits in the crux of the Caribbean, Atlantic, and Gulf weather systems. Only Cuba could provide more permanent, weather stations in such a crucial location. Automated, real time, weather readings; forwarded to the National Hurricane Center via satellite, HF, or Internet are a great advantage to those of us in America. One of the advantages of working with Amateur Radio Operators is this redundancy. If the satellite is below the horizon, they can send the data via the Internet. If the Internet connection goes, they can use HF radio. Amateur Radio Operators can get us the data when we need it.

Le Radio Club d' Haiti had one of the finest weather reporting systems in the Caribbean basin. But a few very dedicated Amateurs could not bear the expense of keeping such a system fully operational by themselves. If we want to share in the benefits, we ought to help them help us.

Doug Douglas, N8SAQ

!!!Calling all Members!!!

Any Members involved at the state/local or NVOAD level during any of the 2004 disasters please write to us. We would like to hear your stories, lessons learned and opinions about your volunteer or compensated service. Share your experiences so that younger members can learn and better our response the next time around.

If you don't tell us, we have no way of knowing.....

Simply send your story by email to editor@disasters.org

FAIRS

The Foundation for Amateur International Radio Service facilitated by David and Gaynell Larsen, has been a major supporter of DERA's Special Project to Haiti. During the last year they have personally traveled to Dominica and Martinique assisting in disaster preparedness and communications projects. Grenada, also severely affected by Hurricane Jeanne received emergency radio equipment from FAIRS as well.

Thank you Dave and Gaynell for ALL you do for so many!!!!

SkyWarn Recognition Day



Bob Dockery in the DERA/ WCARS Western Carolina Amateur Radio Society Emergency Communications Van

The fully equipped Emergency Communications Van, jointly owned by DERA/WCARS and was utilized by many members of the WCARS during Skywarn Recognition Day.

PAHO/WHO Seeks Program Officer for Haiti

Short-term project officer (six months) to be based in Haiti.

Skills: Candidates must have excellent interpersonal skills, be familiar with UN security procedures and ready and able to work under difficult conditions. Prior experience in Haiti is an asset.

Languages: Must be fluent in French. Knowledge of Creole, English and Spanish are assets.

Experience: Must have a minimum of five years' experience in executing field activities or managing field offices in crisis situations.

Interested candidates are asked to forward their CV with date of availability to disaster@paho.org.

Welcome New Members

Welcome to DERA!
Our aim is to meet your professional needs as we work together in dedication and service.



Luis Martinez
Casa Grande, AZ

Sgt Randy Councill
Centennial, CO

Dirk Bolt
Aberfeldy, Scotland

Vaughn G. Adams
Largo, FL

Peggie Taylor
Hohenfels, Germany

Bryan E. Daigle
Jefferson, LA

Joshua Schmitt
Edina, MN

1st Lt Steven Solomon
Silver Spring, MD

Michael J. Vincelli
Weston, CT

Susan Friedman
Bluemont, VA

Ann Odgers
Nepean, Ontario

Dwain S. Deppolder
Peoria, IL

Bill Brogan
New Smyrna Beach, FL

Sanford Altschul
Farmington, MI

Welcome to DERA!
It is our sincere aim to help you achieve your professional and personal goals

American Disaster Reserve

Report by Candace Carmen, DERA member and Corporate Communications Officer for the American Disaster Reservists (ADR)

What Did Florida's Hurricanes Teach The American Disaster Reserve?

This was a hallmark year for the American Disaster Reserve. Having emerged from the chrysalis of the inactive United States Service Command in mid 2003, American Disaster Reserve and its Virtual Emergency Operations Center went forward with The National Voluntary Organizations Active in Disaster to provide a virtual emergency operations center providing data 24/7 for all the voluntary organizations and FEMA. In what turned out to be the single largest combination of disasters in US history in one place, at essentially one time, with the highest cost both monetarily and in terms of people dislocated, ADR helped bring essential data to the resource participants.

In addition to essential contact names and numbers in all the affected counties, we supported multiple conference calls a day in as many as five different states and then uploaded the data for all to keep abreast of what each and every one of the Voluntary Organizations Active in Disaster were doing and where they were doing it, what needs were critical. FEMA VAL, David Turner put it this way: "I will tell you, that when I was working with ESF 15 in Tallahassee, I had to help get the new EMAC people up to speed. I always suggested they review those minutes. I think it is about the best way for a person to get a fairly good understanding of what the voluntary agencies have been doing, on the ground, throughout the entire incident period."

Lesly Remaly of Church World Service who was on the ground and there for the entire hurricane season in Florida was able to state that "Florida had a void. We had no communication capacity, no integrative infrastructure in place. American Disaster Reserve came in and filled that void. They helped us all to see how many voluntary organizations were out there and active; the needs for further assistance, and continued to serve for communicating the needs of all of us in the voluntary organizations. She concluded her remarks by saying ".how could we ever work through a disaster without them."

There were valuable lessons learned throughout these consecutive disasters.

The primary lesson learned was that despite all the planning, training and forethought, it didn't go as planned. The hurricanes didn't follow their projected paths, and neither did we. The command structure was not flexible enough to deal with issues relating to lack of volunteers able to input to TVEOC, to take conference call notes and attend on the calls, as well as to provide data and analysis as the hurricanes beat towards the shores.

Our membership which is currently 100% volunteer did not provide the backbone of people with skills which we believed it would. Instead, a handful of committed people met the task and exceeded everyone's expectations. Our training program was insufficient for the new and varied challenges which these hurricanes thrust upon us. In short, we have found that we need to get funding for personnel and a staff to attend to all matters which are necessary during a disaster. We cannot rely in total on our volunteer membership to be able to be there and do whatever needs to be done. Our vision of skills needed for complicated disasters and the training to develop these skills must be revised. We must build in a certain flexibility to the training as new needs come to the fore during a disaster that we, in The Virtual Emergency Operations Center are ideally placed to speak to.

The December 4th Annual General Meeting concentrated our questions and needs. The American Disaster Reserve will go forward as an entity with The Virtual Emergency Operations Center as its main public focus. With that as the baseline, we see the need for :

- 1) a Central TVEOC staff to operate the site at all times,
- 2) Event Watch Teams to gather information and to analyze said data and
- 3) to identify state points of contact to link directly with the disaster response structure in each state. In addition, our applications can grow in relation to presentation of FEMA's reports so that all the data is available in one spot 24/7 online. To do this, we must move forward together to overcome these challenges. We need to find consistent funding for at least 3 full time staffers; we need to recruit members for our specialized disaster resource; and each member must be a productive member in a disaster. Walter Green, head of ADR summarized this need succinctly when he says "One person willing to do one small task with high reliability is worth more than any number of people who volunteer to take on big tasks and then never perform."

SALVATION ARMY AIDS SURVIVORS OF FLOODING AND A TYPHOON IN THE PHILIPPINES

(December 3, 2004) The Salvation Army in the Philippines has been inundated with requests for help after the island nation was battered with torrential rain storms and a typhoon on Monday. At least 500 people were killed in the storms and hundreds are still missing. According to local news sources, the Quezon province and areas facing the Pacific Ocean were hardest hit by flooding and mudslides. More than 1,000 people have appealed to The Salvation Army for assistance.

Commissioner Robin Dunster, leader of The Salvation Army in the Philippines, reports, "Volunteer Salvationists (members of The Salvation Army) and officers (ministers) are actively involved in giving food, kitchen utensils, clothing and counseling but there are still more people who need food, blankets, medicine and housing."

Additional Salvation Army relief teams have been deployed but local emergency disaster services funds have been exhausted. The Philippines' government is facing a similar situation, launching an international appeal for funds after President Gloria Arroyo visited some of the worst-affected areas.

Deforestation, the result of illegal logging, has left large areas vulnerable to storm damage and contributed to the mud slides which have swamped homes and villages. Some the water and food supplies in affected areas have been contaminated, leading to fears of an outbreak of diseases.

Powerful Typhoon Nanmadol was preparing to make landfall in the Philippines on December 2, 2004, over the already battered Aurora province. Over the past two weeks, Luzon, the main island in the Philippines, has been lashed with three tropical storms—Nanmadol is number four. The toll from the first three storms, the most recent of which was Monday, is well over 1,000 with 479 dead and 560 missing, according to Reuters. Many of the deaths occurred along Luzon's east coast where floods and landslides buried three towns. Nanmadol's effects were already being felt over Luzon's east coast late on December 2, and many fear that the storm will make the situation worse. The government of the Philippines has

already requested international aid to meet the needs of those whose homes were destroyed.



This Moderate Resolution Imaging Spectroradiometer (MODIS) image shows Typhoon Nanmadol at 4:45 UTC, 12:45 p.m. in Manila. At that time, the storm had sustained winds of 240 kilometers per hour (150 mph) with gusts up to 296 kph (184 mph). Later in the day, the Joint Typhoon Warning Center reported that the storm's winds had slowed to 204 kph (127 mph) with gusts to 250 kph (155 mph). The storm is expected to move northwest over the Philippines, then turn northeast over Taiwan.

NASA image created by Jesse Allen, Earth Observatory, using data obtained from the MODIS Rapid Response team. <http://rapidfire.sci.gsfc.nasa.gov/>

Meet New Member Vaughn G. Adams

Mr. Adams, also a member of Many Waters Resource Network, is an environmental engineering, business development and security specialist. He lives just outside Tampa, FL. and helped run our DERA/Many Waters booth during the Tampa conference last year. This year he has been very active in the Florida post hurricane reconstruction.

Here are some issues surrounding the disaster recovery process from his unique vantage point.

"Following the second hurricane to pass through Polk County I was asked to function as joint operations manager to oversee and document consolidation, collection and disposal of storm related debris through the county.

This was a FEMA funded effort, administered through the county and operation by General Physics (GP), a consulting firm. This was far from the most efficient operation I've ever seen. GP seemed to be way in over their head, poorly organized and administered with very poor use of human resources. I doubt if they will ever know if they turned a profit on the contract.

During this time I was contacted by a friend with Schweiger Construction Company in Kansas City.

Acting under a master services agreement, they were the emergency responders for a major financial institution and their property management firm; also a very well known international firm. I'd rather not mention the names of Schweiger's clients.

I was informed that hurricane Ivan had severely damaged five banking facilities in Pensacola. Schweiger was in the process of mobilizing workers to secure the facilities and make emergency repairs in accordance with the bank's disaster recovery plan. I was asked to be the project manager. My initial action was to review and make suggestions regarding logistics and supplies the crew would need. We were told that each facility needed power, so generators were purchased. I'd suggested acquiring propane fueled generators because in a power the gasoline would be in short supply or stations would not be able to pump due to lack of power. To refuel a propane tank, all you need is pressure.

Long story short, by the time I arrived on site the scope of work began to change moment by moment. The major difficulty to fulfilling the mission was that the four "share holder", the bank, their management firm, the property owners and their insurance company. The property owners and their insurer failed to buy into the bank's disaster recovery plan."

26th Annual International Disaster Management Conference

"Preparing Freedom's Lifelines..."

Conference Highlights

- > Lessons Learned from Recent Disaster Events
- > Disaster Response Strategies and Tactics
- > Medical / Public Health Disaster Management
- > Terrorism Response Strategies and Tactics

Conference Date & Location

- > February 3-6, 2005
- > The Rosen Centre | Orlando, FL
- > Visit www.emlrc.org for more information.



Emergency Medicine Learning & Resource Center
3717 South Conway Road, Orlando, FL 32812
800-766-6335 | Fax 407-281-4407 | www.emlrc.org

Provided by the Emergency Medicine Learning and Resource Center
and Florida Emergency Medicine Foundation, in conjunction with
the Florida College of Emergency Physicians.



North Dakota State University Emergency Management Graduate Student Assists in Hurricane Response and Recovery

My name is Emily Fast and I was one of the first three students to graduate from North Dakota State University in Fargo, North Dakota with a Bachelor of Science degree in Emergency Management. This fall I decided to continue my educational studies and am enrolled in NDSU's Masters Program in Emergency Management. North Dakota State University also offers a Minor and a Doctoral degree in the field of Emergency Management.

On Thursday, September 2nd while attending the Emergency Operations and Leadership course at twelve noon the professor, Dr. Arthur Oyola-Yemaiel, brought it to the class' attention that the second hurricane of the season was about to make landfall on Florida. He then proceeded to ask if there was anyone interested in traveling to Florida to conduct research on emergency operations.

Initially the entire class of 15 raised their hand and said they were interested. As the discussion progressed we realized that it was not just an exercise and that it actually may be feasible to coordinate such a deployment. A group of five students consisting of both undergraduate and graduate students proceeded to the alternative State Emergency Operations Center (SEOC) that we have on campus and began coordinating the logistics. We worked feverishly all afternoon and into the late evening to make all of the arrangements. We accomplished the logistical task of finding hotel rooms during a major state evacuation, secured a rental car, made flight arrangements and most importantly gained access to Florida's SEOC in Tallahassee, Florida.

By 5:15 am on Friday, September 3, 2004 a doctoral student, myself, and our professor were on our way to conduct research work on emergency operations and leadership through the activation of two National Science Foundation grants.

Upon arrival at the State Emergency Operation Center we were given a tour of the facility and were introduced to many of the staff that are part of SERT (State Emergency Response Team).

We were allowed access to the floor of the EOC and taught about each of the ESFs (Emergency Support Functions). We then worked closely with various ESFs so that we could gain a better understanding of how they all work together. Throughout the week we observed how the State operates during Level 1 activation and what all goes along with response and recovery after a major hurricane makes landfall. We were given the invaluable opportunity to experience the practical aspect of emergency management and compare it to what we had learned during our theoretical studies.

As that first week in September progressed it was obvious that a third hurricane was going to make landfall on the State of Florida. I was then given the opportunity to stay in the State and to continue my research on emergency operations and to gain more practical experience in the field. Little did I know that one week and one hurricane would eventually turn into nearly three months and the historical event of four hurricanes and a tropical storm to hit the State of Florida in a single hurricane season.

The Salvation Army - Southern Territory

Comprehensive Hurricane Relief Statistical Summary As of 10/19/04

	CHARLEY FL	FRANCES FL	NSC	ALM	IVAN FL	NSC	JEANNE FL	TOTAL
Meals	837,703	1,170,146	3,152	229,288	358,254	21,956	266,807	2,887,306
Water (gal)	112,638	647,998	100	8,378	236,928	75	223,740	1,229,857
Water(bot)		869,258	150	2,043	234,837	123	6,051	1,112,462
Ice (lbs)	526,648	1,995,545	50	24,248	678,990	350	1,654,400	4,880,231
Canteens	66	67	4	25	31	7	77	N/A
Comfort Stations	30	19	0	0	10	0	2	N/A
Mobile Kitchen	3	3	-	1	2	-	4	N/A
Volunteers	582	3,156	204	2,049	2,590	285	2,116	10,982
Volunteer Hours	2,611	27,082	2,048	14,326	25,634	2,926	12,004	86,631
Individuals Assisted	104,208	1,488,639	750		103,573	394		1,697,564

FEMA Statistical Summary – FLORIDA only

	CHARLEY	FRANCES	IVAN	JEANNE
Tele-registrations as of 11/17/04	257,679	426,841	137,934	307,970
Approv Eligible Housing Prog Assist	\$77,844,862.77	\$156,244,510.12	\$54,694,627.18	\$143,463,117.99
Approved Other Needs Assistance	\$97,485,347.32	\$177,231,763.10	\$59,240,483.04	\$144,770,563.42
SBA Loan Applications Sent	162,493	238,563	76,148	140,505
SBA Loan Applications Returned	52,683	59,119	27,276	40,096
SBA Approved	\$206,188,300	\$75,479,800	\$107,016,500	\$26,122,800

The Big Ones

Alvin Sewell N4SGQ – Section
Emergency Coordinator Northern Florida

There's a surreal distortion of reality when the really big storms approach. When the emergency planners here get scared it's rare and it's a really weird experience. When Andrew was coming in I was finishing up a divorce and hit the up button in the elevator from the judge's office to the EOC radio room. I'll never forget the feeling that this storm was going to change everything. I was really scared but knew we'd get through it. After the collision of nature with moral humankind I was privileged to be among the group that worked relief and learned from the experience. The book of life and disaster relief was rewritten with Andrew.

In 2004 Florida got the opportunity to know that there is no planning to equal the sense of humor of Mother Nature. Deep into the season we got Charley. This was a tough one. Not this! Curve ball, from the west and diagonally across the highly populated section of the state. Not the usual scenario we plan on, for sure! Ok, ok we have it Mother, we'll handle it. Mild hysteria broke out on the impact area where the affected population haven't seen this kind of hurricane damage in decades. The Amateur Radio response was impressive but not as well coordinated as we should have been due to jurisdictional issues and a lack of mission definitions and limits. But we did not fail to deliver our mission and we learned.

Along came Frances into the Gulf of Mexico, days behind Charley. My team mates, Section Manager Rudy Hubbard, Section Emergency Coordinator (at the moment) Nils Millergren, and I notified our coworkers, who are the amateur radio operators in the section, of the need to flex up our plans. We asked the members to be ready to use a state operated data program that would issue tracker numbers to assign missions. This would insure that amateurs who were asked to volunteer to assist the Amateur Radio Emergency Service and/or the Florida State Emergency Response Team would be covered by liability insurance and workman's compensation. We also prepared a database for tracking all personnel that included Amateur Radio personnel within the State of Florida and those coming into the state from outside so that we knew at any given moment where each person was from the beginning and end of an assignment. Assignments were to be controlled by the Section Manager Rudy Hubbard. Assignments coming from

outside of the state were to be coordinated by Nils Millergren, then given to Rudy Hubbard. Data tracking was to be performed by myself.

For Frances, this process started out pretty well. It left the power curve somewhere around day 3 and we played catch up putting out fires while getting the missions done. Everyone performed beautifully in the field adapting to the tracker system though and a new system was well on it's way.

Remember that gut feeling I told you about, the one where all time and space leaves your senses? Enter Ivan. Frances was still on the radar and we haven't stood down. No level of denial can make it go away, the forecast models are too accurate. As the models drift in the final hours we pray that the woods of the National Forest get it. Then we breathe a sign of relief when Florida might get a much needed break but feel guilty for that feeling when we think that New Orleans might suffer the disaster of a lifetime. Finally, midnight comes and there is only silence and radar.

When the radios came up and everyone had a look around (along with the theatrics of the Weather Channel) it was apparent that like Andrew, this was the big one. West Florida knew this was coming one day but somehow hoped it never would. The response went into motion but the problems were huge. The Section Manager Rudy, the Section Emergency Coordinator Nils, and the District Emergency Coordinator for the Western Panhandle of Florida Bill Hayden were victims of the disaster. Because of the intensity of the disaster, each of their homes were affected in some way, most of them severely. Rudy, his wife, and Bill Hayden were in the Santa Rosa County Emergency Operations Center not only to help out with communications but needing a place to stay with the power completely down in two counties.

It's at times like these, especially times like these that ham radio is at it's finest hour. From this point it was as easy as letting the system work and getting with the State for the tracker numbers I spoke of earlier. The ARRL in Newington, Connecticut put out a request for the number of amateurs that we thought we needed for the relief effort, about 45. That number was exceeded due to others that came into the area on their own. The tracker system enabled us to monitor the flow of assistance and to cut it off once the mission was accomplished.

The biggest lesson learned from this event and all previous disasters of this magnitude is this. I've learned it over

and over in my 35 years of disaster communications with Amateur Radio. We depend too much on the resources within the disaster area for execution a plan. They've spent a huge amount of hours worrying about this disaster before it strikes. They are emotionally involved when it strikes. They have homes, families, jobs, their entire lives turned upside down. They are not able think clearly no matter how hard they try.

We have got to do things differently than what we are doing. We've got to help our relief people in the strike zone not put more pressure on them.

The next lesson...Just because the emergency planners say that they don't need Amateur Radio because they have telephone and cell service back up, think again. There's a big difference in continuous service and less than continuous service. Continuous cell service? Where? Never seen it. And for how long? Landline service? Get ready for "all circuits are busy" and "the number has been disconnected" messages.

Listen patiently and smile to those that tell you that you are not needed. Meditate and pretend it's Field Day. Get your stations going and follow your plan. Be disciplined and do your job.

Canadian Centre for Emergency Preparedness 15th World Conference on Disaster Mangement



July 10-13, 2005
Toronto, Ontario, Canada
Register at: www.wcdm.org

Membership Invitation



Established in 1962

MISSION

Preparedness - Response - Education

DERA is a Nonprofit Disaster Service and Professional Organization.

Our members work together as a world-wide professional network of disaster researchers, response and recovery specialists, trainers, consultants, technical experts, and project managers.

We help disaster victims by improving communications and logistics, reducing risks and mitigating hazards, conducting community preparedness workshops, and by sponsoring preparedness and response projects.

We sponsor a school awards program that encourages students to study the effects of disasters and conduct projects to reduce hazards and improve community preparedness.

As a prominent international professional association, our membership is composed of key leaders in the field of emergency management from around the world, including government officials, volunteers, consultants, business managers, researchers, educators, students and charitable groups.

Our quarterly newsletter, DisasterCom, brings current information about developments in emergency management and reports on the activities of our global membership.

We sponsor research projects and the publication of emergency management guides, case studies, technical assessments, and preparedness materials.

If you share our vision of commitment and service, we would welcome you as a member.

Please complete the application that follows or contact us for further information.

**DERA
P.O. Box 797
Longmont, CO 80502**

Also, please visit us at <http://www.disasters.org>

