

NET CALL DOWN DRILL: AFTER ACTION REPORT (AAR)

Quarter 3 Drill Completed on September 9, 2014

Background

In order to deploy NETs quickly and efficiently, the Portland Bureau of Emergency Management (PBEM) must have the capability to send an automated message to all Active and credentialed NET volunteers at any time. For this purpose, PBEM conducts quarterly call down drills using the Health Alert Network (HAN) system administered by the Oregon Health Authority.

HAN is capable of sending a phone call/text message/email to recipients indicated in a spreadsheet loaded into the program. HAN also has text-to-speech capability, meaning a user can load a typed message that recipients will hear as a voice phone call.

Drill Objectives

- Test the call down system through HAN;
- Maintain volunteer expectations of how they may be deployed;
- Use HAN's text notification function for the first time in a NET calldown;
- Get a baseline response rate for the first no-notice drill for NET.

Drill Setup

Volunteers were informed which week the drill would take place, but not which day. This was to establish what kind of response rate PBEM could expect from NET if a deployment was requested in the event of a sudden disaster.

PBEM conducted the Q3 drill from Portland's Emergency Coordination Center (ECC). The NET Coordinator loaded HAN with 640 phone numbers/SMS addresses to call over the course of four calling waves.

The message called and texted to recipients read:

"EXERCISE. This is a call down EXERCISE for the Portland Neighborhood Emergency Teams. At the end of this message press one on your keypad or the computer will call you twice.

The call back number for this drill is five zero three, eight two three, two three two three. This number will be repeated at the end of the message if you need to write it down.

Thank you for participating. The Portland Bureau of Emergency Management is conducting a call down drill for the Portland

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NETs. Please respond to this message by one thirty pm on Tuesday, September ninth.

To respond, please call five zero three, eight two three, two three two three. A pea bem representative will take your call. Please give the representative your name to confirm you called in.

Thank you again for participating. End of message. "

The drill began at 12:26 and volunteers were asked to call by 13:30 (an intentionally short window). Waves were distributed as follows:

| Time | # of phone numbers |
|-------|--------------------|
| 12:26 | 159 |
| 12:41 | 158 |
| 12:54 | 162 |
| 13:08 | 161 |

HAN attempted every phone number inside of a half hour only once.

Results

Of the 640 numbers called/texted, 243 volunteers (37%) returned the call to the ECC and confirmed receipt.

Another two dozen called after the 13:30 deadline. Of the messages texted, 53 of 53 (100%) reached their targets.

The call reports generated by HAN do not reflect the same number because, as with previous drills, not every volunteer pressed "1" on their phone at the end of the call. Nonetheless, the call report can help explain why not every volunteer was able to call in (see sidebar). The call status for each individual volunteer is attached to the end of this AAR.

Goals for Next Call Down Drill (Q4)

- Increase use of texting to send the calldown message.

Line Failure

Q1: 3 (1%) Q3: 15 (>.1%)

Q2: 22 (3%)

A difficult problem to diagnose precisely; it probably means the number was bad or a voicemail message interfered with the call.

Reached Maximum Attempts

Q1: 43 (7%) Q3: 6 (>.1%)

Q2: 1 (>.1%)

This means that HAN attempted calling the number as many times as programmed (either once or twice for the Q2 drill).

No Answer

Q1: 488 (84%) Q3: 440 (64%)

Q2: 442 (67%)

HAN reached voicemail, **or** the call was picked up but the recipient did not press "1" to confirm to HAN that the call was received.

Message Received

Q1: 50 (9%) Q3: 231 (34%)

Q2: 192 (29%)

Means that HAN called the number, and the recipient pressed "1" at the end of the message to confirm the call.