



**Neighborhood Emergency Team Leader Meeting Summary  
September 18, 2013, 7:00 – 9:00 PM – Westminster Presbyterian Church**

PBEM staff present: Bob Maca, Jeremy Van Keuren

NET members present:

Lynn Rossing	Hillsdale
Stephanie Matthews	Sunnyside
Michael Palmer	Markham
Marcia Leslie	Far Southwest
Patrick Vinograd	Hosford-Abernathy
Laura Hall	Concordia
Kelly Reece	Southwest Hills Residential League
Kevin Bonner	Montavilla
Markus Stoffel	Roseway-Cully
Jacob Worek	Sunnyside
Mike Goldstein	Northwest District
Con Bricca	Beaumont-Wilshire
Matthew Van Sickle	Arbor Lodge
Marcel Rodriguez	Riverdale-Tryon Creek
Fran Goldstein	Northwest District
Hanmi Meyer	Richmond
Lee Younglove	Laurelhurst
Steve Courtney	ORVOAD
Robert Worlock	Downtown
Rachel McCarthy	Hosford-Abernathy
Trevor Lisenbee	Russell & St. Johns
Clarence Harper	Woodlawn
Virginia Petersen	Woodstock
Gary Tomono	Pearl District
Nancy Lapp	Brentwood-Darlington
Judy Masterson	St. Johns
Erik Hovmiller	Irvington
Mac McCawley	Laurelhurst

Mitch Bixby	Overlook
Roger Warren	Montavilla
Karen Koetz	Markham

## Agenda:

- **Current program status and updates (Jeremy Van Keuren)**
- **Tabletop Exercises (Bob Maca)**

### NET Program Updates

The meeting started with an update on current membership, compared to the previous quarter. At the last quarter, we were at 854 members, with 515 of them in Active status. For this quarter, we are at 952 members with 524 in Active status. However, 91 members are currently in NET Basic Training and will be Active members in a month.

Of Portland's 95 neighborhoods, we have active teams in 33 of them. Our hope is to increase this number, aiming for all 95, as new members come on board.

The core **NET Guidelines** are now finished, and need only be published in the next couple weeks. The appendixes and communications plans are still in the works, but nearly complete. A hard copy of the document design was passed around.

The **NET Newsletter** is still on the backburner because it has been subsumed by other priorities at PBEM. However, Jeremy recovered issues of the first NET newsletter from the 1990s and will make them available for download.

More **advanced training** should be available before the end of the year. PBEM and PF&R is planning another search and rescue training, a cribbing workshop, a knots class, and possibly a First Aid/CPR/AED class.

Jeremy has made some **changes to the Basic NET curriculum**. First, he has added a unit on radio communication to be taught by ARES. PBEM is also trying out scrapping the usual Unit 1 curriculum and replacing it with a three-hour class put on by Red Cross. The class will not only teach preparedness, but train Basic NET trainees on how to teach preparedness to others in their community. This will give them the toolset they need to promote preparedness in their neighborhoods if they choose to do so.

PBEM and ARES conducted a scaled down **BEECN Exercise** for Fall. Of eleven tested sites, three failed (in two cases, because their radios were missing). One fire station was unable to check in because the fire crew was out on a call for the duration of the exercise.

PBEM is moving this week into the new **Emergency Coordination Center (ECC)** and tours will be made available to NETs once PBEM is fully settled in and the ECC is fully operational.

Finally, Jeremy again mentioned that Lt. Matthew Silva, PBEM's liaison to the Fire Bureau, is going back to the line. Taking over for him will be Lt. Joe Troncoso.

Following Jeremy's presentation, Bob Maca gave his workshop on conducting tabletop exercises for NETs. The workshop was taped and will be made available on PBEM's Vimeo account later.

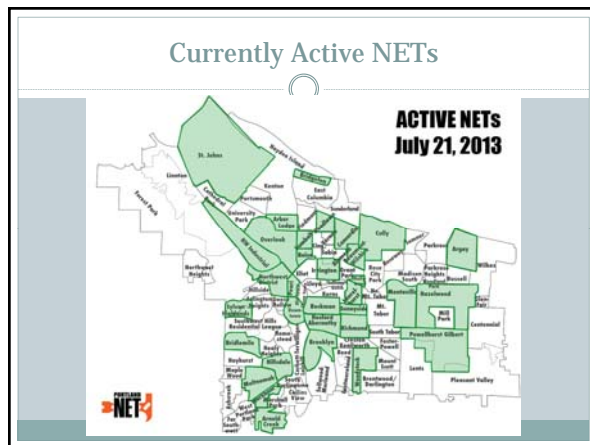
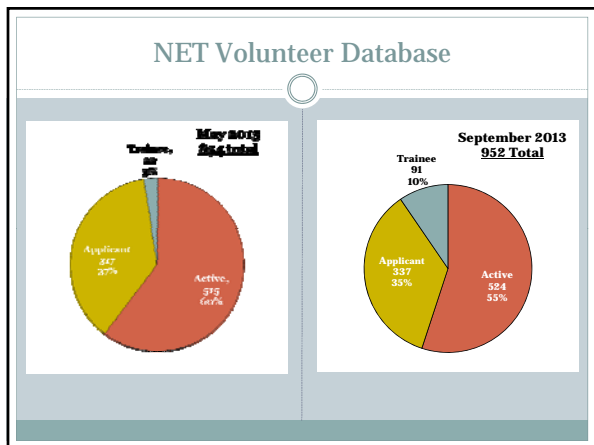
***Next meeting will be in December. Thanks!***

## Quarterly Team Meeting

SEPTEMBER 18, 2013  
7 PM TO 9 PM  
WESTMINSTER PRESBYTERIAN CHURCH

## Agenda

- Current program status and updates  
Jeremy Van Keuren @ PBEM
- Tabletop Exercises for NET  
Bob Maca @ PBEM



### NET Ongoing/Upcoming Priorities

- Guidelines and NET Communications Plan
- NET Newsletter
- Upcoming advanced training
- Changes to the Basic NET Curriculum
- Fall BEECN Exercise
- NET Recognition Event
- PBEM office move
- New fire liaison coming on board

# Table Top Exercise Design For Neighborhood Emergency Teams

IS 139 Exercise Design units 4 & 5



## Course Objectives

After completing this unit, you should be able to:

- Describe the purposes and characteristics of a tabletop exercise.
- Describe the steps in facilitating a tabletop exercise.



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## Characteristics

A Table Top Exercise (TTX):

- Simulates an emergency situation in an informal, stress-free environment.
- Participants gather around a table to discuss general problems and procedures in the context of an emergency scenario.
- Focus is on training and familiarization with roles, procedures, or responsibilities.



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## Characteristics

Purpose:

- Solve problems as a group.



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## Characteristics

Advantages:

- Modest commitment
  - Time
  - Cost
  - Resources
- Effective for reviewing plans, procedures, and policies
- Acquaint key personnel with
  - Emergency responsibilities
  - Procedures
  - And each other



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## Characteristics

Disadvantages:

- Lacks realism
- Superficial exercise of
  - Plans
  - Procedures
  - Capabilities
- Does not provide a practical way to demonstrate system overload.

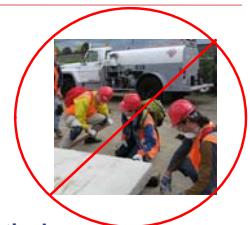


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## How it Works

- Problem solving or brainstorming session
- Problems are tackled one at a time



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## How it Works

### Problem Statements and Messages

A TTX is not tightly structured, so problem statements can be handled in various ways:

- Presented to a group
- Presented to an individual
- Written format



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## How it Works

### Facilities and Materials

- Any facility that will comfortably accommodate the expected number of participants.
- The number of participants and the scenario will determine room setup.
- Materials should include plans, maps, procedures, guidelines



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## Designing the TTX

### Eight step process

1. Assess needs
2. Define the scope
3. Write a purpose statement
4. Define objectives
5. Compose a narrative
6. Write major and detailed events
7. List expected actions
8. Prepare messages



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## Designing the TTX

- Assess needs - A needs assessment should begin with a review of the emergency plan and should address:
  - Hazards—the risks that you are most likely to face and the priority levels of those hazards.
  - Area(s) most vulnerable.
  - Functions most in need of rehearsal.
  - Potential participants (agencies, organizations, departments, personnel).
  - Exercise requirements and capabilities



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## Designing the TTX

- Define the scope - Defining the scope of an exercise means putting realistic limits on the issues that you identified in the needs assessment. Factors that influence scope:
  - Expense
  - Available resources/personnel
  - Seriousness of issue
  - Capability of the exercise to address problem
  - Skills and experience of designers
  - Length of the exercise



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## Designing the TTX

- Elements of the scope
  - Type of emergency
  - Location
  - Functions
  - Participants
  - Exercise Type



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## Designing the TTX

- Write a purpose statement - The purpose statement is a *broad statement of the exercise goal*. It focuses and controls the whole exercise. The purpose statement:
  - Governs the selection of objectives
  - Clarifies why the exercise is being conducted



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## Designing the TTX

- Sample purpose statement

*The purpose of the proposed Neighborhood Emergency Team exercise is to coordinate the activities of NET volunteers in their response to a major incident; to provide training to members; and to test and evaluate the NET activation procedure.*



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## Designing the TTX

- Define objectives - An objective is a *description of the performance you expect from participants to demonstrate competence*.
- Objectives is that they must be:
  - Clear
  - Concise
  - Focused on participant performance.
- They should contain:
  - An action, stated in observable terms.
  - The conditions under which the action will be performed.
  - Standards (or level) of performance.

In other words, an objective should state *who* should do *what* under *what conditions* according to *what standards*.



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## Designing the TTX

### SMART Guidelines for Useful Objectives

- S** – Specific
- M** – Measurable
- A** – Achievable
- R** – Realistic
- T** – Time specific



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## Designing the TTX

### Example

**Within 2 minutes (standing) of an alarm, the NET member will extinguish the fire using a fire extinguisher and proper techniques (Conditions).**



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## Designing the TTX

### Exercise

Write a SMART objective for this NET function.



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## Designing the TTX

- Compose a Narrative - The narrative, which is a brief description of the events that have occurred up to the minute the exercise begins. The narrative has two important functions.
  - First, it *sets the mood* for the exercise. Participants need to be motivated to participate. The narrative captures their attention and makes them want to go on.
  - Second, the narrative *sets the stage for later action* by providing information that the participants will need during the exercise.



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## Designing the TTX

- Narrative
  - One – five paragraphs
  - Very specific
  - Phrased in present tense
  - Written in short sentences
  - May develop chronologically
  - May emphasize emergency environment



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## Designing the TTX

- Events - The events should be closely related to the objectives of the exercise. Most tabletop exercises require only a few major or detailed events, which then can easily be turned into problem statements.



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## Designing the TTX

- Expected actions - A list of expected actions is useful for developing both problem statements and messages. In a tabletop, sometimes the “expected action” will be a discussion that will eventually result in consensus or ideas for change.



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## Designing the TTX

- Messages - A tabletop can succeed with just a few carefully written messages or problem statements. As always, messages should be closely tied to objectives and should be planned to give all participants the opportunity to take part.
- Messages should be delivered verbally in a TTX.



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## Example

- **General Problem Statement:**

*“During a NET activation what are some of the issues you may face?”*

- **Specific message:**

*“A team member has arrived with family members to the staging area.”*



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## Facilitation

A tabletop exercise provides a relaxed environment of team problem solving and is managed by a facilitator. The facilitator has a number of responsibilities, including:

- Introducing the narrative.
- Facilitating the problem solving.
- Controlling the pace and flow of the exercise.
- Distributing messages.
- Stimulating discussion and drawing answers and solutions from the group (rather than supplying them).



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## Facilitation

**Facilitator:**

- Must have good communication skills.
- Informed of local plans and organizational responsibilities.
- Leads the discussion.
- Be professional.
- Controls the environment.



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## Facilitation

**Setting the Stage**

- Welcome all participants
- Brief the participants
  - Purpose and objectives
  - Ground rules
  - Procedures
- Read the narrative
- Ice breaker



Table Top Exercise Design  
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## Facilitation

**Involve Everyone**

- Organize messages
- Encourage people to talk
- Draw out answers
- Don't solve problems (Facilitator)
- Set the example
  - Give eye contact
  - Acknowledge comments positively



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## Facilitation

**In-Depth Problem Solving**

- Resolve problems
- Make plans
- Real solutions



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## Facilitation

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### Controlling and Sustaining Action

- Use multiple event stages
- Vary the pace
- Maintain a balance
- Watch for frustration or conflict
- Keep it low-key



Table Top Exercise Design  
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## Evaluation

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### Post exercise steps

- Assess the achievement of objectives
- Participate in post exercise meetings
- Prepare follow-up report
- Develop improvement plan
- Participate in follow-up activities



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## Practical Exercise

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- Practical exercise
  - Using the handouts provided walk through the steps of designing a TTX.



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