Interviewing 7:00 pm Thursday 02/09/17

Introduction:

- Facilitator introduction

Core Questions:

1. Tell me about yourself.

    a. He works for Water Resources and is an engineer and is a participant in the process and is a responder. He coordinates with EOC who sends out evacuation alerts and other alerts in that vein.

2. What is your age?

    a. 55

3. Do you have children of your own? If so, how many, and what ages?

    a. Yes, has been for some time now

4. How long have you been using the internet?

    a. As long as he can remember it being a thing.

5. How often do you access the internet?

    a. Daily, several times a day

6. Are you comfortable using phones, tablets, or other hand-held devices to do things like surf the internet, manage money, or shop while you are at home?

    a. Yes

7. Are you comfortable using phones, tablets, or other hand-held devices to do tasks while you are at work?

    a. Yes

8. What apps and/or websites do you use most often? (E.g. work applications, email read news, banking, social networking, shopping, etc.)

    a. News sites, work related (agency) sites, viewers and intranet applications

9. Do you have a preference with devices or platforms when completing these activities? (Platforms such as Apple, Windows, or Android; Devices such as desktop/laptop, tablets, phones).

    a. No preference, but is more familiar with IBM, PC and Android

Application Specific Questions:

10. Tell me about your experience with the current emergency alert system.

    a. They have 2 systems, one is an auto-dialer that dials out to registered users that send a message for alerts They also have EverBridge, they do not operate, EOC manages it, they send messages to Emergency Operations Center, then they use that file (GIS) and they send that out to registered users.

11. Existing methods of communication and tools for work.

    a. He uses primarily email and intranet

12. Who do you interact with generally?

    a. System managers and his direct reports.

13. Why are you interacting with various people/systems?

    a. System status updates and preparing briefings and other reports.

14. How often do you use the current Emergency Alert Systems?

    a. Rarely, they really only use it when there is some high water event for emergency alerts. They have a bunch of scripted and canned messages and have all the files all built out and preloaded, then they can just blast them out when needed. They can also do Ad Hoc messaging. They target specific areas. They are able to draw a boundary on a map and are then able to get everyone within that boundary line. This is similar to the fire warning system. They can rapidly create that shape and get it out very quickly. They message thru, SMS, email, landline, push notifications.

15. If you do use the current Emergency Alert Systems, how do you use it? (If you answered "Rarely" or "Never" in the previous question, skip to the next question.)

16. If you do not use the current Emergency Alert Systems, what are your reasons?

17. What frustrates you about the communication/tools you have access to?

    a. They are not able to blast out huge numbers of notifications all at once, they do queue up and go out in batches. Not real sure about the latency, so he's not sure about how long it really takes to get large numbers.

18. If you could change one thing or add something to your tool, what would it be?

    a. He currently does not personally have any complaints or wish list changes for the system as he doesn't personally use the system. There are others that do administer the system

and he will be reaching out to them to see if they would be willing to speak to us about it.