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	<b>EMERGENCY MEASURES RADIO GROUP</b>
	<b>OTTAWA ARES</b>

Two Names - One Group - One Purpose

## **EVENT NAME HERE Lessons Learned EMRG-7XX**

Version: 0.1

*(remember to change the header on P1 and P2 use the "view" menu )*

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**Written by: NAME HERE for the EMRG Management Team**

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## 7.0 SUMMARY

## 1.0 REVISION SUMMARY

<b>Date of Change</b>	<b>Revision Number</b>	<b>Summary of Changes (Section #, type of change)</b>
2012-02-24	0.1	Made initial template for future documents -VE3FFK

## **2.0 PURPOSE OF THIS DOCUMENT**

This document is to capture what happened, what went wrong and how to fix it, from EMRG exercises and activations. There is supposed to be another single document that captures all of the lessons learned from all events, for routine review.

### 3.0 DESCRIPTION OF EVENT

- There are unlikely to be any sub headings here, as you describe what happened to get us called out, whether an emergency or an exercise. In the case of an exercise, describe the scenario and what we did.

For example:

- **Exercise Bubblegum** was a callout tree and response exercise where members were telephoned and asked to count the number of pieces of bubble gum on the sidewalk in front of their house and report on the air as soon as possible. A net control was set up and recorded the responses. This exercise simulates a request for on - the - ground neighbourhood damage reports following an earthquake or weather event. The exercise was conducted on Murfday Monthuary 2X, 20XX.

## **4.0 PROBLEMS ENCOUNTERED**

### **4.1 CONTACT**

- In exercise Bubblegum not everyone had up to date information on file with EMRG.
- Many people were away from home at the time
- Messages left on answering machines were not heard until after the exercise

### **4.2 EQUIPMENT**

- Some only had hand held radios, and the batteries were discharged.

### **4.3 NET CONTROL**

- Net control got overwhelmed when those who heard of the exercise ahead of time responded before the net was ready to open
- Time was lost because net control had a wall map instead of a flat one, and could not place markers on it.

### **4.4 OTHER**

- Some operators had no sidewalk in front of their house
- Some operators were mobile at the start of the exercise and didn't know what space to use for their gum count

## **5.0 Solutions proposed and comments**

### **5.1 CONTACT**

- Ask everyone to check their contact info before each exercise, and in January when the list will be updated.
- People are often away from home. In this case, if they responded after hearing the net, they were asked to participate using any available location near them at the time.
- Answering machines often won't work in a power outage. (although Telco voice mail systems may, if you can reach them) All we can do is get people to LISTEN to the net frequency if a potential emergency happens.

### **5.2 EQUIPMENT**

- We can only stress preparedness so much. In an emergency they may be asked to contact their nearest ham neighbour, or find some other means of communicating their damage (or bubblegum) report.

### **5.3 NET CONTROL**

- Net control should expect to be occasionally overwhelmed and just try to keep order as well as they can.
- Operators trained as net controllers should be told to expect that they will have to put information on a map, either temporarily or permanently, and to prepare accordingly with sheet maps and markers, sticky notes or push pins.

### **5.4 OTHER**

- In an emergency this would not be a problem. Damage reports would come from where ever the operators are at the time. In the exercise, they were asked to select a 1x 20 metre piece of road side and use that for their report.



## **6.0 Lessons learned**

### **6.1 THERE IS A LOT OF GUM OUT THERE**

- Gum doesn't break down very quickly

### **6.2 NET CONTROL NEEDS TO KEEP THINGS MOVING**

- Some people insist on telling you what colour the gum is, who they think left it there, and how long it has been there, even though you only want a count

### **6.3 CONTACTING PEOPLE CAN BE DIFFICULT AND TIME CONSUMING**

- All we can do is keep reminding people they need to keep their contact information current. We can ask our members to keep reminding each other to keep their info current. That way if someone changes their email address, their friends can remind them to tell us as well as their buddy.
- text

## SUMMARY

- We're great. We got away with another one. Next time we will count cigarette butts.
- text

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