

Three Perspective on Preparedness

As Response Coordinator Thomas Chin is responsible for managing the duty officer program, equipment, and alert and warning system. The alert and warning systems, such as AlertSF and IPAWS, provide notifications to the public and city partners of an impending threat and give specific directions to mitigate that threat. He stated that the primary responders and first responders in the field are the fire and police departments, as well as the EMS and medical teams. The Duty Officer is the primary contact for urban disasters and is responsible for managing incident needs, determining if an EOC activation is necessary and obtaining additional resources and personnel for the incident. He emphasizes the importance of all four phases of the emergency management cycle and their interconnectedness. He also mentions the early earthquake warning system called Shake Alert, which is not ready for widespread use. It is essential to find a way to implement an early earthquake warning system similar to Mexico or Japan to better warn the public.

In the interview, Hinderaker discusses her experience in emergency management during a range of events, including Hurricane Irene, the Boston Marathon bombing. She emphasizes the importance of communication and coordination during emergencies and how emergency plans should consider the unique aspects of each emergency. At C&S she was responsible for monitoring the weather and supply chain and pre-positioning supplies when necessary to ensure the company is prepared for any disruptions caused by natural disasters or other crises. These experiences highlight the critical role of emergency management in ensuring community supply chain stability and resilience during a crisis. She also worked with stakeholders to coordinate the response and develop plans to make it easier to communicate and coordinate in the disaster.

In the interview with Peter Miller, a survivor of the attacks, key aspects of emergency responses during a crisis were discussed. Miller was working in the North Tower of the World Trade Center when the first plane hit. He shared his experience of evacuating the building and helping others do the same. Many people were unprepared for the emergency and lacked knowledge about the building's layout, emergency procedures, and evacuation routes. As Dr. Gershon noted, people delayed an average of six minutes before starting to evacuate, indicating a lack of preparedness. Miller emphasized the importance of knowing that there are no instructions during a crisis and that people must rely on their own instincts to evacuate safely. Miller's invaluable experience

Dunqing Li
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reminds us of the importance of emergency preparedness, the role of people helping each other during a crisis, and the ongoing impact of major disasters on survivors and their families.

Overall, the key points made by the interviewees emphasize the importance of preparedness during crises. Effective preparedness requires a coordinated and comprehensive approach that includes communication, coordination, and supply chain management, as well as early warning systems and individual preparedness. The experiences of survivors and responders remind us of the ongoing impact of major disasters and the need for ongoing support and resources to aid in preparedness efforts.

References

1. Gershon R. *Interview with Thomas Chin, Response Coordinator, SF Dept of Emergency Management.*
2. Gershon R. *Interview with Carmela Hinderaker, Director of Business Continuity.*
3. Gordon E. What we learned about disaster response from 9/11. WHY? <https://why.org/segments/what-we-learned-about-disaster-response-from-911/>.
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