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The first level of preparedness discussed is the government. Here the interview with Thomas Chin discussed what one typically thinks of when they consider emergency management in that it involves many agencies drafting plans and setting up a communication infrastructure to mitigate damage. As he stated, they are not the first responders and work behind the yellow line, but instead focus on a broader level of management involving the entire city/county. They have access to and manage the emergency alert systems that we are all familiar with, they test the city's emergency sirens, and overall focus on all areas of disaster management including mitigation, preparedness, response, recovery, etc. They coordinate with larger state and federal agencies such as the U.S. Geological Survey to track risk of earthquakes for instance.

The second level discussed is business management. Before and during disasters, citizens depend on businesses to carry essential items such as food, cleaning supplies, and first aid equipment. This area of disaster management is not discussed often but is crucial to ensuring that the community is resilient to an event. Here, as Carmela Hinderaker states, grocery suppliers have to keep track of weather events and prepare for disasters such as hurricanes by anticipating a huge surge in demand of essential products, and these products then need to get sent to the store in a quick and efficient manner. This level differs from government in that it is not concerned with managing the citizens of a city/region and alerting them of possible danger. However, there are still similarities in that both levels have to anticipate disasters by staying up to date on meteorological events, natural disaster monitoring, and emergency communications.

The last level discussed is community preparedness. This level involves the actions taken by individuals in response to an emergency situation. When there is an absence of an established protocol in the event of an emergency, there can be a varied response by individuals with some being beneficial and some detrimental. For this reason, it is important to train citizens on the appropriate steps to take. During the 9/11 WTC attack, Peter Miller discusses the different responses that people had, with him alerting people to evacuate while others felt the need to sit and wait for further instruction. The north tower PA system was down and there was no way to communicate to people what they should be doing. As Dr. Gershon stated, sometimes someone takes charge of the situation and as Amanda Ripley stated, people act as each other's first responders and try to keep others calm. This level of preparedness differs from the others in that it is often not very structured. Ideally there would be a plan in place for every possible situation and everyone would be trained on each plan, but this is sometimes not feasible. This level does still rely on communication and monitoring of disaster warning signs, but instead here the responsibility is on the individual.