Date: April 19, 2025

To: Chris Hart
From: Mike Scott

Re: Shake Out Drill - Feedback and Suggested Improvements for HUB Box System

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I wanted to share some feedback I received from a resident who participated in the April 17 Shake Out drill at HUB Box PC02, as well as offer a few suggestions for follow-up.

The resident and three others arrived promptly at 6:00 p.m., opened the box, reviewed the instructions, and attempted to use the radio. They were able to contact PC03 but heard no general instructions and received no response from the Emergency Operations Center or any Area Coordinator. They also did not hear the alarm, despite opening the box, and weren't entirely sure whether the radio was on the correct channel. They did their best with the instructions on the clipboards, then returned everything to the box and left, uncertain whether their participation had been meaningful or recorded.

The resident emphasized that he is supportive of the City's preparedness efforts and grateful for the HUB Box system, but felt the drill lacked clear goals, context, or a sense of connection to the broader citywide exercise.

Your April newsletter article did a great job of laying out the purpose of the HUB Boxes and explaining the drill's importance. You clearly articulated that this year's event was a full test of the completed system, and that community participation was essential for assessing its readiness. In that spirit, I believe this resident's experience provides valuable insight into areas where we can fine-tune the system to make it more intuitive and effective for the public.

Here are a few suggested next steps:

1. Reinforce Public Instructions Before Future Drills

Even with the newsletter, some participants either missed or didn't recall the guidance, especially the part about not waiting for the alarm. A short one-page reminder (by email and social media) a day or two before the drill might help ensure people know:

- When and where to go
- What to do when they arrive
- What to expect in return (radio response, next steps, etc.)

2. Include a Radio Cheat Sheet in Every Box

Participants weren't sure which channel to use or who they were supposed to contact. A brief laminated card or sticker inside the box with a channel list, call instructions, and troubleshooting tips would help, especially for first-time users.

3. Audit Box Hardware and Alarms Citywide

The alarm didn't activate in this case, and the group was unsure if the toggle was in the correct position. It might be worth doing a quick inspection of all boxes on a reasonable regular schedule, and certainly just before a major test, to ensure alarms, radios, and instructions are functioning as intended.

4. Consider a Post-Drill Feedback Survey

Now that we've run a full-scale test of the system, a short online survey could help us gather broad-based input. It would also identify gaps in participation, misunderstandings, or technical issues that can be addressed before the next drill, and possibly even identify new Neighborhood Coordinators or volunteers.

I don't know how many resident emails are on the City's email list, so in addition to emailing that list I would be happy to email whatever information is prepared to people on my email list that I use to send out periodic updates. I think I have close to 1,500 Ivins residents on my list.

5. Celebrate the Program While Refining It

The HUB Box system is something Ivins should be proud of. Residents I've spoken with recognize its innovation and potential. We now have an opportunity to build on that by making participation easier and communication more reliable.

I'd be happy to work with you, staff, or the Emergency Preparedness Committee on any next steps. Please let me know how I can help.