


# Seattle “I am Safe” Welfare Message Project

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## We'll cover -

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- Goal and purpose
  - Background factors
  - Who was involved
  - Overview of how it works
  - Examples of messages
  - Tools available
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# Purpose and Goal of Welfare Messages

Neighbors want to contact loved ones out of the affected area to let them know they are okay...

- Not everyone has established an out-of-area contact
- Even when out-of-area contact exists, messages sent by text or email may not get out of the affected area.
- Having a low stress system in place will be important

Develop a process which will use Hub/community based group and ham radio capabilities to perform this task.

# Factors that informed the project

- Seattle is a large urban area with many people unprepared for an all-communications-down event
  
  - Shelters may not be established for days/weeks in a major earthquake event
    - Will be internet constrained for communications
    - Red Cross “Safe And Well” website normally used for Welfare Messages is inactive and replacement is volunteer dependent.
    - Alternate Welfare Message applications; Facebook, Google, will also be internet constrained in disaster zone.
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# Factors that informed the project


No existing generally available Welfare Message system in the Northwest

Traditional ham radio has been improved to be “email over radio frequencies” and can now be utilized as an improvement to existing National Traffic ham radio systems.

Independence: communities and ham radio operators can perform on their own without agency guidance.

- Radio operators must have access to right equipment and software.
- Builds self reliance within communities

# Who was involved in this project

- Seattle Emergency Communication Hubs
  - Seattle Auxiliary Communications Service (ACS)
  - Amateur Radio Relay League (ARRL) Regional Emergency Manager
  - Radio Relay International
  - Tacoma Radio Club as Regional National Traffic System point of contact
  - Red Cross provided guidance and lesson learned
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# Hubs, ACS & other ham radio operators roles

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Hubs are pre-established gathering places for self help by neighbors

- Other community gathering places will form spontaneously as well
- No cell or internet available

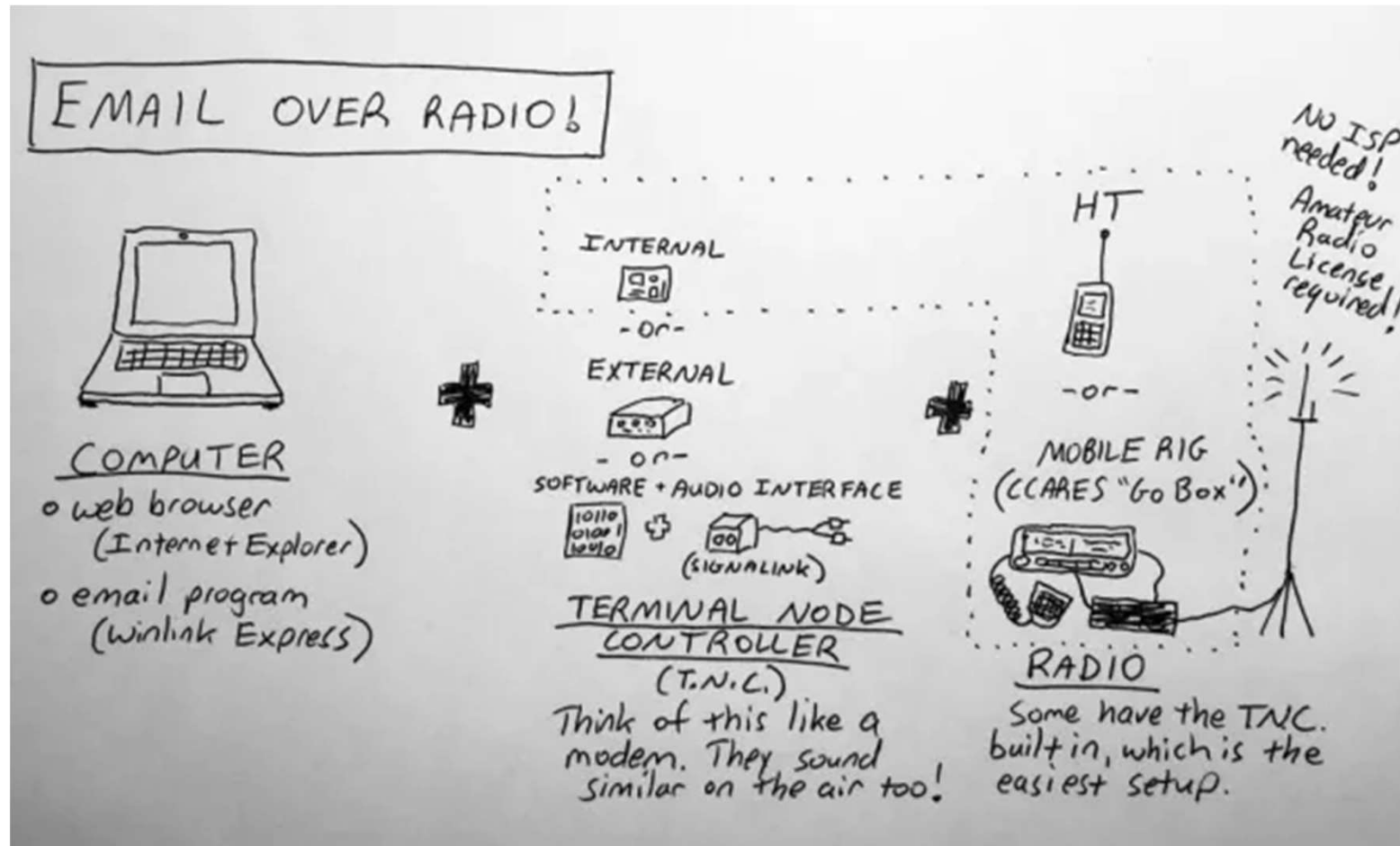
Seattle Auxiliary Communications Services role in disaster focused on response and recovery

- Amateur radio
- Public service radio
- SHARES
- Winlink
- Fldigi and other digital gateways

Radio operators who are unaffiliated and free to assist

- Other Hubs
  - City departments and services
  - Welfare messages
  - Wide range of skills and capabilities
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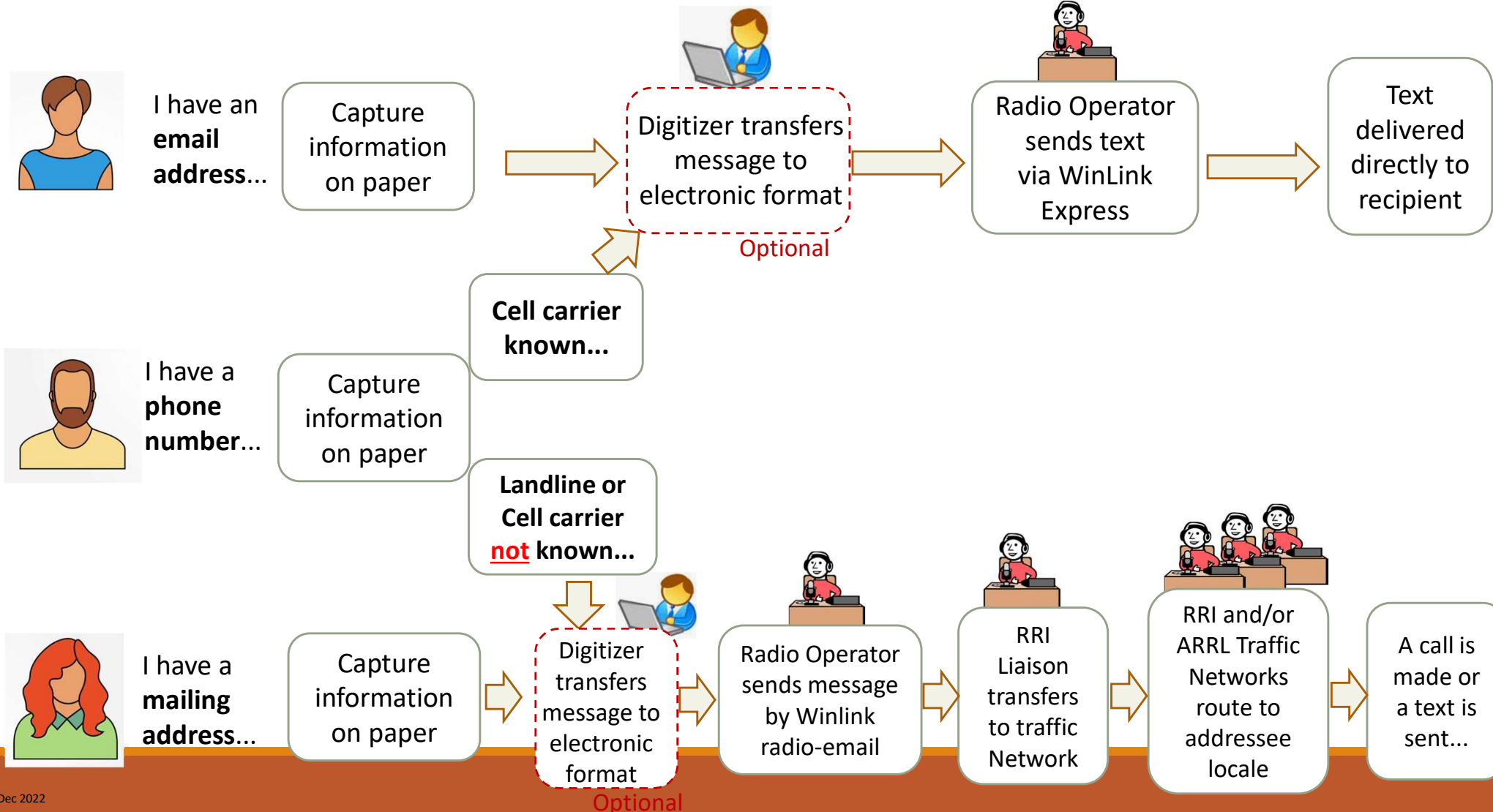
# When we say Winlink, we mean







# Delivery Methods for "I Am Safe" Messages



# Welfare Messages Flow


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Neighbor is directed to a message taker to fill out Welfare Message Form

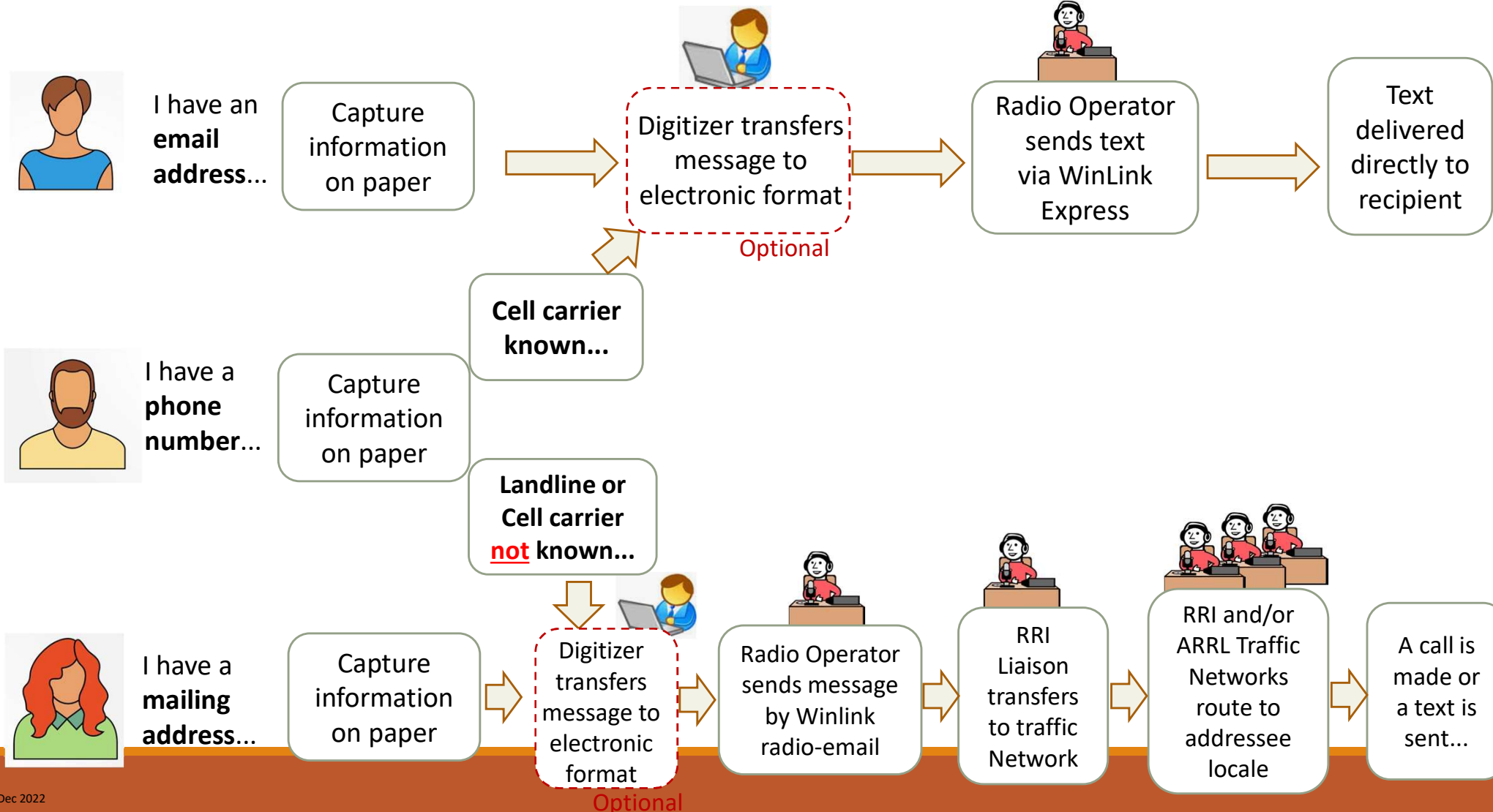
2 possible flow paths depending on volume of messages and volunteers available

- Paper form direct to Radio Operator
- Paper form to Data Entry to Radio Operator

Radio Operator has options based on the address given

- Email
  - Phone number
  - Mailing address
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# Delivery Methods for "I Am Safe" Messages



# Welfare Messages Flow

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Getting the message out of the affected area

WinLink can send directly to an email or a phone number if the cell carrier is known

- Fastest - direct delivery to the loved one
- Hopefully they don't ignore it as spam

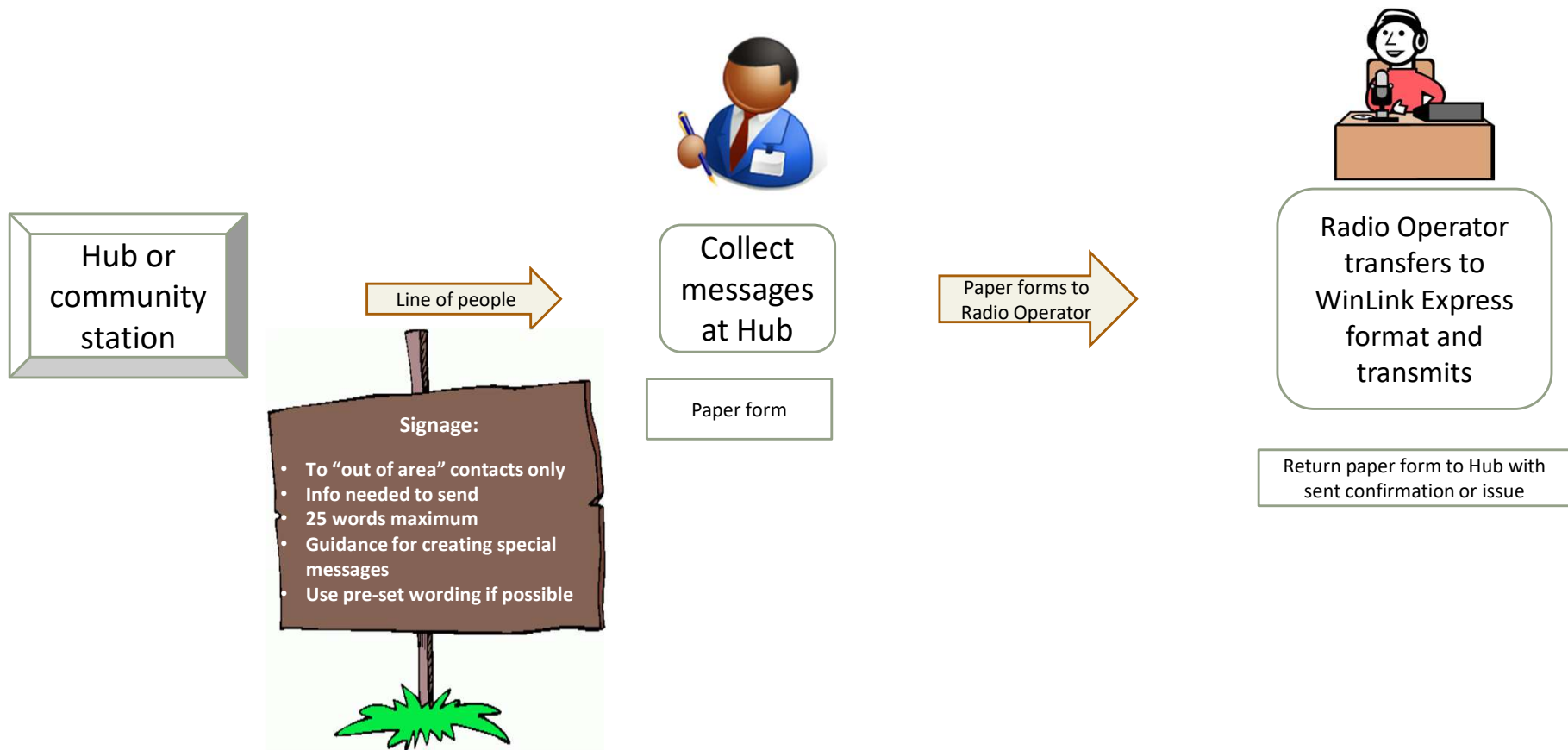
The National Traffic System (NTS) and Radio Rely International (RRI) interface must be used when:

- Cell phone carrier is unknown
- land line phone
- mailing address

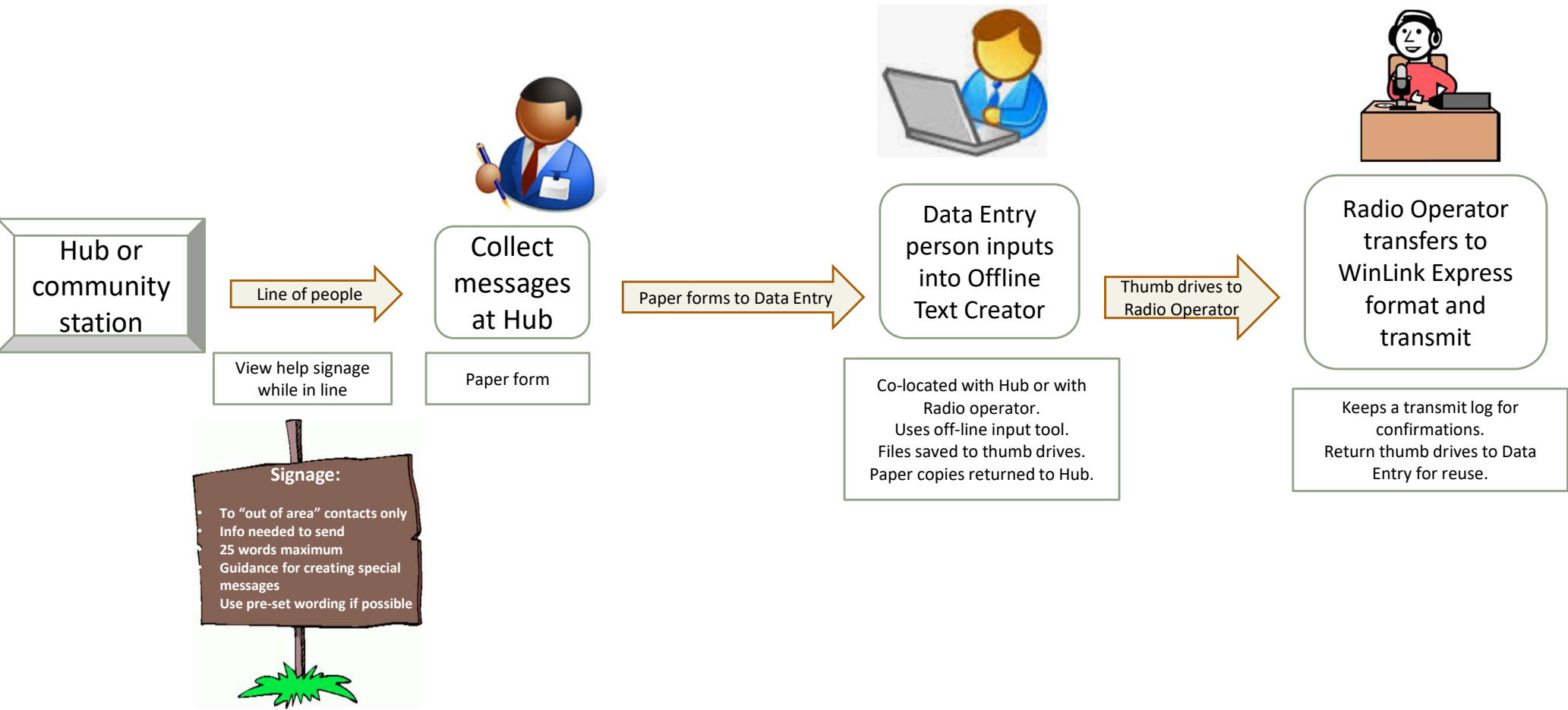
NTS operators will attempt to deliver by phone, text or postcard

- Same problem with phone numbers, may not pick up as spam, but NTS would leave message

## Welfare Messages Low Volume



# Welfare Messages at High Volume



# Intake Form at Hub

Front

**Welfare Message / YOUR Name:** Entered

Who would you like to contact?	
Email address?	
Phone number?	
Circle one:   Cell phone   Landline   If cell phone, do you know their carrier?	
Street address:	
City, State, Zip code	

Number(s): \_\_\_\_\_ (see back side)    25 total word limit for entire message

Additional text: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Nov 22

Red Cross Shelter most common message phrases numbered to streamline writing process

Back

Number:	Your message will say...
27	I am safe and well.
28	Household safe and well.
29	Currently at shelter.
30	Currently at home.
31	Currently at family/friend's house.
32	Currently at a hotel.
33	Safe but moving to a safer location.
34	Evacuating to a shelter.
35	Evacuating to a family member/friend's house.
36	Evacuating and safe.
37	At home and plan to remain here.
38	Will contact you when able.
39	All communications are down.
40	Share this message with others

This message will be sent by ham radio operators over public airways into emergency radio traffic networks. Please be advised if you have security concerns.



Neighbor fills out...

<b>Welfare Message / YOUR Name:</b> Lucas Francisco		Entered <input type="checkbox"/>
Who would you like to contact?	Louise Phenimester	
Email address?	prep4u@gmail.com	
Phone number?		
Circle one: Cell phone    Landline	If cell phone, do you know their carrier?	
Street address:		
City, State, Zip code		

Number(s): 28 29 28 \_\_\_\_\_ (see back side) 25 total word limit for entire message

Additional text I love you

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Nov 22

# Sent direct as email or text using Winlink templates

RRI Quick Health & Welfare - Status or Information Message		Vers 2.01
<p>This form is used to send information or a status report to family members or friends. <i>Suggest more than one E-Mail address to increase the chances that someone will get this message.</i></p>		
<p>&gt;&gt; <b>NO REPLY is expected, nor can one be processed. The requester needs to be informed this is a ONE WAY outbound message.</b> &lt;&lt;</p>		
<p><i>Operator Info - Read Please</i></p>		
<p><input type="button" value="Load H&amp;W Data"/></p>		
<b>From Name</b>	<input type="text" value="Lucas Francisco"/>	<b>Date / Time (Local)</b> <input type="text" value="2023-1-3 09:55"/>
<b>To Email (s)</b>	<input type="text" value="prep4u@gmail.com;"/>	
<b>Add a Cell phone number:</b>	<input type="text" value="Enter 10 digits"/>	<input type="text" value="Select Carrier"/> <input type="button" value="Add Cell number and carrier"/>
<b>Incident / Event Location or Region / Area Name</b>	<input type="text" value="Seattle Welfare test message"/>	
<b>Message</b>	<a href="#">Click here to insert short prepared messages.</a>	
<input type="text" value="Household safe and well. Currently at shelter. Will contact you when able. I love you."/>		
<input type="button" value="Save H&amp;W Data"/>	<input type="button" value="Email Welfare Message"/>	<input type="button" value="Reset Form"/>
<p><i>The message is formatted as plain text in the body of the sent email, and easy to read by the recipient (s). For questions, comments or suggestions about this form contact <b>Steve KB1TCE, of RRI.</b></i></p>		

# Sent as an email, what the loved one receives

**prep4u@gmail.com**

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**From:** K7XTN@winlink.org  
**Sent:** Saturday, October 15, 2022 3:54 PM  
**To:** prep4u@gmail.com  
**Subject:** Status Radio Email From: Lucas Francisco - DO NOT REPLY!

Radio Email is From: Lucas Francisco

It Was Sent From: Seattle welfare test message

Sent at: 2022-10-15 15:36 (Local)

[This below status message is from a family member or friend]

Household safe and well. Currently at shelter. Will contact you when able. I love you

[PLEASE DO NOT RESPOND TO THIS MESSAGE. IT WILL NOT BE RECEIVED]

This is a ONE WAY email sent by Amateur Radio Operator: [K7XTN]  
via the Winlink Radio System. [www.winlink.org](http://www.winlink.org)

Sent from the above location, to provide information about the above named party(s).

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Express Sending Station: K7XTN  
Template Version: RRI Quick H&W v. 2.0

Or sent as a text, the loved one receives

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Text Message  
Today 1:47 PM

**(From Patsy Maguire)**  
The kids and cats are  
fine. House is a mess.  
We are staying with  
friends at  
[206-455-7676](tel:206-455-7676), 1515 S.  
Othello, Seattle 98117

# NTS Messages

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Must used when carrier not known, landline or physical address given

Will look very much the same as prior examples, just uses different RRI template

Restriction of 25 words

Needs specific location information to route into system effectively

Will take longer to arrive



# Basic tools now available

How-to Manual for entire process, all methods

Form and signage

Offline templates

- Quick welfare message
- RRI/NTS Welfare message

Winlink forms

- Quick message
- Welfare message

## Out of Area Messages

We will attempt to send a message to your **out-of-area contact** person by Ham radio. This is a one way message, we cannot get responses at this time.

**You will need to provide 1 of the following to send**

- Email *or*
- Cell phone and carrier *or*
- Cell phone or landline phone - along with city, state & zip code *or*
- Mailing address

**Compose a message that conveys essential information in 25 words.**

Below are frequently used messages, pick the one(s) that best fit. You can combine choices and add additional words, 25 word limit total.

Number to Use	Message will say
27	I am safe and well
28	Household safe and well
29	Currently at shelter
30	Currently at home
31	Currently at family / friends house
32	Currently at a hotel (can insert name)
33	Safe but moving to a safer location
34	Evacuating to a shelter
35	Evacuating to a family member / friends house
36	Evacuating and safe
37	At home and plan to remain here
38	Will contact you when able
39	All communications are down
40	Share this message with others

Dec 2022

# Questions?

