Seattle “I am Safe” Welfare Message Project
We’ll cover -

• Goal and purpose
• Background factors
• Who was involved
• Overview of how it works
• Examples of messages
• Tools available
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.
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
Hubs, ACS & other ham radio operators roles

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
When we say Winlink, we mean

EMAIL OVER RADIO!

- or -

INTERNAL

- or -

EXTERNAL

SOFTWARE + AUDIO INTERFACE

- or -

TERMINAL NODE CONTROLLER (TNC)

Think of this like a modem. They sound similar on the air too!

- or -

MOBILE RIG

(CCAES “Go Box”)

RADIO

Some have the TNC built-in, which is the easiest setup.

COMPUTER

- or -

web browser

(Internet Explorer)

- or -

email program

(Winlink Express)

HT

Amateur Radio License required!

NO ISP needed!
Delivery Methods for “I Am Safe” Messages

I have an email address...
Capture information on paper

I have a phone number...
Capture information on paper

I have a mailing address...
Capture information on paper

Cell carrier known...

Landline or Cell carrier not known...

Digitizer transfers message to electronic format

Radio Operator sends text via WinLink Express

Text delivered directly to recipient

Digitizer transfers message to electronic format

Radio Operator sends message by Winlink radio-email

RRI Liaison transfers to traffic Network

RRI and/or ARRL Traffic Networks route to addressee locale

A call is made or a text is sent...

Optional

Optional

Optional
Welfare Messages Flow

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
Delivery Methods for “I Am Safe” Messages

I have an email address...
- Capture information on paper
- Digitizer transfers message to electronic format
- Radio Operator sends text via WinLink Express
- Text delivered directly to recipient

I have a phone number...
- Capture information on paper
- Cell carrier known...
- Landline or Cell carrier not known...
- Digitizer transfers message to electronic format
- Radio Operator sends message by Winlink radio-email
- RRI Liaison transfers to traffic Network
- RRI and/or ARRL Traffic Networks route to addressee locale
- A call is made or a text is sent...

I have a mailing address...
- Capture information on paper
- Digitizer transfers message to electronic format
- Optional
- Optional

Dec 2022
Welfare Messages Flow

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

Hub or community station

Collect messages at Hub

Paper forms to Radio Operator

Radio Operator transfers to WinLink Express format and transmits

Return paper form to Hub with sent confirmation or issue

Signage:
- To "out of area" contacts only
- Info needed to send
- 25 words maximum
- Guidance for creating special messages
- Use pre-set wording if possible
Welfare Messages at High Volume

Hub or community station

Line of people

View help signage while in line

Paper form

Collect messages at Hub

Paper forms to Data Entry

Data Entry person inputs into Offline Text Creator

Co-located with Hub or with Radio operator. Uses off-line input tool. Files saved to thumb drives. Paper copies returned to Hub.

Thumb drives to Radio Operator

Radio Operator transfers to WinLink Express format and transmit

Keeps a transmit log for confirmations. Return thumb drives to Data Entry for reuse.

Signage:
To “out of area” contacts only
Info needed to send 25 words maximum
Guidance for creating special messages
Use pre-set wording if possible
Intake Form at Hub

Front

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

Back

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

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.
Sent direct as email or text using Winlink templates

RRI Quick Health & Welfare - Status or Information Message

This form is used to send information or a status report to family members or friends.
Suggest more than one E-Mail address to increase the chances that someone will get this message.

>> NO REPLY is expected, nor can one be processed. The requester needs to be informed this is a ONE WAY outbound message. <<

Operator Info - Read Please

From Name  Lucas Francisco
To Email(s) prep4u@gmail.com
Add a Cell phone number: Enter 10 digits
Select Carrier
Add Cell number and carrier

Incident / Event Location or Region / Area Name Seattle Welfare test message

Message Click here to insert short prepared messages
Household safe and well. Currently at shelter. Will contact you when able. I love you.

Save H&W Data  Email Welfare Message  Reset Form

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 Steve KB1TCE, of RRI.
Sent as an email, what the loved one receives

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

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

Express Sending Station: K7XTN
Template Version: RRI Quick H&W v. 2.0
Or sent as a text, the loved one receives:

(From Patsy Maguire)
The kids and cats are fine. House is a mess. We are staying with friends at [206-455-7676](tel:2064557676), 1515 S. Othello, Seattle 98117
NTS Messages

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
Questions?