Mass Care Disaster Response Performance Tracking System
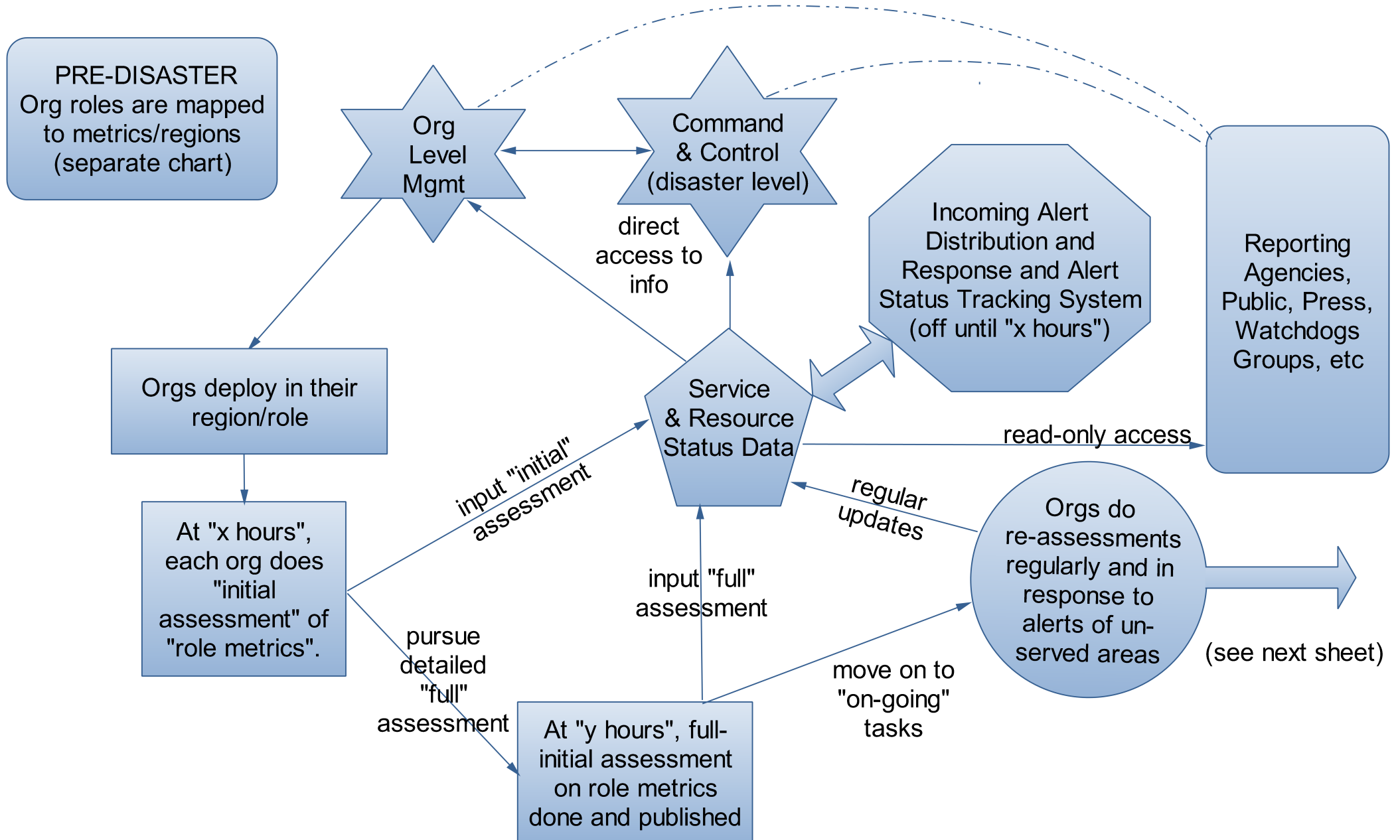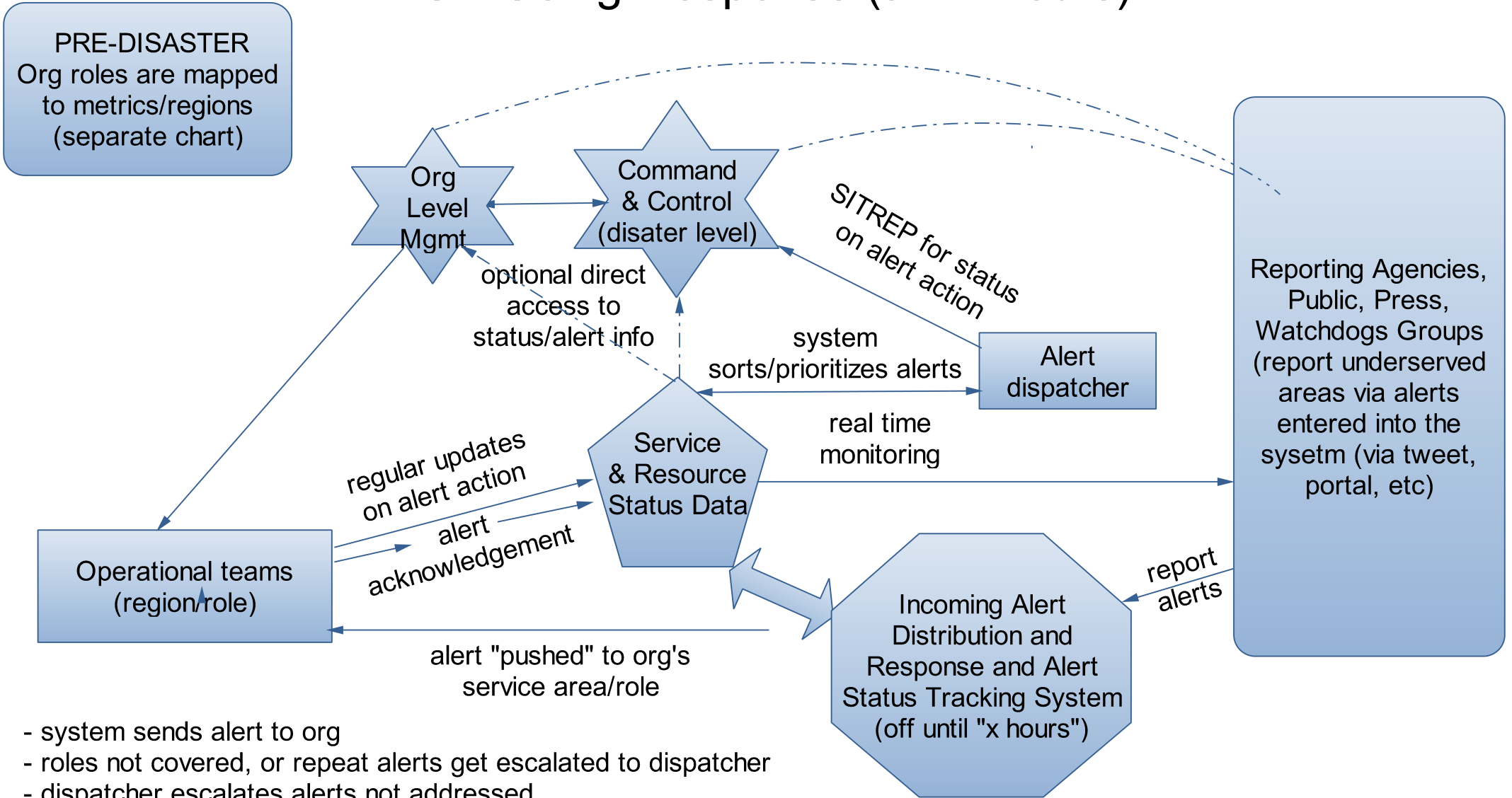## Initial Hours after a Disaster ("0 hour" to "x+y hours")
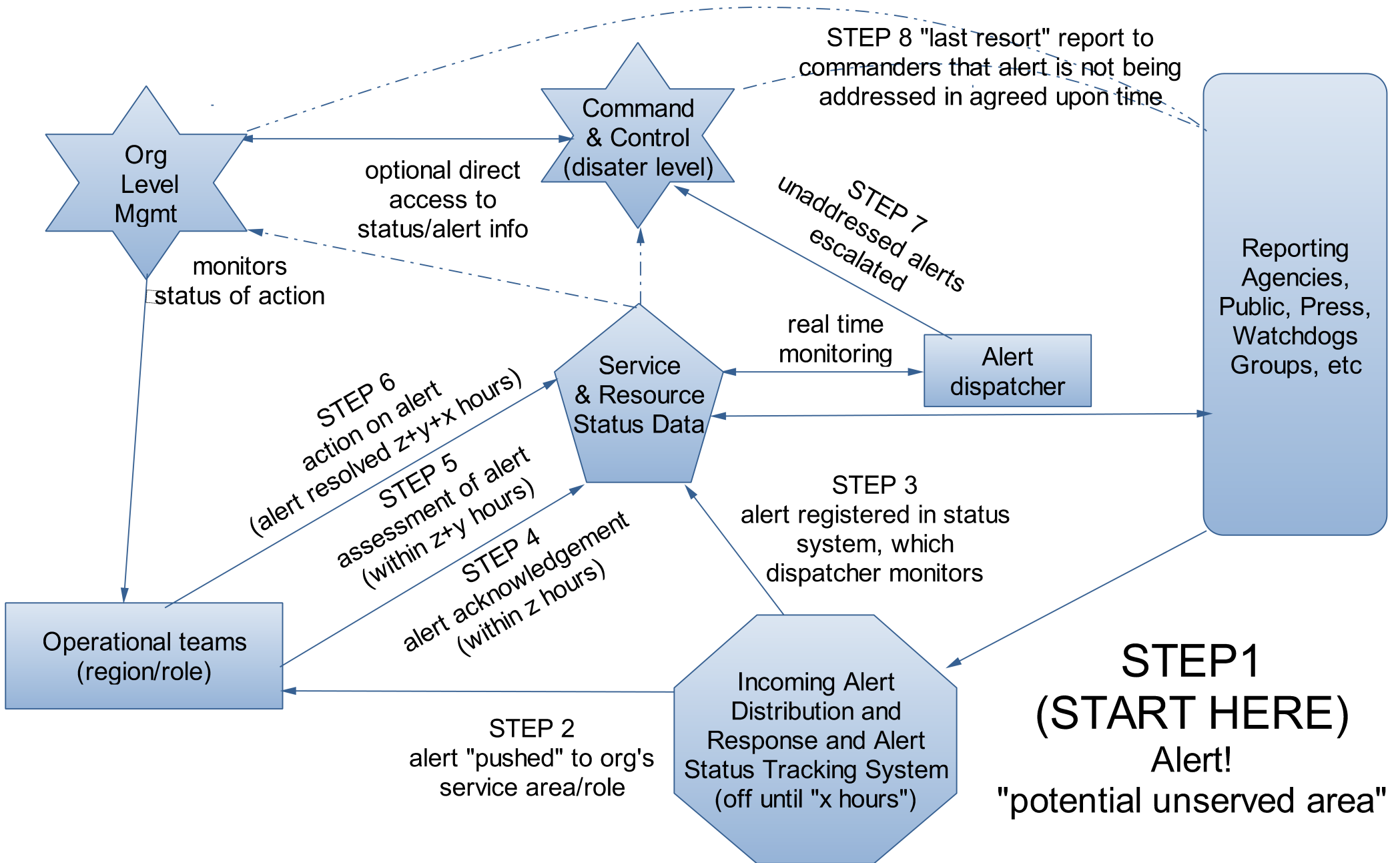
PRE-DISASTER
Org roles are mapped to metrics/regions (separate chart)

Org Level Mgmt

Command & Control (disaster level)

Incoming Alert Distribution and Response and Alert Status Tracking System (off until "x hours")

Reporting Agencies, Public, Press, Watchdogs Groups, etc

direct access to info

Orgs deploy in their region/role

Service & Resource Status Data

At "x hours", each org does "initial assessment" of "role metrics".

input "initial" assessment

read-only access

regular updates

Orgs do re-assessments regularly and in response to alerts of un-served areas

input "full" assessment

pursue detailed "full" assessment

At "y hours", full-initial assessment on role metrics done and published

move on to "on-going" tasks

(see next sheet)

Mass Care Disaster Response Performance Tracking System
On-Going Response (at x+ hours)

PRE-DISASTER
Org roles are mapped to metrics/regions (separate chart)

Org Level Mgmt

Command & Control (disater level)

SITREP for status on alert action

Reporting Agencies, Public, Press, Watchdogs Groups (report underserved areas via alerts entered into the sysetm (via tweet, portal, etc)

optional direct access to status/alert info

system sorts/prioritizes alerts

Alert dispatcher

Service & Resource Status Data

real time monitoring

regular updates on alert action

alert acknowledgement

Operational teams (region/role)

report alerts

alert "pushed" to org's service area/role

Incoming Alert Distribution and Response and Alert Status Tracking System (off until "x hours")

- system sends alert to org
- roles not covered, or repeat alerts get escalated to dispatcher
- dispatcher escalates alerts not addressed
- system automatically analyzes alerts and prioritizes on roles/frequency
- system provides alarms at various levels to dispatcher and then to C&C if alerts not addressed in specified period of time.

Mass Care Disaster Response Performance Tracking System
Sample Alert Response (at x hours and beyond)

STEP 8 "last resort" report to commanders that alert is not being addressed in agreed upon time

Org Level Mgmt

Command & Control (disater level)

optional direct access to status/alert info

STEP 7 unaddressed alerts escalated

Reporting Agencies, Public, Press, Watchdogs Groups, etc

monitors status of action

real time monitoring

Alert dispatcher

Service & Resource Status Data

STEP 6 action on alert (alert resolved z+y+x hours)

STEP 5 assessment of alert (within z+y hours)

STEP 4 alert acknowledgement (within z hours)

STEP 3 alert registered in status system, which dispatcher monitors

Operational teams (region/role)

Incoming Alert Distribution and Response and Alert Status Tracking System (off until "x hours")

STEP 2 alert "pushed" to org's service area/role

STEP1 (START HERE) Alert! "potential unserved area"

Relief Organizations Supporting the Disaster:

DETERMINE ROLES/REGIONS: Ahead of time, each org commits to a role for a region so that they can commit to doing the job. Roles might be "water for Some County". Orgs must be careful to agree to serve only those areas where they can confidently serve in the agreed up on period of time. They can expand roles/regions, as they feel confident. With roles agreed upon, supplies can be focused.

PROVIDE STATUS: orgs agree to report, online, the status of their action on their roles within their regions.

ASSESS ALERTS: Orgs agree to do an ONSITE assessment of an alert by x hours after alert is received, or (depending on criteria set by Commander) if a CERTAIN NUMBER of alerts received for same action in that region

REPORT: Orgs agree to report on the assessment with a specified period of time

Service: Org agrees to serve the REGIONS that they agree to serve for the ROLES

Alert Processing and Relief Performance Reponse Monitoring System/Dispatch Organization:

ONLINE STATUS REPORTS: The system is set up to provide a method for orgs to report on status of actions. See separate paper with suggested "database fields".

ALERT DISTRIBUTION: The system receives alerts from the public, sorts the alerts and sends them to orgs responsible for those roles in those regions. Unaddressed alerts get escalated to the ALERT DISPATCHER

ANALYSIS: The system analyzes the frequency of alerts within a region and role type, and alarms the ALERT DISPATCHER if alerts are not being reported on. Dispatcher notifies COMMANDER if alarms not address in agreed upon period of time.