

“I Am Safe” Welfare Message

Harnessing Community Power to Lighten the Load
and
Using Ham Radio in the Digital Age

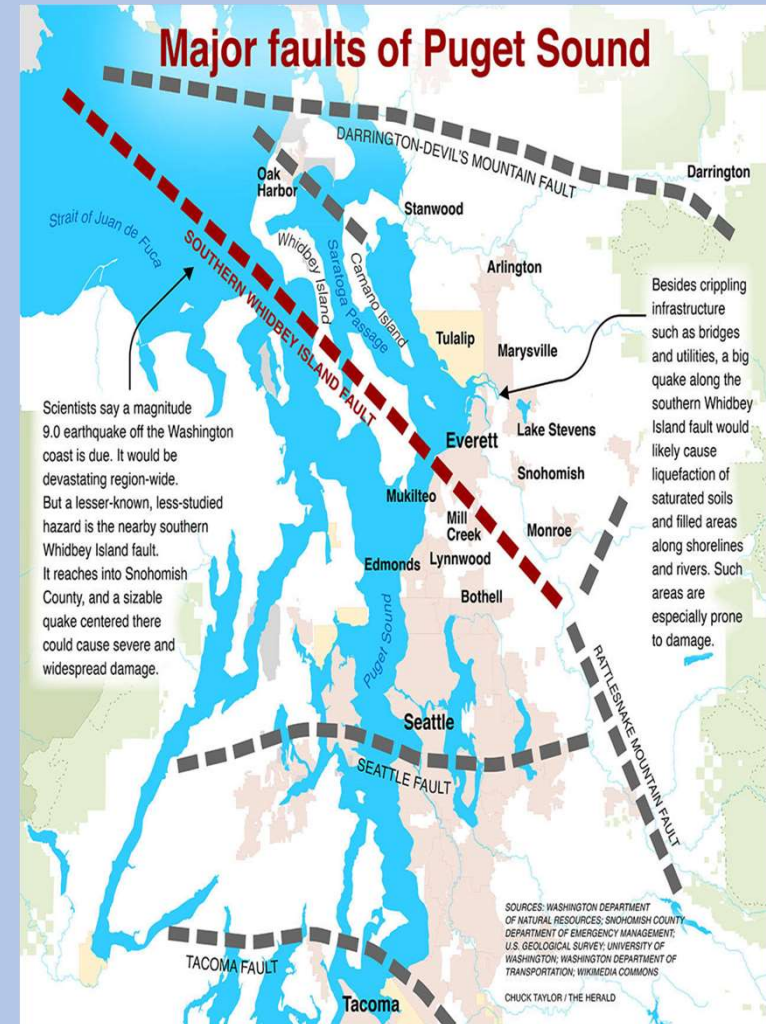


We'll cover -

- Background – why needed
- Goal and purpose
- Who was involved
- Overview of how it works
- Examples of messages
- Tools available

Why this project is important

- Seattle's number one impact hazard is an earthquake
 - Planning basis is a 9.0 Cascadia Subduction Zone or 7.1 Seattle Fault Earthquake
 - Extreme disruption to communications
 - Days or weeks before commercial communications restored
- No existing Welfare Message system in the Northwest when power/comms are out
- Seattle is a large urban area with many people unprepared for a communications emergency



Why this project is important

- Red Cross shelters may not be established for days/weeks in a major earthquake event
 - Will be Internet constrained for communications
 - Safe And Well website normally used for Welfare Messages is inactive
 - No Memo Of Agreement in place for Ham radio support for Welfare Messages at local level.
- Alternate Welfare Message applications will also be Internet constrained
 - Facebook, Google, X
 - Texts may get through if sent before interruption of cell service
- Amateur Radio now includes Winlink “email over radio frequencies” and can be an improvement to existing systems

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 to perform this task.

- Process is independent of local Emergency Management

Who was involved in this project

- Seattle Emergency Communication Hubs
- Seattle Auxiliary Communications Service (ACS)
- ARRL and Amateur Radio Emergency Service—ARES
- Radio Relay International
- Tacoma Radio Club



Seattle Emergency Communication Hubs / Community Gathering Points

- Hubs are gathering places for self help by neighbors
 - 137 Hubs as of Jan 2024
 - More will form in a major disaster
 - Stand up when all communication is down
- Any place people will gather after all communications goes down is a place you could collect and send “I Am Safe” welfare messages



Seattle Auxiliary Communications Service

- ~150 Amateur Radio licensees
- Communicators for Seattle Office of Emergency Management
- Staff for EOC
- County-, State-, and Nationwide radio communications
- Radio communications for Neighborhood Emergency Communications Hubs
- In an activation ACS coordinates Amateur Radio frequencies on behalf of OEM



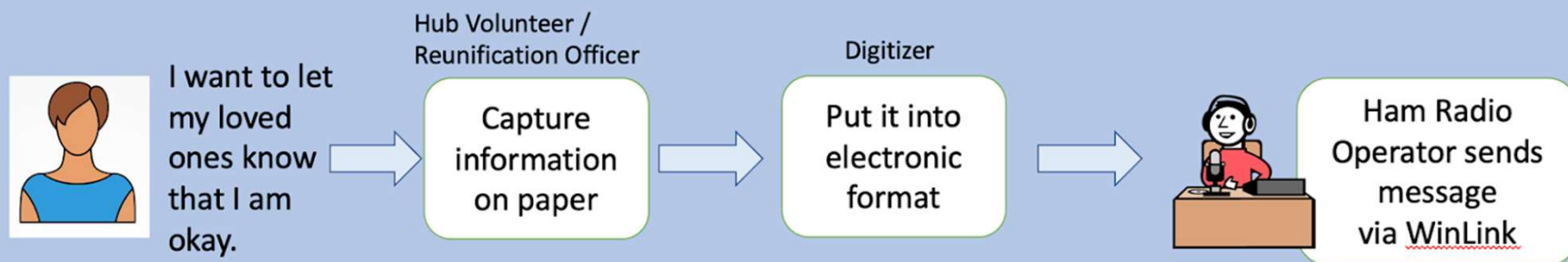
Welfare Messaging

- Need for neighbors to send messages to loved ones
- **Lowest** priority in Emcomm
- **Highest** priority to affected neighbors
- Important in Response and Recovery mission areas
- Need to develop a process outside the Operational Plan
- Working group formed in 2022

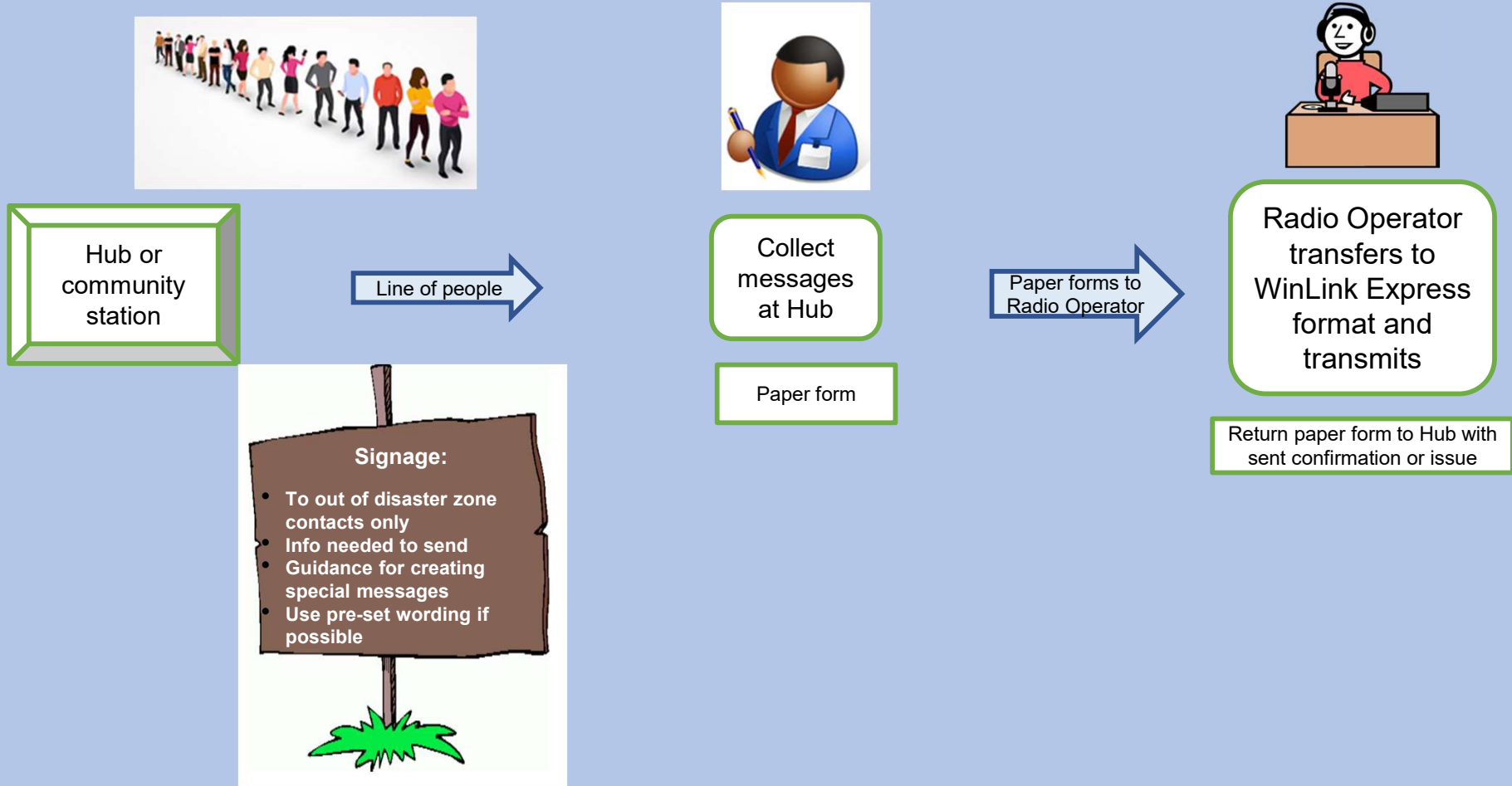
I Am Safe

- Message from neighbor to loved one out of the area
 - Physical condition of neighbor
 - If/how they can be contacted
 - Other important information
- Guiding principles
 - Keep things organized
 - Hand off form and walk away
 - Make work simple for Winlink Operator
- Amateur Radio will pass via Winlink

Welfare Message Flow



Welfare Messages Low Volume



Welfare Messages at High Volume



Hub or
community
station

Line of people

Collect
messages
at Hub

Paper forms to
Data Entry

Data Entry
person inputs
into Offline
Text Creator

Thumb drives to
Radio Operator

Radio Operator
transfers to
WinLink Express
format and
transmit

Paper form

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

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

Signage:

- To out of disaster zone contacts only
- Info needed to send
- Guidance for creating special messages
- Use pre-set wording if possible



Intake Form at Hub

Front

"I Am Safe" message

Date:		Time:	
YOUR Name:			
Name of person you would 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			

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

Additional text _____

Jun 2023

Entered

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...

"I Am Safe" message

Date: 4/1/2024	Time: 10:15 am
YOUR Name: Jordan Brown	
Name of person you would like to contact: Madison Smith	
Email address? madison@qmail.com	
Phone number? 555-555-1234	
Circle one: <input checked="" type="radio"/> Cell phone <input type="radio"/> Landline	If cell phone, do you know their carrier? AT&T.
Street address?	
City, State, Zip	

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

Additional text My message here

Winlink Operator

- Amateur Radio licensee
- Skill with Winlink
- Hardware and software
- Ability to follow the written procedures
- Contact with a radio message server (RMS) gateway or
- Contact with a relay station

I Am Safe Messages

- Email address
- Cell phone with carrier
 - Email directly to addressee
 - Winlink Quick Welfare template
- Cell phone or POTS without carrier
- Postal address
 - National Traffic System Radiogram
 - Winlink Radiogram template

"I Am Safe" message

Date:	10 JULY 2023	Time:	0905
YOUR Name:	LUCAS FRANCISCO		
Whom would you like to contact?	LOUISE PHENIMEISTER		
Email address?	PREPYU@GMAIL.COM		
Phone number?			
Circle one: Cell phone Landline	If cell phone, do you know their carrier?		
Street address:			
City, State, Zip			

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

Additional text ALL ARE SAFE AND STAYING WITH FRIENDS.
WILL CALL WHEN I CAN. I LOVE YOU

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.
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37	At home and plan to remain here.
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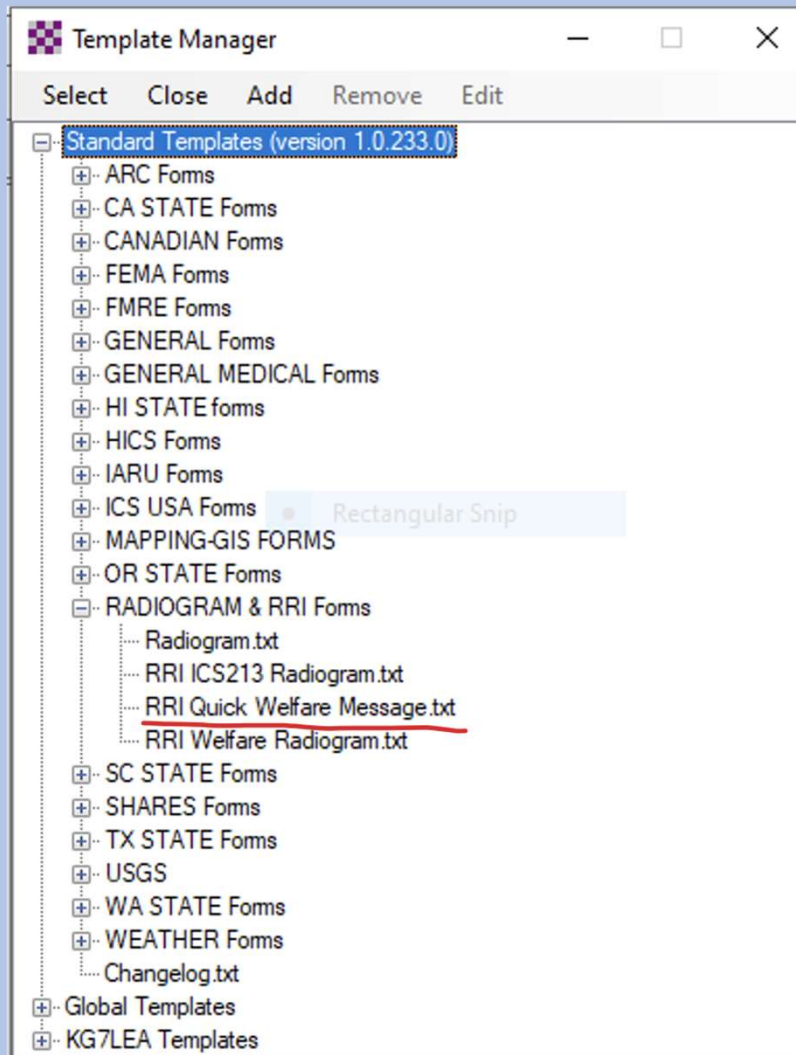
This message will be sent by ham radio operators over public airways into emergency radio traffic networks. Please be advised if you have security concerns.

"I Am Safe" message

Date:	10 JULY 2023	Time:	0905
YOUR Name:	LUCAS FRANCISCO		
Whom would you like to contact?	LOUISE PHENI MEISTER		
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			

Number(s): 28 29 38 _____ (see back side) 25 total word limit for entire message

Additional text I LOVE YOU



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](#)

[Load Quick Welfare Data](#)

From Name

Date / Time (Local)

To Email (s)

Add a Cell phone number:

Select Carrier



[Click to Enter Call Number and Text Address in To Line](#)

Incident / Event Location or Region / Area Name

Message [Click here to insert short prepared messages](#)

[Save Quick Welfare Data](#)

[Submit](#)

[Email Quick 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 KB1TCE via Winlink.*



Edit a draft message entered by KG7LEA



Post to Outbox Select Template Attachments Spell Check Save in Drafts Close

From: Send as: Request message receipt

To:

Cc:

Subject:

Attach:

It Was Sent From: Seattle Earthquake

Original Message Created: 2023-7-10 0905 (Local)

All are safe and staying with friends. Will call when I can. I love you.

This is a ONE WAY email sent by Amateur Radio Operator: [KG7LEA]
via the Winlink Radio System. www.winlink.org

Express Sending Station: KG7LEA

Template Version: Quick Welfare Message. 2.3.2

Telephone number and carrier

- MMS message to cell phones
- Format an email message with carrier as the domain
 - Formats attached to procedure and Field Operations Guide
 - No spaces in the number
 - Subject to include name of Client
- Quick Welfare Message template
- Send message via Winlink
- No carrier? Radiogram

"I Am Safe" message

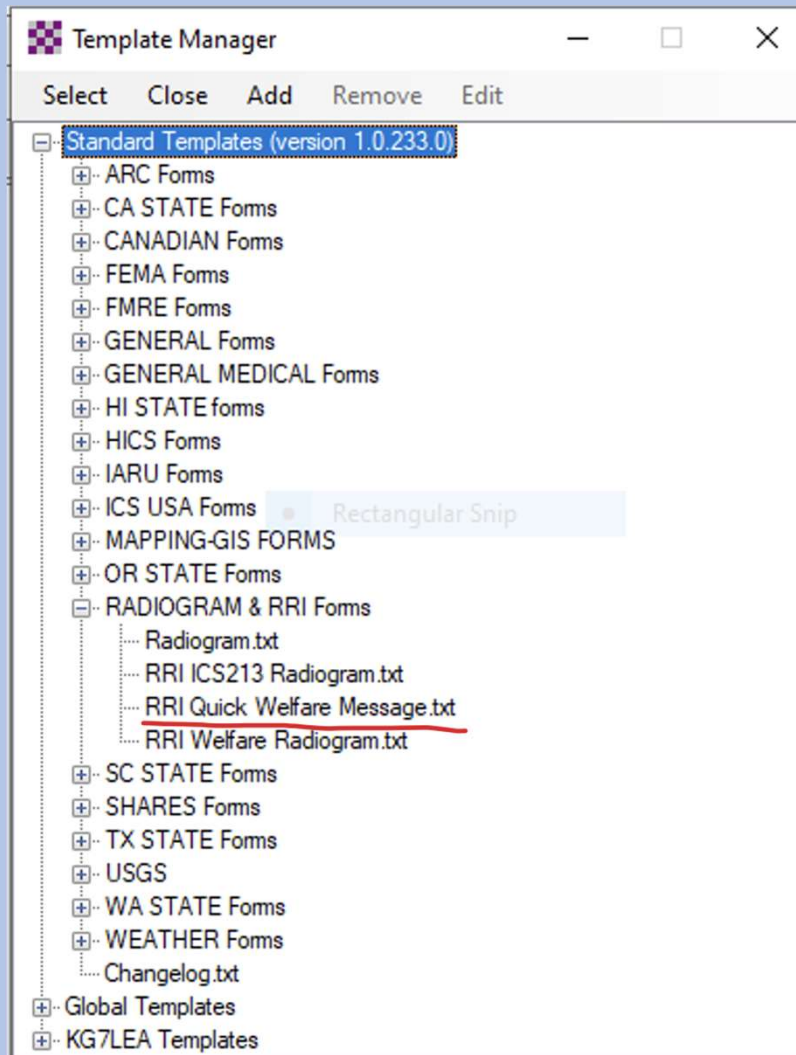
Date:	10 JULY 2023	Time:	0910
YOUR Name:	PATSY MAGUIRE		
Whom would you like to contact?	LOVED ONE		
Email address?			
Phone number?	619-888-9090		
<u>Circle one:</u> Cell phone Landline	If cell phone, do you know their carrier? YES ATT		
Street address:			
City, State, Zip			

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

Additional text THE KIDS AND CATS ARE FINE. HOUSE
IS A MESS. WE ARE STAYING WITH FRIENDS AT
206-455-7676, 1515 S. OTHELLO ST., SEATTLE WA 98117
WILL CALL WHEN I CAN.

Jun 2023

Entered



RRI Quick Welfare Message

Vers 2.3.2

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](#)

[Load Quick Welfare Data](#)

From Name **Date / Time (Local)**

To Email (s)

Add a Cell phone number: [Click to Enter Call Number and Text Address in To Line](#)

Incident / Event Location or Region / Area Name

Message [Click here to insert short prepared messages.](#)

The kids and cats are fine. House is a mess. We are staying with friends at 206-455-7676, 1515 S Othello St., Seattle, WA 98117. Will call when I can.

[Save Quick Welfare Data](#)

[Submit](#)

[Email Quick Welfare Message](#)

[Reset Form](#)



Enter a new message



Close Select Template ICS-213 ICS 214 SitRep Bigfoot Attachments Post to Outbox Spell Check Save in Drafts

From: KG7LEA

Send as: Winlink Message

Request message receipt

Set Defaults

To: 6193342854@text.att.net;

Cc:

Subject: From Patsy Maguire

Attach:

The kids and cats are fine. House is a mess. We are staying with friends at 206-455-7676, 1515 S. Othello, Seattle 98117. Will call when we can.

Do not reply|

I Am Safe Message From Patsy Maguire - DO NOT REPLY!

It Was Sent From: Seattle Earthquake

Original Message Created: 2023-7-10 0910 (Local)

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 St., Seattle, WA 98117. Will call when I can.

This is a ONE WAY email sent by Amateur Radio Operator: [KG7LEA]
via the Winlink Radio System. www.winlink.org

Express Sending Station: KG7LEA

Template Version: Quick Welfare Message. 2.3.2

- Landline phone
- Cell phone with no carrier
- Postal address

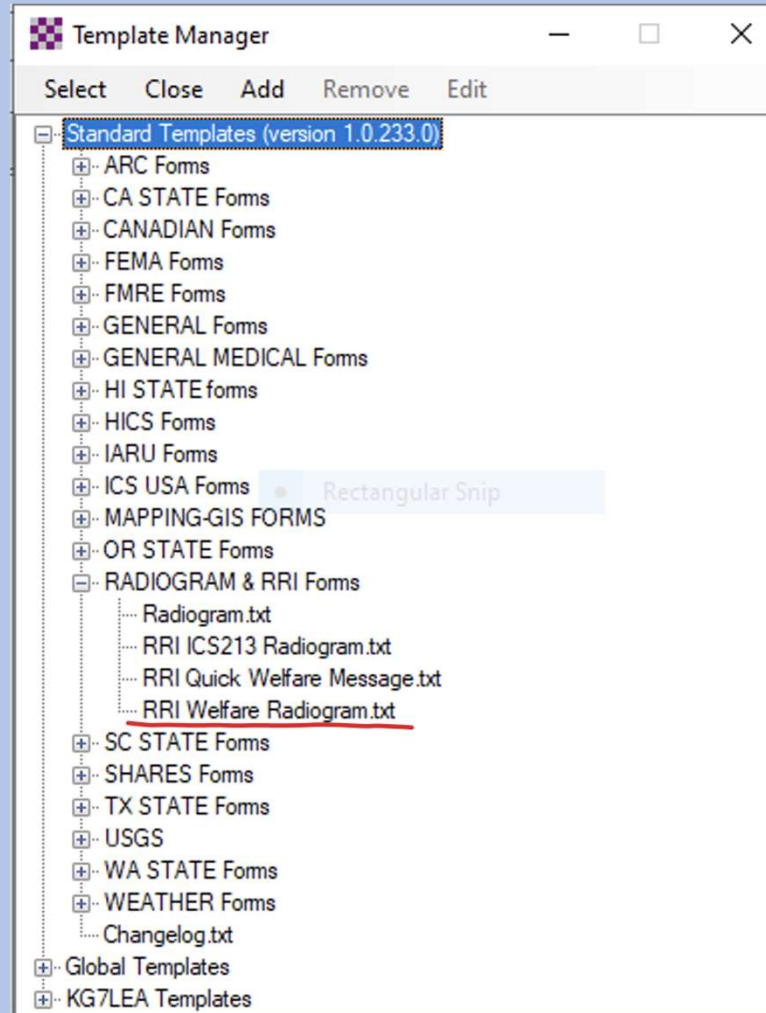
Amateur Radio National Traffic
System / Radio Relay International

"I Am Safe" message

Date:	10 JULY 2023	Time:	0915
YOUR Name:	PATSY MAGUIRE		
Whom would you like to contact?	LOVED ONE		
Email address?			
Phone number?	619-888-9080		
Circle one: <input checked="" type="radio"/> Cell phone <input type="radio"/> Landline	If cell phone, do you know their carrier? NO		
Street address:			
City, State, Zip	SAN DIEGO, CA 91942		

Number(s): 27 31 38 _____ (see back side) 25 total word limit for entire message

Additional text _____



RRI Amateur Radio Welfare Radiogram Text Creator

[Read Help and Instructions!](#)[Load Welfare Radiogram Data.](#)

Number	Precedence	Handling Instructions	Station Of Origin	Check	Place of Origin	Time	Date
15	W TEST W	NONE	KG7LEA Change if not you.	17	SEATTLE WA Location where this message was created	0915 UTC default unless otherwise noted	10 JUL

TO:

Name:

Address:

City / Town: State or Province: [2 Letter Codes](#) Zip:

Country:

Phone: Extension: E-mail:

Op Note for Message Delivery:

MESSAGE TEXT Check: [Click here to insert short prepared messages.](#)[Click here to preview for accuracy BEFORE you SUBMIT](#)Signature (name) of person for whom message originated: >>> [NOW CLICK HERE and select a Liaison Station.](#) <<< [Save Welfare Radiogram Data](#)[Submit](#)[Reset Form](#)

Contact KB1TCE about this form: Ver 2.4

end of the current text.

- | | |
|----|---|
| 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. |

RRI Amateur Radio Welfare Radiogram Text Creator

[Read Help and Instructions!](#)[Load Welfare Radiogram Data.](#)

Number	Precedence	Handling Instructions	Station Of Origin	Check	Place of Origin	Time	Date
15	W TEST W	NONE	KG7LEA Change if not you.	17	SEATTLE WA Location where this message was created	0915 UTC default unless otherwise noted	10 JUL

TO:

Name:

Address:

City / Town: State or Province: [2 Letter Codes](#) Zip:

Country:

Phone: Extension: E-mail:

Op Note for Message Delivery:

MESSAGE TEXT Check: [Click here to insert short prepared messages.](#)[Click here to preview for accuracy BEFORE you SUBMIT](#)Signature (name) of person for whom message originated: >>> [NOW CLICK HERE and select a Liaison Station.](#) <<< [Save Welfare Radiogram Data](#)[Submit](#)[Reset Form](#)

Contact KB1TCE about this form: Ver 2.4

RRI Amateur Radio Welfare Radiogram Text Creator

[Read Help and Instructions!](#)

Number 113	Preced W TEST V
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RRI Liaison Stations

SELECT THE REGION LIAISON STATION WHERE THE ADDRESSEE IS LOCATED

You may enter any address if traffic NOT going to a Liaison Station, just close this window, then enter the address in the entry box.

Please leave any auto-added Cc: address's as-is.

- Region 1 CT, MA, ME, NH, RI, VT
- Region 2 NJ, NY
- Region 3 DC, DE, MD, PA
- Region 4 FL, GA, NC, SC, VA, PR, VI
- Region 5 AL, AR, LA, MS, OK, TN, TX
- Region 6 CA, NV
- Region 7 AK, ID, MT, OR, WA, AB, BC
- Region 8 MI, OH, WV
- Region 9 IL, IN, KY, WI
- Region 10 IA, KS, MN, MO, ND, NE, SD, MB, SK
- Region 11 NB, NS, ON, PQ
- Region 12 AZ, CO, NM, UT, WY
- Region HI Hawaii

[Close this window](#)

TO:

Name:

Address:

City / Town:

Country:

Phone:

Op Note for Message De

MESSAGE TEXT

[Click here to previe](#)

Signature (name) of per

Operator Note:

>>> [NOW CLICK HERE and select a Liaison Station.<<<](#)

Contact: KB1TCE about this form: Ver 1.1.2

Enter a new message

Post to Outbox Select Template ICS-213 ICS 214 SitRep CheckIn Attachments Spell Check Save in Drafts Close

From: KG7LEA Send as: Winlink Message Request message receipt Set Defaults

To: RRI-Region6

Cc: RRI-ARCHIVE

Subject: QTC 1 W SAN DIEGO CA FROM PATSY MAGUIRE

Attach:

15 W KG7LEA 17 SEATTLE WA 0915 10 JUL
LOVED ONE
SAN DIEGO CA 00000
619 888 9090
BT
I AM SAFE AND WELL
X CURRENTLY AT FAMILY/FRIENDS HOUSE
X WILL CONTACT YOU WHEN
ABLE
BT
PATSY MAGUIRE
AR

Express Sending Station: KG7LEA
Template Version: RRI Welfare Radiogram v. 2.4

Postal Address

"I Am Safe" message

Date:	10 JULY 2023	Time:	0900
YOUR Name:	PATSY MAGUIRE		
Whom would you like to contact?	LOVED ONE		
Email address?			
Phone number?			
Circle one: Cell phone Landline	If cell phone, do you know their carrier?		
Street address:	4519 ELM ST.		
City, State, Zip	CHICAGO, IL IL 60607		

Number(s): 28 29 38 _____ (see back side) 25 total word limit for entire message

Additional text I LOVE YOU

Jun 2023

Entered

RRI Amateur Radio Welfare Radiogram Text Creator

[Read Help and Instructions!](#)

[Load Welfare Radiogram Data.](#)

Number 18	Precedence W TEST W	Handling Instructions NONE	Station Of Origin KG7LEA Change if not you.	Check 18	Place of Origin SEATTLE WA Location where this message was created	Time 0900 UTC default unless otherwise noted	Date 10 JUL
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TO:

Name:

Address:

City / town: State or Province: [2 Letter Codes](#) Zip:

Country:

Phone: Extension: e-mail:

Op Note for Message Delivery:

MESSAGE TEXT Check: [Click here to insert short prepared messages](#)

HOUSEHOLD SAFE AND WELL X
CURRENTLY AT SHELTER X WILL
CONTACT YOU WHEN ABLE X
I LOVE YOU

[Click here to preview for accuracy BEFORE you SUBMIT](#)

Signature (name) of person for whom message originated:

*** NOW CLICK HERE and select a Liaison Station ***

[Save Welfare Radiogram Data](#)

[Submit](#)

[Reset Form](#)

Contact KBTICE about this form: [Ver 2.4](#)

Enter a new message

Post to Outbox Select Template ICS-213 ICS 214 SitRep CheckIn Attachments Spell Check Save in Drafts Close

From: KG7LEA Send as: Winlink Message Request message receipt Set Defaults

To: RRI-REGION9;

Cc: RRI-ARCHIVE

Subject: QTC 1 W CHICAGO IL FROM PATSY MAGUIRE

Attach:

16 W KG7LEA 18 SEATTLE WA 0900 10 JUL
LOVED ONE
4519 ELM ST
CHICAGO IL 60607
BT
HOUSEHOLD SAFE AND WELL X
CURRENTLY AT SHELTER X WILL
CONTACT YOU WHEN ABLE X
I LOVE YOU
BT
PATSY MAGUIRE
AR

Express Sending Station: KG7LEA
Template Version: RRI Welfare Radiogram v. 2.4

Written instruction at hub

"I Am Safe" Messages

Situation: Commercial communications, landline telephone, cell phone, and Internet are NOT available. A neighbor (client) wants to let their loved ones know they are okay.

Purpose: To pass "I Am Safe" messages to loved ones outside the disaster area during a commercial communications outage. Welfare radio traffic should not interfere with higher-priority emergency communications. The first section will be for hub volunteers and the second section will be for the Winlink Operator.

Contents:

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Winlink Operator

Thank you for helping to pass I Am Safe messages during this difficult time. Your efforts will bring comfort to your neighbors and their loved ones. Hub volunteers have gathered messages and will present them to you as a paper form or on a thumb drive. This procedure guides you through the messaging process. Welfare traffic has a priority lower than operational traffic. Coordinate with net control as to the time and frequency to send welfare messages.

General

Ideally the operator will have a station including a laptop, hardware, software, radio, and antenna to send and receive Winlink messages. Seattle has numerous Vara FM remote message server (RMS) gateways and there are other Vara and packet gateways in the region. If an HF station is available, traffic can be sent to distant gateways unaffected by the disaster.

The Winlink Operator will be presented with

- A paper form, or
- A thumb drive with .txt files to be loaded or transcribed into Winlink templates.

Winlink welfare messages will fall into three categories

- Email messages—RRI Quick Welfare Message.txt template.
- Cell phone numbers with the carrier—RRI Quick Welfare Message.txt template.
- Cell phone numbers without the carrier, landline numbers, and postal addresses—RRI Welfare Radiogram.txt template.

See Appendix 2 for strategies.

Basic tools now available

- How-to Manual for entire process, all methods
- Forms 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

Where to find all procedures and tools

- Radio Relay International
 - <https://radiorelay.org/iamsafe/>
- Seattle Emergency Communication Hubs
 - <https://seattleemergencyhubs.org/resources/>

Slide 45

8 How about a slide with summary bullet points?
Dave4639, 3/14/2024

8 OK, I'll work on that
William Hub, 3/14/2024



KNAACK

MASTER CHEST



COMMUNITY
EMERGENCY
HUB SITE

9

Dave can explain this

Dave4639, 3/6/2024

“I Am Safe” Radio Messaging Training and Testing Clinic

**Sunday, April 7, at 1pm
American Red Cross
(1900 25th Ave South)**

Training on community intake process 1 - 3 pm

Message creation

Winlink Workshop passing messages 1 - 4 pm

Everyone welcome!

Details at <https://seattleemergencyhubs.org/calendar/>

Questions

