

Great ShakeOut Earthquake Drills: Communicating Risk, Motivating Action

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The Challenge

How do you get people to stop, listen, and get ready for earquakes...

- They think won't really happen
- And if they do, they will happen to other people



Fear-based appeals are appealing, but not particularly effective

Red Cross Study

- Preparedness increased for those who saw "what to do" images but decreased for those who saw disaster images
- (Lopes, 1992)

Southern California Study

- Preparedness increased in a subset who felt up to the task
- For all others, preparedness decreased
- (Duval & Mulilis, 1999)



What is the underlying causal mechanism that motivates people to take preparedness actions?



Communicating Actionable Risk





Wood, M. M., Mileti, D. S., Kano, M., Kelley, M. M., Regan, R., & Bourque, L. B. (2012), Communicating actionable risk for terrorism and other hazards. *Risk Analysis*, *32*(4), 601-615.

What Things Matter in Motivating Preparedness?





Implications for Risk Communicators





Mileti, D. S., Bourque, L. B., Wood, M. M., & Kano, M. (2011, Spring). Motivating public mitigation and preparedness for earthquakes and other hazards (Invited paper). *Journal of Hazard Mitigation and Risk Assessment*, 25-31.

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Purpose





Great ShakeOut Earthquake Drills

Annual preparedness events held worldwide when millions of people practice



(or other regionally-appropriate protective actions)

Many do much more!



Created in Southern California in 2008

- Based on "ShakeOut Scenario" research study, led by Dr. Lucy Jones (U.S. Geological Survey) and involving more than 300 partners
- 7.8 magnitude earthquake on the San Andreas fault
- Scenario was the basis of a comprehensive emergency management exercise organized by the State of California
- The Great Southern California ShakeOut drill created by Earthquake Country Alliance partners to involve families, schools, and organizations
- 5.4 million Southern California participants



Growth of ShakeOut Drills

- 2008: **5.4 million** Southern California.
- 2009: 6.9 million California, New Zealand West Coast.
- 2010: **7.9 million** California, Nevada, Guam.
- 2011: **12.5+ million** CA, NV, GU, OR, ID, BC, and Central US (AL, AR, GA, IN, IL, KY, MI, MO, OK, SC, TN).
- 2012: **19.4 million** All above plus: AK, AZ, SouthEast (DC, GA, MD, NC, SC, VA), UT, WA, Puerto Rico, Japan (Tokyo), New Zealand, Southern Italy, and a new "Global" site for all other areas.
- 2013: **24.9 million** All above plus: CO, DE, HI, MT, OH, WV, WY, NorthEast region (CT, PA, MA, ME, NH, NJ, NY, PA, RI), American Samoa, U.S. Virgin Islands, Commonwealth of Northern Marianas Islands. Charlevoix region of Quebec, and expansion across Japan.
- 2014: **26.5+ million** All above plus FL, KS, NM, Yukon, Quebec, participation in 20+ other countries via Aga Khan Development Network.
- 2015: **43+ million** All above plus IA, LA, NE, TX, partnerships with several new countries.



Why Drop, Cover, and Hold On?



Christchurch, New Zealand September, 2010

Magnitude 7.0



Protect Yourself

- Drop to the floor (or bend over in chair)
- **Cover** your head and neck with one hand, then take shelter under a nearby table or desk, or against a wall
- Hold On to your shelter until shaking stops (if not under something, cover your head and neck with both hands)







EALIFORMA STATE UNIVERSITY This is appropriate for *most* situations and building types

Know Your Response

- Know how to adapt your response based on your needs
 - If you can't get up, don't get down
- Know what you need so you can instruct others on how to assist you
- To do it is to know it



ShakeOut Mission and Goals

Mission:

Everyone, everywhere should know how to protect themselves during earthquakes

Goals:

- •Encourage people worldwide to practice earthquake safety
 - Register at <u>www.ShakeOut.org</u>
- •Shift the culture about earthquakes and preparedness
 - Inspire discussions about being prepared to survive and recover
- •Increase earthquake readiness at all levels
 - Whole Community: family, community, school, business, government...

Everyone... Everywhere, & Growing!



CALIFORNIA STATE UNIVERSITY

2015: 43.9 Million People Worldwide (21.2 million U.S.)¹⁶

www.shakeout.org & www.shakeout.org/california

Recommended Earthquake Safety

Actions (PDF | RTF)





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Canada



Shakeout.org/yukon (Yukon) Since 2014

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Shakeoutbc.ca (British Columbia) Since 2011



grandesecousse.org (Quebec) Since 2013

Japan



- 2014: 4.4 million participants
- Many local and prefecturebased drills on various dates
- Website and registration managed independently of other ShakeOut regions



ALIFORNIA STATE UNIVERSITY

New Zealand



- 2012: 1.3 million participants
- 2015: 1.4 million participants





www.shakeout.govt.nz

Spanish Website

Inicio	➡ Otros ShakeOuts ➡		Contáctenos	Búsqueda	Iniciar sesión
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- Global site for all Spanishspeaking participants (except Puerto Rico)
- Registrants are counted in their state or country
- Model for other languages





www.shakeout.org/espanol

New ShakeOut Regions (2014-2016)

- North America
 - Rocky Mountain: Split into CO, WY, MT (14)
 - New Mexico (14)
 - Texas (15)
 - Expansion of Central US (KS14)(IA/LA/NE 15)
 - Florida added to SouthEast (14)
 - Yukon (14)
 - Quebec (expansion from 2013 Charlevoix)
 - Baja California (formally in 16?)
 - Mexico City Sept. evacuation drill? (16?)
- Central / South America
 - Costa Rica?
 - Chile?
 - Peru?
 - Columbia (local participation in 15)

- Europe
 - Italy (expansion in 16)
 - Istanbul (initial participation in 16)
- Asia
 - Interest from:
 - Iran (15)
 - Bangladesh (16?)
 - Philippines (16)
 - Indonesia
 - East Timor
 - China
 - Taiwan
- Africa
 - Ghana (Schools, via EERI)



Benefits of Registering



- Be **counted** in the world's largest earthquake drill!
- Be **listed** with other participants (Optional)
- Be an **example** that motivates others to get prepared
- Be **updated** with ShakeOut news and safety tips
- Have peace of mind that you, your family, your co-workers, and millions of others will be better prepared to survive and recover quickly from our next big earthquake!



Example Statistics

2014 participation by ShakeOut Region

Alaska (Mar. 27) All Regions	103,931 80,000
American Samoa	5,102
Arizona	123,595
British Columbia	743,126
California	10,410,401
<u>Central U.S.</u> (AL AR IL IN KS KY MO MS OH OK IN)	2,761,667
CNMI	12,508
Colorado	35,971
Guam	78,281
Hawaii	30,007
Idaho	75,220
Japan	4,453,244
Montana	157,189
Nevada	571,494
New Mexico	106,838
NorthEast U.S. (CT MA ME NH NJ NY PA RI VT)	505,590
Oregon	398,815
Puerto Rico	595,954
Quebec	152,808
SouthEast U.S. (DC DE FL GA MD NC SC VA WV)	2,192,111
Southern Italy	12,285
U.S. Virgin Islands	7,249
Utah	835,729
Washington State	1,089,820
Wyoming	10,698
Yukon	9,770
Other States and Countries	1,105,606

Category	Participants
Total: California	10,410,40
Individuals/Families	11,94
Childcare and Pre-Schools	50,111
K-12 Schools and Districts	6,366,514
Colleges and Universities	1,954,438
Local Government	461,805
State Government	149,993
Federal Government (Including Military)	221,009
Tribes/Rancherias	3,402
Businesses	626,942
Hotels and Other Lodgings	2,337
Healthcare	185,402
Senior Facilities/Communities	17,445
Disability/AFN Organizations	9,727
Non-Profit Organizations	82,167
Neighborhood Groups	30,737
Preparedness Organizations	13,498
Faith-based Organizations	166,366
Museums, Libraries, Parks, etc.	8,407
Volunteer/Service Clubs	258
Youth Organizations	1,993
Animal Shelter/Service Providers	273
Agriculture/Livestock	1,340
Volunteer Radio Groups	931
Science/Engineering Organizations	5,096
Media Organizations	13,671
Other	24,598

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Golden Empire Transit, Bakersfield

HD Supply Construction & Industrial White Cqp, Bakersfield Branch 0

Key ShakeOut Elements

- Public and Private Partners
 - Many people and organizations working together
- A Whole Community approach
 - Customized information for over 20 categories of participants
- ShakeOut.org website
 - Online registration and *listing* of participants
 - Instructions for many types of organizations
 - ShakeOut.org/espanol (also sites in Japanese, French, & Italian)
- ShakeOut Materials
 - Multiple levels of manuals for schools, businesses, organizations, and government agencies; flyers, posters, and much more
- Drill Broadcasts (audio and video narrated instructions)
- Radio, TV, and print promotion and PSAs
- Extensive traditional and social media coverage/interaction





Purpose

Describe Great ShakeOut Earthquake Drill activities designed to motivate preparedness actions before, and increase protective actions during, an earthquake

Present program evaluation results

Discuss the future role of ShakeOut drills in relation to earthquake early warnings



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Method

Online survey questionnaire administered 4-8 weeks post drill Registrants invited, reminded via emailed linking to questionnaire

Pretested

Open-ended questions



Sample



Data reported are from completed questionnaires.



Respondent Characteristics







Respondent Characteristics

Geographic Area

CA US International





HH Respondent Characteristics

Race/Ethnicity

White

Non-White Declined to State





ORG Respondent Characteristics





EDU Respondent Characteristics

K-12 School Type

2013 (N=396)
2014 (N=831)





EDU Respondent Characteristics

K-12 District/Group of Schools Type

2013 (N=92) 2014 (N=168)





EDU Respondent Characteristics

Type of Higher Education Institution

Public Private





Participant Satisfaction

ShakeOut website was easy to navigate
 Helped me learn how to get ready for EQs
 Email messages I received were helpful

Learned how to DCHO because of ShakeOut
 Would recommend ShakeOut to family/friends



"Agree" or "Strongly Agree" (N, %)


Plans for Future Participation





Fidelity

Practiced Drop, Cover, Hold On During ShakeOut Drill





2014 Household Preparedness Actions Taken – Part 1

Because of ShakeOut

Other Reasons

	0	0.25	0.5	0.75	1
Complete/update disaster plan	28%		45%		
Identify out-of-area contact person	22%		52%		
Keep shoes and flashlights by beds	21%		60%		
Complete first aid training	9%	5	9%		
Keep fire ext. accessible, know how to use	11%		68%		
Have occasional EQ drills at home	29%	1	.9%		
Copy important documents	10%	5	58%		
Have a first aid kit	13%		80%		
Store at least 3 days of food at home	17%		70%		
Store at least 3 days of water at home	18%		65%		

Respondents who Took Preparedness Action (%, N=587)



2014 Household Preparedness Actions Taken – Part 2



Respondents who Took Preparedness Action (%, N=587)



2014 Organization and Education Preparedness Actions Taken

Because of ShakeOut		Other Reasons			
	0	0.25	0.5	0.75	1
Encourage staff to prepare at home		40%	3	8%	
Provide staff training in EQ preparedness		50%		39%	
Have plans for continuity of operations	15%		55%		
Secure tall/heavy furnishings/equipment	17%		52%		
Hazardous materials limited/isolated/ eliminated/secured	10%		64%		
Buildings meet current EQ safety standards	10%	5	9%		

Preparedness Actions Taken by Institution to Prepare for EQs (%, N=2,504)



2014 Organization and Education Improvements Made

ShakeOut Participation led to Improvements

Disaster plans, policies, procedures Reducing your physical exposure to risks Developing preparedness to respond Seeking needed training Devoting more time to emergency planning Devoting more funds to emergency planning Educating staff for disaster prevention Involving staff more in disaster planning Encouraging disaster planning at home None - Did not lead to improvements



Improvements Made (%, N=2,504)

Open-Ended Questions

What motivated you (or your organization) to participate in this year's ShakeOut drill?

Please tell us how your ShakeOut participation has benefitted you, your household, or your organization. If it has not been beneficial, please let us know what has not worked.

What would make the ShakeOut better in the future?





Qualitative Results

Q1 Themes: What motivated you (or your organization) to participate in this year's ShakeOut drill?

Individuals, Households, Organizations	Schools and School Districts	Higher Education
 Media reminders Being encouraged or required Prior earthquakes Professional responsibility (e.g., as a CERT instructor) Living in a high-risk area Safety/peace of mind 	 Media reminders Being encouraged or required Recent earthquakes Responsibility to protect students/children Located in a high-risk area Community experience Prior drill experience 	 Media reminders Being encouraged or required Recent earthquakes Responsibility to protect students and staff Located in a high-risk area Community experience Prior drill experience Learn what to do

Media reminders include official ShakeOut emails.



Qualitative Results

Q2 Themes: Please tell us how your ShakeOut participation has benefitted you, your household, or your organization. If it has not been beneficial, please let us know what has not worked.

Individuals, Households, Organizations	Schools and School Districts	Higher Education
 Benefit Increased awareness Reminder of need to prepare Boosted confidence Increased neighborhood readiness Motivated preparedness action Reinforced actions already taken Identified barriers to safety/preparedness No benefit Too complicated Too afraid Not at risk 	 Benefit Increased awareness Increased knowledge Helped us evaluate preparedness Validated importance of earthquake safety Motivated preparedness action Reinforced actions already taken Provided resources Created teaching opportunity 	 Benefit Increased awareness Increased knowledge Helped us evaluate preparedness Validated importance of earthquake safety Motivated preparedness action Provided resources Barriers Poor engagement Students don't want to DCH Weak institutional support



Qualitative Results

Q3 Themes: What would make the shakeout better in the future?

Individuals, Households, Organizations	Schools and School Districts	Higher Education
 Nothing Improved sound More support/coordination Improved communication Better/different information Shared successes Improved evaluation Earlier advertising/promotion Other 	 Even more community support Even more internal support Improved sound/video More/better guidance 	 More internal cooperation New ways to engage campus Better video, sound simulation More/better guidance Cellular alerts Data to support importance



Qualitative Findings

Overwhelmingly positive feedback from respondents representing all participation categories.

Schools wanted more internal support and "buy-in" from leaders and faculty, and more tools to help engage students.

Households suggested better communication and engagement opportunities specifically for households.

All registration categories suggested ways to improve drill sound effects and other materials on the ShakeOut website.



What motivated you to participate in this year's ShakeOut drill?

(Education and other Organizations)

We had a good experience with the drill last year.

We did last year. It is a good yearly practice that aligns with our emergency plan.

[To] better our preparedness and take advantage of the media and mass information being distributed.

It is tradition and our students love it.



What motivated you to participate in this year's ShakeOut drill?

(Individuals/Households)

I want to be prepared more so now that I am a mother and have an elderly mother.

Teaching my children to be prepared is important.

Practice so that my son will have an idea on what to do if there is an earthquake.

I want to be able to help others and keep my family safe.



How has participation benefitted you?

Our family knows our earthquake plan now, thanks to the shakeout! I have also encouraged our work office to participate and we did participate.

It organized what needed to be done and how we needed to be prepared. This was a perfect starting point for us.

We are more aware of how to prepare and have taken steps to have food, water, and supplies on hand, and have ensured we have adequate insurance.

We found out that we need to separate 6th grade students from preschool while exiting the classroom building.

How has participation benefitted you?

I have been able to point to the widespread implementation of the ShakeOut throughout our state and our nation to show our local regional leaders that we need to do more to become prepared. Many local emergency agencies had never heard of the ShakeOut five years ago, and once I alerted them to it and showed what our district does to become prepared, there was greater appreciation for the need for communitywide preparedness for earthquakes and other disasters.



What would make the ShakeOut better?

Don't make me hunt for the links to the sound files on ShakeOut day. On that day, at the appointed time, the links ought to be front and centre on the main ShakeOut page.





Conclusions

High quality

High client satisfaction

High fidelity

Future improvements



Limitations

Respondents are not representative of all registrants, nor of all individuals exposed to the ShakeOut.

Respondent self-selection likely resulted in overrepresentation of more motivated individuals.

However...

Research has shown that observing others provides critical cues to action, which motivate preparedness.

ShakeOut drills equip engaged individuals to more effectively influence others.





Future Research

Random sample of registrants

Examine trends across years

Explore diffusion across registrant categories Repeat the statewide household survey



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Implications for Earthquake Early Warning

EEW will provide cues to take protective actions learned through ShakeOut participation Whole community engagement can motivate broader participation

EEW messaging can motivate broader preparedness Using ShakeOut messaging streams to educate about EEW can accelerate adoption



Future Program Activities

Improve "sound" messaging Increase participant diversity Annual EEW drills in connection with ShakeOut

Expanded mitigation messaging



Register and Spread the Word

- Register your ShakeOut Drill at Shakeout.Org
- Join the discussion:
 - Facebook.com/greatshakeout
 - <u>Twitter.com/shakeout</u> (#shakeout)
- Download and distribute ShakeOut resources: drill manuals, flyers, posters, videos, and much more.
- Questions? info@shakeout.org



Join US in the World's Largest Earthquake Drill. Register Now at www.ShakeOut.org





Thank You!

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Wood, M. M., Mileti, D. S., Kano, M., Kelley, M. M., Regan, R., & Bourque, L. B. (2012), Communicating actionable risk for terrorism and other hazards. *Risk Analysis*, 32(4), 601-615.