



San Francisco Fire Department
Neighborhood Emergency Response Team
Fall 2022 Citywide Drill
October 15th, 2022
Survey Results

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Executive Summary

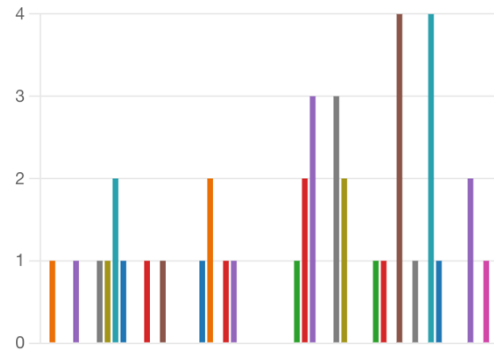
On October 15th, 2022, the SFFD NERT held a full-scale Citywide Drill. This event was held at the St. Ignatius College Preparatory. The drill lasted from 0900 to 1400 hours. Significant training elements of the drill were five skill stations that helped NERTs refresh and advance their basic abilities.

This Survey Report (SR) aims to measure and report on the event efforts, identify strengths to be maintained and built upon, and identify potential areas for further improvement.

Survey Results

1. Which neighborhood do you reside in?

Of the 40 responses received in this survey, the neighborhoods with the most respondents were SOMA and Sunset/Parkside (4 responses each). Coming in second place were Noe Valley and Outer/Central Richmond (3 responses each).

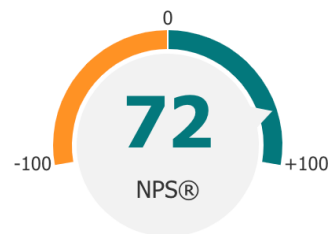


2. How likely are you to recommend the Citywide Drill to a friend or colleague?

[More Details](#)

Insights

Promoters	30
Passives	9
Detractors	1

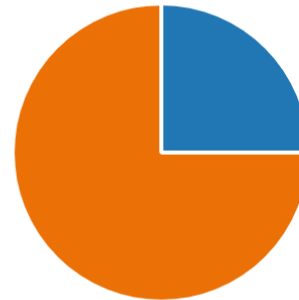


The Net Promoter Score (NPS) for this response was +72 (ranging from -100 to +100). For comparison, the closest type of organization to NERT is that of professional associations.¹ This score is almost four times the McKinley Benchmark NPS for association experiences (21.3). This score speaks to the high loyalty/affinity that NERTs have for the organization. A high NPS informs a higher likelihood of retention and the strong ability to acquire new members. It also suggests a strong potential for future engagement.

3. Was this your first time attending one of our drills?

[More Details](#)

 Insights



75% of respondents have attended a previous citywide drill. Notable is that 25% were first-time attendees. A good mix of veterans and rookies.

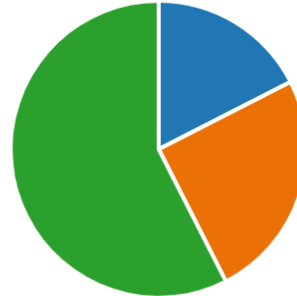
¹ McKinley Advisers, The Health of Associations in the 21st Century, <https://www.mckinley-advisors.com/blog/health-of-associations-in-the-21st-century/>

4. Which format of Citywide Drill do you prefer?

[More Details](#)

 Insights

- A drill designed to simulate NER... 7
- A drill featuring a series of skills ... 10
- A rotation between the two types. 23
- Other 0



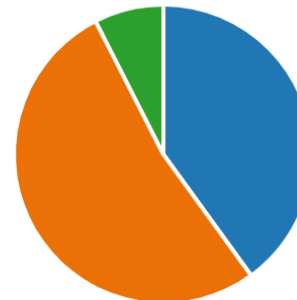
The responses to this question were insightful, as the majority (57%) indicated a preference for a rotation between the two types of drill. This could help in planning for future drill formats.

5. How satisfied were you with the event?

[More Details](#)

 Insights

- Extremely satisfied 16
- Very satisfied 21
- Somewhat satisfied 3
- Not so satisfied 0
- Not at all satisfied 0



These strong positives speak volumes to the overall success of the Citywide Drill. The combined percentages of "Extremely Satisfied" and "Very Satisfied" equal 93% of drill participants.

6. How did you prepare for the drill? Choose all that apply

[More Details](#)

- I went to the NERT website to re... 8
- I reviewed my Field Operations ... 19
- I reviewed my NERT manual 8
- I expected the NERT Office to se... 6
- I did not prepare for the drill 17



The largest group of respondents (33%) indicated that they reviewed the Field Operations Guide. The second was those who chose not to prepare (29%).

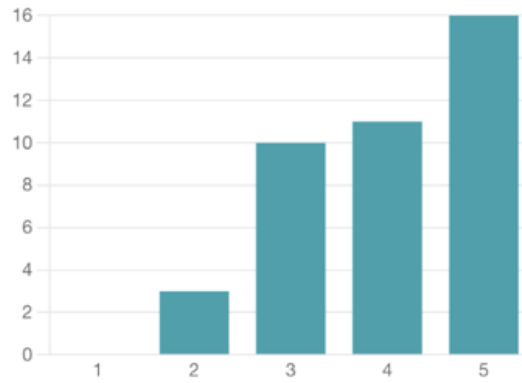
The next set of questions were qualitative measures of each respective skill station featured in the Citywide Drill. There were 5 in total.

7. Please Rate The "Staging Area" exercise

[More Details](#)

 Insights

4.00
Average Rating

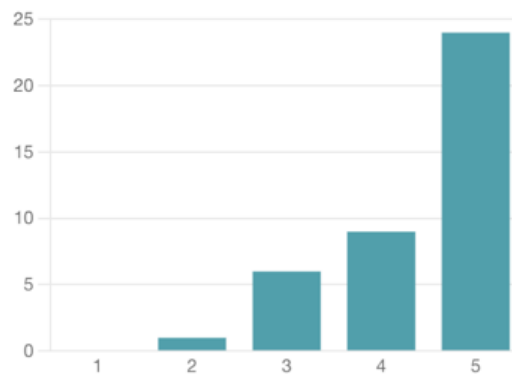


8. Please Rate The "Cribbing" exercise

[More Details](#)

 Insights

4.40
Average Rating

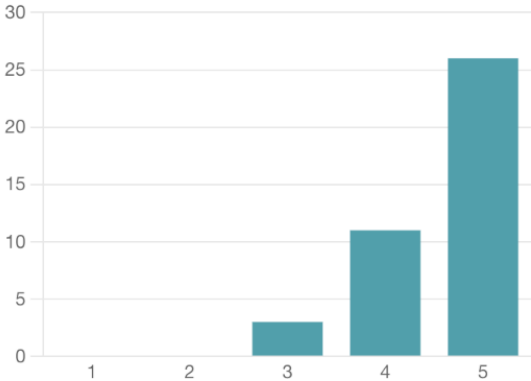


9. Please Rate The "Triage" exercise

[More Details](#)

 Insights

4.58
Average Rating

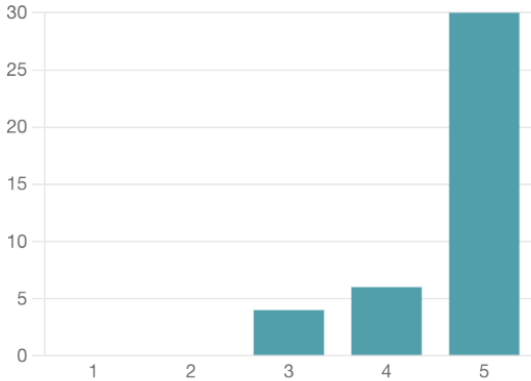


10. Please Rate The "Hazard Assessment" exercise

[More Details](#)

 Insights

4.65
Average Rating

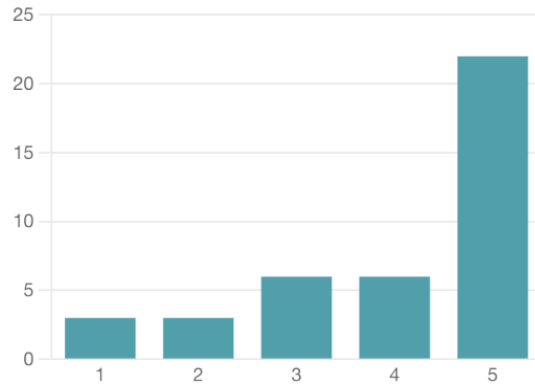


11. Please Rate The "Field Survey" exercise

[More Details](#)

 Insights











4.03
Average Rating

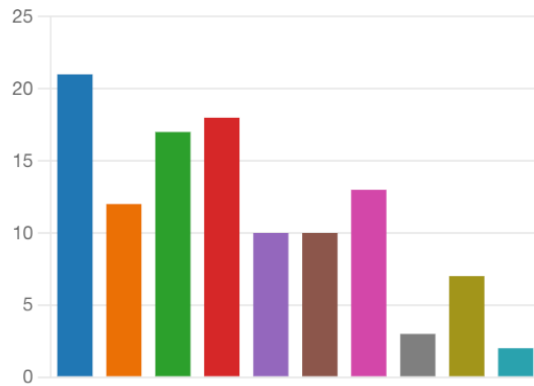


All skill stations received positive scores. The mean score for these five stations was 4.33. The skill station exercises were well received by the NERT attendees.

12. Which topics would you like to learn in-depth

[More Details](#)

	Staging Area	21
	Cribbing	12
	Triage	17
	Hazard Assessment	18
	Field Survey	10
	Forms	10
	Radio Operations	13
	Scribe	3
	Message Writing	7
	Other	2



The responses to this question indicated solid preferences for Staging Area training followed by Hazard Assessment, Triage, and Radio Operations.

Additional Feedback

The most common word in asking for additional feedback was “time.” Listed below this word cloud are excerpts from these responses. To review all of the feedback responses, please refer to the accompanying spreadsheet, which contains the entire survey data.



It was the best organized citywide drill since we started as NERTs about 4-5 years ago. Registration was very efficient, and assigning us to teams (based on neighborhoods) from the get-go with a list of tasks and timelines was good planning. Also, having a coordinator/time keeper for each team made the experience so much easier. We needed more time for the staging exercise and the (DME) field survey was not yet fully baked and not really worthy of a practical exercise at a citywide drill. We should have a few minutes of a refresh discussion before each exercise starts as well as discuss individual team member roles to improve team functioning (maybe define roles and ask for volunteers before the exercise?). The speeches were a bit too long and the sound system was not worth its name. We also need exercises/training to handle children and pets in emergencies, long overdue!

The new design of skills areas worked so well. We did not waste time, we got to what we needed to learn. very well organized. Best one ever.

I had to leave early for health reasons, but I enjoyed the parts of the drill that I attended. I think skipping the Staging Area Setup saved a lot of time which was better spent on exercises.

It would be great to start planning a little earlier for the next drill, especially if there will be a major change of format (e.g. skill set rotations instead of the usual drill to set up a Staging Area & do a mock response). Bit of confusion all around during the drill! With so many inexperienced NERT participants & so many new skill set drills (plus a few glitches in moving participants around from station to station), there was not enough time to have participants do more than walk through simplified examples illustrating how their classroom instruction might apply to a somewhat realistic scenario (in roughly 10 minutes). Handouts with a summary of what they did during each rotation of the drill might be useful. Maybe using 3rd Saturday monthly NERT days to provide more in depth practice & review sessions would be helpful, especially since the Student Manual/FOG/Volunteer Position Descriptions have been updated during the past few years? This would be especially useful for volunteer Radio operators, scribes & Communications Leads - many of the folks signed up as radio operators during the drill had not

completed any of the advanced NCT classes, did not know how to configure their personal radio or transmit emergency messages, and did not know how to use message forms/message log forms (or even what ILCAN meant or who they were sending messages to!) Not sure all of these folks are ready to go "live" with Staging Area-Battalion communications during an actual deployment, especially after just getting their HAM license & attending a single 3-hour Zoom introduction to NERT Radio Comms (NCT 101) instead of completing the full NCT curricula (as shown on the updated NERT web site). &Note - I did not do the drill rotations, but this form cannot be submitted unless these are ranked, I am sure they were great!&

Right before we did the triage exercise, they did a quick review of "30 2 can do" and tagging. No questions, just a quick overview. That was super helpful. Something similar would have been useful before cribbing too; my team spent too much time just looking at each other as we tried to figure out the first steps. Another idea, before the rotations begin, get each color group together separately, and spend 10-15 minutes reviewing important info, such as: -the importance of team/partner communication -role of the leader (stay in one place and oversee) -what to remember when you do: cribbing, triage, damage assessment No questions, just reminders (Questions can be asked after each rotation) Doing it this way would get people thinking and remembering how it works, but it would need to be super organized so it didn't go off-topic. I'm not sure that would work...just a thought. The rotations were a bit too short...I would have liked a little more time for debriefing...maybe 5 more minutes. The staging area rotation was the most frustrating for me...I wasn't clear on our goals. I found the day to be very interesting and I always learn a lot. Thank you to all involved in the planning and for making it happen! Cathy Haller

Thank you to all those who planned, organized and implemented this drill. This was my first time and I appreciated all the planning and efforts. There was also some good feedback provided at the drill. I think it would be helpful to have some instructions or an overview on what to expect in advance of the drill and info. on what will be expected of us in detail, of each role and best ways to prepare. People are busy and aren't always thinking or planning for emergencies. But with some informative guidance on preparation and coaching on key points--this would help a lot. But I do appreciate the knowledge, expertise and support provided by the fire fighters, staff and other experienced NERTs. Thanks for the food and encouragement. Please do send us a copy of the group picture. Selina

Cribbing was the most challenging technically. There were 2 stations, one was basic cribbing showing the tools (car jack, box cribbing), and another was cribbing and extrication of 2 victims. I participated in the cribbing and extrication of 2 victims... and reflected on how it could've gone much better. Lots of things I hadn't considered. This cribbing station was a way to also incorporate hazard assessment, triage, and communication skills - are there any hazards when approaching the scene, egress routes? are victims viable? send communication to call for medical support/transport. I could benefit from more training on specifics/basics of cribbing - where to set the fulcrum, how much overhang on box cribbing, where to build the box cribbing relative to what/where you are trying to lift? What exactly are the roles of the team? proper extrication and moving people- spinal precautions, how to properly carry victims. All the cribbing practice we had in the past were much simpler in compared with this one. But that's great way to build in the complexity! Loved it. Looking forward to even more challenging ones next drill. I actually appreciate both levels of the cribbing station - those new to NERT can do the simpler one, those wanting a more complex experience can do the "advance" one. - The FF leaders were all excellent, they modeled what to do to lead a crew, good communication, and were all so kind and patient with us. Much respect to them. Field survey was the SFDPH one?

- which was slightly different than what I thought it would be. Would be great to connect the SFDPH folks with Sue Brown's Map my neighborhood. -But this is good to think about medical/people needs of people during field survey, and caring for vulnerable members in the community (not just structural damage, hazards). Collect info about "people needs" - food? electricity?..etc. I think in past drills, we had walked around the street, and wrote down hazards that were posted on sheets of paper. When I helped out posting flyers during COVID, Erica Arteseros suggested keeping track of how many units and other details of the buildings - even just that was challenging in a neighborhood with different building structures. --> this could be a zoom training. How to write down what you see, hear, noticed. Training the eyes to see, and other ways of knowing. How to do neighborhood survey and damage assessment. There were 15 people in my team - not sure if that is a good size. We had someone bringing us around to the stations, that was helpful too. Otherwise we would spend a lot of time not knowing where to go. Is there app is available for disaster response? There was 4bells before. Some happy medium between best possible form of communication or if grid fails, then paper and ham radio route. This style of skills stations is much more managable and organized. The mock drill w/ staging areas and sending out field teams requires more knowledge among participants to run effectively. Hard for staging area folks to get field practice, and field folks to get staging area practice. Good to have the opportunity to provide feedback...sorry if I wrote too much. Thank you so much for all your hard work in putting together this drill and dedication to the NERT program, and all of our safety!

The hazard assessment was amazing. But would have loved to get longer time in that area as we only got to do one side of the room

This was my first time and I enjoyed it and learned a lot. I'm not sure why, but I had expected that there would be more of a full scale simulation. Like, earthquake took place, go to your stations, and then have people use the full area at the school, unpacking boxes, setting up areas, etc.. But my guess is that is very hard to coordinate and would probably include more volunteers than we had available. Also, I realize everyone has different levels of skills and abilities and practicing the basics (cribbing, triage) are considered most vital. My one suggestion is that often the exercises we did with groups had groups that were very large - almost too large - which made communication hard. I realize it will be hard in the moment, but I'm told most groups are sent out with just 4 people, which I think would make communication easier. I also liked someone's suggestion about allowing people time to get to know the folks in their neighborhoods, and after a bit of time, have each group vote on who would be team leader, and other roles. I think it might be better to keep those throughout the exercise, to really solidify what that person in that role would need to do. Otherwise folks who would never been captain or medical are just kinda struggling in those roles. But thank you to the fire department and all the NERT folks for organizing. I intend to come again and I did get to meet the folks in my neighborhood so I will be able to connect with them again.

I could have done without the speeches at the beginning. Instead, I would have liked to have had time to meet with people in my neighborhood, especially the leaders. For all the exersises, it would have been helpful to have a quick review of the main points (30-2-CanDo, cribbing techniques, etc.) This could even have been done in the large group. I did not carefully review materials before coming, which I know I was supposed to, but I didn't have time. I found the Staging area forms particularly confusing. Laminated instructions with an example on each table would be helpful. But I still found the experience really valuable!

Conclusion

The survey results contain consistent, strong positive responses for the event. The qualitative and quantitative measures of the survey show high effectiveness in knowledge transfer and continued development in individual ability. The drill contributes substantially to the organization's ability to be effective. It validates the training as well as speaks to the success of its efforts. It demonstrates the high quality of execution by the San Francisco Fire Department.