Nov. 30 Earthquake

Bill Falsey,
Municipal Manager
Municipality of Anchorage
Call Statistics

APD Dispatch handled 3558 total calls on 11/30/18. 1,844 of those calls were between 08:00 and noon.

- 980 911 calls answered
- 403 Abandoned 911 calls
  - Total of 1,383 911 calls made into the PSAP.
- 912 Administration/311 calls
- 403 Administration/311 hang up calls
- 860 Outbound calls
  - Total of 2,175 other non 911 calls

The longest 911 was in queue for 1,099 seconds/18.32 minutes at 08:37.

On average, APD Dispatch answers a daily total of 1460 calls.

- Average of 389 911 calls answered
- Average of 47 Abandoned 911 calls
  - Average total of 436 calls made into the PSAP.
- Average 603 Administration/311 calls
- Average 87 Administration/311 hang up calls
- Average 333 Outbound calls
  - Average Total of 1,023 other non 911 calls
Operations
Key: Schramm + Koch

1. Stabilize all utilities
2. Establish warming & overnight reception centers
3. Publish & sign detour around road damage
4. Complete building assessment
5. Secure scarce resources (fuel)

Logistics
Fischer

1) a) Accomplish by utility companies
2) a) Warning Center (Steve Ashman - HR sect. chief)
   - Egan Center (Anj) - capacity 100’s
   - Mac Center (ER) - Closed
   b) Close Temp Reception Centers
   - Direct directed towards shelters
3) a) Task Traffic w/signage to detours
   b) Determine Road Damage
      - state DOT
      - Muni Street Maintenance
   c) Time Period?
4) a) Begin & continue building damage assessment
   b) Development Services
5) a) Resources (fuel)
   b) Logistics
      - Name & phone of supplier
      - Holiday Gas Stations & APD
After the big shake: Emergency Operations Center

Nov. 30, 8:40 a.m., MOA Emergency Operations Center Activated, Incident Command established
1. Stabilize all utilities.
2. Establish warming & overnight reception centers.
3. Publish & sign, detour around road damage.
5. Secure scarce resources (fuel).

1) Accomplish by utility companies.

2a) Warning Center (Steve Ashman - HR sect. Chief)
   - Egan Center (Am) - capacity 100's
   - Mac Center (ER) - Closed

3a) Close Temp Reception Centers
   - get directed towards shelters

3b) Task Traffic w/ signage & detours
   - deter traffic
   - State DOT
   - Muni Street Maintenance

4a) Time Period?

4b) Begin & Cont. Building Damage Assessment
   - Development Services

5a) Resources (Fuel)
   - Logistics
   - Name & Phone of Supplier
   - Holiday Gas Stations & APO
MUNICIPALITY OF ANCHORAGE
PROCLAMATION OF EMERGENCY
(Earthquake)

ISSUED BY THE MAYOR OF THE MUNICIPALITY OF ANCHORAGE PURSUANT TO
ANCHORAGE MUNICIPAL CODE SECTION 3.80.040.

WHEREAS on this date an event constituting a Civil Emergency has occurred within the
Municipality of Anchorage, specifically: an earthquake has occurred, preliminary magnitude 7.2,
which has resulted and threatens to result in further personal injury and property damage, including
the collapse of several roadways with possible injuries, damage to some power grids of all local
electrical utilities, collapse and fire impacting several buildings, damage to some municipal
buildings which would otherwise have been available as mass shelters, and damage to other public
and private structures; and

WHEREAS this earthquake poses a grave and immediate threat to the health, safety and welfare
of the citizens of the Municipality, in that numerous buildings have been damaged, numerous
heavily traveled roads have been severely damaged, and many areas of the Municipality have
experienced or may experience interruptions to essential utility services; and

WHEREAS due to damage to property, public facilities and interruption to utility services caused
by the earthquake, there is a danger that further personal injury and civil unrest may occur; and

WHEREAS available Municipal infrastructure resources to cope with the consequences of the
earthquake and its resultant effects on the health, safety, and welfare of the citizens of Anchorage
are being evaluated, and additional resources from the State of Alaska may be required; and

WHEREAS the earthquake has caused and may continue to cause additional injury of persons or
the destruction of property to such an extent that extraordinary measures must to taken to protect
the public order, safety and welfare; and

NOW THEREFORE; pursuant to the authority granted in Article V, Section 5.02 of the Home
Rule Charter for the Municipality of Anchorage and AMC 3.80.040, I hereby declare that a Civil
Emergency exists within the Municipality of Anchorage based upon the events and circumstances
specified above; and

I HEREBY PROCLAIM THE FOLLOWING EMERGENCY REGULATIONS TO BE
EFFECTIVE IMMEDIATELY TO PRESERVE PUBLIC SAFETY AND WELFARE WITHIN
AND ADJACENT TO THE MUNICIPALITY. THE FOLLOWING EMERGENCY
REGULATIONS HAVE THE POWER OF LAW, SHALL REMAIN IN EFFECT FOR THE
DURATION OF THIS EMERGENCY, AND SHALL SUPERSEDE ALL CONFLICTING
LAWS DURING THE EXISTENCE OF THIS EMERGENCY.

1. The Municipality of Anchorage Emergency Operations Plan (EOP) is hereby activated to
the fullest extent necessary to address the effects of the earthquake, including as
The spread of information is a crucial link in responding to disaster situations, especially for those who are deaf and hard of hearing, and on Nov. 30, a local network of hearing impaired community members began sharing information to keep each other informed.

Deaf and hearing impaired in Anchorage used group texts to stay informed after Nov. 30 earthquake
Noon Status Report

UAF Earthquake Center is reporting that had an initial earthquake of magnitude 7.0 at 9:32am.

Since that time we have had approximately 10 aftershocks ranging between magnitude 1.5 and 2.6.

https://earthquake.alaska.edu/earthquakes

Preliminary Damage Assessment:

Power: 3 utilities
- M&L: Downtown and JBER lost power, JBER restored. 3 substations remain out in Anchorage
- Chuuk Electric: 5,000 outages
- Matanuska Electric: Reporting over 42,000 outages. 62% of system 35,000 in Mat-Su Borough, 11,000 in Anchorage

Gas:
- Enstar: Reporting response to small number (4-5) of reported gas leaks 400 locations

Water:
- Anchorage Water and Wastewater reports water and sewer is functioning with some stations on emergency power, one exception: Grueing Water reservoir in Eagle River; reporting to 23 main breaks approximately 70 requests to cut off residential water service

Communications:
- GCI: no network issues, outages are related to electric and OVERUSE

Request stay off lines; use text not voice

Roads:
- Glenn Highway north and south bound impassable at Thunderbird Falls; power
- Seward Highway, closed south of Anchorage proper due to multiple rock slides

Fire:
- Responded to 3 working structure fires, and two reports of structure collapse

Structure damage:
- Widespread low-level damage reports; continuing assessment

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Current Operating Condition

Hospitals open

Ted Stevens Airport operating

Merrill Field airport tower is not operating, open for non-tower operations

Port shore side crack; waterside assessment tomorrow

Schools are closed. ASD is working to reunite families.

Municipal facilities are generally closed. Anchorage is attempting to return homes.

Sheltering:
- Dena'ina Convention Center is damaged and closed.

Eagle River can go to McDonald.

Utilities

- Warm showers
- Roads
- Assess body
- Needs sandy needs

Take neighbors

- Stay off
- Water work
- Prevent fire

MUNI.ORG

APD. Facebook

Nixle
Anchorage Water & Wastewater Utility Clearly
Water line breaks often have consequential damage to other facilities.
Emergency Excavation – Aircraft Drive

- 12-inch water main pipe pulled out of joint from ground movement
Emergency Excavation – Aircraft Drive

- Completing Repair & moving on to Nathan Dr., AC pipe break
Emergency Excavation – 1st Ave

- Earthquake caused system surge and subsequent pipe failure
- Removed corroded cast iron pipe and replaced with PVC
Rapid triage
<table>
<thead>
<tr>
<th>location</th>
<th>issue</th>
<th>Status</th>
<th>Time Reported</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>8400 Stacey Circle</td>
<td>Leaking water main, possible hydrant</td>
<td>Crews onsite</td>
<td>5:26 PM</td>
<td>Water Main off - 10 customers without water</td>
</tr>
<tr>
<td>Post &amp; 3rd</td>
<td>Valve 45 Flooding</td>
<td>Crews Responding</td>
<td>4:30 PM</td>
<td>Water has been restored</td>
</tr>
<tr>
<td>6928 Fairweather</td>
<td>Groundwater</td>
<td>Crews Responding</td>
<td></td>
<td>Resolved</td>
</tr>
<tr>
<td>Tudor &amp; New Seward</td>
<td>Main water break</td>
<td>Crews onsite</td>
<td></td>
<td>NO BREAK - FALSE ALARM</td>
</tr>
<tr>
<td>Boom &amp; McLaren</td>
<td>South of Dimond @ 88th LEAK</td>
<td>Herrera Responding</td>
<td>5:35 PM</td>
<td>Small Leak - will check - could be ground water</td>
</tr>
<tr>
<td>Post &amp; 3rd</td>
<td>Valves 45 Flooding</td>
<td>Crews Responding</td>
<td></td>
<td>Private system - pump house</td>
</tr>
<tr>
<td>Tudor &amp; New Seward</td>
<td>Main water break</td>
<td>Crews Responding</td>
<td></td>
<td>Hydrant almost off</td>
</tr>
<tr>
<td>Northwind &amp; Muldoon</td>
<td>Giant Hole - Lots of water (close to 32nd east end)</td>
<td>Crews Responding</td>
<td>5:19 PM</td>
<td>Engineering was to respond</td>
</tr>
<tr>
<td>Opal &amp; Ruby &amp; Arlene (Strawberry)</td>
<td>Water main break - Street Maint reported</td>
<td>Small Leak - left it on</td>
<td>5:19 PM</td>
<td>left running, small leak</td>
</tr>
<tr>
<td>Arctic &amp; 36th - Trailer Court</td>
<td>Water main break</td>
<td>Crews Responding</td>
<td></td>
<td>Private system - pump house</td>
</tr>
<tr>
<td>Lily Pond</td>
<td>Break</td>
<td>Crews Responding</td>
<td></td>
<td>Hydrant almost off</td>
</tr>
<tr>
<td>Happy &amp; Folkler</td>
<td>Hydrant is blowing full</td>
<td>Craig is responding</td>
<td>5:19 PM</td>
<td>Repaired and water restored at 2250 hrs, 11/30/18</td>
</tr>
<tr>
<td>Forest Village Drive, W. Northern lights</td>
<td>Main water break</td>
<td>Crews responded</td>
<td>11:17 AM</td>
<td>Isolated</td>
</tr>
<tr>
<td>Norm Drive</td>
<td>Main water break</td>
<td>Crews Responding</td>
<td>5:19 PM</td>
<td>Throttled and scheduled for dig tomorrow - true outage</td>
</tr>
<tr>
<td>Maplewood</td>
<td>Main water break</td>
<td>Chris says House</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eagle River Loop Bridge (Walmart)</td>
<td>12&quot; ductile iron break - Northside - pipe is suspended from the bridge</td>
<td>Crews responded</td>
<td>11:30 AM</td>
<td>Water has been turned off</td>
</tr>
<tr>
<td>-Ship Creek - Ulu Factory</td>
<td>Main water break/Private Line</td>
<td>Crews onsite</td>
<td></td>
<td>Isolated</td>
</tr>
<tr>
<td>Lang Street - AS&amp;G</td>
<td>Fire line</td>
<td>Crews Responding</td>
<td>5:19 PM</td>
<td>Need to determine status</td>
</tr>
<tr>
<td>Rosehip Circle</td>
<td>Main water break - 31 Customers</td>
<td>Crews onsite</td>
<td>5:19 PM</td>
<td>Throttled down - will dig tomorrow</td>
</tr>
<tr>
<td>Gary Cooper Circle</td>
<td>Main water break</td>
<td>Crews Responding</td>
<td>5:19 PM</td>
<td>Ground Water - no leak</td>
</tr>
<tr>
<td>Elmore Road behind PM&amp;E bldg</td>
<td>12 inch Main Water Break</td>
<td>Crews responding</td>
<td>11:43 AM</td>
<td>Hydrant is off</td>
</tr>
<tr>
<td>Brittany Circle - Foxhall</td>
<td>Hydrant break</td>
<td>Crews responded</td>
<td>11:16 AM</td>
<td>Combined with Elmore Issue</td>
</tr>
<tr>
<td>MLK</td>
<td>Main water break - Hydrant</td>
<td>Crews responded</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3131 Amber Bay Loop - Bayshore Elementary School</td>
<td>Main water break</td>
<td>Crews responding</td>
<td>5:26 PM</td>
<td>On property issue - Main line vale 34 off.</td>
</tr>
</tbody>
</table>
GIS Information Sharing
Earthquake update and tips on how to identify an ENSTAR employee.
Social media worked in both directions.

Latest update from AWWU: There are no plans to shut down the entire water system but do expect isolated outages as they repair broken water mains. To stay updated, "Like" or "Follow" @AWWU_Info or text AWWU to 888777 to receive Nixle alerts to your cell phone.

@AWWU_Info There's a water break in Pamela Joy Lowry park, water running across the trail

josephx907 @josephx907 · 11h
Replying to @APDInfo @afdinfo
Thank you Alaska's first responders
The nuts and bolts

Live press briefings, twice daily: 10:30 a.m./4:30 p.m.

Some results:
First press conference: Live stream on APD and Mayor’s FB and one local media FB: approx. 116,000 views

Three day total: approx. 375,000 online views

Importance of social media: a few numbers
- First earthquake Nixle posted to Twitter reached 1.2 million users (APD account)
- 968,000 organic impressions—up 887% on Twitter (six day snapshot) (APD account)
- Mayor’s FB posts over six-day period following earthquake: approx. 239,000 impressions (regular week @17,000)
Noon Status Report

UAF Earthquake Center is reporting that had an initial earthquake of magnitude 7.0 at 1:37am.

Since that time we have had approximately 10 aftershocks ranging between magnitude 3 and 4.

https://earthquake.alaska.edu/earthquakes

Preliminary Damage Assessment:

- Power: 3 utilities
  - M&L P: Downtown and JBER lost power. JBER restored. 3 substations missing.
  - Chuanch Electric: 5900 outages
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  - Enstar: Reporting response to small number (4-5) of reported gas smells.

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  - Glenn Highway north and south bound impassible at Thunderbird Falls.
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- Fire:
  - Responded to 2 working structure fires, and two reports of structure collapse.

- Structure damage:
  - Widespread low-level damage reports; continuing assessment.

Current Operating Condition

- Hospitals open
- Ted Stevens Airport operating
  - Merrill Field airport tower is not operating. Open for non-tower operations.

- Port shore side crack; waterside assessment tomorrow.

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Schools are closed. ASD is working to reunite families.

Municipal facilities are generally closed. Anchordikes is attempting to return homes.

Sheltering:
  - Denacon convention center is damaged and closed.

Downtown can go to Egan.

Eagle River can go to McDonald.

- Utilities:
  - Warn long-range
  - Roads:
    - Assess buddy
    - Needs short-term

- Take neighbors
  - Stay safe
  - Water work
  - Precaution

MUNI. ORG APD. Facebook

Nixle
Dec. 1 Update

Anchorage Police Department @APDInfo • 20h

“Power is up, heat is on, communication lines are open For that you can thank your Alaskan neighbors- the highly capable men & women serving us around town as linemen, plumbers, pipefitters, operating engineers” -Municipal Manager Bill Falsey

7.0 EARTHQUAKE IN ALASKA. WE WILL REBUILD!

72 HOURS LATER...AAAAND DONE

ALASKA 5-DAY FORECAST

FRI | SAT | SUN | MON | TUE

Earthquakes | Dangerous Wind Gusts | Heavy snow fall | Ice locusts | Polarbearcano
Line breaks can be the source of contamination – We advised caution.

-- AWWU Responds to Earthquake Related Water Issues --

AWWU has issued a boiled water advisory out of precaution; however, there are no known water contamination issues. Our system has remained pressurized except for isolated areas we are in the process of identifying. If you have pressure to your home, you should be fine. We have no plans to shut down the entire water system. We will have isolated outages as we repair broken water mains. We will provide updates as they become available.

AWWU is investing to ensure reliable service and safeguard public health and the environment, long into the future. For more information and construction updates, visit www.AWWU.biz. We are also on Facebook and Twitter.

For more information:
Sandy Baker, Public Outreach Officer ....................................................786-5636
Alyssa Farrar, Administrative Services Division Director ......................786-5589
Bacteriological samples need 24 +/- hours for incubation and analysis.

Public Service Announcement
Anchorage Water & Wastewater Utility

Clearly Reliable

Aaron Dotson
AWWU Board Chair

Ethan Berkowitz
Mayor, Municipality of Anchorage

December 2, 2018

AWWU Lifts Precautionary Boil Water Notice --

The Anchorage Water & Wastewater Utility has completed water quality sampling and bacteriological testing throughout the Anchorage drinking water distribution system. Findings from those tests have confirmed that the water system is operating normally and was not contaminated as a result of the earthquake. As a result, AWWU is lifting the precautionary Boil Water Advisory. Water from your tap is safe for all uses.

Safe and reliable service for drinking water and fire protection is our primary concern. AWWU will continue sampling as a matter of quality control, especially in the areas where mainline breaks have occurred, for water quality assurance.

AWWU is investing to ensure reliable service and safeguard public health and the environment, long into the future. For more information and construction updates, visit www.AWWU.biz. We are also on Facebook and Twitter.

For more information:
City health department director Natasha Pineda offered additional suggestions for coping with anxiety and calming children. Her advice:

- “As much as possible you should stick to normal routines. Normal mealtimes, bedtimes. Especially if you have children.”

- “Take slow, measured breaths if you are feeling anxious or uncomfortable. Those with pre-existing mental health issues, stick with your treatment plan.”

- Seek social connections. Check on your neighbors. Make sure you are making an extra effort to connect to those around you.”

- For parents: “Have open lines of communication. Your children and your teenagers may feel anxious. They may ask the same question repeatedly. It’s OK to say that sometimes adults don’t know why things happen. But it’s important to let them continue to ask those questions. Do your best to be supportive, predictable and loving.”

As with adults, kids would benefit from getting outside, playing and staying active, she said.

Anyone who feels like they need immediate help with a mental health crisis can call a statewide hotline at (877) 266-HELP.
How it came together

ENSTAR Natural Gas Company

December 5, 2018

Can we get three cheers for Corrosion Field Technician, Ken Bearman? He retired on Nov. 9th after 46 years at ENSTAR, and has been back on the job since the earthquake hit on Nov. 30th. Around here, we say that if there’s a leak, Ken will find it. Thank you, Ken, for responding when duty called!

USE THE GOLDEN RULE
ONE YEAR LATER

SYMPOSIUM ON THE 2018 M7.1 ANCHORAGE EARTHQUAKE
For some Alaskans struggling with earthquake losses, recovery aid falls short of expectations

Source: Municipality of Anchorage

Breakdown as of Monday, Dec. 10

<table>
<thead>
<tr>
<th>Area</th>
<th>Safe to occupy</th>
<th>Caution, building damaged</th>
<th>Do not occupy</th>
</tr>
</thead>
<tbody>
<tr>
<td>North of Anchorage</td>
<td>18</td>
<td>45</td>
<td>37</td>
</tr>
<tr>
<td>Anchorage</td>
<td>137</td>
<td>128</td>
<td>55</td>
</tr>
<tr>
<td>Turnagain Arm (not shown)</td>
<td>2</td>
<td>9</td>
<td>4</td>
</tr>
</tbody>
</table>

Ryan Manzak points to documents relating to his FEMA appeal on Friday, March 1, 2019. Manzak's Sand Lake home was badly damaged during the Nov. 30 earthquake. (Loren Holmes / ADN)
Anchorage

FEMA boosts payouts to Southcentral Alaska homeowners after a policy reversal on earthquake damage

🔗 Author: Devin Kelly   ⏰ Updated: May 10, 2019   🗓 Published May 10, 2019
FEMA complications lead to more challenges

- State Aid opens after Nov. 30 State disaster declaration, folks start applying
- January 31, 2019: Trump approves a disaster declaration
- FEMA now the lead agency and all state aid efforts put on hold
- Constituents must start the whole process over again, this time pursuing federal aid
- Because FEMA isn’t awarding aid, folks are offered SBA loans instead.
- If you get an SBA loan and refuse it, you aren’t eligible for state aid.
- Bottom line: folks are mostly getting no disaster aid and if anything, are offered loans. Some aren’t eligible for loans.
- You can appeal a FEMA determination, but that’s not easy either – no contractors available.
Earthquake Resiliency and Building Code Enforcement

Is there a connection?

A Quick Look at the Placard Assignments

- Green: Safe to inhabit, may require repairs.
- Yellow: Hazardous condition restricts use/occupancy.
- Red: Extreme hazard, unsafe for occupancy.

The table below and graph (right) show the placard color assignments for all single-family residences in the communities of Anchorage, Eagle River, and Chugiak.

The bottom row shows the ratio of the rates outside the ABSSA to the rates inside. At all placard colors, the areas outside the ABSSA sustained much higher rates of damage.

Peak ground acceleration (PGA) measures the intensity of the ground motion experienced during the earthquake, with higher values indicating more intense ground motion. The International Building Code requires buildings in Anchorage to resist a minimum PGA level of 0.59. Only isolated locations in the Municipality reached that level of ground motion, with most residences experiencing only 0.06 or less of that. This map originated from the USGS ShakeMap PGA and was augmented with a map from Golder Associates using sensor data available in the most populated parts of Anchorage.

Future Earthquakes: This earthquake's ground motion barely reached the minimum level that the building code is expected to withstand, so repeating this analysis in future events will add greater understanding.

Additional Factors: Analyze if other factors (e.g., socioeconomic data, appraisal value, English proficiency, building on historical marshlands) affect the rates of damage reported.

November 30, 2008: A magnitude 7.1 earthquake caused significant shaking in the communities of Anchorage, Eagle River, and Chugiak. The State of Alaska received thousands of requests for Individual Assistance, including residents of the Municipality of Anchorage.

By 1990 modern seismic provisions were being enforced within the ABSSA on single family home construction. For that reason, these results show only single-family residences built since 1990.

Some of the earthquake damage was caused by soil failure under these houses. Because the building codes and inspections would not have predicted that, these inspections were also removed from this analysis.

Future Directions

PGA Maps: Outside the most populated parts of Anchorage, there are fewer sensors used to create the USGS ShakeMap. Improving the detail of the PGA maps will enable a better understanding of the effects of ground motion on residential damage.
First Look Under the Dock Since the Earthquake

Things we haven’t seen before.
The Challenge

Anchorage has the most diverse school district in the nation with over 100 languages spoken. As a designated refugee resettlement city and member of the Welcoming Cities project since 2014, Anchorage now has a foreign-born population of nearly 11%, hailing from locations as far and diverse as South Sudan, the Polynesian islands, Korea, Thailand, Venezuela and the Philippines. The city has reaped the benefits of this in-migration – in 2014, newcomers contributed an estimated $27 million in state and local taxes, and foreign-born entrepreneurs generated $37 million in business income.

Its linguistic and ethnic diversity is certainly one of the city’s top cultural and economic assets, yet language barriers can create challenges for cities’ health and emergency management departments. In contrast with cities that have two or three predominantly spoken languages, Anchorage is a city with many communities who speak a wide variety of languages. The city has already successfully translated critical emergency readiness information into 17 languages, but officials are determined to close the linguistic gap by establishing new and effective communications channels between their offices and local communities.
Preparedness

Anchorage is a diverse community with residents from all around the world. Emergency preparedness is important for everyone, no matter in which language you are fluent.

Amharic ከፋዳርን ያስገኘ

- ከፋዳርን ያስገኘ (Earthquake)
- ከፋዳርን ያስገኘ (Emergency Supplies)
- ከፋዳርን ያስገኘ (Family Emergency Plan)
- ከፋዳርን ያስገኘ (Water in an Emergency)
- ከፋዳርን ያስገኘ (Emergency Go Bag)
- Drop! Cover! Hold on! video in Amharic
- ከፋዳርን ያስገኘ ከፋዳርን ያስገኘ (Ready Anchorage My Emergency Plan)

Arabic العربية

- عندما تتهاي الأرض، يجب أن... (Earthquake)
- تقلل من تأثيرات تداعيات حريق النشاط (Emergency Supplies)
- خطة الطوارئ للعائلة (Family Emergency Plan)
- تطهير مياه الشرب في حالات الطوارئ (Water in an Emergency)
- حذيفة الطوارئ الخارجي (Emergency Go Bag)
- Drop! Cover! Hold on! video in Arabic
- الأسئلة العديدة التي يكثر طرحها عن عمليات الإجلاء والإيواء في حالات الطوارئ (FAQ)

Chinese 中国

- 发生地震时…… (Earthquake)
- 家庭应急救灾用品 (Emergency Supplies)
- 家庭应急方案 (Family Emergency Plan)
- 饮用水应急消毒 (Water in an Emergency)
- 应急包 (Emergency Go Bag)
- 关于疏散与紧急避难最常问的问题 (FAQ)