



Black Mesa

Research Handbook

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Black Mesa

Research Plan

Research Questions
Participant Population Breakdown
Methods & Activities Breakdown



Primary Research Question

What are the barriers to preserving citizen life in Seattle in the aftermath of the Cascadia Subduction Zone Super-earthquake?

Secondary Questions

- What are the current preparations made by the City of Seattle?
- How has this been addressed in similar disasters?
- What does a typical disaster response scenario look like?
- Who should the users of this technology be?
- What is the scope and scale of infrastructure loss?
- How are biometrics being used to preserve life now?
- How do biometrics function outside of access to technological infrastructure?

Participant Population North Star

People who shape disaster preparedness and/or response as a part of their occupation.

Examples

- FEMA Disaster Recovery Specialists
- Fire Captains
- Local Government Emergency Management Officials
- Facebook “Disaster Check-in” Content Strategist
- Architects

Recruiting

- Leveraging Personal Network
- Cold Calling through Internet

Research Methods North Star

Secondary Research informs expert interviews which will show us gaps in our understanding that we will address through scenario analysis.



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Study Guide

Session Breakdown
Facilitation Guide
Documentation Guide
Materials Checklist



60 Minute Session

2 Minutes	Introduction & Ground Rules
10 Minutes	Asking about work background
12 Minutes	Asking about how work related to natural disaster
15 Minutes	Asking about knowledge about the “Big One” in PNW
10 Minutes	Asking about how the person will respond in a natural disaster
1 Minute	Wrap-up

45 Minute Session

2 Minutes	Introduction & Ground Rules
7 Minutes	Asking about work background
10 Minutes	Asking about how work related to natural disaster
12 Minutes	Asking about knowledge about the “Big One” in PNW
8 Minutes	Asking about how the person will respond in a natural disaster
1 Minute	Wrap-up

30 Minute Session

2 Minutes	Introduction & Ground Rules
3 Minutes	Asking about work background
5 Minutes	Asking about how work related to natural disaster
10 Minutes	Asking about knowledge about the “Big One” in PNW
4 Minutes	Asking about how the person will respond in a natural disaster
1 Minute	Wrap-up



Introduction

Hi {NAME}, my name is {NAME}. I am a design student at University of Washington. Thank you so much for taking the time to participate in the interview. The objective of this interview is to understand more about emergency responses for natural disasters such as earthquakes. Since we are still at the exploration stage, all information is helpful. Please do not feel hesitant to tell us anything that you want to share. Also, please note that any information we collected in the interview

will be anonymous and aggregated. It means that you and your response will be not identifiable in any way. The session will be about {DURATION: range from 30 mins - 1 hour} long. Since we are doing a phone interview, and we might miss some information when we take notes. Is it okay if we record the phone call?

Do you have any questions for us before we start?

Let's get started.

Interview Guide

Can you tell me about what you do at {COMPANY}?

- How long have you been working there?
- What is a typical day like?

Is your work involved in large-scale natural disasters? If so, how?

- What helps you with your work related to such disasters?
- What are some groups of people who help you with work related to such disasters?
- Is your work affected by government policies?

Have you heard about the Cascadia Subduction Zone Earthquake in the Pacific Northwest?

[Yes]

- If so, what do you know about it?
- What do you think the situation would be like after such a disaster?
- How do you think Seattle as a city should prepare for the disaster?
- What technology do you think will be utilized in such situations?

[No]

{Tell them about the Cascadia Subduction Zone}

- How much do you know about large-scale earthquakes in general?
- What do you think the situation would be like after such a disaster?
- How do you think the government should prepare for such a disaster?
- What technology do you think will be utilized in such situations?

Have you thought of how you would respond in such situations?

- What is expected of you as a {JOB TITLE} for possible disasters?
- What would you do before, during, and after the disaster?
- What do you think people should do in such situations?



Documentation Materials

- Study Notebook
- Writing Utensil & Backup
- Laptop
- Laptop Charger

Phone Sessions Only

- Cell Phone
- Cell Phone Charger

In-Person Sessions Only

- Video-capable Camera
- Spare Video-capable Camera
- Spare SD Card
- Spare Battery
- Camera Charger

Facilitation Materials

- Study Handbook
- Participant Contact Information & Backup
- Participation Consent Form

Phone Sessions Only

- Participant Audio Release Form

In-Person Sessions Only

- Participant Incentive
- Participant Photo/Video Release Form