



Lessons Learned from Government Agencies

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LET'S GET READY NEW YORK!





Training Delivered

- 2,000 Hurricane Shelter managers
- 2007-10 Trained 90% of this group
- Wanted hands on exercises.

Running simulation exercises in a physical environment for this size target?

Impossible!



Hands on Course for HS Managers





Setting up
a Command
Center....

.... And
Other
Functional
Areas in the
Shelter



Assigning Staff





Unloading Supplies



Setting Up the Facility



Receiving Shelter Clients



Problem Solving





Challenges

- Confusion About Original Design
- Gatekeepers: IT Security
- SL not business friendly
- SL not a Game Engine
- Long Simulation
- Support and Reporting

LL: Beg, Borrow, Steal: Try Before You Buy!



Rewards

- Sense of Place
- Group Learning, Group Commitment
- Tracking and Reporting on Performance
- Extendable to Other Uses
- Participants Want to Play Again!