

Communication Channels by Sector

Emergency Management Communication Channels

- Weather alerts (varies by locality)
- Emergency Alert System
- Public education on emergency preparedness distributed at community events, schools, online, etc.
- Hotlines
- Traditional television, radio, and newspapers

Transportation Sector Communication Channels

- Dynamic message sign boards
- Flyers, posters on buses, trains
- E-mail or text messages to patrons
- Website alerts
- Driver or station alerts
- Paratransit mobility committee meetings
- Public meetings
- Social media: Twitter, Facebook

Public Health Sector Communication Channels

- Caregivers and/or guardians
- Daycare facilities
- Home healthcare providers
- Hospice providers
- Human service providers
- Local pharmacies
- Medical clinics, hospitals, emergency rooms, doctors' offices
- Nursing homes, assisted living facilities, and retirement communities
- Restaurants and other food service providers
- Schools



Communication Channels by Sector

Nongovernmental Organizations Communication Channels

- Telephone calling trees or telephone calling lists
- Goodwill stores, Clothing closets
- Community centers
- Day centers
- Door-to-door outreach
- English as a foreign language (EFL) classes
- Ethnic, racial, cultural advocacy or support groups
- Faith-based organizations' disaster relief programs
- Food pantries
- General Education Development (GED) classes
- Health clinics
- Job training and workforce development programs
- Migrant worker networks
- Senior centers
- Shelters
- Trusted neighborhood leaders

Other Government Agency Communication Channels

- Area Agency on aging
- Developmental disability services
- EFL classes at schools and colleges
- Mental health centers
- Human service providers: family services, energy and housing programs, legal aid, home delivered meals
- Independent Living Centers
- Libraries
- Mail carriers
- Public safety and first responders such as fire, law enforcement, emergency medical services
- Public works: public meetings, road crews in rural areas, signage
- Schools, colleges, and universities
- Social media: Twitter, Facebook
- Utilities: bill inserts, automated messages, websites

Transportation Research Board of the National Academies. (2011). TCRP Report 150; Communication with Vulnerable Populations: A Transportation and Emergency Management Toolkit. Retrieved from <http://www.trb.org/Main/Blurbs/166060.aspx>

