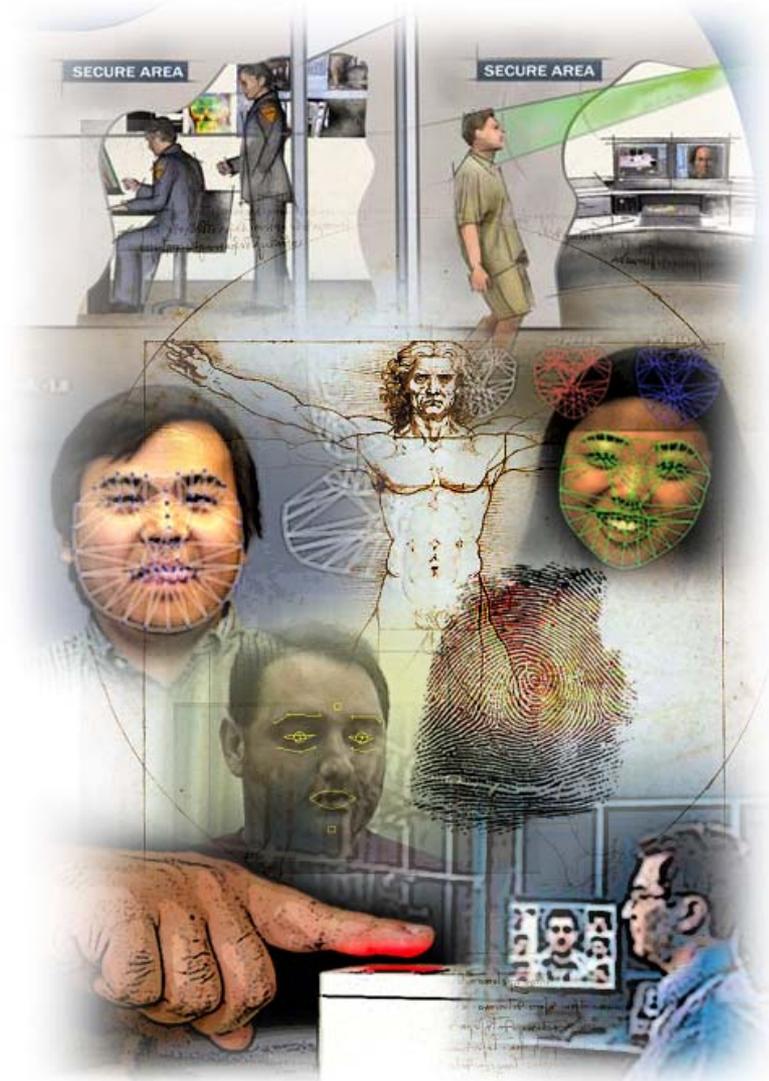


Science & Technology Directorate Human Factors Division

MISSION STATEMENT

To apply the social and behavioral sciences to improve detection, analysis, and understanding of the threats posed by individuals, groups, and radical movements; to support the preparedness, response, and recovery of communities impacted by catastrophic events; and to advance national security by integrating human factors into homeland security technologies.

Customers: TSA, US-VISIT, USCIS, ICE, SCO, USSS, FEMA, OI&A, USCG, State & Local, S&T Divisions



Community Preparedness and Resilience Program



Community Preparedness, Response, and Recovery

Enhancing Emergency Communications and Public Response

- Collect, analyze and classify emergency communications and requests for assistance generated by Texas residents during Hurricanes Katrina and Rita over Texas 211 call system
- Generate a standard template for streamlining the collection of 211 call system information collected by states who operate those systems
- Develop a methodology to overlay call system data onto geospatial mapping to aid in analysis of disaster scenarios, regional evacuation and relief planning, and response procedures



Community Preparedness, Response, and Recovery

Risk Communication, Public Perception and Public Trust

- Develop a methodology for assessing the impact of risk communications and warnings on the public's response during emergency situations
- Determine the effectiveness of various means of emergency communication on affected populations
- Develop a means for assessing the effectiveness of guidance and direction provided by civic leadership
- Incorporate lessons learned into exercises and training methodologies to improve public warnings during civil emergencies and disasters





Homeland
Security