Haïti Web site CNM Online
La raison d'être

A depiction of hurricane Tomas

Alain Boisvert
Project Manager Haïti On-Line
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Context - We built it and they came

- The web site was delivered on time for the start of the hurricane season 2010 (June) to allow the Haïtian government's Centre Météorologique National to communicate its warnings and meteorological messages with it’s clients (NGO, UN, humanitarian assistance agencies, media and the people of Haïti)
- We empowered the users of the site to submit feedback about the site and the messages delivered to them
- The MSC built a system with flexible contingency allowances to react to urgent priority requirements previously unknown
The web site traffic of
www.meteo-haiti.gouv.ht

![Graph showing website traffic]

- **Fair weather activity-visits** (typical)
  - Fri 10/29: 594
  - Sun 10/31: 702
  - Tue 11/2: 860
  - Thu 11/4: 1,164
  - Sat 11/6: 1,529

- **Tomas - Rising awareness activity**
  - Fri 10/29: 587
  - Sun 10/31: 860
  - Thu 11/4: 2,529
  - Sat 11/6: 1,155

- **Tomas full impact**
  - Fri 10/29: 594
  - Sun 10/31: 702
  - Tue 11/2: 1,164
  - Thu 11/4: 3,024
  - Sat 11/6: 733

**Totals**: 12,877  **Average**: 1,287.70
Geographic user location

![User location map and statistics]

<table>
<thead>
<tr>
<th>Country/Region/City</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States</td>
<td>4,954</td>
</tr>
<tr>
<td>Haiti</td>
<td>2,428</td>
</tr>
<tr>
<td>France</td>
<td>1,433</td>
</tr>
<tr>
<td>(not set)</td>
<td>1,200</td>
</tr>
<tr>
<td>Canada</td>
<td>929</td>
</tr>
<tr>
<td>Germany</td>
<td>205</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>274</td>
</tr>
</tbody>
</table>
Top pages visited during Tomas event

1. Top page is homepage with full Haitian content
2. Next is the animation of the MSC satellite animation pages
3. Followed by the local Haitian warning page all Haitian content (with some translations to English by the MSC)
Actual Client feedback (Outreach)

• Awareness Activity feedback (Pre-Tomas hit)
  – **General public:** j'aimerais connaitre la vitesse de tomas par rapport à Haïti
  – **General public:** je suis VETTED, est-ce que cette tempête portera-elle le même danger que le cyclone Hanne l'année dernière. Quel moyen de précaution face à cette tempête?
  – **Media:** Bonjour... c'est bien... prière de nous faire parvenir ces informations sur l'adresse ci-indiquée... [www.radioshalomhaiti.com](http://www.radioshalomhaiti.com)

• During Tomas
  – **Media:** Je vous présente toutes mes félicitations pour la conception de ce site combien important. Je vous recommanderais de faire sa promotion afin que tout haïtien sache où trouver les infos officiel. Je me propose de le faire à Port de Paix via radio Etincelle 105.9 fm. J'aimerais aussi voir des prévisions pour chaque chef lieu de département. Bon travail
Flexible Contingency Allowances

• Knowing that the original bulletins are composed in Français by the Haitian forecasters, we received an unsuspected request from the WMO to have the local warning or vigilance bulletins translated to English.

• Due to the extreme conditions and the unprecedented circumstance, extraordinary procedures were established to provide English text to get posted on the Haïtian website. It took us 45 minutes to figure out a solution.

• The result: In the heat of the moment with Tomas threatening and adding chaos to a desperate situation, 17 of the 20 bulletins issued by the Haïtians CNM were published in Français and in English (missing 3 were on the onset of the procedure and 1 in the middle of the night).