



Environment
Canada

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Haïti Web site CNM Online La raison d'être

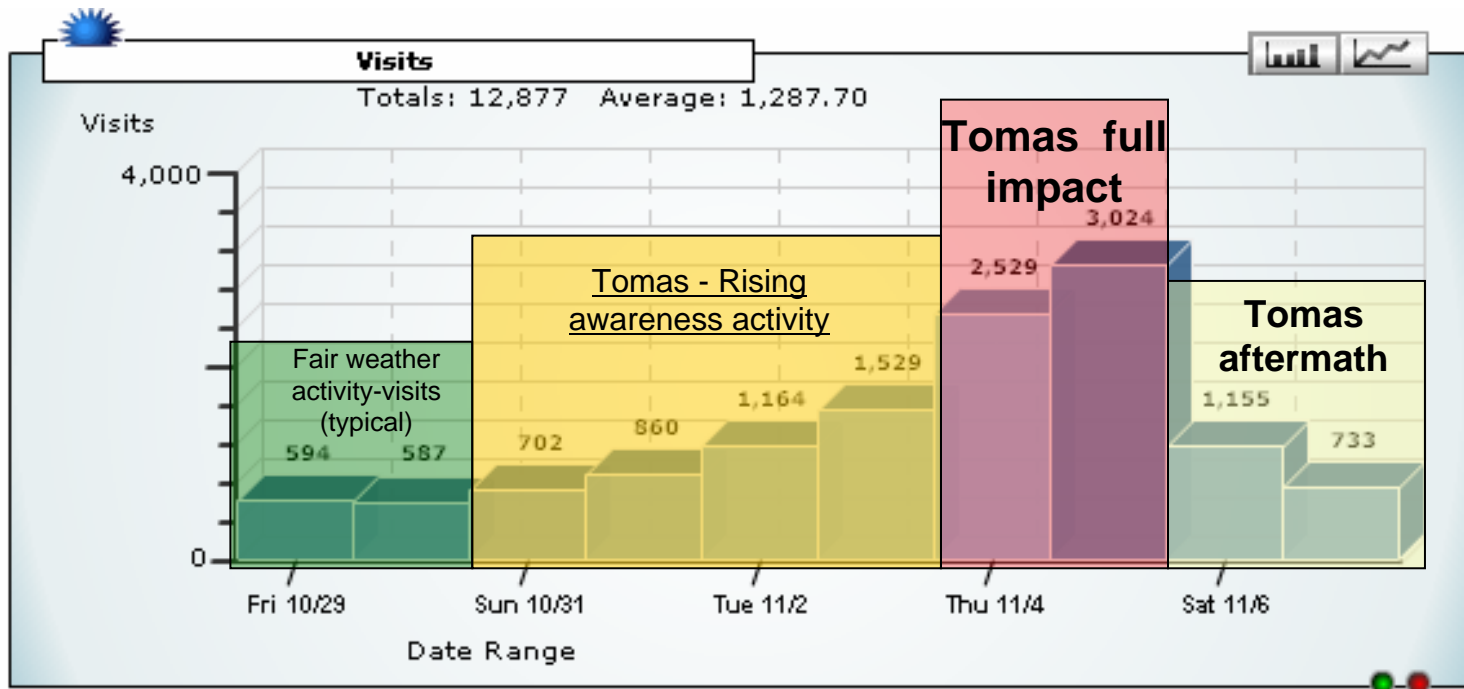
A depiction of hurricane Tomas

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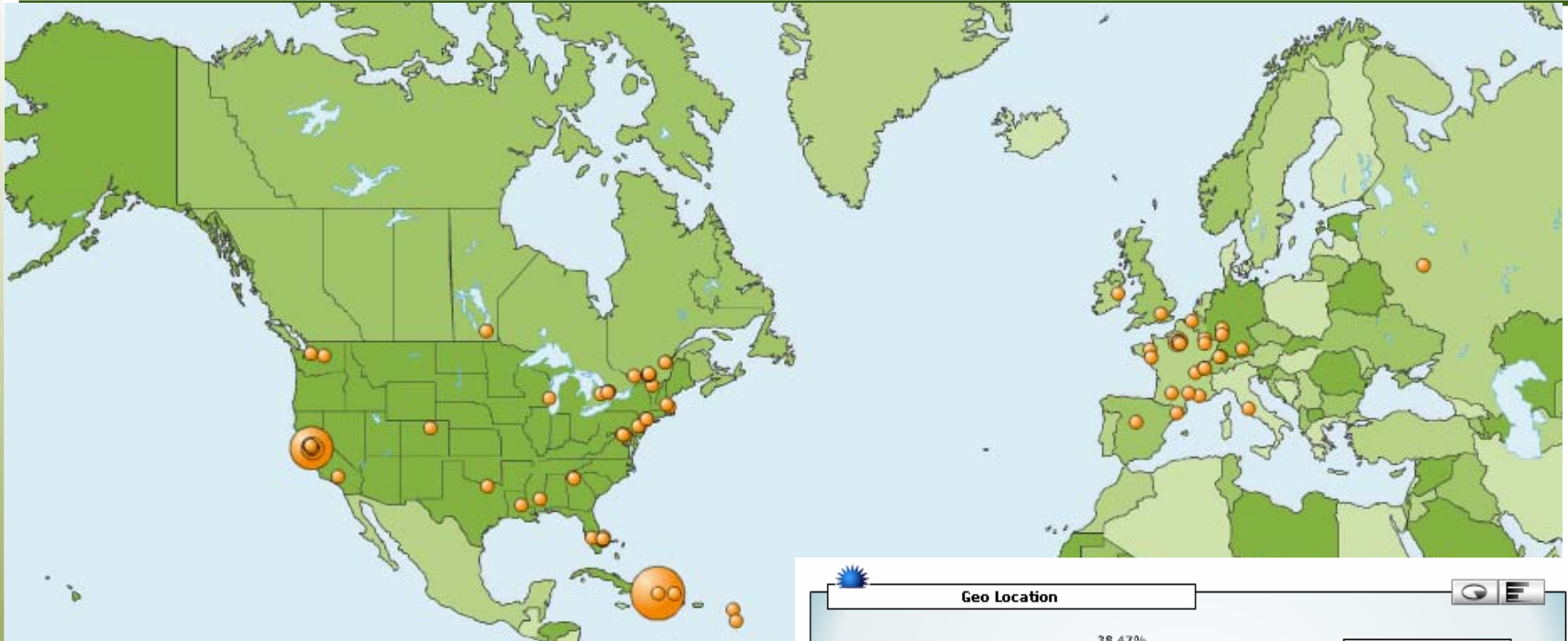
Context - We built it and they came

- 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

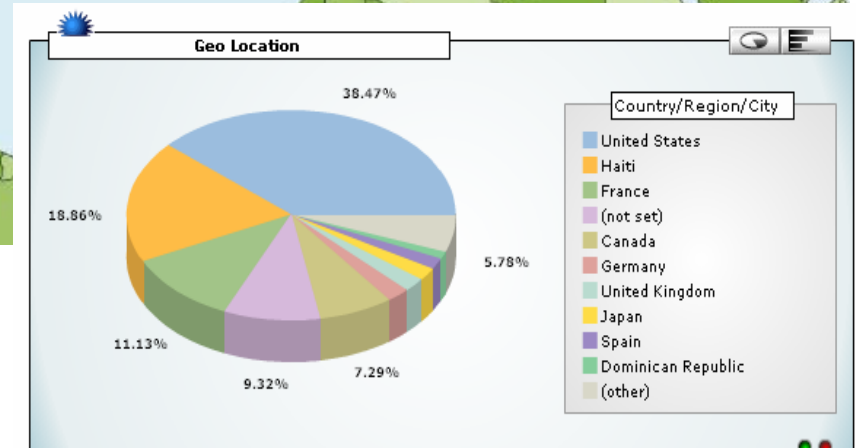
The web site traffic of www.meteo-haiti.gouv.ht



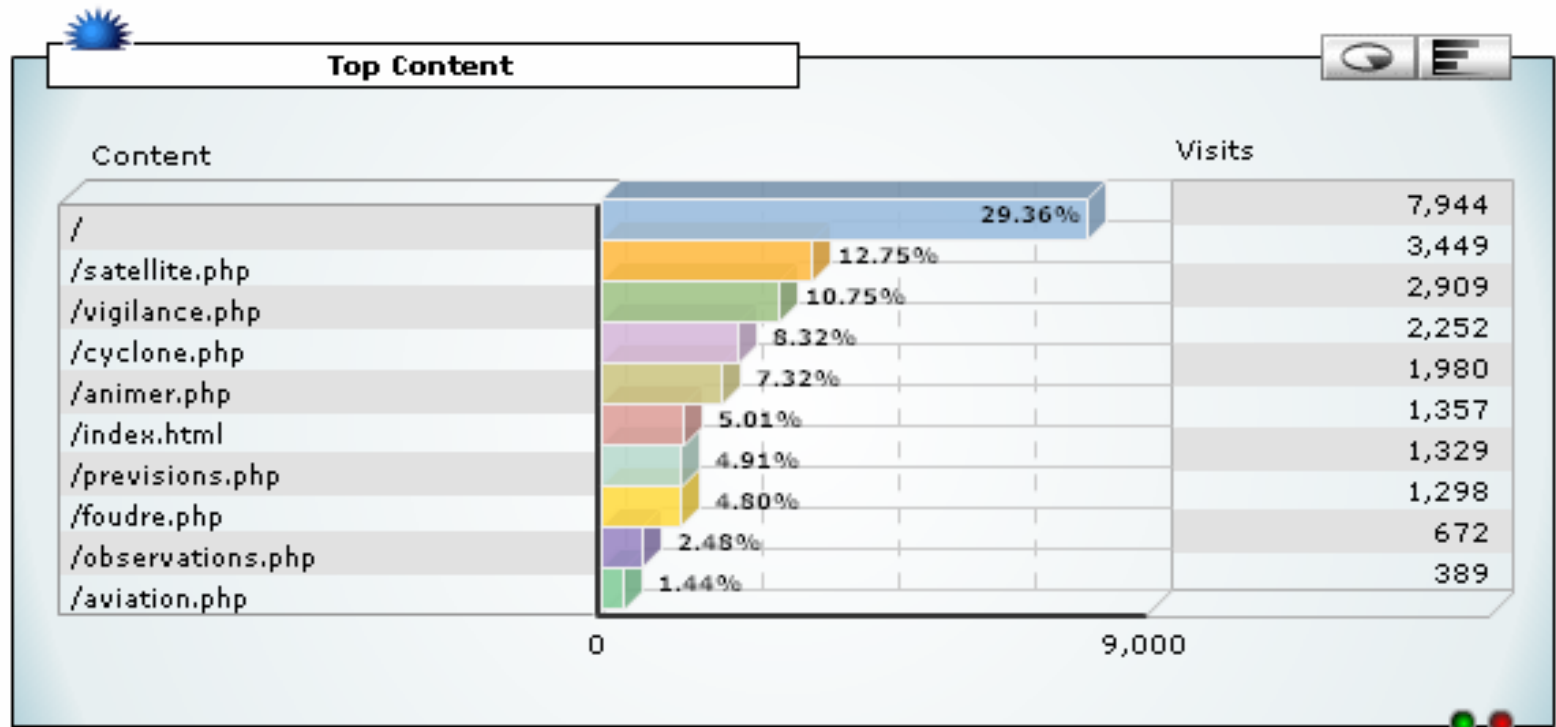
Geographic user location



	Country/Region/City	Visits
1.	United States	4,954
2.	Haiti	2,428
3.	France	1,433
4.	(not set)	1,200
5.	Canada	939
6.	Germany	285
7.	United Kingdom	274



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 a haiti
 - **General public:** je suis VETTED ,est ce que cette tempête pourrait avoir la même degard que le cyclone Hanne l'année dernière. quel moyen de precaution face a cette tempete?
 - **Media:** Bonjour.. c'est bien.. priere de nous faire parvenir ces informations sur l'adresse ci-indiquée.. www.radioshalomhaiti.com
- During Tomas
 - **Media:** Je vous presente toutes mes felicitations pour la conception de ce site combien important.Je vous recommanderais de faire sa promotion afin que tout haitien sache ou trouver les infos officiel. Je me propose de le faire a Port de Paix via radio Etincelle 105.9 fm. J'aimerais aussi voir des les previsions pour chaque chef lieu de departement. 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 web site. 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).