



PACIFIC ETC IN EMERGENCY PREPAREDNESS & RESPONSE

NETP Workshop: Port Vila, Vanuatu, 15 May 2017 (DAY 2)

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An effective NETP brings together **people**,
processes, and **technology**





- **Identify a national champion** of the NETP – lead agency/person that will draft the document
- **Write a short brief** on the **NETP** and circulate it within your country to **raise awareness** of the process and the goals of NETP
 - **identify stakeholders** (contribute / review)
 - **add NETP** as an **agenda item** in your next nat'l ETC meeting

NETP – important inclusions



- Specify the National Disaster Management Act(s) & Plan in your country and state how the **NETP complements the Act(s) & Plan**
- State your **national DM coordination arrangement** and show where emergency telecommunications fits in to that coordination arrangement
- Focus on the national systems in place and identify gaps (to inform the nat'l work plan) – ***“use what you have”***
- **Outside assistance** – who are potential supporters, what do they offer, how to activate that support



people, processes, and technology



TELECOMMUNICATIONS AUTHORITY OF FIJI



WORLD METEOROLOGICAL ORGANIZATION

Broad involvement - NETP

- **NDMO, regulator, govt ministries**
- **Private sector**
- **Broadcasters (radio / TV)**
- **Police/Fire/Ambulance – *shared channels***
- **Community leaders / faith based**
- **Military/Army**
- **NGOs / UN agencies**
- **Meteorological office**
- **Regional orgs – CROP ICT WG, SPREP, SPC, PITA**
- **Customs, donors etc.**

Regional ETC in the Pacific – preparedness



Regional ETC in the Pacific – response



- Cluster coordination support
- Connectivity solutions:

- HF, VHF, UHF radio



- Satellite phones

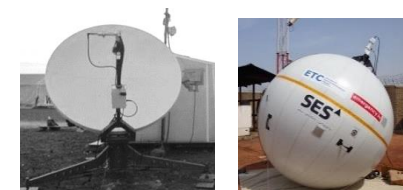


- Internet hotspots in priority locations

- BGAN (satellite data device) – highly portable



- VSAT (satellite data system) – dish / balloon



Servicing & maintenance, assessment



- Emergency telecommunication systems fall down due to infrequent usage / lack of maintenance
- Articulate the maintenance arrangements (contract, best-effort, no support)
- What local technician capacity exists – eg. military, police – with required skillsets for maintenance
- SOPs to specify test cycles eg. radio check, siren test etc.
- How often will systems be tested *eg. siren, HF radio, emergency broadcast station*
- List your local providers & their capabilities

Quick fact



Total mobile connections:
8,081,681,267

Source: GSMA Intelligence data as of 27 April 2017

Social Media



- Establish a presence on social media
- Develop the community of “followers” – *gradual*
- Plain language – all of your followers can understand
- Who has access to login & post updates?
- Can't control social media – it has its own legs!

Social media - Facebook



The image shows two overlapping Facebook page screenshots. The top screenshot is for the 'Disaster Management Office - Samoa' page. It features the DMO logo, which includes a shield with a cross and stars, and the text 'DMO'. The page content shows a post from the 'Disaster Management Office - Samoa' shared from the 'Samoa Meteorological Service' on April 5th at 07:14. The post text reads: 'Good Morning, Here's an update of our s morning. SITUATION: An active cor to Tropical Disturbance (T Southeast of Samoa. Assi group at times. WIND ADVISORY REMAI STRONG AND GUSTY W HEAVY RAIN WARNING F FLOODING IS POSSIBLE UIGA OLE TAU: O se vae o lo'o taoto i luga o Samo'. The bottom screenshot is for the 'S.I National Emergency Operations Centre' page. It features the NDC logo, which includes a map of the Solomon Islands and the text 'NDC SOLOMON ISLANDS'. The page content shows a post from the 'S.I National Emergency Operations Centre' on February 12th. The post text reads: 'CANCELLATION OF HEAVY RAIN WARNING Heavy Rain Warning Cancellation issued by the Solomon Islands Meteorological Service at 7:00 am this morning on Sunday 12th April 2017. A Heavy Rain Warning previously enforce for All Provinces is now cancelled except for Temotu Province. Situation: A monsoon trough lies just south of Solomon Islands...'. Both screenshots show the Facebook interface with navigation menus, search bars, and interaction buttons like 'Like', 'Comment', and 'Share'.

- **Samoa DMO Facebook page** – cross posting Met Service updates. Updates in Samoan and English language.



Twitter - NDMO



TWEETS 412 FOLLOWING 16 FOLLOWERS 272 LIKES 12

Tweets Tweets & replies Media

DMO Samoa @DMO_Samoa · May 10
Keeping track of Cyclone Ella. Further update from the Samoa Meteorological Service fb.me/1Ynp5Dfuj

DMO Samoa @DMO_Samoa · May 10
Latest Weather Bulletin from the Samoa Meteorological Service... fb.me/7DrysQW7s

DMO Samoa @DMO_Samoa · May 9
EVENING DISTRICT FORECAST FOR SAMOA ISSUED BY SAMOA METEOROLOGY DEPARTMENT WEDNESDAY 10TH MAY 2017... fb.me/2...

DMO Samoa @DMO_Samoa · May 9
TALA O LE TAU MO VAEGA O SAMOA



DMO Samoa
@DMO_Samoa
Official twitter account of the Disaster Management Office of Samoa
mnre.gov.ws/index.php/divi...
Joined November 2014

[Tweet to DMO Samoa](#)

- **Samoa DMO** – joined Twitter Nov 2014.



TWEETS 3 FOLLOWING 153 FOLLOWERS 12 LIKES 8

Tweets Tweets & replies

S.I NDMO/NEOC @sindmoneoc · Mar 9
Here's our website "ndmo.gov.sb"; Please DO NOT FORGET to subscribe to our You Tube channel and LIKE our Facebook fan page also.

S.I NDMO/NEOC @sindmoneoc · Mar 9
Cheers mate @benmillo1; Most welcome!

Ben Millington @...
Privileged to facilitate lessons learnt workshops with agencies @dfat @...

S.I NDMO/NEOC @sindmoneoc · Mar 9
Solomon Islands Multi Stakeholder's L Dec.9th 2016 #MakiraEarthquakeTsunami ndmo.gov.sb/index.php/new-...



S.I NDMO/NEOC
@sindmoneoc
Official Twitter account of @sindmoneoc NDMO; Secretariat to the National Disaster Council. Our Vision is to establish safe, sustainable&resilient Communities.

📍 Solomon Islands
ndmo.gov.sb
📅 Joined March 2017

[Tweet to S.I NDMO/NEOC](#)

- **Solomon Islands NDMO** – joined Twitter March 2017.

NDMO Websites - SI

NDMO SOLOMON ISLANDS

Solomon Islands Government, Disaster Management Division



HOME CURRENT OPERATION NEWS LIBRARY



Photographed by Koji Yamaguchi | Designed By Yumi Nakakura

You are here: Home

NEWS FLASH

**TROPICAL CYCLONE
DONNA SITUATIONAL
REPORT 05**



Who Are We?

The National Disaster Management Office(NDMO) is the Secretariat of the National Disaster Council(NDC)

Our Vision

To establish safe sustainable and resilient Solomon Island Communities

Our Mission

Provide Leadership in the Development and Maintenance of measure to support Communities in reducing their risks including Climate risks and managing the Consequences of Disaster

WARNING

TSUNAMI Warning
What to do information

ABOUT US

Contact
Staff Introduction
Privacy Policy
Disclaimer

SI NDMO: www.ndmo.gov.sb

Fiji NDMO: www.ndmo.gov.fj

- SI, Vanuatu, Fiji – new NDMO websites



NDMO Websites - Vanuatu



Welcome to the new National Disaster Management Office (NDMO) website. The National Disaster Management Office is the government's agency responsible for coordination of preparation and responses to emergencies and disasters across Vanuatu.

For the latest updates on the work of the NDMO and our partners see the

Map of recent Pacific Island earthquakes



Vanuatu NDMO: www.ndmo.gov.vu

- SI, Vanuatu, Fiji – new NDMO websites - 2016.





- The **information sharing platform** - Global ETC website
- **Restricted access** for some content (password protected)
- Each **country** can have its own page
- Each **emergency** can have its own page
- Global ETC website is **administered by WFP**.

Country page – Fiji example

Emergencies

Countries

Services


Projects

Training

Discussion Forum

ETC 2020

About ETC

Search 



Home › Countries › Fiji

Fiji

ETC activated

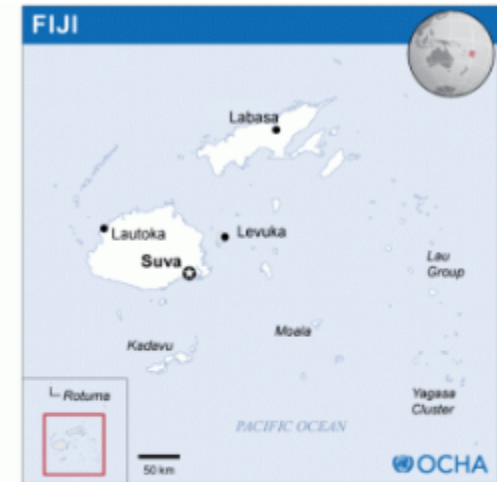
Current Emergencies

Share:     

- [Fiji: Tropical Cyclone Winston](#)

ETC Activities

Tropical Cyclone Winston struck the Pacific island of Fiji on Saturday 20 February 2016. The Emergency Telecommunications Cluster (ETC) was activated on 15 March with the World Food Programme (WFP) co-leading the cluster response with the Government of Fiji.



Country Profile

Phone/Mobile

- Telecom Fiji Limited (TFL) is the only fixed line operator in Fiji. TFL is a 100 per cent owned subsidiary of Amalgamated Telecom Holdings Limited (ATH), and operates Fiji's only Public Service Telephone Network (PTSN).
- There are two mobile operators – Vodafone Fiji Limited (VFL) and Digicel Fiji. Both offer GSM, 3G+ and 4G services. The only MVNO is Inkk Mobile which operates on Vodafone's network.

Early Warnings

- Cyclone season runs from November to April. There is a tsunami early

Receive Updates



www.etcluster.org/countries/fiji

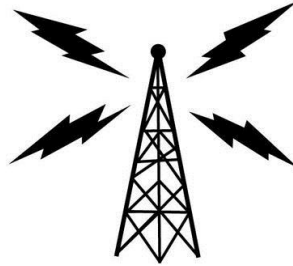
Country page features



- List of current/past **emergencies**
- Description of ETC **activities**
- **Country Profile**, divided into categories:
 - Phone/Mobile, Radio, Power, Regulation, Early Warnings
- **Events can** include date/location of cluster meetings
- Related updates: news / blog posts / **documents**
- Useful website **links**

Communication systems – reaching community

- Broadcast radio
- SMS / text messaging
- Siren & public announcement systems
- Television
- Social media (Facebook, Twitter)
- Community internet hotspots
- Phone (landline, mobile, satphones)
- Smartphone applications
- Low-tech (eg. church bells)



Messaging to the community



- Voice of **authority** to avoid misinformation. In this social media age lines become blurred
- **Prioritise** which messages need to get out
- **Coordinate** with other groups involved in the response: joint messaging, **scheduling** across multiple channels (eg. radio, television, online, SMS)
- **Content** is critical – consider what people will understand. **Common terminology** is vital
- **Simulation** events that include community are important. Simulations importantly verify that systems are operational.

NDMO emergency comms – HF radio



- WFP worked with the Fiji NDMO to upgrade key sites in their HF radio network.



HF Radio - Fiji

Barrett 2050 transceiver



Comms shelf with HF radio at a district office in Fiji



Barrett 2090 manpack

HF Radio - guides

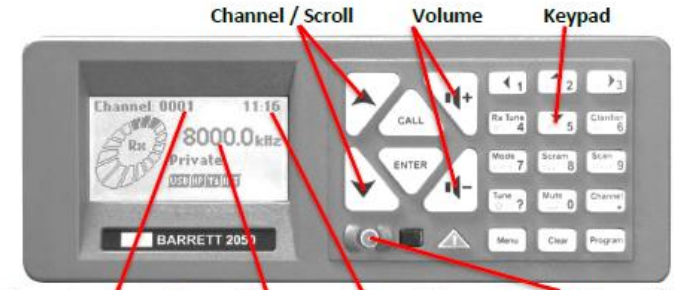


Instructional Guide: How to Deploy the Barrett 2090 HF Radio Manpack - Fiji NDMO -



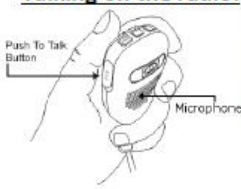
VANUATU

QUICK REFERENCE GUIDE



Channel / Scroll Volume Keypad
Channel number Channel frequency Current time Turn Radio on/off
Press and hold button for two seconds.

Talking on the radio:



1. Pick up the microphone (mic), hold it about 6 inches away, facing your mouth.
2. Press and hold the Push To Talk (PTT) button and speak loud and clearly into the mic.
3. Follow the radio transmission protocol explained below.
4. After saying Over, release PTT. Wait for the other party to respond to your message.
5. Keep each transmission brief and concise.

A radio transmission format is:

Station ID of recipient, station ID of sender, your message, followed by over.

Example: If NDMO HQ wanted a situation report from Tanna Met Station (callsign: **White Grass Met**), they would say:
"White Grass Met - this is NDMO HQ - please advise your current situation - Over"

13. Appendix A – Callsigns & Selcall IDs of Fiji NDMO HF Network

Grade	District name	Callsign	Selcall	Status of HF station as of February 2017:
PA	Nadroga	3DV107	4107	Active
ADO	Keiyasi	3DV106	4106	Assumed non-operational
DO	Nadi	3DV105	4105	Active
PA	Ba	3DV104	4104	Active
DO	Tavua	3DV103	4103	Active
ADO	Nadarivatu	3DV102	4102	Assumed non-operational
PA	Rakiraki	3DV101	4101	Active



Training and awareness – Fiji example

- Worked together to train frontline staff in Fiji in HF radio.



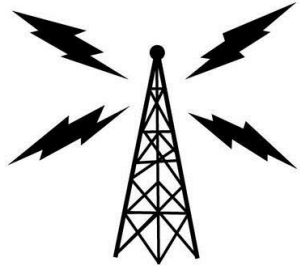
Drones / UAVs



- Code of conduct, best practices, check-lists, regulations and more are available on the Humanitarian UAV Network at: <http://uaviators.org/docs>
- Global drone regulation database (crowdsourced info): <https://droneregulations.info/>



System integrity is critical



Friday 7 April 2017:



The Washington Post
Democracy Dies in Darkness

Someone hacked every tornado siren in Dallas. It was loud.

By [Avi Selk](#) April 9

- 156 sirens
 - 11:42pm on a Friday night
- 90 minutes of ringing before they were manually deactivated.



VINAKA

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