



Developing a National Emergency Telecommunications Plan

The Samoan Experience

What is The NETP?



The National Emergency Telecoms Plan

(NETP) is a strategic plan that establishes a national vision for the state of telecommunication utilization for emergency purposes and for directing responders to their specific roles and responsibilities.

The Plan complements existing emergency communications legislation, strategies and initiatives.

Context



- Emergency response personnel respond to incidents of different scales and magnitudes on a regular basis.
- Their ability to respond in real time is essential in establishing command and control at the scene of an emergency or disaster, maintaining event situational awareness, and operating effectively in respect of a broad range of incidents.

Background



- Post assessment of the tsunami in Samoa revealed that although the seismic monitoring station in Hawaii detected the massive earthquake that triggered the tsunami, a lack of procedures for communicating the warning messages to the public delayed the transmissions of warnings.
- Communications deficiencies that affect the ability of responders to manage routine incidents and support responses to natural and man made disasters and during emergencies were found to exist.

Samoa Approach



“kick off meeting” to highlight the need for and the objectives of the NETP and sensitize stakeholders;

Identify and document contact addresses of stakeholders in process;

Collect and collate all existing telecommunications plans for the various agencies or service providers;

Initiate consultation with the stakeholders on process

Develop draft working document for consultation and timeframe for consultations

Samoan Approach (2)



- Final Draft submission
- Prepare a draft Plan identifying the issues and soliciting comments from all stakeholders.
- Place draft on website and government portal.
- Circulate Draft with specified timeframe for comment.
- Review comments, revised draft and submissions from the parties.
- Prepare final Draft for discussions at workshop
- Organize Workshop to finalize Plan.
- Ensure adoption and “legalization” of Plan

Presentation



1. Getting started
2. Process
3. Consultation
4. Task assignment
5. Overview
6. Draft Document
7. Executive summary
8. Plan Introduction

Presentation (2)



9. Plan Vision
10. Plan Goals
11. Plan Objectives
12. Plan Implementation and measurements
13. Role of Telecoms in Disaster
14. Management and mitigation
15. Conclusion
16. Reference materials
17. Appendices
18. International assistance
19. Conclusions

Getting started



- Based on vision and established goals and need to implement plan first need to establish objectives for evaluating and improving the Plan.
- Preparation of draft paper for consultation/collaboration .
- Joint situational analysis by a small group should help in preparing the discussion draft or white paper.

Process



The Samoan process is offered as a guide;

- The key lesson offered is that this should be a process of consultation/collaboration to ensure stakeholder buy-in;
- A joint situational analysis of previous communications shortfall to prepare the draft is recommended;
- Decision on the core group to lead the process is required.

Consultation



Six steps are recommended;

1. Assignment of responsibility for various tasks;
2. Situational analysis to determine challenges and required solutions;
3. Preparation of discussion draft;
4. Consultation on draft;
5. Finalization of Plan;
6. Adoption of Plan.

Tasks assignment



Mandate for various tasks, preferably by Law or by Legislative directive is required; Someone has to have direct responsibility for the development and implementation of the Plan;

Subsidiary tasks have to be identified and assigned. Including

- Inventory of resources, preparation of draft, conduct of consultation, technical plan, spectrum plan, numbering plan, contact lists, e.t.c

Overview



Samoa after determining the issues to be addressed then reviewed the vision and goals to be achieved.

Key objectives were developed. These are to be used in evaluating and improving the Plan;

Recommendations were also made on initiatives and milestones as guidance to service providers, relevant government ministries and non governmental organisations in making measurable improvements in their emergency telecommunication capabilities.

Draft Document



The Samoan draft document includes:

1. Executive Summary
2. Introduction
3. Plan Objectives
4. Implementation and Measuring of Achievements
5. Roles of Telecommunication in Disaster Mitigation
6. Conclusion
7. Reference Materials
8. Appendices

Executive Summary



- Summary of plan indicating the major objectives and what the plan addresses and hopes to achieve;
- Should be succinct, recommended not more than three pages with normal size 12 font

Introduction



The Introduction to the plan provides
Mandate for Change 4

- The mandate for change;
- Purpose of the NETP
- Scope of NETP (should be national)
- Approach to Developing NETP
- Organization of NETP
- Other Plans Relevance to NETP

Plan Vision



The vision of the Samoan National Emergency telecommunications Plan is:

“Adequate Telecommunications services and resources must continue to be available for effective and efficient alerting, management, mitigation and relief operations before, during and after all emergencies and disasters”

Plan Goals



Samoa has three main goals to achieve the Vision.

- 1. By 2012, 90% of all high/low risk areas are able to receive warning alerts as soon as the warning is available.***
- 2. In case of disruption of Telecommunications services in the effected areas, Basic/ minimum services must be restored within 24/48 Hours***
- 3. A multichannel digital trunked radio network owned and managed by DMO must be installed by 2013 to provide effective interoperable communications for all emergency personnel***

Plan Objective(1)



Samoa has six objectives to achieve the Vision.

- 1. Develop and formalize a decision making structure with clearly defined leadership roles for coordinating emergency communications capabilities.***
- 2. Integration and improvement of Service Providers response to emergencies by improving the capability of their Telecommunication Equipment. Improvement will be obtained through standards implementation, research, development, testing and evaluation of the equipment so that the nation will have an integrated preparedness, mitigation, response and recovery capability to communicate during natural disasters.***
- 3. Develop a flexible, robust and community specific national emergency telecommunication warning and activation plan to respond to major emergencies and to recognize the role and importance of telecommunication as an integral tool in emergency response.***

Plan Objective (2)



4. Provide essential telecommunications facilities for the emergency responders to communicate among jurisdictions, disciplines and all sectors of the government and other authorities/agencies involved in alerting, management, mitigation and relief operations before, during and after all emergencies and disasters.

5. To have accreditation with relevant international Conventions such as the Tampere Conventions and other Conventions that may benefit Samoa.

6. Ensure that adequate and continuous training and exercises/practice sessions are made available to all emergency responders so that they all have shared approaches ,, improved technical expertise and enhanced response capabilities.

Plan Implementation and Measurement



- Responsibility for implementation - who has overall responsibility for ensuring plan is implemented.
- Define entities and their responsibilities – provide a table of all the various entities and what they will have to do under the plan

Role of Telecoms in Disaster Management



- Define the role of Telecoms/ICT in an emergency and emphasizing its role as facilitator and need for cooperation and collaboration
- Important to differentiate between the different phases – before, during and after.
- Phase 1 Preparedness
- Phase 2 Response
- Phase 3 Recovery

Role of Telecoms in Disaster Management - Preparedness



- Equipment check
- Early warning systems
- Identify key services requiring telecoms services
- Establish EOCs locations
- Spectrum management plan
- Numbering plan

Role of Telecoms in Disaster Management - Response



- Maintain radio broadcast
- Maintain national and international connectivity
- Emergency alert system and its activation

Role of Telecoms in Disaster Management - Recovery



- Damage assessment of ICT infrastructure
- Implement Plan for service restoration;
- Implement plan for distribution of radio services
- Post situation analysis to provide feedback for Plan improvement

Conclusions



- This NETP is an integral part of the National Disaster management plan.
- The goals and objectives of NETP cannot be achieved without the support and the coordination of the stakeholders.
- NETP enables stakeholders to share a common strategy to compact challenges as a result of disasters and natural events.

Reference Materials



The plan uses a number of references and recommended are:

Cosmas L Zavazava, and Michael Milot, Best Practice on Emergency Telecommunication, ITU, Geneva.

ITU Publication 2009, ITU and Climate Change, <http://www.itu.int/themes/climate/>

ITU Publication 2009, ITU responds to appeal for Telecommunications assistance from Tsunami Affected Countries

<http://www.itu.int/ITUUD/emergencytelecoms/response/tsunami.html>

Reference Materials (2)



Also recommended are:

US Federal Emergency Management Agency

<http://www.fema.gov/government/index.shtm>

<http://www.fema.gov/emergency/index.shtm> for emergency personnel

US FEMA Emergency Management Institute ISP (

<http://training.fema.gov/IS/crslist.asp>

US FCC Public Safety & Homeland Security Bureau (<http://www.fcc.gov/pshs/>)

Reference Materials (3)



Also recommended are:

US DHS Safe com

<http://www.safecomprogram.gov/SAFECONM/>

US Education Resources Information Center (ERIC) <http://www.eric.ed.gov/>

US NTIA Emergency Planning and Public Safety Division

<http://www.ntia.doc.gov/osmhome/pubsafe/index.html>

Appendices (1)



- Entities Contact Addresses
- Acronyms
- Frequency Allocation for Emergencies
- Activation Procedures
- Basic Diagram of Siren Warning System
- List of Available Telecommunication Equipment
- List of National Disaster Council & National Disaster

International Assistance



- Review of existing protocols for assistance
- List of Agencies for international assistance indicating type of assistance available;
- List of persons authorized to solicit, authorize and terminate requests for assistance;

Conclusion



- Samoa presents its experience and Plan as a guide for future plan development;
- The development of National plans while using Samoa's plan as a guide, their Plan would depend on their situational analysis, vision and goals established.
- The Samoan Plan is on line at www.regulator.gov.ws



THANK YOU