

Wellington Region Emergency Management Office

Annual Report

1 July 2015 – 30 June 2016



Executive Summary

Overview

A very demanding year with a high business as usual workload supplemented by several response events, storms, flooding, utility disruptions plus a distant source tsunami.

Wins

1. **Shakeout 2015.** Of the 1.36 million people registered as participating in Shakeout 2015; over 200,000 were from the Wellington Region. This represented 40% of our population. The next most successful CDEM Group was Bay of Plenty on 31.5%. Wellington City was the highest performing TA with a 58% registration rate. The increase in registrations (from 2012 to 2015) in the Wellington region was greater than the increase in registrations across the rest of the country.
2. **External Recognition.** During the year:
 - A. A second CDEM Group in the country completed a reorganisation using the WREMO template and another was forwarded our foundation documents to consider;
 - B. WREMO received two awards from the International Association of Emergency Managers (IAEM) for its work with communities to create a step-by-step methodology to build community resilience, <http://www.iaem.com/documents/IAEM-Global-Awards-Press-Release-24Nov2015.pdf> refers;
 - C. The Wellington approach to involving the community in resilience building activities gained a mention in a 9 December 2015 Washington Post article written by Professor Daniel Aldrich (https://en.wikipedia.org/wiki/Daniel_P._Aldrich). The article may be found at the link, <https://www.washingtonpost.com/news/monkey-cage/wp/2015/12/09/some-communities-are-destroyed-by-tragedy-and-disaster-others-spring-back-heres-what-makes-the-difference/>;
 - D. The city of Boulder, Colorado provided funding for WREMO staff to share the team’s methodologies and tools so that Boulder could adopt the WREMO resilience model;
 - E. The US state of Oregon has adopted the region’s Blue Lines initiative as a key component of their tsunami response strategy; and,
 - F. Melbourne, Australia, dedicated an entire page in their Resilience strategy to WREMO in a section called Learning from others.

Executive Summary

- 3. Red Cross Hazard App.** During the year, WREMO saw an opportunity to partner with Red Cross by tailoring their Hazard App for the New Zealand environment. The App launch was conducted in June 2016 and the product (offered free to users) has now been adopted by the other CDEM regions across New Zealand.
- 4. Rain water tanks.** Sales of this product (a partnership between WREMO, Councils and the Tank Guy) now total 8200 units, representing additional storage of 1.64 million litres at minimal (admin only) cost to councils. Plans to further stimulate sales are being developed.
- 5. Training.** Considerable and pleasing progress occurred during the year, in terms of approach, content, and enthusiasm for, the new training programme. The new modules are shorter, sharper, and more inter-active. Much of 2016's training has had a tsunami theme in readiness for the national (tsunami) exercise to be held in August/September 2016. This represents a great opportunity to improve our response processes, enhance our revised tsunami plans and socialise response actions with EOC staff. While the level of EOC operational capability and capacity has been enhanced as a result of the new training programme, it is important that a high level of commitment by council staff is maintained.
- 6. Civil Defence Centres.** Start-up kits for the 120 plus facilities in our communities have been refreshed and out of date and inoperable equipment/stores removed.

Executive Summary

Developments

The more notable activities progressed throughout the year include:

- 1. Pre-Disaster Recovery Planning.** Over the past few years, there has been a growing recognition of the importance of planning for recovery before an event. This involves clarifying structures, roles, responsibilities, and understanding recovery challenges are different from business as usual. WREMO has partnered with DPMC's Canterbury Earthquake Recovery Lessons Learned and Legacy programme, plus international experts, to develop a framework for our region. It is proposed that this be presented to Group at the next round of management/governance meetings.
- 2. Natural Hazards Strategy for the region.** Participated as part of a working group comprising council planning managers, working to produce a strategy to improve cross-council hazard planning. WREMO supported the resulting consultation process through social media and a joint presence at community fairs.
- 3. Its Our Fault Project (Phase 2).** Working with partners WCC, GNS Science and EQC, this project has been refocused to take direction from the Natural Hazards Strategy and the Pre Disaster Recovery Project when determining future research requirements. It is intended that this arrangement be reviewed at the five year mark (2021).
- 4. Crisis Mapping.** Partnered with Massey University Open Labs, applying a design thinking process to generate a web based situational awareness tool that will allow community input. This is a national Resilience Fund project.
- 5. Initial Response Framework.** Considerable work has gone into determining a common approach for responding to emergencies in our region. Using material obtained from other response agencies and a design thinking approach involving Controllers and key stakeholders, a common methodology linking the WREMO Duty Officer to the Controllers' Initial Action Plan has been tried, tested and is in the process of implementation (through the training programme) across the region. Not only will this ensure regional consistency, it will also provide a clear set of tools to facilitate an effective initial response.
- 6. Resilience Symposia for schools, elderly care facilities and businesses.** Community Resilience staff developed and completed the first round of workshops for these key groups in the community, to enable them to acquire a better understanding of their role and responsibilities during an emergency. Feedback from attendees was that they benefitted from the opportunity to share approaches and experiences in a group environment.

Executive Summary

Further notable activities progressed throughout the year include:

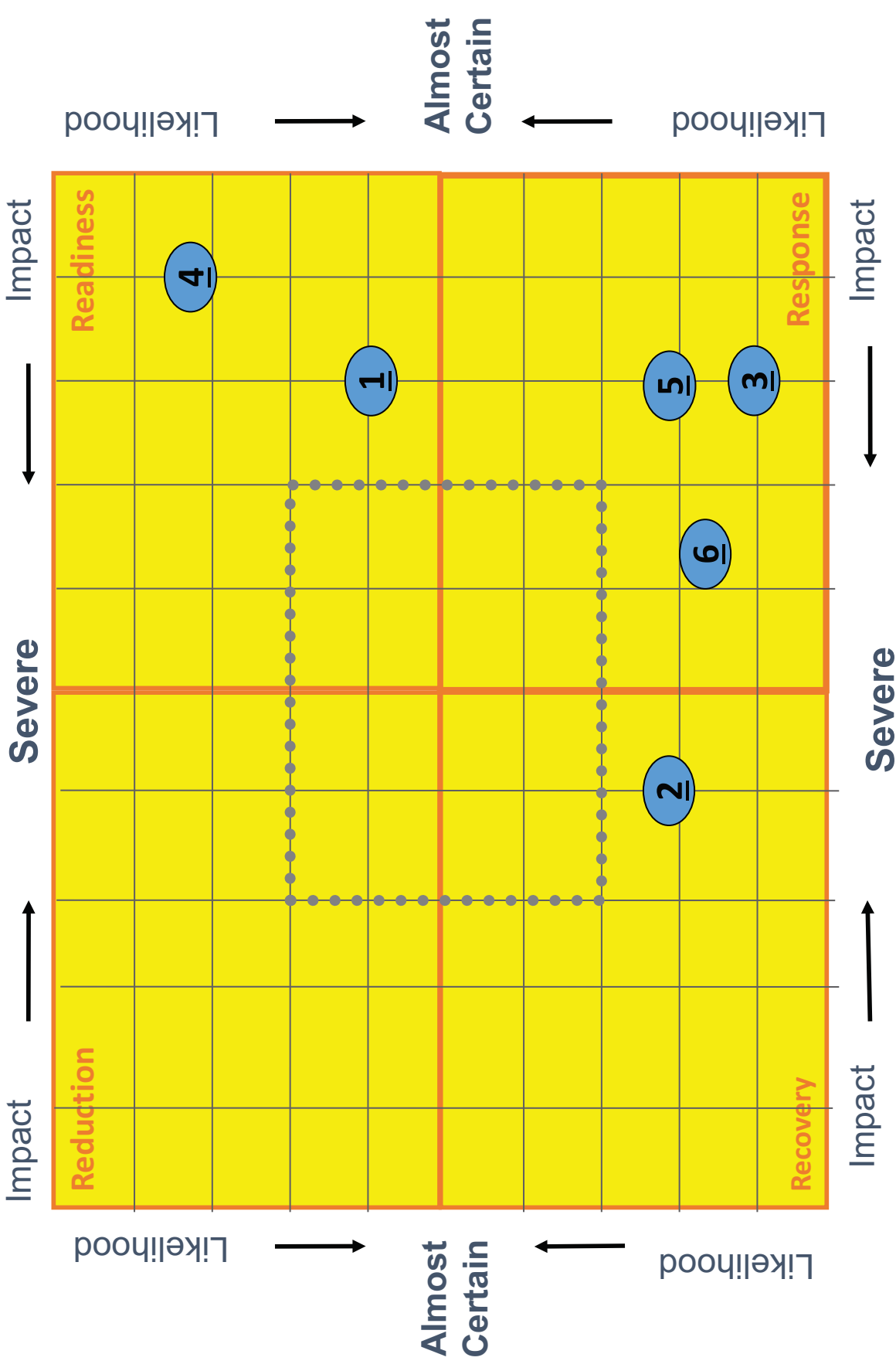
7. **Tsunami Planning** – Planning that will see the region better prepared to respond to a tsunami threat (from warning to 72 hours after arrival) has been a focus throughout the year and will culminate in a national exercise to be conducted August/September 2016.
8. **Communications review** – Rationalisation of regional VHF communications networks and support arrangements has been progressed to the point where an RFP has now been issued. A budget of \$1m was established in 2014 planning documents however it is now considered that this can be trimmed to approximately \$300k. A detailed proposal will be forwarded to the CEG late 2016.
9. **Lifeline Group Projects** – WREMO continues to work closely with Wellington Engineering Lifelines Group (WELG) on a number of initiatives. Projects advanced during the year include
 - a. WELG/WREMO project: Access routes in an emergency
 - b. Suggestions to WELG members on exercises
 - c. Co-ordination of public communications in an emergency
 - d. Map WELG member facilities against hazards
 - e. Fire following an earthquake
 - f. Emergency resource mapping
 - g. Tsunami impacts to infrastructure in the Wellington region
 - h. Emergency levels of service
 - i. Telecommunications recovery
10. **Rationalisation of CDCs** – Considerable work has occurred, developing the concept and producing a guide to empower the community to respond appropriately through local community hubs. This guide will be tailored for individual facilities and deployed during the coming year. Further work is required to promote the concept as the approach is aimed at empowering the community and not just a certain few members of the community.

Executive Summary

30 June 2016

Risk Matrix

1. Waning community motivation for resilience building initiatives
2. Lack of effective Recovery Framework
3. Switch to digital ES communications
4. Challenge implementing MCDEM initiatives
5. Council staff attending EOC training
6. Health and Safety (New Risk)



Executive Summary

Risk Explanation and Treatment

1. As time elapses since our last significant emergency (May 2016), public interest in resilience building initiatives wanes. Projects in this space need to be part of a rolling programme with constant refreshes to take account of emerging knowledge as well as utilising innovative means to empower people to take ownership of their circumstances. While overall we ran a successful NZ Shakeout campaign, interest in the majority of our TAs in fact dropped. Eight of the 16 CDEM regions throughout the country experienced a drop in participation. Notwithstanding our evidence based approach to building resilience in the community, conflict does arise occasionally with small groups of residents who hold dear to obsolescent approaches.
2. The lessons arising from Christchurch’s recovery programme must be incorporated into a framework tailored for the Wellington region. The Group Pre-disaster Recovery Framework project launched with a forum held 26 March 15. The proposed next steps in this programme will be presented to management/governance committees mid 2016.
3. The original direction was that analogue CDEM VHF radios and repeaters were required to be replaced by digital sets by 2018. A project was launched to achieve this and a budget for this purpose was factored into the LTP process. The most recent advice challenges moving down a digital path and may see the Group better placed by rationalising and upgrading the current analogue network. An RFP has been issued to seek industry proposals.
4. Central Government policies often take a top down approach, resulting in some challenges when implementing at a local level. Following an approach to MCDEM by a delegation representing CDEM Groups, a joint strategic planning workshop will be held late 2016.
5. This risk reflects the fluctuating numbers of council staff attending EOC training. While considerable progress has occurred in some councils “encouraging” staff to attend, these numbers need to be maintained. This risk will continue to be monitored
6. Health and Safety – see answers to the four strategic questions, (attached over page)

Risks Removed from the matrix during the past year

Sustainability of response structures

Inadequate operational connectivity

Implications of the Health and Safety at Work Act, 2015 for the Wellington Region CDEM Group:

Who (or what) is a person conducting a business or undertaking (PCBU) in the context of a CDEM situation arising, and what additional responsibility does this impose?

- CDEM Group is not a separate legal entity – Joint Committee is not treated as a legal person or entity
- PCBU are the councils that form the CDEM Group (the business rather than a person)
- PCBU has primary duty of care to its workers and other persons influenced or directed by it
- Any work carried out by the CDEM Group falls within the work carried out by the local authorities of the CDEM Group
- Local authorities (PCBUs) must regularly consult, cooperate and coordinate activities relating to CDEM to ensure commonality of approach across the CDEM Group
- GWRC will have a particular interest by virtue of the fact that WREMO staff are their employees

How do the statutory obligations of an officer under the Act apply to CDEM in terms of various CDEM roles (including but not limited to Controllers; Recovery, Welfare, Operations and Planning Managers)?

- Officers are the Chief Executives of each council sitting on the CEG or any other person occupying a position that allows them to exercise significant influence over the management of the business (PCBU) – so mainly Chief Executives and elected members
- Officers are required to exercise specific due diligence duties
- A Controller (employee or contractor) is regarded as a worker under the Act (it is not the controller conducting business or undertaking of the CDEM Group, it is the various local authorities)
- ‘Officer’ does not apply to those who merely advise or make recommendations (workers)

Health and Safety

When Coordinated Incident Management System (CIMS) principles are being applied, what duties under the Act does a lead agency have for the overall response effort of the CDEM Team in terms of H&S?

- GWRC and the TAs need to take an extra cautious approach to ensure compliance with the Act
- Under CIMS, each participant organisation is regarded as a PCBU (for example; Police, Fire, local authority, etc.) and will owe obligations to its workers and other individuals

Who is the PCBU, in terms of owing duties to volunteer members of the CDEM Team?

- CDEM Group has no particular obligation to volunteer groups providing services to it. However, the local authorities sitting on the CDEM Group could have obligations
- Volunteer associations (for example Response Teams) are not PCBUs
- When volunteers are requested to carry out work for a PCBU, with its knowledge and consent, they are regarded as volunteer workers of that PCBU

Financial Summary

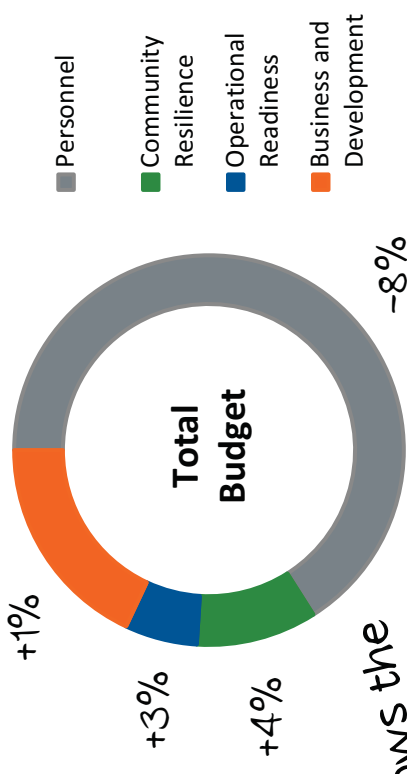
- As at 30 June 2016

WREMO Income Statement For the 12 months ended 30 June 2016	Full Year		
	Actual \$000	Budget \$000	Variance \$000
Rates & Levies	742	741	-
Government Grants & Subsidies	-	-	-
External Revenue	1,831	1,831	-
Investment Revenue	14	12	(2)
Internal Revenue	-	-	-
TOTAL INCOME	2,587	2,584	(2)
less:			
Personnel Costs	1,962	2,200	239
Materials,Supplies & Services	441	376	(65)
Travel & Transport Costs	60	106	46
Contractor & Consultants	240	109	(131)
Grants and Subsidies Expenditure	-	-	-
Internal Charges	120	125	5
Total Direct Expenditure	2,823	2,916	94
Financial Costs	-	-	-
Bad Debts	-	-	-
Transition Costs - operational	-	-	-
Depreciation	60	66	6
Loss(Gain) on Sale of Assets / Investments	(18)	-	18
TOTAL EXPENDITURE	2,865	2,982	(117)
OPERATING SURPLUS/(DEFICIT)	(278)	(398)	120
Add Back Depreciation	60	66	(6)
Other Non Cash	-	-	-
Vehicles and other plant purchases	-	-	-
Net External Investment Movements	(117)	(70)	(47)
NET FUNDING BEFORE DEBT & RESERVE MOVEMENTS	(335)	(402)	67
Debt Additions / (decrease)	-	-	-
Debt Repaid	-	-	-
Reserve Investments Interest	(14)	(12)	(2)
Reserve Investments Transfer Out	414	414	-
NET FUNDING SURPLUS (DEFICIT)	65	-	65

The end result of this financial year is an underspend of \$65k. The variation from budget mostly came from personnel, where vacancies lead to an 8% underspend. This was reflected in a 5% increase in contractor and consultants, which were used to fill the vacancies in the interim.

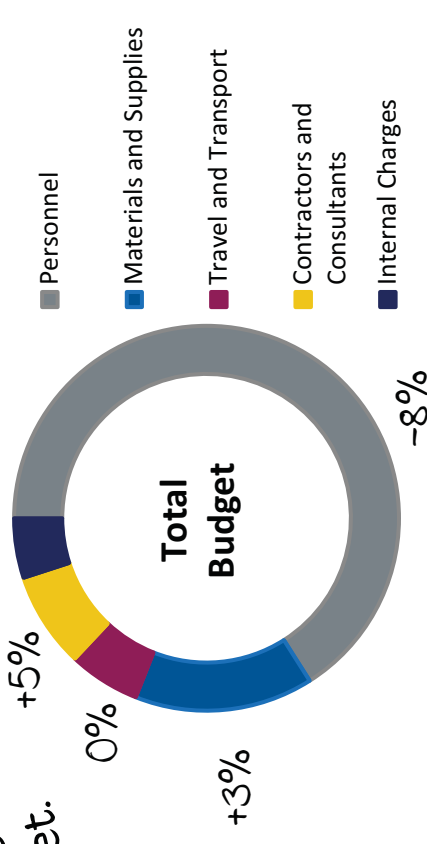
Balance of reserve as at 30
June 2016 \$207,000

Portion of budget
spent - By team



Portion of budget
spent - By category

+/- figure shows the change (in %) when comparing the actual figures to 2015/2016 budget.



Community Resilience

It has been an exciting year in the Community Resilience Team with a significant number of achievements. Our team is passionate about their work and are collectively helping redefine the Emergency Management sector.

Community Emergency Hub (aka Civil Defence Centre)

The team has spent the last year developing a clear purpose for the CD Centre concept in relation to the wider emergency response and how it should enable a community-driven response. Feedback from WREMO's end-users (the community) indicates the name Civil Defence Centre is misaligned with the expectations of the community. The term Community Emergency Hub has been widely supported as a good choice by our community members.

An important development in this process has been the creation of the Community Emergency Hub guide. The team has put significant effort into creating an easy-to-use guide that is central to our Community Response Planning process and Emergency Preparedness training. Importantly, it has been designed for spontaneous volunteers who have never connected with CDEM in the past. The development of the guide has been an iterative process and incorporated substantial user feedback. It's draft version has already been adopted by other councils as their CD Centre/Hub guide.

Community Response and Resilience Planning

Over the last several years, the team has continued reworking their methodology that brings members of a suburb together so that they can plan their community's response. This process is facilitated, but not led, by WREMO and involves a wide-range of stakeholders including local businesses, community groups, council development teams and NGOs. The team is confident that the approach is now very robust. Recently, about 70 people participated in the Island Bay session and more than 60 people in Totara Park. Notwithstanding this, further engagement is required to understand some elements of the community whose thinking has been conditioned by a command and control approach.

ShakeOut

The team pulled out all of the stops to promote ShakeOut this year. The result was boost from 36% in 2012 to 40% of the public signing up to participate in 2015. The Wellington region placed first in the country. Wellington City took the top spot in the country for a city with more than 58% of the public registering to participate.

Community Resilience

National & International Recognition

WREMO's approach to enhancing Community Resilience has received national and international recognition over the last few years. WREMO was recognised in the Washington Post and described as a "paradigm" for how governments should work with its citizens during a workshop in New York City which involved the NYC Department of Health and Medical Reserve Corps. Professor Daniel P. Aldrich, Co-Director of the Security and Resilience Studies program at Northeastern University, cited WREMO's work as a prime example of innovative, bottom up disaster mitigation programming.

WREMO has also received significant attention through the Rockefeller 100 Resilient Cities programme having been specifically recognised in both Boulder and Melbourne's strategies.

Other national and international partners have recognized WREMO's work. The team was sought out to speak at the Australian Community Engagement and Fire Awareness Conference in Albury, NSW, to motivate their sector to move toward a WREMO approach to working with communities. The presentation can be seen here <http://livestream.com/nswrfs/ACEFA2016/videos/123497953>

Community Emergency Management Training

The training programme for "Civil Defence Volunteers" has evolved over the last couple years with a gradual move away from a few highly trained volunteers to a large number of community members with basic training. This year, nine courses were delivered with a total of 206 people trained. One of these courses was delivered specifically on a marae for our iwi partners.

Red Cross Hazard App

Last year, WREMO saw an opportunity to partner with the Red Cross by adopting their Hazard App. This partnership would create a free Emergency Alert solution for both WREMO and the entire Emergency Management sector in New Zealand. Over the course of the last year, WREMO convened a range of stakeholders including MCDEM, GNS, MetService, NIWA, GeoNet and more. The application has since become adopted across CDEM Groups across New Zealand.

Community Resilience

Preparedness Symposia – Schools, Small Business Continuity Planning & Residential Care Facilities

This year the team developed a new approach to working with these key stakeholders by bringing them together in the same room to plan for an emergency while focusing on relationships. The concept has exceeded expectations as people would stick around and chat with each other, building peer-to-peer networks.

Pre-disaster Recovery Planning

There has been a growing recognition in the sector of the importance of planning for recovery before an event. This involves clarifying organisational structures, roles and responsibilities and understanding how recovery challenges differ from those of business as usual, to name a few. WREMO worked with DPMC's Canterbury Earthquake Recovery Lessons Learned and Legacy programme as well as a number of leading recovery experts from around the world to develop a framework for the Wellington Group and respective cities to pre-plan how they will manage a recovery. A draft framework has been completed and will be refined in the first half of the next financial year with facilitated planning taking place afterwards.

Resilience Map

To continue to advance the sector's use of this emerging technology, WREMO put in an application to the MCDEM Resilience Fund to explore how the sector could enter the Crisis Mapping space with a goal of linking day-to-day community events to emergency events. A partnership was developed with Open Labs at Massey University to create a working example.

Community Resilience

Open Spaces for Recovery Project

One component of understanding how we can facilitate recovery in our region is by utilising our physical spaces. Last year we partnered with Victoria University's Faculty of Architecture and Design to develop a project around suburban open space. This year we expanded the project to the challenging Central Business District area of Wellington City. The project looks at the open spaces we have within this area and how we could use these to re-house central businesses and apartment dwellers within the open spaces in and around the fringes of the CBD.

Where else can these functions be located?

TENTS IN OPEN SPACE

The next option is to consider tents in open space.

Open spaces identified here are all within 500 metre walking distance of the outer edges of Te Aro and the CBD. Ideally all new dwellings, schools and businesses could be setup within short walking distance of their original location in these open spaces. This will minimise disruption and maximise certainty.

The open space sizes are noted here to assist planners in determining how many people each place could hold and what it would be most suited for, and how it could be accessed.

AREA USE CRITERIA

School - Outer perimeter spaces that are not suitable for housing or already near existing schooling facilities.

Retail - Near Port Nicholson and/ or residential areas to ensure easy access for suppliers and consumers

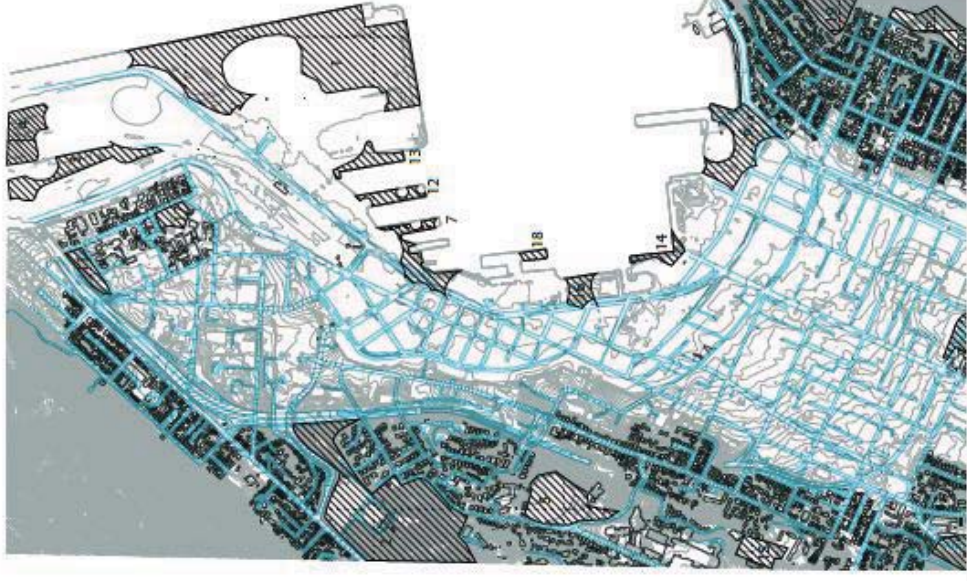
Medical - spread out in zone not in any further potential danger e.g area 5 is up on the hill. Near residents for the first set up for quick access

Business - Near Port Nicholson and Parliament to ensure smooth liason.



1	Shipping and Retail zoning
2	Higher Education and residential
3	Business and residential
4	Business and residential
5	Medical Facilities
6	Residential
7	Port
8	Schooling and residential
9	Schooling and residential
10	Potential site for schooling
11	Business and residential
12	Port
13	Port
14	Food stall and retail
15	Potential site for schooling
16	Food stall and residential
17	Business and residential
18	Food Stall
19	Residential
20	Residential

AVAILABLE OPEN SPACE MAP



Community Resilience

Online Videos

An emerging trend is the use of online videos to convey information and motivate people toward action. Seven online videos have been created to encourage engagement with our programmes or convey preparedness messages in a easy-to-digest format.

1. Emergency Planning in Schools - Is your school ready for an emergency?
2. Tsunami Blue Lines - Raising tsunami awareness
3. Emergency Preparedness at Home - It's Easy to get prepared for an emergency
4. Community Preparedness Training - Preparing to help your community in an emergency
5. Community Response and Resilience Planning - working together to get through a disaster
6. Business Continuity Planning - Planning to help small businesses survive and thrive after a disruption
7. Residential Care planning - Are your staff and facility ready for an emergency?

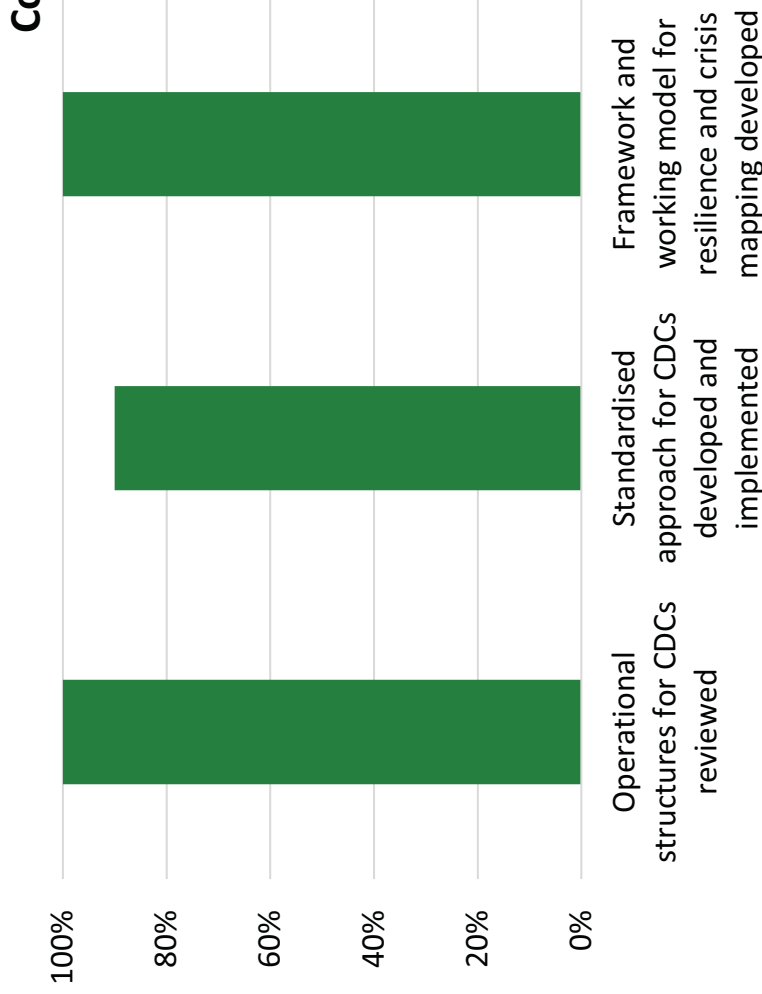
Community Resilience

MCDEM Conference Workshop: FUNcilitation and Community Engagement!



The Community Resilience Team presented a workshop on FUNcilitation and community engagement at the recent MCDEM Conference.

Community Resilience



ACHIEVED KPI
40% of all schools in the region are using the online response planning tool.

Community Response Plans



Social agency-based symposiums



Small to medium sized business-based symposiums



School-based symposiums



Face-to-face engagement at schools



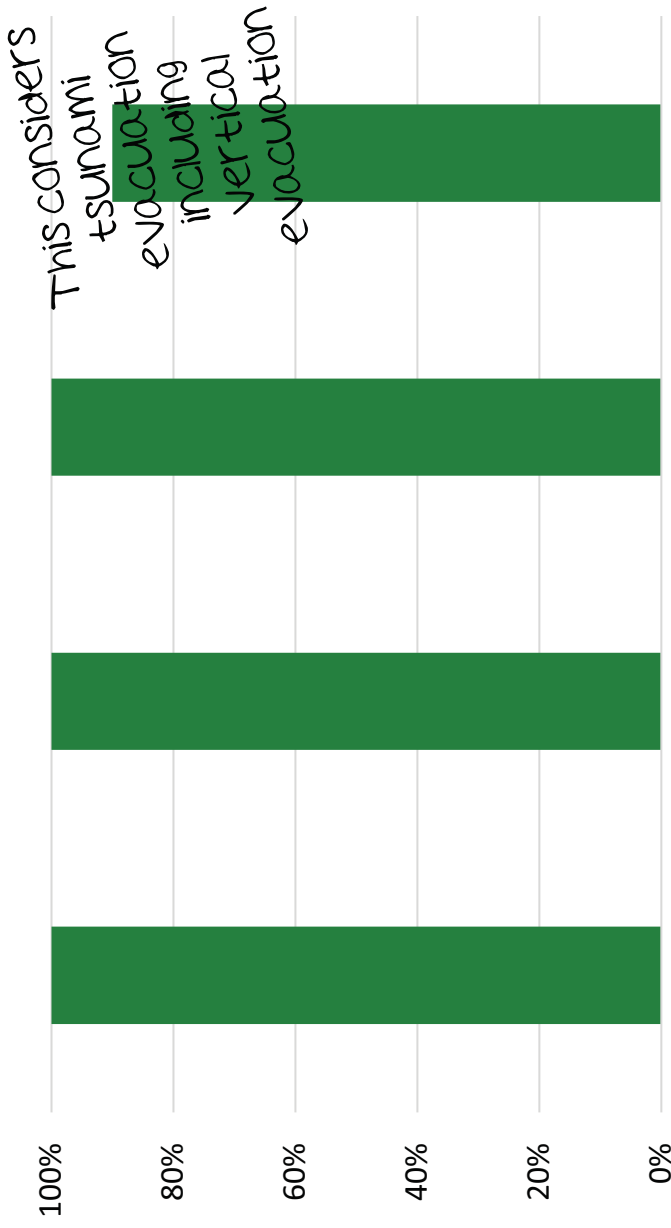
EXCEEDED KPI
20% of all schools in the region have practiced earthquake drills and/or re-unification plans within the region.

MASSIVELY EXCEEDED DUE TO NJA SHAKEOUT

* Totals shown above are annual totals as set in the WREMO Annual Plan

Completed previous quarters
 Completed this quarter
 Remaining to be completed

Community Resilience



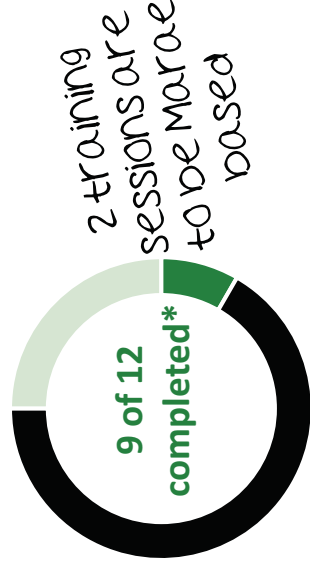
NOT STARTED

A Group Recovery Coordinator is appointed
Awaiting an agreed approach to recovery in the region.

Engage with community resilience projects undertaken by ICoE



Community Preparedness Training



International and national collaboration on resilience



Tsunami Blue Lines



* Totals shown above are annual totals as set in the WREMO Annual Plan

Completed previous quarters
 Completed this quarter
 Remaining to be completed

Community Resilience

Communication

ON-GOING

Three Facebook posts per week.

ON-GOING

Public fair attendance.

ON-GOING

Regional radio advertisements and interviews conducted monthly.

Increasing connectedness

ON-GOING

5% of staff time allocated to engaging with local community leaders

Preparedness enablers

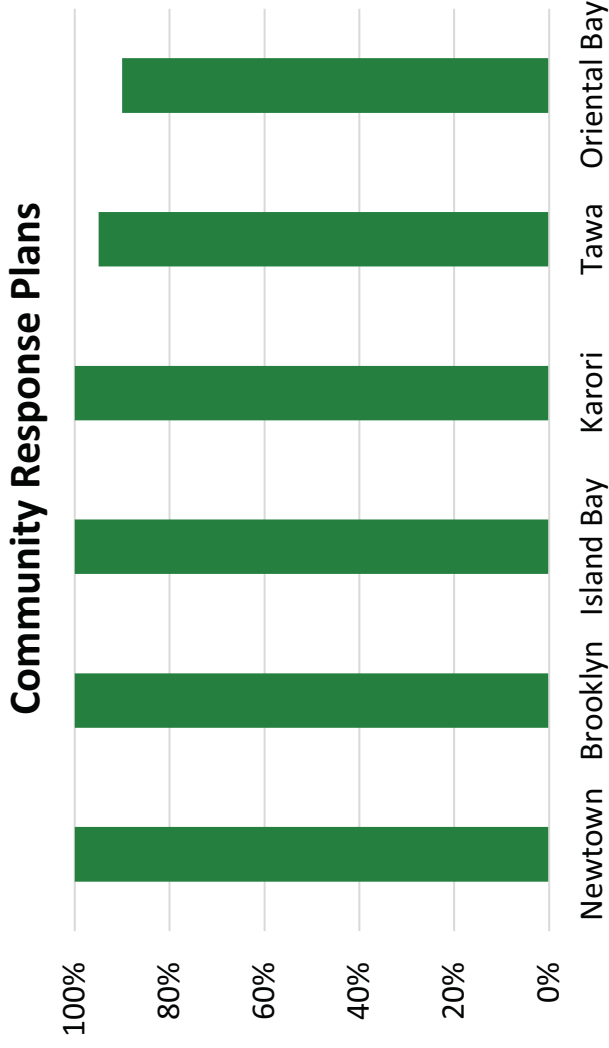
ON-GOING

Preparedness enablers available across the region.

Water Tanks and Grab&Go Emergency Kits

Several years ago, WREMO staff embarked on the first Public Private Partnership (PPP) within the CDEM sector by co-developing the Grab&Go Emergency Kit with a private supplier. Since 2012, nearly 26,000 kits have been sold. In 2013, WREMO partnered with the Tank Guy to develop a better household solution to water resilience than the traditional 10L tank. Through a PPP process, the goal was to produce a \$265 complete 200L rainwater tank for \$100, that could be installed by the average resident and transported in the back of a car. Over the last three years, roughly 8200 tanks have been sold across the region. This amounts to roughly 1.64 million litres of water that have been added to the emergency supply during disruption.

Wellington City



ACHIEVED KPI With the completion of 4 community response plans.

Symposia

Business-based



ACHIEVED KPI

Social agency-based



ACHIEVED KPI

School-based






Face-to-face school visits



Community preparedness training

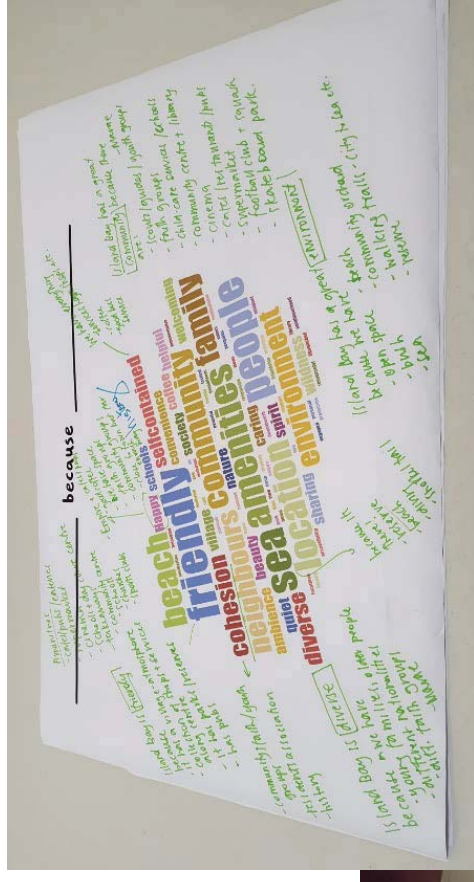


-  Completed previous quarters
-  Completed this quarter
-  Remaining to be completed

* Totals shown above are annual totals per area as set in the WREMO Annual Plan

Island Bay Community Response Plan

The Island Bay community drove a successful community response and resilience planning session with nearly 100 local residents and organization representatives involved over the three planning sessions. A huge number of potential projects that would provide an opportunity to bring people together, were brainstormed. The five projects with the most energy in the room were developed further with interested residents putting their name against them to take them further.



Wellington City commentary continued.

Community Response Plans

Community members from **Crofton Downs, Ngaio and Khandallah** met in June to finalise the emergency planning in the area - the geographically shared resources in the valleys and hills meant that planning together was the best idea. A broad range of residents attended, from the newest to those who had been in the area for 80 years. A Sign language interpreter assisted to include a deaf community member in the discussions.

Karori community members finalised their response planning in June.

One of the most popular small projects that came out of the process was organising water tanks to be delivered to Karori, rather than residents having to go down into the CBD. One Facebook post in the “I LOVE KARORI!! (Wellington, NZ!)” group has generated interest from over 80 residents wanting tanks, literally overnight.

Brooklyn Hills Community Response Planning meetings concluded in December. The three sessions were well attended by a motivated and engaged group of local residents. A sausage sizzle run by the local Scouts and a local community project development brainstorming workshop, identified many interesting opportunities to build resilience through strengthening relationships between people in the community.

As inner city suburbs, **Mt Victoria and Oriental Bay** are walkable and well connected to the CBD. Bustling day-to-day, they also share unique challenges during disasters. WREMO initially began conversations with staff from both Mt Victoria and Oriental Bay respectively, but as the two inner city suburbs overlap in their shared use of Clyde Quay School (as a Civil Defence Centre), community members identified advantages in a shared plan.



Wellington City commentary continued.

Tsunami Blue Lines

The Blue Lines process has been facilitated in three of the Eastern suburbs from Hāitaitai to Oriental Bay, with the lines going down in the near future. Scoping for the CBD rollout has started with a variety of end-user testing and exploration of vertical evacuation concepts. The TBL concept has been adopted in Auckland and is currently being rolled out in coastal suburbs. WREMO is working with Auckland CDEM, Hawkes Bay CDEM and GNS to co-create a common tsunami billboard.

Community Preparedness Training

Three community training courses were held in Wellington City this year, with approximately 60 people completing the course.

Water Tanks

Water tank sales in Wellington are showing renewed interest following the recent distribution of a rates flyer. Wellington sales to date are **2,732** (the highest in the region).

Wellington City Council service desk staff have done an amazing job coping with a massive surge in demand over recent months following a flyer drop and a number of articles in the local media highlighting the risk to Wellington residents in a disaster. The service centre also opened up an online ordering system and delivered tanks to residents that could not drive. The result, an increasingly water resilient Wellington community.

Seatoun Tsunami steps

When working with Seatoun School on their emergency procedures it was identified that there wasn't a suitable tsunami evacuation option. The school placed such value and ownership of this challenge that they fundraised and contributed their own funds to designing and installing steps allowing the school, neighbouring preschool and local community easy access onto the cliffs behind the school outside of the tsunami zone.

Wellington City commentary continued.

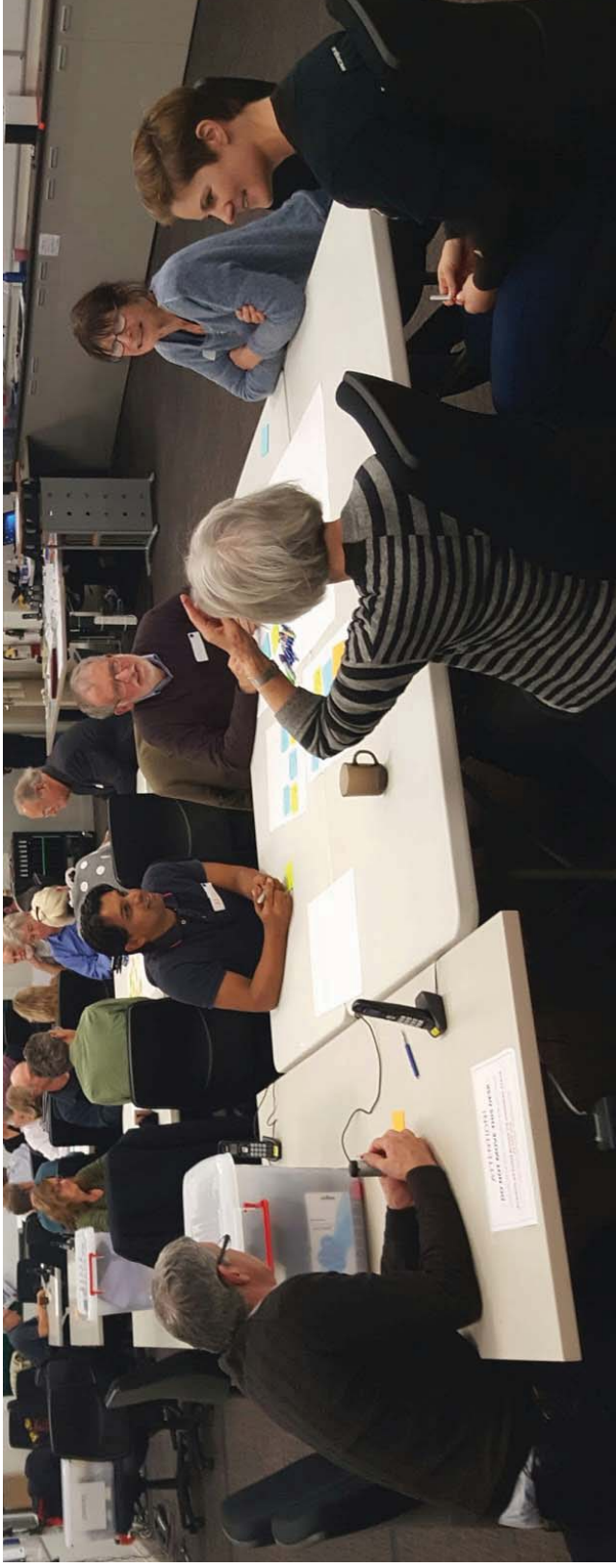
Tsunami evacuations

A number of schools completed earthquake/tsunami drills including safely evacuating to a location outside of the tsunami zone within 10 minutes and implementing a family reunification process to control the release of students to the parents/caregivers. Schools that practice these drills reap the rewards with efficient systems and shared knowledge of processes across their staff.

Newlands Community Exercise

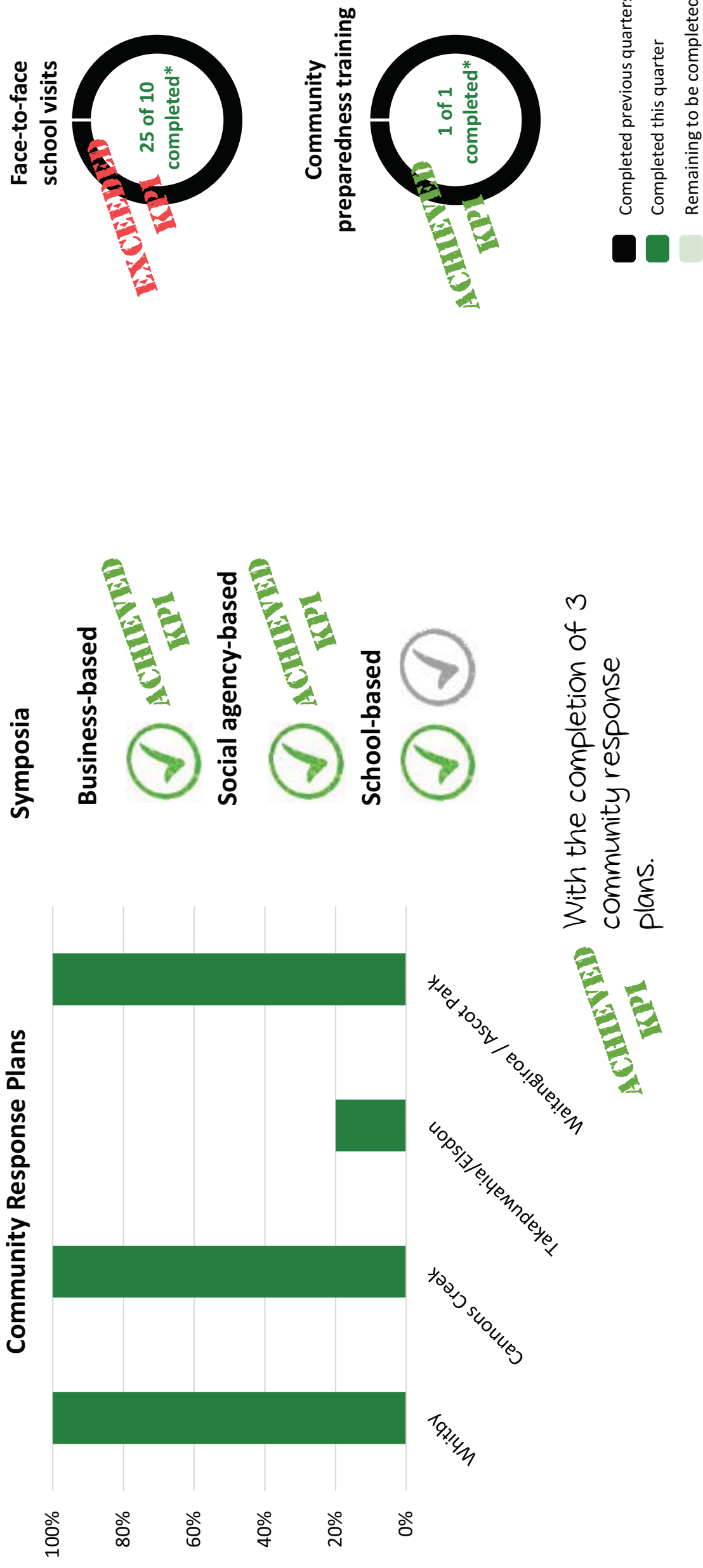
Newlands continues to be a hive of community-driven emergency response planning, running an exercise from the Newlands Community Centre on the 31st of October 2015, even testing the medical centre with mock casualties. We hope to incorporate their plans into our Hub guide and use these enthusiastic community members and groups to take it for a thorough test in the future.

Thorndon Resilience Workshop



Thorndon/Pipitea have continued to build on what they started through their initial CRP. Residents gathered at WREMO for a session on generating new ideas on how to make their community more resilient, with multiple potential project groups formed by the night's end. Both Wellington Regional Councillors and Wellington City Councillors have expressed how impressed they were with the level of energy the community has shown and the support WREMO has offered. The Thorndon/Pipitea Residents Association has taken the initiative to maintain the organisation and follow-up on potential projects, and will be continuing to develop ideas and seek further support from other agencies that may have a role to play.

Porirua City



* Totals shown above are annual totals per area as set in the WREMO Annual Plan

Community Response Planning in Porirua

Whitby and Plimmerton have both been actively engaged with our Community Response process over the last few months. Plimmerton reviewed their plan - a meeting with many new community members attending. They are keen to put their plan to practice, and are organising an activation exercise of their Civil Defence Centre. A group from Whitby met regularly to develop their community plan, which was then taken to the wider community in June. This was a huge success, with a large number of the community attending the meeting. We have had two earthworks companies offer their equipment and people in an emergency. This is a big asset to the Porirua response, and we are looking at ways to ensure we can work with them if needed.



The Porirua Emergency Response Team has supported many of our community meetings and events. This has been a beneficial relationship, as they are able to practice setting up their equipment, promote the need for preparedness communities, as well as engaging with community member who are interested in joining their team. We have a better understanding of how they would be able to support the EOC in an activation, and are able to call on them when needed.

Porirua City commentary continued.

Community Response Planning

Over the past 12 months a variety of businesses, organisations, and residents have been engaged to gather information and ideas on how the community will work together after an emergency. Plans have been completed for Whitby, Aotea/Ascot Park/Waitangirua, and Cannons Creek/Ranui. Planning has commenced in Pukerua Bay, and Elsdon/Takapuwahia.

The Titahi Bay community has met twice to in the year 2015/2016 - once to review the plan, and once to discuss and give feedback about the flooding event in May 2016. Plimmerton also met to review their plan, and have since organised activities around their Civil Defence Centre for July/August 2016. Once all plans are complete and in place, we hope to hold a celebration for Porirua City to have the work done by the community celebrated and the plans signed off.

Schools:

Two symposia were offered for schools early childhood centres in Porirua. Due to demand, we combined the two into one to encourage further networking, and will offer another later in 2016 targeted at early childhood centres.



Porirua City commentary continued.

Business Continuity Planning Workshop

A workshop for small to medium sized businesses was run in June. This was very well received by those who attended, who said they were leaving with the knowledge and motivation to go and get their business continuity plan organised, as well as encouraging staff to get their households prepared.

Household Emergency Water Tanks:

To-date **979** Emergency Water Tanks have been sold in Porirua.

Flood Event May 5th 2016

Titahi Bay was hit hard in the floods in May. While this was a tragedy for those whose homes or businesses were flooded, we were delighted to hear of 3 facilities offering shelter to those affected. Titahi Bay School (Kura Street) opened their school hall to the community, the Titahi Baptist Church then offered their facilities as a warmer place to be. Kemp Home also offered their spaces if they were needed. All three of the places have been involved with the Community Response Planning process, with the majority of staff from Kemp Home having been through our training programme.

There were also 2 marae that welcomed those affected. While we have only been actively involved with one of these marae so far, they clearly understand the need to help the community. We will continue to work with them so we can find ways to support them in such situations.

Takapuwhia and Elsdon are working with us to try and engage with the community, as this area that has been hit by flooding two years in a row. There were some great community initiatives during the 2016 flood, and we hope to draw on this community spirit.



Symposia in Porirua

A symposium was run for schools early childhood centres in Porirua to encourage further networking between groups.. The response was very positive as shown in the comments below:

‘Thank you from "Partners Porirua" for organising this workshop, could do with another one to follow up some of these ideas stated in your email and also to share what school evacuation procedures/plans are in place at schools, this conversation could benefit neighbouring schools in terms of sharing facilities/resources, networking. What I would like to see next time if this is to happen, to sight the council and regional evacuation plans, and how local contributing schools feed into the plans, in terms of a community/regional emergency. Fa’afetai lava’

‘It was really informative. A lot of useful action to feed my school with’

‘Really enjoyed and valued all of it!’

The day after the workshop we also had Postgate School call for It’s Easy booklets for every staff, and a poster for the school.

Following discussions with the schools that attended, it was noted that it would be beneficial to run the symposium for Boards of Trustees, and hope to do so Term One 2017.



Partners Porirua

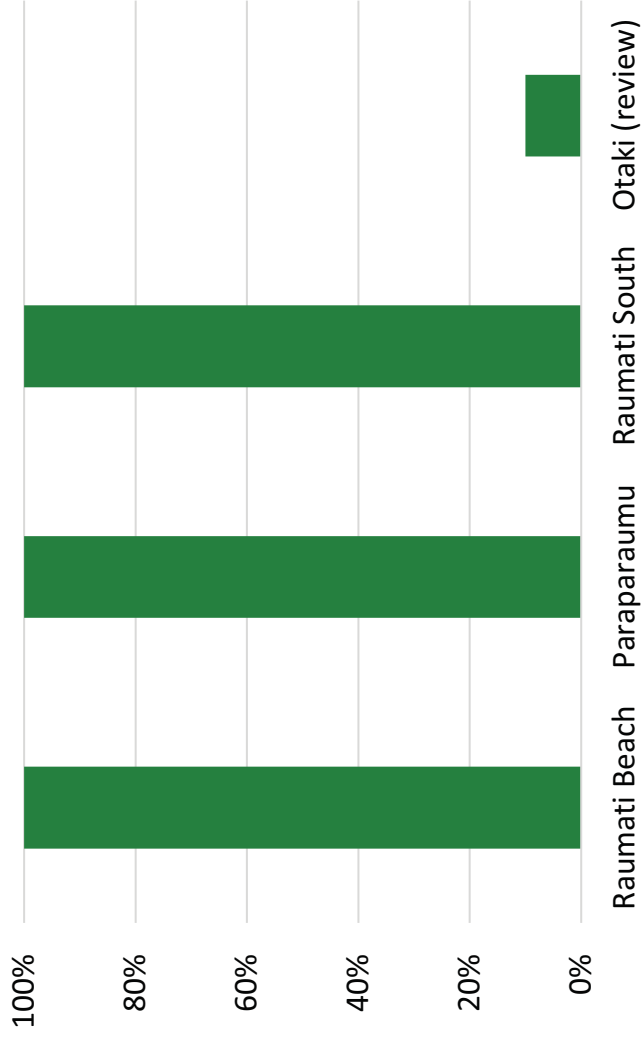


We have continued to develop our relationship with Partners Porirua, supporting them with their Teenage Parent programme, and through the school's radio training programme. We are invited along to each of their Teenage Parenting courses to speak about preparedness. We feel this is valuable as the parents are often very young, and with mixed levels of support at home. Each of the parents are given resources, including It's Easy, to take away.

In September 2015, we trained two students from each of the Civil Defence Centre schools (with the exception of two) on how to setup and use the radios. Every week they communicate with each other, training other students, and testing the radio network. This has given the community's confidence that they would be able to communicate in an emergency.

Kapiti Coast

Community Response Plans



ACHIEVED KPI

With the completion of 3 community response plans.

Symposia

Business-based



ACHIEVED KPI

Social agency-based



ACHIEVED KPI

School-based



ACHIEVED KPI

Face-to-face school visits



Community preparedness training



- Completed previous quarters
- Completed this quarter
- Remaining to be completed

* Totals shown above are annual totals per area as set in the WREMO Annual Plan

Long Walk Home

Building on the success of the 'Lions Long Walk Home' event run in 2014, the Kapiti Lions Club is planning a similar event for early November. This entirely community-driven event (developed from a CRP project idea) significantly helped to raise awareness of what it would be like for commuters to walk home from Wellington to Kapiti if there was a disaster.

The local Kapiti Emergency Management Advisor has been hosting the Lion's planning team at the Kapiti EOC and efforts are being made to try and extend the event to other areas in the Region to raise awareness amongst other commuters such as those going to the Hutt or Wairarapa.



Kapiti Coast commentary continued.

Community Response Plans:

All communities in Kapiti have now completed CRP's and the Paraparaumu, Raumati & Raumati South CRP outcomes will be inserted into their respective CD Centre Hub Guides. All stakeholders involved in this year's CRP process have received copies of the final CRP summary documents. During the year each CD Centre in the district was visited, equipment replaced and upgraded and lockboxes installed.

An outcome from the recent Paraparaumu/Raumati CRP's involved the Paraparaumu Community Board identifying an opportunity to submit a request on behalf of the community for surplus expressway water tanks for local Civil Defence purposes. In early December the Board submitted a formal written request to the Expressway Alliance for their consideration. Last month the Board received a response from the Alliance and one 20,000 litre water tank will be donated to the community. This tank will be positioned at Paekakariki School, the only CD Centre in the district still without an emergency water supply.

Household Emergency Water Tanks:

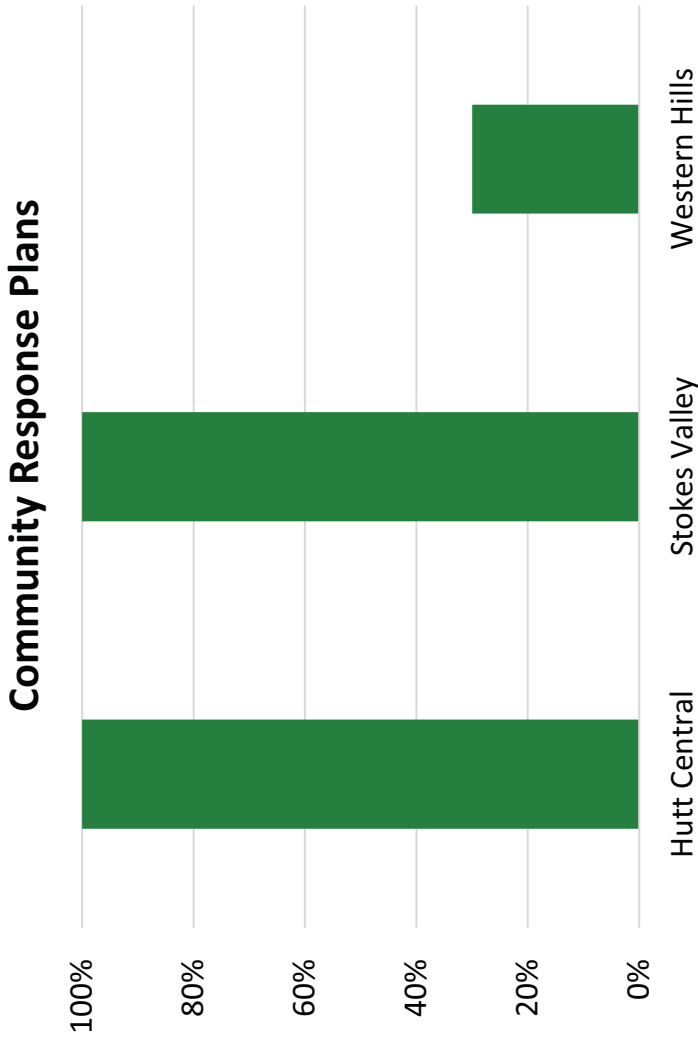
Water tank sales continue to maintain healthy momentum in Kapiti, sales figures to-date are **1632** tanks sold. The success of the Kapiti rates flyer to market the tank is now being copied by Wellington, the Hutt and Wairarapa Councils and has prompted a significant increase in demand in these areas

School, Residential Care & Business Continuity Planning Workshops:



A series of workshops targeting residential care facilities, schools and small to medium business owners in the Kapiti District were run by the local Emergency Management Advisor. Those that were involved found the workshops very relevant and useful.

Hutt City



ACHIEVED KPI
 With the completion of 2 community response plans.

Symposia

Business-based



ACHIEVED KPI

Social agency-based



ACHIEVED KPI

School-based



ACHIEVED KPI

Face-to-face school visits



Community preparedness training



- Completed previous quarters
- Completed this quarter
- Remaining to be completed

* Totals shown above are annual totals per area as set in the WREMO Annual Plan

Hutt City commentary continued.

Community Response Plans

The **Hutt Central** CRP process captured ideas on how to respond, with a key outcome that central areas with predominantly businesses and fewer residential neighbourhoods have a different dynamic than other CRP areas. Lower Hutt EMAs will be partnering closely with stakeholders and community leaders in the area to leverage what's been done already and bring new voices to the table to complete a strong and inclusive CRP for Hutt Central. Aspects of this plan may require revisiting as some continuity in the CRP process was lost as a result of staff changes.

The **Western Hills** CRP process began with input from community board members, touring the potential resources and vulnerabilities in the area, and identifying agencies and organisations that are active in the communities of Western Hills. Talks with community board members and a review of the ways that residents identify the soft boundaries of their communities has meant that a much more in-depth planning process will be needed. Instead of one large plan, a number of smaller more focused plans will be developed. This will ensure a more inclusive planning process that better represents the communities of the Western Hills.

Hutt City Health Organisations:

Te Awakairangi Health Network; the Hutt Primary Health Organisation (PHO) participated in the Shakeout drill with their own activity. We meet quarterly with the PHO to align the work we are doing with Community Response Plans with their arrangements with primary health care facilities (GPs) in local areas, help better integrate Residential Care facilities in Hutt City (through our workshops), and pharmacies into the Local Emergency Group structure.

Stokes Valley Community Response Plan

Community members , organisations and business in Stokes Valley met for a series of workshops to discuss how they could work together in an emergency. The plan has representation from the Stokes Valley Community House, Community Patrol, Caltex, Pharmacy, Korauui Marae, Schools, and New World along with WREMO volunteers and the Northern Community Committee and councillors . After the planning phase, some members of the group put together a stall for the local Children’s Day in the park to promote the community response plan and the work that had been done so far. The group organised a game of ‘Riskland’ where local kids got to learn more about our region’s hazards and ways to be better prepared.



Hutt City commentary continued.

Te Piringa O Te Awakairangi:

The collective of local Hutt Valley Marae have made great strides this year to improving their resilience. With a great partnership with the group developed, and many learnings shared with one another.

Community-Based Organisations:

A range of community-based organisations and support services such as PACT (disability support service), Lower Hutt Women's Centre, Hutt Valley Employers Forum, HV Service Coordination Centre (DHB), Hutt South Timebank, IHC, Hutt Safe City, CCS disability, English Language Partners, MASH Trust in Lower Hutt have been engaged to find out about the work they do in the community and to help with their emergency and business continuity planning.

Household Emergency Water Tanks:

Water tank sales in Lower Hutt are showing renewed interest following the recent distribution of a rates flyer. Lower Hutt sales to-date are **954**.

Residential Care and Retirement Village resources and workshop:

Building a close relationship with retirement villages in Lower Hutt led to the development of a template checklist that can be used by all retirement villages in the region to help them develop their emergency response procedures and business continuity plans. Although the workshop offered to care facilities in Lower Hutt was cancelled due to lack of interest on the day, part of the workshop development included offering annotated presentations and resources that residential care managers can deliver to their staff.

Te Mangungu Emergency Assistance Centre exercise

Te Mangungu Marae in Naenae held an Emergency Assistance Centre (EAC) activation exercise in March 2016. The scenario was an earthquake centred in Wellington City, with minimal damage to Hutt City. The Marae was activated in preparation for evacuees arriving in the area that required support. Participants from the Massey University Summer Institute programme played the role of evacuees, with Hutt City Council and WREMO staff supporting the running of the Emergency Assistance Centre. The debrief highlighted that marae could be better suited to a community-led centre arrangement, given their community focus of taha hinengaro and taha wairua - a place of rest, refuel, comfort and support, aspects to which embody the Marae ethos. This however, would not limit the Marae in being officially activated to support the community if needed.



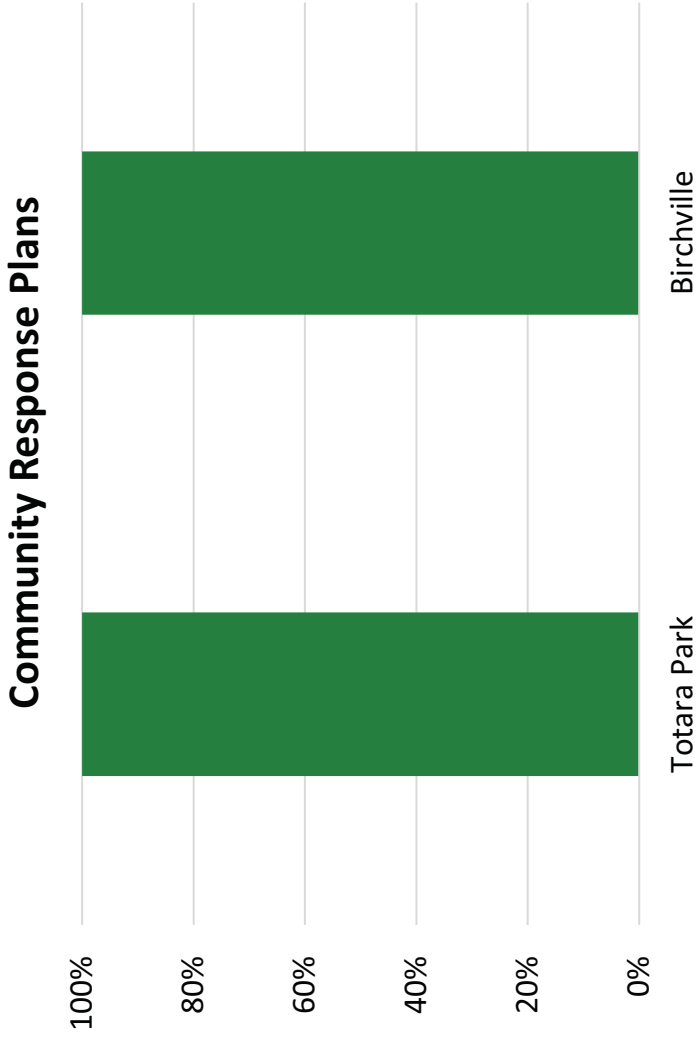
School Symposium

Three workshops were delivered for Lower Hutt schools with a total of 34 schools and early childhood centres in Lower Hutt attending. Many schools shared ideas around planning, reunification drills and their past experiences such as in the May 2015 flood event and intruder incidents.

"I thought the school's emergency planning half day was really useful. It was good to hear about the school in Wainui who had done the reunification practice as we know we need to do that too but keep putting it off. I came back to school with ideas and plans of what we need to do. I'd never considered having Tsunami threat on Risk Analysis Management System (RAMS) forms but of course our students do have trips into the city so we need to! Thanks for organising and running this course; very practical and useful!" (Hutt City schools workshop participant).

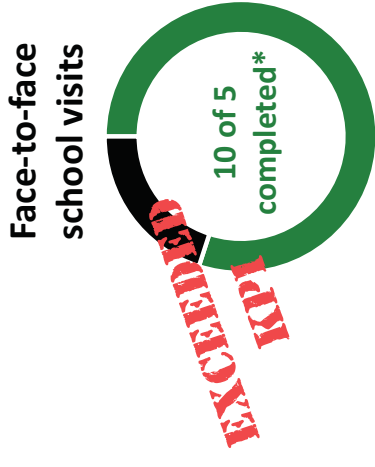


Upper Hutt



ACHIEVED KPI
 With the completion of 2 community response plans.

Symposia



- Completed previous quarters
- Completed this quarter
- Remaining to be completed

* Totals shown above are annual totals per area as set in the WREMO Annual Plan

Totara Park Community Response Plan



Together with the Upper Hutt City Council community services team, Totara Park School, Upper Hutt Neighbourhood Support and WREMO volunteers who live in Totara Park, we organised a community BBQ and workshop afternoon for the Totara Park community to brainstorm ideas on how they could help each other out in an emergency.

The workshop was a success with over 60 residents in attendance, making up 6% of the Totara Park's population!

It was a great afternoon filled with awesome conversations and ideas, not to mention some good food and a great bunch of people! The ideas, resources and skills generated will form the basis of a guide for the Totara Park community to support each other a disaster.

"I thought it was a fantastic afternoon." (Upper Hutt Neighbourhood Support).

"Thanks so much for yesterday. Was a great turn out!" (Jo, MASH Trust)



Upper Hutt commentary.

Birchville Community Response Plan

Birchville residents came out in force, with around 50+ in attendance, making up a significant 10% of the population! Residents discussed great ideas on how they could be prepared if they were isolated after an emergency, and how they could help each other with the skills and resources they could offer. These ideas will also form the basis of a guide for the Birchville community to support each other in a disaster.

Residential Care and Retirement Village Workshop

A group of Residential Care facilities in Upper Hutt came together for an emergency planning workshop. The group shared their challenges and solutions for managing their facilities during and after an emergency. Participants feedback was positive and they took some learnings away to apply at their facilities such as “looking into the processes at work during a crisis and ensuring that staff and residents are all aware ”and “different ways for handling sanitation.” The group also and enjoyed “sharing stories from what went well in Christchurch.”

Community-Based Organisations

Over the year with a range of community-based organisations and support services such as social agencies (mental and physical health), Neighbourhood Support, Churches, MenzShed, AVERT and Upper Hutt Community Rescue have been engaged to understand the role they have and how we might provide support in an emergency.

Emergency Water Tanks

Water tank sales in Upper Hutt are showing renewed interest following the recent distribution of a rates flyer. Upper Hutt sales to-date are 1,681 the second highest in the region!

Community Preparedness Training

One training programme was run in Upper Hutt at Orongomai Marae this year, with around 30 participants from the Marae, Te Kōhanga Reo teachers across the region and the wider community.

Schools Symposium

14 schools and early childhood centres in Upper Hutt attended the planning workshop. The schools discussed the common challenges for their emergency planning, and shared solutions for their drills, school trips and staff expectations and preparedness education.

"A great session on Friday - thank you so much! I met with my family last night and we came up with our family plan (knowing that their Dad works in Town and I will need to stay at school) so was very beneficial. Now I will take my staff through it!" - (Upper Hutt Primary School)

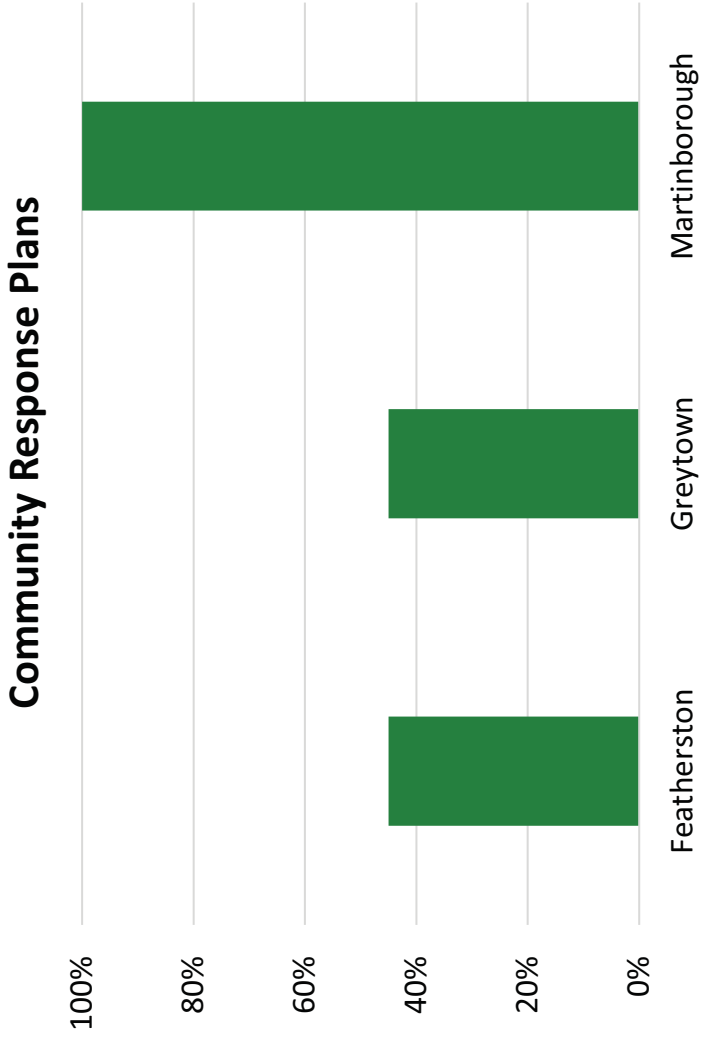


Summerset Shakes Out



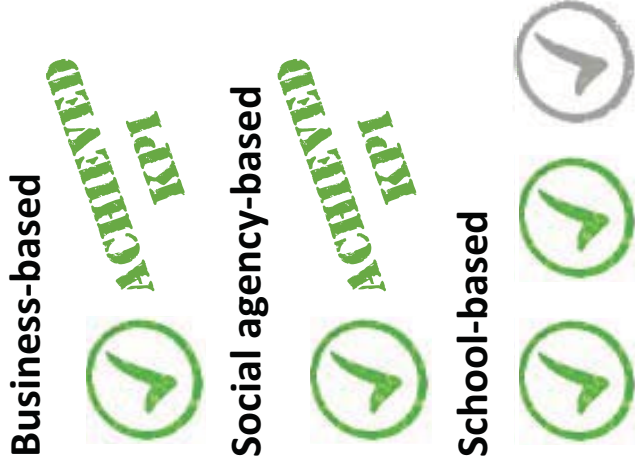
With the help of one of our wonderful volunteers, Summerset Retirement Village got behind ShakeOut 2016! The residents committee organised for us to speak to the group and put on an exhibition to showcase the work they had been doing to help get people in the village better prepared for an emergency.

Wairarapa



ACHIEVED KPI
 With the completion of 1 community response plans.

Symposia



Face-to-face school visits



Community preparedness training



- Completed previous quarters
- Completed this quarter
- Remaining to be completed

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Resilience building in the Wairarapa



WREMO is excited to be involved with a number of community-driven resilience building groups in the Wairarapa.

WREMO staff were invited to a resilience building brainstorming session hosted by 'Resilient Carterton' in May along with many other members of the local community, and are now actively engaged with a project group wanting to develop a Community Response Plan for the community. Initial discussions have already been had with the project team and plans are in place to identify meeting dates, a venue and a marketing approach to raise awareness within the community to get involved.

Wairarapa BCP workshop

A small but dedicated stakeholder group pushed ahead to develop the Community Response Plan for the Martinborough Community and celebrated on Saturday 25th June with a final meeting and BBQ to explore community projects that could build community resilience.

An early outcome of the Martinborough CRP is a plan to run a Business Continuity Workshop for Martinborough Businesses later in the year



Operational Readiness

The key focus for the Operational Readiness team was in the three areas, people, infrastructure and documentation.

People

Emergency Coordination Centre and Emergency Operation Centre training remained a key focus throughout 2015/2016. The 2015 training programme was completed in November 2015 with an exercise designed to test our effectiveness at activating our centres and getting set up, ready to respond. The practical component of every training module ensured that the exercise was completed successfully and has helped to improve awareness of the response environment. The 2016 training programme began in March 2016 and has raised the bar in terms of complexity and desired outcome. The programme is designed around a number of key themes; increasing our awareness and response capability to a tsunami in preparation for Exercise Tangaroa in August 2016, whilst imbedding an initial response process designed to provide quick and focused response activities. The key principles of modular, flexibility, end-user focus and practical 'hands-on' remain at the core of the programme.

Changes to the National Plan late in 2015 saw some significant changes to CDEM welfare arrangements. The Group Welfare Manager has been working with Local Welfare Managers and other agencies to ensure the Wellington CDEM Group is positioned to manage changes in responsibility. Much of this work has been in a relationship context ensuring the region has a shared vision of welfare.

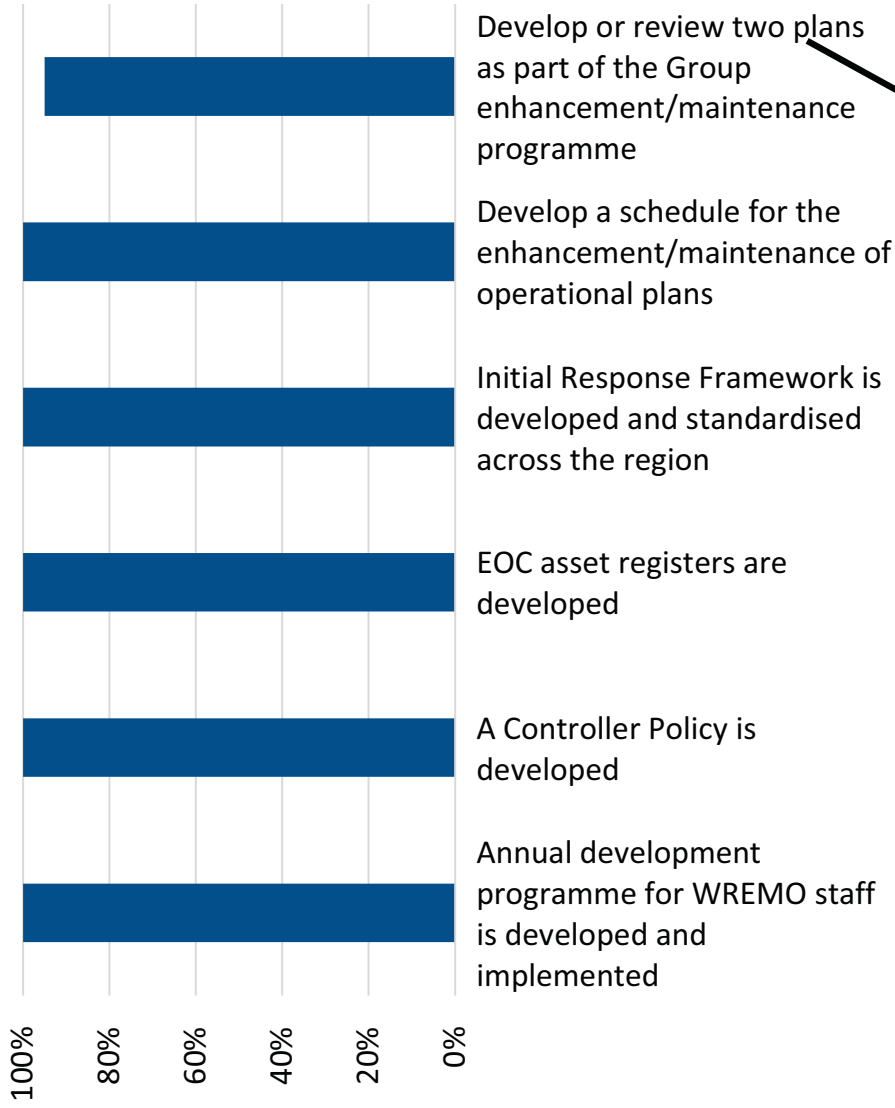
Infrastructure

Following the considerable investment in technology to support out response centres, this year was focused on reviewing information management capability. Without a consistent package to manage information in a response, a small team reviewed existing products for suitability taking into account accessibility, cost, redundancy and usability. The MCDEM Emergency Management Information System (EMIS) was the preferred product and an implementation plan for 2016/2017 has been developed. WREMO staff have already begun initial training in the system.

Documentation

The aim for 2015/2016 was the development of a rolling programme for operational plans. Early work identified 388 response documents, from checklists, forms, plans to standard operating procedures. To be effective, all response documents need to be maintained and imbedded into training. An initial review reduced the number of documents considerably, however the focus for 2016/2017 is on reviewing all checklists and forms so these are fit for purpose and can be incorporated into 2017 training. In addition, reconnaissance arrangements will be reviewed and / or developed.

Operational Readiness



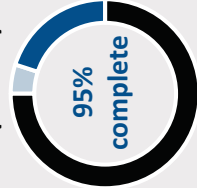
Duty Officer Activation



Logistics Plan (review)



Group Welfare Plan (review)



Annual Development Programme

The focus this year was to grow WREMO staff knowledge through the delivery of the ECC and EOC training. The guiding principle of training is that all training is delivered by WREMO staff assigned to an area. This not only helps with engagement, but also helps the transfer of knowledge between council staff and WREMO staff, both from a council business perspective and a response context. The roll out of each training session was proceeded by a train the trainer workshop where content was shown, discussed and tailored where necessary.

In addition, WREMO has identified what knowledge is required to perform the Response Manager and Duty Officer roles. There is an obvious correlation of this data to the role of an advisor in the operational readiness team, and as such a 3-month orientation programme was developed and implemented with success for the new advisor in Kapiti Coast.

Operational Readiness Continued.

Controller Policy

A number of Controllers indicated that a 'policy' would add little value to the needs of the region's Controllers. As such a Controllers' Guideline has been developed, incorporated into the Controllers 104 training module and is in process of being rolled out. The short document provides a clear reference to new documentation, developed this year, and gets the Controller from initial information through Action Plan to shift change.

Activation procedures.

The Council EOC activation procedure was tested at least every 6 months in all EOCs and the ECC. Testing identified some streamlining and in one instance the overhaul of the process which was subsequently tested. The duty officer activation procedures were tested in September, December, March and June.

Equipment Audits

EOC equipment audit is was completed every 6 months (for each EOC), subject to some EOC flooding and renovations, the audits were completed. Operations equipment checks were completed monthly, with the exception of Porirua during November due to the EOC being flooded and in Lower Hutt during April due to renovations and upgrades to services. All other checks were completed and where necessary repairs carried out or forwarded to the appropriate department for action.

Asset registers were developed early in the financial year and are consistently used for the EOC audit process. Business & Development have adopted the register to include all WREMO assets.

Operational Readiness Continued.

Initial Response Framework

This was completed early in the financial year and has been implemented consistently throughout 2016 training. Supporting documentation and process map has also been developed.

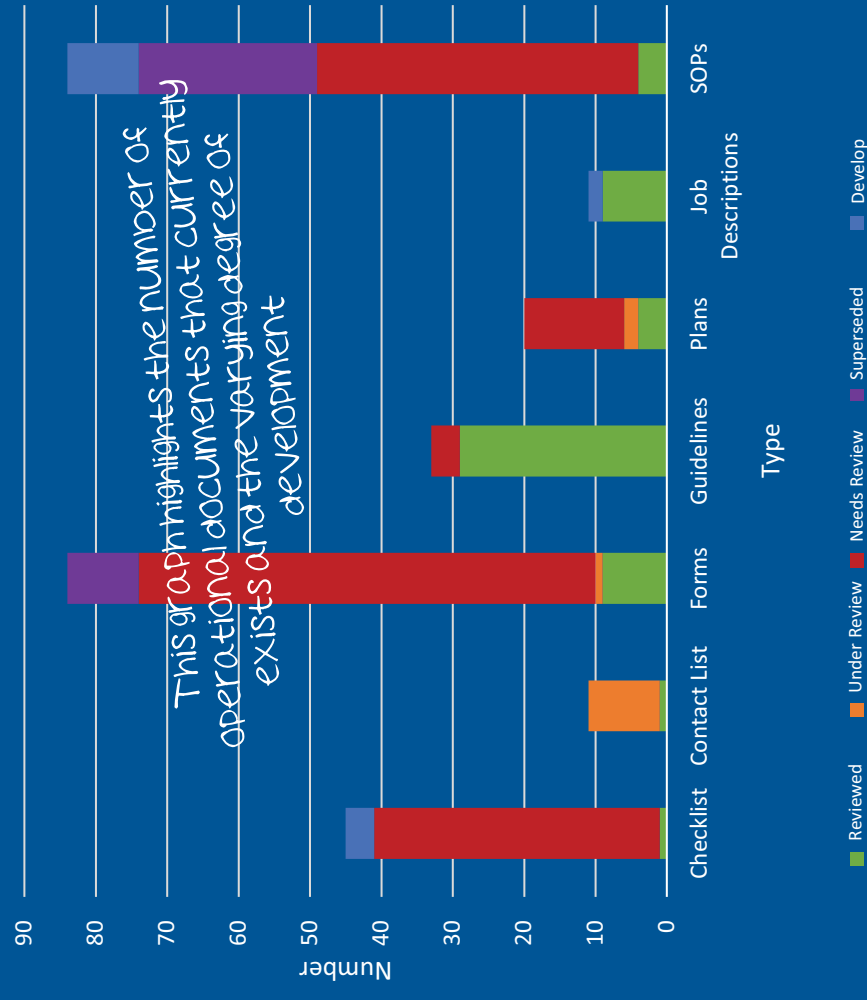
Schedule for the enhancement/maintenance of operational plans.

This has been one area that has largely remained inactive since the formation of WREMO. Analysis of documentation brought from each council and the limited activity on providing a consistent documentation suite highlights the need for a staged approach to developing all operational documentation.

The graph shows the findings of the analysis:

The focus for 2016/2017 is to review and consolidate forms, checklist and functional standard operating procedures (SOPs). This will help support the 2017 training programme. In addition, reconnaissance will be the focus for plan development.

WREMO Operational Documentation



Operational Readiness Continued.

Group enhancement/rolling maintenance programme

The Group Welfare Plan and Logistics Plan were reviewed and developed respectively. The Group Welfare Plan is a collaborative document led by the Group Welfare Manager and using the regional welfare committee for input, comment and approval.

The Logistics plan has involved collaboration from MCDEM, CentrePort, Kiwirail, Mainfreight and Toll. The framework is for operationalising the Wellington CDEM Group logistics responsibilities of the Wellington Earthquake National Initial Response Plan,

Operational Readiness

Stakeholder engagement and checks

- COMPLETE** Operational equipment checks are completed monthly.
- COMPLETE** Promote active collaboration through Emergency Services Coordination Committee and the Regional Inter-agency Planning Committee.
- COMPLETE** Appropriate agencies are invited to EOC training, exercises or after action reviews.
- COMPLETE** Facilitate the After Action Review process following an EOC activation.
No longer required due to realignment of Strategic Planning Cycles
- NOT REQUIRED** Operational Readiness content is included in the 2018 CDEM Group Business Plan as part of the Operational Readiness team.
- COMPLETE** Facilitate the identification, appointment and training of local welfare managers and alternates.

Stakeholder Engagement/After Action Review

A number of key response agencies have been invited to Emergency Coordination Centre and Emergency Operation Centre training at a local level. The only required after action review was as a result of the Porirua stormwater flood event and Police and Wellington Water were invited to the debrief.

WREMO has continued to advocate for the importance of the local Emergency Service Coordinating Committee and the Regional Interagency Liaison Committee (RILC), often hosting the meetings, providing administrative support or contributing with a table top exercise. Exercise Tangaroa has been used consistently as a discussion theme for the RILC during 2016.

Operational Readiness

Emergency Management Information System (EMIS)

COMPLETE

Components of EMIS are assessed, and where required, an implementation plan is developed.

Lifelines

COMPLETE

Additional staff are identified to fulfil the LUC role.

COMPLETE

Primary LUC is contracted until 2017.

COMPLETE

Lifeline module developed and delivered as part of the EOC training programme.

COMPLETE

Lifeline Response and Recovery protocols tested at least once.

EMIS

EMIS was assessed by visiting 3 of the top 5 EMIS users in NZ, followed by engagement with the EMIS training provider for the lower North Island. WebEOC was also assessed as an option but due to lack of interest on their part it was determined that EMIS offered more value to operational response capability.

An implementation plan has been developed to provide the task specific detail to ensure EMIS is implemented consistently across the region. Some tasks have already completed within the financial year, WREMO staff have undergone initial training with some positive results and the Wellington Region CDEM portal has been enhanced.

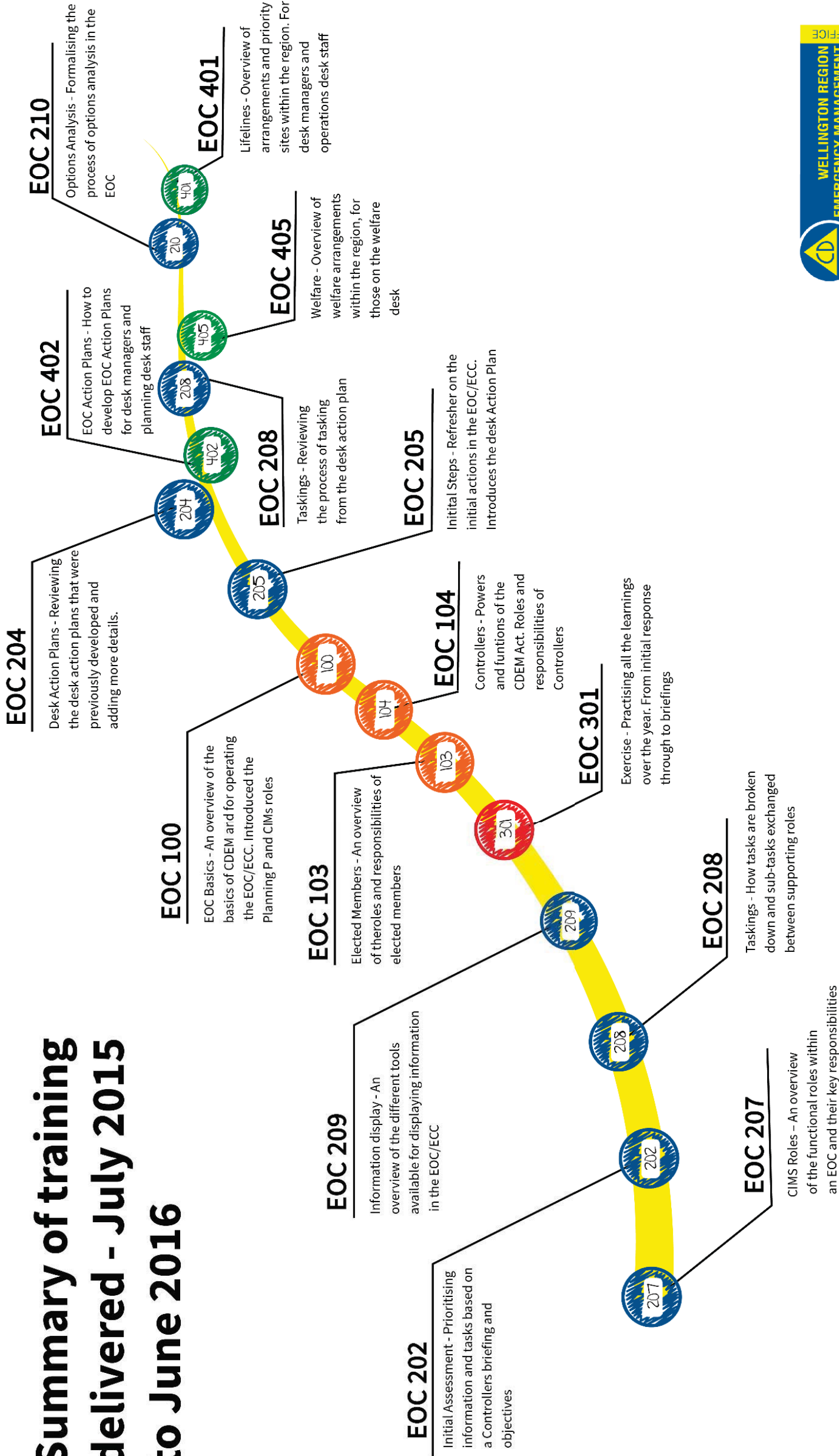
Lifelines

Work on the Lifeline response and recovery protocols has identified staff to fill the various lifeline functions, telecommunications, water, power and transport. Staff in those roles provide additional capability to the LUC and could step in, with limited capacity, if required. National support exists through LUCs engaged with other CDEM Groups that could be utilised in a prolonged event.

The WeLG project manager continues to be contracted as the LUC. This has provided the opportunity to provide WREMO input into a number of projects, including the Logistics Plan and the training module.

The theoretical testing of the Lifeline Response and Recovery Protocols has been completed by the extensive review by WREMO, the LUC and a number of WeLG stakeholders.

Summary of training delivered - July 2015 to June 2016



Summary of training delivered

Exercise

An exercise in November 2015 brought a conclusion to the 2015 training programme. The exercise is an integral part of the programme. It provided the opportunity to practice skills learnt over the previous 8 months and helps boost confidence in their ability to respond to an event. Feedback following the exercise also helped provided guidance on content for the 2016 programme.

Development and Delivery of Training

ECC and EOC training was successfully delivered over the 9-month period, March to November. Considerable gains have been made in response capability as evidenced in subsequent responses in Kapiti Coast, Hutt City and Porirua to flood events. The approach to training is being well received by council staff and feedback highlights the importance of remaining in touch with our end-users. Four extra modules were developed and delivered. These were a new introductory module (100), Elected Members (103) delivered at 6 of the 9 councils, Controllers (104) introduction modules delivered twice and a Welfare function module (405) that has been delivered in all EOCs and the ECC.

The lifelines module (402), was developed by WREMO and the contracted Lifeline Utilities Coordinator (LUC) was developed and delivery across the region in June 2016.

Group Welfare Developments

Facilitating the identification, appointment, and training of local welfare managers and alternates.

- Each area has a Local Welfare Manager and alternate Local Welfare Manager although in some instances the arrangements for this role are unclear.
- The Group Welfare Manager has supported and provided guidance to Local Welfare Manager role via one-on-one catch ups, monthly emails with updates and useful documentation, and other activities as requested.
- A Local Welfare Managers' Forum has been established and met twice in the 2015-2016 year. This has provided the opportunity to collaborate on common challenges and welfare case studies, including the arrangements for needs assessment, responsible agencies, the Birchville Bridge collapse, and Porirua siege.
- A Local Welfare Managers' survey was conducted and subsequently a Welfare Work Pathway drafted. The survey highlighted the low levels of experience and lack of confidence in the role, and varying levels of welfare planning and readiness for each area due to resource constraints. The Welfare Work Pathway outlines the key activities and objectives for the 2016-2017 financial year to improve on these indicators.

Welfare in the Wellington Region
Raising the profile of welfare at all levels. Everyone has a role!

Local Welfare Managers Forums
Building a Regional Welfare Team

- Held quarterly
- Includes Local Welfare Managers and Alternates
- Case studies and recent events
- National Welfare arrangements
- Shared learning
- Problem solving
- Documentation and templates
- Held at a different EOC each time
- Increases regional awareness and consistency

EOC 405 Training Specialist Welfare Training Module (2 hrs)

- For Welfare Desk Manager and teams (and other EOC/ECC staff)
- Delivered by the local Emergency Management Advisor with support from the Group Welfare Manager
- Delivered to 5 different Emergency Operations Centres and the Emergency Coordination Centre
- Covers sub-functions, community and official response, and Welfare in Recovery

2016-2017 Welfare Work Pathway
Building a Regional Welfare Team

Key objectives:

- Local Welfare Plans
- Local Welfare Committees meeting at least twice a year
- At least three Emergency Assistance Centres (EACs) identified and formalised
- Collaboration and professional development – attending Forums and conferences

For more information contact:
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Wellington Region
Group Welfare Manager
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021 924 230

Supporting ITF Advanced Welfare Module via 2nd Pilot Held in Wellington

Re-visit of Local Welfare Committees

Links to Local Welfare Resilience Group (includes approx. 10 welfare)

Preparing for Exercise Tangorua via monthly EOC/ECC training activities

Updating the Group Welfare Plan via a risk-based, high level strategic document

Updating the Integrated Action Plan of operations linked to Group Welfare plan

Pre-Prepared Welfare Desk Action Plans
e.g. Tsunami initial actions/Opening an EAC (CDC) initial actions

ECC Welfare desk team building, Confidence and relationship building

Welfare Risk Register
is part of under Territorial Authority Risk Registers

WELLINGTON REGION EMERGENCY MANAGEMENT

Group Welfare developments continued

Local Welfare Managers were encouraged to attend other regional meetings and activities to build knowledge and networks. These include the Regional Welfare Coordination Group (including input in the updated Regional Group Welfare Plan and Terms of Reference), the Integrated Training Framework Advanced Welfare pilot module, and the National Emergency Management conference and Group Welfare Managers' Forum.

A specific WREMO training module on welfare (EOC405/ECC405) was rolled out in each area in May/June 2016. This covered the wider welfare context, welfare services sub-functions and responsible agencies, and allowed the teams to brainstorm together on local arrangements for welfare services delivery. Feedback on the module was positive, and has given confidence of those working in welfare roles within EOCs and the ECC.

Emergency Coordination Centre (ECC) - GWRC

Personnel



The number of staff made available to operate the ECC.

EOC Equipment Audit



ECC equipment is audited every 6 months.

Activation procedure



Council ECC activation procedure tested every 6 months.

Training sessions and attendance



EOC: 204
DESK ACTION PLANS

One exercise will be conducted
ACHIEVED KPI



EOC: 208
TASKING

Average attendance for the year: 33%



EOC: 210
OPTIONS ANALYSIS

- ECC staff numbers have doubled since this time last year, now the challenge is to bridge the gap between those with more experience, and continue to build numbers to operate a second shift.
- Training attendance increased during the year and began to drop off as the financial year ends. There are a core group of ECC staff who routinely attend training, but many have indicated Business-as-usual workloads impacts on their ability to attend. To improve attendance numbers, training sessions are now only held at Shed 39.
- Notification to staff of an ECC activation is now easier with an updated text-message system. This has been successfully tested.
- In the last ECC activation (flooding in Porirua in May), several staff were unavailable. Those who were able to attend found the experience beneficial to their learning and confidence.

* Totals shown above are annual totals per area as set in the WREMO Annual Plan

Completed previous quarters Completed this quarter Remaining to be completed

Portable Emergency Coordination Centre

Portable equipment allows the ECC to coordinate support for local Emergency Operations Centres from any location. Cases include laptops, cell phones, role descriptions, contact lists, and stationary supplies. Cases are audited twice a year and equipment is checked each month. In the last financial year 16 new laptops have been purchased as part of an upgrade for the ECC, including technology that allows for remote updates to the laptops, in line with upgrades made to Emergency Operations Centres around the Wellington Region. This increases the overall capability and capacity of technology for the ECC.



Emergency Coordination Centre Exercise

Around 50 staff attended the training exercise (held in November 2015), with varying levels of experience and exposure to emergency management. The exercise scenario was based on a storm event that affected several Territorial Authorities and was an opportunity for those who had been through training during the year to practice what they had learned in a scenario environment and to work as an ECC team. For those newer to the ECC, it was an induction into how an ECC works and an opportunity to ask questions of those with more experience. The exercise was very successful and feedback was positive.

All training that has taken place in 2016 so far is building towards Exercise Tangaroa which is the next large-scale exercise for ECC staff.

“I’ve learnt a lot in the past year and feel able to help in the event of an emergency. I also feel more prepared as an individual and neighbour”.



“Overall, a great system and with the small amount of training I already feel I could help in a live exercise”.

Emergency Coordination Centre Welfare team building

A core group of staff have now been assigned to the ECC Welfare function desk and meet as a group outside the ECC training programme. The group meets to build team relationships and capability required for an effective welfare response at the Group level. The meetings give the opportunity to discuss welfare at the Group level, collaborate on any welfare concerns, build skills, and to learn from Local Welfare Managers about their experience at the local level. The group meets every six weeks and is open to any ECC staff interested in welfare.



Wellington City

Personnel



The number of staff made available to operate the EOC.

EOC Equipment Audit



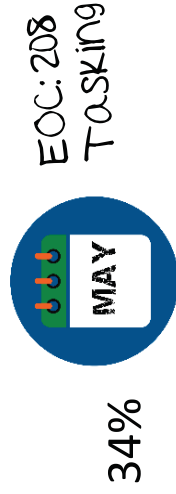
EOC equipment is audited every 6 months.

Activation procedure



Council EOC activation procedure tested every 6 months.

Training sessions and attendance



Average attendance for the year: 36%

One exercise will be conducted
ACHIEVED KPI

Personnel and Recruitment

WCC have made a considerable effort to repopulate the EOC personnel list and invest in training throughout the year and this has started to pay dividends in terms of both individual and team development.

Five new Controllers have joined the team to replace the two that have left. There is also considerable talent emerging from the ranks of the Desk Managers, particularly the new Logistics Manager who is making a significant difference to an area that has always proved challenging.

The Primary Controllers attended the MCDEM Controllers Cohort in November 2015 with an Alternate Controller scheduled to attend the same course in November 2016.

Completed previous quarters Completed this quarter Remaining to be completed

* Totals shown above are annual totals per area as set in the WREMO Annual Plan

Wellington City commentary continued.

EOC Equipment Purchases

Towards the end of the 2015/16 financial year, Wellington City were able to take advantage of a CAPEX underspend, and with the assistance of WRMEO staff invest in new audio visual equipment for the EOC which was long overdue and most welcome. This will make a significant difference to the fit-out and capability of the main room used within the EOC building and will significantly aid situational awareness and information gathering which is crucial in the early stages of any incident.

EOC Reconfiguration

EOC staff and WREMO have worked together to analyse the ergonomics and noise levels of the EOC and have come up with significant improvements in the layout and configuration of the main room that improves work flow, eases physical congestion and creates additional space for the Controllers away from the EOC. This will be trialled during Exercise Tangaroa in August / September 2016.

Emergency Services Coordinating Committee (ESCC)

The local Wellington City ESCC was successfully established this year and three meetings have been held to date. The latest was at Wellington Central Fire Station and was well attended by members of the committee. As with the other meetings the host of the meeting, NZ Fire Service provided a scenario that the group as a whole could focus on and discuss. Discussion centres around how each member of the group could/would contribute to such a scenario. At this meeting the scenario was a large high rise fire down in central Wellington. One of the main areas of discussion that evolved was the assistance that could be provided to the Fire service, in this case the lead agency, by CDEM and their ability to facilitate shelter for evacuated people from such an incident.

Wellington EOC staff fully engaged during an exercise



Porirua City

Personnel



The number of staff made available to operate the EOC.

EOC Equipment Audit



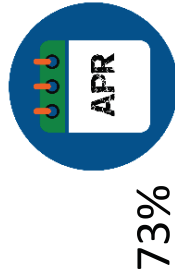
EOC equipment is audited every 6 months.

Activation procedure

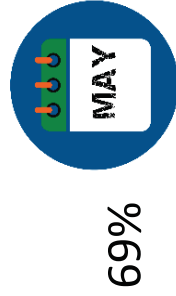


Council EOC activation procedure tested every 6 months.

Training sessions and attendance



EOC: 204
DESK ACTION PLANS



EOC: 208
TASKING

Average attendance for the year: 56%



EOC: 210
OPTIONS ANALYSIS

As a result of the May flooding, the EOC staff have identified a need for a coordinated reconnaissance plan. This is being developed collaboratively with the CDEM team, roading manager and includes the Downer EDI and Wellington Water along with other council operational units.

Through training and the activation, some EOC requirements were identified. These included increased visual display systems, more laptops, relocation of the CIMS desks to create a better use of the space. As a result 4 large display TV screens, 8 new laptops with docking stations dual screen displays for the desks and 10 portable telephones were purchased.

The 6 months from January we have welcomed 18 new staff coming into support the community through their work in the EOC.

* Totals shown above are annual totals per area as set in the WREMO Annual Plan

Completed previous quarters

Completed this quarter

Remaining to be completed

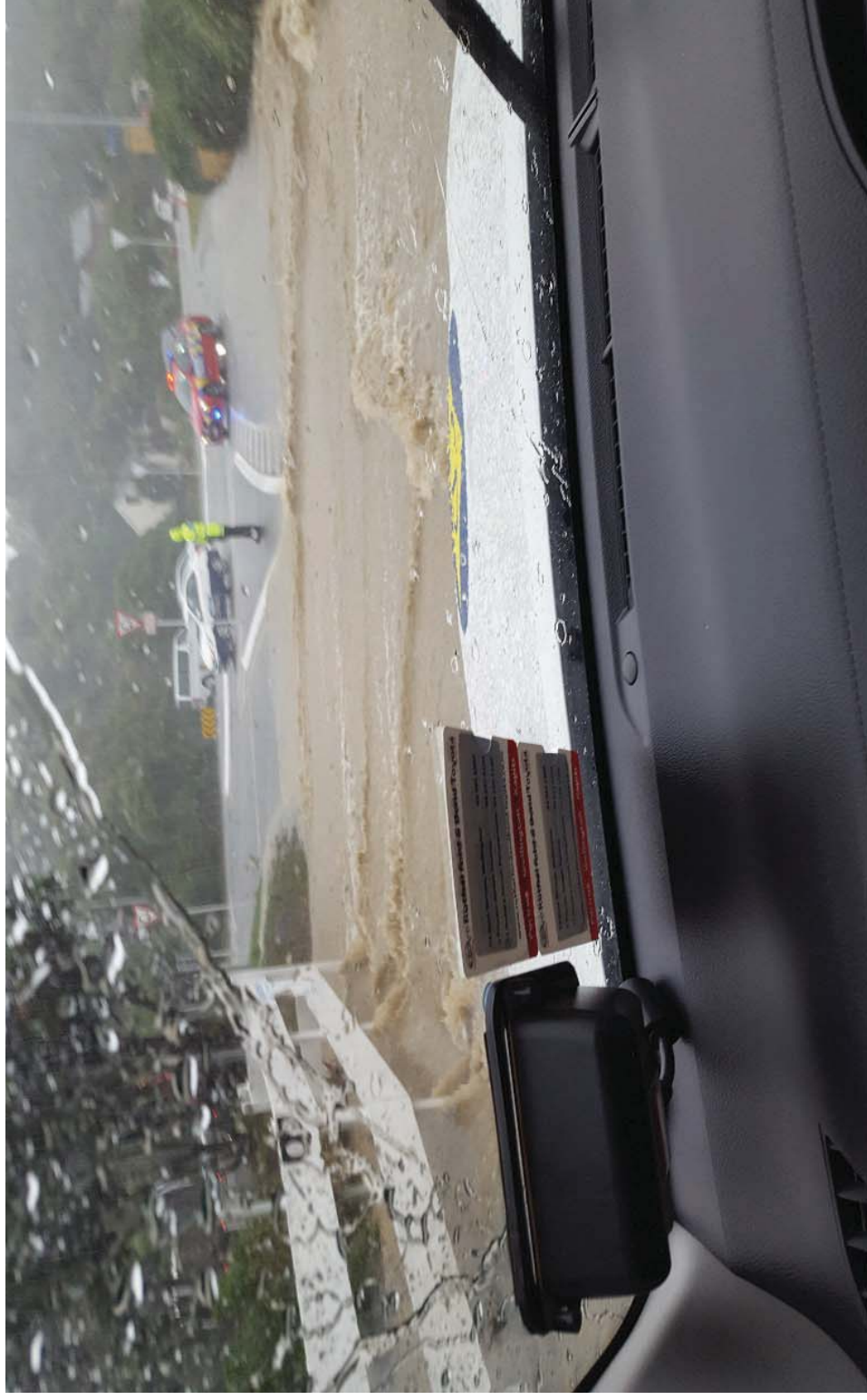
Working together with the community



There has been directed operational support to the community resilience team thorough the community response plan process. This has been useful in learning more about the concerns and actions of each community that can be used in the development of EOC action plans

EOC Activation – Flooding May 2016

Porirua EOC activated on the 5th May for an unexpected very high intensity rain event. High levels of rain were experienced around 8:45am with flooding on streets occurring from 9:00am. A total of 37 mm of rain was recorded in one 30-minute period. These very intense but often short duration weather events are a good test of the EOCs response and communication. In this case the Controller determined that the activation was required and completed that process quickly with the EOC teams being on site shortly after 9:00am



Kapiti Coast District

Personnel



The number of staff made available to operate the EOC.

EOC Equipment Audit



EOC equipment is audited every 6 months.

Activation procedure



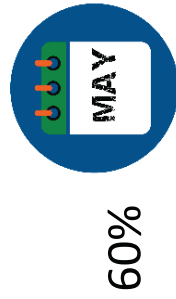
Council EOC activation procedure tested every 6 months.

Training sessions and attendance



EOC: 204
DESK ACTION PLANS

One exercise will be conducted.



EOC: 208
TASKING

Average attendance for the year: 43%



EOC: 210
OPTIONS ANALYSIS

- The focus for Kapiti this year has been around continuing to develop and enhance our CDEM Team in Kapiti. This team is made up of Kapiti Coast District Council staff, WREMO Emergency Management Advisors, local Emergency Services, other Emergency Management stakeholders (such as the local Red Cross Response Team), Lifelines (e.g. Electra), CDEM volunteers and the community. Bringing these groups and people together will increase our collective skills, knowledge and enable us to collectively manage a response to an emergency.

* Totals shown above are annual totals per area as set in the WREMO Annual Plan

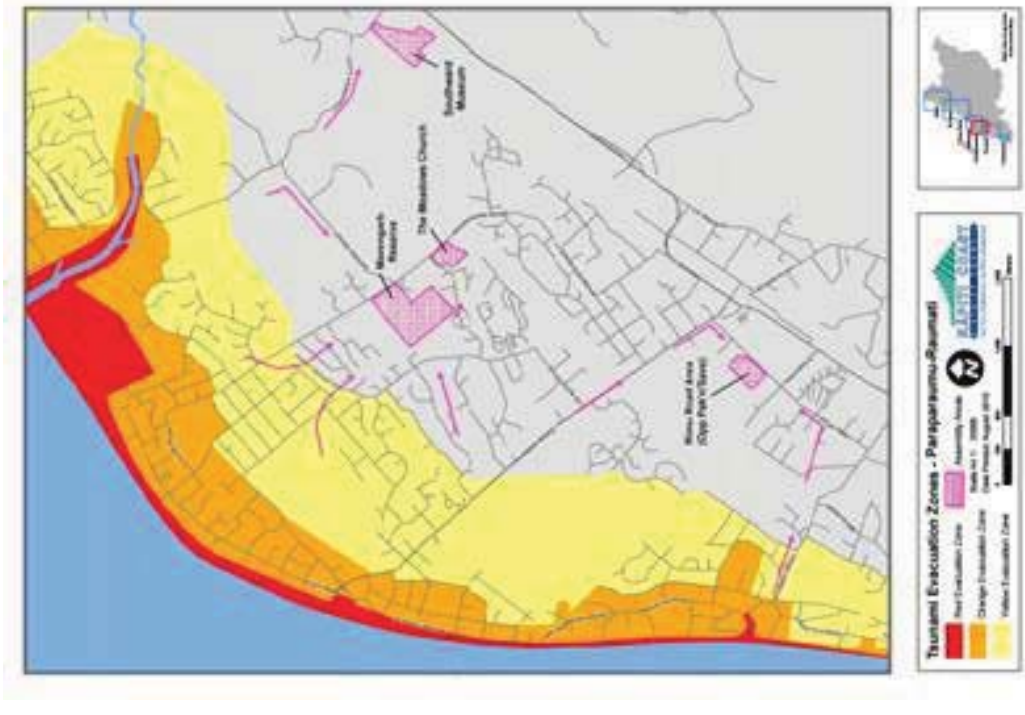
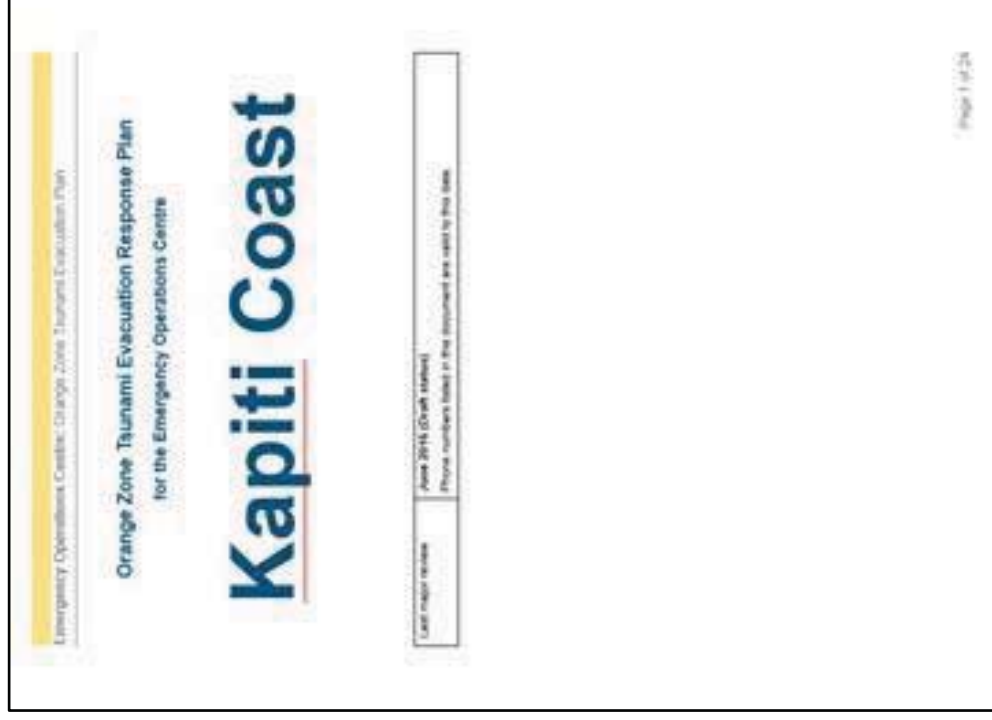
Completed previous quarters Completed this quarter Remaining to be completed

Kapiti Coast commentary continued.

- KCDC EOC staff training has continued this year. The EOC staff list currently comprises 71 people with an additional group on call from relevant functions such as operations, roading and water. The training has included a range of modules building up to the national CDEM Exercise Tangaroa scheduled for late August 2016. This exercise will see the EOC fully activated in response to an Orange Zone Tsunami threat. A successful flood scenario was also run in May in preparation for the approaching wetter winter months.
- A number of KCDC staff have made additional commitments to CDEM this year by participating in activities and initiatives across the region. EOC staff have contributed to a regional roading response document – ‘Distant Source Tsunami response protocols for roads in the Wellington Area’ outlining likely local roading protocols in response to an Orange Zone Tsunami threat, an infrastructure report looking at likely impacts and restoration times on local infrastructure and services following a significant Tsunami and the Public Information Desk Managers attended a recent Ministry of Civil Defence and Emergency Management (MCDEM) workshop.
- The Kapiti EOC continues to provide an excellent facility not just for CDEM activities but general KCDC business and the community as a whole. Regular usage of the Kapiti EOC this year has included CDEM staff training, meetings and community workshops, local and regional WREMO meetings and activities, Kapiti Emergency Services Coordinating Committee meetings. The NZ Red Cross use as a base for the local Red Cross Response Team, First Aid Training and Meals on Wheels delivery. These organisations using the facility enables us to continue to build and maintain the relationships with our partners.
- This year we formalized our arrangement with the Kapiti Amateur Radio Club, who have continued their involvement with CDEM conducting weekly radio checks across the local and regional CDEM Radio networks.

Planning for an Orange Zone Tsunami Evacuation

In collaboration with the WREMO, Kapiti EOC Staff and the wider CDEM Team have been developing a regionally consistent but locally focused Kapiti Coast Orange Zone Tsunami Response plan. Informed by the Tsunami Response Plan MANAIA and incorporating the relevant protocols and reports, this plan provides an updated and consistent response to an Orange Zone Tsunami threat to the Kapiti Coast.



Kapiti PIM Managers get insight into international VOST



VIRTUAL OPERATIONS SUPPORT GROUP
Implementing VOST for SAEEM - social media for emergency management

ALL TEAMS

JOIN US

VOSG BLOG - ENGLISH

VOSG BLOG - ESPAÑOL

FRANÇAIS: VISDV

VOST SPAIN

VOST PANAMA

CONTACT

VOSG © 2011 - 2016 - LOG IN

VOSG and Emergency 2.0 Wiki Partnership
#smemau #vost
#smem #osint
#actionablegraphics

JUNE 28, 2016 BY VOSG - LEAVE A COMMENT



We are excited to announce a partnership between the Virtual Operations Support Group (VOSG) and the Emergency 2.0 Wiki for resource and knowledge sharing. Our first two joint projects are the Actionable Graphics Project and supporting the development of VOST.

Virtual Operations Support Teams (VOST) as applied to disaster recovery is an effort to make use of crew communication technologies and social media tools so that a team of trusted agents can lend support via the internet to those on-site who may otherwise be overwhelmed by the volumes of data generated during a disaster. VOST Teams (VOST) are activated to perform specific functions in support of affected organizations & jurisdictions. Each VOST has a Team Leader that reports directly to the affected organization/jurisdiction. As additional VOSTs are established, a VOST Group (VOSG) may be established to coordinate the work of the VOSTs to maintain an effective span of control. The VOSG has a Group Supervisor that reports to the affected organization/jurisdiction. The VOST Leaders report to the Group Supervisor.



VOST

VIRTUAL OPERATIONS SUPPORT GROUP
Implementing VOST for SAEEM - social media for emergency management

ALL TEAMS

NEW ZEALAND: NATIONAL

NZ VOST



STATUS: ACTIVE MEMBERSHIP: REQUEST

Supporting: NEW ZEALAND (NZ) – WELLINGTON

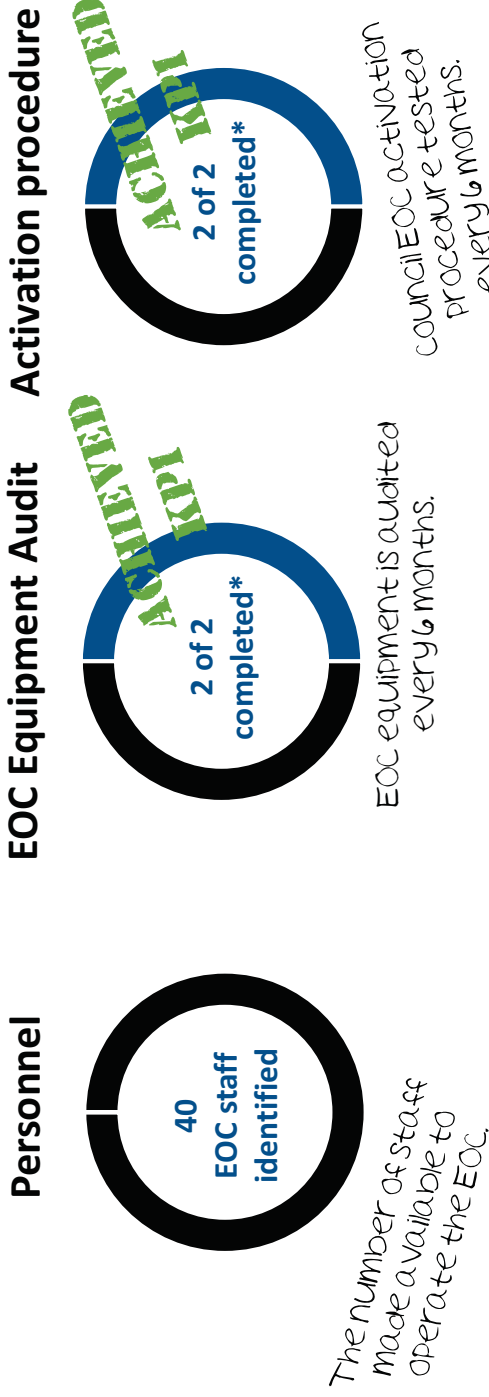
Website: <http://nzvost.vosg.us/>

Team Twitter: [@NZVOST](https://twitter.com/NZVOST)

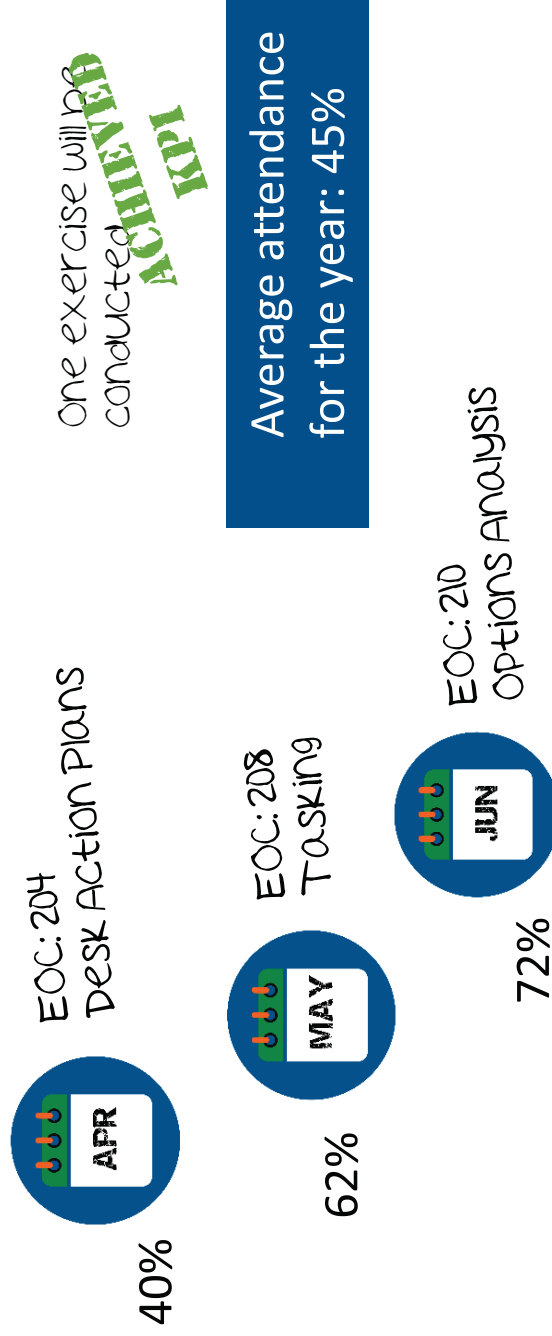
Contact: Caroline Milligan, NZ VOST Team Lead, [@Caz_Milligan](https://twitter.com/Caz_Milligan)

Kapiti's PIM Managers attended the MCDEM PIM 2016/17 Workshop - working towards effective and connected public information management nationwide in Wellington on 31 May. The workshop was part of MCDEM's pre-conference programme for its 2016 conference. Of particular interest was a presentation (via skype) from US-based organisation Humanity Road, which uses a digital humanitarian network to provide open source intelligence during emergency/crisis situations. There was discussion about the role a VOST – virtual operations support team – can play in providing intel and driving traffic to official social media accounts during an emergency. It was useful to hear what others are doing and to get some ideas about how we can continue to evolve our PIM planning and preparedness here in Kapiti.

Hutt City



Training sessions and attendance



- Two new Emergency Management Advisors joined the Hutt City team, in both the Operational Readiness and Community Resilience teams.
- Extra training sessions have also been held this quarter focussed on developing actions plans, Welfare and Lifelines. These sessions were aimed at Desk Managers and Controllers and some specific desk staff. They have been well attended and useful in raising awareness in specific areas of EOC response work.
- The GIS team introduced the IRAP system into the EOC and have joined the monthly training sessions. The Reconnaissance Teams have had the opportunity to report issues as part of the mini-exercise held in May, and then come and see the EOC in action.

* Totals shown above are annual totals per area as set in the WREMO Annual Plan

Hutt City commentary continued.

- The second test of the EOC activation process was held successfully.
- The newly reconvened Emergency Services Coordinating Committee met at the end of May in the EOC. Staff from 12 agencies gathered for the first time in over a year and are all keen to continue meeting on a quarterly basis. Staff found it valuable to get together and share information and ideas. Table top exercises will be held in future as a way to build knowledge of each others role during a response.
- The siren system was maintained and tested throughout the year. In December the sirens were run for a two minute period and information was put out through local and social media about what residents should do if they hear the sirens sound continuously. Ongoing education is required to remind everyone that these are not a dedicated tsunami sirens, and were intended to prompt people to turn on their radio.

Secondary Schools Rescue Training Programme

The Secondary Schools Rescue Training Programme was completed June with a prizegiving held at the Little Theatre. Up to 10 students, from each of 10 schools throughout the Hutt Valley participated. For the first time in this events long history, there was a three-way tie for first place!

Congratulations to; Chilton St James School, St Patrick's College and Raphael House and Rudolph Steiner School. Mayor Wallace and Mayor Guppy attended the ceremony and presented certificates to all participating schools, and the shield to the joint winners. The competition was tough this year and all of the schools showed a high level of competence.



Emergency Operations Centre renovations

EOC renovations were undertaken earlier this year and are now complete. The Emergency Operations Centre is lighter and brighter with new carpet underfoot. New shelves store the response boxes for each desk, with each shelf having a wooden barrier to prevent anything falling to the ground during an earthquake.



Emergency Operations Centre staff training

Attendance numbers at training have increased over the year and feedback has been positive. Council staff have said they now feel more confident working in the EOC. The exercise run in December 2015 provided a good opportunity to put into practice the things staff had learned. Over the past 6 months we have continued working towards increasing our knowledge and experience in the build up to our participation in Exercise Tangaroa in August and September 2016.



Upper Hutt

Personnel



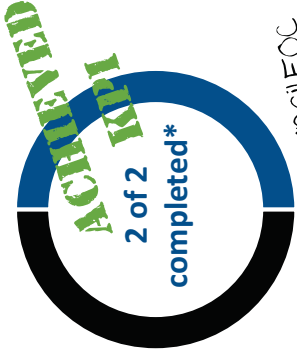
The number of staff made available to operate the EOC.

EOC Equipment Audit



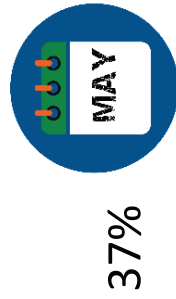
EOC equipment is audited every 6 months.

Activation procedure



Council EOC activation procedure tested every 6 months.

Training sessions and attendance



Average attendance for the year: 45%

One exercise will be conducted
ACHIEVED KPI

- This year the focus in Upper Hutt has been increasing the capability of the EOC to effectively manage an emergency. For an EOC to operate effectively the EOC requires appropriate facilities, tools and personnel. This past year:
 - Facilities – the EOC has been cleaned and sorted with required audits ensuring the facility is always ‘ready’ for an activation
 - Tools - the EOC has had significant IT upgrades with the purchase of additional laptops, tablets, smart phones and screens for display.
 - Personnel – the EOC staff have shown significant growth this year, with regular training. EOC staff are now more confident in their ability to manage an emergency.

* Totals shown above are annual totals per area as set in the WREMO Annual Plan

Completed previous quarters
 Completed this quarter
 Remaining to be completed

EOC Staff Training Programme

This year the training programme has included Coordinated Incident Management roles, displaying information, the prioritisation of information and tasking, and the introduction of the desk action plan. There has been one large exercise and a few smaller ones, all of which have greatly enhanced the capability of the EOC. EOC staff are regularly building on their base knowledge, seeing the connections between their business as usual roles and the tasks completed in the EOC. Overall they are much more confident in their ability to operate the EOC effectively in an emergency.



When injects turn into reality!

What happens when an inject actually happens? Upper Hutt City Council found out in October 2015 when the Bridge Road Bridge (partially) collapsed. Although the EOC didn't activate, many of the staff put their activation roles into practice.

The Operations team arranged the restoration of lifeline utility services, and also identified and implemented an alternate route so residents could access their homes. The welfare team provided support to those that were displaced and needed assistance. The public were kept informed by the Public Information Management team, who provided clear information at regular intervals.

Birchville bridge collapse

29 October 2015

UPPER HUTT, Wellington NZ, 29 October 2015 — The bridge at Bridge Road (Birchville, Upper Hutt) collapsed at approximately 11:00am on Thursday morning isolating households and interrupting localised services.

Upper Hutt City Council's Asset Management team of engineers have completed a preliminary assessment of the collapse and are now working with specialised bridge engineers and infrastructure service providers to determine the extent of the damage and to find safe, alternative access for residents.

WHAT YOU NEED TO KNOW:

- The bridge at Bridge Road has collapsed, cutting off around 70 properties.
- Alternative routes for residents to access their properties are being investigated; **it is important that people do not attempt to cross the river at any stage.**
- Due to this collapse, water and gas services have been cut to this neighbourhood; Sewage is currently discharging into the Hutt River from pipes impacted by the collapse.
- Power supply currently seems normal.
- Alternative access to water services is being investigated. **Residents are advised not to use the Hutt River as an alternative water supply due to sewage discharge.**
- Residents within the affected area are advised to stay at home. Check your emergency supplies, particularly water.
- Affected residents who are not at their properties are advised to seek alternative accommodation.
- Engineers are continuing to assess the bridge to find out what caused the collapse, although it is likely the high river level and its reasonable flow have attributed to the collapse.
- Check the Upper Hutt City Council website www.upperhuttcity.com and Facebook page for further information and regular updates.

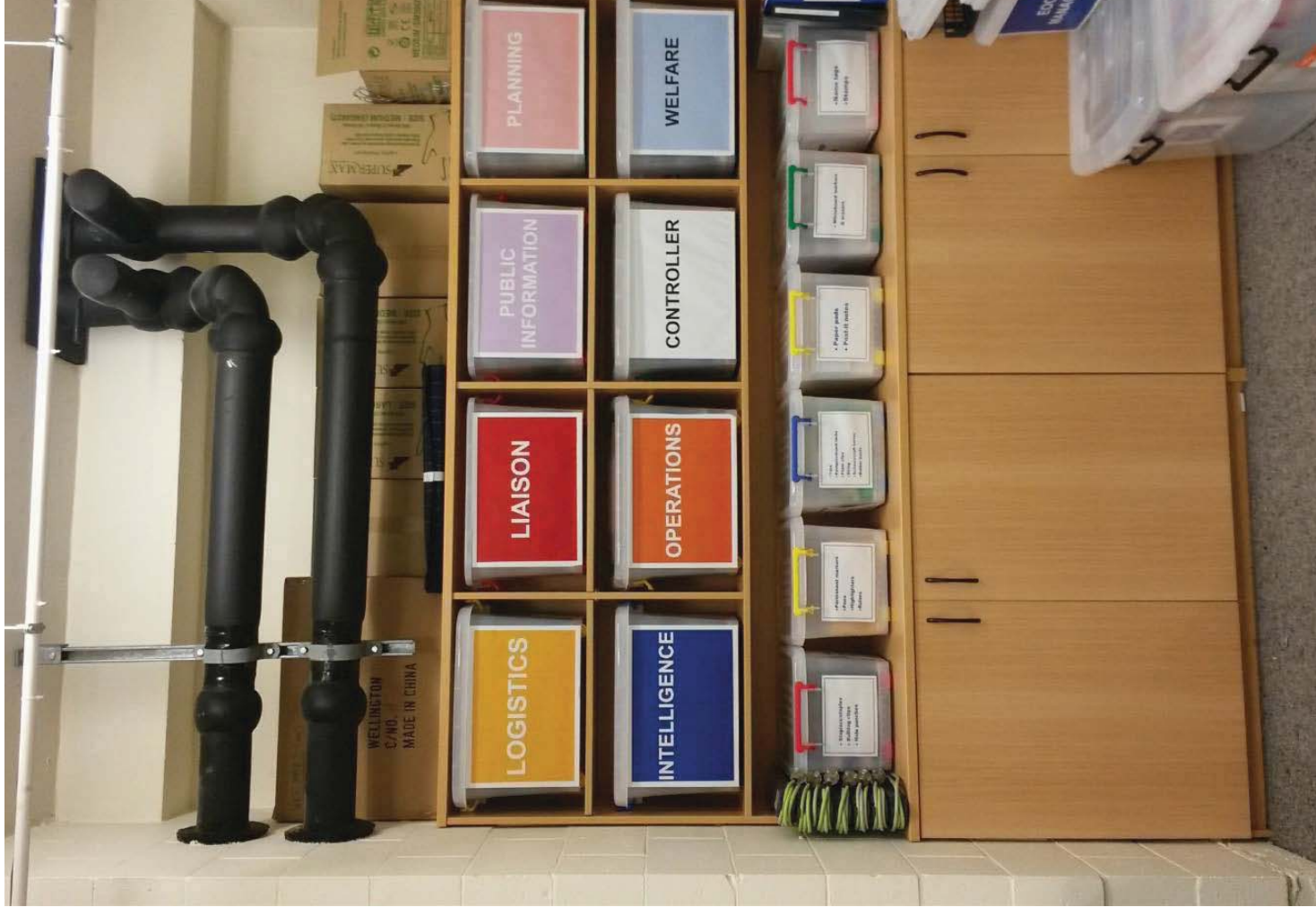
At this stage alternative access for both residents and household services has not been determined; however these updates will be supplied through usual channels as soon as information becomes available.



Upgrading of Upper Hutt EOC

The Upper Hutt EOC has seen many improvements over the past year. Additional laptops and tablets have been purchased, along with TV screens and the new stick computers to enable quick, easy and effective display of information on the EOC.

The EOC is now consistent with all other EOCs in the region and has the facility and tools required to support the EOC staff in response to an emergency.



Wairarapa

Personnel



The number of staff made available to operate the EOC.

EOC Equipment Audit



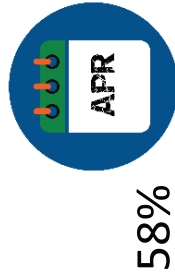
EOC equipment is audited every 6 months.

Activation procedure



Council EOC activation procedure tested every 6 months.

Training sessions and attendance



EOC: 204
DESK ACTION PLANS



EOC: 208
TASKING

Average attendance
for the year: 58%



EOC: 210
OPTIONS ANALYSIS

- New staff from Masterton District Council have undergone induction and familiarisation training and are now valuable members of the team. EOC staff have been allocated to two shifts, which allows for coverage and redundancy in events of a lengthy duration.
- Training has been intensive with the end of year exercise in November 2015. The exercise tested the knowledge built up during the training program in 2015.
- The focus in 2016 is in preparation of the National CDEM Exercise Tangaroa in August 2016.
- Carterton and Masterton District Council's elected members have completed the Elected Members training course.

* Totals shown above are annual totals per area as set in the WREMO Annual Plan

Completed previous quarters
 Completed this quarter
 Remaining to be completed

Wairarapa commentary continued.

- The Welfare space has been busy this year embedding the changes from the National Plan. The changes has seen more responsibilities sitting with Welfare Managers. Wairarapa based WREMO staff and the Local Welfare Manager have almost completed visits of many potential Emergency Assistance Centres (EAC) around the Wairarapa to assess the suitability of facilities and to build a bigger picture of the welfare capabilities within the three Wairarapa districts.
- Work has continued with the Carterton District Council Incident Management Team. This was a follow on from the Wairarapa Concept of Operations document, and how it relates to core council responsibilities. The series of workshops have provided a foundation for continuous improvement in emergency management.
- The Emergency Services Coordination Committee met in March 2016. Terms of reference for the committee have been drafted.
- Engagement with South Wairarapa District Council is ongoing with a presentation given to the Mayor, Chief Executive, and Councillors on the formal and informal arrangements of Civil Defence and outlining their responsibilities during events. This was followed by a similar presentation to the three South Wairarapa District Council Community Boards.
- Wairarapa EOC has been looking to improve local emergency communications with the NZ Fire Service in the event of a large scale event. Work has been conducted to optimise the use of the NZFS portable satellite communications system.

Wairarapa commentary continued.

- Wairarapa Operational Readiness staff members have attended two external exercises over the year, including Exercise Rauora which was a Police led table top exercise. The other was a Wairarapa District Health Board exercise involving primary care stakeholders including GP's, Pharmacies and Medical Centres.
- The Wairarapa Tsunami Response Plan has been developed as a part of the group wide response documentation.
- South Wairarapa District Council elected members and their CE visited the EOC for familiarisation and knowledge building on the formalised processes and activities that are carried out by Civil Defence.
- The EOC ICT upgrade is almost complete. This includes a satellite internet back-up connection, a laptop trolley which allows for remote updating, battery backup for power outages, printer and scanner.
- The Operational Readiness team have assisted the Community Resilience team with support at fairs, community resilience plans, business symposium, aged residential care symposium and an education symposium.

Wairarapa EOC staff get much needed boost in numbers



The year has seen a large jump in EOC staff numbers, from 12 to 31 in total. This has meant there are now two shifts that staff the EOC. This was possible with Masterton District Council committing 20 new staff that are not involved in core council functions during an emergency.

The total EOC staff consist mainly of MDC staff, supplemented by South Wairarapa District Council and Greater Wellington Regional Council.

Business and Development

- Facilitated the CDEM Group Managers Forum. This included the 15 of the 16 CDEM Group Managers across New Zealand. This was very successful with many topics discussed and information shared.
- Realigned the strategic planning cycles of the CDEM Group to better integrate with local Council LTP planning cycles.
- Continued monitoring of the implementation of the WREMO 2015/2016 Annual Plan. Developed and finalised the 2016/2017 Annual Plan.
- Continued enhancement of WREMO's visual workplace.
- Enhancing ICT systems (new computers, phones, support). Appointment of an IT Support person for an additional 6 month fixed term contract.
- Project support to other WREMO teams (e.g. Training development, EOC Upgrades and Red Cross App).
- Engagement with hazards planning and risk management stakeholders.

Business and Development



WREMO information sharing seminar



Every quarter, all WREMO staff are invited to an information sharing meeting.

Completed previous quarters
 Completed this quarter
 Remaining to be completed

Risk Registers

Local risk registers have been developed for both Porirua and Lower Hutt, with the input of council staff, lifelines, DHBs, Regional Public Health, Emergency Services, WREMO Staff and welfare agencies, and focus on the consequences of emergency events (rather than the individual hazards). Some of the high risks identified are the welfare of children and young people, the ability of hospitals and other medical facilities to operate, fuel supply and distribution, road access and access and restoration of potable water.

The registers also identify mitigation (both in place, under development and proposed), that have been identified to address the risks. This helps to support councils, lifeline agencies and welfare agencies in the prioritisation of their work programmes.

An added benefit of the development workshops was the representatives of a wide variety of agencies discussed their understanding of the local risks and shared their agency's work programs.

Business and Development

Information Sharing Seminars

A number of seminars were held for WREMO staff including:

- Charlotte Williams and Mischa Hill (WREMO) on their secondment to the Whanganui Floods response;
- Kerry McSaveney (WREMO) on her experience as Logistics Manager at a large rural fire in Northland;
- Adrian Glen and Sarah Gauden-Ing (WREMO) on the Hawkes Bay's Te Matau-a-Māui Exercise
- Matthew Lloyd (Red Cross) on technological innovations in response, particularly in the Pacific;
- Iain Dawe (Greater Wellington Regional Council) on the Regional Natural Hazard Management Strategy;
- Paul Mallison (Metservice) on weather and the process by which weather watches and warnings are issued.

Get Prepared Website

The Get Prepared website is one of WREMO's primary means of communicating with the public. The website has been regularly updated to reflect WREMO's promotions such as Neighbours Day and Shakeout, the volunteer training and various community workshops.

In October 2015 a new wizard was released to simplify the process of updating the website. Training was provided to PIMs in Wellington, Kapiti, Upper Hutt, Hutt City, Porirua and Greater Wellington. The PIMs were also provided with an updated user guide and a one page quick reference guide.

Natural Hazards Strategy

The Regional Planning Managers Group are working to develop a regional Natural Hazards Strategy to improve cross council planning, this project is being managed by GWRC. WREMO have been involved in the development of the strategy to ensure that it considers both risk reduction and forms a basis for response planning. WREMO are also supporting the ongoing community consultation on the strategy, through Facebook posts and joint presence at large community fairs around the region.

Common Alerting Protocol

In 2015 WREMO partnered with the New Zealand Red Cross to implement their international Hazard App in New Zealand. As well as providing information about New Zealand's hazardscape, and how people can respond to an emergency the Hazard App provides a means by which agencies such as WREMO can send alerts to members of the public.

As a result of the implementation of the Red Cross App a national working group was established to implement the international alerting standard – Common Alerting Protocol (CAP) into New Zealand. The Working Group has support from central government agencies (including the Department of Internal Affairs, Ministry of Health and MCDEM) and alerting agencies (including Geonet, MetService and CDEM Groups). By adopting CAP, agencies in New Zealand will have a consistent format and standardised priority for sending alerts.

GET EMERGENCY ALERTS

Wellington Region Emergency Management Office (WREMO) is now using the Red Cross Hazard App as our official alerting platform in serious emergencies.



Download it to your phone now – it's free.

- You may choose to receive alerts for earthquakes, tsunami, severe weather events, road closures, epidemics, and/or biosecurity risks.
- Official alerting agencies include WREMO, NZ MetService, Geonet, US Geological Survey
- Alerts are sent as "notifications" (requires internet or mobile data)
- Monitor up to five locations around New Zealand to keep an eye on loved ones
- Adjust the settings to get the alerts you want to receive
- Your own pre-loaded personalised "I am safe" notification to send family and friends (automatically includes your location).



FREE DOWNLOAD

HERE ARE THE WAYS YOU CAN GET EMERGENCY INFORMATION FROM WREMO

SOCIAL MEDIA – REGULAR UPDATES Facebook and Twitter

- An official source of information as the WREMO's page is managed by the Wellington Region Emergency Management Office.
- Enables two-way conversations. You can make enquiries or ask questions.
- Likely to be the most immediate source of information.
- Information is easily shared.

Red Cross Hazard App

- Alerts for different emergency risks – when you need to 'ACT NOW'!
- Alerts sent as a notification.
- Other benefits, such as access to watch warnings and hazard information, 'I am safe' messaging.

WEBSITE www.getprepared.org.nz

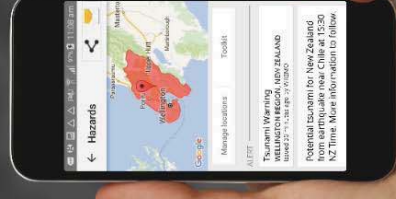
- An official source of information as it comes straight from the Wellington Region Emergency Management Office or local council.
- Includes more detailed information.
- Emergency services such as fire, police, ambulance, etc. may need for an app.

TRADITIONAL MEDIA TV, newspapers, radio, news websites

- Useful coverage – reaching a wider population.
- No reliance on the internet.

Stay informed when you need it most.

New Zealand Red Cross Hazard App, a free comprehensive pocket guide to hazard preparedness and response. Download it today.



FREE DOWNLOAD



GET IT ON Google Play

Download on the App Store



Business and Development

Policy and strategic planning

ON-GOING

Existing policies are reviewed, and new policies are developed as required.

ON-GOING

Revised or new policies are distributed to all WREMO staff.

Finance

ON-GOING

WREMO budget setting, reporting and processing of expenditure is managed.

ON-GOING

Support is provided to Community Resilience and Operational Readiness on budgetary matters.

ON-GOING

Petty cash is reconciled as required and correctly administered.

ON-GOING

Agreed portions of Councils CDEM budgets are administered by WREMO.

- This year WREMO commenced the administration of the councils remaining CDEM budgets. This change has shown increased effectiveness in some areas as WREMO has been able to centralise service contracts. An example of this is the maintenance of local radio network, satellite communications links and the procurements of standardised EOC equipment. This process will continue next year will continues refinements and further centralisation as required.

WREMO Information Seminars (external audiences)

This seminar series was established by WREMO as a learning opportunity for attendees, but also an opportunity for council staff and scientists around the region to present information.

The following information sharing seminars were held in 2015/16:

- *Brett Mullan, NIWA on the implications of the El Niño weather pattern on the Wellington region over the coming months;*
- *Ryan Paulik of NIWA on the residential building damage caused by the Whanganui floods of 2015;*
- *Mike Mendonca, Wellington City Council on the Wellington's Chief Resilience Officer and the Rockefeller 100 Resilient Cities Initiative; and*
- *Lisa McLaren, WREMO on the December 2015 Paris Climate Change conference which she attended as a member of the New Zealand Youth Delegation.*



Business and Development

IT & Website

ON-GOING

The content on the website is up-to-date.

ON-GOING

Effective IT support is provided to WREMO staff.

ON-GOING

Technical support for the development and implementation of EMIS is provided.

ON-GOING

Good working relationships are fostered and maintained with Council IT staff.

Administration

ON-GOING

All administrative requirements of the CDEM Group Joint Committee are met.

ON-GOING

All administrative requirements of the CDEM committees are met.

ON-GOING

A centralised library at Thorndon is maintained.

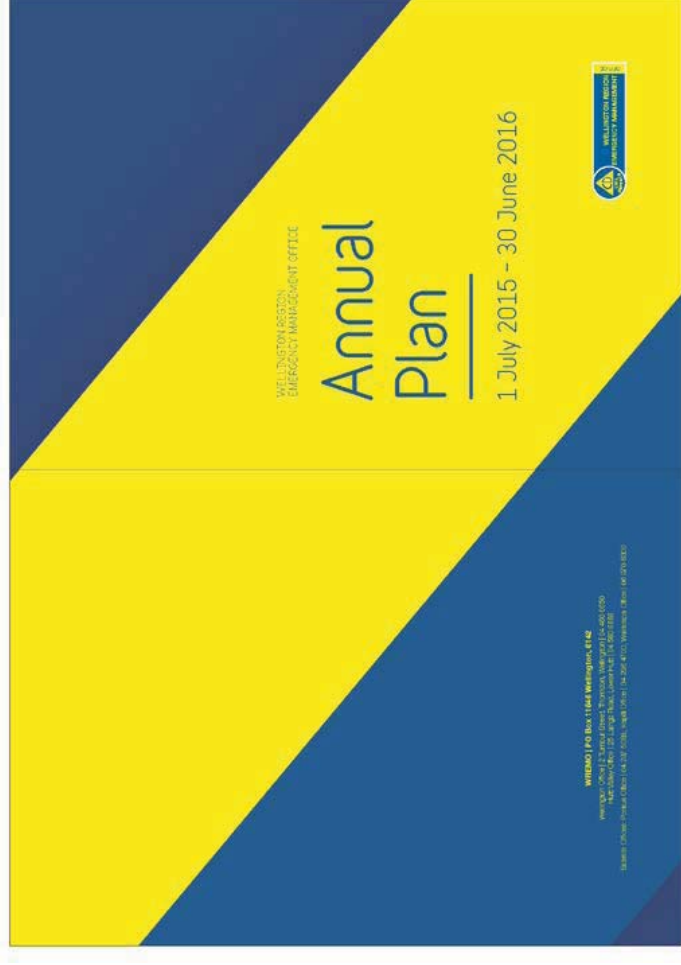
ON-GOING

The following registers are regularly updated: Interagency contact list, and procurement registers.

- An ICT audit was carried out by an external ICT consultancy company. One of the findings is that WREMO's ICT is well advanced and in line with the newest technology.
- WREMO's ICT support has excelled over the past year with new technology implemented and a couple of 'contract' staff employed to assist team members
- Over the past year we have seen an increase in the number of partners who are utilizing the WEMO EOC for meetings and trainings. This is positive as it continues to develop and maintain our relationships with our partners.
- Some examples of the administrative support provided this year includes, catering and management of room bookings, minutes and transcripts for a variety of meetings, administration of the volunteer training programme.

Changes to CDEM Strategic Planning Cycles

This year the Business and Development Team proposed the re-alignment of the CDEM Group strategic planning cycles to ensure there is more integration between councils and CDEM planning. The approved change sees the Group Plan move to a 6 year cycle, the Business Plan to a 3 year cycle and the Annual Plan remains unchanged. This will ensure that the Group Plan and Business Plan will now inform the LTP as their development will be in-sync.



Business and Development

Values

ON-GOING

Have the WREMO mission, vision and values visible to all WREMO staff.

ON-GOING

One team building event for all WREMO staff.

ON-GOING

Staff provide support to all other business units to assist in meeting WREMO objectives and goals.

Planning Managers Group

ON-GOING

Promote CDEM Group interests as part of the Natural Hazards Strategy.

Health and Safety

ON-GOING

Any incidents are logged as per Greater Wellington Policy.

- Three WREMO staff members (one from each team) have formed a subgroup to progress EMIS. Successful workshops were held and a training programme has been developed and delivered to all WREMO staff.
- The new Health and Safety at Work October (2015) was implemented in April this year. The Act has several implications for WREMO and based on external legal advice, WREMO has prepared its own procedures and reporting mechanisms regarding Health and Safety.

Supporting the development of the Regional Natural Hazards Strategy (RNHS)

WREMO has been supporting GWRC in engaging the public as part of the development of the regional Natural Hazard Strategy. At several of the major festivals in the region WREMO and the Natural Hazard Strategy team have shared a stand. This partnership has enabled the public to provide input into how they think natural hazards should be managed and at the same time receive support on how to prepare for an emergency.

Wellington Region Emergency Management Office (WREMOnz)
Published by Daniel P. Neely [?] · 6 March at 10:20 · 🌐

COME JOIN US AT THE NEWTOWN FESTIVAL!
Get in to win a free 200L Emergency Rainwater Tank!

Just give us your thoughts on what we need to make our region more resilient (earthquake preparedness, healthy and affordable housing, climate change, ???).

Dr. Iain Dawe is also here from Greater Wellington Regional Council to get your thoughts on how we might better manage the hazards in our region.

Of course our awesome volunteers are here to help you with ideas on Emergency preparedness (and free stuff!).

See you there - have a great time at the biggest street party in NZ!! - Dan

WIN A FREE 200L EMERGENCY WATER TANK! ASK US HOW

Wellington Region Emergency Management Office
www.prepared.org.nz

WHAT WOULD YOU SURVIVE NATURAL HAZARDS?
How often do you think about the hazards in your region?
What would you do if you were in a natural hazard zone?
Subsidence Hazards